

Backup to cloud pro activation code can't be found in RCP

Symptoms:

The extension has been ordered via Openprovider RCP / API, but the activation code is nowhere to be found.

Cause:

Backup to cloud pro doesn't come with an activation code.

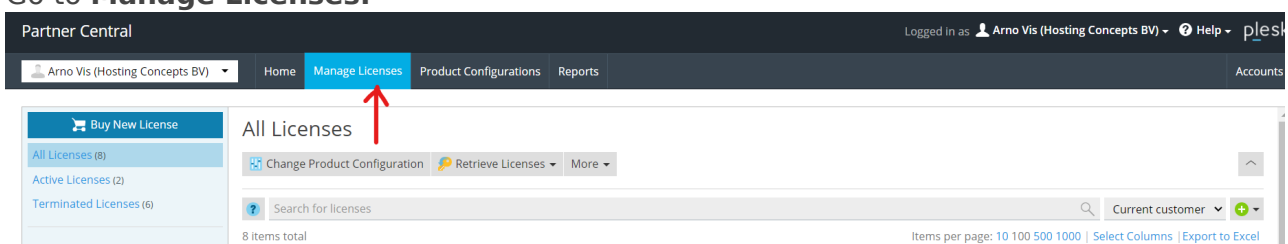
Resolution:

If an extension has been ordered as a separate key via API or **RCP > Order new license > Plesk extension keys** it has to be linked with the parent Plesk license key first.

[Contact](#) Openprovider support for help.

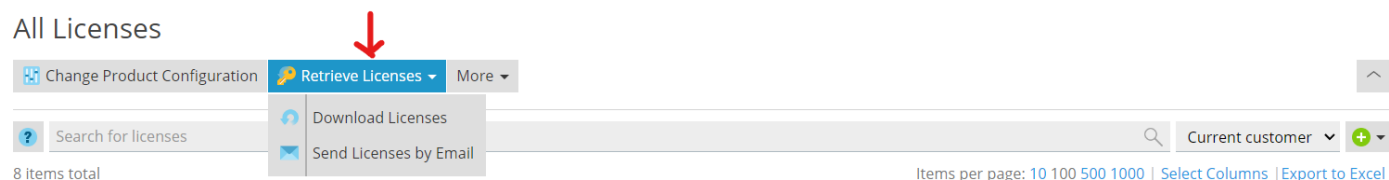
If the extension was ordered as an additional product to the existing Plesk license or linked by Openprovider support already, follow the below steps:

1. Log in to the **Plesk web interface**.
2. Go to **Manage Licenses**.



3. Click on **Retrieve Licenses**.

All Licenses



To verify that the extension is active - navigate to **Extensions > search for 'Backup to Cloud Pro' >see the message** on the extension page, informing that it is installed.

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