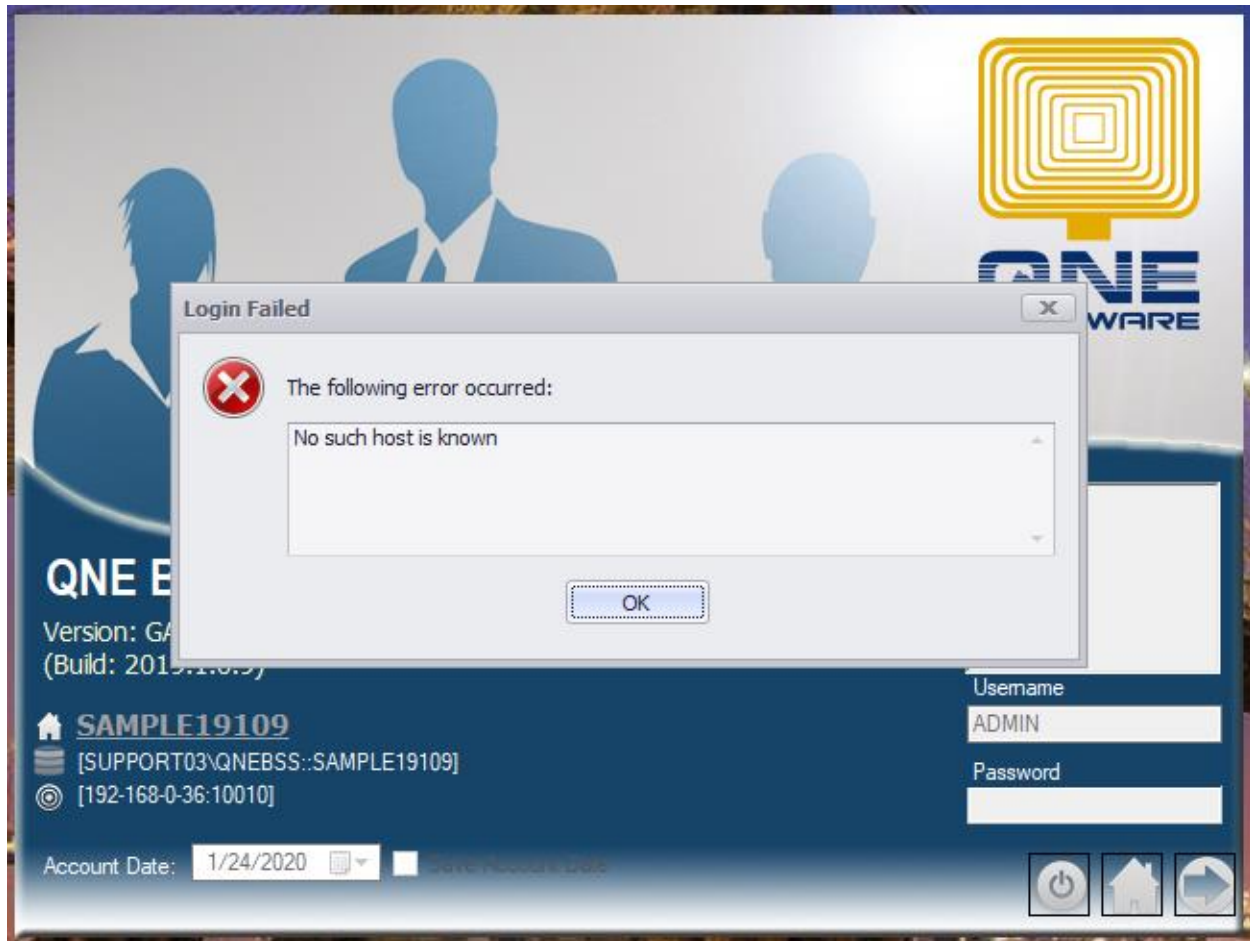




HOW TO RESOLVE 'NO SUCH HOST IS KNOWN' ERROR UPON LOGIN

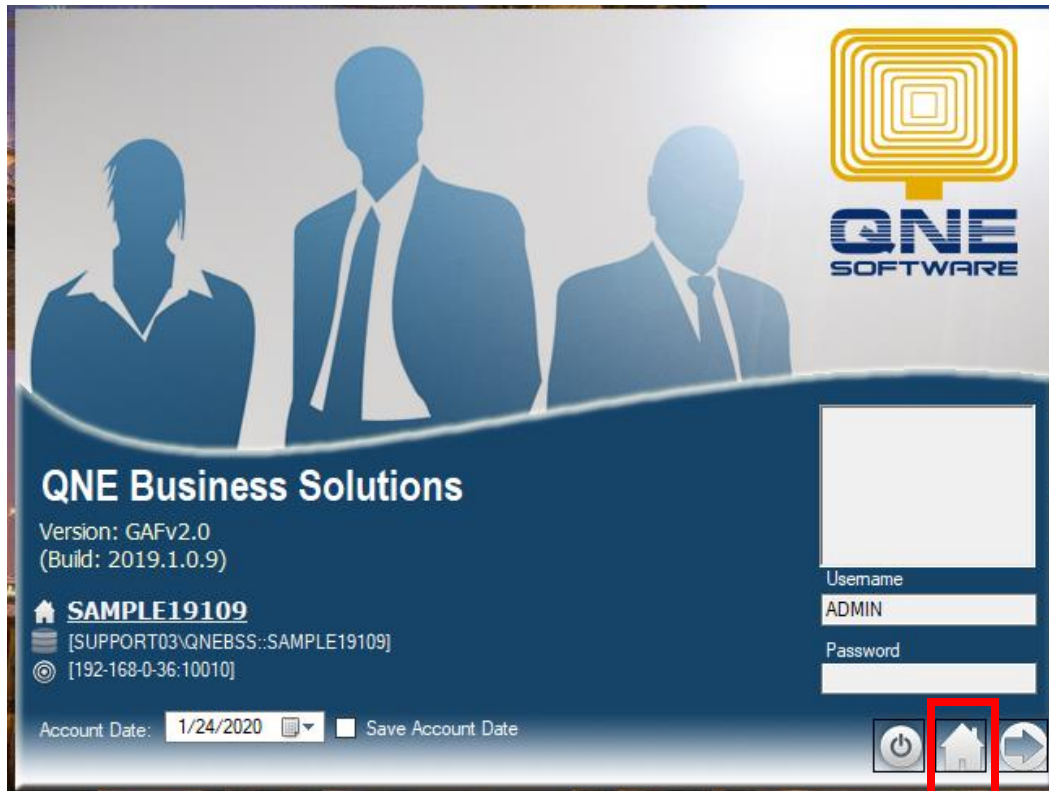
Problem Scenario(s):

Upon login, user may encounter the error below:

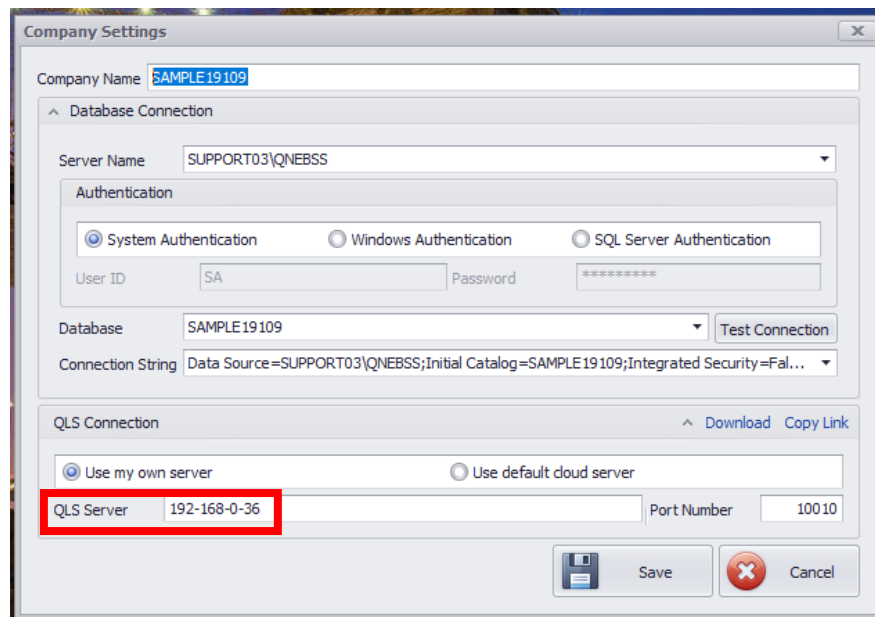
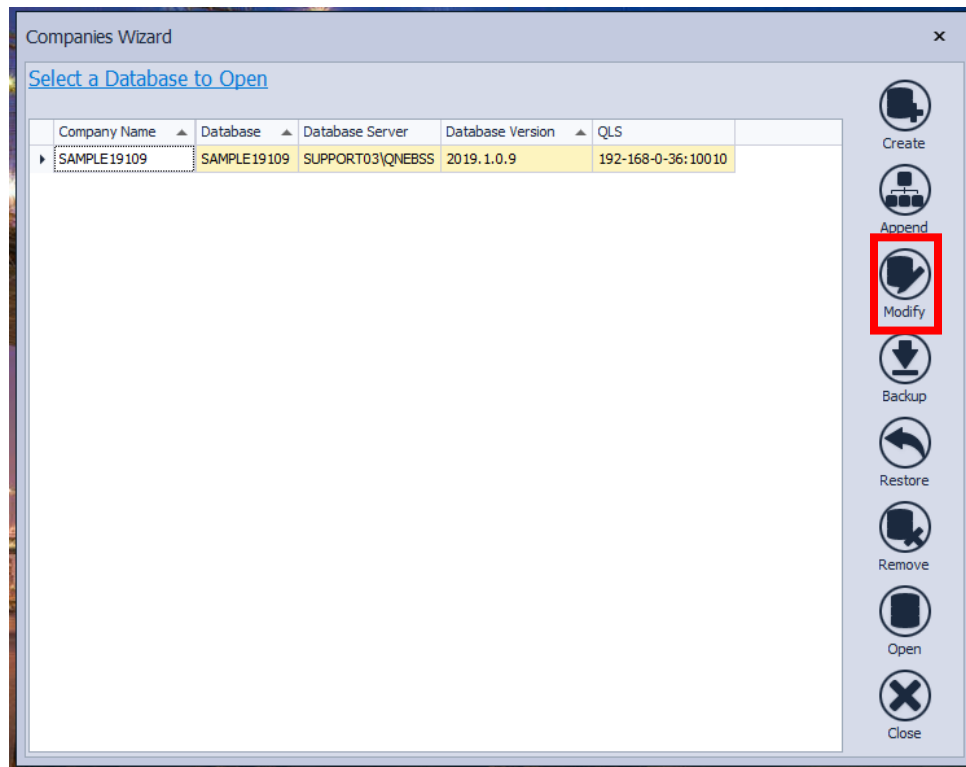


Resolution(s):

To resolve the error, check the login details of the database. Go to Companies Wizard by clicking the 'Home' button in login screen

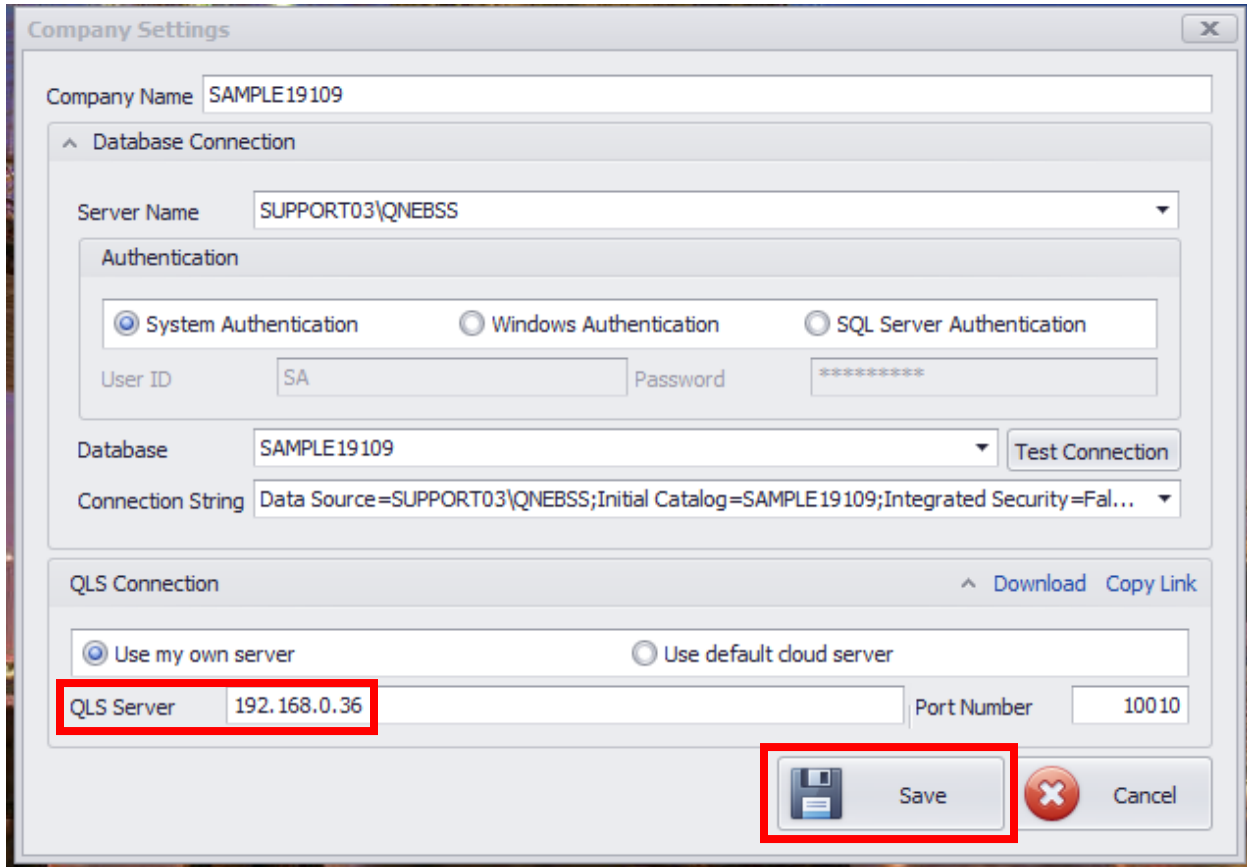


Select the specific database/company where the error was encountered, then click Modify



Notice that the QLS Server was typographically inputted. Instead of dot (.) to separate the IP segments, a dash (-) has been used.

Modify the QLS Server to the correct IP address (or even the computer name of the server), and click Save



Company Settings

Company Name SAMPLE 19109

Database Connection

Server Name SUPPORT03\QNEBSS

Authentication

System Authentication Windows Authentication SQL Server Authentication

User ID SA Password *****

Database SAMPLE 19109 Test Connection

Connection String Data Source=SUPPORT03\QNEBSS;Initial Catalog=SAMPLE 19109;Integrated Security=Fal...

QLS Connection Download Copy Link

Use my own server Use default cloud server

QLS Server 192.168.0.36 Port Number 10010

Save Cancel

Login in the database again and the error is now resolved.

NOTE:



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