Demo reset utility error: Failed to open Demo GUID key in the registry

Scott Leonard - 2017-04-10 - Software

Problem

When Wasp software is run with a demo license key, and the demo period expires, but the user needs more time to evaluate the program, you can contact Wasp Tech Support to obtain a demo reset utility.

If the demo reset utility is run by a Windows user other than the user whose evaluation period has expired (for example, an IT admin has logged onto the PC for troubleshooting), they will receive the message "ERROR: Failed to open Demo GUID key in the registry. Cannot reset the demo."

Resolution

Log onto the PC as the user who is evaluating the software, then run the demo reset utility.