



Activating Your RDT Accounting System License

Easy steps for clients — from free trial to a fully activated license
RDT Accounting System · Licensing

Every new installation starts on a free trial automatically — there is nothing to activate on day one. How long the trial lasts depends on the company size chosen during setup:

Company size	Free trial length
Small (up to ~10 users)	20 days
Medium	30 days
Large / Enterprise / multi-branch	60 days

A banner at the top of every screen counts down the days remaining. You can activate a real license at any point during (or after) the trial — this guide walks through exactly how.

Step 1 — Find your hardware fingerprint (only if asked for one)

Some licenses are locked to one specific computer for extra security. If your RDT contact asks for this, here is where to find it — otherwise, skip ahead to Step 2.

- 1 Log into RDT Accounting System on the Server machine (the one machine that holds your company database — not a Client laptop).
- 2 Go to the License page from the left-hand menu.
- 3 Scroll down to "This machine's hardware fingerprint" — a long string of letters and numbers.
- 4 Copy this value exactly and send it to your RDT contact.

Only the Server matters

This fingerprint identifies the Server machine — the one running your accounting database — and does not change depending on which computer's browser you're viewing this page from. Only the Server ever activates a license, so always send the fingerprint from THIS page, never from a Client laptop.

Step 2 — Receive your license key

Your RDT contact will issue a license key matching the plan, duration, and (if applicable) hardware fingerprint you agreed on. You will typically receive it one of two ways:

- By email — sent directly to your registered email address, with the license key included in the message and simple activation instructions.
- As a text file or pasted block — a long string of letters, numbers, and punctuation, usually split across two parts separated by a single dot (.).

Either way, the important part is the full key text itself — copy all of it, from the very first character to the very last.

Step 3 — Activate it in the app

- 1 On the Server machine, open RDT Accounting System and go to the License page.
- 2 Paste the entire license key into the activation box. Don't worry about extra blank lines or spaces around it — the app trims those automatically.
- 3 Click Activate license.
- 4 You should see a confirmation message, and the trial/warning banner at the top of the app will disappear.

If activation fails

The app will now tell you specifically why — for example, "this key does not match this application's vendor key" (double-check you copied the whole thing) or "this license was issued for a different machine" (you may be activating on the wrong computer, or need a fresh key for this one). Forward that exact message to your RDT contact if you're unsure what to do next.

Step 4 — Confirm it worked

- 1 On the License page, check the Status badge — it should read "Active".
- 2 Check the Expires date matches what you expect for your plan.
- 3 If your license specifies a maximum number of user accounts, that will also show here.

What happens as your license approaches expiry

The grace period

When a license reaches its expiry date, the system does not stop working immediately. A grace period (30 days by default) begins, during which everything continues exactly as before, with a reminder banner showing how many days remain to renew.

If the grace period runs out without renewing

The system switches to view-only mode. Nothing is ever deleted, hidden, or corrupted — every screen, record and report stays fully visible, forever. However, until you renew:

- New journal entries, invoices, and other data entry are blocked.
- Exporting or printing a report to a file is disabled.
- Backing up or restoring the database is disabled.

A one-click "Contact System Administrator" button appears on the banner and the License page — it opens your email client pre-addressed to RDT support with your hardware fingerprint and current status already filled in, so renewing is as simple as clicking Send.

Your data is always yours

30 days is a deliberately generous grace period — more than enough time to renew before anything changes. And even in the view-only state, nothing about your financial records is ever put at risk: you can always see everything on screen.

Renewing a license

Renewal works exactly the same way as first-time activation: your RDT contact issues a new key for the next period, you paste it into the same activation box on the License page, and click Activate license. The new expiry date takes effect immediately.

Quick troubleshooting

Symptom	What to do
"Missing license blob" error	The activation box was empty — paste your key first, then try again
"This does not look like a valid license key" error	Some of the key may be missing — copy it again in full, including both parts separated by the dot
"This license was issued for a different machine" error	You are activating on the wrong computer, or a fresh key is needed for this one — contact support with your hardware fingerprint from Step 1
Banner still shows after activating	Refresh the page, or log out and back in — the License page also shows the current status directly
Trial ran out and I have no key yet	Use the "Contact System Administrator" button on the banner or License page to request one — your data stays fully visible on screen the whole time

Questions about your license? Contact RDT Accounting System support at support@realdatatech.ae.