

# An unexpected error occurred on the server. Please check your internet connection and try again later (Windows)

- CorelDRAW Graphics Suite
- Painter
- Painter Essentials
- PaintShop Pro
- VideoStudio

## **Symptoms**

Unable to complete the product registration with error message "An unexpected error occurred on the server. Check your internet connection and try again"

## Cause

Windows' Host file has Corel links which blocks the registration process

## Resolution

### Empty the User Temp folder

- 1. Press Windows key + R to open the Run dialogue box
- 2. Tyoe %temp% and press Enter
- 3. Press CTRL and 'A' together to select all the contents
- 4. Press SHIFT and DEL together to clear the folder

**NOTE**: There will be some items which will not delete. This is fine. Simply click the checkbox to perform the action again automatically and click Skip

### Check the Windows HOSTS file

- 1. Press Windows key + R to open the Run dialogue box
- 2. Type in drivers and press Enter
- 3. Double-click on the folder etc
  - ◆ NOTE: Because of system permissions, you will not be able to open the HOSTS file and save any changes from within this folder
- 4. Copy the HOSTS file to the Desktop; Minimize this window
- 5. Right-click the HOSTS file on the Desktop, Choose Open With... then Notepad
- 6. In this folder look for the following entries and remove them:
  - ♦ 0.0.0.0 apps.corel.com
  - ♦ 0.0.0.0 mc.corel.com
  - ♦ 0.0.0.0 origin-mc.corel.com
  - ♦ 0.0.0.0 iws.corel.com
  - ♦ 127.0.0.1 mc.corel.co
  - ♦ 127.0.0.1 apps.corel.com
  - ♦ 127.0.0.1 origin-mc.corel.com
  - ♦ 127.0.0.1 iws.corel.com

Once you have removed these entries from the file, Save the file by pressing CTRL+ S. After which, you can copy and paste the file back into the ETC folder, which was minimized, and agreeing to the security prompt.

#### Resetting Internet Options

- 1. Press Windows key + R to open the Run dialogue box
- 2. Type in Control and press Enter
- 3. In the upper right corner you will see a drop-down with Category View selected. Click on this option and select either Large or Small Icons
- 4. Double-click on Internet Options
- 5. Click on the Security tab at the top of the window
- 6. Click each heading at the top of this screen, pressing Default Level on each
- 7. Press Apply
- 8. Click the Advanced Tab
- 9. Click on the button labeled Restore Default Settings (Windows 10 and below) / Restore Advanced Settings (Windows 11)
- 10. Press Apply
- 11. Press OK

Once you are done these steps, Restart Windows and then launch your program and try to sign in.

Should this fail, please **Contact Technical Support** for further instructions

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