# Lightkey for Business – Migration & Removal Guide

## Background

A PC cleanup or a machine upgrade are a common practice as part of any organization's IT life cycle. Some of these scenarios may require the IT team to remove programs from the user's machine.

This guide was designed to serve as a best practice guide for performing a successful removal of *Lightkey for Business* from the end-user's device.

## Migrating the user's personal prediction data

If the end-user's device is being upgraded/replaced or formatted, we highly recommend migrating their personal prediction data to the new/formatted device. In order to do so, open the 'Settings' tab in Lightkey's Control Center and scroll down to "Data Operations", click on the Backup button and save the prediction data file to a network location/ external storage.

Once Lightkey is installed on the new/formatted device, open the 'Settings' tab in Lightkey's Control Center, scroll down to "Data Operations", click on the Restore button and select the backup file saved earlier.

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## Uninstall Lightkey for Business

There are two methods to uninstall *Lightkey for Business*:

### Using a Silent Removal method (via SCCM or other remote deployment solutions)

*Lightkey for Business* supports silent removal using a simple command line (cmd) interface. If your organization is interested in removing *Lightkey for Business* please follow the next steps: (to use an interactive manual setup, please skip to the next chapter).

**Uninstallation command line arguments:**

| Parameter | Description |
|---|---|
| **/uninstall** | Mandatory parameter that signals the setup file that Lightkey should be removed |
| **silent=true** | Ensures that the removal is silent and skips all the dialogues during the removal process. |

**Creating command line script guidelines:**

- Make sure that the removal command is a single line (don't use newline characters)
- Make sure to avoid whitespaces in silent=true or between the forward slash and the uninstall (/uninstall)
- Try the removal on a single device before applying it to additional devices

**Silent removal without user intervention (recommended)**

This is the recommended and most simple way to remove Lightkey.

```
Lightkey.Business.v19.95.20190630.0957.exe silent=true /uninstall
```

### Interactive removal from each individual machine using Lightkey's setup interface

Some organizations may prefer removing *Lightkey for Business* manually in a more "traditional" method. This can be helpful if the organization doesn't use any remote deployment solutions or if it wants to remove *Lightkey for Business* for a specific user.

In order to remove *Lightkey for Business* using the interactive setup interface, go to "Add or remove programs" from the Windows Start menu, and press Uninstall Lightkey:

## Licensing Issues

Every device has a unique Lightkey identifier. If the user migrates to a new device or its existing device was formatted, a new Lightkey identifier will be created. In some organizational environments, Lightkey is deployed to tested machines before being deployed to all end-users.

The *Lightkey for Business* license comes with a certain device limit based on the purchased package. This device limit may be exceeded due to machine replacements or test installations. In order to address this issue, our licensing services count only active devices.

An active device is a device on which Lightkey was used in the past 30 days and at least one keystroke was successfully predicted and selected by the end-user. In other words, devices that weren't used for over 30 days and/ or whereby Lightkey didn't actively predict any keystrokes, are not counted as active devices.

## Any questions?

If you need any further assistance please contact our team:

| | |
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