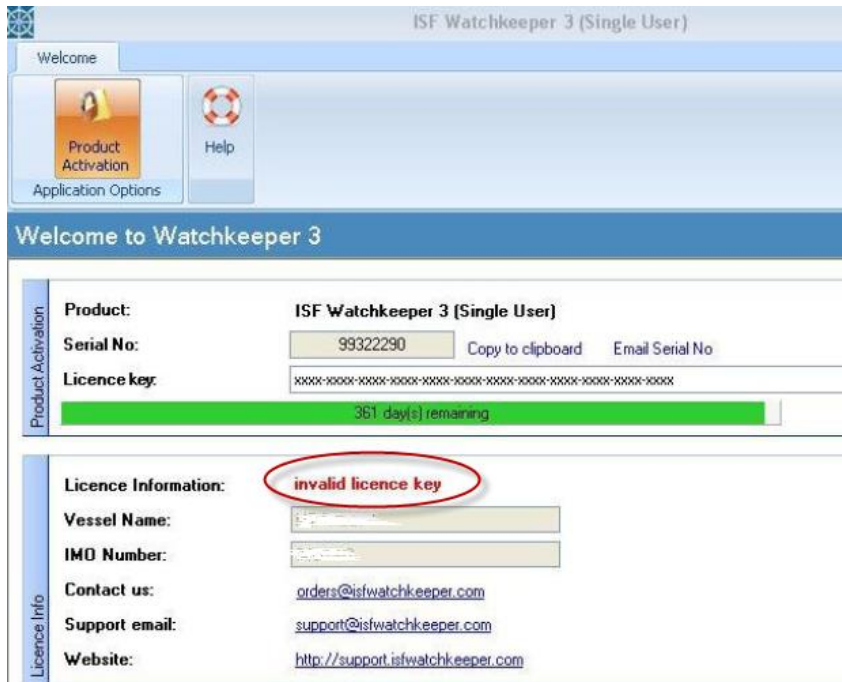


How to refresh the License Key for ISF Watchkeeper 3 (Single User)

Problem

You correctly activate WK3 Single User but some time later you receive an error “Invalid License Key”. This prevents access to Watchkeeper:



Solution

If you have internet access:

1. Please update the version of Watchkeeper that you have by downloading an 8Mb patch file from us, from here:
2. <http://www.isfwatchkeeper.com/install/Watchkeeper3SinglePatch.exe>
3. After download, run the patch file on the Watchkeeper computer and restart Watchkeeper. Advise us of the Serial Number via email to orders@isfwatchkeeper.com

If you do not have internet access:

1. Close Watchkeeper
2. Use Windows Explorer or My Computer to browse to the Watchkeeper installation folder. This is:
 - a. C:\Program Files\IT Energy\ISF Watchkeeper 3 (Single User)
OR
 - b. C:\Program Files (x86)\IT Energy\ISF Watchkeeper 3 (Single User) (64 bit)
3. Delete the file “wk3single.license”
4. **Please remove any USB memory stick or other USB storage device from the Watchkeeper computer**
5. Load Watchkeeper and complete the start-up wizard