



HOW TO UPDATE LICENSE - UPDATE SMC EXPIRATION DATE

Problem Scenario:

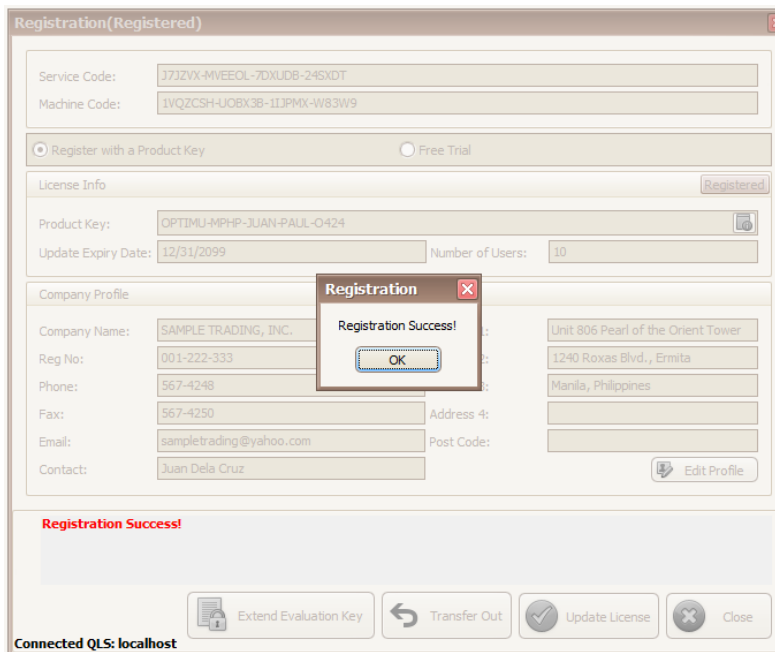
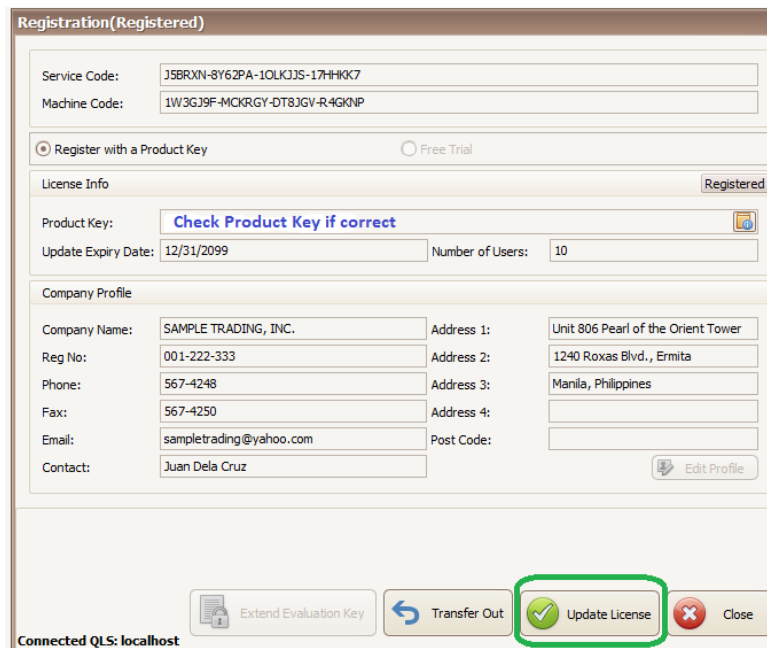
After Software Maintenance Contract renewal, users are now entitled again for system updates. Upon log in after successful system update, database will be upgraded. You may encounter the error below:



Resolution:

Scenario 1

After clicking OK, you will be proceeded to Registration Window. Click Update License



Unit 806 Pearl of the Orient Tower, 1240 Roxas Blvd., Ermita Manila, 1000 Philippines

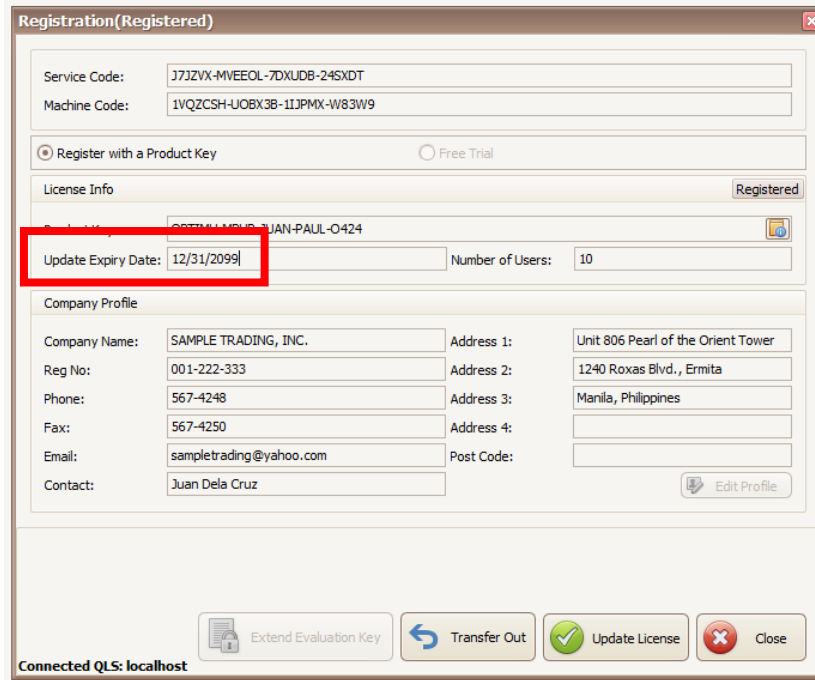
Tel. No.: +63 2 567-4248, +63 2 567-4253 Fax No.: +63 2 567-4250

Website: www.qne.com.ph

Facebook: <https://www.facebook.com/QnEPH>

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Check now your updated "Update Expiry Date"



Registration(Registered)

Service Code: J7JZVX-MVEEOL-7DXUDB-24SXDT
Machine Code: 1VQZCSH-UOBX3B-1IJPMX-W83W9

Register with a Product Key Free Trial

License Info Registered

Update Expiry Date: 12/31/2099 Number of Users: 10

Company Profile

Company Name:	SAMPLE TRADING, INC.	Address 1:	Unit 806 Pearl of the Orient Tower
Reg No:	001-222-333	Address 2:	1240 Roxas Blvd., Ermita
Phone:	567-4248	Address 3:	Manila, Philippines
Fax:	567-4250	Address 4:	
Email:	sampletrading@yahoo.com	Post Code:	
Contact:	Juan Dela Cruz		

Extend Evaluation Key Transfer Out Update License Close

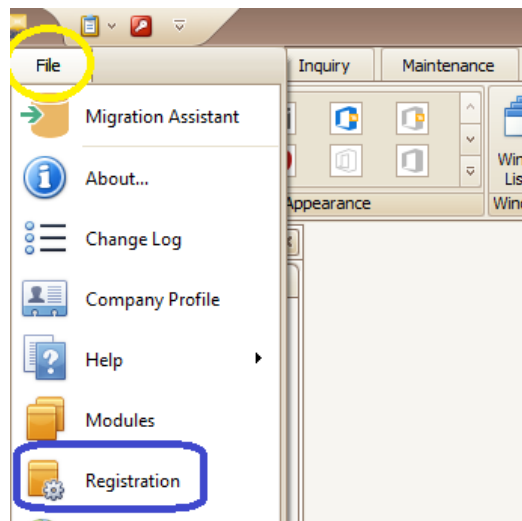
Connected QLS: localhost

Database upgrade will now proceed and you will be logged in successfully.

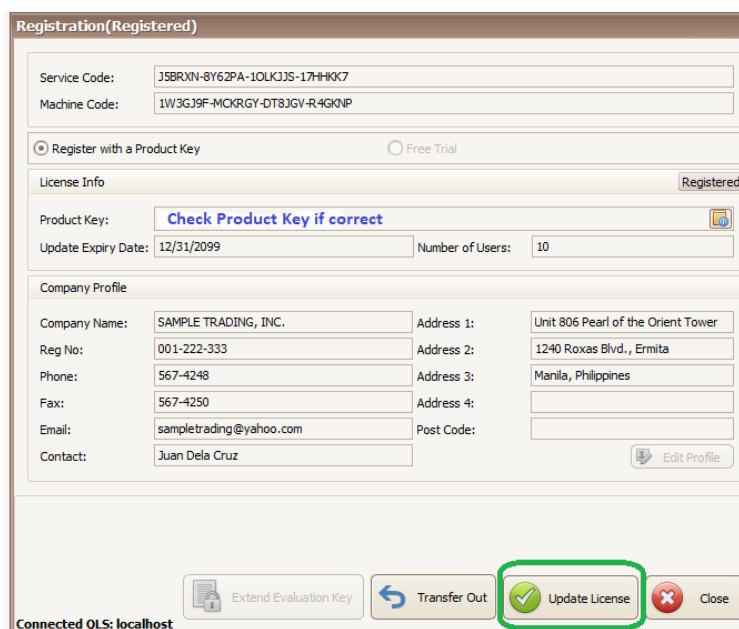
Scenario 2

Because database upgrade has been interrupted due to not updated "Update Expiry Date", user decided to **reinstall current version** to open their databases.

Upon contact to support and user is informed that user's license has been refreshed, but remote session is not possible (e.g. client's management disallowed remote access, no internet available, etc.), go to Registration Window. Log in to the database > File > Registration



Click Update License



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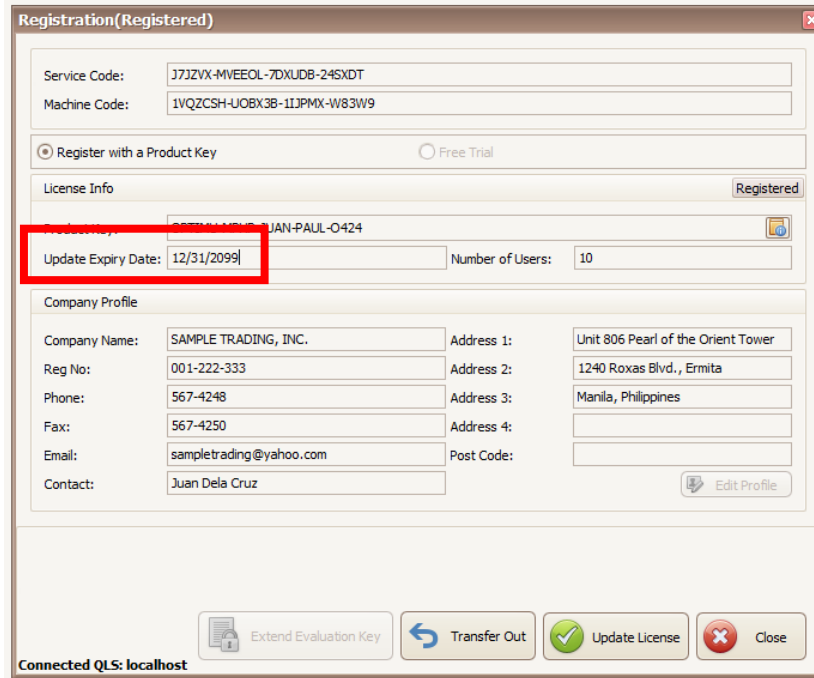
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Website: www.qne.com.ph

Facebook: <https://www.facebook.com/QnEPH>

Follow our Twitter and Instagram account: @qnesoftwareph

Check now your updated "Update Expiry Date"



Registration(Registered)

Service Code: J7JZVX-MVEEOL-7DXUDB-245XDT
Machine Code: 1VQZCSH-UOBX3B-1IJPMX-W83W9

Register with a Product Key Free Trial

License Info Registered

Product Key: QSTWVWMBR-1JAN-PAUL-O424

Update Expiry Date: 12/31/2099 Number of Users: 10

Company Profile

Company Name: SAMPLE TRADING, INC. Address 1: Unit 806 Pearl of the Orient Tower
Reg No: 001-222-333 Address 2: 1240 Roxas Blvd., Ermita
Phone: 567-4248 Address 3: Manila, Philippines
Fax: 567-4250 Address 4:
Email: sampletrading@yahoo.com Post Code:
Contact: Juan Dela Cruz Edit Profile

Extend Evaluation Key Transfer Out Update License Close

Connected QLS: localhost

Once the Expiration Date has been successfully updated, you may now **reinstall the updater**. Database upgrade can now proceed and you will be logged in successfully.

NOTE:



After doing the procedure(s), and if problem still occurs, please contact support to assist you or create ticket thru this link <https://qnesupportph.freshdesk.com>