

Get license from server failed. Status Code: 0 in QLS Agent

[Version 1.0]

Jason Lee

[12 October 2021]



QNE
SOFTWARE

QNE TIPS

Product : QNE QLS Agent


Version: 1.00

Doc No : 1

Page No: 1 of 4

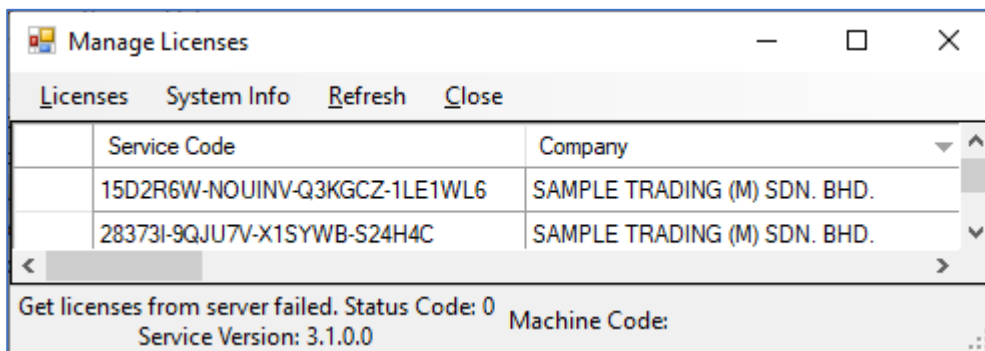
Amendment Record

REV. No	Nature of Change	Prepared By	Prepared Date	Reviewed & Approved by
1.0	Creation	Jason Lee	12-Oct-2021	

 QNE SOFTWARE	QNE TIPS	
	Product : QNE QLS Agent	Version: 1.00
	Doc No : 1	Page No: 2 of 4

SCENARIO

Perform “Transfer License in from Cloud” encountered error “Get licenses from server failed. Status Code: 0”.



This error will occur when QLS Agent failed to establish a connection with www.qne.cloud port 8080.

There are 3 possibility that you getting are error “Get licenses from server failed. Status Code: 0”.

- www.qne.cloud port 8080 is down or inaccessible
- Remote port 8080 is blocked on OS level
- Remote port 8080 is blocked on network level



SOLUTION


1. www.qne.cloud port 8080 is down or inaccessible
 - 1.1. You can verify whether www.qne.cloud port 8080 is down or inaccessible by go to <https://www.yougetsignal.com/tools/open-ports/>
 - 1.2. Type in Remote Address = www.qne.cloud
 - 1.3. Type in Port Number = 8080 and click "Check" button
 - 1.4. If result is "Invalid remote address", kindly log a ticket at <https://support.qne.com.my/support/tickets/new>
 - 1.5. Otherwise continue reading
2. Remote port 8080 is blocked on OS level
 - 2.1. Most of the time it is block by antivirus or firewall
 - 2.2. You can launch "Windows PowerShell" and execute below command
Test-netconnection www.qne.cloud -p 8080
 - 2.3. If "TcpTestSucceeded" result is "False" then either your antivirus or firewall is blocking www.qne.cloud port 8080

```
Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Try the new cross-platform PowerShell https://aka.ms/pscore6

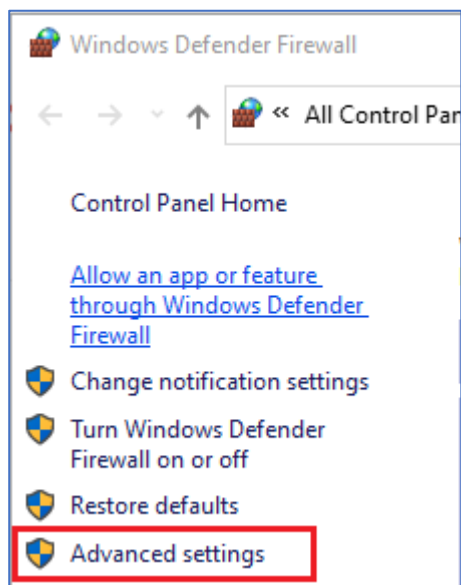
PS C:\WINDOWS\system32> Test-netconnection www.qne.cloud -p 8080
WARNING: TCP connect to (13.76.155.144 : 8080) failed
WARNING: Ping to 13.76.155.144 failed with status: TimedOut

ComputerName           : www.qne.cloud
RemoteAddress          : 13.76.155.144
RemotePort             : 8080
InterfaceAlias         : Ethernet
SourceAddress          : 192.168.100.48
PingSucceeded          : False
PingReplyDetails (RTT) : 0 ms
TcpTestSucceeded       : False
```

	QNE TIPS	
	Product : QNE QLS Agent	Version: 1.00
	Doc No : 1	Page No: 4 of 4

2.4. For Windows Firewall

2.4.1. Launch “Windows Firewall” > select advanced settings



2.4.2. In Outbound Rules, verify are there any OutBound Rules (Block) for Remote Port 8080 and delete if there is.

2.4.3. If there is not OutBound Rules (Block) for Remote Port 8080, then create a new OutBound Rules (Allow) for port 8080

2.4.4. Verify with Step 2.2.

2.4.5. If “TcpTestSucceeded” result is still “False”, then set exception for www.qne.cloud port 8080 in your Antivirus application (Refer to your IT or Antivirus Service Provider)

3. Remote port 8080 is blocked on network level

3.1. It is either there are blocking on your Firewall Device or Router itself.

3.2. If there aren’t specific blocking in both Firewall Device and Router, then set exception for www.qne.cloud port 8080 (Refer to your IT or Network Security Provider)

**** Learn more about [Azure Cloud](#)**

**** Learn more about [QNE Hybrid Cloud Software](#)**