

Customer journey for the Offline Software License Deactivation

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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	<ul style="list-style-type: none">- Usable for 10 days only. Cannot be used even if uninstalled.- Cannot transfer a project file created by the Trial version.	<ul style="list-style-type: none">- 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.

Full license as below:

Model	Description
PFXEXBT5SA	GP-Pro EX V5 single License (1 seat)
PFXEXBT5GA	GP-Pro EX V5 group License (3 seats)
PFXEXBT5TA	GP-Pro EX V5 team License (10 seats)
PFXEXBT5EA	GP-Pro EX V5 entity License (100 seats)
PFXEXBT5GUP	GP-Pro EX V5 UPGRADE License (3 seats) *
PFXEXWGP5SA	GP-Pro EX V5 Windows Runtime, Pro-face IPC
PFXEXWGOT5SA	GP-Pro EX V5 Windows Runtime, general PC

* Limited-Time Special Upgrade License for Existing V4.x Users – Available Until the End of December 2026

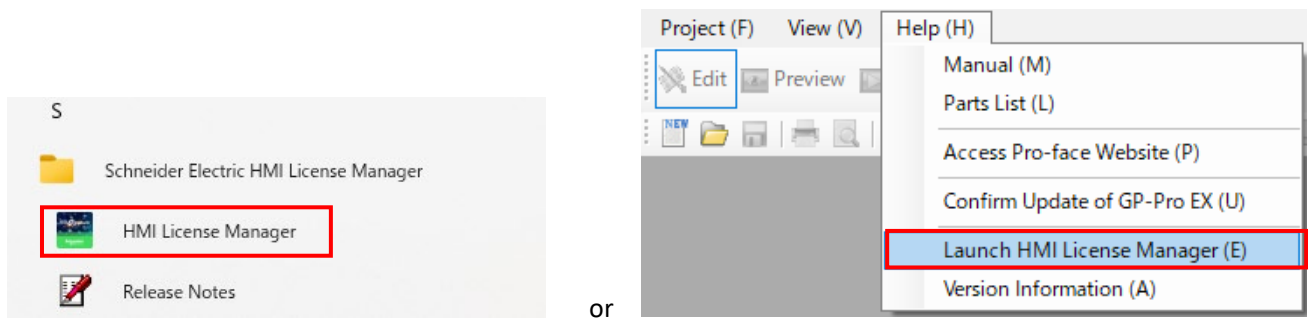
GP-Pro EX license is a floating license.

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

This document explains how to deactivate the purchased license offline.

2. Deactivation


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




Click "Deactivate License"

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	
GP-Pro EX	*	-	XXX-XXXX-XXXX-5UKJ-UBWV	PFXEXBT5SA	Permanent	Permanent	

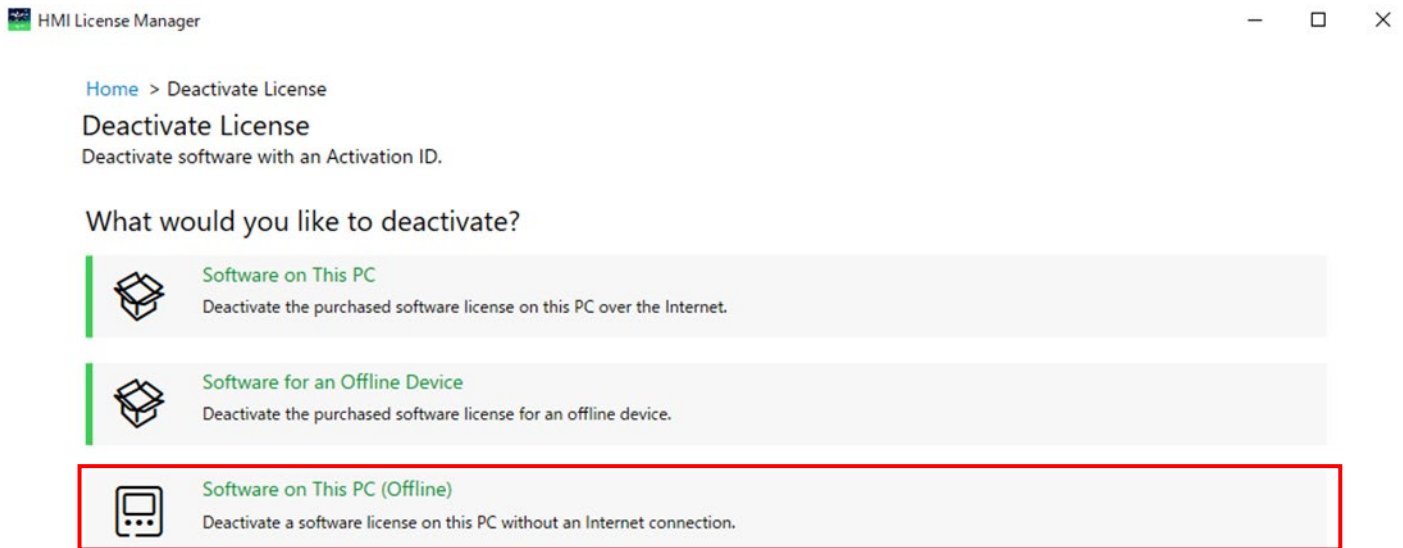
 [Learn more](#)

[? About HMI License Manager](#)

3-1. Offline Deactivation

<Action needs to be done by PC1 (Offline) >

Click “Software on This PC (Offline)”

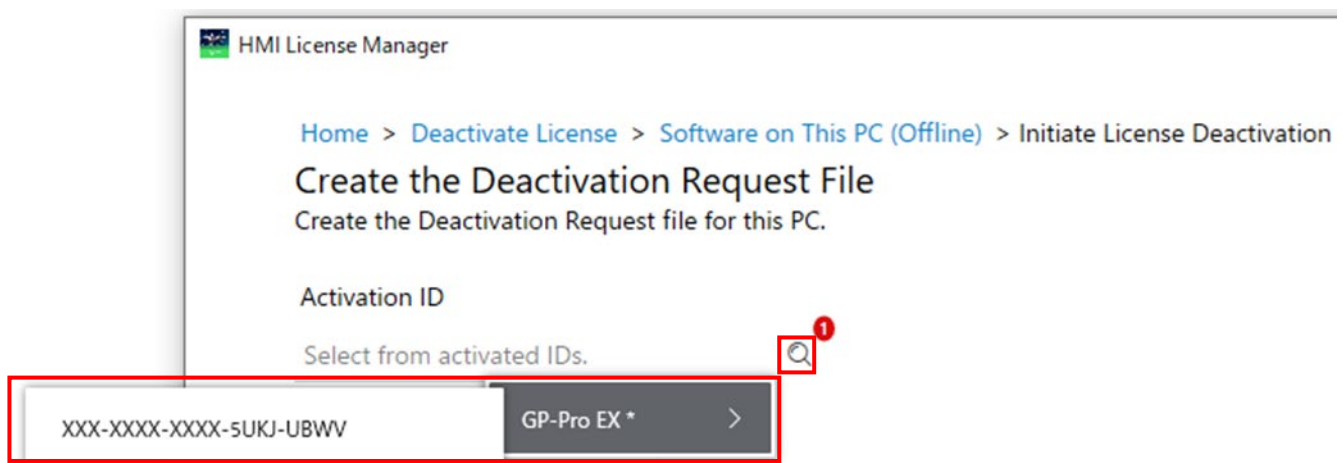


3-1-1. Create Deactivate Request Information file.

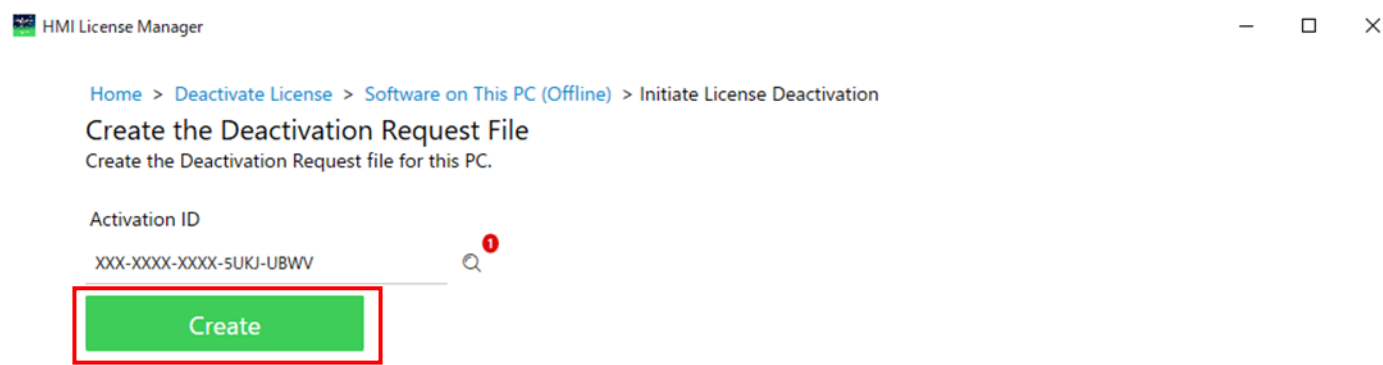
Click “Initiate License Deactivation on This PC without an Internet Connection”



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



Click “Create”



“.DRI” file (Deactivate Request Information file) is created.

 UBWV_88A4C2F7A0C3.DRI	2025/05/12 20:23	DRI ファイル	1 KB
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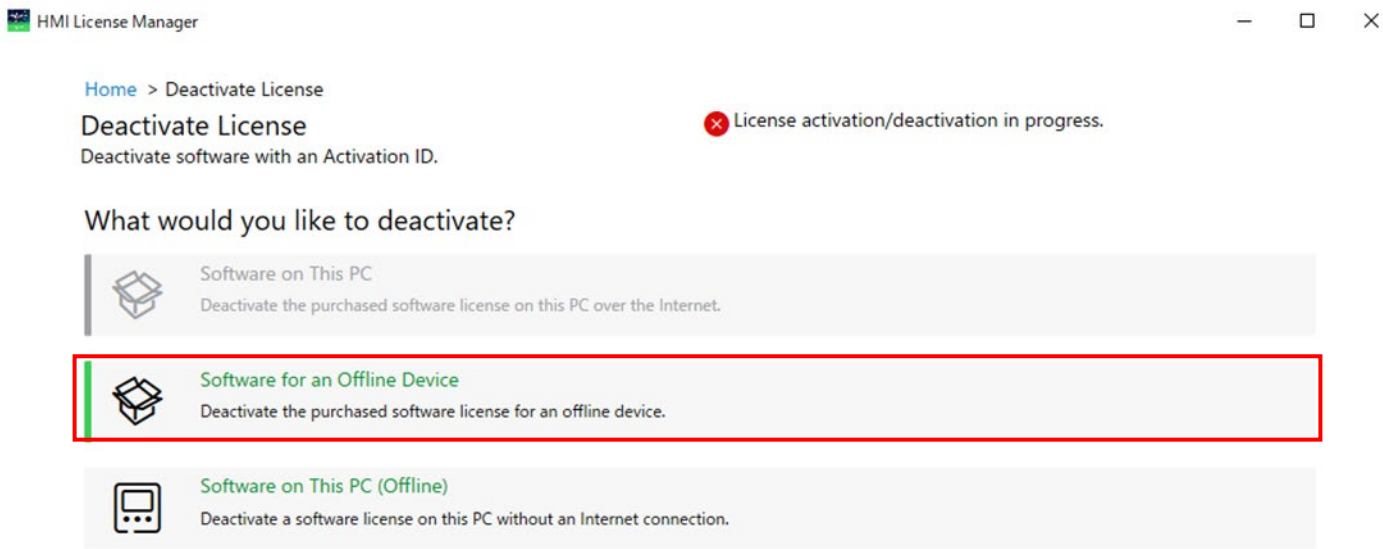
Go back to the “Deactivate License” page.

3-1-2. Create “Deactivate Answer Information file”

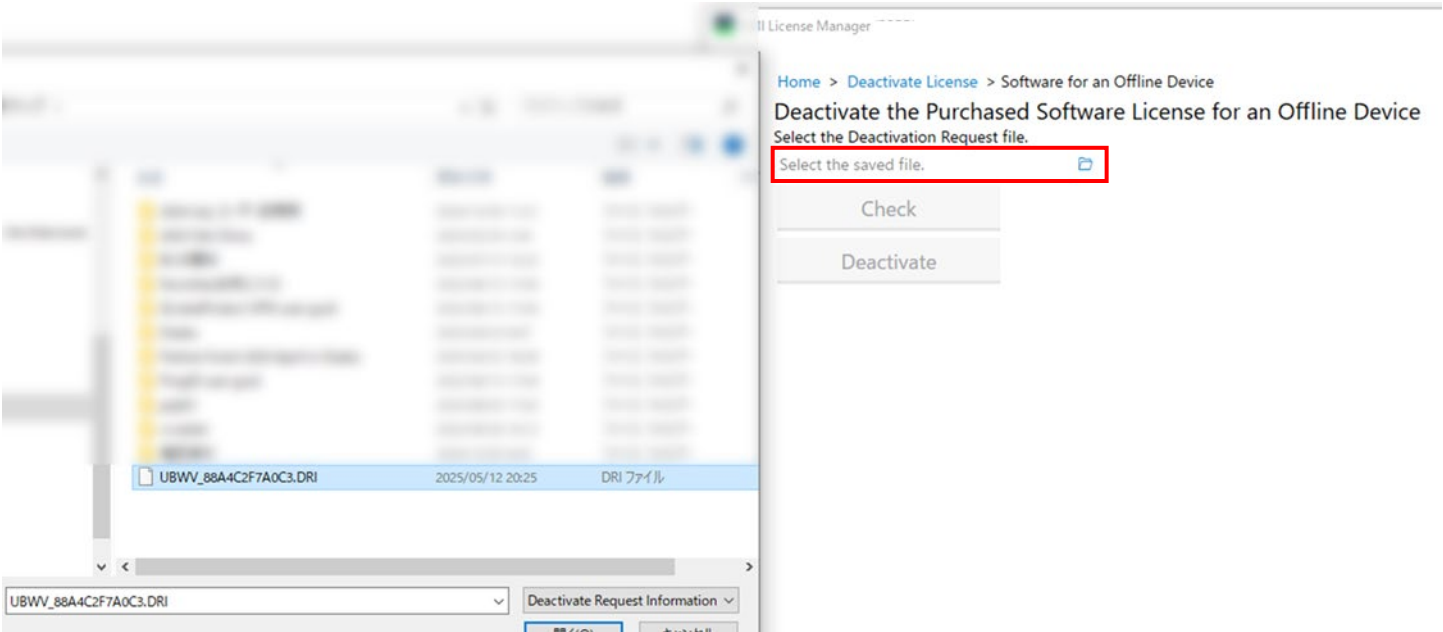
<Action needs to be done by PC2 (Online) >

Run HMI License Manager, select “Deactivate License.”

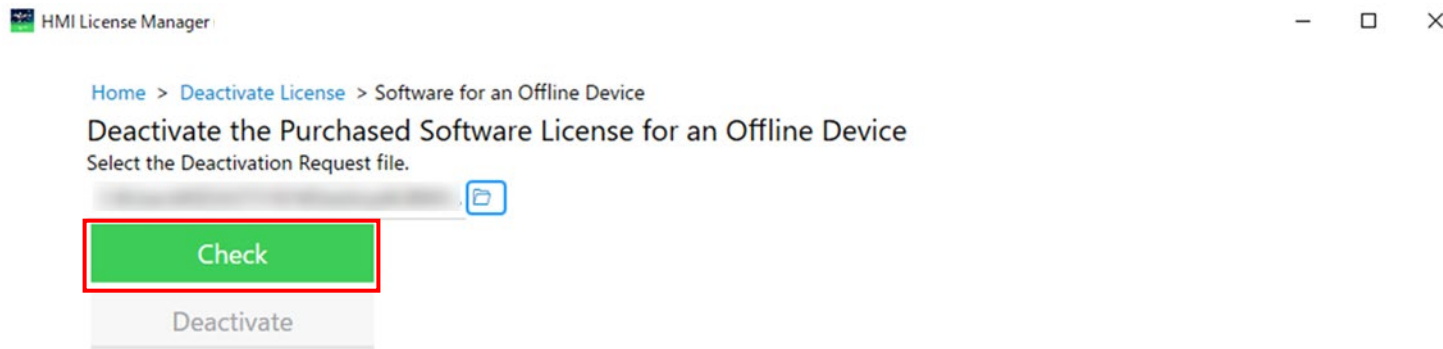
Select “Software for an Offline Device”



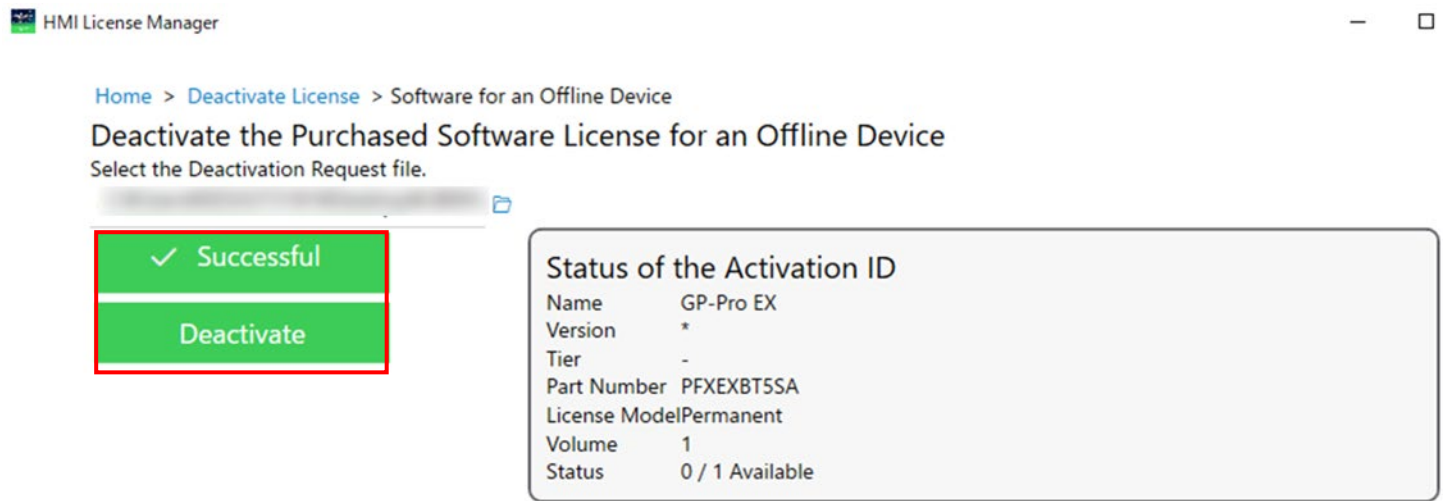
Select your Deactivate Request Information file (.DRI) from the folder icon.



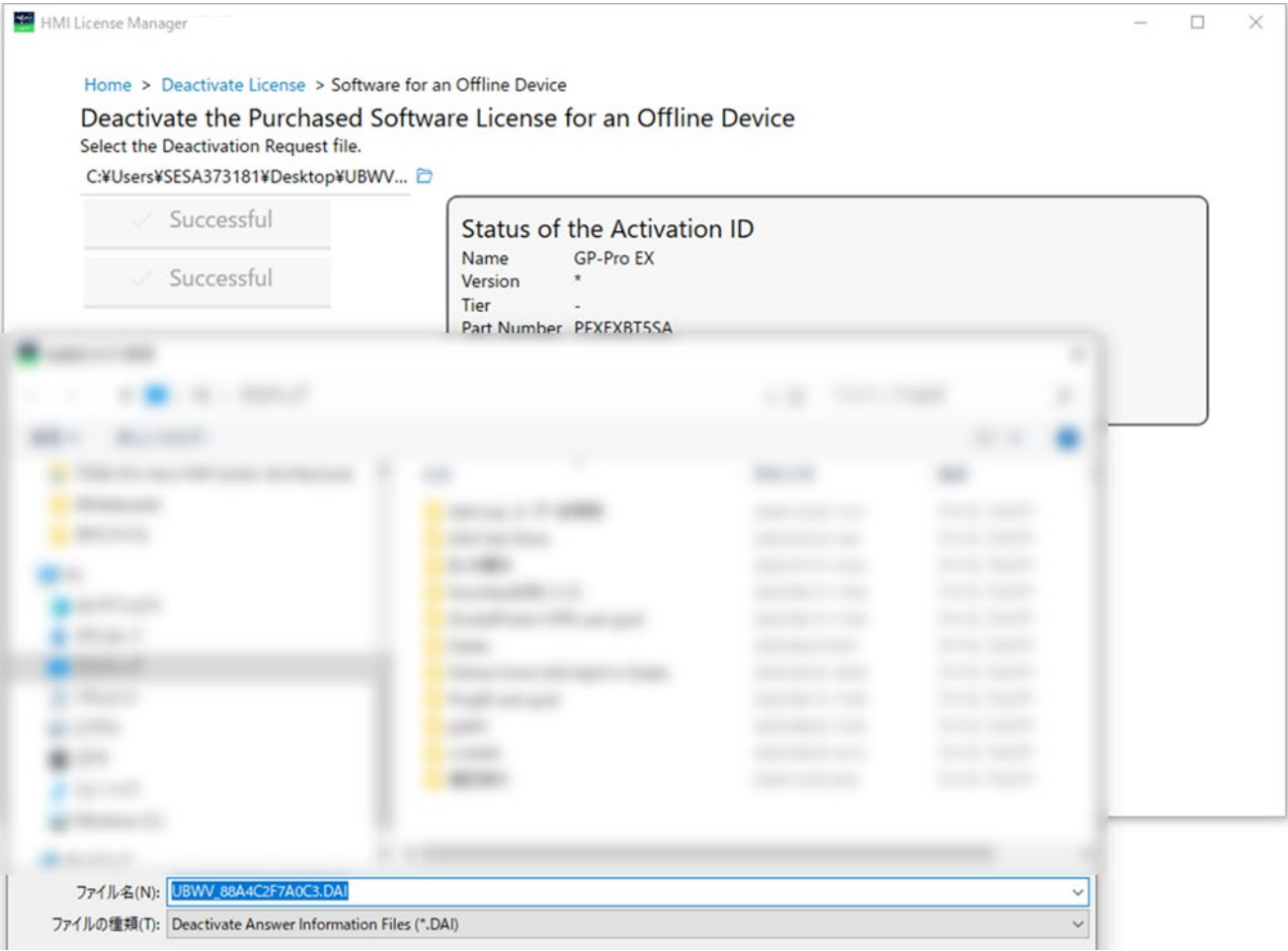
Click “Check”



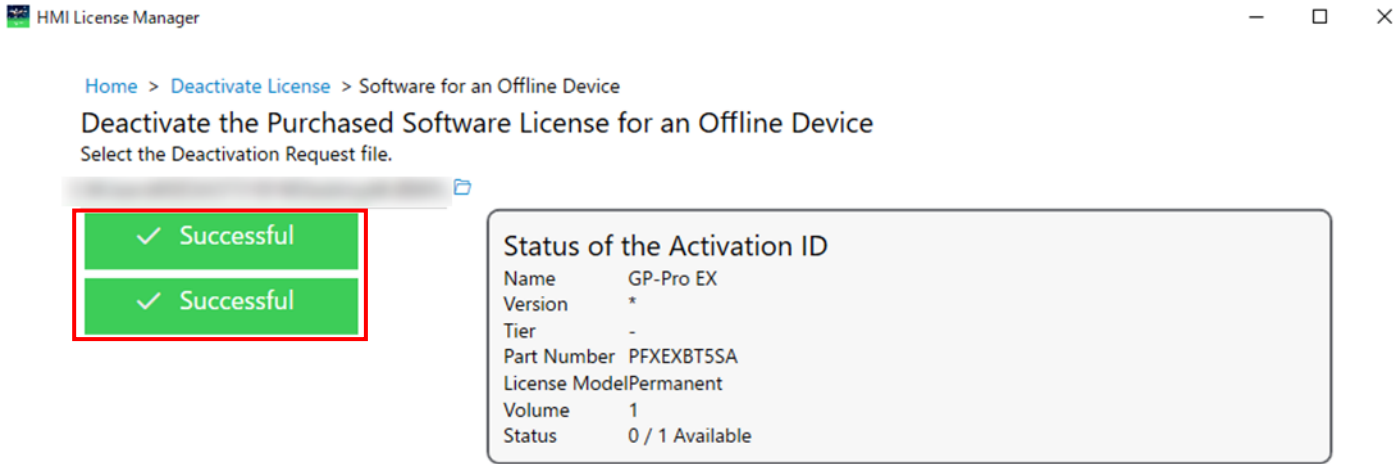
When you see “Successful”, click “Deactivate.”



“DAI” file (Deactivate Answer Information file) will be created so save the file.



Deactivate Answer Information file is successfully created.

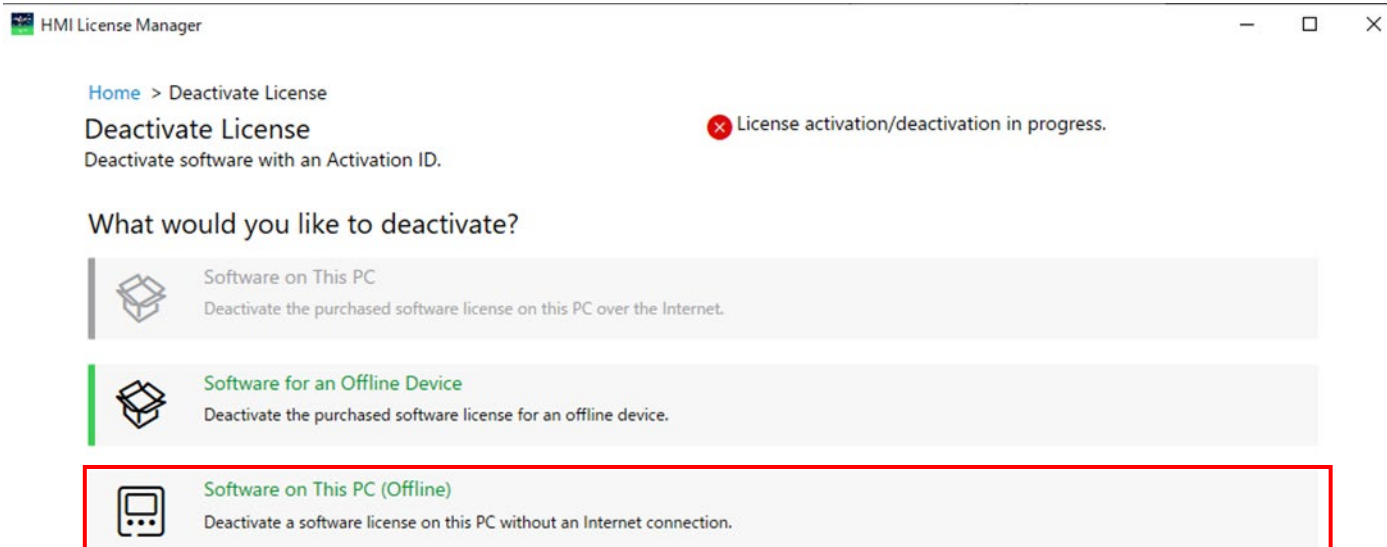


3-1-3. Deactivate the License on an offline PC.

<Action needs to be done by PC1 (Offline) >

Run HMI License Manager, select “Deactivate License.”

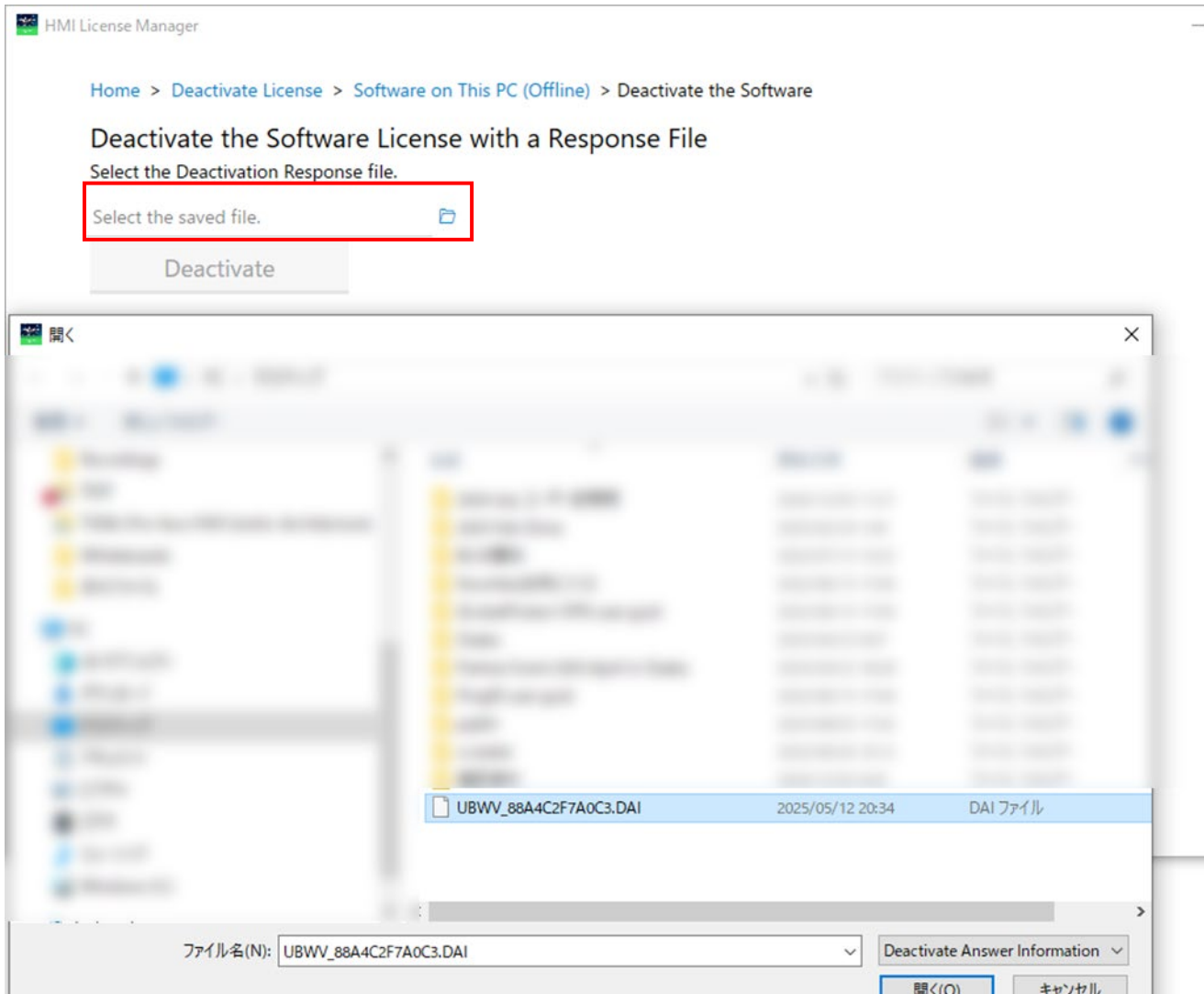
Go back to “Deactivate License” page and select “Software on This PC (Offline)”



Select “Deactivate the Software on This PC without an Internet Connection”



Select your Deactivate Answer Information file (.DAI) from the folder icon.



Click "Deactivate"



Home > Deactivate License > Software on This PC (Offline) > Deactivate the Software

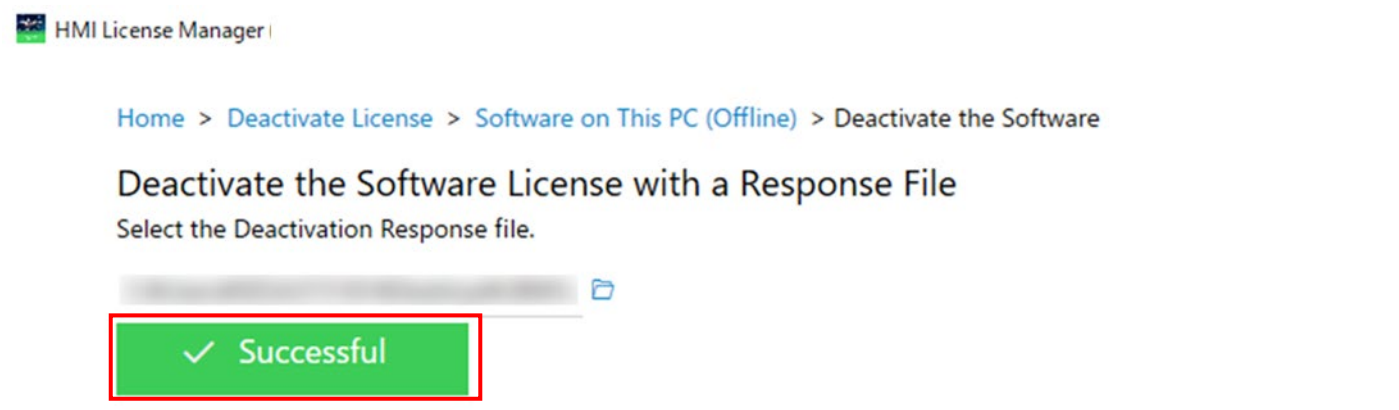
Deactivate the Software License with a Response File

Select the Deactivation Response file.

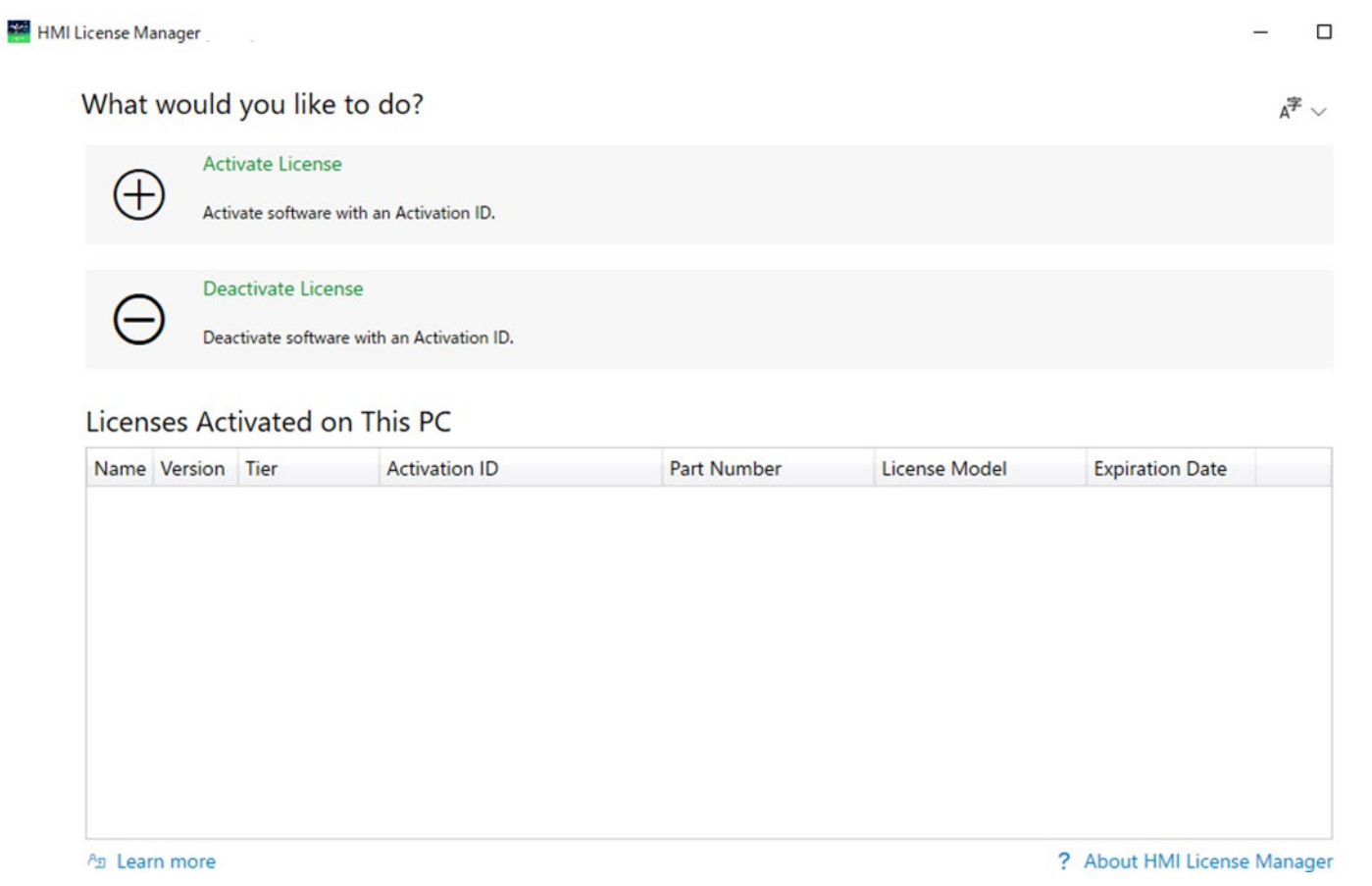


Deactivate

Now the license has been successfully Deactivated.



You can now see your active license has been deleted from the list.



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

[Home](#) > [Deactivate License](#) > [Software on This PC \(Offline\)](#) > Deactivate the Software

Deactivate the Software License with a Response File

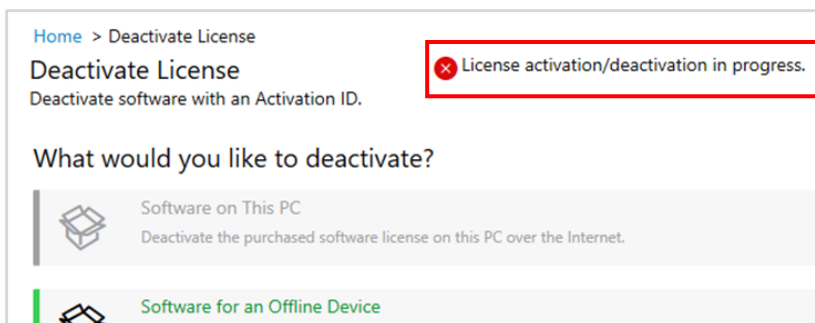
Select the Deactivation Response file.

 **Retry**

Deactivation Failed.
Unable to deactivate the license. Possible reasons:
-Did not request an Activation ID to deactivate.
-The Activation ID was not requested by this PC.
-Invalid file selected.

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.