

## Ontrack® EasyRecovery™ software activation and registration guide.



# 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	
Customer Name		Date: 06/14/2012	Payment Method: REMOTE PAYPAL
Address line 1			
Address line 2			
City, State, code			
		Total amount	\$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: **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:

**Kroll Ontrack.**  
<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: 1-800-555-1212  
 Fax:   
 Email: tech@ontrack.com  
 Email Confirmation: tech@ontrack.com  
 Address 1: 9023 Columbine Road  
 Address 2:   
 City: Eden Prairie  
 State or Province: Minnesota  
 Postal Code: 55347  
 Country: United States of America  
 Your Platform: PC

- 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.”



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**

Copy to clipboard

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



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.

## About Kroll Ontrack

Kroll Ontrack provides technology-driven services and software to help legal, corporate and government entities as well as consumers manage, recover, search, analyse, and produce data efficiently and cost-effectively. In addition to its award-winning suite of software, Kroll Ontrack provides data recovery, data destruction, electronic discovery and document review. For more information about Kroll Ontrack and its offerings you can visit our [website](#), follow [@KrollOntrackUK](#) on Twitter or visit our [blog](#).

### CONTACT

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