

# Old Code Does Not Work After Update

Before I downloaded a Posture Pro update, I uninstalled the old Posture Pro. Now the code does not work.

ANSWER: If this is the same machine, Quite often the red uninstall button at the Posture Pro registration screen is thought to be the button to click to uninstall Posture Pro. It is NOT. It is used to uninstall the authorization to use Posture Pro on that computer. If the system ID number is the same as before but the old unlock code does not work, the authorization must be reset.

Send us the old system ID number, the customer's name and e-mail address and we will send reset instructions.

If this is a different machine, you will need to provide the uninstall info from the old computer and pay the \$25 license transfer fee.

Online URL: <https://posturepro.phpkb.cloud/article.php?id=110>