

Moscore QM - Support #411

2020 subscription key did not work

07/06/2020 03:31 PM - Walter Pate

Status:	Resolved	Start date:	07/05/2020
Priority:	Normal	Due date:	
Assignee:	Walter Pate	% Done:	0%
Category:	general	Estimated time:	0.00 hour
Target version:		Spent time:	2.00 hours
Description			
BQMRC is having issues with 2020 subscription key first call 7:50 am pst			

History

#1 - 07/06/2020 03:53 PM - Walter Pate

- Status changed from New to Resolved

in conversatins with Nick (BQMRC Tech) we first tried to enter the club key
entering the new club key initially showed that the 2020 key was valid, but when the user changed the page it reverted back to an older key and not valid.

I verified that the club initial and club key were correct

i asked what date was set in Windows and found that it was July 2007

I instructed the user to correct the computers clock

Moscore QM 2020 registration worked fine after the clock was reset.

when we tried to connect to scoreboard we noticed that the version of Moscore-QM on this computer was 1.3.24

i had the user download v1.3.50 full and 1.3.52.msi for install.

this issue [#411](#) was resolved, but the issue of updating the tower computer and networking is related to issue [#412](#) and is delt with in that issue