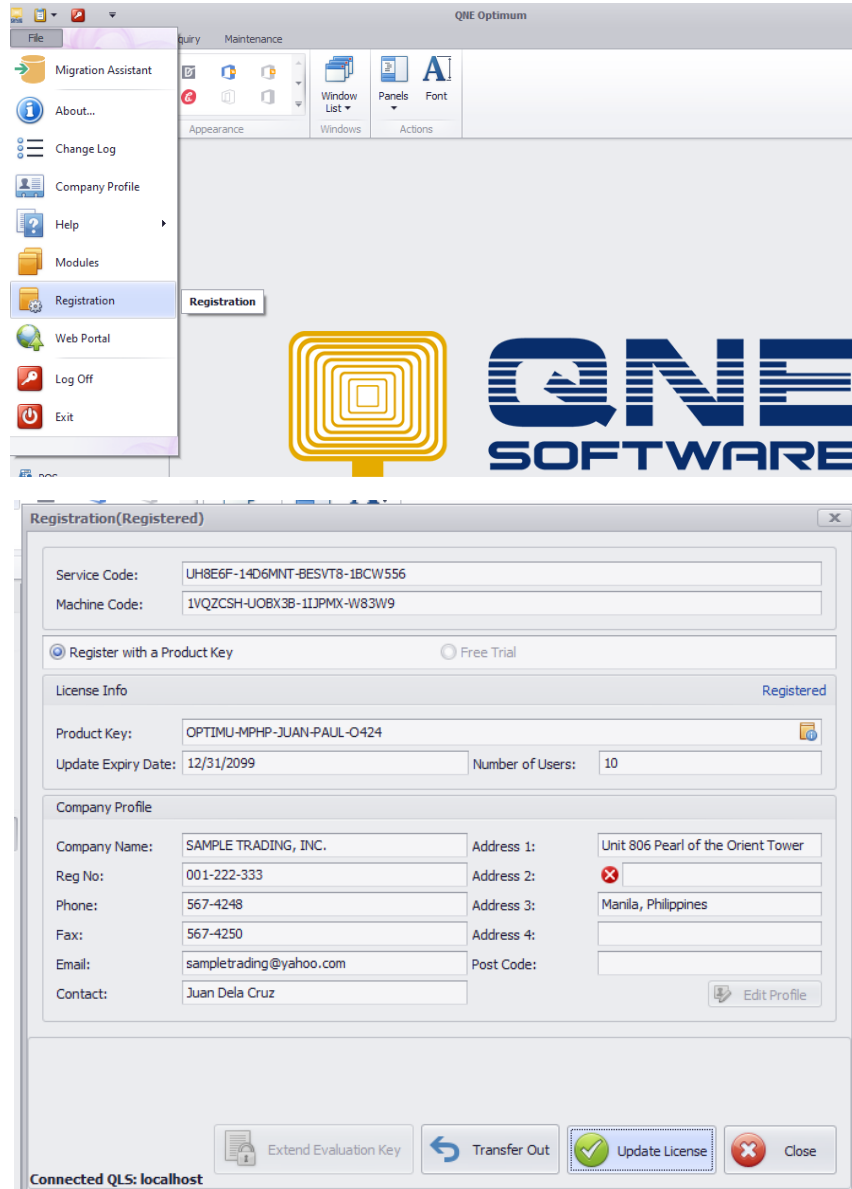




HOW TO RESOLVE UPDATE LICENSE ERROR

Problem Scenario:

Upon SMC Renewal or user availed additional user license, to be able to apply it in the Product Key, License needs to be updated. To do so, go to File > Registration > click 'Update License'



The screenshot shows the QNE Optimum software interface. The 'Registration' menu is open, and the 'Registration(Registered)' dialog box is displayed. The dialog box contains the following information:

- Service Code: UH8E6F-14D6MNT-BESVT8-1BCW556
- Machine Code: 1VQZCSH-UOBX3B-1IJPMX-W83W9
- Register with a Product Key (selected) / Free Trial
- License Info: Registered
 - Product Key: OPTIMU-MPHP-JUAN-PAUL-O424
 - Update Expiry Date: 12/31/2099
 - Number of Users: 10
- 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: (X mark)
 - Address 3: Manila, Philippines
 - Address 4: (empty)
 - Post Code: (empty)

At the bottom of the dialog box, there are buttons for 'Extend Evaluation Key', 'Transfer Out', 'Update License' (highlighted in green), and 'Close'. The status bar at the bottom left indicates 'Connected QLS: localhost'.

Notice that **Address 2** prompts an X mark and Update License will not proceed.

Resolution(s):

The X mark prompts because the Address 2 field is required in Registration. When updating license, the Registration detects that the required field is blank, therefore, cannot proceed in Updating the License.

Go to File > Company Profile > fill in Address 2 field



Company Profile

Company Name: SAMPLE TRADING, INC.

TIN No: 001-222-333 0000_

Classification: Non-Individual ...

Details | Logo | Company Info | Preview

Sub Street: Unit 806 Pearl of the

Street: [Red Box]

Barangay: Manila, Philippines

Phone 1: [Blank]

Fax 1: [Blank]

Contact Person: [Blank]



Company Profile

Company Name: SAMPLE TRADING, INC.

TIN No: 001-222-333 0000_

Classification: Non-Individual ...

Details | Logo | Company Info | Preview

Sub Street: Unit 806 Pearl of the

Street: 1240 Roxas Blvd., Er

Barangay: Manila, Philippines

District/Municipality: [Blank]

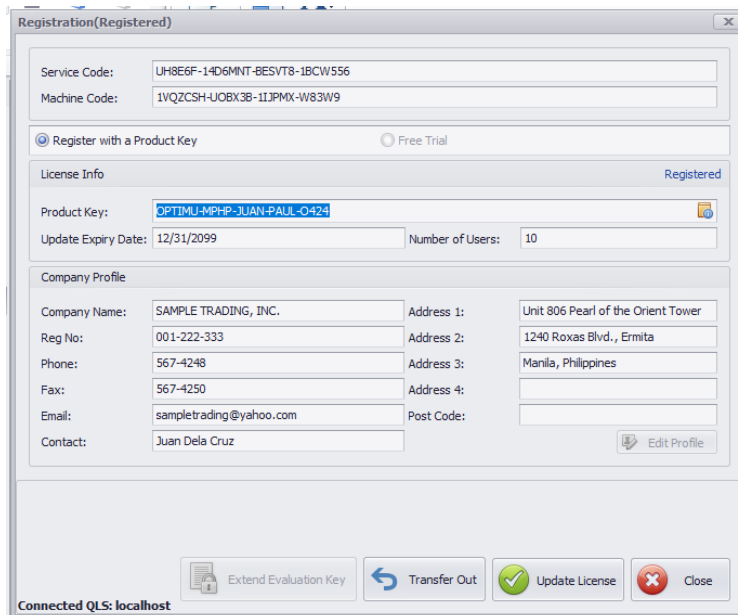
Phone 1: 567-4248

Fax 1: 567-4250

Contact Person: Juan Dela Cruz

Email: sampletrading@yal

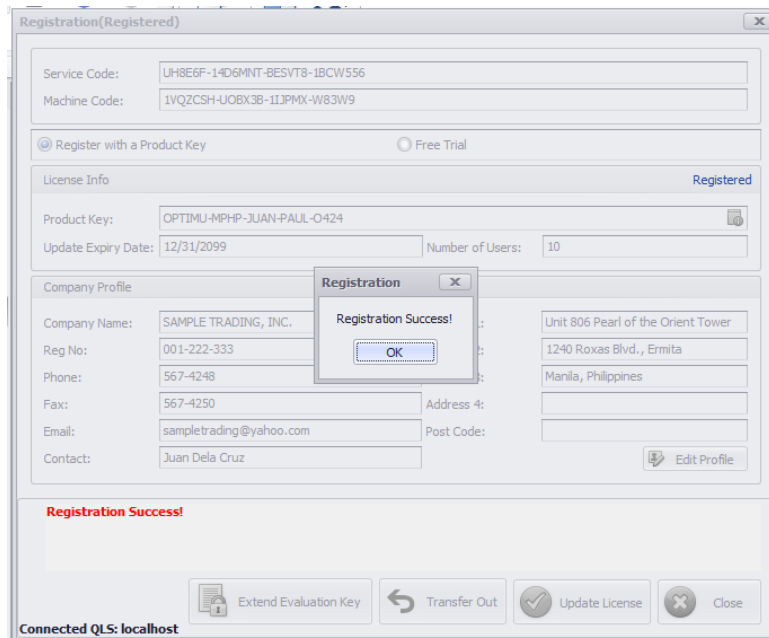
Once done, click **Save** or **Save and Close**. Go back to Registration window and you may now proceed in Update License



The screenshot shows the 'Registration(Registered)' window. It contains the following fields and options:

- Service Code: UH8E6F-14D6MNT-BESVT8-1BCW556
- Machine Code: 1VQZCSH-UOBX3B-11JPMX-W83W9
- Registration options: Register with a Product Key, Free Trial
- License Info: Registered
- Product Key: OPTIMU-MPHP-JUAN-PAUL-O424
- Update Expiry Date: 12/31/2099, Number of Users: 10
- 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

Buttons at the bottom: Extend Evaluation Key, Transfer Out, Update License, Close. Status: Connected QLS: localhost



This screenshot shows the same registration window as above, but with a 'Registration Success!' dialog box overlaid in the center. The dialog box has an 'OK' button. Below the dialog box, the text 'Registration Success!' is displayed in red. The 'Update License' button is now active (green checkmark).

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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