Unregister a license

A license key is associated with a specific system. Normally a license key is associated with one system, but the same key can be associated with more than one in some circumstances.

Once a license key has exhausted its system allocation, it cannot be used on any other systems until it is released/unregistered from an existing system.

Should you need to replace or reimage a system that utilises the license key it is important that you first unlock the key so it can be reused.

This can be performed by running the command 'upddutils unregister' in a command / terminal window as described [here](#).

By default, you can unlock and reuse a license 4 times in any 12 month period, this can be increased if required. Contact Touch-Base to discuss your requirements.

However, in cases where the system is unavailable, you can use this [link](#) to enter the license key or your email address to request the license key be unlocked.

If the license key is found, then an email will be sent to the registered email address associated with the key to complete the process.

If the entered license key or email is associated with more than one system you will be asked to supply further information to help identify the system.

To [register the software](#) once the key is unlocked, go to the UPDD menu bar/system tray icon, select Register and "Enter a licence key" and paste in the license key.

If the software is uninstalled with an active license key, the key is flagged as available for reuse but the association with the 'last active' system is also retained such that if the software is reinstalled the license key will be automatically picked up from the license server. With earlier versions of the software the key was not unlocked during an uninstall.