HOW TO FIX QLS CONNECTION FAILED ERROR

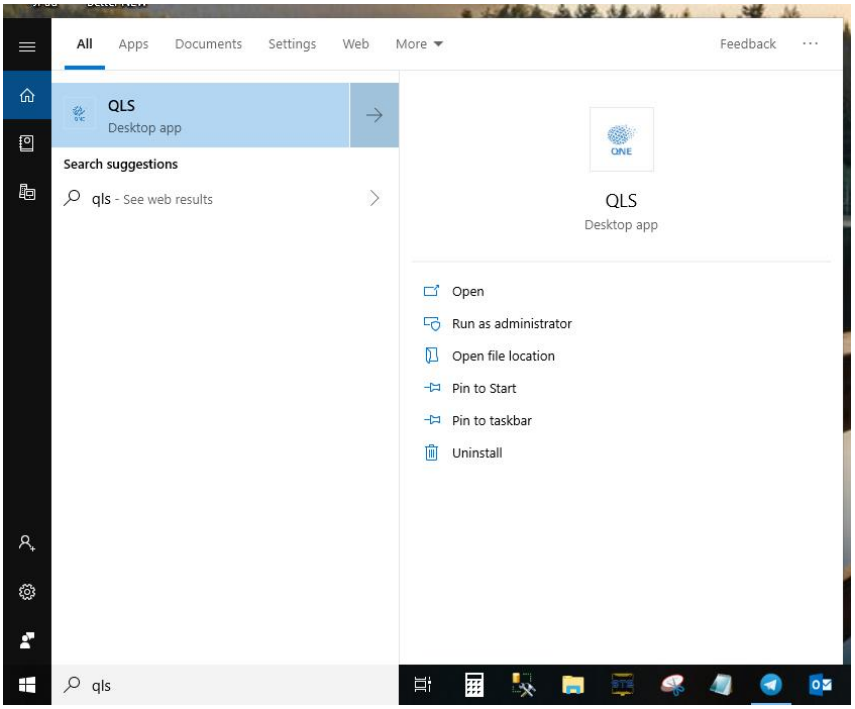
Problem Scenario:

Upon opening your computer, QLS Service may not run automatically. Upon logging in in QnE, the error message below will prompt:

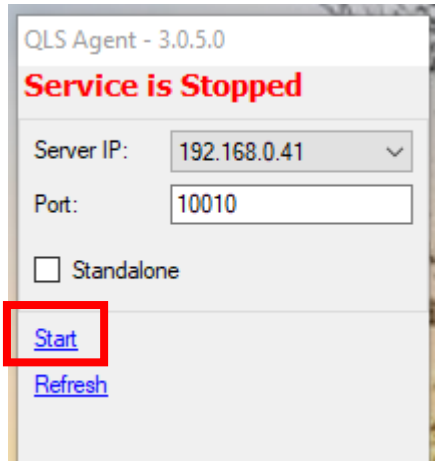
Resolutions:

Solution 1 (Server or Stand-Alone)

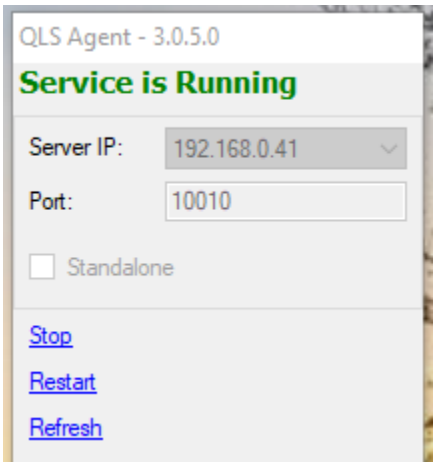
Go to Start > Search "QLS"



You will see that the "Service is Stopped". Click Start to start the service

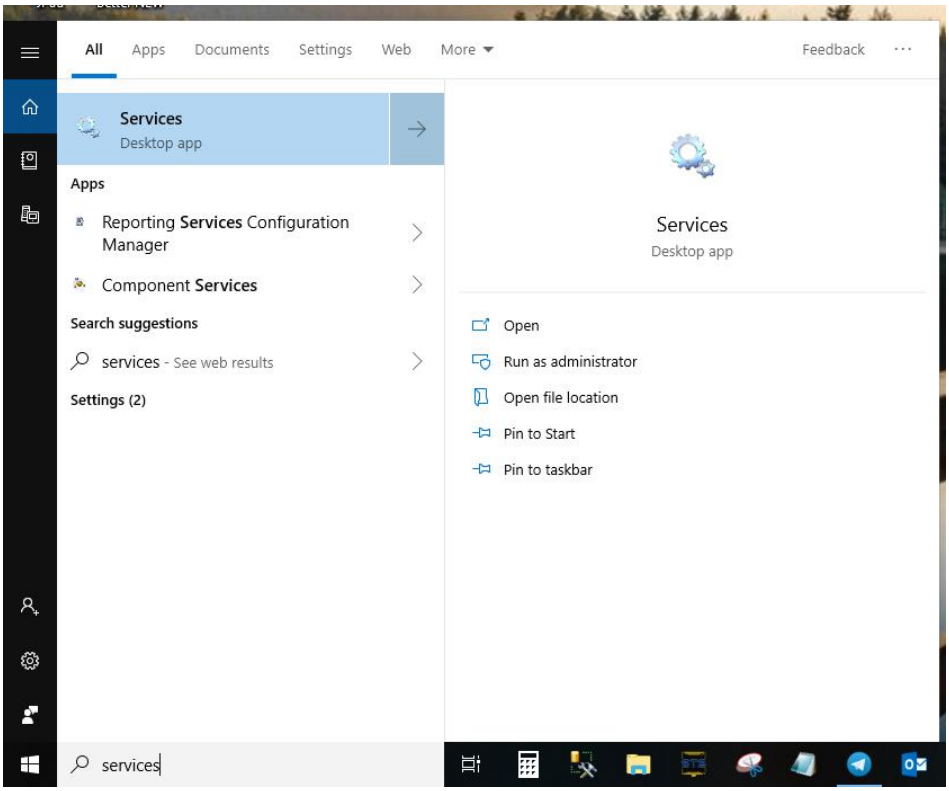


Once clicked, you should see the status, “Service is Running”. Go back to QnE then log in again. System should now procced to QnE Window

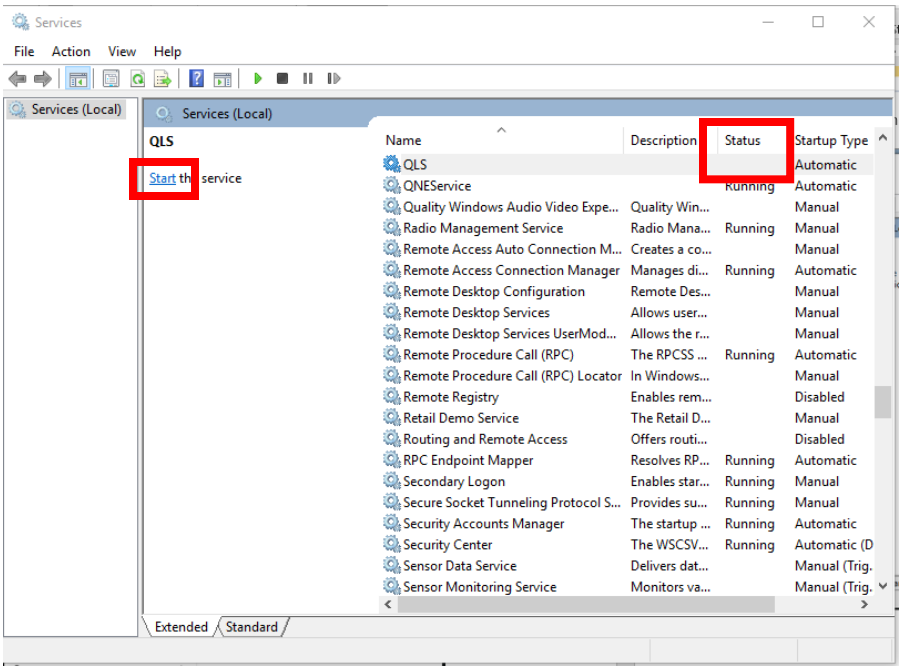


Solution 2 (Server or Stand-Alone)

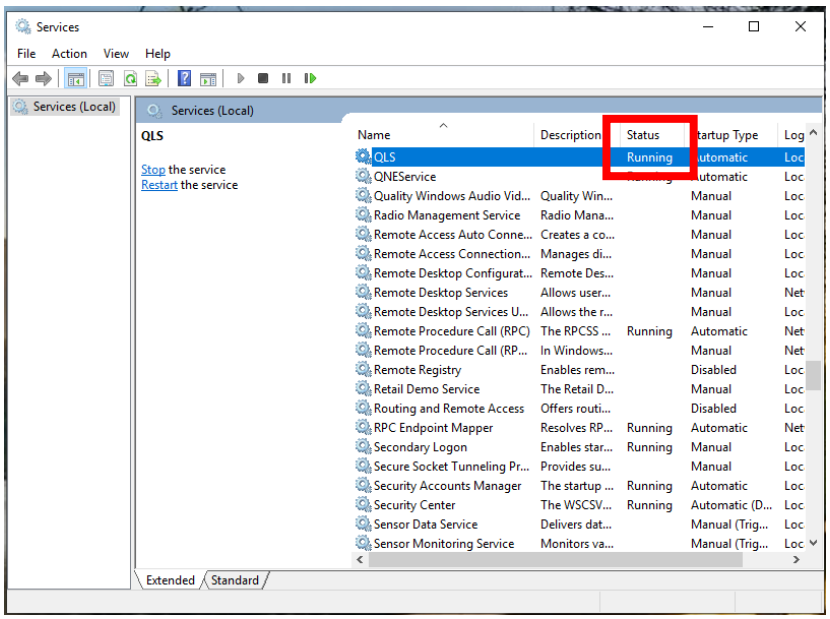
Go to Start > Services



Type “QLS” in Services window. Check the status and if it has not running, click “Start”

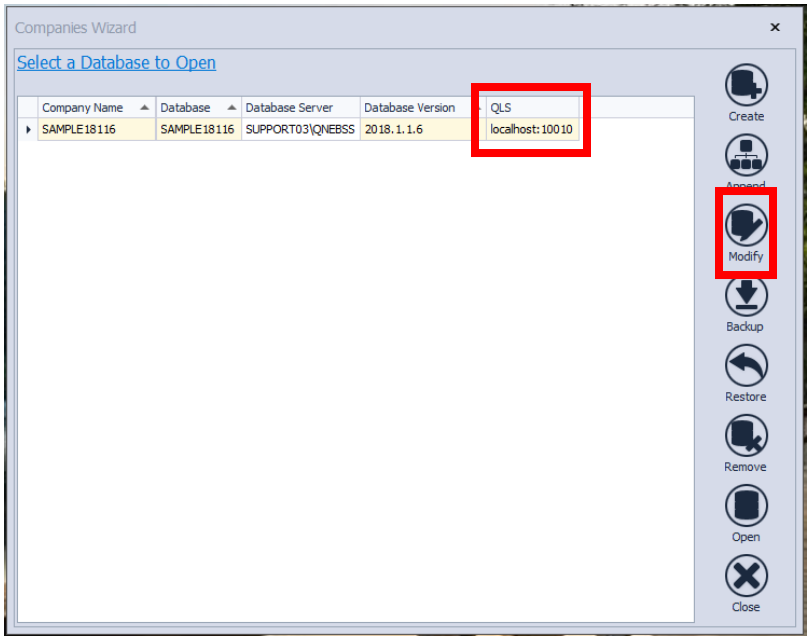


You should be able to see that the service is “Running”. Go back to QnE then log in again. System should now procced to QnE Window

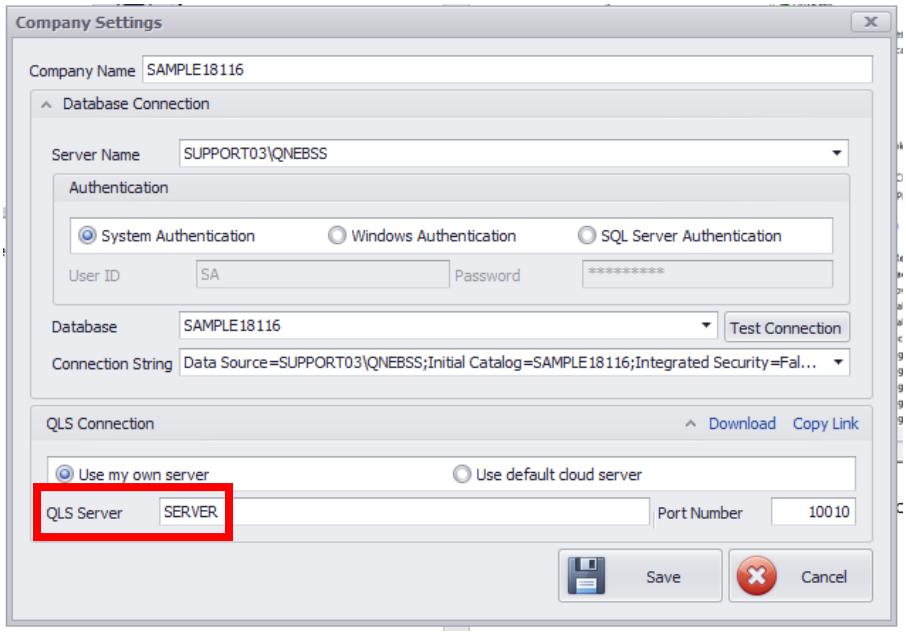


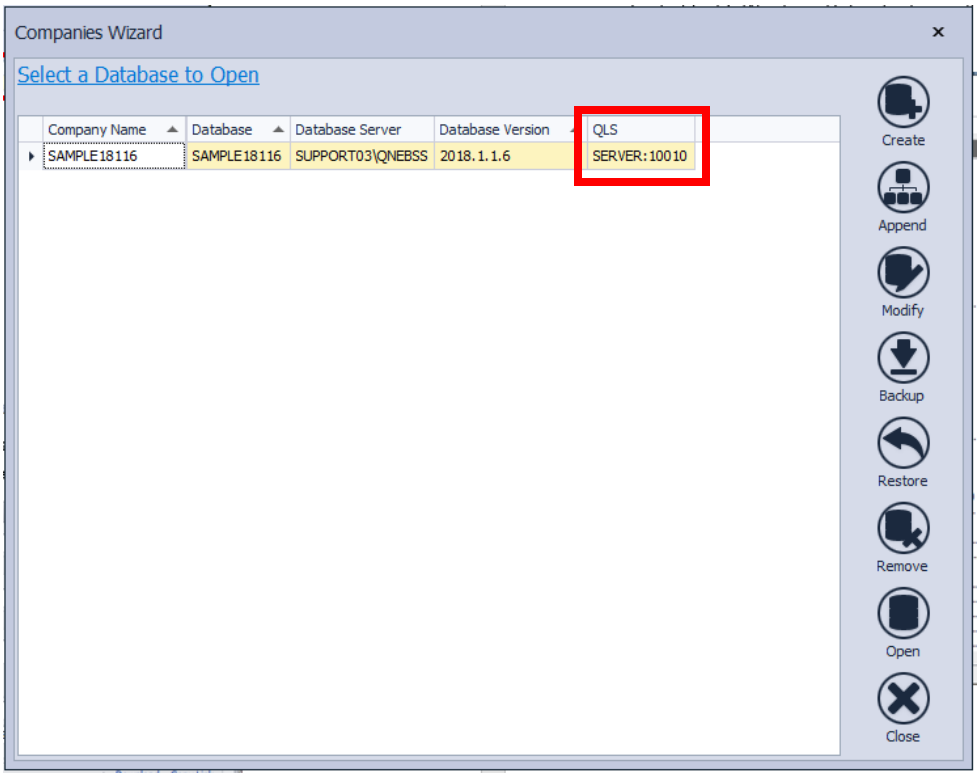
Solution 3 (If encountered in Workstation)

Check the QLS Server in the database



If it is a workstation, path should be modified and must directed to the server. Click Modify and amend QLS server field. You may use **IP Address** or server's **Computer Name.** Click Save once done.

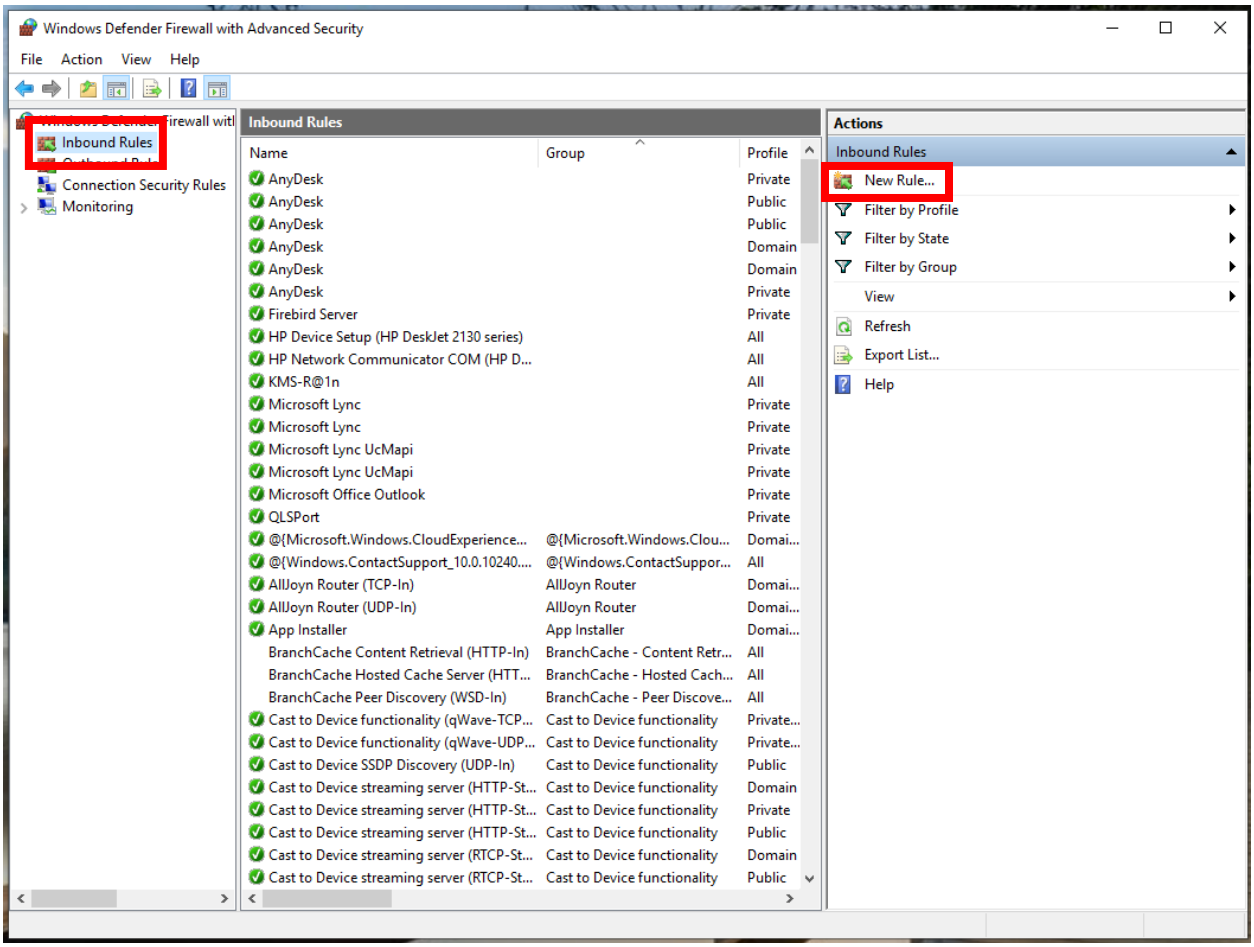




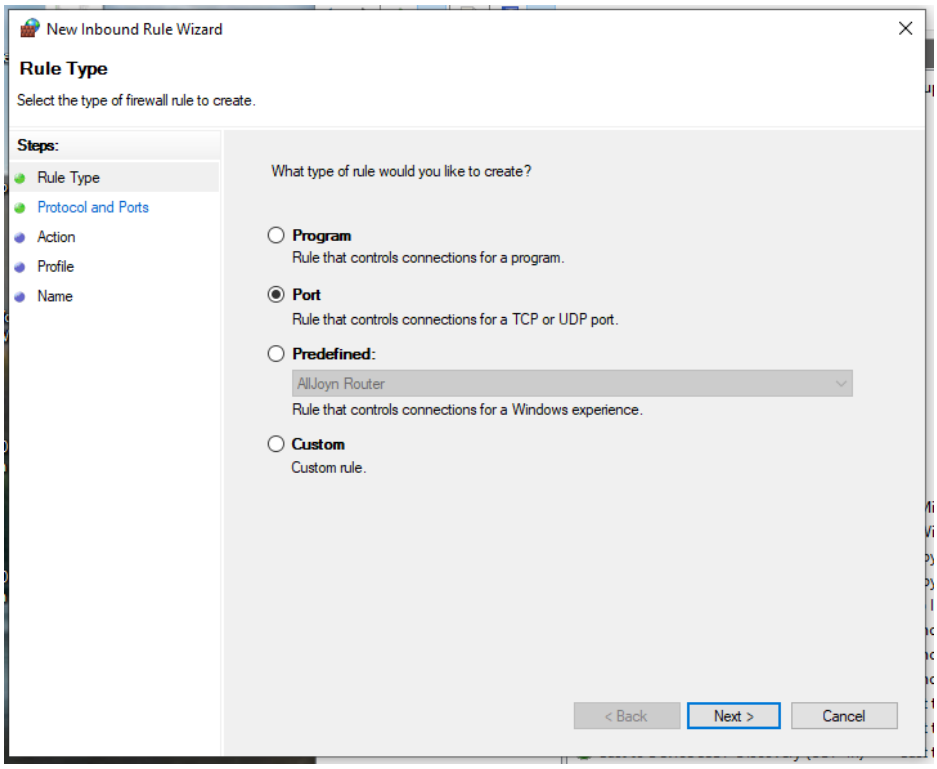
Once done successfully, click Open then log in again. System should now procced to QnE Window.

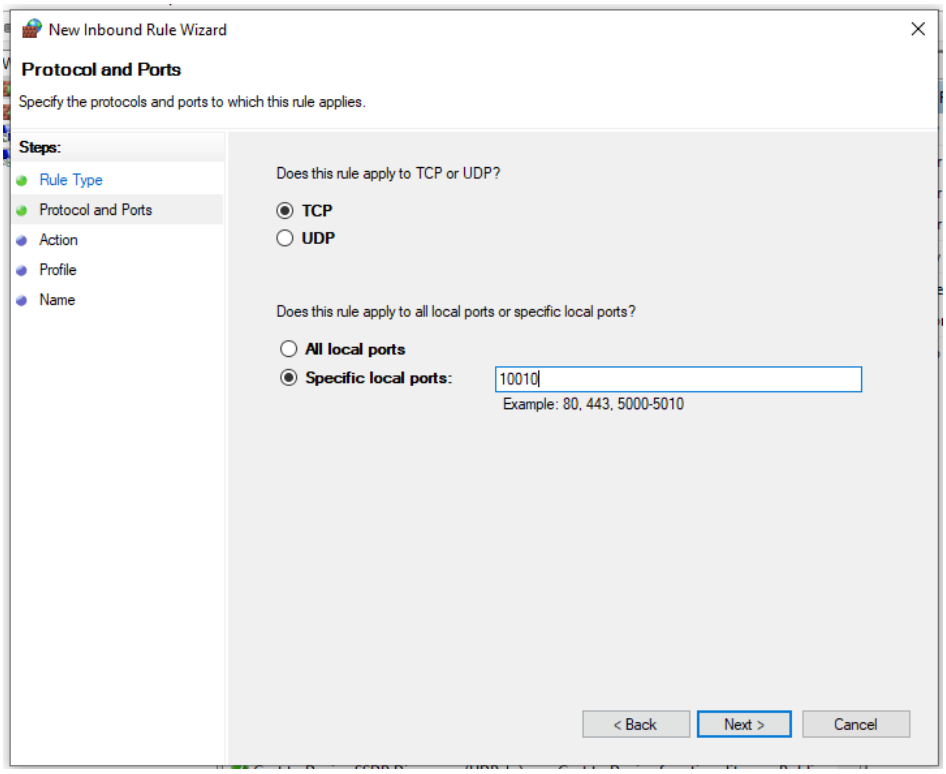
Solution 4 (If encountered in Workstation)

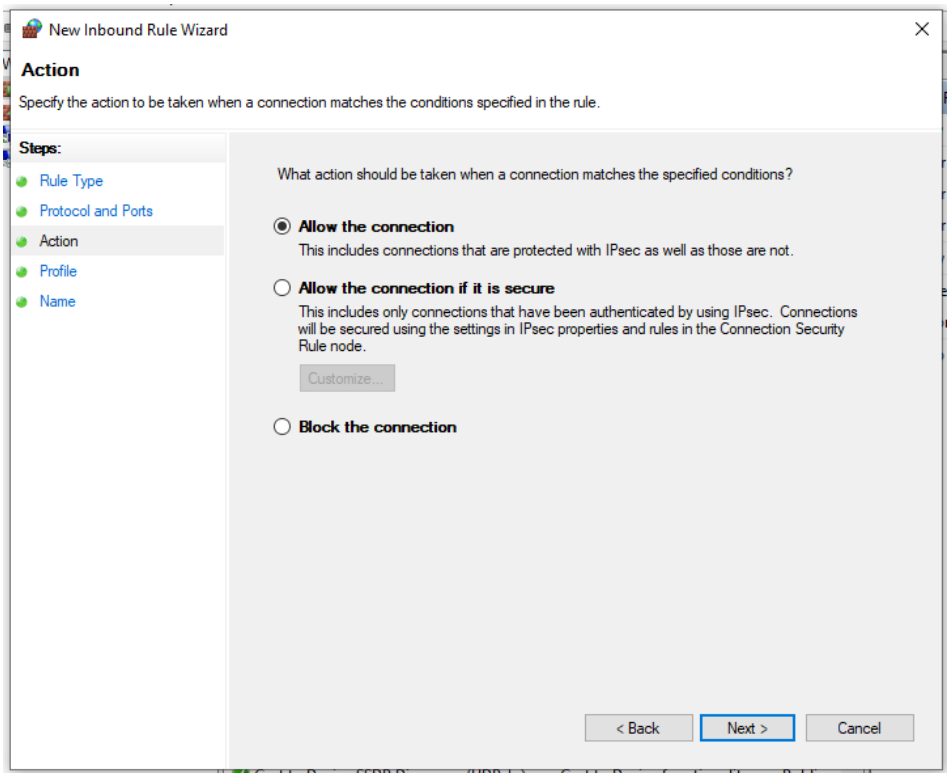
If the problem is encountered in a workstation, after doing Solution 1 or 2 in the server, and solution 3, yet the Workstation encounters this error, go to Firewall and create an Inbound Rule. Go to Start > Windows Defender Firewall with Advanced Security (Assumption: Operating System is Windows 8 and above)

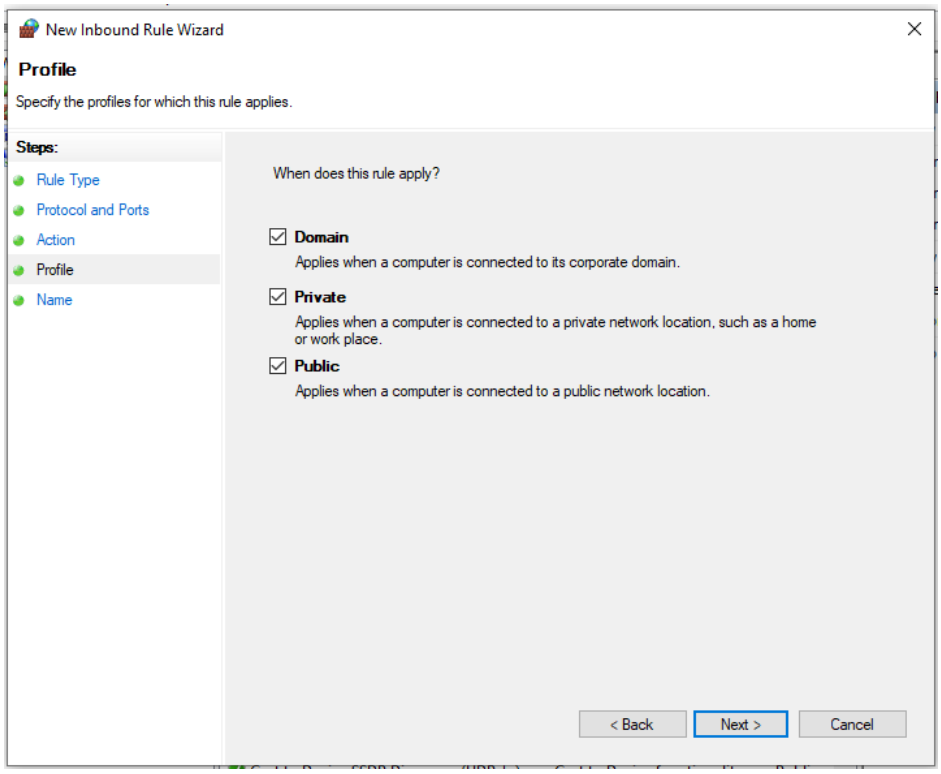


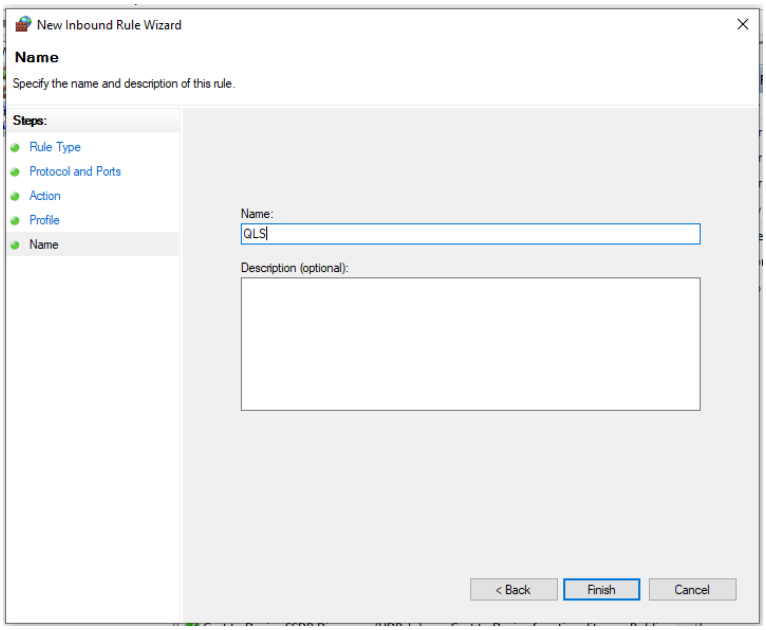
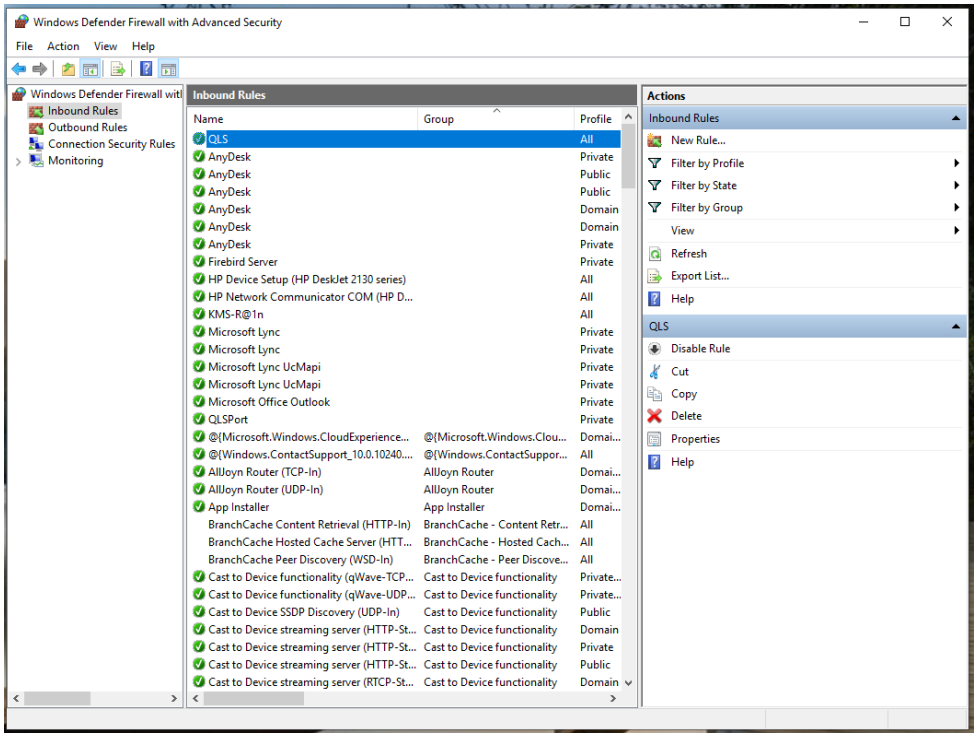
Follow the next steps. Set Port to **10010**


New Inbound Rule Wizard
Rule Type
Select the type of firewall rule to create.
Steps:
Rule Type
Protocol and Ports
Action
Profile
Name
What type of rule would you like to create?
Program
Rule that controls connections for a program.
Port
Rule that controls connections for a TCP or UDP port.
Predefined:
AllJoyn Router
Rule that controls connections for a Windows experience.
Custom
Custom rule.
< Back
Next >
Cancel


New Inbound Rule Wizard
Protocol and Ports
Specify the protocols and ports to which this rule applies.
Steps:
Rule Type
Protocol and Ports
Action
Profile
Name
Does this rule apply to TCP or UDP?
TCP
UDP
Does this rule apply to all local ports or specific local ports?
All local ports
Specific local ports:
10010
Example: 80, 443, 5000-5010
< Back
Next >
Cancel


New Inbound Rule Wizard
Action
Specify the action to be taken when a connection matches the conditions specified in the rule.
Steps:
Rule Type
Protocol and Ports
Action
Profile
Name
What action should be taken when a connection matches the specified conditions?
Allow the connection
This includes connections that are protected with IPsec as well as those are not.
Allow the connection if it is secure
This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node.
Customize...
Block the connection
< Back
Next >
Cancel


New Inbound Rule Wizard
Profile
Specify the profiles for which this rule applies.
Steps:
Rule Type
Protocol and Ports
Action
Profile
Name
When does this rule apply?
Domain
Applies when a computer is connected to its corporate domain.
Private
Applies when a computer is connected to a private network location, such as a home or work place.
Public
Applies when a computer is connected to a public network location.
< Back
Next >
Cancel



Once rule has been successfully done, go back to QnE then log in again. System should now procced to QnE Window.