



# Why Can't I Register the SimpleRisk 20181103-001 Virtual Machine?

## How to Fix Registration Issues with SimpleRisk 20181103 VM

### Introduction

This short fix will cover how to correct an issue where users are unable to register instances on the SimpleRisk 20181103-001 Virtual Machine by removing the instance ID and registration information of your SimpleRisk and how to generate a new one. You will need MySQL console access to move forward with this fix. If you have any issues along the way please feel free to contact us at [support@simplerisk.com](mailto:support@simplerisk.com). A PDF version is attached below.

### Instruction

First we will need to gain access to the MySQL console. If you are unsure how to accomplish this a few short steps to doing so will be provided below. These instructions assume you are using Ubuntu Linux or a similar operating system.

1) From terminal use “`cat /var/www/simplerisk/includes/config.php`”. This will write out the config to the terminal window, keep this here you will need the field “`DB_PASSWORD`” in the next step.

2) Enter “`mysql -u simplerisk -p`” into terminal and it will ask you for the password mentioned above. If you have issues getting in check the “`DB_USERNAME`” field from the config.php to be sure you are using the same username SimpleRisk uses.

3) Once in the MySQL console enter “`use simplerisk`” or substitute “`simplerisk`” for the contents of the field “`DB_DATABASE`” to select the SimpleRisk database.

4) Use the following commands to reset your registration status and clear out any registration information that has been stored in the system.

```
DELETE FROM settings WHERE name='instance_id';
UPDATE settings SET value=0 WHERE name='registration_registered';
DELETE FROM settings WHERE name='services_api_key';
DELETE FROM settings WHERE name='registration_name';
DELETE FROM settings WHERE name='registration_fname';
DELETE FROM settings WHERE name='registration_lname';
DELETE FROM settings WHERE name='registration_company';
DELETE FROM settings WHERE name='registration_title';
DELETE FROM settings WHERE name='registration_phone';
DELETE FROM settings WHERE name='registration_email';
```

5) Once you have completed entering the MySQL queries you may login to SimpleRisk and navigate to “Configure”



SimpleRisk

at the top followed by "Register & Upgrade" on the left. You should not see any registration information anymore and after filling out the required fields you should now be able to register the instance successfully.

### Summary

This quick fix has covered the steps to resolve registration issues with registering the SimpleRisk 20181103-001 VM. If you are still having issues or just have questions that were left unanswered please contact us at [support@simplerisk.com](mailto:support@simplerisk.com) and we will be happy to assist.