

Troubleshoot Subscription Sign In and Sign Up Failure

Review these sections to ensure that your machine is properly configured to allow your subscription application to connect to Quest online service.

Check the internet status

Make sure that you can access the internet

Check the internet settings

1. From Windows start menu type **Internet Options** and select it
2. Click the **Security** tab and click **Custom level...**
3. Scroll down to the **Scripting** section and ensure it is enabled
4. If changes are made, reboot the machine

Check access to the required URLs

Make sure that you can connect to the URLs

<https://licensing-api.toadworld.com/status/ping>

Allow access to the required URLs

Check if Proxy is enabled on your machine

1. Open **Internet Options**.
2. Click the **Connections** tab, then **LAN Settings**.
3. Check the **Bypass Proxy** server for local address setting and confirm if the machine is behind a proxy (check with system admin or an online proxy checker tool).

Follow the steps below according to your proxy settings:

Proxy is configured for the local machine

1. Open **Internet Options**.
2. Click the **Connections** tab, then **LAN Settings**
3. Click **Advanced**. Determine the local host name and add to end of the string below after a semicolon.

4. Add the below modified string to the Exceptions list:

<https://id.quest.com/>;https://*.toadworld.com/;localhost;127.0.0.1

No proxy is configured for the local machine

1. Open **Internet Options** and click the **Security** tab
2. Add the below URLs to trusted sites:

<https://id.quest.com/>

https://*.toadworld.com/

After making the necessary changes, validate that you can connect to the URLs above without error.

Check TLS 1.2 protocol is enabled

Toad for Oracle Subscription uses TLS 1.2 protocol to validate the license. Make sure you have TLS 1.2 activated:

1. Launch the **Run** dialog of your Windows.
2. Enter **inetcpl.cpl**, then click OK.
3. Click the **Advanced** tab.
4. Scroll down to the **Security** section
5. Check that **Use TLS 1.2** option is selected.
6. If not selected, please select it.
7. Click Apply and OK to save the changes.

Connect with our team

1. Save the error log files from the application (if any).
2. Contact us at supportadmin@quest.com. Provide your contact information and detail of the issue to create a Technical Support Request.