



Email – [support@axxya.com](mailto:support@axxya.com)

Help - Center --

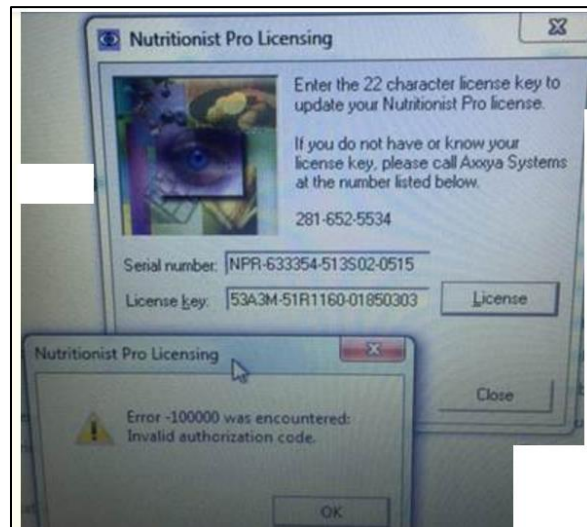
<https://nutritionistpro.freshdesk.com/support/home/>

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.

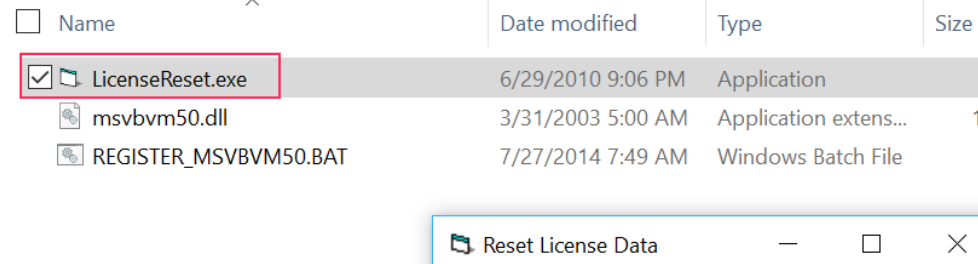
## Error -100000 was encountered Invalid Authorization Code found during licensing Nutritionist Pro Desktop

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



This PC > Windows (C:) > Axya Systems > Nutritionist Pro > Support Files

Name	Date modified	Type	Size
<input checked="" type="checkbox"/> LicenseReset.exe	6/29/2010 9:06 PM	Application	20 KB
<input type="checkbox"/> msvbvm50.dll	3/31/2003 5:00 AM	Application extens...	1,324 KB
<input type="checkbox"/> REGISTER_MSVBVM50.BAT	7/27/2014 7:49 AM	Windows Batch File	1 KB

Reset License Data

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

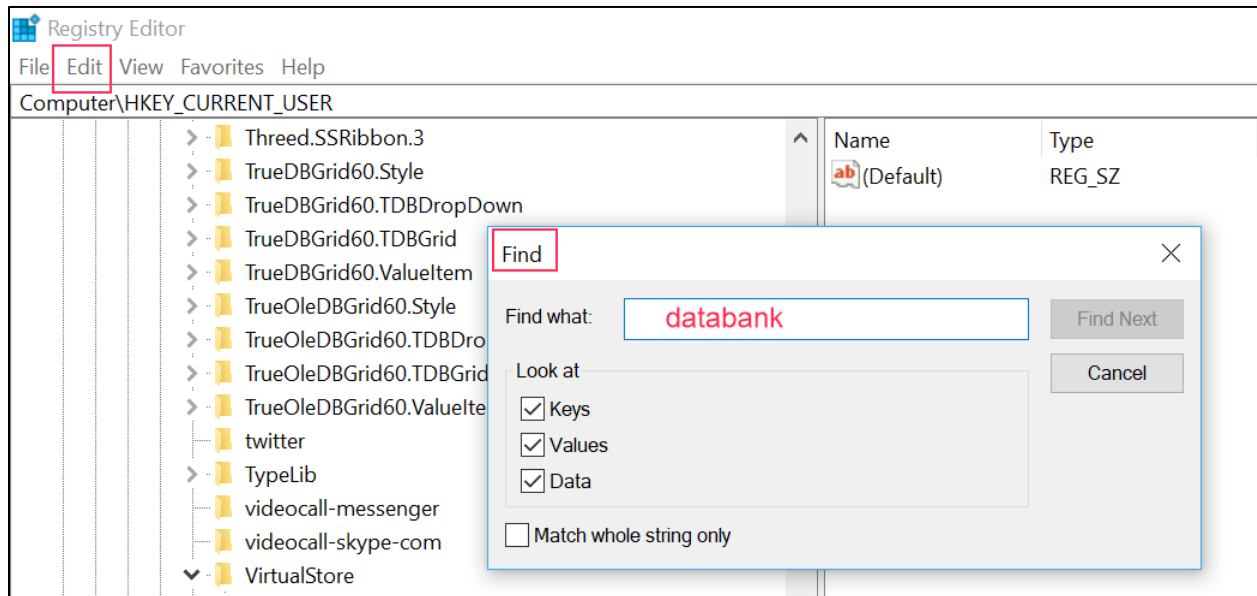


Figure 4 ONLY DELETE the license folder you should see the serial # on the right hand side like this image shows

