Some Help With

What happens if I lose my Private Key?

With the help of a Private Key, you can unlock the **Central Management** features.

> 🦉 For more details about Private Key, see **this article**.

> 🚨 **IMPORTANT**
>
> The Private Key is only generated once and cannot be recovered if lost. It is important to securely save and store your Private Key.

If you cannot find your Private Key, there are several things you can do:

- **Try using Search in the File Explorer**
  When you are setting up the Central Management for the first time, we made sure you cannot activate it, unless you copy and download the Private Key to your computer. That's why, you should have it somewhere on your device. Open the **File Explorer** on your computer and in the **Search** field, type *private key* or `.pem`.
- **Request to reset your Private Key**
  If you cannot find the Private Key anywhere, you can request to reset it. Please note that the new Private Key will not work with your previous dynamic custom clients and will require you to create new ones.
  If you need to reset your Private Key, please contact our Technical Support or Customer Success teams.

A unique code generated for unlocking Central Management features in AnyDesk, allowing real-time adjustments to client settings.

A feature that allows administrators to adjust client settings in real time, enabling immediate updates to installed clients without needing to reinstall them.