



# WASP PROTECT

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

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### **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.