

Product Deactivation Quick Start Guide



Deactivating a License/Bundle File



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Summary

Use the following steps to deactivate the license file should you want to move your license to another machine. If your ActiImage Protector (the "product") was activated using an offline procedure i.e., AAS (Actiphy Authentication Service) or uploading a license file, as mentioned in the ActiImage Protector 2022 "Product Activation Quick Start Guide", a second trusted computer with internet access is needed to complete this deactivation process. A recovery code is required when deactivating your AAS license bundle file or license file.

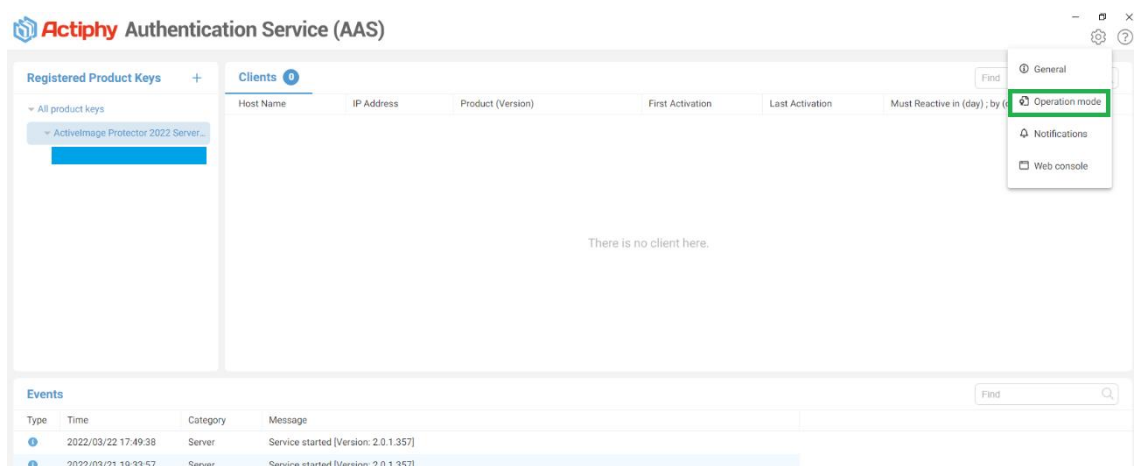
Note: When the recovery code is issued, your current AAS license bundle file or license file cannot be used anymore.

If you encounter any problems with product deactivation, please send an email to our distributors/resellers in your region.

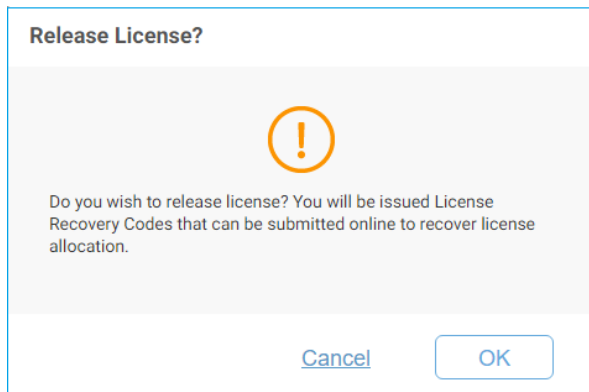
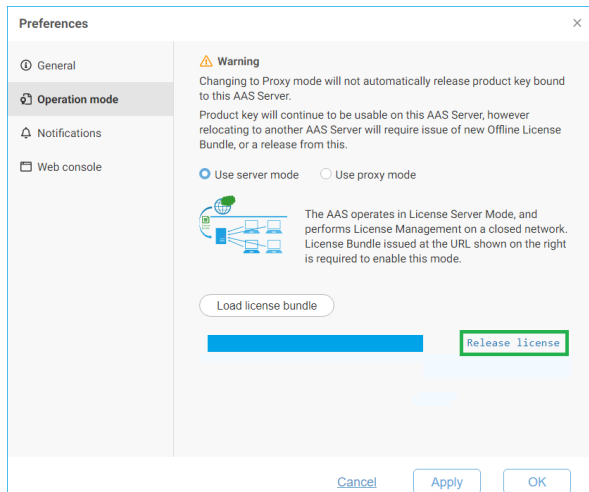
1. Deactivate your AAS license bundle file

AAS version **2.0.1.357** and later supports this AAS license bundle file deactivation.

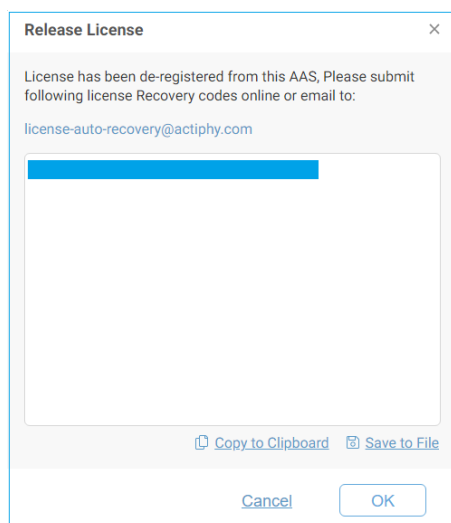
>>**Step 1** Go to [🔧] and click [Operation mode] as shown in the AAS user interface.



>>**Step 2** Click **[Release license]**. A pop-up message is then displayed. After confirming the message, click **[OK]**.

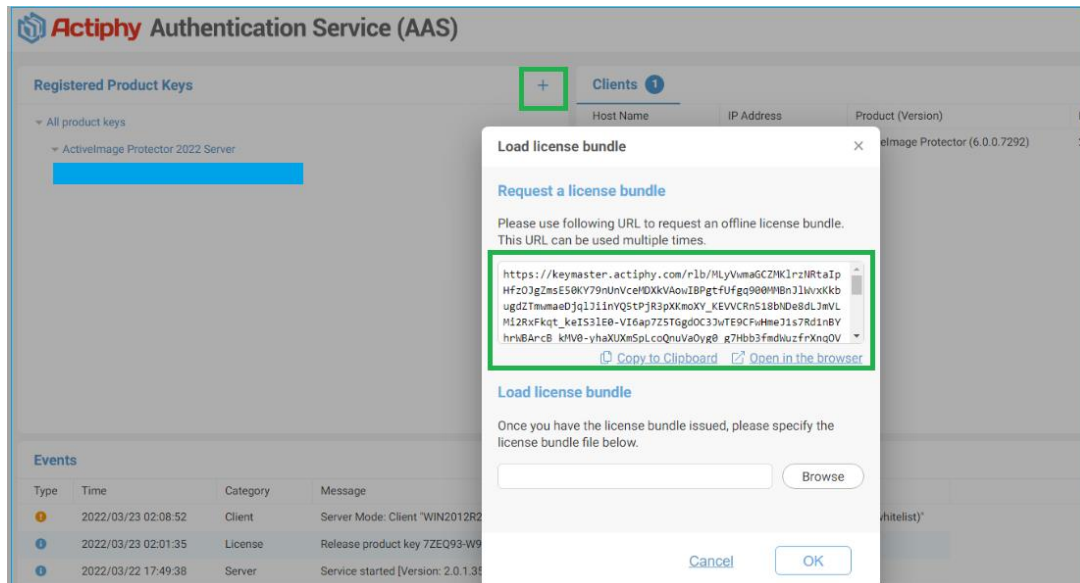


>>**Step 3** The recovery code for deactivating the AAS license bundle file will be displayed.



Copy the code and save it to the clipboard (or save it to a text file). You can then select to send the code to license-auto-recovery@actiphy.com via an email or submit the code by using the following steps online.

1) Click **[+]** shown in the AAS user interface and copy the URL displayed to the clipboard (or save it to a text file). Then, paste the URL into the browser of a trusted computer with an Internet connection to connect to the Actiphy License Server.



2) Register your email address, then click **[Verify]**.

Pre-requisites

Please confirm that you are human !

The screenshot shows the 'License Bundle Request Form' in the Actiphy Authentication Service (AAS). The form has a pink background. It contains the following elements: the Actiphy logo and name, the title 'License Bundle Request Form', instructions to email the offline license bundle, a text input field for the email address (pre-filled with 'example@domain.com'), a reCAPTCHA verification section with an 'I'm not a robot' checkbox and a 'Verify' button, and a footer with the copyright notice 'Copyright 2022 by Actiphy, Inc. All Rights Reserved.'.

- 3) Click **[Enter license recovery code]** and import the code to the black input field, then click **[Submit License recovery codes]**.

Actiphy Authentication Service (AAS)

License Bundle Request Form

Configuring for Actiphy Authentication Service

Last bundle issued for this Actiphy Authentication Service: 2022-02-25 16:20:24 UTC+9

Enter license recovery codes (1) Recover Unused Licenses

Bundle	Product Key	Product	Options	Licenses	Key Type	Region
Bound		ActiveImage Protector 2022		Current: 1 / 1 Allocate: +0 / 0 (Other 0)	Purchased Key	Region United States

+ Allocate License

Please enter the license recovery codes issued by your current AAS / ActiveImage Protector installation.

Submit License recovery codes

- 4) The number of licenses previously bound via AAS can be freed up on the Actiphy License Server in order to serve other new license bundle requests.

Actiphy Authentication Service (AAS)

License Bundle Request Form

Configuring for Actiphy Authentication Service

Last bundle issued for this Actiphy Authentication Service: 2022-02-25 16:20:24 UTC+9

Enter license recovery codes Recover Unused Licenses

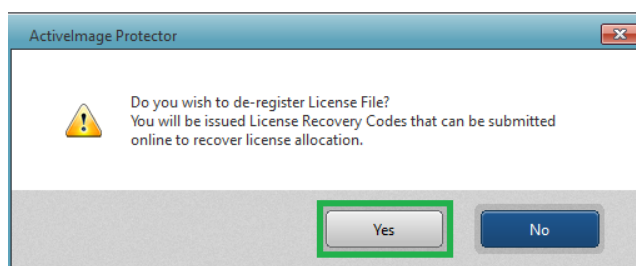
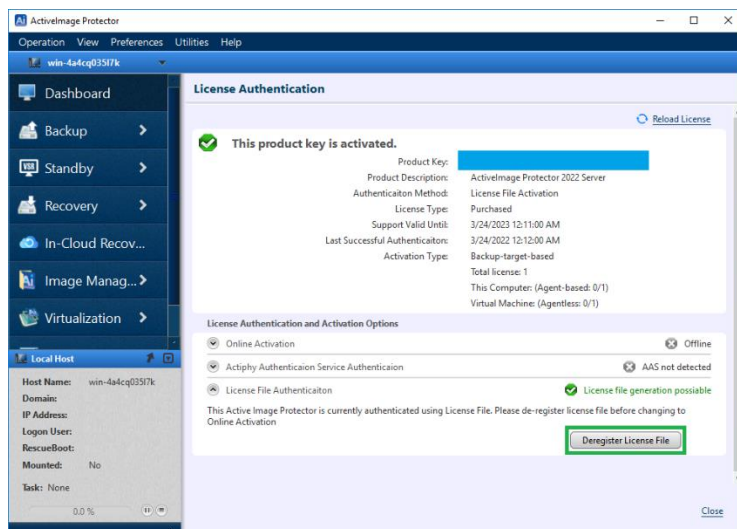
Bundle	Product Key	Product	Options	Licenses	Key Type	Region
Bound		ActiveImage Protector 2022		Current: 0 / 1 Allocate: +0 / 1 (Other 0)	Purchased Key	Region United States

+ Allocate License

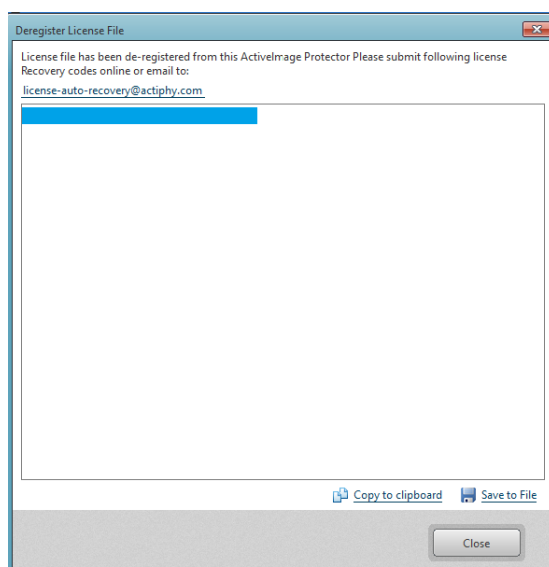
Freed 1 license allocated on 2022-02-25 07:18:44 UTC

2. Deactivate your uploaded license file

>>**Step 1** Go to **[Help] > [License]** and click the **[Deregister License File]** button shown in the “**License File Authentication**” option. A pop-up message is then displayed. After confirming the message, click **[Yes]**.

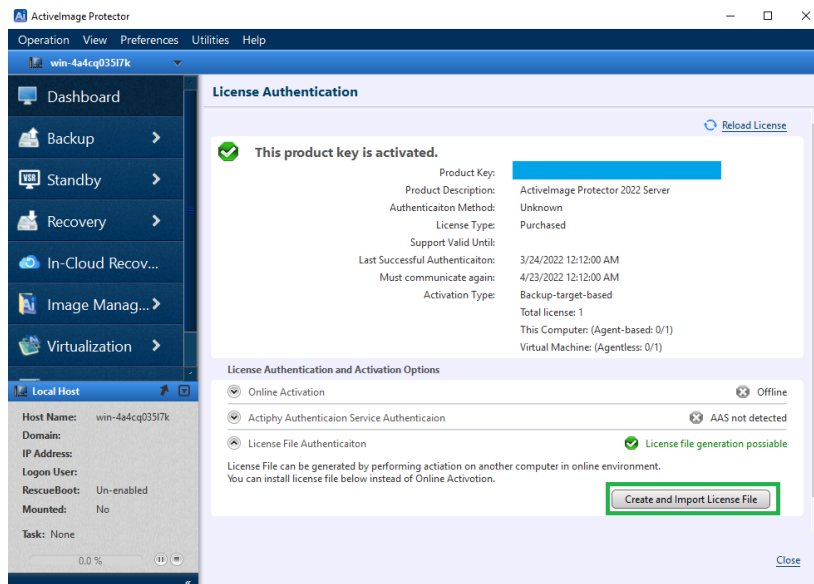


>>**Step 2** The recovery code for deactivating the uploaded license file will be displayed.

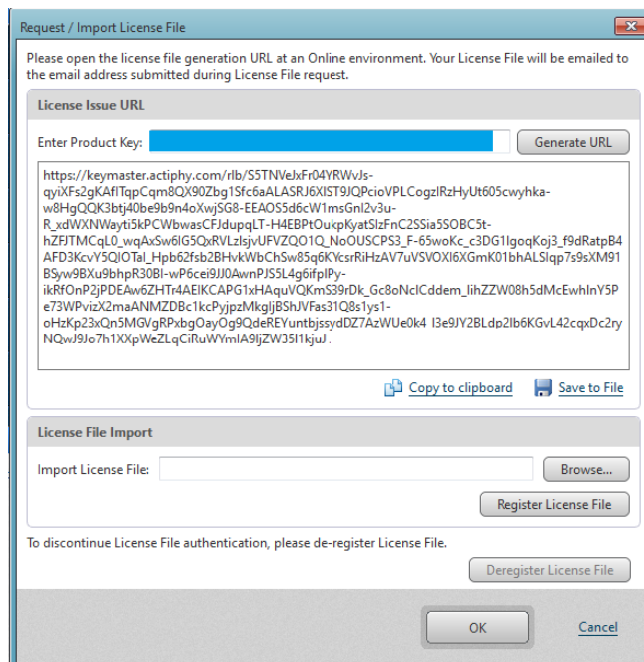


Copy the code and save it to the clipboard (or save it to a text file). You can then select to send the code to license-auto-recovery@actiphy.com via an email or submit the code by following the following steps online.

1) Go to **[Help] > [License]** once again and click **[Create and Import License File]** button shown in the “**License File Authentication**” option.



2) Click **[Generate URL]** and copy it to the clipboard (or save it to a text file). You can then paste the URL into the browser of a trusted computer with an Internet connection to connect to the Actiphy License Server.



3) Register your email address, then click **[Verify]**.

Pre-requisites

Please confirm that you are human !

SUPPORTED LANGUAGES:

ActiveImage™ 2022

PROTECTOR

License File Request Form

Your offline license file will be emailed to you.
Please enter your contact e-mail address:

☐ I'm not a robot

Verify

Copyright 2022 by Actiphy, Inc. All Rights Reserved.

4) Click **[Enter license recovery code]** and import the code to the black input field, then click **[Submit License recovery codes]**.

SUPPORTED LANGUAGES:

ActiveImage™ 2022

PROTECTOR

License File Request Form

Configuring for ActiveImage Protector

Last license file issued for this ActiveImage Protector: 2022-03-24 16:11:16 UTC+9

Enter license recovery codes (1)

Recover Unused Licenses

Bundle ?	Product Key	Product	Options	Licenses	Key Type	Region
<input type="radio"/> Bound		ActiveImage Protector 2022 Server		Current: 1 / 1 Allocated: +0 / 0 (Other 0)	Purchased Key	Region United States

+ Allocate License

Please enter the license recovery codes issued by your current AAS / ActiveImage Protector installation.

Submit License recovery codes

5) The number of licenses previously created as a license file are freed up on Actiphy License Server in order to serve other new license bundle request.

ActiveImageTM 2022
PROTECTOR

License File Request Form

Configuring for ActiveImage Protector

Last license file issued for this ActiveImage Protector: 2022-03-24 16:11:16 UTC+9

Enter license recovery codes

Recover Unused Licenses

Bundle ?	Product Key	Product	Options	Licenses	Key Type	Region
▲	Bound	ActiveImage Protector 2022 Server		Current: 0 / 1 Allocate: +0 / 1 (Other 0)	Purchased Key	Region United States

Use this to allocate license ↑

+ Allocate License

: Freed 1 license allocated on 2022-03-24 07:11:00 UTC