

# ESET Tech Center

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## Error 'Invalid or used activation code was entered' or 'code you entered was not valid' during activation

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### Problem

When entering an activation code on the client workstation an error dialog appears detailing that either **An Invalid or used activation code was entered** or **The activation code you entered was not valid**.



These errors will only occur for users using software managed by an Enterprise Server.

### Solutions

The following items should be checked which should resolve this problem.

#### 1. Re-enter the activation code

Retry entering the code to eliminate any typing errors. The activation dialog supports the pasting of codes from your clipboard to save the need to type them.

## 2. Ensure the activation code is available

Within the Enterprise Server bring up the detailed view of the user and view the list of activation codes.

Login to the Enterprise Server.

Select the **Users** branch of the organisation navigation tree.

Select the User you are trying to activate in the list of users.

Click the **Details** button.

Select the **Activation Code** tab.



Ensure the activation code you are entering is listed and that its status is set to **Available**.

## 3. Ensure the workstation is using the correct Proxy ID

The Proxy ID needs to be the same on the Workstation and the Enterprise Server in order for generated activation codes to be seen by the Workstation.

If you have been making modifications to your Enterprise Server recently or moved a workstation between Enterprise Servers then this should be verified.

Firstly find out the Proxy ID in use by the Enterprise Server as detailed here: [KB240 - Where do I find my Enterprise Server Proxy ID?](#)

On the workstation you are attempting to activate access the registry to see the value being used:

Press Windows Key + R together.

Enter **regedit** into the run dialog then click **OK**.

Confirm the UAC warning if displayed.

Browse to the

path **HKEY\_LOCAL\_MACHINE\SOFTWARE\DESlock+\Client\CentralCtrl.**

Within there should be a value named **DeploymentCompanyUID**.



Ensure the value for this setting matches the Proxy ID value seen previously in your Enterprise Server.

If the values do **not** match then you will need to update the workstation with

the correct settings. The simplest way to do this is to login to the Enterprise Server and obtain a registry file to apply to the machine:

Login to the Enterprise Server.

Select the **Workstations** branch of the navigation tree.

Select the **Workstation Policy** tab.

Click the **Download Settings File** button.

Choose the required version of settings file and save out the generated .reg file.

Move to the workstation that requires activation.

Ensure that if there was granular encrypted data on the workstation that it is decrypted before proceeding.

On the Workstation open the previously generated registry file.

Click **Yes** to confirm you wish to update the registry.

Restart Windows.

Retry the activation process.

The setting can also be updated by using a newly downloaded install. Please see this article for more details: [KB217 - How do I download a merged install for installation on a Workstation?](#)