

# Why has my Plesk SiteBuilder license expired?

Posted: **LicenseCube Support** [support@licensecube.com]

Online URL:

<http://kbase.licensecube.com/additional-licenses/why-has-my-plesk-sitebuilder-license-expired.html>

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Your Plesk SiteBuilder license is required to connect to the Parallels licensing server every thirty (30) days. Should it fail to do so, your license will expire. For this very reason, it's important that you ensure that port 5224 TCP/UDP is open in your firewall (should you use one). To resolve this issue, please follow the step-by-step directions outlined below for your convenience:

- Please go to the [contact us](#) section of our website
- Fill in all the relevant information needed
- Next, please indicate the following information:

My Plesk SiteBuilder key has expired, my old key isâ€¦

- Finally, click the "Submit Form" button

Should you have any further questions pertaining to your [Plesk SiteBuilder license](#), please feel free to get in contact with the LicenseCube support team for additional help.