

Registration Required Message: "The registration server could not be reached"

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Some users may receive this message because their Internet Explorer Certificates may be out of date.

RESOLUTION:

1. Copy and paste the link below into your browser and save the file to your desktop.

<https://certs.godaddy.com/repository/gdroot-g2.crt>

2. Right-click on the *gdroot-g2.crt* and select **Open**

3. Select **Install Certificate**.

4. When the "Welcome to the Certificate Import Wizard" opens, Select **Next**.

5. Select the Radio button for "Place All certificates in the following store:" and select **Browse**.

6. Select the second option: "Trusted Root Certification Authorities"

7. Select **OK**

8. Select **Next**

9. Import should now display as successful

You should not receive the registration server could not be reached error.

If you receive the warning message that your devices are not registered you will want to run the Network Check utility to confirm if you have sites that may be blocked.



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Online URL: <https://kb.fcawitech.com/article/registration-required-message-%e2%80%9cthe-registration-server-could-not-be-reached%e2%80%9d-833.html>