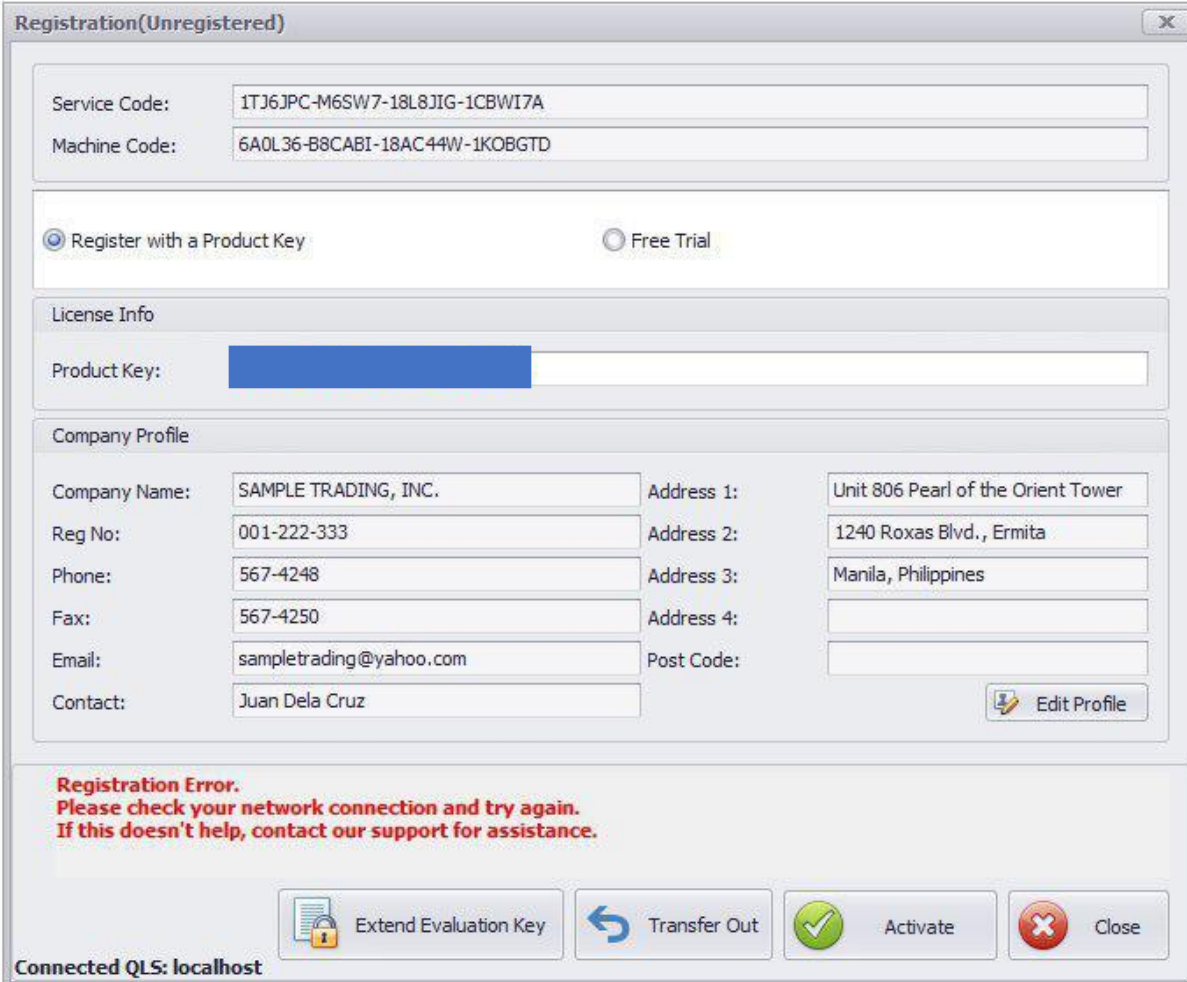




HOW TO FIX REGISTRATION ERROR – NETWORK ERROR

Problem Scenario:





There are instances that when a user is registering a newly created database/company, they may see this error:



The screenshot shows a registration window titled "Registration(Unregistered)". It contains the following fields and options:

- Service Code: 1TJ6JPC-M6SW7-18L8JIG-1CBWI7A
- Machine Code: 6AOL36-B8CABI-18AC44W-1KOBGTD
- Registration options: Register with a Product Key, Free Trial
- License Info: Product Key field (blurred)
- Company Profile:
 - Company Name: SAMPLE TRADING, INC.
 - Reg No: 001-222-333
 - Phone: 567-4248
 - Fax: 567-4250
 - Email: sampletrading@yahoo.com
 - Contact: Juan Dela Cruz
 - Address 1: Unit 806 Pearl of the Orient Tower
 - Address 2: 1240 Roxas Blvd., Ermita
 - Address 3: Manila, Philippines
 - Address 4: (empty)
 - Post Code: (empty)

Registration Error.
Please check your network connection and try again.
If this doesn't help, contact our support for assistance.

Buttons at the bottom:  Extend Evaluation Key,  Transfer Out,  Activate,  Close

Connected QLS: localhost

Resolution(s):

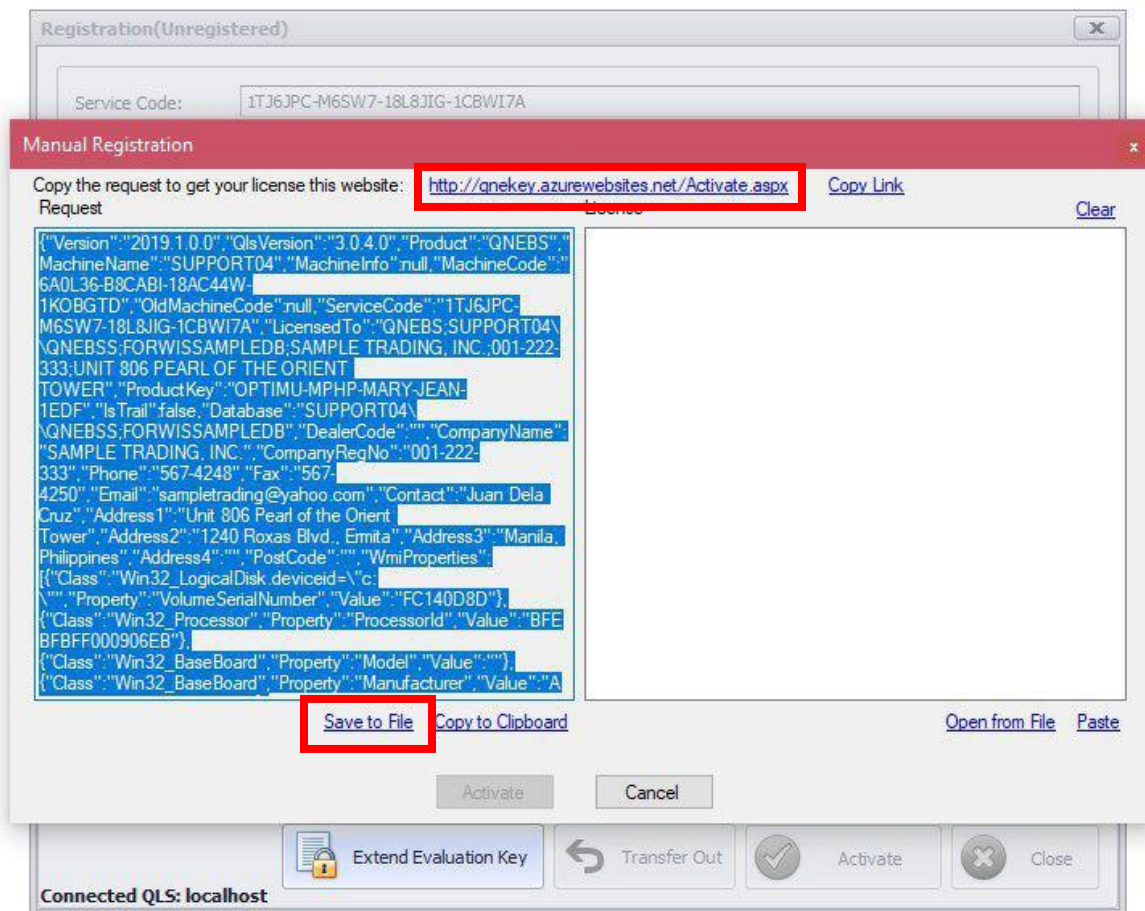
Solution 1

- **Check the internet connection of the computer.** For database/company registration, internet is required. This is only for one time then the user may now utilize the system without the need to connect to the internet.

Solution 2

- **If, in such cases, it is not possible for the computer (or dedicated server) to connect to the internet, users may register the database using another computer with internet access.**

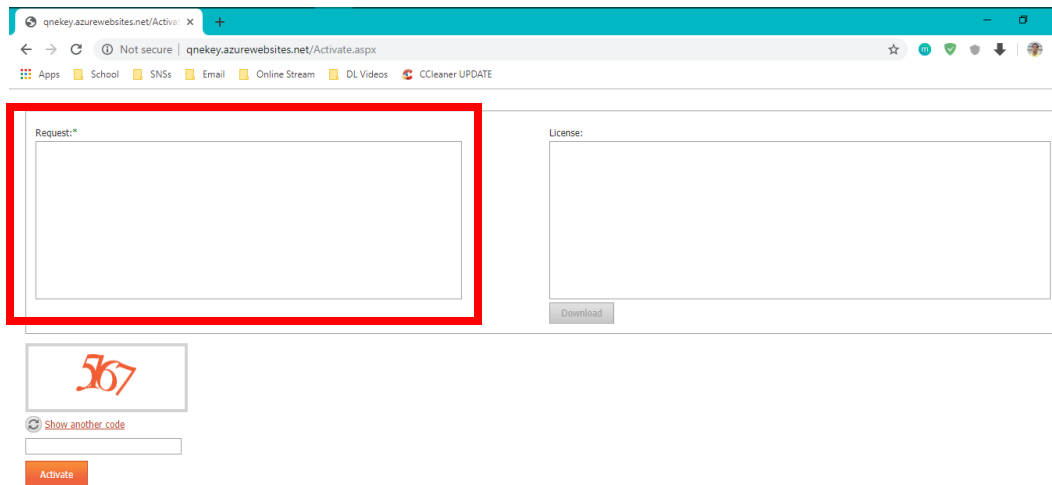
Get the "Request" from the next window that will prompt.



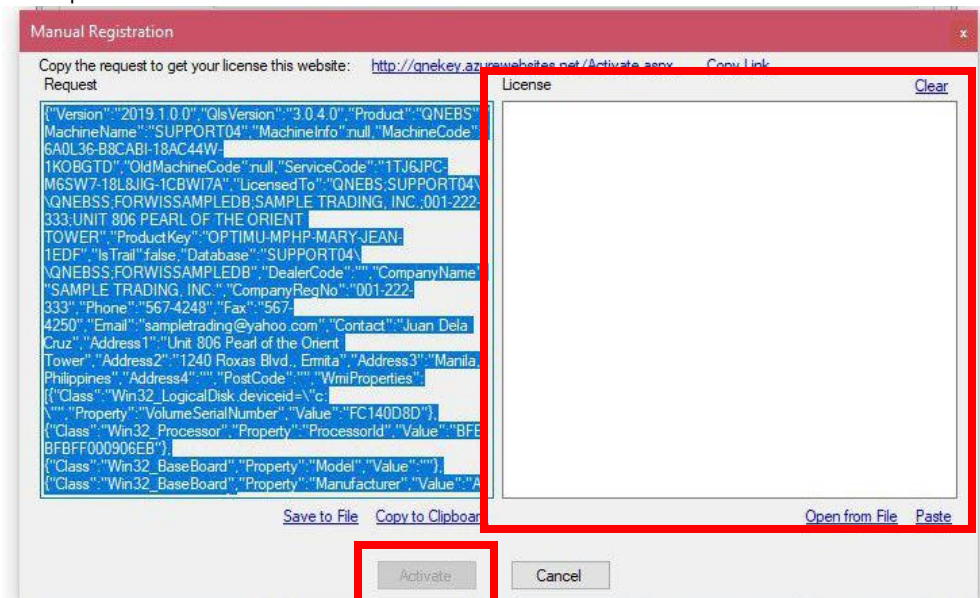
Save it to File in a notepad. Users may transfer the file using shared folder in the network or by Flash Drive.

Once transferred to another computer, open the File and Paste it on the website provided from the window:

<http://qnekey.azurewebsites.net/Activate.aspx>



Once pasted, input the numbers in the captcha then click **Activate**. License will now be generated. Copy and save the generated License in notepad. Transfer the file back to the server and paste it on the License part.



Activate button will be enabled once License has been pasted. Lastly, click **Activate**. Your database will be registered successfully.

Learn with us.

Grow with us.



QNE KNOWLEDGE BASE

NOTE:



For further concerns regarding this matter, please contact support to assist you or create ticket thru this link <https://qnesupportph.freshdesk.com>

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