Resolve FiveM Asset Escrow entitlement and key errors

Asset Escrow protects paid FiveM resources and checks whether the server is entitled to run them. An entitlement error is not usually a reason to reinstall the game server or replace its database. Check account ownership, the active server licence and the original download first. Keep the exact first console error because missing entitlement and damaged resource files are different failures.

Check the account relationship

Sign in to the official Cfx Portal using the account that should own the asset. Confirm the purchase or subscription entitlement exists and is valid. A Tebex payment receipt is useful evidence, but purchasing through the wrong linked Cfx account can still leave the server's owner without entitlement. Ask the seller through their official support route to resolve a legitimate account issue.

Now identify the Cfx account owning the licence key actually used by this FXServer instance. An old key left after an ownership change can authenticate the server while failing the purchased asset's entitlement check. Do not borrow another person's key or share your key with a script seller in a public support channel. Older instructions may call the licence site Keymaster; use the current Portal links.

Check the deployed package

Back up the installed resource and its configuration before replacing files. If the resource stores persistent data, export the matching database as well. Compare the installed files with a new authorised download of the same compatible version. Extract the archive fully: hidden entitlement-related package files must not be skipped by your upload method. Preserve the directory structure and author-required resource name.

Use the seller's built distribution rather than a random mirror or a source archive missing its packaged assets. Do not edit encrypted code, strip escrow metadata or try tools claiming to decrypt the resource. Changing `escrow_ignore` locally does not grant ownership or make protected vendor files editable.

Separate licence failure from resource failure

1. Check startup for a server licence authentication error before the resource's own message. Resolve that first if present.
2. For an entitlement refusal, compare the asset-owning account with the active server key's account and check any subscription expiry.
3. For missing or unreadable protected files, recheck the original authorised package and completed upload.
4. For a dependency, export or SQL error after the entitlement check passes, use the resource's normal installation guide instead of repeatedly regenerating keys.

Where account changes or an updated package require a restart, arrange a short maintenance window and use the normal server controls. Avoid repeated live restarts of economy or inventory resources. Retest the actual feature with a test player, rather than treating a single successful start message as complete validation.

Escalate with safe evidence

Provide the seller with the asset name, purchase reference, account identity through their private channel, resource release and exact redacted error. Provide CloudExa with the service ID and time if you suspect the wrong configuration or blocked licence-service connectivity. Never include the full server key, database password or player database in a public ticket attachment.

Do not assume an asset is transferable just because the server moved providers or owners. Follow the current Cfx and seller rules for the particular purchase. Once fixed, record which account owns the server key and assets so a later handover does not recreate the same problem.

Related guides

- Check the active Cfx server licence
- Verify resource files and dependencies

Further reading

- Cfx Asset Escrow documentation
- Cfx Portal
- Cfx resource manifest escrow directives
- Cfx server licence setup

Looking for another game? Browse game server setup and troubleshooting guides.

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