How to manually update your licence

Anish | ESET Nederland - 2018-03-07 - Reacties (0) - ESET Endpoint Encryption

This article applies to unmanaged (standalone) installations only. On managed licencing is performed by the administrator through the DESlock+ Enterprise Server.

If you have purchased an update to your DESlock+ licence, you will need to synchronise your licence with your software.

Firstly you will need to establish which software version you are currently running. You can find out which software version from our knowledgebase article by clicking here.

If your software version number is 4.4.173 or lower, the instructions below will guide you through the process of updating your licence. However if you have version 4.5.x or higher, please follow the second set of instructions.

For Version 4.4.173 or lower

Open a web browser and navigate to https://www.deslock.com/login.php
Enter your email address and password and click **Login**
Highlight your activation code and copy it
Ensure you are logged in to DESlock+ please see here for details of checking if you are logged in: How do I login to or logout of DESlock+?
Right click on the DESlock+ Icon in the Notification Area (also known as the System Tray) select **Licence**, then **Licence Wizard**.
When the window pops up, enter your email address and activation code in the relevant boxes and click **Next**.
The software will now sync with the DESlock+ licensing Server and the updated licence expiry date will be applied.

For version 4.5.0 or higher

Ensure you are logged in to DESlock+ please see here for details of checking if you are logged in: How do I login to or logout of DESlock+?
Ensure you have the **Product ID** and **Product Key** which was emailed to

you when you were issued your licence. If you have forgotten your Product ID or Product Key the click here for how to recover them.
Right click on the DESlock+ Icon in the Notification Area (also known as a the System Tray), select **Licence**, then **Licence Wizard**.



When the window pops up, enter the **Product ID** and **Product Key** into the relevant boxes and click **Next**.



Follow the steps through the wizard. The process will sync with the DESlock+ licensing Server and the updated licence details will be applied.

Related Articles

Purchasing a licence renewal on the DESlock+ Website

keywords: licence, license