NSP GUIDE
Deactivation of TEKLYNX Products with NSP

This guide is only applicable to:

- **CODESOFT 2024 / 2025 / 2026**
- **LABELVIEW 2024 / 2025 / 2026**
- **LABEL MATRIX 2024 / 2025 / 2026**
- **PRINT MODULE 2024**
- **SENTINEL 2024 / 2025 / 2026**
- **LABEL ARCHIVE 2024 / 2025 / 2026**

Deactivation of TEKLYNX products with NSP

This document presents the new software protection (NSP) wizards used to deactivate a software key protected license.

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Launch the License Manager

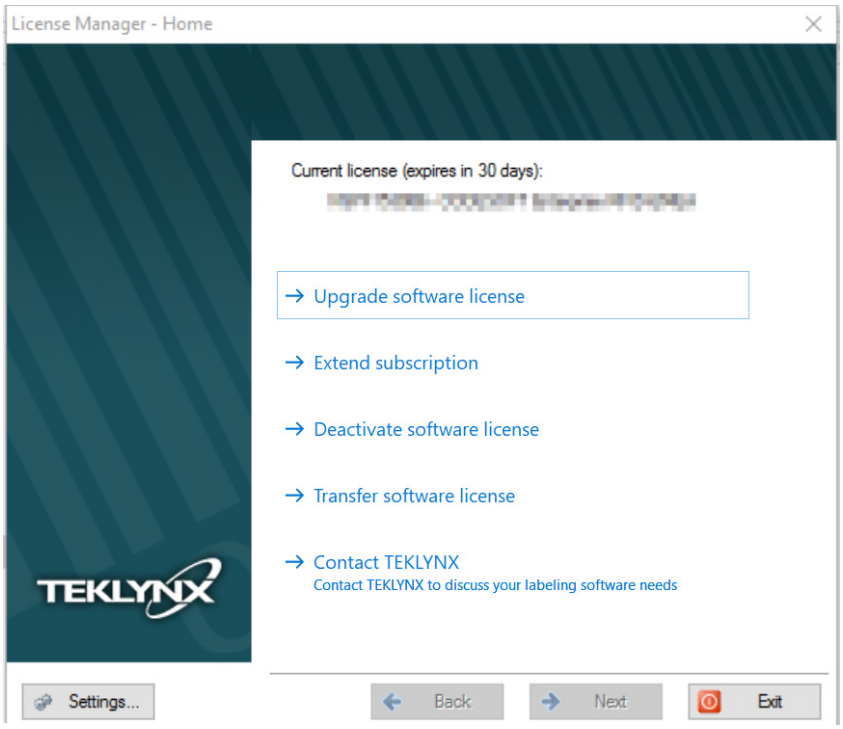
To Launch the **License Manager:**

- **Start** menu > **Programs** > **TEKLYNX** Software name 20xx > Software name 20xx **License Manager**.

  - or -

- Access the search tool. To access and use the search tool, open the Charms menu by pressing **Win** [Windows key] + **C** on your keyboard or by swiping in the top-right or bottom-right corner. Once the Charms menu pops open, click/tap the Search button. Type **License Manager**.

With the **License Manager**, you can upgrade a license, extend a license, transfer a license to another computer and also deactivate a license.



Five modes are available to deactivate your software license: Deactivate online, Deactivate online through a proxy, Using a USB key, Using our website, Using a smartphone.

- **Deactivate online**
  If you have an Internet connection on the computer where the software is installed, online deactivation is automatically selected.

- **Deactivate online through a proxy**
  Some enterprise networks are protected by a proxy server. In this case, you have to configure the connection through a proxy.

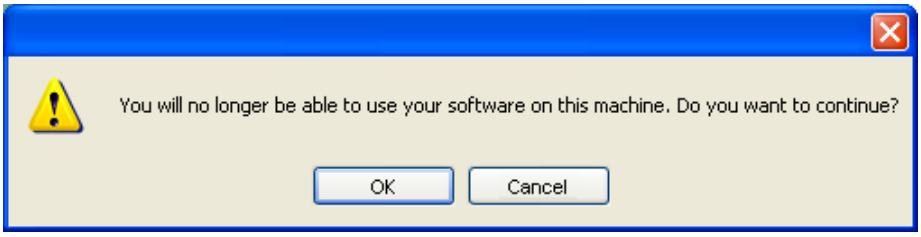
- **Using a USB key**
  If you do not have an Internet connection on the computer where the software is installed but you have access to another computer with an Internet connection, you can deactivate the product by clicking **Using a USB key**.

- **Using our website**
  You (or someone else) with an Internet connection can connect to our website to deactivate the license.

- **Using a smartphone**
  A barcode scanner application is required to read the barcode which allows you to deactivate your software using a smartphone. You can download this from your application store / market. This deactivation mode uses an Internet connection on your smartphone.

1. Deactivate online

If you have an Internet connection when you click on **Deactivate software license**, the following message appears:

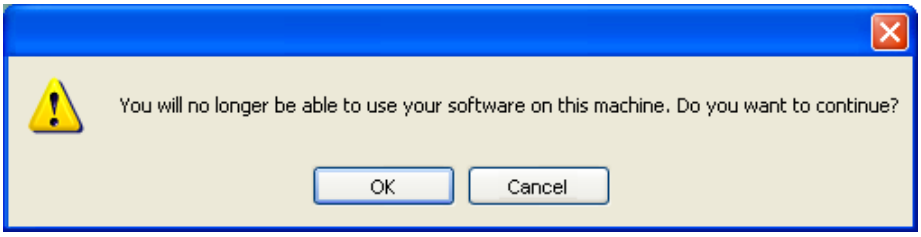


If you click **OK**, the license is deactivated.

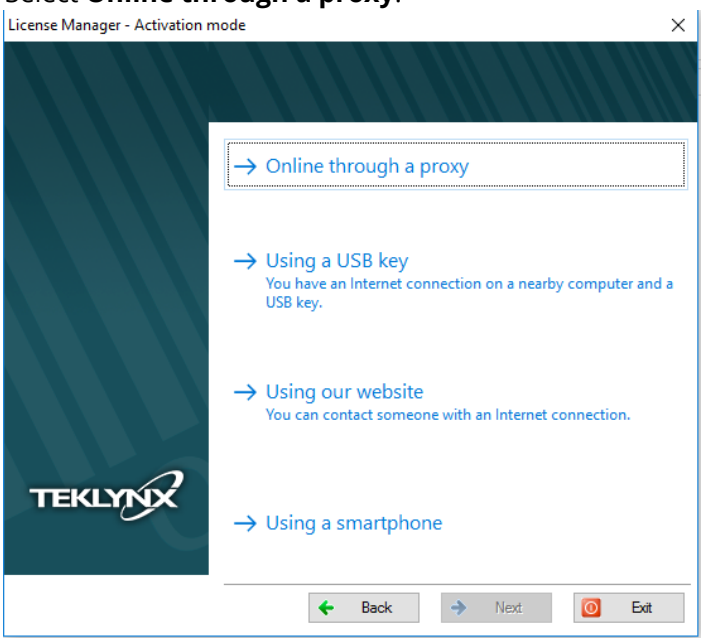
2. Deactivate online with proxy

Some enterprise networks are protected by a proxy server.

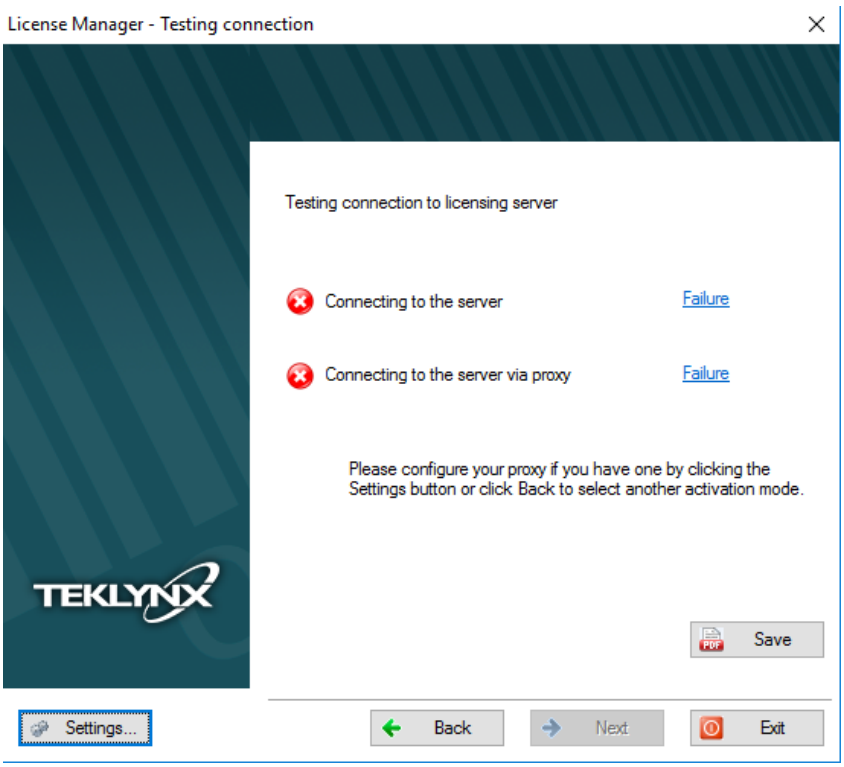
1. When you click on **Deactivate software license**, the following message appears. Click **OK**.



2. Select **Online through a proxy**.

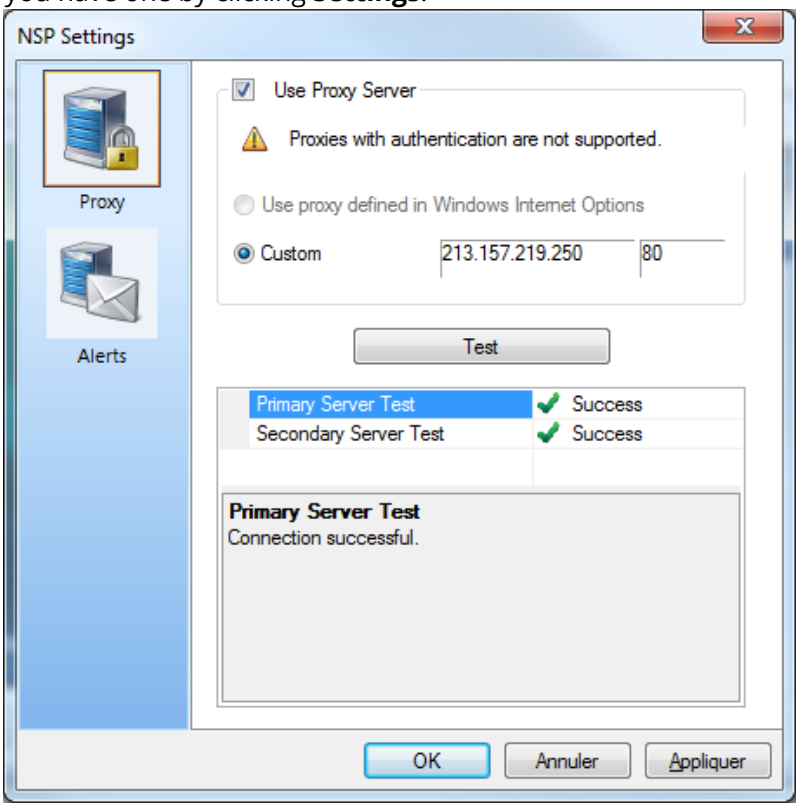


3. If the proxy analysis or connection through proxy fails, the wizard lists the operations to do. Passing the cursor over a failed item, a tooltip indicates what the problem is.



- **Connecting to the server - Failure**: Please check that you have an Internet connection and that **ports 80** and **443 are open** in your firewall to connect to our server.

- **Connecting to the server via proxy - Failure**: No valid proxy detected. Please configure your proxy if you have one by clicking **Settings**.



4. Check **Use Proxy Server**. Define the valid IP address of your proxy server in the **Custom** field and click the **Test** button to test your connection.

If an error is displayed, a message will indicate the problem and the process to do to resolve it.

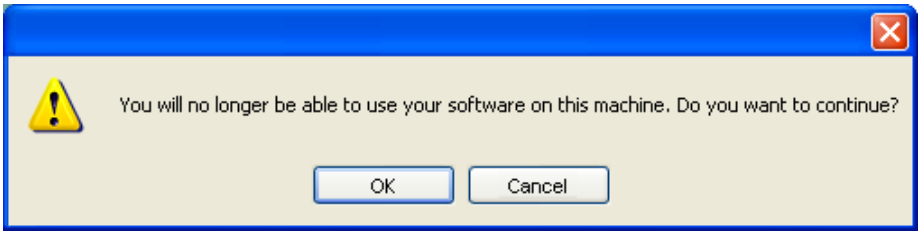
> If you do not have an Internet connection on the computer where the software is installed, click the **Cancel** button in the **Settings** dialog box and click the **Back** button in the **Deactivation Wizard – Testing connection** to select another deactivation mode.

5. If the connection test is successful, click **Next**.

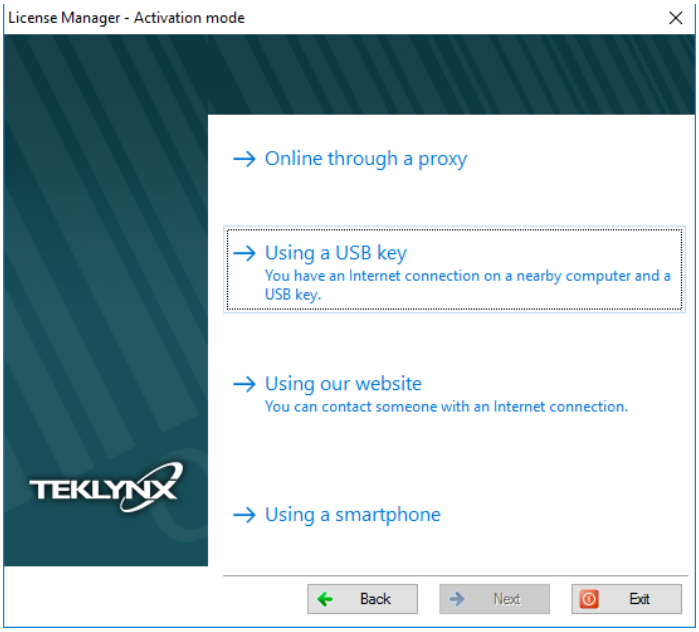
A message informs you that the product has been deactivated.

3. Using a USB key

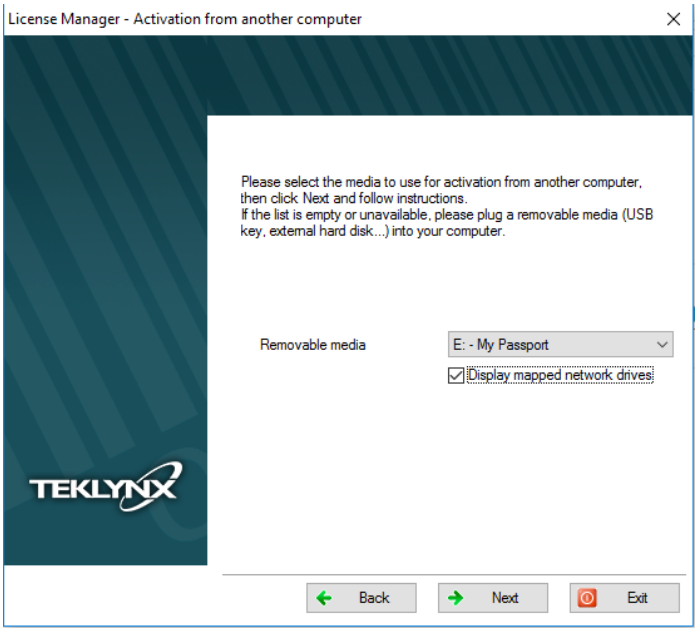
1. When you click on **Deactivate software license**, the following message appears. Click **OK**.



2. Select **Using a USB key**.



3. Select the media to be used for deactivation (USB key, external hard disk, network drives...).



The list is empty if no removable media is detected. The list is refreshed as soon as a new removable media is plugged to the computer.

4. Click on **Next**. The license is deactivated and the files used to recover your token will be copied onto the selected media.

5. Unplug the removable media.

6. Plug the removable media into the computer connected to Internet.

7. Double-click **USBWizard.exe** (which can be found on the root of the media).
   This will start the wizard.

8. Select the license(s) to deactivate and click on **Next**.

9. You recover your activation token when your deactivation process is successful.

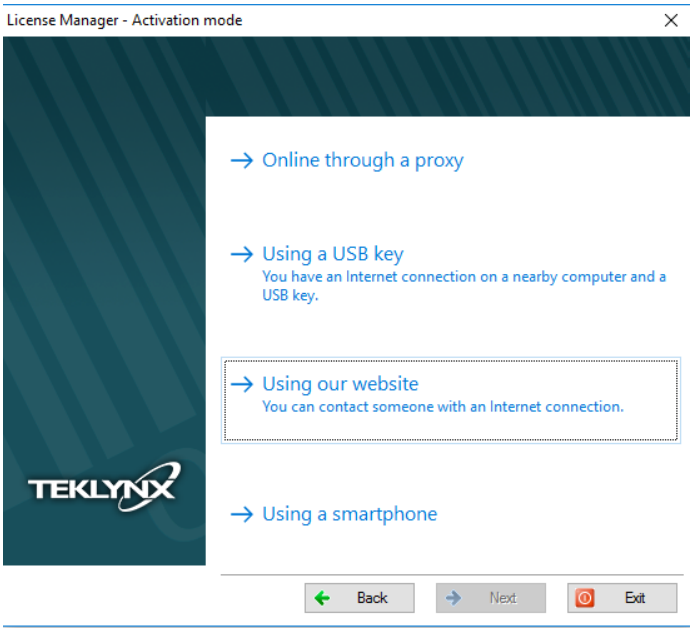
10. Unplug the removable media from this computer.

11. Click on **Finish**.

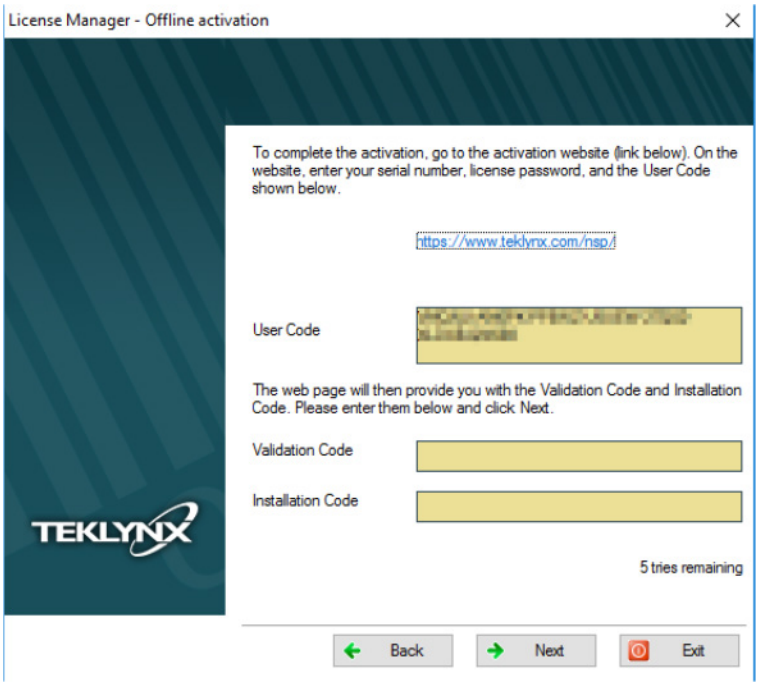
4. Using our website

You (or someone else) with an Internet connection can connect to our website to deactivate the license.

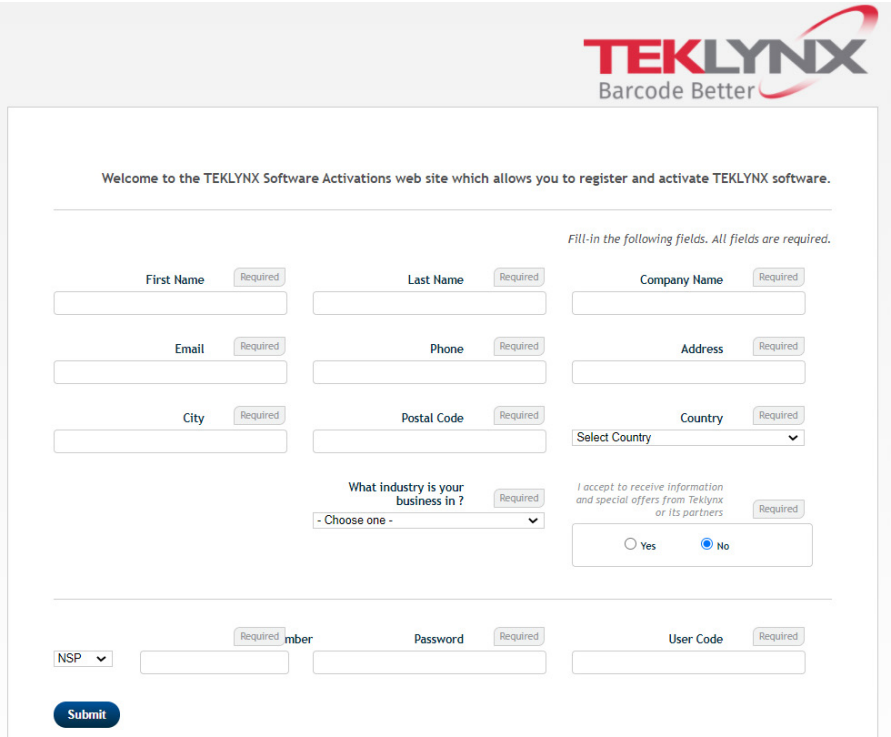
1. Select **Using our website**.



2. The link provided in this screen (https://www.teklynx.com/nsp/) can be reached from a different computer with Internet access. You or someone else with an Internet connection can connect to our website to complete the deactivation. The **Serial Number** and **Password** (provided with the product) and the **User Code** (displayed in the wizard) will be required in order to use this service.



3. The link https://www.teklynx.com/nsp/ allows you to display the following website page:



4. Input the license user's information in the **User Registration** form displayed on our website.

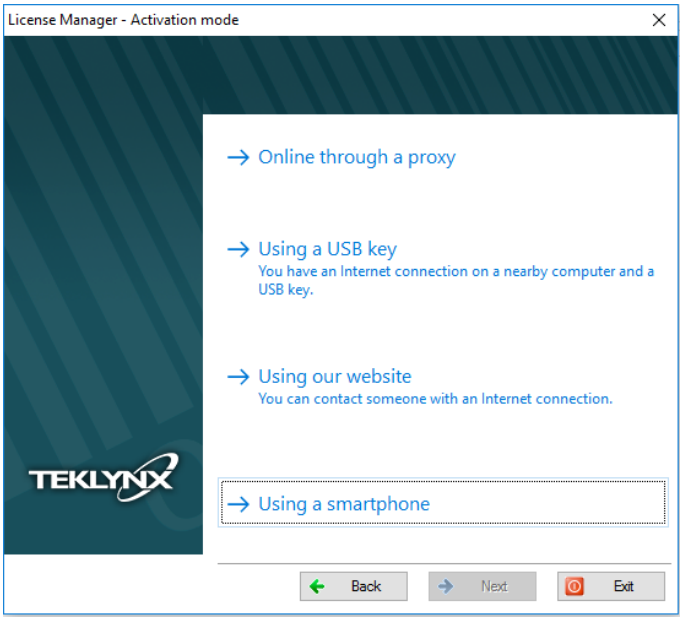
5. Click on **Submit**.

6. A message informs you that the product has been deactivated.

5. Using a smartphone

A barcode scanner application is required to read the barcode which allows you to deactivate your software using a smartphone. You can download this from you application store / market. This deactivation mode uses an Internet connection on your smartphone.

1. Select **Using a smartphone**.



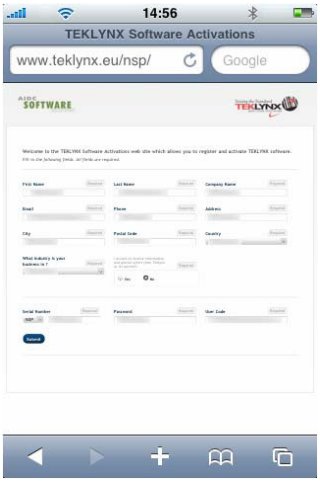
2. A barcode is displayed in the wizard. Move the cursor over the barcode to zoom in.

3. Open your barcode scanner application on your smartphone.

4. Scan the barcode with your smartphone.

5. Click on **Continue** or open the browser on the phone.

6. The Software Activation website is displayed. This allows you to register and deactivate your software. All fields must be filled in.



7. Click on **Submit**.

8. A message informs you that the product has been deactivated.

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