Customer journey for the Online Software License Deactivation

Agenda

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1. About license

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

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

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.



Click "Deactivate License"

HMI License Manager

 What would you like to do?
 A[#] ~

 Image: Activate License
 Activate software with an Activation ID.

 Image: Deactivate License
 Deactivate License

 Deactivate software with an Activation ID.
 Deactivate software with an Activation ID.

Licenses Activated on This PC

Name	Version	Tier	Activation ID	Part Number	License Model	Expiration Date
GP-Pro EX	*	-	XXX-XXXX-XXXX-5UKJ-UBWV	PFXEXBT5SA	Permanent	Permanent
^₂ Learn m	ore				?	About HMI License Manage

General

2-1. Online Deactivation

Select "Software on This PC"

HMI License Manager

Home > Deactivate License Deactivate License Deactivate software with an Activation ID.

What would you like to deactivate?



×

Click the search icon and select the license that you want to Deactivate.



When you select, your activation ID will be displayed. Click "Check"

Home > Deactivate License > Software on this PC

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



– 🗆 X

Home > Deactivate License > Software on this PC Deactivate the Purchased Software License on This PC

Select the ID to deactivate.

Activation ID	•		
XXX-XXXX-XXXX-5UKJ-UBWV	٩,		
🗸 Successful		Status of the Activation ID	
Deactivate		Name GP-Pro EX Version *	
		Tier - Part Number PFXEXBT5SA	
		License ModelPermanent	
		Volume 1	
	l	Status 0 / 1 Available	

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



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

HMI L	icense Manager		- 0
	Home > Deactivate License > Softw	are on this PC	
	Deactivate the Purchased S Select the ID to deactivate.	Software License on This PC	
	Activation ID	Q ²	
	Retry	Check was unsuccessful. Unable to check the Activation ID. Possible reasons:	
	Deactivate	-Failed to connect to the license server.	
HMIL	icense Manager		- 0
	What would you like to do	?	$\mathtt{A}^{\mathbf{\hat{F}}} \vee$
	Activate License		
	Activate software with an A	ctivation ID.	
	O Deactivate License		
	Deactivate software with an	Activation ID.	

Licenses Activated on This PC

Name	Version	Tier	Activation ID	Part Number	License Model	Expiration Date
An Lear	n 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

Home > D Deactiva Deactivates	eactivate License ate License software with an Activation ID.
What w	ould you like to deactivate?
	Software on This PC Deactivate the purchased software license on this PC over the Internet.
	Software for an Offline Device

- 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.