

## ACTpro – Retrieve a licence from a dead machine

This document describes how to retrieve a licence from a corrupted installation, or dead machine. There are two possible options depending on the state of the faulty machine.

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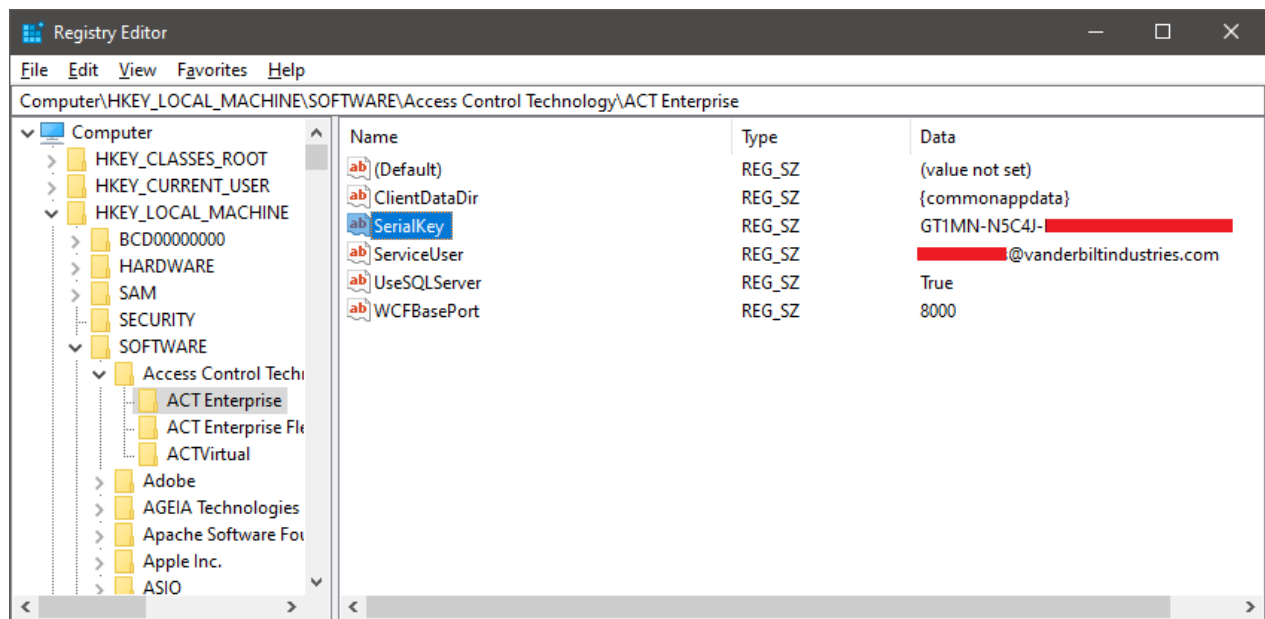
# SUPPORT INFORMATION

## 1. Retrieve Licence Key from Registry

In the event of a corruption of an installation, or even someone inadvertently uninstalling ACTpro it's possible to retrieve the licence information from the registry.

The licence can be found at the following path:

Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Access Control Technology\ACT Enterprise



**Note** – This is only the primary licence key. The one the software was installed with, in the beginning. Additional licences are stored in the licence.xml and retrieval of this is described in section 2.

**Note 2** – Making any changes in the registry should be done with great care, as changing settings can not only break the ACTpro installation, but also the entire machine.

Once the licence key has been retrieved, simply enter on this in the new installation on the replacement machine.

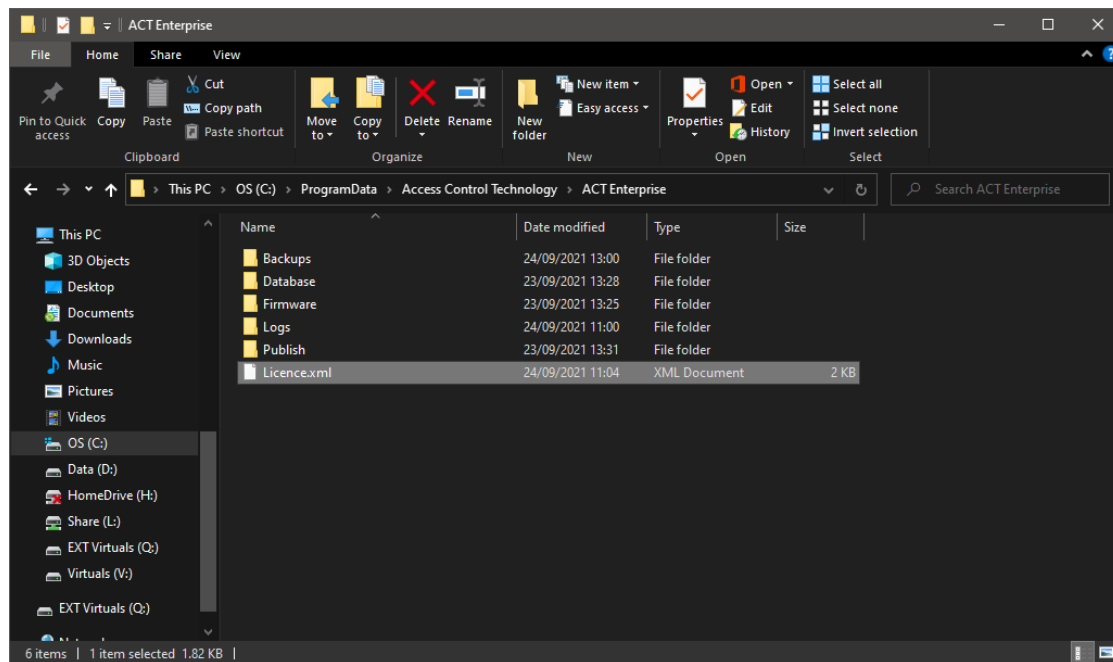
## 2. Copy Licence file from HDD

In the event of a complete machine failure, it **may** be possible to copy files from the failed machines' hdd.

This of course depends on the machine failure and whether the hdd was corrupted in the process.

However, if it's possible to retrieve data, then the licence file can be found here:

<C:\ProgramData\Access Control Technology\ACT Enterprise\Licence.xml>



Simply copy this file to a USB Flash Drive or similar, and transfer to the same location on the new machine.

**Note** – If you paste this in whilst ACTpro is running, then you will need to restart the Service for the change to take effect.

**Note 2** – If the system has already been installed as “Lite” then you will need manually create shortcuts to the other client applications, as registering as a “pro” version will not add these.

# SUPPORT INFORMATION



If you have any questions, please contact our Technical Competence Centre.  
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**Vanderbilt International GmbH**

Borsigstrasse 34  
65205 Wiesbaden  
Germany