

ZKBioSecurity – Moving software to a new PC/Server

Following are steps to take when changing a pc/Server

1. Download the same software with the same version first. If you struggle to download, email support@zkteco.co.za with your software version.
2. Back up your software, so that we can reimport it to the new PC/Server. *See Backup and Restore Document*
3. Export your existing license on your software, you will use it again on the new PC/Server. *See Export and import license document*
4. Install the software on the new PC/Server.
Reimport the license that you have exported. *See Export and import license document*

If the license is not working, please email support@zkteco.co.za with the exported license.

5. Restore your database on the new PC/Server. *See Backup and Restore Document.*
6. Connect your devices. *Please see Add device document.*