

# Recover lost license

This article explains, how to recover a lost license.

## **Shop license**

If you still can access the PC system with the license, you might be able to recover and move the license by yourself:

<https://playdeck.tv/howto/move-license/>

But if that PC system has crashed, is lost or you had to re-install windows, you will not be able to recover your license by yourself. In this case, please contact us at [support@playdeck.tv](mailto:support@playdeck.tv). We are happy to release the license for you, so it can be checked out again with the license manager.

## **USB Dongle license**

If the USB device is broken or lost, we can replace your Dongle and provide you with a temporary offline license during the delivery time. If the Dongle is still working, we can update the Dongle remotely with an updater-file. Please also contact us at [support@playdeck.tv](mailto:support@playdeck.tv).

## **Offline license**

The offline license can't be moved to another PC by default. Please also contact us at [support@playdeck.tv](mailto:support@playdeck.tv) to receive a new offline license from us.