

# Why do I receive an error when trying to retrieve my Plesk license key?

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Online URL:

<http://kbase.licensecube.com/control-panel/licenses/why-do-i-receive-an-error-when-trying-to-retrieve-my-plesk-licen>

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Resolving Plesk licensing errors generally isn't complicated once your aware of what the error code is. In this tutorial, we'll explain how to resolve the error obtained when trying to "Retrieve Keys" on your Plesk server.

Licensing Server Unreachable: Unable to connect with licensing server.

Please make sure that your network allows communication to ka.parallels.com:5224. For more details check system help pages.

If you are receiving the aforementioned error, more than likely the issue is your Plesk server is currently blocking port 5224 (TCP/UDP), which is required by Plesk for license communication. To resolve this error, please follow the step-by-step directions outlined below:

- Login to your Plesk Virtual/Dedicated server via SSH
- Once logged in, please run the following command in Linux:

```
iptables -f && service iptables stop &&  
chkconfig iptables off
```

Upon completion, please try to re-run the "Retrieve Keys" process from within the Plesk Panel to see if your server is now able to connect to the Parallels KA (Key Administrator) licensing server.

If you have any further questions pertaining to your [Plesk license](#), please feel free to get in contact with our web hosting support team for additional assistance.