

# 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 access to the required URLs

Make sure that you can connect to the URLs below without error.

<https://id.quest.com/>  
<https://licensing.toadworld.com/>  
<http://www.toadworld.com/>  
<https://licensing-api.toadworld.com/status/ping>

## Allow access to the required URLs

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

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://licensing.toadworld.com/;http://www.toadworld.com/;https://licensing-api.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://licensing.toadworld.com/>

<http://www.toadworld.com/>

<https://licensing-api.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 (if any).
2. Document the above failed steps.
3. Report in the User Community at <https://forums.toadworld.com/> or contact the Support Team at <https://support.quest.com/>