Troubleshooting: How to Recover Your Software Registration

Last Modified on 03/17/2020 2:30 pm EDT

Because you can unregister your software, there are limited cases where you will be unable to recover your registration of your software key. Before upgrading a computer, you can simply **unregister the software to move your installation to the new machine**. However, there are instances where you may be unable to recover your registration such as when a computer has an unexpected hardware failure.

In such circumstances, please **contact our support team** for assistance.