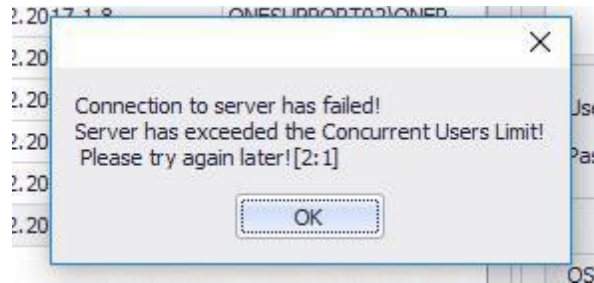




HOW TO RESOLVE 'CONCURRENT USERS LIMIT' IN QNE PAYROLL

Problem Scenario:

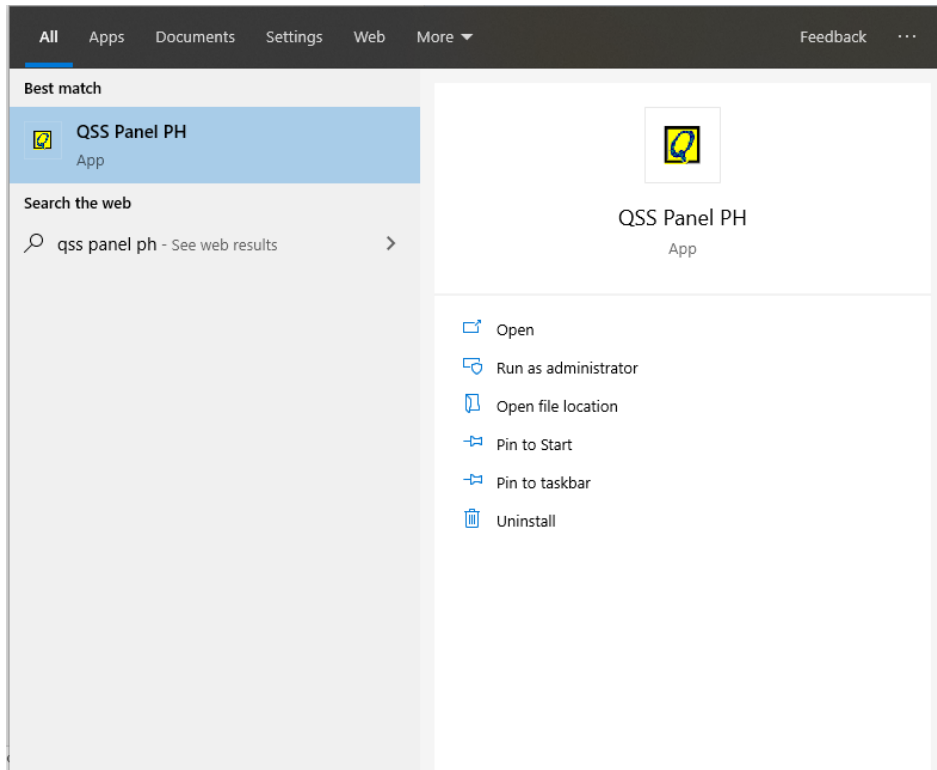
Upon login, user may encounter the error below



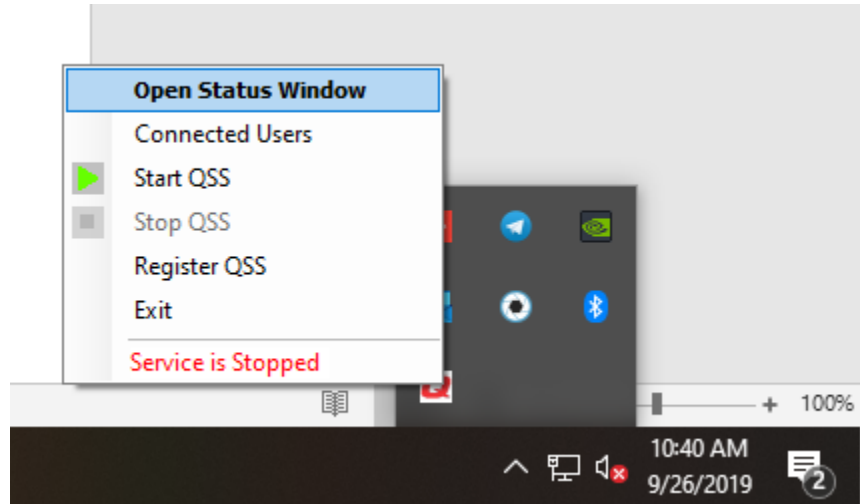
Resolution(s):

Solution 1

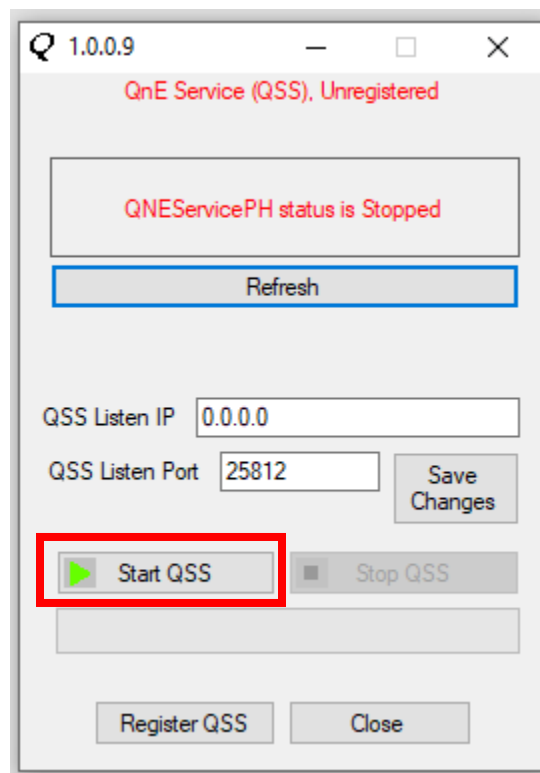
Go Start > Search 'QSS Panel PH'



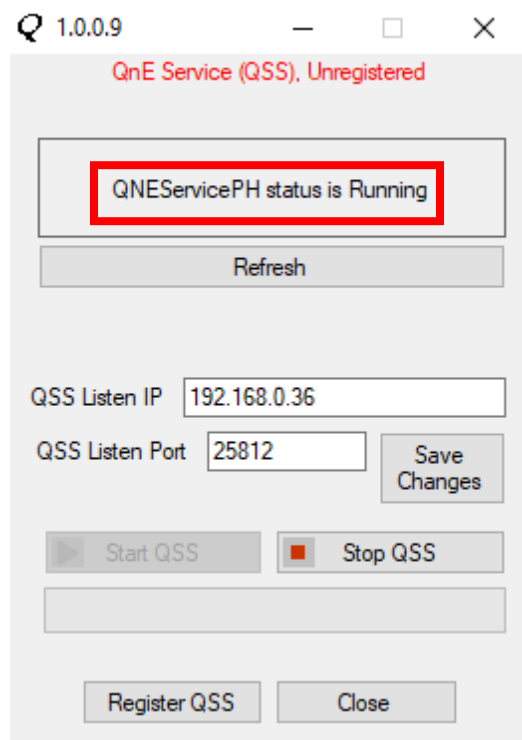
Click **Yes** on the next window. On system tray, notice that there is a “Q” icon. Double click or right-click on the icon then click **Open Status Window**.



Status is displayed on the upper portion. Click Start QSS when service status is “Stopped”

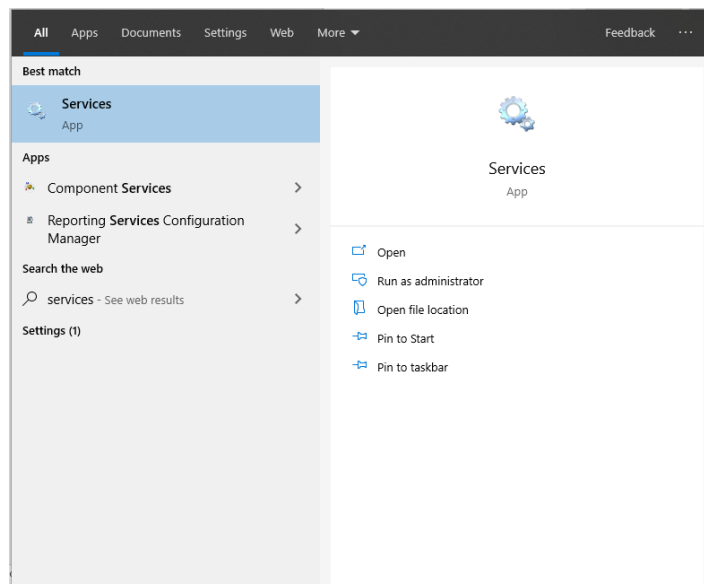


You will now notice that the service is **“Running”**. Try to login again and the issue must now be resolved.

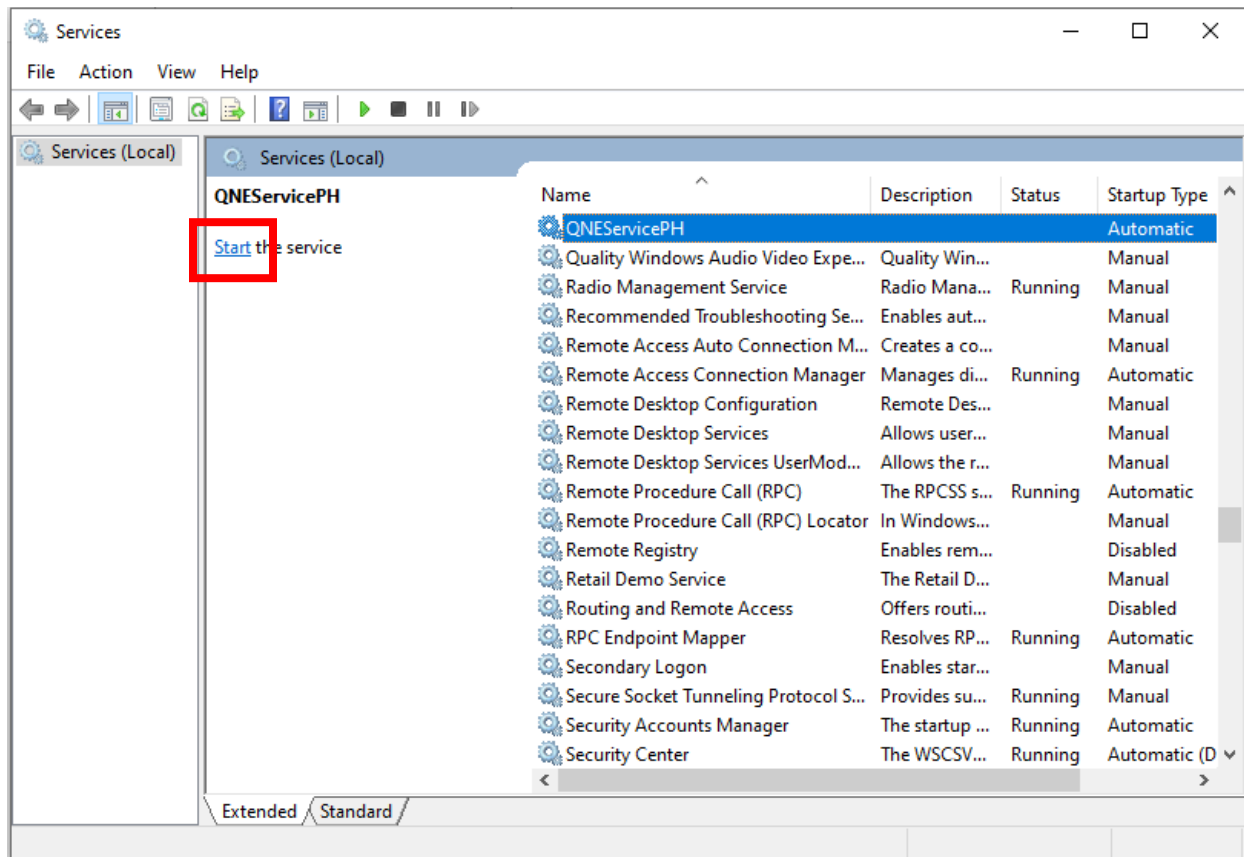


Solution 2

Go to Start > Services



Search for “QNEServicePH”. If status is not set to “Running” click **Start**. Once the service has started, try to login again and the issue must now be resolved.

**NOTE:**

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