ESET Tech Center

Upgrading from a Personal Licence to a Purchased Licence and maintaining access to existing encrypted data

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The quickest and recommended method to switch from a Personal Licence to a Purchased Licence is to use the procedure detailed in the Personal Edition section of this article: KB235 - Error 0xc02e0010 reported from licence wizard.

However the process documented in KB235 requires that existing encrypted data is decrypted as part of the process. This may be inconvenient if there are many encrypted containers or you have not kept track of their location. If this is the situation you are in then the process below can be used to setup the new purchased licence and transfer your existing encryption keys from the Personal licence.

The process below is only required for standalone Personal licence upgrades. All other licences can be upgraded to a different licence type in place by purchasing an upgrade for your existing licence and then performing a resync as detailed here: KB73 - How to manually update your licence

Transferring from a Personal Licence to a Purchased Licence

The process below will upgrade a system with the new Purchased Licence and transfer your existing encryption keys to the new Purchased Licence Key-File.

1. Backup the current Key-File

Login to DESlock+.
Right click the DESlock+ icon and select **Backup Key-File** from the menu.
Click **Browse**, specify a path to save to then click the **OK** button.
Click the **OK** button.
Click **Yes** to the warning the Key-File will be stopped.
Click **OK** to the explanation the Key-File was backed up (note the filename displayed).
Find the created file and rename it with **'Old Personal Licence_'** at the beginning of the filename.

It would be worth taking a copy of this backup file and storing it safely off of the system.

2. Delete the current Key-File

Right click the DESlock+ icon and choose **Logout**.
Right click the DESlock+ icon and choose **Key-File Utility**.
Select the **Backup and Reset Key-File to blank** option.
Click the **Reset** button.
Select a folder to save the backup to and click the **OK** button.
Click **Yes** to the warning that the key-file needs to stop.
Click **OK** to the acknowledgement the key-file has been backed up.

3. Setup the Purchased Licence to create a new Key-File

The DESlock+ Login dialog should have automatically appeared showing Restore and Setup buttons. (if the dialog has not appeared, click Login from the DESlock+ menu).
Click the **Setup** button on the DESlock+ Login dialog.
Click **Next** in the DESlock+ Licence Wizard.
Enter the new Purchased Licence Product ID and Key details (delete the existing auto-filled Product ID value if present).
Click the **Next** button.
Verify the displayed licence information matches the licence type you have purchased.
Click the **Next** button.
Enter a Key-File name to use for the Key-File then click the **Next** button.
Enter a password to use for the Key-File then click the **Next** button. For ease of process you should choose the same password as you were previously using for the Personal Licence. You can change this password once this guide is complete if you require.
Clear the check box **Generate default encryption key** then click the **Next** button.
Click the **Finish** button to close the DESlock+ Licence Wizard.

4. Backup the initial Purchased Licence

The DESlock+ Key-File Backup dialog should appear automatically.
Click **Browse**, specify a path to save to then click the **OK** button.
Click the **OK** button.
Click **Yes** to the warning the Key-File will be stopped.
Click **OK** to the explanation the Key-File was backed up (note the filename displayed).
Find the created file and rename it with **'Initial Purchased Licence_'** at the beginning of the filename.

5. Request Encryption Key

Login to DESlock+.
Right click the DESlock+ Menu and choose **Key Transfer**.
The Key Transfer Wizard will display, leave the radio option set to **Request a Key from another user**.
Click **Next** and follow the steps through the wizard to create a DESlock+ request file (dlr file extension).

6. Restore Personal Licence

Right click the DESlock+ icon and choose **Logout**.
Right click the DESlock+ icon and choose **Key-File Utility**.
Select the **Restore a Key-File from a backup location** option.
Click the **Restore** button.
Select the folder where you saved the Personal licence in Step 1 and click the **OK** button.
Select the file starting **'Old Personal Licence_'** that you created in Step 1, then click the **Open** button.
Click **Yes** to the warning that the existing key-file will be overwritten.
Click **OK** to the acknowledgement the key-file has been restored.

7. Issue Encryption Keys from the Personal Licence

Login to DESlock+.
Open the DESlock+ request file (dlr file extension) you created in Step 5.
The key transfer wizard will load with the option **Issue a key to another user** will be automatically selected.
Click the **Next** button.
Select the encryption key to transfer then click **Next**.
Clear the check box next to **Set terminator code limit**.
Click the **Next** button.
Click the **Finish** button.
Save out the generated DESlock+ Update File (dlu file extension).
Repeat this step to generate update files for any other encryption keys you have created.

8. Restore initial Purchased Licence

Right click the DESlock+ icon and choose **Logout.**
Right click the DESlock+ icon and choose **Key-File Utility**.
Select the **Restore a Key-File from a backup location** option.
Click the **Restore** button.
Select the folder where you save the Initial Purchased Licence and click the **OK** button.
Select the file starting **'Initial Purchased Licence_'** that you created in Step 4, then click the **Open** button.

Click **Yes** to the warning that the existing key-file will be overwritten.
Click **OK** to the acknowledgement the key-file has been restored.

9. Process update files

Login to DESlock+.
Open the DESlock+ Update file (dlu file extension) you created in Step 7.
The Key Transfer Wizard will load with the option **Update your Key-File with a key from another user** automatically selected.
Click the **Next** button.
Select an empty key slot to store the Encryption Key.
Click the **Next** button.
The page should explain the key was imported, click the **Finish** button.

10. Backup the Purchased Licence containing Encryption Keys

The Backup Wizard should appear automatically after applying the update file in Step 9.
Click **Browse**, specify a path to save to then click the **OK** button.
Click the **OK** button.
Click **Yes** to the warning the Key-File will be stopped.
Click **OK** to the explanation the Key-File was backed up (note the filename displayed).
Rename the created backup file appropriately so you can recognise this is a backup of the purchased licence **with** your encryption keys.
A copy of this final backup file should be stored off of the machine in case your computer has a fault in the future and you need to restore the backup.

11. Verify the existing encrypted data can be accessed

Open existing encrypted containers (encrypted email, encrypted folders etc.) and verify their contents display correctly and the data contained opens correctly as expected in their associated programs.
If at this point you experience any problems do not make any further changes to the system. Submit a support ticket explaining this guide was being followed and exactly the processes you performed and await assistance.

Note: If you have created additional update files in Step 7 then you will need to repeat step 9 and 10 to process each update file to obtain all encryption keys.

Related Articles

KB58 - How do I backup my Key-File?

[KB81 - How do I share an encryption key with another DESlock+ user?](#)

[KB66 - What is a Key-File and why is it important?](#)