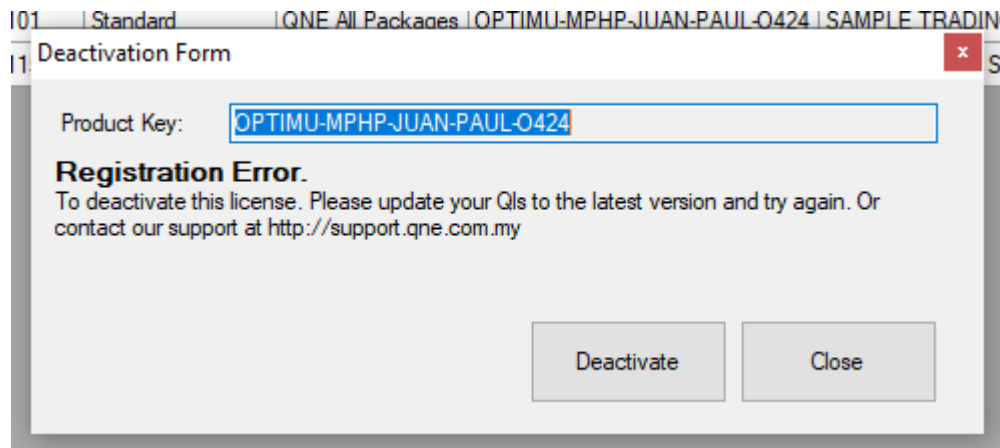




## HOW TO RESOLVE DEACTIVATION ERROR IN QLS

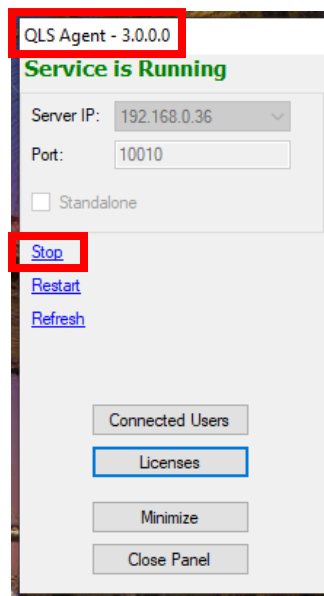
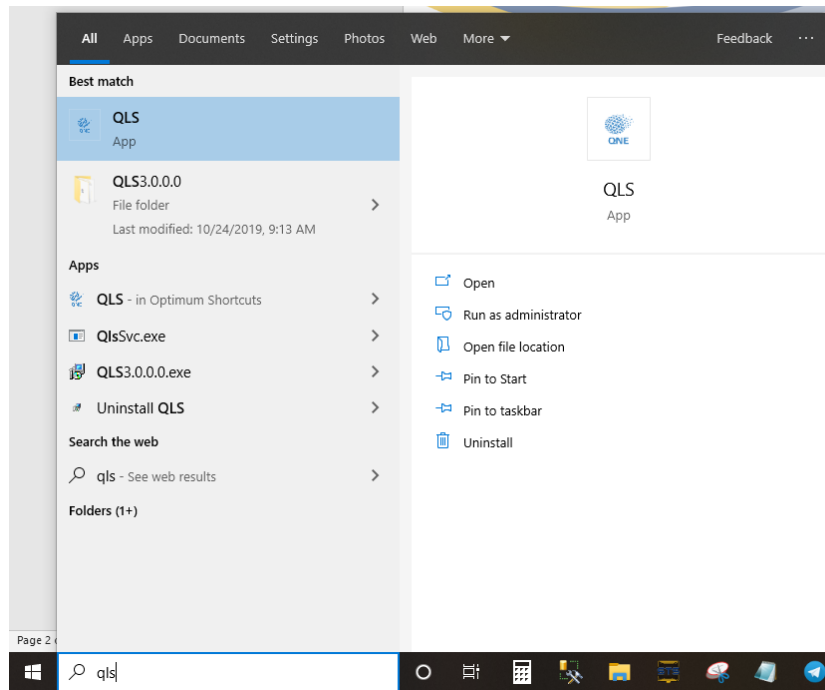
### Problem Scenario:

Upon deactivating license in QLS, user may encounter below error message:

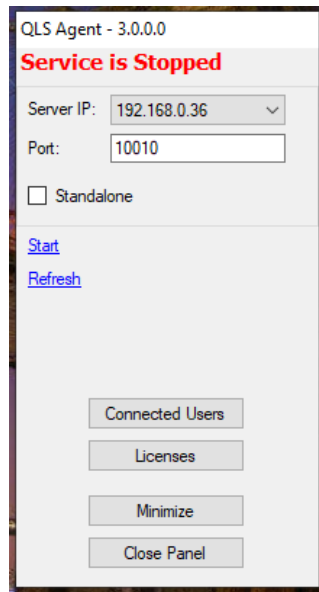


**Resolution(s):**

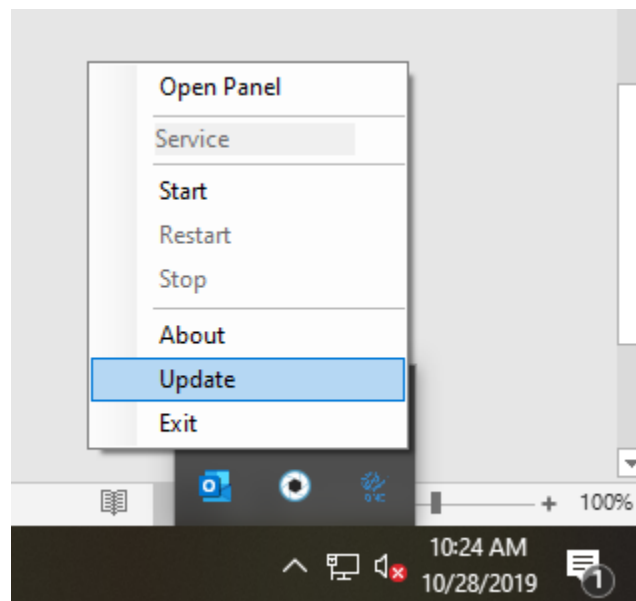
Open the QLS app by searching in Start Menu > type 'QLS'



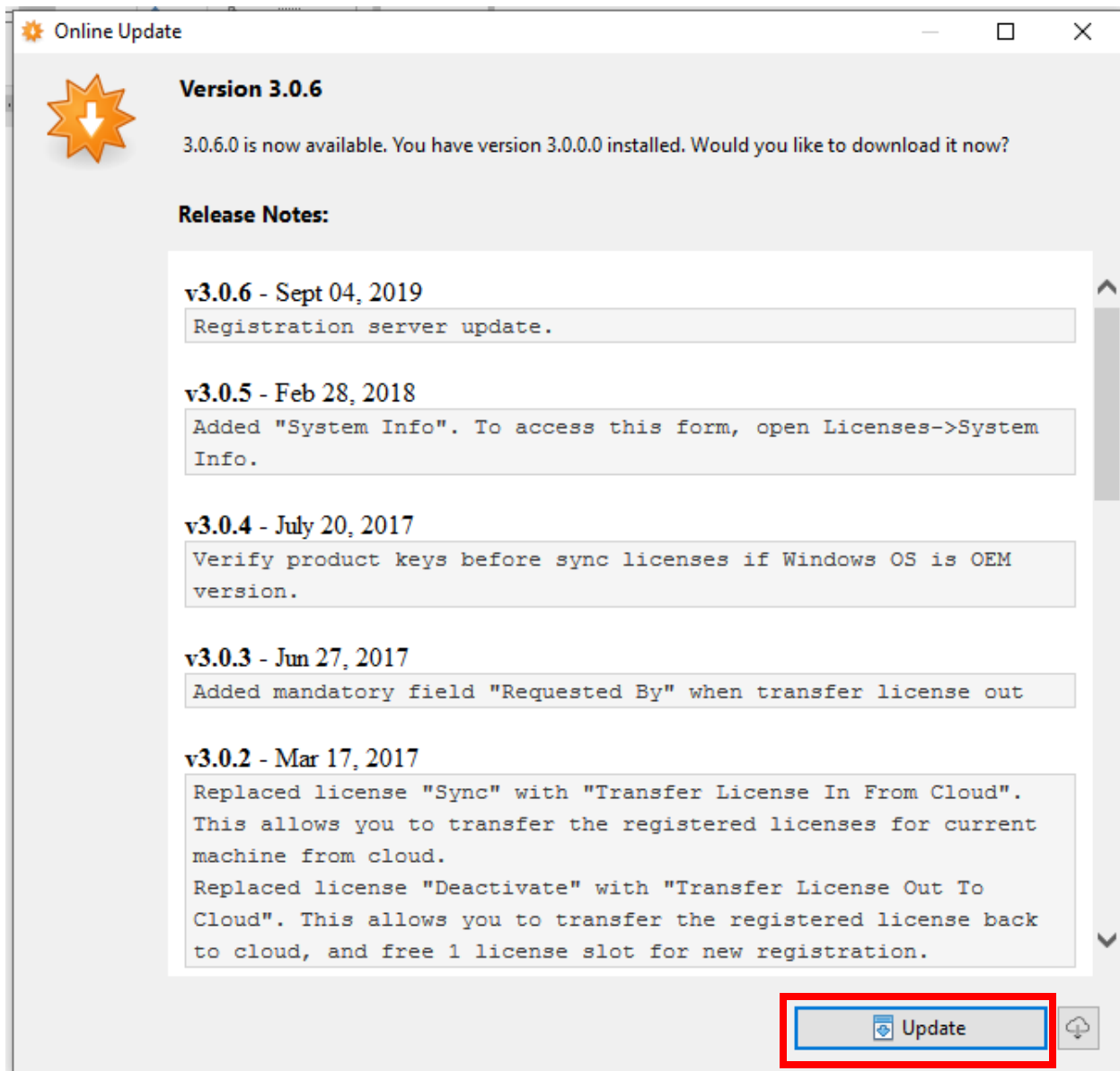
Notice that the version is outdated. Current version as of the date is version 3.0.6.0. To update QLS version, Stop the service first



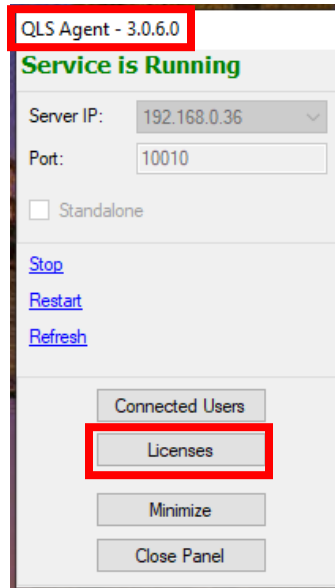
Once the service is stopped, go to system tray and right-click in QLS icon. Click **Update** option.



Just click on the Update button then proceed to installation



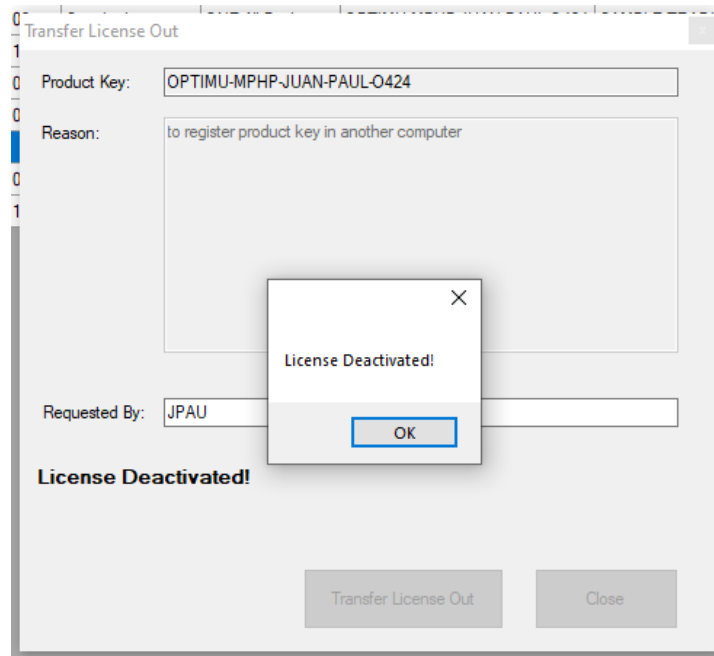
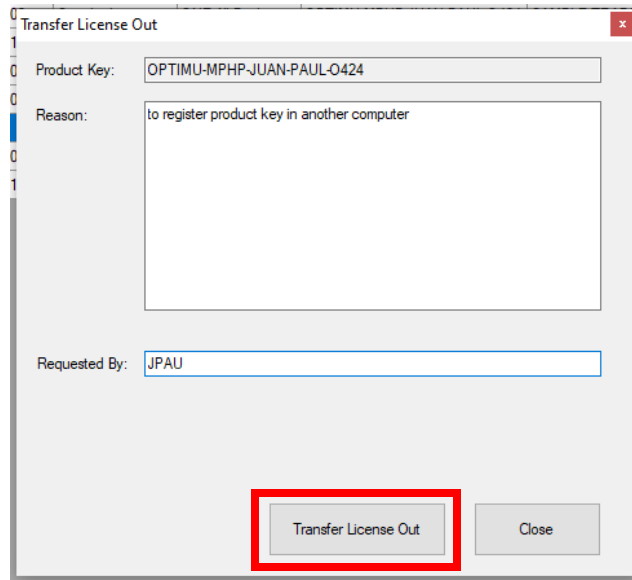
After successful installation, notice that the version is now updated. Click **Licenses** to deactivate a product key.



Select the Database to deactivate then click Licenses > Transfer Licenses Out To Cloud.

Manage Licenses

Licenses	System Info	Refresh	Close			
Transfer Licenses In From Cloud			Company			
Transfer Licenses Out To Cloud			Database			
				Any		Licen
	143W12E-1PU15AJ-A73107-WO6FN4			SAMPLE TRADING, INC.	SUPPORT03\QNEBSS;SAMPLE_STABLE	Stand:
	14PD3ZD-54UBAU-16KSJGD-1HHPC8F			SAMPLE TRADING, INC.	SUPPORT03\QNEBSS;SAMPLE19104	Stand:
	15SU6HQ-1U9MNIU-1A6YEKT-1XS37IX			SAMPLE TRADING, INC.	SUPPORT03\QNEBSS;SAMPLE19100	Stand:
	1C6Q8E0-1BD1QQP-6IR96B-TAW7SZ			SAMPLE TRADING, INC.	SUPPORT03\QNEBSS;SAMPLE18117	Stand:
	1EKKVKH-12HU5J8-1R5URTB-B47ITF			SAMPLE TRADING, INC.	SUPPORT03\QNEBSS;SAMPLE19105	Stand:
	AD83D2-10CZ21S-1DAMXNC-80M0C7			SAMPLE TRADING, INC.	SUPPORT03\QNEBSS;SAMPLE19102	Stand:
	B6PBQ1-FRIIS-1IE4FA-12AQ7VO			SAMPLE TRADING, INC.	SUPPORT03\QNEBSS;SAMPLE18116	Stand:
	BWTIUI-1K1BRTL-GZF507-5A3UDP			SAMPLE TRADING, INC.	SUPPORT03\QNEBSS;SAMPLE19103	Stand:
	J7JZVX-MVEEOL-7DXUDB-24SXTD			SAMPLE TRADING, INC.	SUPPORT03\QNEBSS;SAMPLE18102	Stand:
	UH8E6F-14D6MNT-BESVT8-1BCW556			SAMPLE TRADING, INC.	SUPPORT03\QNEBSS;TESTING	Stand:
	X6AP7L-GWZHAT-11ZW3E1-DTCUKB			SAMPLE TRADING, INC.	SUPPORT03\QNEBSS;SAMPLE19101	Stand:
	XQSWXF-MBBHYK-EB6JN-1PE9TQ8			SAMPLE TRADING, INC.	SUPPORT03\QNEBSS;SAMPLE18115	Stand:



A message will prompt once the deactivation is successful.

**NOTE:**



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