IDEA or NLS

Revoke Licence Instructions

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Revoke – Explanation

Please Note:-

When upgrading to a later version on the same machine, there is <u>no</u> requirement to first Revoke the licence.

When a licence is Registered an electronic token representing the unique Lock Code for that physical machine is hidden on the disk. This token literally is the licence.
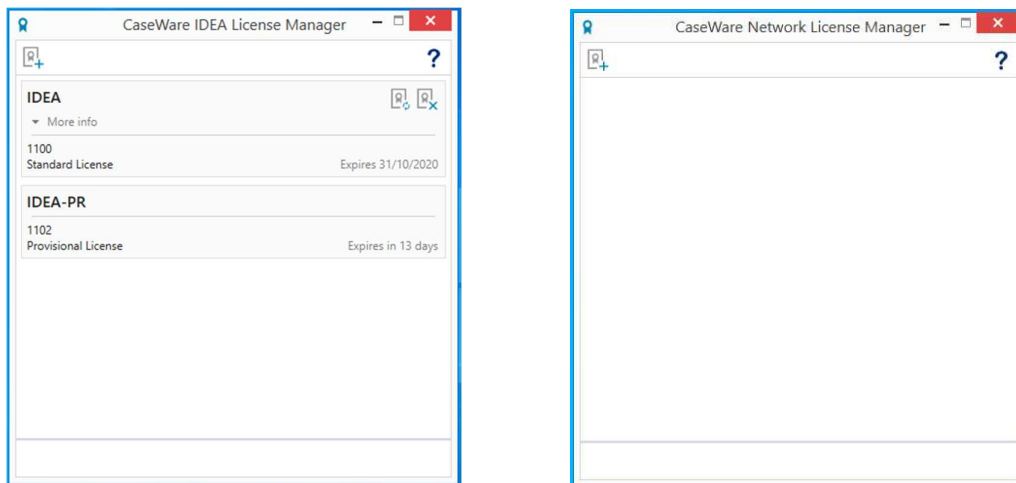
In order to 'move' a licence from one machine to another or to prevent the licence from being destroyed by a hardware or o/s upgrade or disk re-imaging the original licence must be Revoked (deleted) from the machine it was Registered on (i.e. where the software was originally installed).

When this procedure has been completed a licence credit is created in our licencing system that then makes it possible to Register the licence on a new machine using your current Auth Code.
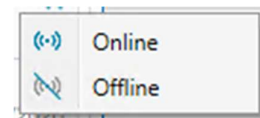
Revoke – Procedure

If this is a local licence token for IDEA Standard then start the CaseWare **IDEA** License Manager - the shortcut is located under Start in the CaseWare **IDEA** group.

If this is the NLS - Network License Server - machine then start the CaseWare **Network** License Manager - the shortcut is located under Start in the CaseWare **International** group.
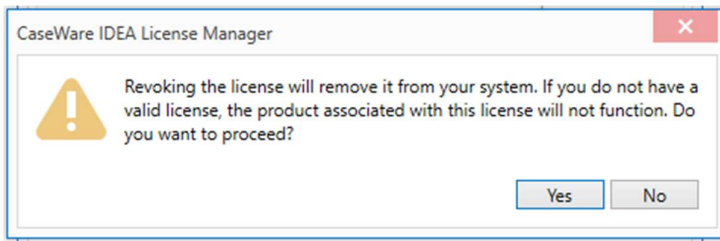
If you have suitable Internet connectivity then the licence can be Revoked Online – if not there has to be an email exchange of some text.

Click on the Revoke Icon: then click on either Online or Offline
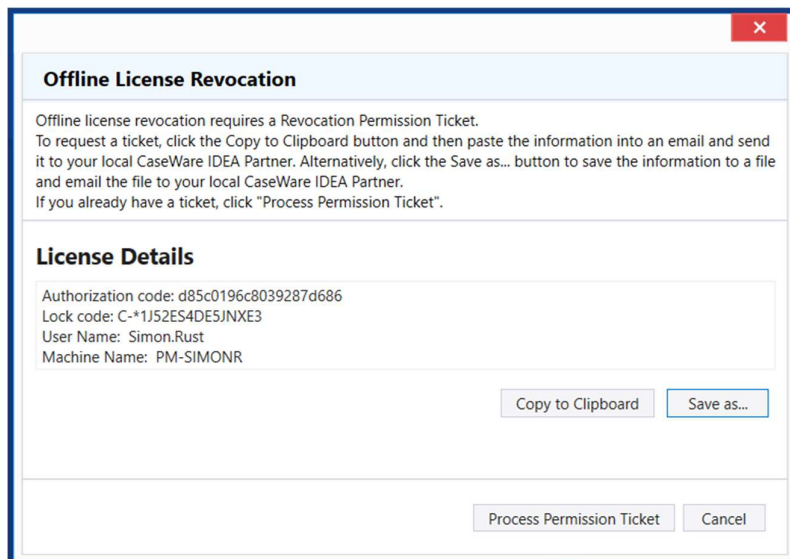
If you chose Online you will get this warning

CaseWare IDEA License Manager

⚠ Revoking the license will remove it from your system. If you do not have a valid license, the product associated with this license will not function. Do you want to proceed?

Yes   No

Click on Yes

A message at the bottom of the window indicates the result.

If successful that's the Revoke complete.

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If it failed, click on the Revoke icon again and this time choose Offline

Offline License Revocation

Offline license revocation requires a Revocation Permission Ticket.
To request a ticket, click the Copy to Clipboard button and then paste the information into an email and send it to your local CaseWare IDEA Partner. Alternatively, click the Save as... button to save the information to a file and email the file to your local CaseWare IDEA Partner.
If you already have a ticket, click "Process Permission Ticket".

License Details

Authorization code: d85c0196c8039287d686
Lock code: C-*1J52ES4DE5JNXE3
User Name: Simon.Rust
Machine Name: PM-SIMONR

Copy to Clipboard   Save as...

Process Permission Ticket   Cancel

Click on Copy to Clipboard then create an email briefly explaining what you're doing and right click, paste the text into the email body and send it to ideasupport@caseware.co.uk

Once a response to the email has been received, Click on Process Permission Ticket (if you've closed it, once again start the same utility and click on the Revoke icon and choose Offline).
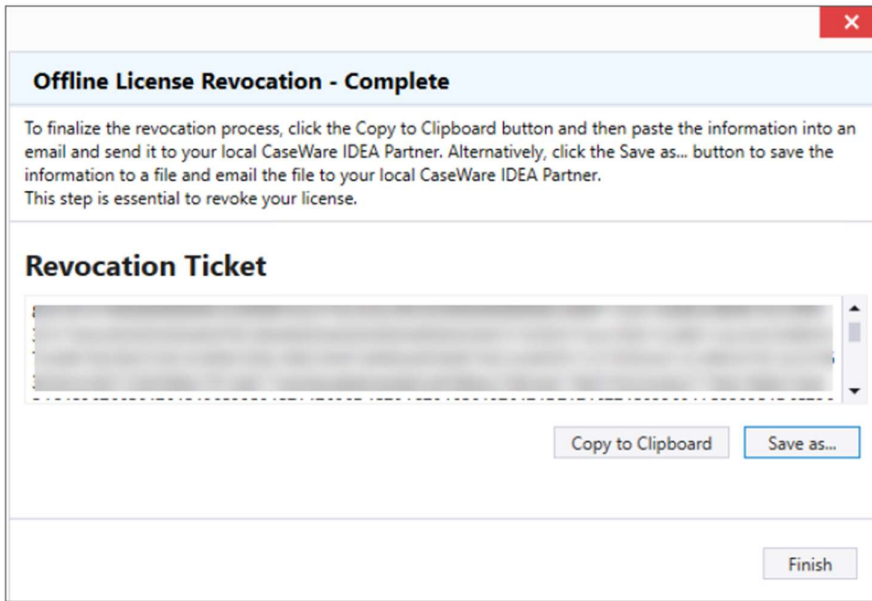

Then select and right click, copy all the text you have received in the email (note that it may appear over several lines - please copy all of it as one lump) and then right click, paste it into the large space under, Permission Ticket:

Then click on Next.

Check the box next to Yes, and Click on Process

Click on Copy to Clipboard then reply to the email from us and right click, paste the text into the email body and send it to ideasupport@caseware.co.uk

This step is **essential** as it proves to us that the licence has been Revoked and allows us to create a licence credit on your current Auth Code in our licencing system.