

Licensing & updates

Do you have issues when you apply a new license key or when you try to update XCALLY?

1. Please [send us](#) the **public IP** you obtain from:

```
curl http://bot.whatismyipaddress.com/
```

In this way we can check if it is enabled.

2. If you still have problems, also after the check of the IP, please verify that the following **outgoing TCP ports are open** to the host provisioning.xcally.com:

TCP 80, 443, 8080, 3306

```
telnet provisioning.xcally.com 80
telnet provisioning.xcally.com 443
telnet provisioning.xcally.com 8080
telnet provisioning.xcally.com 3306
```