

# Premium Remote Control - Generate a new UID for a cloned device

#### https://campus.barracuda.com/doc/25009/

If you encounter a scenario where a partner receives a **Computer not found** error when trying to connect using **Premium Remote Control**, or they report that when trying to connect to one device, they are connected to another, this can be corrected by generating a new UID for the ISL agent. The most common cause of this is a device that has been cloned from an existing device and had **Premium Remote Control** installed.

- 1. Ensure your **Premium Remote Control** is up to date (see <u>this Knowledge Base article</u>).
- 2. Stop **Premium Remote Agent Service** service on the machine (go to command prompt and execute net stop isl\_always\_on).
- Open regedit and navigate to HKEY\_LOCAL\_MACHINE\SOFTWARE\ISL Online\ISL AlwaysOn. If you are using 64-bit Windows, the appropriate key is located in HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\ISL Online\ISL AlwaysOn.
   Delete the binary content key called wid
- 4. Delete the binary content key called uid.
- 5. Create a new binary content key called **\_ghost\_** with content **01**.
- 6. Start **Premium Remote Agent Service** service on the machine (go to command prompt and execute net start isl\_always\_on).
- 7. Wait 4 hours for the **Asset Collection** to occur, or click **Get Latest Assets** on the **Device Overview** page.

Alternatively, you can run the following in an **Elevated Command line**.

### 64-bit

net stop isl\_always\_on
REG DELETE "HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\ISL Online\ISL AlwaysOn"
/v uid /f
REG ADD "HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\ISL Online\ISL AlwaysOn" /v
\_ghost\_ /t REG\_BINARY /d 01 /f
net start isl\_always\_on

### 32-bit

net stop isl\_always\_on
REG DELETE "HKEY\_LOCAL\_MACHINE\SOFTWARE\ISL Online\ISL AlwaysOn" /v uid /f
REG ADD "HKEY\_LOCAL\_MACHINE\SOFTWARE\ISL Online\ISL AlwaysOn" /v \_ghost\_ /t
REG\_BINARY /d 01 /f



net start isl\_always\_on

Reference

• ISL AlwaysOn Manual > Cloning Computers > Master Computer Preparation

## Barracuda RMM



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