De-activate License

This function will allow you to de-activate the license on your computer. Use this process if you need to move the license to a different computer. If you de-activate your license, your application will go back to the unlicensed mode until you activate it again.

You will need access to the Internet to de-activate the license. If the computer doesn't have access to the Internet, please see
Export License.

To de-activate your license:

1. Launch License Manager.
2. Click the **Internet De-activate** icon.

License Manager

Activate　Manual Activate　De-activate　Export License　Help　Exit

Internet Activate　Manual Activate　Internet De-activate　Export License

Internet De-Activation

De-Activation allows you to return your license to the server for storage and re-use. This allows you to quickly and easily move the license to an alternate machine. If you plan to keep using this machine but wish to re-format using Windows there is no need to move the license.

Once de-activated your program will no longer run on this machine until you re-activate or install the software on a new machine and run the activation process on the new one.

This product will attempt to use the Internet during de-activation. If you have a firewall or proxy server this may prevent this process. If prompted to unblock 'activate.exe' please do so.

License Number:

De-Activate

3. Type or paste your license number into the text box.
4. Click the **De-Activate** button.

An information dialog will appear stating whether or not the product was successfully de-activated.

Your application is no longer licensed.

5. Click the **Ok** button to close the Information dialog.

License Manager automatically closes after the product is de-activated.

Note: If there was an error during activation, please verify that you have the correct license number and that your computer is connected to the Internet.

You can re-activate the same license number on your computer or on a different computer by running the Internet Activate feature of License Manager.

Export License

The export license function can be used to de-activate the license on computers that are not connected to the Internet or Cannot use the Internet method of de-activation. Use this process if you need to move the license to a different computer. If you de-activate your license, your application will go back to the unlicensed mode until you activate it again.

You can reactivate the same license number on the same computer, or on a different one.

Note: This is a two-step process that requires using the self-service de-activation web page to complete the de-activation process.

Step 1 To de-activate your license:

1. Launch License Manager.
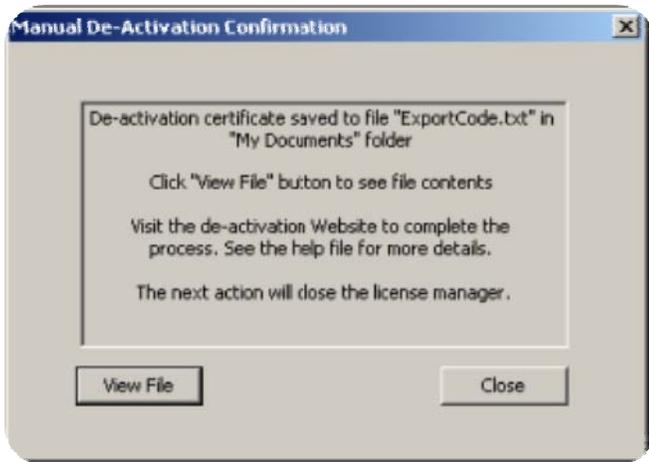2. Click the **Export License** icon.

3. Type or paste your **License Number** in the text box, if necessary.

4. Click the **Export License** button.

A confirmation dialog will appear.

5. Click **Yes** to confirm and export your license.

The Manual De-Activation Confirmation dialog will appear and an ExportCode.txt file will be generated in the My Documents folder.

Manual De-Activation Confirmation

De-activation certificate saved to file "ExportCode.txt" in "My Documents" folder

Click "View File" button to see file contents

Visit the de-activation Website to complete the process. See the help file for more details.

The next action will close the license manager.

[View File]   [Close]

Your application is no longer licensed. The **STATUS** text box will show **License returned to server**.

6. Click the **View File** button to view the de-activation certificate contained in the ExportCode.txt file.

   License Manager automatically closes.

   A text file will open displaying the de-activation certificate.

```
Go to manual de-activation page: https://www.softwareactivationservice.com/deactivate.aspx?c=3356
4492165853851679396305001616511406564138200685349836084459864379119735733923042457165263059310616667573253941266776551937631180
```

The top line is the URL for the self-service de-activation web page.

The next line is the de-activation certificate. You will need this number in the next step.

Step 2 Complete the de-activation using one of the following methods:

METHOD 1: Use the self-service de-activation web page

1.   Using a computer with Internet access, go to the self-service de-activation web page using the URL shown in the ExportCode.txt file.

The self-service de-activation web page will appear.

ZEBRA
TECHNOLOGIES

SEE MORE. DO MORE.

> activate license

trusted ✓

Welcome to the
software activation center

Please enter your De-Activation Certificate.

De-Activation Certificate

☐ I have read and agreed to the terms and conditions

[De-activate License]   ✓✓

2. Copy the de-activation certificate from the ExportCode.txt file and paste it into the text box on the web page.
3. Check the box to agree to the terms and conditions.
4. Click the **De-activate License** button.

METHOD 2: Contact Zebra Technologies Technical Support

1. Email the ExportCode.txt file to Zebra Technical Support and request that the license be de-activated.

Note: If there was an error during de-activation, please verify that you copied/pasted the entire de-activation certificate from the ExportCode.txt file.

The license has now been returned to the license server and can be activated again using either the Internet Activate feature or the Manual Activation process.