How to Move Your RetailEdge License to a New Computer

Setup & POS Hardware · https://retailedge.com/docs/move-retailedge-license

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If you're upgrading to a new computer, you'll need to **move your RetailEdge license** before you can continue using your software. The process is simple and only takes a few steps. By creating a backup, activating RetailEdge on your new computer, and restoring your data, you can quickly get back to business.

This guide walks you through exactly how to **move your RetailEdge license** safely while ensuring all of your data transfers successfully.

Step 1: Back Up Your RetailEdge Data

Before you move your license, create a complete backup of your data on your current computer. If you don't know how to make a backup, follow this easy YouTube Video we made showing you how. (Spoiler alert: it's just Tools > Backup > Backup)

Save the backup file to a USB flash drive or another external storage device. You'll use this file to restore your information after RetailEdge has been activated on the new computer.

Step 2: Install RetailEdge on Your New Computer

Download and install the latest RetailEdge demo on your new computer.

Installing the demo provides the foundation for transferring your existing license. Once installed, you'll be ready to activate the software.

Side note: This is for customers whose existing licenses are on the latest version of RetailEdge, aka on at least the Silver level updates plan. If you are on the free bronze plan, you will need to either A. pay to upgrade to the current version or B. Find your original installation and use that.

Step 3: Request Your License Transfer

Open RetailEdge on the new computer and navigate to:

Help > About

Locate the serial number (D-XXXXX-XXXXX) and send it to our support team. We will activate this license and allow you to **move your RetailEdge license** to the new computer. Also, send us the serial number of the OLD license so we can retire it.

Once the license transfer is complete, we'll send you a confirmation email letting you know your new installation has been activated and allow you access to the live database.

Step 4: Restore Your Backup

After receiving your activation confirmation and once you're in the live database, restore the backup you created earlier.

In RetailEdge, navigate to:

Tools > Backup > Restore

Select your backup file and complete the restore process. Your inventory, customers, sales history, and other business data will now be available on your new computer.

Important: Stop Using the Old Computer After Your Backup

As part of the process to move your license, **we retire the license on your old computer when the new one is activated.**

For this reason, **do not make any important changes on the old computer after creating your backup.** Any transactions or updates made after the backup was created will not be transferred to the new computer.

Frequently Asked Questions

Can I move my RetailEdge license myself?

Yes. You can complete most of the process yourself by creating a backup, installing RetailEdge on your new computer. BUT, we need your new serial number to activate your license so you are authorized to make sales.

Will I lose my data when I move my RetailEdge license?

No. As long as you create a current backup before moving your license and restore that backup on the new computer, your data will transfer with your RetailEdge installation.

What happens to my old computer?

Once your new computer is activated, the RetailEdge license on the old computer is retired and will not be able to open or make sales. Be sure you've completed your backup before requesting the license transfer, and avoid making additional changes afterward.

Do I have to make a backup if I'm moving a client (secondary) license?

No. You do not need to make a backup for a client license, as the client license gets its data from the Main license.

Ready to Move Your RetailEdge License?

Moving your RetailEdge license is a straightforward process when you follow these steps. Create a current backup, install RetailEdge on your new computer, send us your serial number for activation, and restore your data. Following this process ensures a smooth transition with minimal downtime for your business.