

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

<https://campus.barracuda.com/doc/98217020/>

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 [this Knowledge Base article](#)).
2. Stop **Premium Remote Agent Service** service on the machine (go to command prompt and execute `net stop isl_always_on`).
3. 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`.
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](#)

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