

# Ontrack® EasyRecovery™ Software Activation and Registration Guide

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# Steps to Activate

Follow the steps below to activate your purchased software on the computer you intend to use as the location to run this software.

1. Open the e-mail you received with your confirmation code.

**ORDER CONFIRMATION**

**Order 7895478**  
Thank you for your order.

Please note that your product will be delivered by download of the relevant file(s) to your computer.

Below you will find the details of your purchase and the instructions to download and install your software. Please make a backup copy of this e-mail (e.g. print out a hard copy) for future reference.

For questions related to your order or for download issues, please [click here](#) to contact us.

License owner	Payment method
<b>Customer Name</b> Address line 1 Address line 2 City, State, code	Date: 06/14/2012 Payment Method: REMOTE_PAYPAL
<b>Total amount</b> \$79.00	

PRODUCT NAME	PLATFORM	DELIVERY	QTY	UNIT PRICE	DOWNLOAD
Ontrack® EasyRecovery™ Home	Vista/Win XP/7	Download	1	\$79.00	<a href="#">Download</a>
Ontrack® EasyRecovery™ Home	MAC	Download	1	\$79.00	<a href="#">Download</a>

**TOTAL AMOUNT: \$79.00**

**Serial Number/ Activation code:**

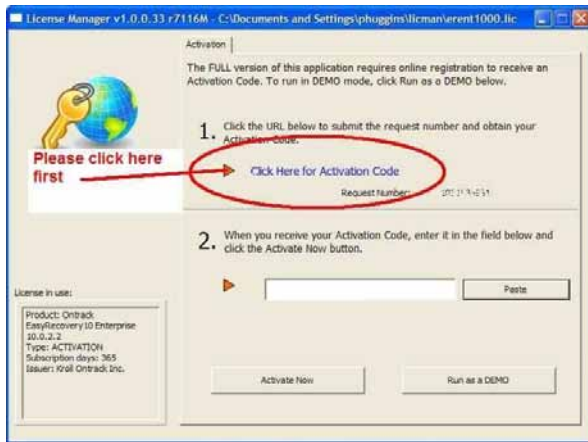
- EasyRecovery 10 Home - Activation Code: **ERHOM-1000-12345-12345**

The circled number is your **serial number**.

## Important Note:

- » Please remember that downloading and installing any software on the drive that has lost data may overwrite the very files you are seeking. There is no way to control where Windows® will actually write files on the hard drive. If the files are overwritten, neither software, nor Ontrack® Data Recovery in-lab services can retrieve those files.
- » An alternative is to add that drive to a working Windows system as a secondary device (internally or as a USB drive). The same process can occur with Mac® systems – use a different Mac with the drive attached as a USB.

- Click the "download" button to download the software. Save the file to your computer, and then run it to install the software. When you finish installing the software and then you run it, it will open the License Manager screen.



- Click the "Click Here for Activation Code" link. Do not put anything in the blank area yet. In a minute, your web browser should open to this page:



<http://www.KrollOntrack.com/>

## Product Activation Code Request

To request an instant activation code, enter the **Request Number** that is shown in your product when activating it, and also enter your product **Serial Number (S/N)**. Please fill your customer information as completely as possible. This will assure a more complete solution to any technical support issues. **This software can be activated only on a single computer. Please make sure the computer you are installing and activating the software on is the correct one. Additional activations are not allowed.**

*Required fields are marked with an \**

Request Number: 123456789  
 Serial Number (S/N): ERENT - 1000 - 12345 - 12345 - 12345 \*  
 I'm using this activation system the first time

First Name  \*  
 Last Name  \*  
 Company   
 Phone  \*  
 Fax   
 Email  \*  
 Email Confirmation  \*  
 Address 1  \*  
 Address 2   
 City  \*  
 State or Province  \*  
 Postal Code   
 Country  \*  
 Your Platform  \*

- Please enter your serial number and fill out the information required, then click "Request Activation Code." An example is shown above. Please do not use the code or information from this page; use your own code and correct information.

- You should then see this page. Please click the button that says "Copy to clipboard."



<http://www.KrollOntrack.com/>

## Product Activation Code Request

**An Activation email was successfully sent to you. Please keep this email for reactivations!**

Request Number: 1234567890  
 Serial Number (S/N): ERENT-1000-12345-12345-12345  
 Customer ID: 123456

**Your activation code:**

**1234567890**

Click here

After you click that button, the text on the button should change to read "Copied!"



<http://www.KrollOntrack.com/>

## Product Activation Code Request

**An Activation email was successfully sent to you. Please keep this email for reactivations!**

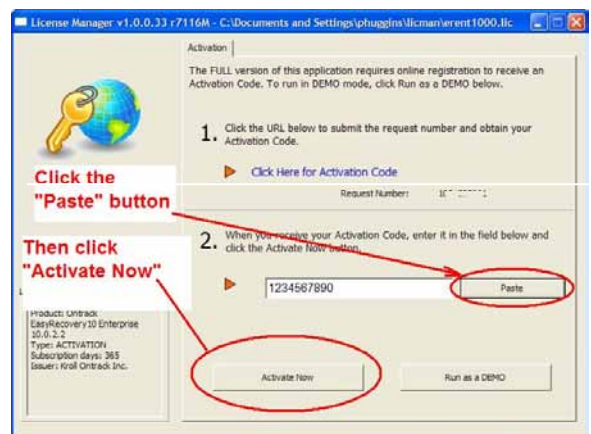
Request Number: 1234567890  
 Serial Number (S/N): ERENT-1000-12345-12345-12345  
 Customer ID: 123456

**Your activation code:**

**1234567890**

Copied!

- Click the "Paste" button in the box shown.



- Click the "Activate Now" button. Your product should now be registered.

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**Questions? Call us!**  
**We're always happy to help.**

**800.872.2599**

**[www.ontrackdatarecovery.com](http://www.ontrackdatarecovery.com)**

