

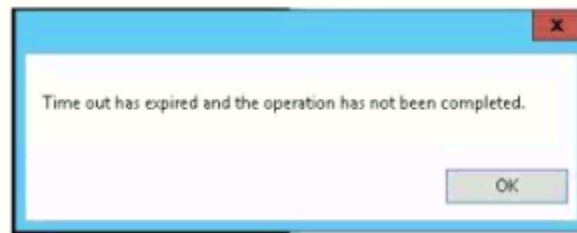


## HOW TO RESOLVE QLS SERVICES CANNOT ERROR

**NOTE:** This KB is for internal use only. Do not share to client.

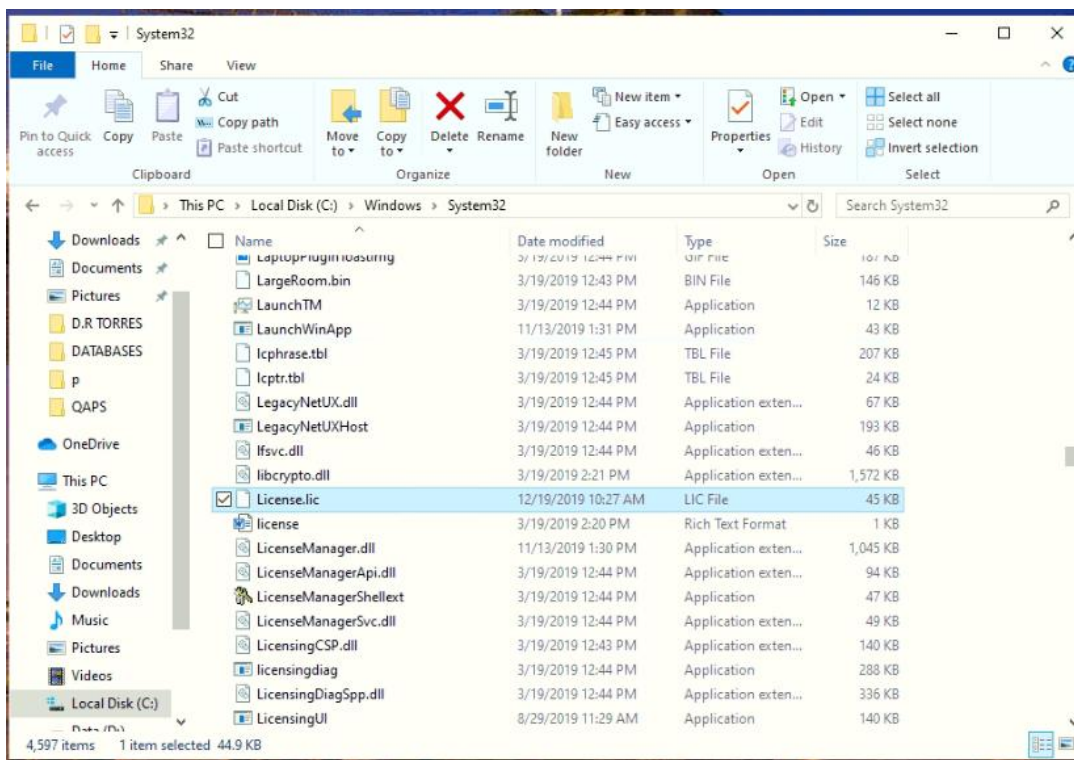
### Problem Scenario:

Upon starting QLS service, error below may be encountered.



### Resolution(s):

Go to C:\Windows\System32 and locate "Licenses.lic" file



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## QNE KNOWLEDGE BASE

Delete the file then user may now start QLS service. QLS service has been started but since licenses has been deleted, re-register the database again using the Product Key.

### 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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