



QNE OPTIMUM on Cloud Virtual Machine

Overview:

You may opt to deploy your QNE Optimum Server on a Virtual Machine (VM) hosted by a Cloud Service Provider such as Microsoft Azure and Amazon Web Services (AWS). VMs (aka Instances) in this environment run on different shared Hosts (physical servers). This means whenever you stop/start or reboot your VM Instance, it may either run on the same or different Host computer over which you have no control.

Note: 'Dedicated Host' is another service that Cloud Service Providers offer.

Scenario:

In the event that your Virtual Machine Instance starts on a different Host, some of its WMI system properties change, making it a different machine already. As the QNE License is limited to one machine only, this results in login/license errors as below.

Upon Logging In

License Expired

Your license is expired. Please update your license to continue.

Upon Updating License

☒ Register with a Product Key
☐ Free Trial

License Info

Product Key:

Company Profile

Company Name:	<input type="text" value="SAMPLE TRADING, INC."/>	Address 1:	<input type="text" value="Unit 806 Pearl of the Orient Tower"/>
Reg No:	<input type="text" value="001-222-333"/>	Address 2:	<input type="text" value="1240 Roxas Blvd., Ermita"/>
Phone:	<input type="text" value="567-4248"/>	Address 3:	<input type="text" value="Manila, Philippines"/>
Fax:	<input type="text" value="567-4250"/>	Address 4:	<input type="text"/>
Email:	<input type="text" value="sampletrading@yahoo.com"/>	Post Code:	<input type="text" value="1000"/>
Contact:	<input type="text" value="Juan Dela Cruz"/>	<input type="button" value="Edit Profile"/>	

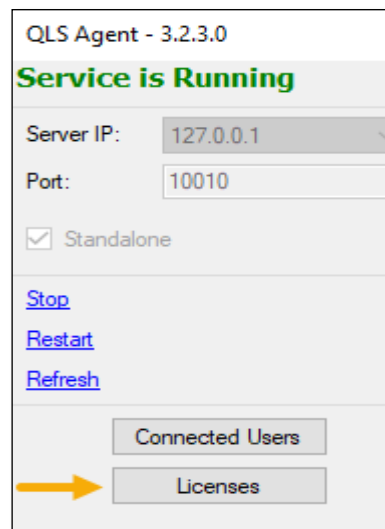
Registration Error.
 The license of this product key is limited to 1 machines only, you can deactivate the license from other machine and try to register again.

Workaround:

If you're not on a Dedicated Host, it is highly recommended to deactivate your QNE License prior to stopping and/or rebooting your Virtual Machine Instance each time to prevent this problem from happening. Once your Virtual Machine Instance is up and running again, you will be prompted to activate your QNE License by registering your database(s) upon logging in.

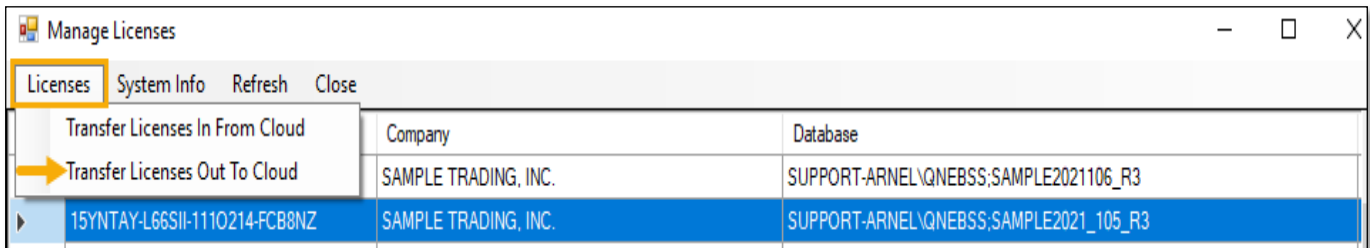
Procedure:**License Deactivation**

1. Open the QLS panel and click the 'Licenses' button. In the Manage Licenses window, all databases (including deleted ones) registered under your QNE License are listed here.

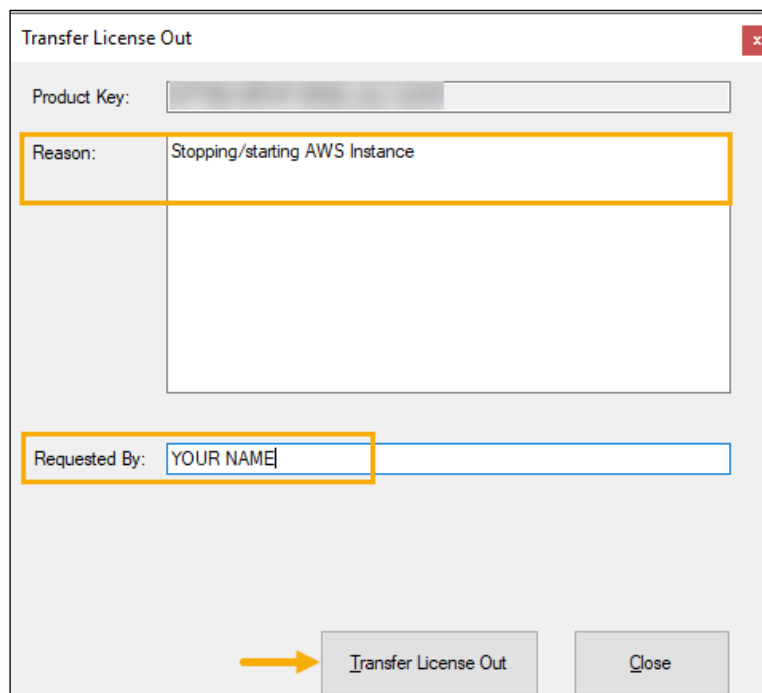


Manage Licenses			
Licenses System Info Refresh Close			
	Service Code	Company	Database
	14W0LCV-IZX0Y8-1PLDMPO-8VYID1	SAMPLE TRADING, INC.	SUPPORT-ARNEL\QNEBSS;SAMPLE2021106_R3
	15YNTAY-L66SII-1110214-FCB8NZ	SAMPLE TRADING, INC.	SUPPORT-ARNEL\QNEBSS;SAMPLE2021_105_R3

- To deactivate your license from the current machine, you have to deregister all databases listed, one at a time. Click to highlight a particular database > click on 'Licenses' > and click 'Transfer Licenses Out to Cloud.'



- Fill in the 'Reason' and the 'Requested By' fields and click 'Transfer License Out.' Once deactivated, click OK.

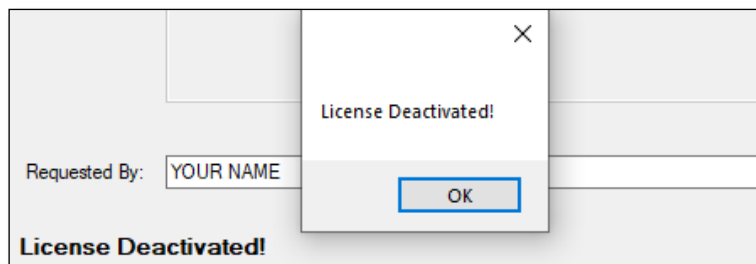


Transfer License Out

Product Key:

Reason:

Requested By:



License Deactivated!

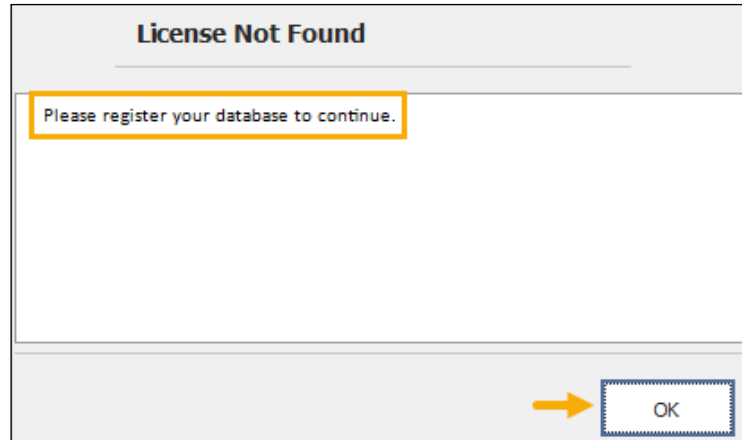
Requested By:

License Deactivated!

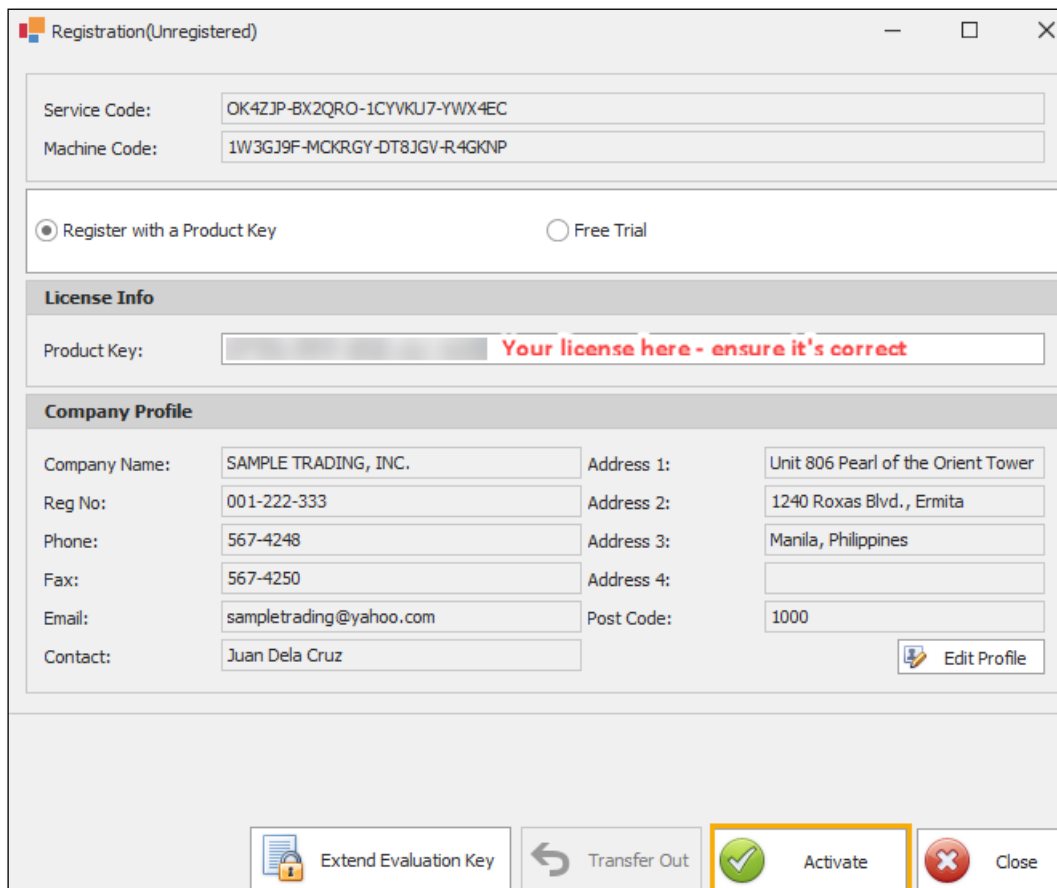
- Repeat steps 2-3 to deregister all remaining databases until the list is empty.

License Activation

1. Log into your database(s) and you will be prompted to register the database. Click OK.



2. On the Registration window, click the 'Activate' button.

A screenshot of the "Registration(Unregistered)" window. It contains fields for Service Code (OK4ZJP-BX2QRO-1CYVKU7-YWX4EC) and Machine Code (1W3GJ9F-MCKRGY-DT8JGV-R4GKNP). Below these are radio buttons for "Register with a Product Key" (selected) and "Free Trial". The "License Info" section has a "Product Key" field with the text "Your license here - ensure it's correct". The "Company Profile" section includes fields for 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), Address 4, and Post Code (1000). An "Edit Profile" button is next to the contact information. At the bottom, there are four buttons: "Extend Evaluation Key", "Transfer Out", "Activate" (highlighted with an orange border), and "Close".

Unit 806 Pearl of the Orient Tower, 1240 Roxas Blvd., Ermita Manila, 1000 Philippines

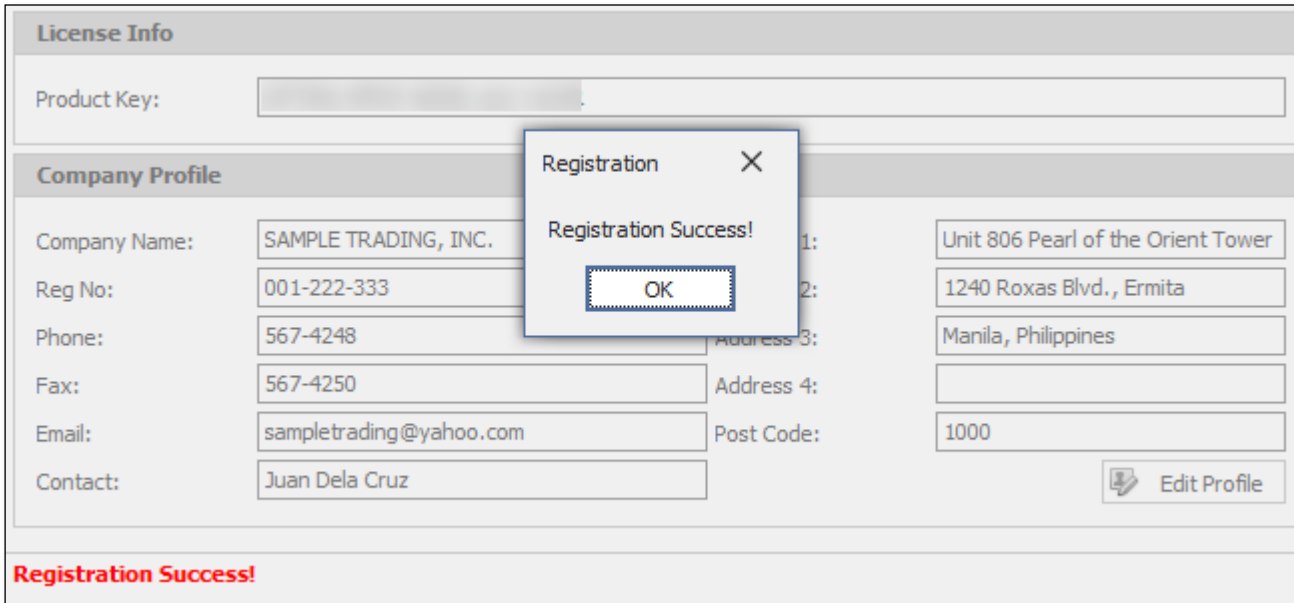
Tel. No.: +63 2 8567-4248, +63 2 8567-4253 Fax No.: +63 2 567-4250

Website: www.qne.com.ph

Facebook: <https://www.facebook.com/QnEPH>


Follow our Twitter and Instagram account: @qnesoftwareph

3. Once registration is successful, click OK.



The screenshot displays a web interface for QNE registration. It features two main sections: 'License Info' and 'Company Profile'. The 'License Info' section includes a 'Product Key' field. The 'Company Profile' section contains various input fields for company details. A modal dialog box titled 'Registration' with a close button (X) is centered on the screen, displaying the message 'Registration Success!' and an 'OK' button. Below the form, a red banner reads 'Registration Success!'. The 'Company Profile' fields are as follows:

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
Address 4:	
Post Code:	1000

 Edit Profile

Registration Success!



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