Troubleshoot Subscription Sign In/Sign Up Failures

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

Check internet status

Make sure you can access the internet.

Enable active scripting

The sign in/sign up pages require active scripting.
1. From the Windows start menu, type *Internet Options* and select it
2. Activate the *Security* tab
3. Select the *Internet* zone
4. Click *Custom level...*
5. Scroll down to the *Scripting* section and set *Active scripting* to *Enabled*
6. Click *OK*

Enable TLS 1.2 protocol

The authentication and licensing servers require the TLS 1.2 encryption protocol.
1. From the Windows start menu, type *Internet Options* and select it
2. Activate the *Advanced* tab
3. Scroll down to the *Security* section and ensure that *Use TLS 1.2* is checked
4. Click *OK*

Check access to required URLs

Access to these hosts is required for authentication and license retrieval:

- https://id.quest.com
- https://licensing-api.toadworld.com

Run "`tracert`" from a command prompt to verify access. A response of "`Trace complete`" indicates successful access.

- `tracert -h 1 id.quest.com`

- `tracert -h 1 licensing-api.toadworld.com`

Allow access to required URLs

Determine if you are using a proxy server.

1. From the Windows start menu, type *Internet Options* and select it
2. Activate the *Connections* tab

3. Click *LAN settings*
4. If any of the *Automatic configuration* or *Use a proxy server for your LAN* options are checked, you may be using a proxy server
5. If you are unsure, check with your system administrator or use an online proxy check tool to confirm

Follow these steps according to your proxy settings:

Proxy is configured for the local machine

1. From the Windows start menu, type *Internet Options* and select it
2. Activate the *Connections* tab
3. Click *LAN settings*
4. Click *Advanced*
5. Add the following to the list of *Exceptions*

   o **Recommended:** Use wildcards so that all Quest subdomains bypass the proxy allowing for full product functionality:

   ```
   localhost;https://*.quest.com;https://*.toadworld.com
   ```

   o You can optionally add specific sites:

      ▪ Recommended for full product functionality:

      ```
      localhost;https://id.quest.com;https://licensing-
      api.toadworld.com;https://autoupdate.toadworld.com;https://
      certifiedversions.ism.quest.com;https://community-
      downloads.quest.com;https://licensing.toadworld.com
      ```

      ▪ Required for authentication and license retrieval:

      ```
      localhost;https://id.quest.com;https://licensing-
      api.toadworld.com
      ```

6. Click *OK* to each dialog until you have exited *Internet Options*

No proxy is configured for the local machine

1. From the Windows start menu, type *Internet Options* and select it
2. Activate the *Security* tab
3. Select the *Trusted sites* zone
4. Click *Sites*

5. Add to the list of trusted websites:

   o **Recommended:** Use wildcards so that all Quest subdomains are trusted allowing for full product functionality:

      ▪ https://*.quest.com
      ▪ https://*.toadworld.com

   o You can optionally add specific sites:

      ▪ Recommended for full product functionality:

         ▪ https://id.quest.com
         ▪ https://licensing-api.toadworld.com
         ▪ https://autoupdate.toadworld.com
         ▪ https://certifiedversions.ism.quest.com
         ▪ https://community-downloads.quest.com

- https://licensing.toadworld.com
- Required for authentication and license retrieval:
  - https://id.quest.com
  - https://licensing-api.toadworld.com

6. Click **OK** to each dialog until you have exited ***Internet Options***

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

Connect with our team

Contact us at https://support.quest.com/contact-support