Actiphy

Product Deactivation Quick Start Guide

ActiveImage™ 2022
PROTECTOR

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 ActiveImage Protector (the "product") was activated using an offline procedure i.e., AAS (Actiphy Authentication Service) or uploading a license file, as mentioned in the ActiveImage 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.
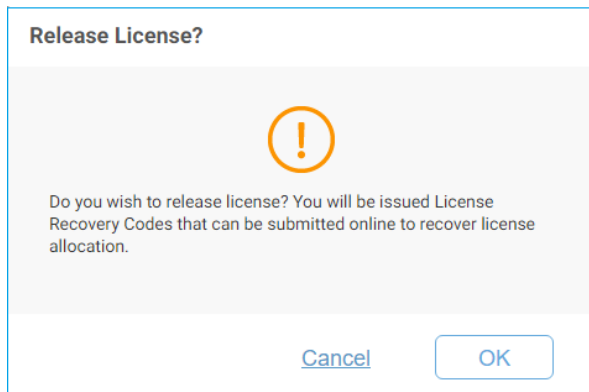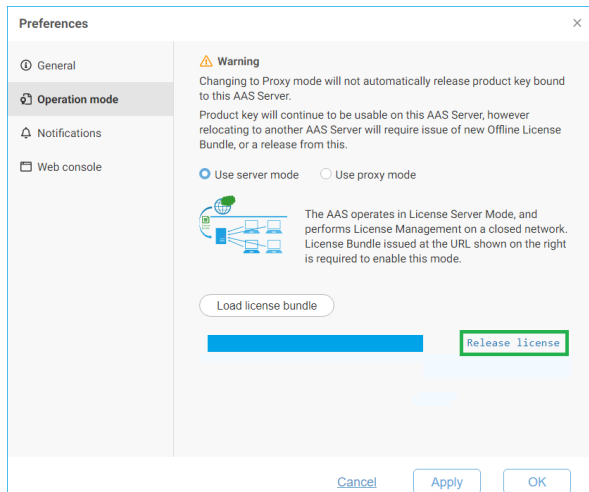
1. Deactivate your AAS license bundle file

AAS version **2.0.1.357** and later supports this AAS license bundle file deactivation.
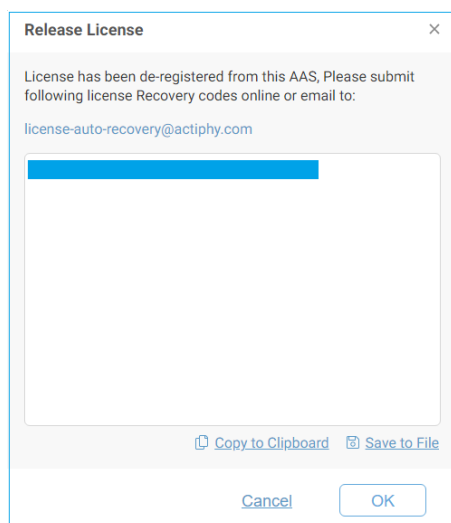
>>Step 1 Go to **[⚙]** and click **[Operation mode]** as shown in the AAS user interface.
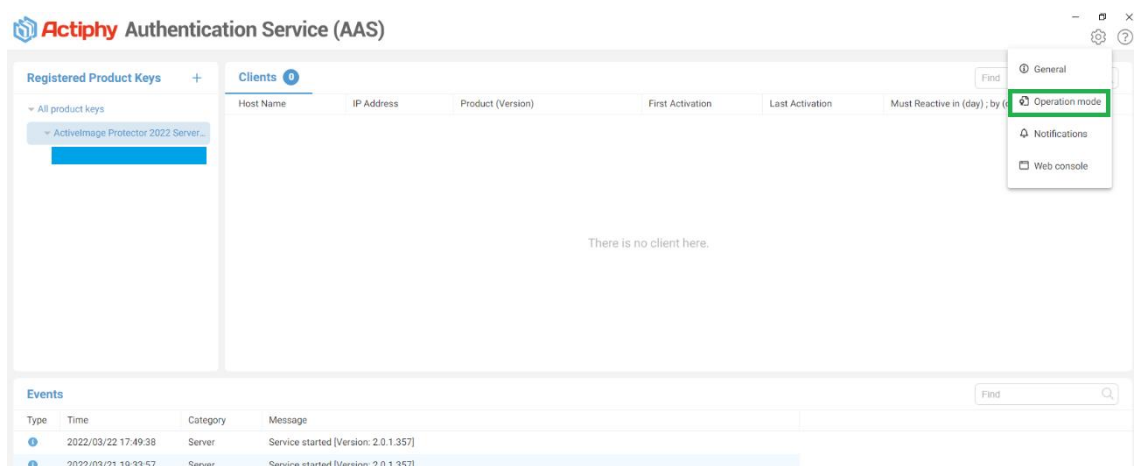
>>**Step 2** Click **[Release license]**. A pop-up message is then displayed. After confirming the message, click **[OK]**.
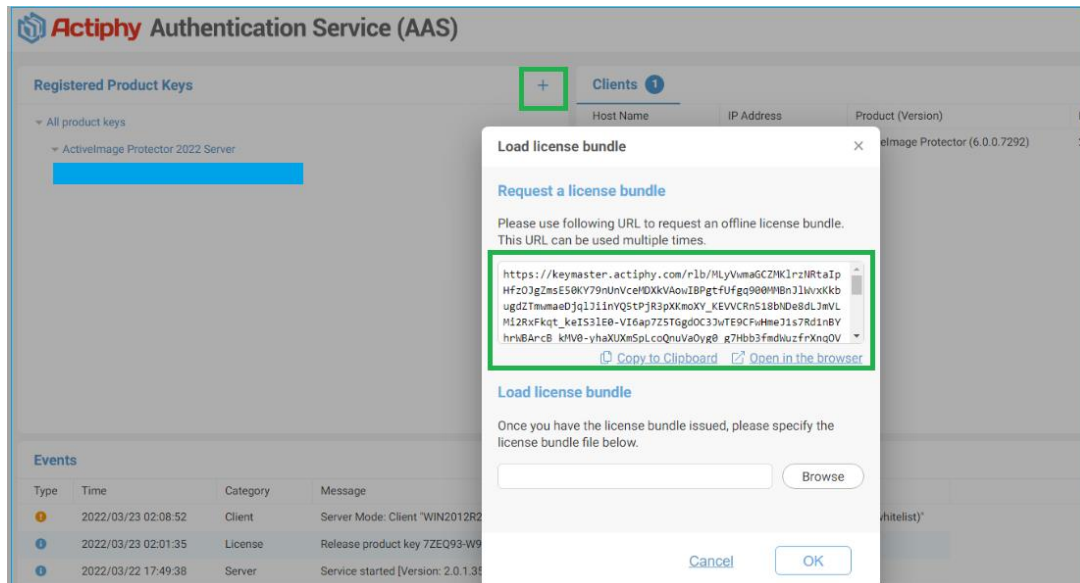

>>**Step 3** The recovery code for deactivating the AAS license bundle file will be displayed.

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]**.

3）Click **[Enter license recovery code]** and import the code to the black input

field, then click **[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.

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].**
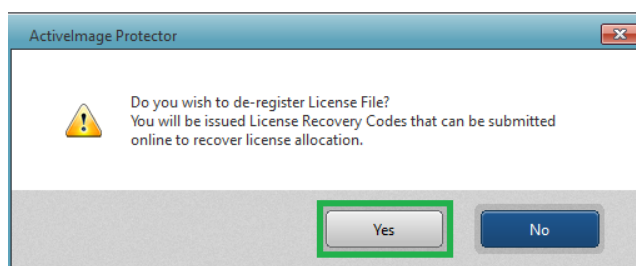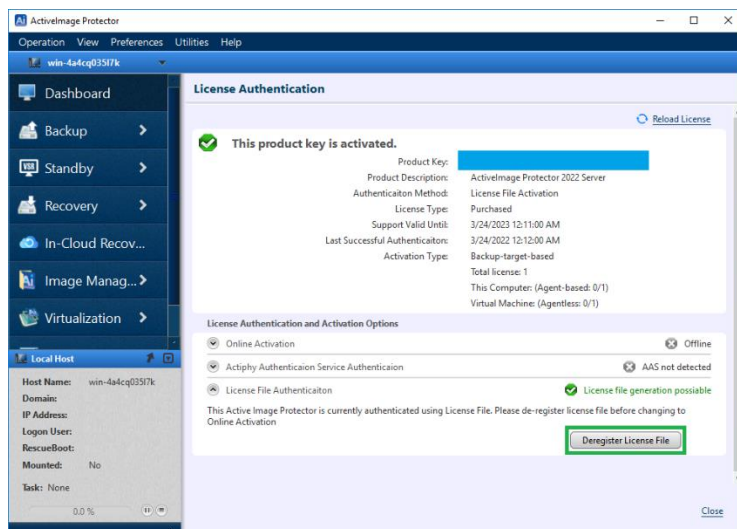

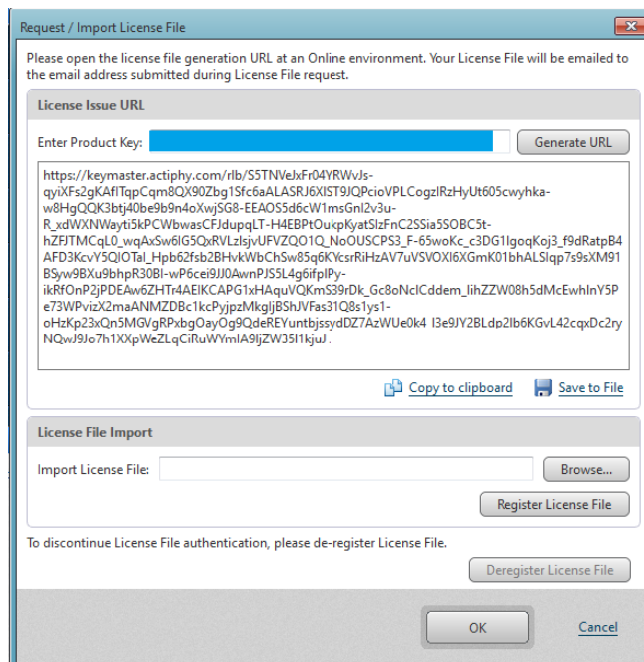**>>Step 2** The recovery code for deactivating the uploaded license file will be displayed.
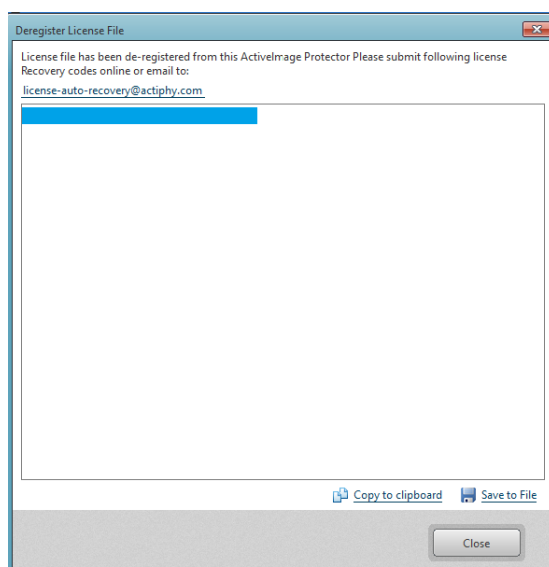
Copy the code and save it to the clipboard (or save it to a text file). You can then select to send the code to license-auto-recovery@actiphy.com via an email or submit the code by following the following steps online.

1) Go to **[Help] >[License]** once again and click **[Create and Import License File]** button shown in the "**License File Authentication**" option.
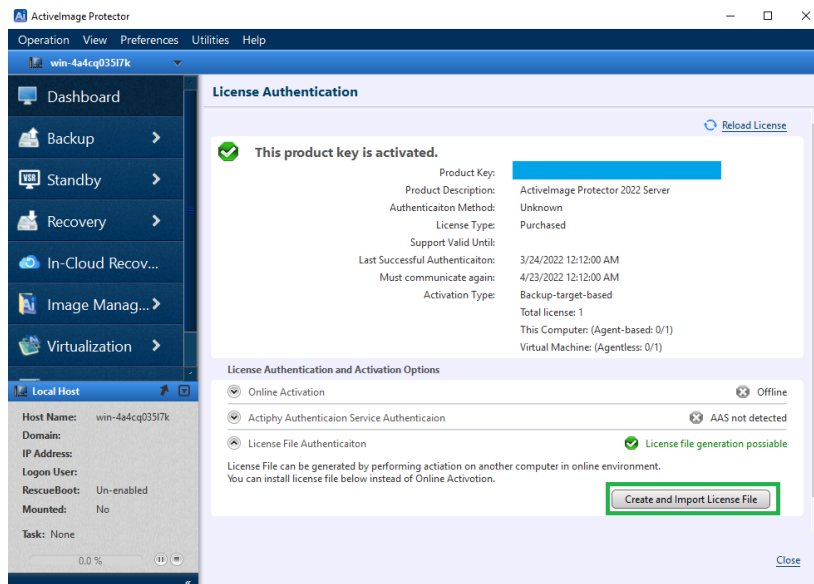
2) Click **[Generate URL]** and copy it to the clipboard (or save it to a text file). You can then paste the URL into the browser of a trusted computer with an Internet connection to connect to the Actiphy License Server.

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

4） Click **[Enter license recovery code]** and import the code to the black input

field, then click **[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.