

ESET Tech Center

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How to reset the activation process of a managed client

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If you would like to reset the activation process of a Workstation, then please follow these steps.

Step 1. Reset Activation State

You will need to re-activate the workstation. To do this you will need to modify the registry so that the Workstation prompts for activation again.

Click the Windows Start button and type '**regedit**' in the search box.

Double click '**Regedit.exe**' and when the Registry Editor window opens, navigate to HKEY_CURRENT_USER\Software\DESlock\Client\CentralCtrl (as shown below)



Delete the registry key folder (as shown in the image above contained in CentralCtrl) and then either log out of windows and back in, or reboot the machine.

When the user logs back in, the activation dialog will then re-appear and allow the use of a new activation code.

Step 2. Activate the Workstation

Please follow this article to activate the workstation:

[KB216 - How do I activate a new client \(Enterprise Server v2.5.2 or later\)?](#)

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