

General Knowledgebase Articles

Activation is lost once the user logs off from the machine.

If any Act4Work application loses its activation information after the user logs off from their profile, it is possible that the required registry keys are not preserved due to certain group policies.

In order for the applications to remain activated, the data in the following keys and their subkeys, needs to be preserved:

- HKEY_CURRENT_USER\Software\Classes\CLSID\
- HKEY_LOCAL_MACHINE\Software\Classes\CLSID\
- HKEY_CURRENT_USER\Software\Wow6432Node\Classes\CLSID\
- HKEY_LOCAL_MACHINE\Software\Wow6432Node\Classes\CLSID\

Attached files:

Unique solution ID: #1022

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