

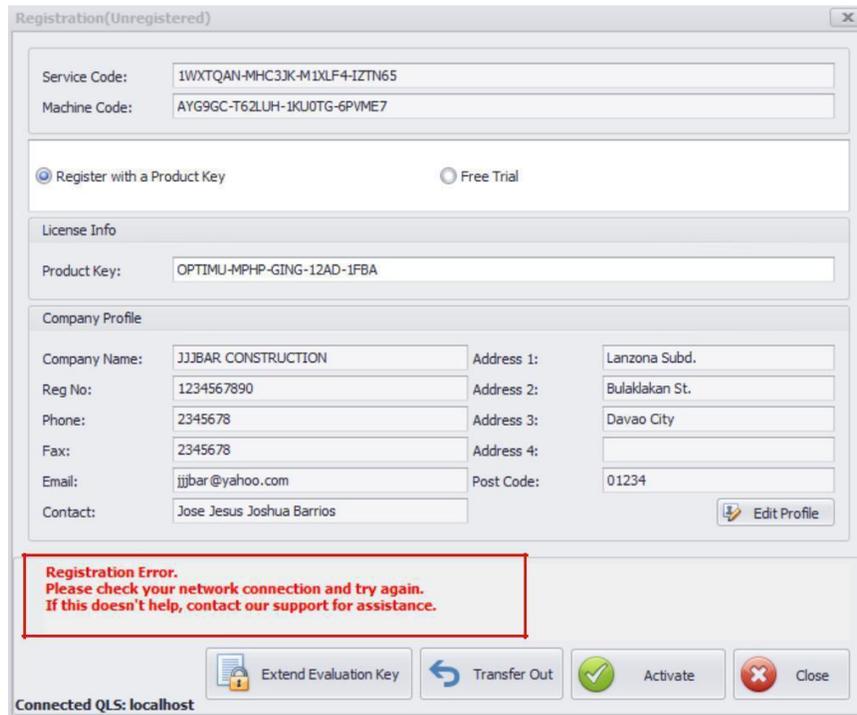


CANNOT REGISTER CREATED NEW DATABASE?

How to fix Registration Error upon creating new database and activating product key?

Problem Scenario:

After creating a database, sample database or your working database, you need to register your database to be able to use it. However, upon clicking Activate Button, below error will prompt.



The screenshot shows a 'Registration(Unregistered)' dialog box. It contains the following fields and options:

- Service Code: 1WXTQAN-MHC3JK-M1XLF4-IZTN65
- Machine Code: AYG9GC-T62LUH-1KU0TG-6PVME7
- Registration options: Register with a Product Key, Free Trial
- License Info: Product Key: OPTIMU-MPHP-GING-12AD-1FBA
- Company Profile:
 - Company Name: JJJBAR CONSTRUCTION
 - Reg No: 1234567890
 - Phone: 2345678
 - Fax: 2345678
 - Email: jjjbar@yahoo.com
 - Contact: Jose Jesus Joshua Barrios
 - Address 1: Lanzona Subd.
 - Address 2: Bulaklakan St.
 - Address 3: Davao City
 - Post Code: 01234

A red-bordered box highlights the following error message:

Registration Error.
Please check your network connection and try again.
If this doesn't help, contact our support for assistance.

At the bottom, there are buttons for 'Extend Evaluation Key', 'Transfer Out', 'Activate', and 'Close'. The 'Activate' button is highlighted with a green checkmark. The status bar at the bottom left shows 'Connected QLS: localhost'.

Resolution:

Database Registration requires internet connection, thus, make sure you have internet access to be able to successfully registered your company.

NOTE:



Registration is one time only. After a database was already registered, the next time that you will open it, it will proceed directly to working screen. If problem still occurs, please contact support to assist you or create ticket thru this link <https://qnesupportph.freshdesk.com>