Here's information for Terre, in case you have to re-register a computer tied version of Poser. The original discussion **started on page 99 of this thread** and continued until page 101, when I had done a system restore, which consequently de-activated Poser 11. It was difficult for me to follow the directions at first because I didn't have "Show hidden files and folders" clicked in the Advanced Folder Options, so I included that information below as well, in case it's needed, along with the solution from Dragonsegg. Though the solution below is specific to Poser 11, it should apply as well to Poser Pro 2014 Game Dev. Hope this helps save you some time and trouble, Terre .

Follow these steps to display hidden files and folders in order to correct Poser Pro 11 deactivation issues (like when having to do a Windows restore to a previous date)**:**

Open Folder Options by clicking the **Start** button , clicking **Control Panel**, clicking **Appearance and Personalization**, and then clicking **Folder Options**.
Click the **View tab**.
In Advanced settings list, **click Show hidden files and folders**, and then click **OK**.

Then...

Activation files are in **C:\ProgramData\Poser\11** by default. Just **delete the folder** and **restart Poser 11**. It will prompt you for activation data.

When Product Registration box appears, **Poser 11 serial goes in first Serial Number** box, and the serial of the version of Poser you're **upgrading from goes in the box for Previous Serial Number**.

Once the program launches, click on **Help**, and under **Personalize**, **replace the Serial Number for 11 with the new serial number for Pro 11,** and click **OK**. It will prompt you for the need to restart for activation. After it shuts down, launch Poser 11 again, and splash screen for Poser Pro 11 should appear if activation was successful.

https://community.hivewire3d.com/threads/skylab-chat.225/page-99

The poser activation files become corrupted when you do a system restore. This happens on both Poser 11 and Poser Game Dev. I don't know why they don't have some kind of notification as to what the problem is and I have emailed them back and forth about it over the last couple of months. The activation files are in C:\ProgramData\Poser\11 by default. Just delete the folder and restart Poser 11. It will prompt you for activation data.