# **Hewlett Packard** HPE Support Center Enterprise

# Uploading activation code for second time failing with an error "activation key is not valid"

E	Table of contents
Issue	
Environment	
Cause	
Resolution	

### Issue

Uploading activation code for second time failis with an error "activation key is not valid" in EZUA 1.3 airgap base installation setup.

ez-license-controller-manager reported below error in logs.

2024-04-01T03:12:56Z ERROR activation code expiry cannot be empty {"controller": "ezactivationcode", "controller github.hpe.com/hpe/ezlicense/internal/activation.ArmKillSwitch /workspace/internal/activation/arm\_killswitch.go:28 github.hpe.com/hpe/ezlicense/controllers.CheckForValidActivationCode

/workspace/controllers/ezactivationcode\_controller.go:296 github.hpe.com/hpe/ezlicense/controllers.(\*EzActivationCodeReconciler).Reconcile /workspace/controllers/ezactivationcode\_controller.go:158

sigs.k8s.io/controller-runtime/pkg/internal/controller.(\*Controller).Reconcile
/go/pkg/mod/sigs.k8s.io/controller-runtime@v0.16.3/pkg/internal/controller.go:119
sigs.k8s.io/controller-runtime/pkg/internal/controller.\*\*Controller!.reconcileHandler
/go/pkg/mod/sigs.k8s.io/controller-runtime@v0.16.3/pkg/internal/controller.go:316
sigs.k8s.io/controller-runtime/pkg/internal/controller.(\*Controller).processNextWorkItem

/go/pkg/mod/sigs.k8s.io/controller-runtime@v0.16.3/pkg/internal/controller/controller.go:266
sigs.k8s.io/controller-runtime/pkg/internal/controller.(\*Controller).Start.func2.2
/go/pkg/mod/sigs.k8s.io/controller-runtime@v0.16.3/pkg/internal/controller.go:227

UI stuck in Processing Activation Key:



### **Environment**

EZUA 1.3 Airgap based installation

#### Cause

This issue is caused because of an existing activation code secret and EzActivationCode CR.

## Resolution

- 1. List the secrets in ezlicense-system namespace
- # kubectl get secret -n ezlicense-system
- 2. Delete all the existing ezua-activationcode secret:
- # kubectl -n ezlicense-system delete secret <ezua-activationcode-YYYY-MM>
- # kubectl get ezactivationcode -n ezlicense-system
- 4. Delete if any existing CR associated with the old activation code
- # kubectl -n ezlicense-system delete EzActivationCode <ezua-activationcode-YYYY-MM>

<sup>5.</sup> Reupload the activation code from UI