

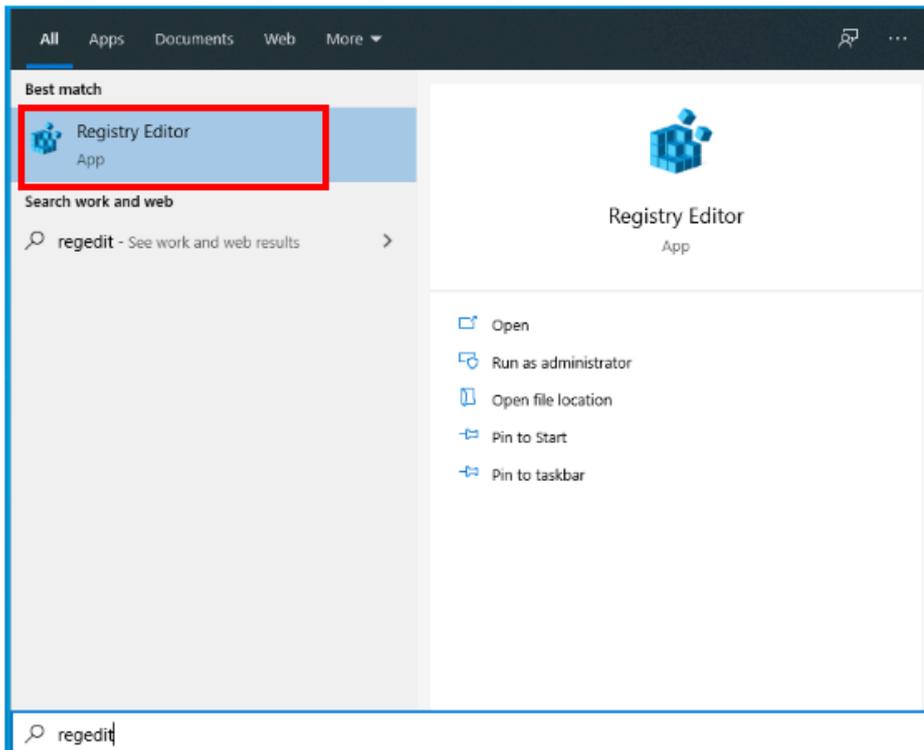
Resolving "Please Reinstall" Message

This article outlines what to do if you get a "Please Reinstall" error message on a new Windows Log-in account after you install RoomKeyPMS.

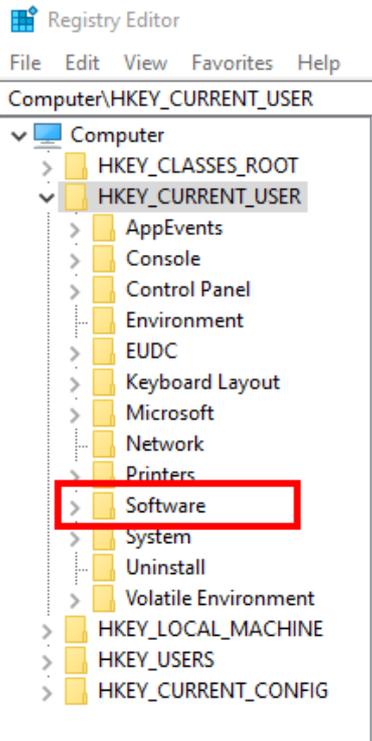
This error occurs because RoomKeyPMS is unable to write the registry information for the Windows user account due to elevated UAC settings.

Here are the steps to follow to resolve this:

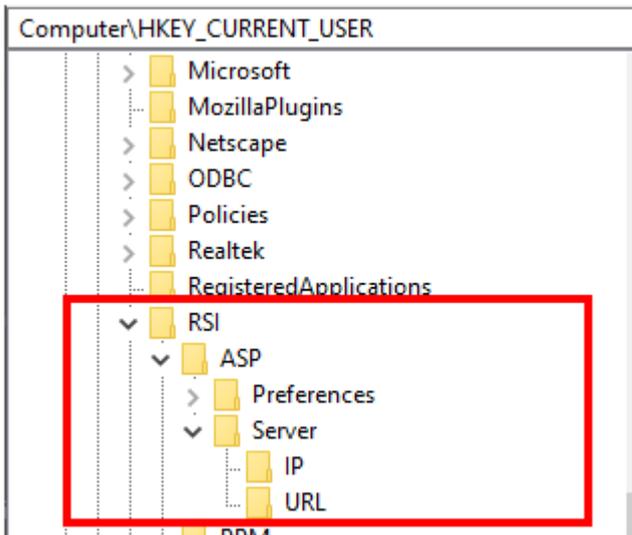
Go into the registry editor by selecting the Start button and searching for "regedit".



Select HKEY_CURRENT_USER > Software



Under the "Software" drop-down menu, select RSI > ASP > Server > URL



Modify the URL value data with the correct server registry:

- <https://www.welcometorsi.org/east/>
- <https://www.welcometorsi.org/west/>
- <https://www.welcometorsi.org/lakeview/>
- <https://www.welcometorsi.org/asia/>
- <https://www.welcometorsi.org/jupiter/>
- <https://www.welcometorsi.org/magnolia/>

