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Clean install of FactoryTalk Activation Manager

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Summary

Clean install of FactoryTalk Activation Manager

Question

I have re-installed FactoryTalk Activation Manager, but I still have the same activation issue. Is there a way to do a clean install of the software?

Environment

FactoryTalk Activation Manager

Answer

Clean re-install of FactoryTalk Activation Manager:

1. Backup licenses by copying them to a different folder
2. Uninstall FactoryTalk Activation Manager from **Add or Remove programs** in Control Panel
3. Go to *Start*→*Run*, type `regedit` and hit *Enter*. Delete the following entries:
For 32-bit operating system:
 - HKEY_LOCAL_MACHINE\SOFTWARE\Rockwell Software\FactoryTalk Activation
 - HKEY_LOCAL_MACHINE\SOFTWARE\FLEXlm License Manager
 - HKEY_CURRENT_USER\Software\FLEXlm License ManagerFor 64-bit operating system:
 - HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Rockwell Software\FactoryTalk Activation
 - HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\FLEXlm License Manager
 - HKEY_LOCAL_MACHINE\SOFTWARE\FLEXlm License Manager
 - HKEY_CURRENT_USER\Software\FLEXlm License Manager
4. Delete the Activations folder:
 - C:\Program Files\Common Files\Rockwell\Activations or
 - C:\Documents and Settings\All Users\Shared Documents\Rockwell Automation\Activations or
 - C:\Users\Public\Documents\Rockwell Automation\Activations
5. Reboot computer
6. Install FactoryTalk Activations Manager
7. Copy over backup license files to activations folder
8. Go to *FactoryTalk Activation Manager*→*Find Available Activations* Tab, select *Refresh Activations*, the licenses should be listed there.

You can download the latest version of the FactoryTalk Activation Manager from the [Activation Web site](#)

Was this answer helpful?

Yes

No

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