SOFTWARE-KEY DEACTIVATION PROCEDURE

This guide is only applicable for:

- CODESOFT 8
- CODESOFT 8 Network
- CODESOFT 8.5
- CODESOFT 8.5 Network
- CODESOFT 9
- CODESOFT 9 Network

- LABELVIEW 8
- LABELVIEW 8 Network
- LABELVIEW 8.2
- LABELVIEW 8.2 Network
- LABELVIEW 8.5
- LABELVIEW 8.5 Network

- LABEL MATRIX 8
- LABEL MATRIX 8 Network
- LABEL MATRIX 8.2
- LABEL MATRIX 8.2 Network
- LABEL MATRIX 8.3
- LABEL MATRIX 8.3 Network
- LABEL MATRIX 8.5
- LABEL MATRIX 8.5 Network

- SENTINEL S/5
- SENTINEL S/5 (v5.1)
- SENTINEL S/6

This document presents the steps and the different modes available to deactivate your software-key protection.

The License Deactivation tool allows you to deactivate a Teklynx License that is currently installed on your workstation.

It is important to note that you must complete this process within one month of our agreement.
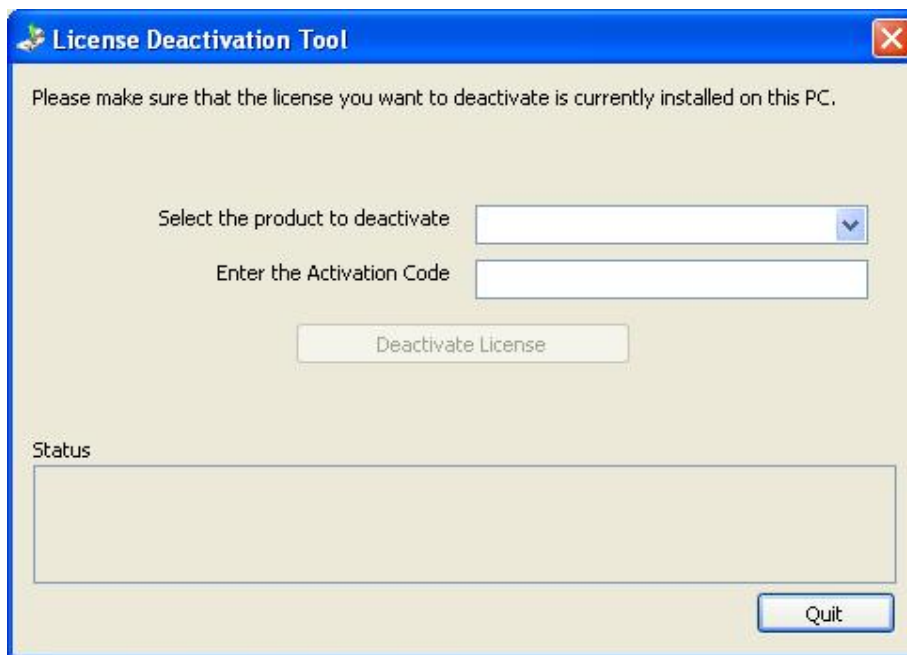
Once a license is deactivated, it cannot be transferred or reactivated.
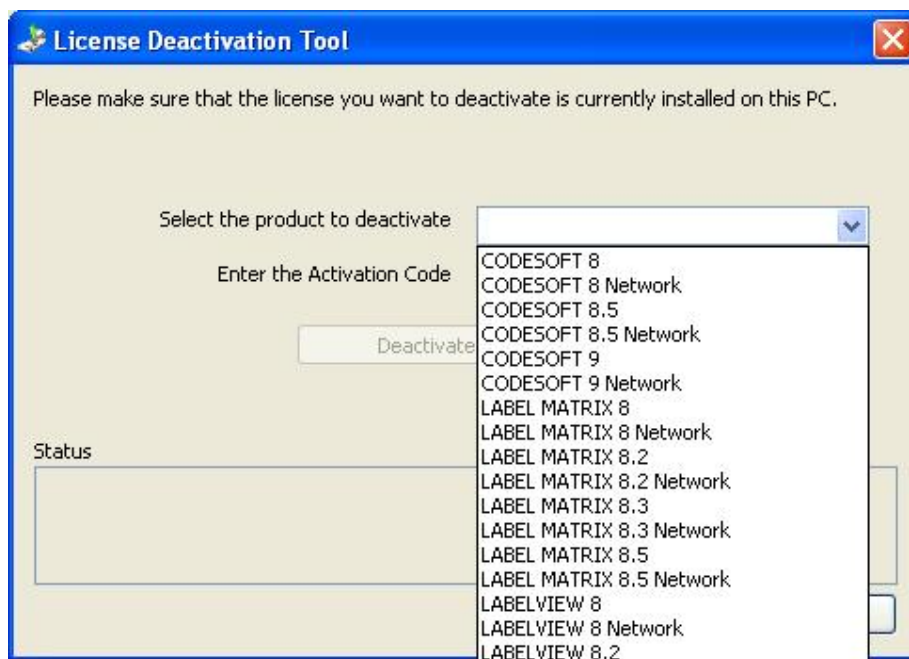
Deactivate a software key protected license

On the workstation on which you want to disable the license:

1. **Go to** https://www.teklynx.com/-/media/72629ACDEE6648FABCFAE3BDBA175919.ashx
   and download the license deactivation tool.

2. Click **Allow** to download the license deactivation tool.

3. Run the **LicenseDeactivation.exe** file.

4. **Select the product** you want to deactivate from the drop-down list.

5. Enter the **Activation Code**. (The activation code can be found on the license activation document, in the CD pack).

Note: If you do not have your activation code, you can find your software product code using the Key Upgrade wizard. Go to **Run > Programs > Teklynx >** software name **> Key Upgrade**. Your software product code is displayed (this is a 64-digit alphanumeric code). Please copy / paste this product code into an email and send it to Teklynx Customer Care (customer_care@teklynx.fr) requesting your activation code. If your product code is correct, Teklynx will email you the corresponding activation code. Please go back to step 3 to continue the procedure.

6. Click on **Deactivate License**.

7. The **Deactivation Code** is displayed.

Note: You are advised to copy / paste this code into a text file in order to avoid possible typing errors.

⚠ **Note or copy the deactivation code before closing this tool, otherwise it will not be possible to get it again.**

8. Click on **Quit**.

If a message informs you that the product has **not** been deactivated, please verify that the product and its activation code are correct and try again.

If another error is displayed, please make a note of the error message in the email you send to Customer Care (step 9).

9. Send an email to customer_care@teklynx.fr

The email must contain the following information:

➔ Subject: SOFTWARE KEY DEACTIVATION

➔ Company name.

➔ Company address and phone number.

➔ Software version (example: CODESOFT 8.50 Enterprise RFID).

➔ Software serial number (example: 100C8100B01234).

➔ Software Activation code (example: 101301 138082 215750 028480 131333).

➔ Software Deactivation code.