Customer journey for the Online Software License Deactivation

Agenda

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1. About license

From V5.0 or later, the license type will change and the specifications will be as follows.

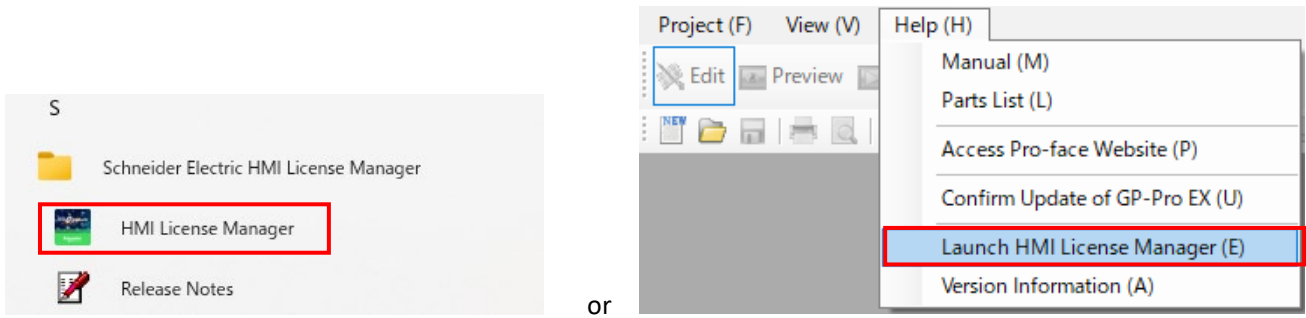| Edition	License / Activation	Supported model	Limitation	Upgrade
Full version	Need license and activation.	All models	None	-
Free version	No need license and activation. It is selected between Free or Trial version during installation.	ET6000 series, GP4110T series	Cannot save project files for unsupported models.	Can upgrade to the Full license anytime after the installation or revert to the Free license
Trial version	No need license and activation. It is selected between Free or Trial version during installation.	All models	- Usable for 10 days only. Cannot be used even if uninstalled. - Cannot transfer a project file created by the Trial version.	- Can upgrade to the Full license anytime after the installation. - Unable to change to Free license. To use Free license, you need to uninstall the Trial and install again by selecting the Free license.

GP-Pro EX license is a floating license.

Full license requires License Activation/Deactivation to enable the Software license to use it perpetually.

This document explains how to deactivate the purchased license online.

2. Deactivation

Run HMI License Manager from your Startup menu or GP-Pro EX Help menu.

or

Click "Deactivate License"
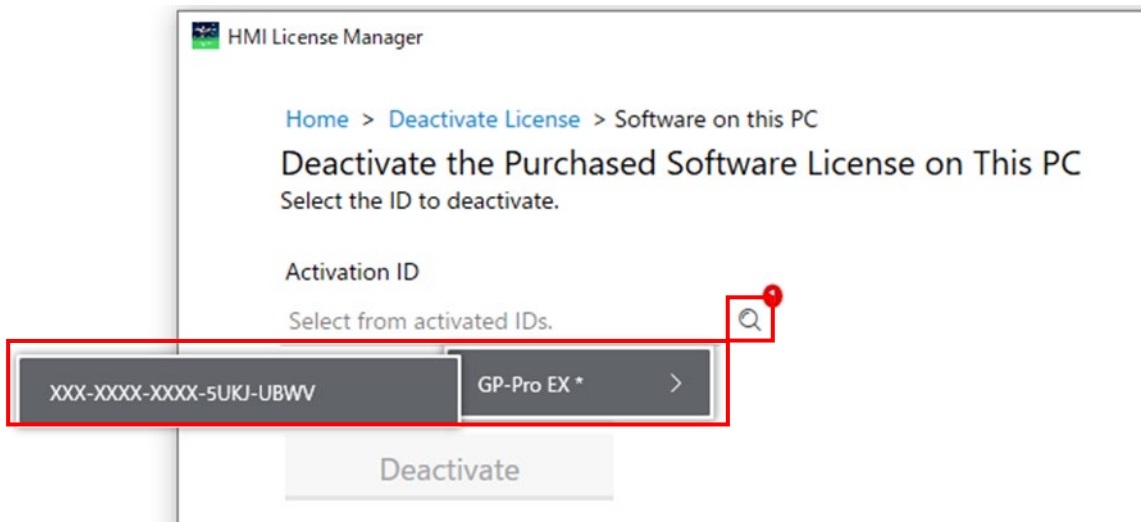
2-1. Online Deactivation

Select "Software on This PC"
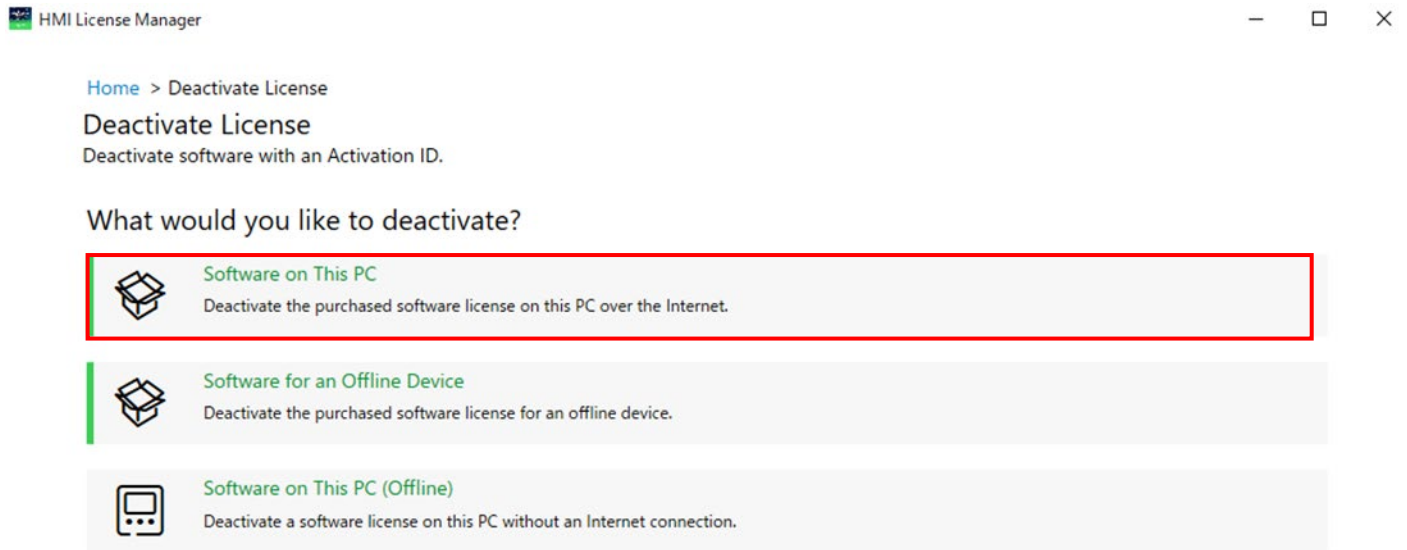
Click the search icon and select the license that you want to Deactivate.

When you select, your activation ID will be displayed.

Click "Check"

When it shows "Successful" click "Deactivate"

If no issue, you will see a Successful message and also no activated ID on the Home screen.

※ If the deactivation is failed, you will see this screen so please check Internet connection.

HMI License Manager

Deactivate the Purchased Software License on This PC
Select the ID to deactivate.

Activation ID

❌ Retry

Deactivate

Check was unsuccessful.
Unable to check the Activation ID. Possible reasons:
-Failed to connect to the license server.

HMI License Manager

What would you like to do?

⊕ **Activate License**
Activate software with an Activation ID.

⊖ **Deactivate License**
Deactivate software with an Activation ID.

Licenses Activated on This PC

Name	Version	Tier	Activation ID	Part Number	License Model	Expiration Date

Learn more   ? About HMI License Manager

Important Information

- To start the HMI License Manager, you must have administrator privileges. If a user other than the administrator starts the license manager, a dialog box will appear prompting you to become the administrator.
- If UWF is enabled, the HMI License Manager cannot be started. Please disable it and try starting it again.
- During offline activation/deactivation, online activation/deactivation cannot be performed. The following warning message is displayed in the HMI
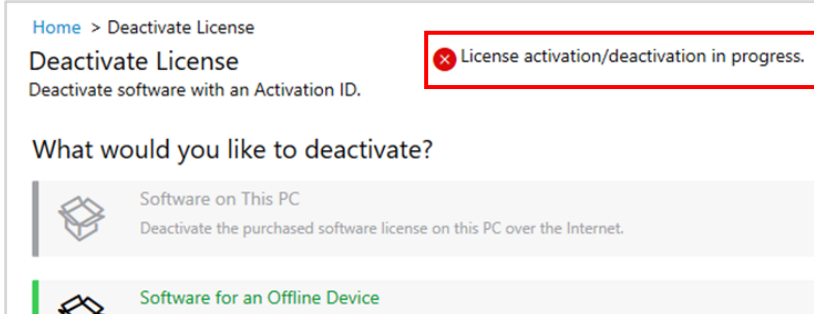
- License Manager on the offline PC, and online-related buttons cannot be clicked until the offline process is completed.
- There is no limit to the number of times for activations/deactivations.