

Email – support@axxya.com Help - Center -https://nutritionistpro.freshdesk.com/support/home/ For faster service please either update your current ticket or submit a new one via the link above. You can do that 2 ways -- through the webpage above or by emailing us.

## Error -100000 was encountered Invalid Authorization Code found during licensing Nutritionist Pro Desktop

1. While licensing you may see this error if you do follow the steps below



Figure 1 error seen when entering license key

- 2. This means the key is stuck in 2 places and they may not be the same which is why the software throws this error. Please clear out the key in 2 places.
  - a. Go to windows explorer and clear key from the database see image below

Figure 2 re	move key	from th	he data	base
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This PC > Windows (C:) > Axxya Systems > Nutritionist Pro > Support Files						
Name ^	Date modified	Туре	Size			
☑ □ LicenseReset.exe	6/29/2010 9:06 PM	Application	20 KB			
svbvm50.dll	3/31/2003 5:00 AM	Application extens	1,324 KB			
REGISTER_MSVBVM50.BAT	7/27/2014 7:49 AM	Windows Batch File	1 KB			
	Reset License Data					
	Run this tool to clear key from the database					

- b. Also remove key from the registry. The key inside registry might be in a different place for each situation so the best is to search for the word databank and find where your key is located see image 3 below on how to search
  - i. Go to RegEdit from your computer and then do Edit/Find and type databank
- c. When you find the registry see image 4 you will delete ONLY the license folder that has your serial # in it ONLY DELETE the license folder you should see the serial # on the right hand side like this image shows. Delete the license folder under nutritionist pro
- 3. NOW you are ready to RELICENSE the application. Follow these steps again exactly as shown in this link and send us the new clean serial # so we can send a new key

## Figure 3 how to search for databank in regedit

🔡 Registry Editor				
File Edit View Favorites Help				
Computer\HKEY_CURRENT_USER				
> 📙 Threed.SSRibbon.3	Threed.SSRibbon.3		Name	Туре
> 📒 TrueDBGrid60.Style	TrueDBGrid60.Style		(Default)	REG_SZ
TrueDBGrid60.TDBDropD	own			
> 📜 TrueDBGrid60.TDBGrid	Find			X
> 📜 TrueDBGrid60.ValueItem	TING			~
> 📜 TrueOleDBGrid60.Style	Find what: databank			Find Next
> 📜 TrueOleDBGrid60.TDBDro				
> 📜 TrueOleDBGrid60.TDBGrid	Look at			Cancel
> 📜 TrueOleDBGrid60.ValueIte	e 🗸 Keys			
— 📜 twitter	✓ Values			
> 📜 TypeLib	🔽 Data			
	Match whole string only			
VirtualStore	L			

Figure 4 ONLY DELETE the license folder you should see the serial # on the right hand side like this image shows

Registry Editor							
File Edit View Favorites Help							
^	Name	Туре	Data				
	(Default)	REG_SZ	(value not set)				
	ab) MachineSerialNumber	REG_SZ	NPR-358460-844S02-0517				
A - D MACHINE							
SOFTWARE							
✓ Wow6432Node							
🖌 🍌 First DataBank							
A - 🕌 Nutritionist Pro	alalaka dhia Baawaa ƙalalay aybu ƙwaya yayishiyi						
Licensing	delete this license folder only from registry						