

# Troubleshooting registration issues

Use the following table to solve any registration related issues.

| Issue   | Solution   |
|---|--|
| Registration is requested at each startup.                                | <p>The <b>Registration</b> dialog opens each time your modeling tool starts, until you register the product installation. Click the <b>Register Later</b> button to close the <b>Registration</b> dialog.</p> <p>We recommended that you register your installation. <a href="#">Registration</a> is simple and allows you to access dedicated online support, evaluate new products and more.</p> |
| Registration confirmation is requested at each startup.                   | <p>If you do not click the registration confirmation link, installation will not be confirmed. You may request a new confirmation email from the registration confirmation message.</p>  |
| No email with a confirmation link is received.                            | <p>Your mail box spam or anti-virus filter may filter out the e-mail with a confirmation link. Check your spam folder, or request a new confirmation e-mail by clicking <b>Help &gt; Register</b> in the main menu.</p>  |
| Message appears saying there is no connection to the registration server. | <p>Check your internet connection.</p> <p>Note that registration is not necessary to use a modeling tool.</p>  |
| The <b>Registration</b> dialog does not open at modeling tool startup.    | <p>This may happen for a few reasons:</p> <ul style="list-style-type: none"><li>• You registered less than 30 days ago.</li><li>• There are network limitations preventing a modeling tool from checking your registration status.</li></ul> <p>Note that registration is not necessary to use a modeling tool.</p>  |

## Related pages

- [User and product registration](#)