

I need a new token!

Issue

- I lost my EMS token and now I can't set up new installations.

Environment

- Element Server Suite

Resolution

Browse to <https://ems.element.io/on-premise/subscriptions> and you will see a page with all of your subscriptions that looks similar to:

Your On-Premise Subscriptions

On-Premise enterprise

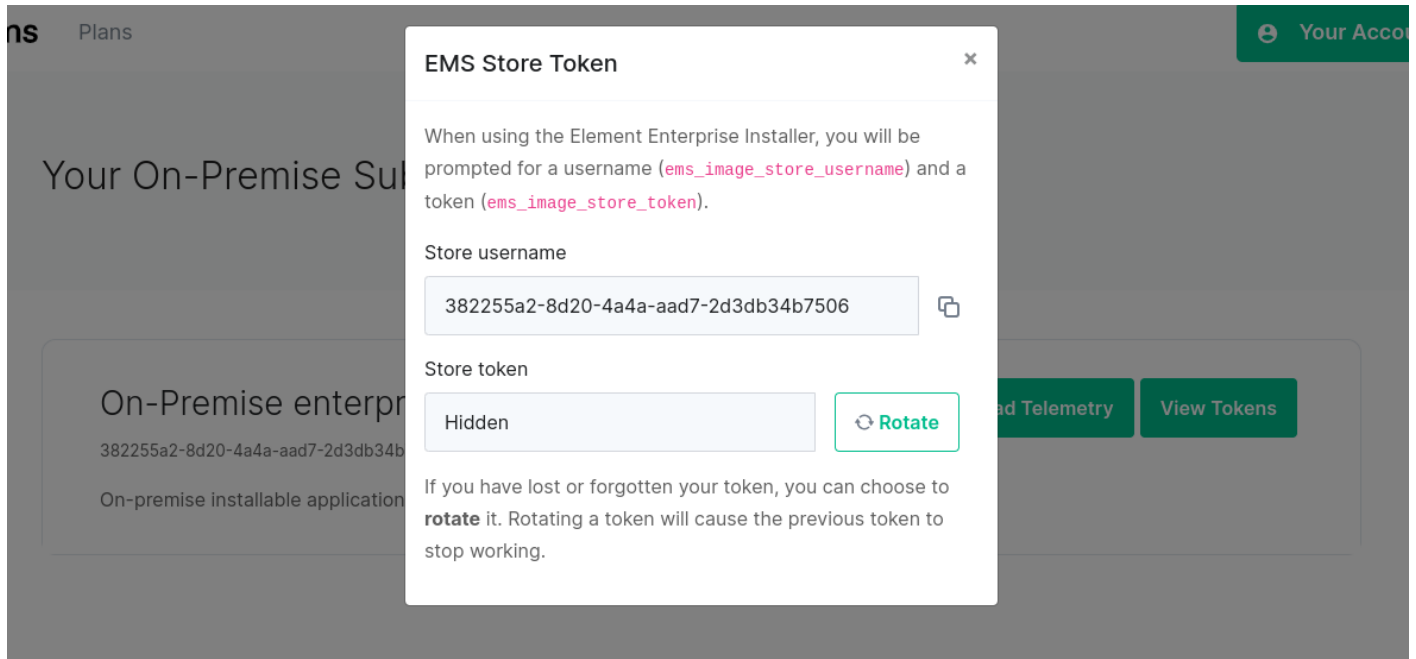
382255a2-8d20-4a4a-aad7-2d3db34b7506

On-premise installable applications

Upload Telemetry

View Tokens

For your subscription, click on the "View Tokens" button and you will see this view:



On this page, click "Rotate" and you will be presented with a new token. Take care to keep it in a safe place.

Root Cause

A token is required for an Element Server Suite setup to talk to EMS and pull down the required software.

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