

# Appeon License User Guide

Appeon® PowerBuilder® 2017 R2  
FOR WINDOWS

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Appeon Limited, 1/F, Shell Industrial Building, 12 Lee Chung Street, Chai Wan District, Hong Kong.

# Contents

1 License and user account .....	1
1.1 Activation process .....	1
1.2 License types .....	1
1.3 User account .....	2
1.4 Trying out the product .....	3
2 Managing licenses on the Appeon Website .....	4
2.1 License Admin .....	4
2.1.1 Viewing license administrators .....	4
2.1.2 Adding a license admin .....	4
2.1.3 Editing a license admin .....	6
2.1.4 Deleting a license admin .....	7
2.2 Viewing licenses .....	7
2.3 Assigning users .....	8
2.4 Releasing users .....	9
2.5 Logging out users .....	10
2.6 Offline license management .....	10
2.6.1 Generating response string for offline activation .....	10
2.6.2 Generating response string for offline deactivation .....	11
2.6.3 Generating response string for offline upgrade .....	12
2.6.4 Generating response string for offline renewal .....	13
3 Activating PowerBuilder .....	15
3.1 Online Login .....	15
3.1.1 Logging in with an online license .....	15
3.1.2 Checking the online license information .....	17
3.1.3 Refreshing the license .....	17
3.1.4 Logging out .....	18
3.1.5 Trying a free trial .....	18
3.2 Offline Activation .....	18
3.2.1 Activating with an offline license .....	18
3.2.2 Backing up the offline license (IMPORTANT) .....	21
3.2.3 Checking the offline license information .....	21
3.2.4 Renewing an offline license .....	22
3.2.5 Upgrading an offline license .....	25
3.2.6 De-activating an offline license .....	26
3.3 Switching user accounts .....	29
3.4 Uninstalling PowerBuilder .....	29
4 Activating PowerServer Mobile (PB Edition) .....	31
4.1 Internet connection (required for proxy server) .....	31
4.2 Online License Activation .....	32
4.2.1 Activating with an online license .....	32
4.2.2 Deactivating an online license .....	32
4.3 Offline License Activation .....	33
4.3.1 Activating with an offline license .....	33
4.3.2 Deactivating an offline license .....	37
4.4 Offline License Renewal .....	40
4.5 Switching user accounts .....	42

4.6 Uninstalling PowerServer Mobile .....	42
5 Activating InfoMaker .....	43

# 1 License and user account

## 1.1 Activation process

The "Appeon product" or simply "product" mentioned in this guide refers to PowerBuilder, PowerServer Mobile (PB Edition), and InfoMaker.

These Appeon products are activated in the same process, as shown below.



Basically it includes the following tasks in sequence:

1. The license administrator or the user purchases the Appeon product on the Appeon Website.
2. The license administrator or the user creates accounts for each user and then assigns the license to the account on the Appeon Website. Each user should have his/her own account which is assigned with a license.
3. The user activates the product with his/her own user account.

## 1.2 License types

After you purchased the Appeon product, your Appeon Website account automatically becomes the license administrator, and has the rights to manage the license in the User Center. By default, all of the licenses you have purchased are online licenses, and you can

change the license type when assigning it to the user (see [Section 2.3, “Assigning users”](#) for details).

- Online license -- Online license, as its name suggests, is used in a machine with consistent and reliable Internet connection.

Once an online license is activated, Internet connection is required and can only be disconnected for no more than five days.

---

#### **If no Internet connection for over 5 days**

The local license file will be locked when 1) Internet connection is not detected for over 5 days; and then 2) Internet connection is still not detected when the product is launched. After the local license is locked, if the same account is used to log in to the product again, the message "You are already logged in" appears. If this happens, please ask your license administrator to go to the Appeon web site and log out the problematic account there; and then you will be able to log in and activate the product again using the same account.

---

#### **Firewall settings**

If you have configured a firewall on your machine, make sure you configure your firewall to allow access to the following domain used by the Appeon online license activation mechanism:

**Protocol:** HTTPS

**Port:** 443

**Domain:** api.appeon.com

---

- Offline license -- Offline license can be used in a machine with or without Internet access. Make sure the local service Windows Management Instrumentation is enabled (it is enabled by default).

---

#### **Note**

**Online** licenses can be activated on physical machines, virtual machines, and cloud-based machines.

**Offline** licenses for PowerServer can be activated on physical machines, virtual machines, and cloud-based machines.

**Offline** licenses for PowerBuilder and InfoMaker can be activated on physical machines only, and **cannot** be activated in virtual machines or cloud-based machines.

The virtual machines certified by Appeon include VirtualBox, HyperV, VMWare, KVM, and Virtual\_PC.

---

## **1.3 User account**

The license is assigned to (or bound to) the user account, and then the user activates the product using the user account.

Each user should create a user account on [the Appeon Website](#) in order to use the Appeon product. The email address and the password they entered for registration will be used as the user account for not only logging into the Appeon Website but also activating the Appeon product (including PowerBuilder, PowerServer, and InfoMaker).

## **1.4 Trying out the product**

If you are trying out the product, you should follow [Trial License Activation Guide](#) to request and activate the trial license. The process is different.

## 2 Managing licenses on the Appeon Website

[License Management](#) on the Appeon Website can manage all of your purchased licenses for the Appeon product (including PowerBuilder, PowerServer Mobile (PB Edition), and InfoMaker).

Expand the **License Management** section in the **User Center** to manage the license administrator and the licenses for the product.



- **License Admin** – Adds a license administrator.
- **PowerBuilder IDE** – Assigns/releases/logs out licenses for PowerBuilder.
- **PowerServer Mobile (PB)** – Assigns/releases/logs out licenses for PowerServer Mobile (PB edition).
- **InfoMaker** – Assigns/releases/logs out licenses for InfoMaker.

### 2.1 License Admin

License administrators will have access to the management of all Appeon products' licenses they have purchased in their [Appeon Website Account Center](#).

If you are an enterprise account, you can add multiple administrators to co-manage all your licenses; if you are not an enterprise account, you can only add one license admin to co-manage all your licenses. License administrators will have equal rights upon the license management.

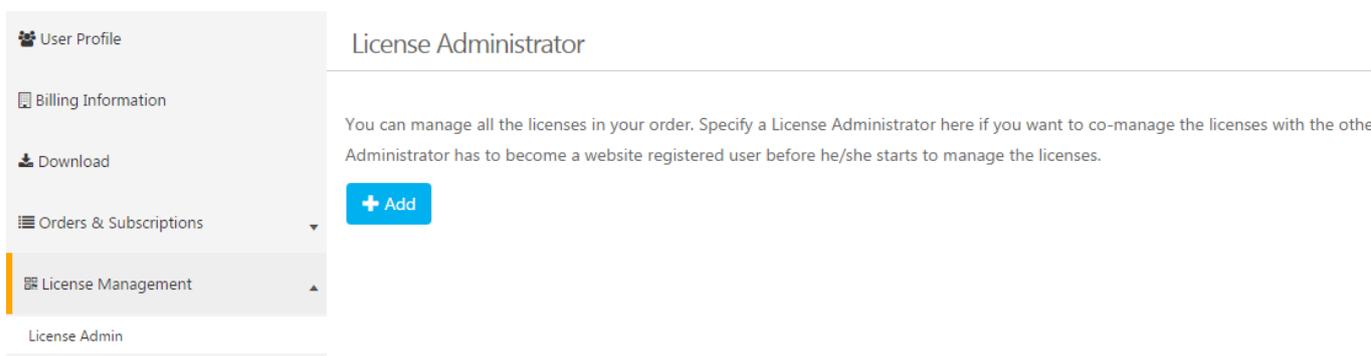
#### 2.1.1 Viewing license administrators

Click **License Admin** and all license administrators added will be listed. However your own account will not be listed.

#### 2.1.2 Adding a license admin

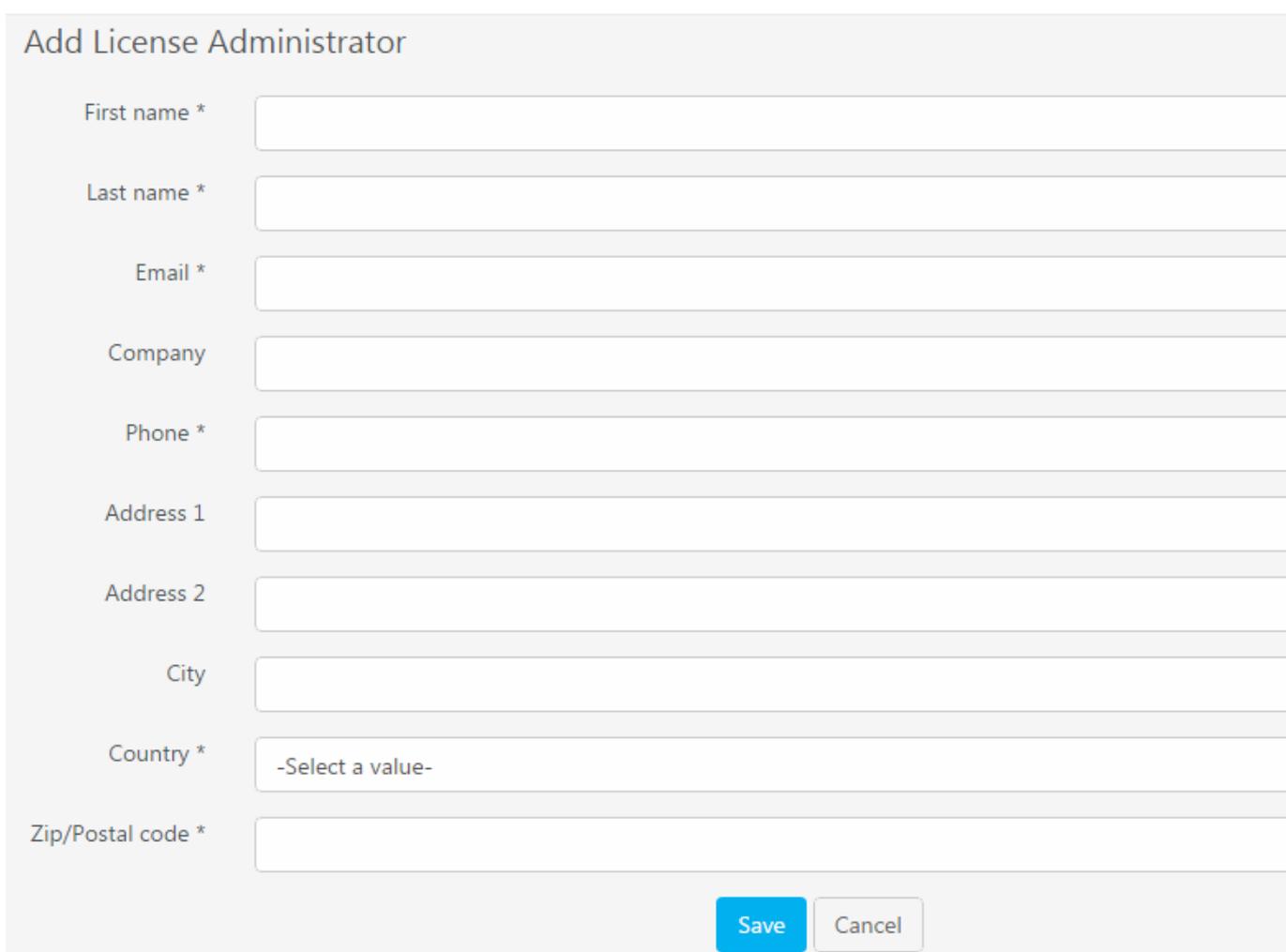
If you purchase a product from the Appeon Website, you will be a license administrator to the license you have purchased automatically (you do not need to add it manually). And you may add others as license administrators to co-manage your licenses.

1. Click **License Admin**, and then click **Add**.



The screenshot shows the 'License Administrator' page. On the left, a navigation menu is visible with the following items: User Profile, Billing Information, Download, Orders & Subscriptions, License Management (selected), and License Admin (highlighted). The main content area is titled 'License Administrator' and contains the following text: 'You can manage all the licenses in your order. Specify a License Administrator here if you want to co-manage the licenses with the other Administrator has to become a website registered user before he/she starts to manage the licenses.' Below this text is a blue button with a white plus sign and the word 'Add'.

2. Fill in the information and click **Save**.



The screenshot shows the 'Add License Administrator' form. The form contains the following fields: First name \*, Last name \*, Email \*, Company, Phone \*, Address 1, Address 2, City, Country \* (with a dropdown menu showing '-Select a value-'), and Zip/Postal code \*. At the bottom right, there are two buttons: 'Save' (blue) and 'Cancel' (gray).

**Notes:**

1. Items with an \* are required.
2. The email account will be used as the login account and should be registered on [the Appeon Website](#) first.

When it is saved successfully, it is automatically listed in the **License Admin** page.

## License Administrator

You can manage all the licenses in your order. Specify a License Administrator here if you want to co-manage the licenses with the others. The License Administrator has to become a website registered user before he/she starts to manage the licenses.

[+ Add](#)

First Name	Last Name	Email	Phone	Country	City	Operat
Test	Appeon	testf@appeon.com	+86 755 26500918	China	Shenzhen	<a href="#">Edit De</a>

### 2.1.3 Editing a license admin

1. In the **License Admin** page, click the **Edit** button associated with the license admin you want to edit.
2. Edit the information listed in the **Edit License Administrator** page.

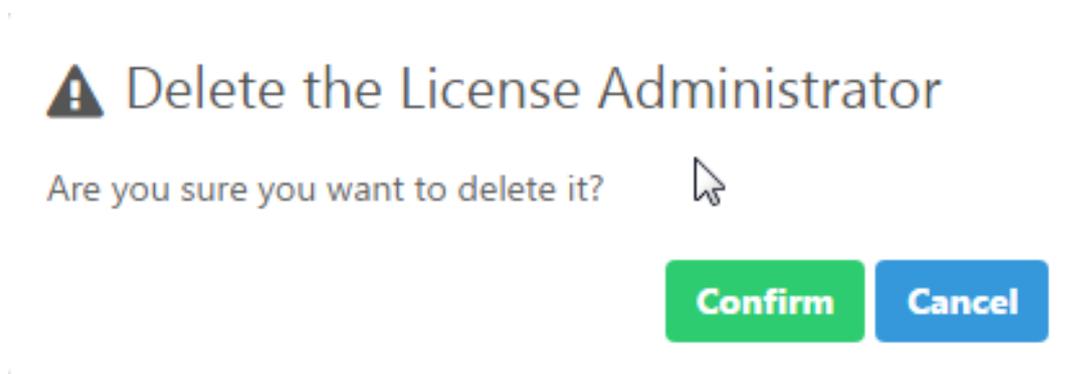
#### Edit License Administrator

First name *	<input type="text" value="Test"/>
Last name *	<input type="text" value="Appeon"/>
Email *	<input type="text" value="testf@appeon.com"/>
Company	<input type="text" value="Appeon"/>
Phone *	<input type="text" value="+86 755 25600918"/>
Address 1	<input type="text" value="High-tech Parck"/>
Address 2	<input type="text" value="Nanshan"/>
City	<input type="text" value="Shenzhen"/>
Country *	<input type="text" value="China"/>
Zip/Postal code *	<input type="text" value="518040"/>

3. Click **Save** to save the changes.

### 2.1.4 Deleting a license admin

1. In the **License Admin** page, click the **Delete** button associated with a license admin.
2. Confirm the deletion and the license admin will be deleted.



### 2.2 Viewing licenses

Licenses for each Apeon product are managed separately under each product. However they are all managed in a similar way. In this help, we will take licenses for PowerBuilder IDE as an example to illustrate the license management on [the Apeon Website](#).

1. Under **License Management** in the **User Center**, click **PowerBuilder IDE** to expand the sub-items.
2. Select **All Licenses** and all licenses you have purchased will be listed. Only you and the license administrators you have added can view and manage the licenses you purchased. You can filter to list the licenses either by selecting from the dropdown list boxes and/or by typing the user account.

Order Number	Product Edition	Valid Period	License Type	User Account
+ ORDER1705240008	Universal	05/19/2018~05/18/2019	● Online	Unassigned
+ ORDER1705230017	Cloud	05/23/2017~05/22/2018	● Online	Unassigned
+ ORDER1705230015	Universal	05/19/2017~05/18/2018	● Online	Unassigned
+ ORDER1705230015	Universal	05/23/2017~05/22/2018	● Online	Unassigned
+ ORDER1705230015	Universal	05/23/2017~05/22/2018	● Online	Unassigned
+ ORDER1705230015	Universal	05/23/2018~05/22/2019	● Online	Unassigned
+ ORDER1705230015	Universal	05/19/2017~05/18/2018	● Offline	testf@apeon.com
+ ORDER1705230012	Universal	05/23/2017~05/22/2018	● Online	Unassigned

## 2.3 Assigning users

User accounts should be created first on [the Apeon Website](#) and then licenses should be assigned to user accounts before the user can activate the product using the account. And you can neither assign one license to multiple user accounts nor assign multiple licenses to one user account within a given valid period.

1. Select **Assign User** on the left panel.

The screenshot displays the 'Assign Users For PowerBuilder IDE Licenses' page. On the left, a sidebar menu is visible with 'License Management' selected, and 'Assign User' highlighted. The main content area features a search and filter section with 'License Type' set to 'All' and 'User Account' set to 'Email'. Below this is a table with the following columns: Order Number, Product Edition, Valid Period, License Type, User Account, and Operati. The table contains six rows of license data, each with an 'Assign' button.

Order Number	Product Edition	Valid Period	License Type	User Account	Operati
ORDER1705240008	Universal	05/19/2018~05/18/2019	Online	Email	<a href="#">Assign</a>
ORDER1705230017	Cloud	05/23/2017~05/22/2018	Online	Email	<a href="#">Assign</a>
ORDER1705230015	Universal	05/19/2017~05/18/2018	Online	Email	<a href="#">Assign</a>
ORDER1705230015	Universal	05/23/2017~05/22/2018	Online	Email	<a href="#">Assign</a>
ORDER1705230015	Universal	05/23/2017~05/22/2018	Online	Email	<a href="#">Assign</a>
ORDER1705230015	Universal	05/23/2018~05/22/2019	Online	Email	<a href="#">Assign</a>

2. (Optional) You can select the license type and/or enter the user account to filter the licenses.
3. Select **Online** or **Offline** from the **License Type** dropdown list box in the table. By default all licenses are online licenses.
4. Enter the email address for the user account in the **User Account** text box.
5. Click **Assign** next to it.

When the user account is assigned with a license successfully, an **Unassign** button associated with it will be displayed. You can click it to unassign the license from the user account when the license is not activated; but once the license is activated, you will have to use [Section 2.4, "Releasing users"](#) to de-activate and unassign the license.

After a user account is assigned with a license successfully, the user can use that user account to log in and activate the product.

Assigned successfully.

## Assign Users For PowerBuilder IDE Licenses

License Type  User Account

Order Number	Product Edition	Valid Period	License Type	User Account	Operation
ORDER1705240008	Universal	05/19/2018~05/18/2019	● <input type="text" value="Online"/>	<input type="text" value="Email"/>	<a href="#">Assign</a>
ORDER1705230017	Cloud	05/23/2017~05/22/2018	● <input type="text" value="Online"/>	<input type="text" value="wanghui@apeon.com"/>	<a href="#">Assign</a>   <a href="#">Unas</a>
ORDER1705230015	Universal	05/19/2017~05/18/2018	● <input type="text" value="Online"/>	<input type="text" value="Email"/>	<a href="#">Assign</a>

## 2.4 Releasing users

Releasing users are only effective to online licenses.

Releasing a user not only logs out the user from the product (same as what [Section 2.5, “Logging out users”](#) does), but also de-activates the license and unassigns it from the user account. So the license is available for assignment.

1. Select **Release User** on the left panel.

Release Users For PowerBuilder IDE Licenses

Online User Account

Order Number	Product Edition	Valid Period	Online User Account	Active	Operation
ORDER1705190001	Universal	05/19/2017~05/18/2018	wanghui@apeon.com	Yes	<a href="#">Release</a>

2. (Optional) You can enter the user account to filter the licenses.
3. Click **Release** associated with the user account to release it.

Note:

1. Once a user account is logged into the product and the license is activated, the license stays activated until a license administrator releases it here.

2. When a user account is released successfully, the account will be logged out from the product and the license is de-activated and unassigned from that user account and is available for reassignment.

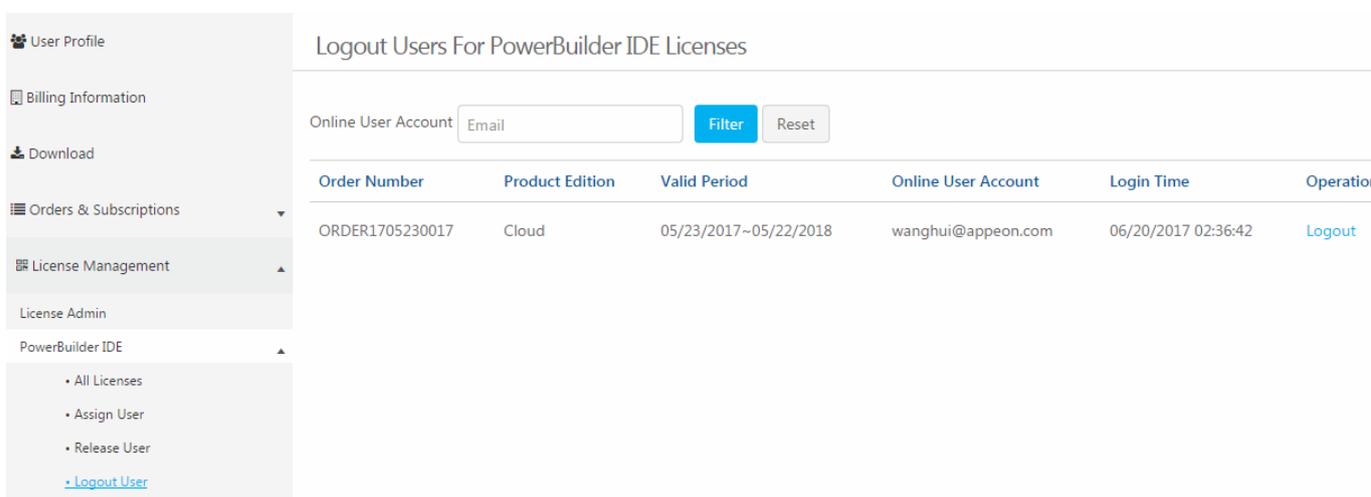
## 2.5 Logging out users

Logging out a user remotely on the Appeon Website is only effective to online licenses.

Remote logout is needed when a user is unable to log out from the machine (say when the machine is down, or PowerBuilder is uninstalled without logout) and needs to log into another PowerBuilder with the same account.

Logging out users means logging out the user from PowerBuilder, so that the user account can log into another PowerBuilder IDE. Logging out will not release the license. The license is still assigned to that user account after logout.

1. Select **Logout User** on the left panel.



The screenshot shows the 'License Management' section of the Appeon Website. The left sidebar contains a menu with 'Logout User' highlighted. The main content area is titled 'Logout Users For PowerBuilder IDE Licenses' and features a search filter for 'Online User Account' with a 'Filter' button. Below the filter is a table with the following data:

Order Number	Product Edition	Valid Period	Online User Account	Login Time	Operation
ORDER1705230017	Cloud	05/23/2017~05/22/2018	wanghui@appeon.com	06/20/2017 02:36:42	<a href="#">Logout</a>

2. (Optional) You can also enter the user account to filter the licenses.
3. Click **Logout** and that user account will be logged out from the product.

## 2.6 Offline license management

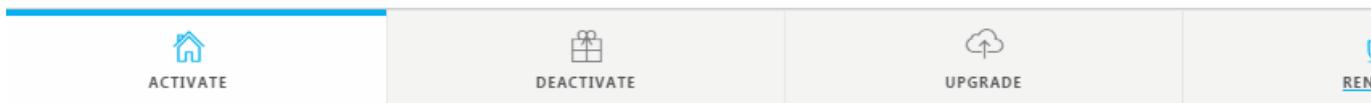
Offline license management is where you generate the response string for activating, deactivating, upgrading, and renewing offline licenses.

Offline license for each Appeon product is managed separately under each product. However they are all managed in a similar way. In this help, we will take PowerBuilder IDE as an example to illustrate the offline license management on [the Appeon Website](#).

### 2.6.1 Generating response string for offline activation

1. On the **Offline License Management** page, click **ACTIVATE**.

## Offline License Management



Please paste in the following box the client request that you generated and copied out from your Appeon software product, and then click Submit to get the server response.

Please paste the request string here.

Submit

2. Paste the client request from PowerBuilder and click **Submit** to generate the response string.

See [Section 3.2.1, “Activating with an offline license”](#) for the complete process for how to generate the client request and the response string, and how to activate PowerBuilder with the response string.

### 2.6.2 Generating response string for offline deactivation

1. On the **Offline License Management** page, click **DEACTIVATE**.

## Offline License Management



Please paste in the following box the client request that you generated and copied out from your Appeon software product, and then click **Submit** to release your offline license from the server.

Please paste the request string here.

**Submit**

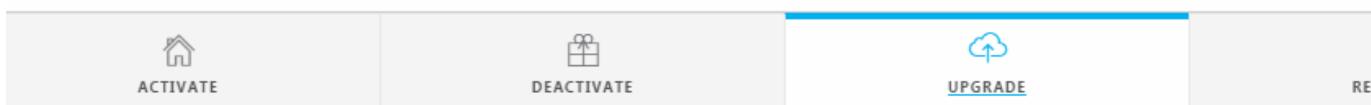
2. Paste the client request from PowerBuilder and click **Submit** to generate the response string.

See [Section 3.2.6, “De-activating an offline license”](#) for the complete process for how to generate the client request and the response string, and how to deactivate PowerBuilder with the response string.

### 2.6.3 Generating response string for offline upgrade

1. On the **Offline License Management** page, click **UPGRADE**.

## Offline License Management



Please paste in the following box the client request that you generated and copied out from your Appeon software product, and then click **Submit** to get the server response.

Please paste the request string here.

**Submit**

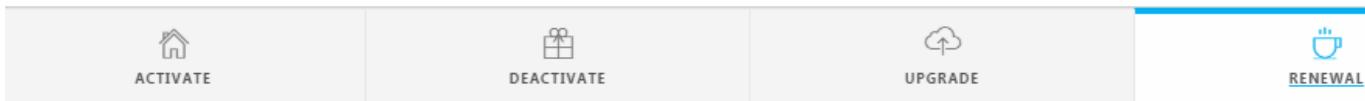
2. Paste the client request from PowerBuilder and click **Submit** to generate the response string.

See [Section 3.2.5, “Upgrading an offline license”](#) for the complete process for how to generate the client request and the response string, and how to upgrade PowerBuilder with the response string.

### 2.6.4 Generating response string for offline renewal

1. On the **Offline License Management** page, click **RENEWAL**.

## Offline License Management



Please paste in the following box the client request that you generated and copied out from your Appeon software product, and then click Submit to get the server response.

Please paste the request string here.

Submit

2. Paste the client request from PowerBuilder and click **Submit** to generate the response string.

See [Section 3.2.4, “Renewing an offline license”](#) for the complete process for how to generate the client request and the response string, and how to renew PowerBuilder with the response string.

## 3 Activating PowerBuilder

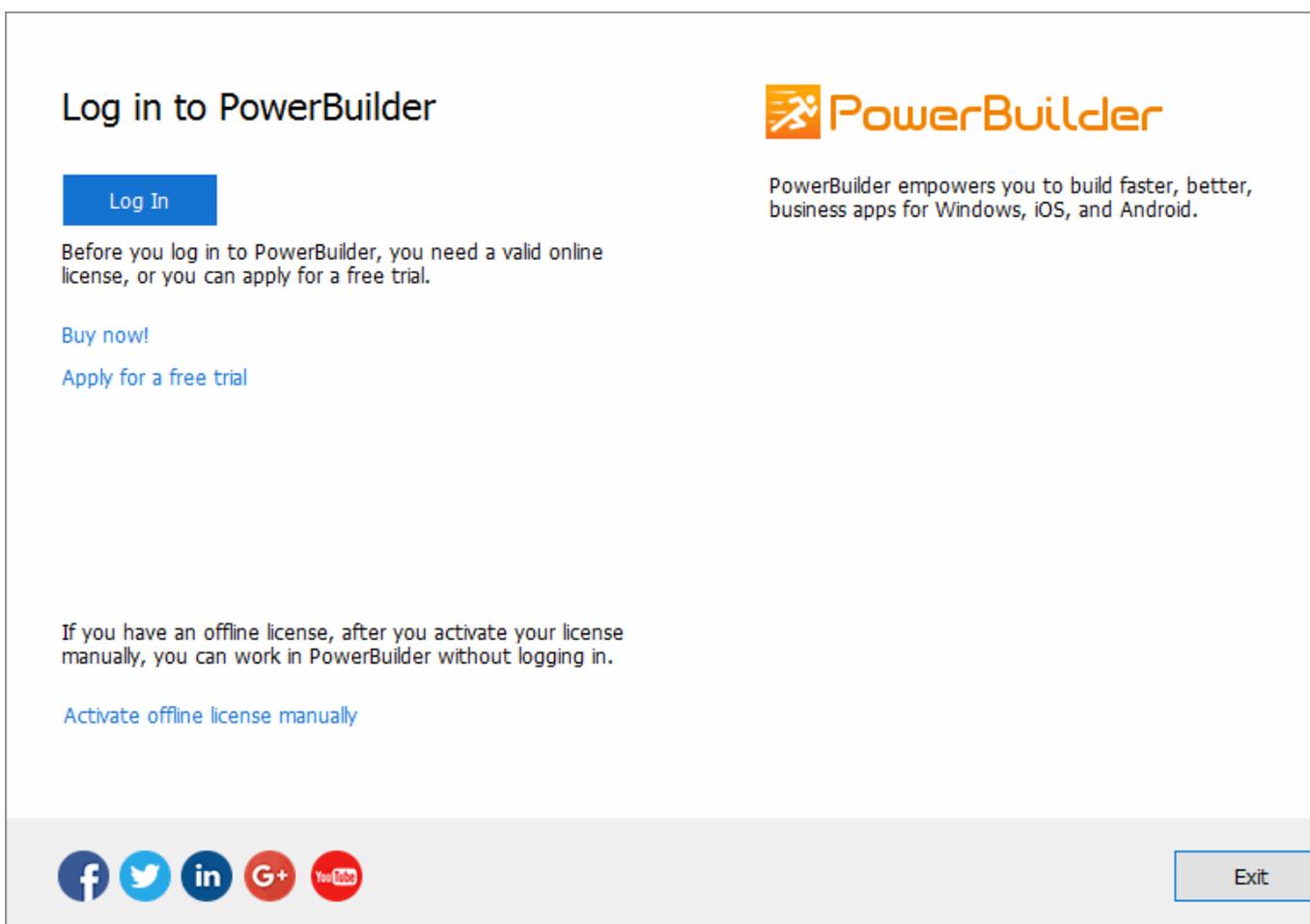
### 3.1 Online Login

Online Login requires the user to input a user account which is assigned with an online license by the license administrator. And Internet access is required, because the online license will be activated by the Appeon license server during the login process.

#### 3.1.1 Logging in with an online license

To log in to PowerBuilder using an account assigned with an online license, follow these steps:

1. Launch Appeon PowerBuilder 2017 R2 and the login window appears.



Before logging in, make sure your user account is assigned with an online license. For information on assigning users, see [Section 2.3, “Assigning users”](#). If you do not have even purchased the produce from Appeon, you can either click **Buy now!** to buy one or click **Apply for a free trial** to try the product for free for 30 days.

2. Click **Log In** and then enter the email address and the password for your user account.

See the following table for the descriptions for each item on this login window.

Item	Description
Email Address	The email address for the user account. Make sure the account is created and assigned with an online license on <a href="#">the Appeon Website</a> .
Password	The password for the user account.
Register an account	If you do not have an account, you can click this button to register one on <a href="#">the Appeon Website</a> and then assign an online license to the account.

Reset password	If you forget your password please click this button to reset your password.
Terms of Use	You may click <b>Terms of Use</b> to view the terms of use.
Privacy Statement	You may also click <b>Privacy Statement</b> to view the privacy statements.

3. Click **Log In** and it goes back to PowerBuilder after you logged in successfully.

Make sure the current machine can connect to Internet, as your account will be validated and the binding license will be activated by the Appeon license server immediately. Once activation is successful, you will be logged in to PowerBuilder IDE.

### 3.1.2 Checking the online license information

After you logged in (which means the license is activated successfully), click the account on the right top of PowerBuilder and then click **Account Management** in the popup menu, and you will see the license information.

## User Account

wanghui  
wanghui@appeon.com

[Manage user profile](#)

[Sign out](#)

## Refresh License

After you renew your subscription or change your license data on the Appeon Website, please refresh your machine's current license to ensure proper usage of PowerBuilder.

[Refresh license](#)



Product version: Appeon PowerBuilder 2017 build 1658  
Product edition: Cloud  
License version: Paid  
License Type: Online (served) license  
Last time logged in: 2017-6-20 14:36:42  
Expiration date: 2018-5-23  
License expires in **337** days.

The Universal edition of PowerBuilder contains the full features available in PowerBuilder and enables mobile application deployments. You can [try the Universal edition free for 30 days](#) or [buy the Universal edition now](#).

If you have already applied for the trial version on the website, you can switch to the trial version of the Universal edition now.

[Switch to trial of Universal edition](#)







Close

### 3.1.3 Refreshing the license

When the online license is renewed or upgraded, you can click **Refresh license** in the license information window to update the license.

### 3.1.4 Logging out

In the license information window, click **Sign out** to log off from PowerBuilder.

The login window pops up immediately after you signed out.

Signing out does not need to reassign the license to user. The user account can still be used to log into the PowerBuilder IDE (same or different one) again.

If you are unable to click **Sign out** to log off from PowerBuilder, you can use the remote logout on the Appeon Website (see [Section 2.5, “Logging out users”](#) for more).

### 3.1.5 Trying a free trial

In the license information window, you can click the **Switch to trial of the Universal edition** to start the trial for 30 days. This is only available when your PowerBuilder is standard edition or cloud edition. You can switch it back to your paid version anytime afterwards.

Follow [Trial License Activation Guide](#) to request and activate the trial license. The process is different.

## 3.2 Offline Activation

### 3.2.1 Activating with an offline license

To activate an offline license, follow these steps:

1. Click **Activate offline license manually** in the login window.
2. Enter the email address and the password for your user account.

You are activating PowerBuilder with an offline (standalone) license. Before proceeding, please confirm the license administrator has assigned a valid PowerBuilder subscription to your username.

Email Address

Password

Activation without Internet connection

Activation with Internet connection

**Follow the steps below to activate your license.**

- **In this window**
  1. Click Generate Client Request to create the activation request.
  2. Click Copy Client Request to copy the request to clipboard.
- **On a computer with Internet access**
  3. Prepare the client request (from step 2) in clipboard.
  4. Open the URL: <https://www.appeon.com/license/get/activation-code?type=activation>
  5. Follow the instructions on the webpage to get the server response.
- **Back to this window**
  6. Prepare the server response (from step 5) in clipboard, and click Paste Server Response to paste it here.
  7. Click the Activate button.

Client Request:

Generate Client Request

Copy Client Request

Server Response:

Paste Server Response

Activate

Cancel

3. Select to activate the license with or without Internet connection.

- If you select **Activation with Internet connection**, make sure your machine is connected to Internet and then click **Activate**. It goes back the PowerBuilder IDE when it is activated.
- If you select **Activation without Internet connection**, do the following:
  - a. Click **Generate Client Request** and the request string will be generated.
  - b. Click **Copy Client Request**.
  - c. Access the [Activation page](#) on the Appeon Website from a computer that has Internet access.

- d. In the **License Activation** text box that appears paste the copied client request, and then click **Submit**.

Please paste in the following box the client request that you generated and copied out from your Appeon software product, and then click Submit to get the server response.

Please paste the request string here.

Submit

- e. After it is activated successfully, click **Copy** to copy the response string.



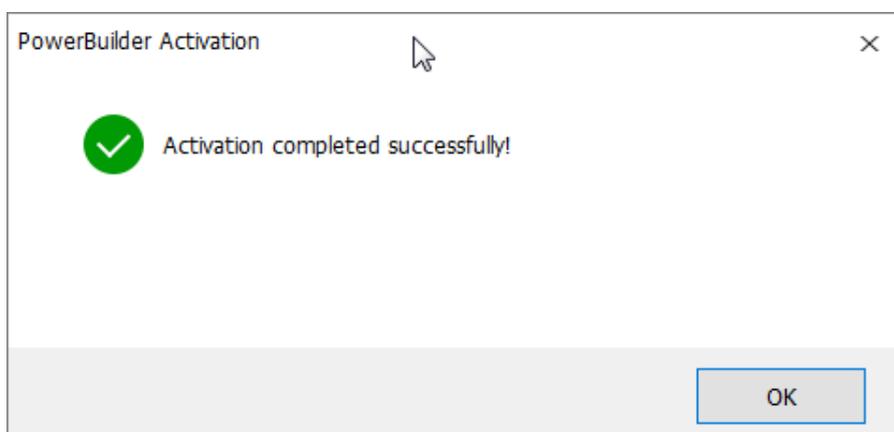
Server response generated successfully!

Please click the Copy button below or highlight the server response string below and paste the string into the activation screen of your Appeon software product to activate your license.

```
eyJNc2dIZWFkZXIiOnsiUmVxSWQqOiIiI5QTYxRTg3OS1FRUFCLTQwMmYtODgwMCI1GMTA2M0IwOTE5NzUiLCJQc  
m90b2NvbFZlci6IIYxLjAuMCIiIIRpbWVzdGFtcCI6MTQ5ODAzMTk1MSwiU2lnbmF0dXJlIjoioTY3ODRCMTI4MDIx  
QUNCNDQ0MDQ2RTNBOUE4RjFCOTcifSwiTXNnQm9keSI6IllocHBnSG9UZk8wNzRaM2tCNTNIV01RVytiZTMrYX  
NYMkcwc3kxcU54RHFclzFNTFhKNEppc1RsN2grUm9tdiZJRVI1cFdacGICN3IGM2dxOEZLbUJPTHdHQzdGQmQx  
alYxQkxOYUFTK3YzUFNLanBnS3oyYjJFKzdUSTZ4UEI2VzRTb3JPbGtqNjEycyck1UQ3ZkUm1EeVwvaFMrR21aakw1W  
UFmVjU4R0VLSFhXYUgrVjZXTmk5cEIEWWINUkd3aHFOQWNkcHJxaWI2cnlFNzdrbXBjTU8xTURhb1wwMmhFSD  
NsNDQzUnI5RGQRck9TSG9cLzISVWp0NEY0Nno4dEJ6MkRTREh1VjZGTndiNDZPTFwvM2pROHJqS3R4M1YzU25  
abm5OSWo0UERFeTI5SEJadEZiZzFIOWpIY0NSY2tFWENPU2VNWVG4yRUZuQzdcL2JYWGRzUWZ5S2JFRzdRZzITb  
UZ6RGIOVXdkSVNVOEJ4OVwvT1hzbVNqUXVxejNtYnZudmY1a0hqYUgwMXhyVURCMFJmc1ZMUIV3VFFiSytiM  
ER2VzRvM29nOVRiZ0pubHptcFBqdGMwUUdHRDJRWnZiYUQ1cXhOU2NucjBjRW9zT0xpM1JxN1BOXC81UzFFdj
```

Copy

- f. Go back to the PowerBuilder login window on your own computer, click **Paste Server Response** to paste the response string, and then click **Activate**.
- g. Click **OK** when the activation completes and PowerBuilder is activated.



Once the offline license is activated successfully, you will be logged in to the PowerBuilder IDE.

- h. Back up the offline license (see [Section 3.2.2, “Backing up the offline license \(IMPORTANT\)”](#)) immediately after it is activated.

### 3.2.2 Backing up the offline license (IMPORTANT)

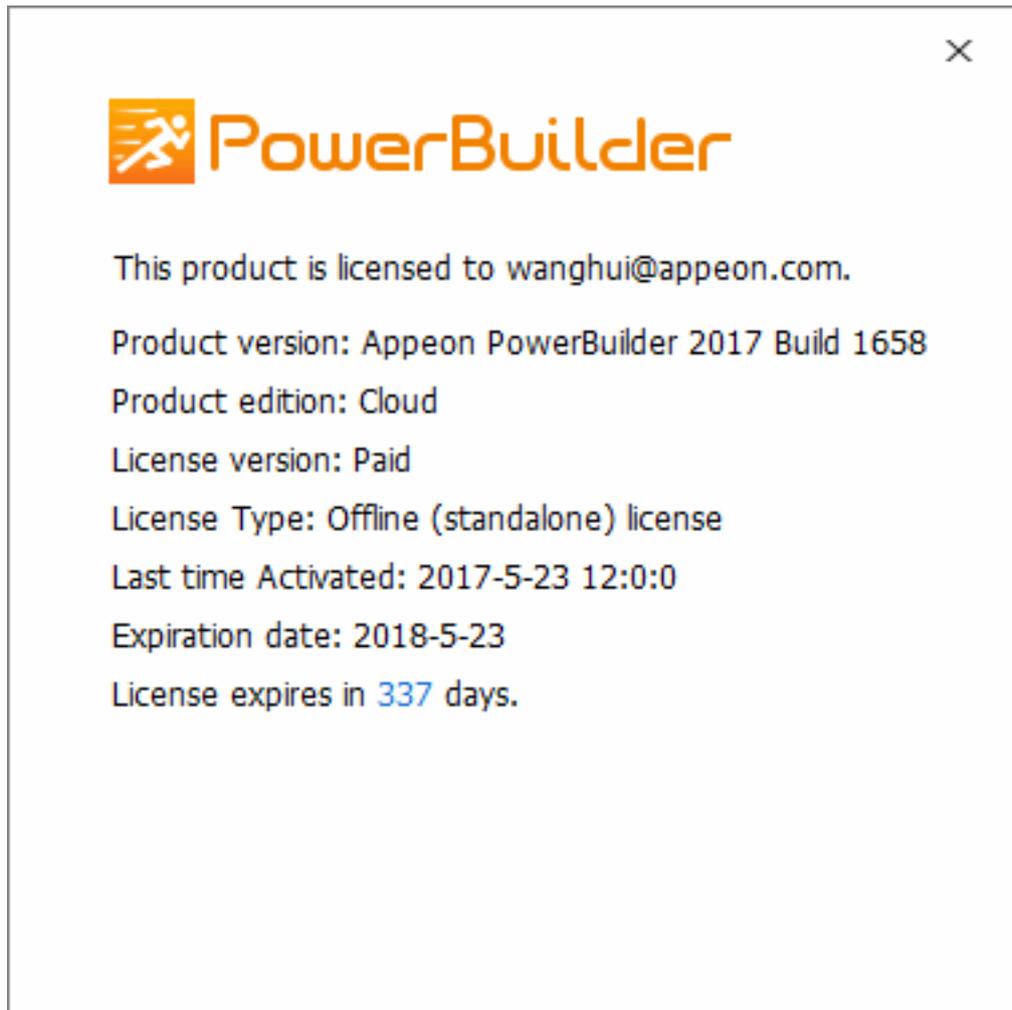
Unlike the online license which can be released on the Appeon website under any circumstances (see [Section 2.5, “Logging out users”](#)), the offline license can ONLY be released after it is properly deactivated following the deactivation procedure (in [Section 3.2.6, “De-activating an offline license”](#)). As such, it is CRITICAL to make a backup of the machine for disaster recover purposes immediately after the offline license is activated. Without such backup, in the event of a disaster, for example hardware failure or machine theft, you will NOT be able to recover your license for the duration of your subscription.

To back up your offline license, Appeon recommends creating an image of all hard drives on the machine (after your offline license has been successfully activated). It is not possible to selectively back up the license file or just the Appeon software itself. The backup should be stored in a safe location such that the system can be restored to its original state if necessary.

In the event of a disaster, first restore your computer to its original state using the backup you previously created. If you wish to release your offline license then simply follow the normal deactivation procedure (in [Section 3.2.6, “De-activating an offline license”](#)).

### 3.2.3 Checking the offline license information

Check the offline license information from **Help > Offline License Management > License Info** in PowerBuilder.



### 3.2.4 Renewing an offline license

After you have renewed your PowerBuilder subscription, you need to renew your offline license in PowerBuilder IDE.

1. In PowerBuilder, select **Help** > **Offline License Management** > **Renew**.

Your current license will expire in 333 days. We highly recommend you extend your license before expiration. Before you proceed to renew your license please make sure your license administrator has renewed your subscription for an additional term.

User name: wanghui@appeon.com  
 Current license: Appeon PowerBuilder 2017 Universal Edition

Renewal without Internet connection       Renewal with Internet connection

**Follow the steps below to renew your license.**

- **In this window**
  1. Click Generate Client Request to create the renewal request.
  2. Click Copy Client Request to copy the request to clipboard.
- **On a computer with Internet access**
  3. Prepare the client request (from step 2) in clipboard.
  4. Open the URL:  
<https://www.appeon.com/license/get/activation-code?type=renewal>
  5. Follow the instructions on the webpage to get the server response.
- **Back to this window**
  6. Prepare the server response (from step 5) in clipboard, and click Paste Server Response to paste it here.
  7. Click the Renew button.

Client Request:

Generate Client Request

Copy Client Request

Server Response:

Paste Server Response

Renew      Cancel

2. Select to renew the offline license with or without Internet connection.

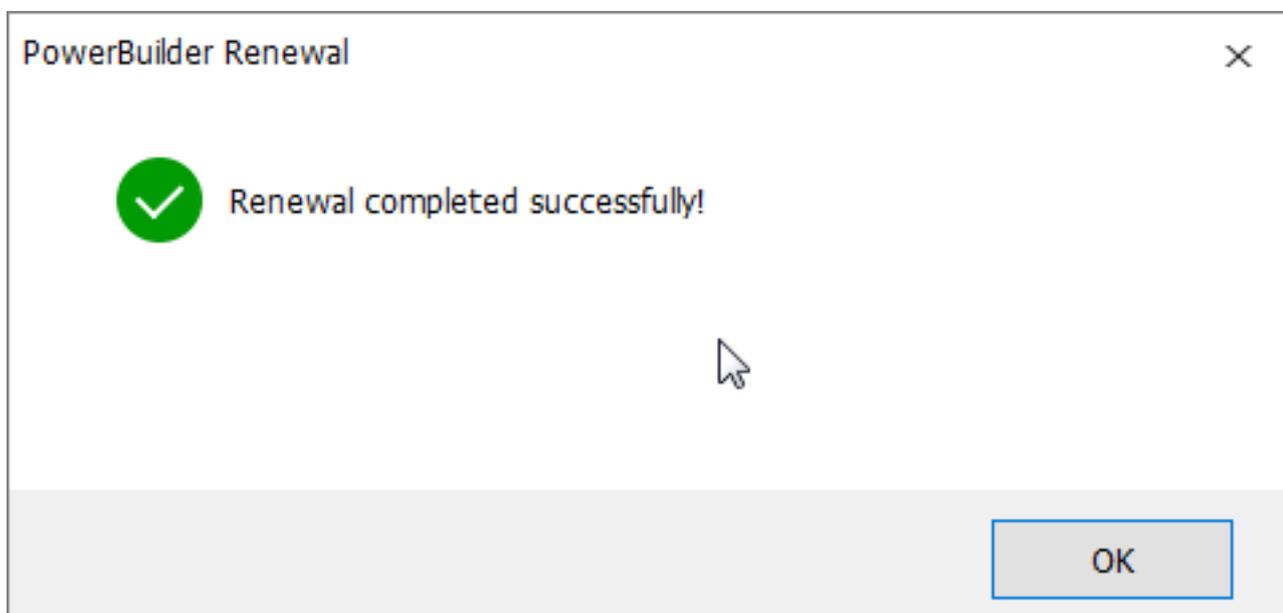
- If you select **Renewal with Internet connection**, make sure your current machine can access Internet, and the offline license will be renewed by the Appeon license server immediately after you click **Renew**.
- If you select **Renewal without Internet connection**, do the following:
  - a. Click **Generate Client Request** and a request string will be generated.
  - b. Click **Copy Client Request**.
  - c. Access the [Renew page](#) on the Appeon Website on a computer that has Internet access.
  - d. In the **License Renewal** text box that appears, paste the request string, and then click **Submit**.

Please paste in the following box the client request that you generated and copied out from your Appeon software product, and then click Submit to get the server response.

Please paste the request string here.

Submit

- e. After it is renewed successfully, click **Copy** to copy the response string.
- f. Go back to PowerBuilder on your own computer, click **Paste Server Response** to paste the response string, and then click **Renew**.
- g. Click **OK** when the renewal completes and PowerBuilder is renewed accordingly.



- h. Back up the offline license (see [Section 3.2.2, "Backing up the offline license \(IMPORTANT\)"](#)) immediately after it is renewed.

**Note:** The renewed offline license will take effect the day after your last license expires.

### 3.2.5 Upgrading an offline license

You can upgrade a license from a lower edition to a higher edition, for example, from a standard edition to a cloud edition, or from a cloud edition to a universal edition.

To upgrade an offline license in PowerBuilder IDE, follow these steps:

1. In PowerBuilder, select **Help > Offline License Management > Upgrade**.

If your license administrator has upgraded your subscription to a higher edition with increased functionality, please upgrade your license as outlined below. Your upgrade will take effect on this machine as soon as you successfully complete the process.

User name: wanghui@appeon.com  
 Current license: Appeon PowerBuilder 2017 Cloud Edition

Upgrade without Internet connection       Upgrade with Internet connection

**Follow the steps below to upgrade your license.**

- **In this window**
  1. Click Generate Client Request to create the upgrade request.
  2. Click Copy Client Request to copy the request to clipboard.
- **On a computer with Internet access**
  3. Prepare the client request (from step 2) in clipboard.
  4. Open the URL:  
<https://www.appeon.com/license/get/activation-code?type=upgrade>
  5. Follow the instructions on the webpage to get the server response.
- **Back to this window**
  6. Prepare the server response (from step 5) in clipboard, and click Paste Server Response to paste it here.
  7. Click the Upgrade button.

Client Request:

Generate Client Request

Copy Client Request

Server Response:

Paste Server Response

Upgrade      Cancel

2. Select to upgrade the offline license with or without Internet connection.

- If you select **Upgrade with Internet connection**, make sure your current machine can access Internet, and the offline license will be upgraded by the Appeon license server immediately after you click **Upgrade**.
- If you select **Upgrade without Internet connection**, do the following:
  - a. Click **Generate Client Request** to generate a request string.
  - b. Click **Copy Client Request** to copy the request string.

- c. Access the [Upgrade page](#) on the Appeon Website on a computer that has Internet access.
- d. In the **License Upgrade** text box that appears, paste the request string, and then click **Submit**.

Please paste in the following box the client request that you generated and copied out from your Appeon software product, and then click Submit to get the server response.

Please paste the request string here.

- e. After it is upgraded successfully, click **Copy** to copy the response string.
- f. Go back to PowerBuilder on your own computer, click **Paste Server Response** to paste the response string, and then click **Upgrade**.
- g. Click **OK** when the upgrade completes and PowerBuilder is upgraded.
- h. Back up the offline license (see [Section 3.2.2, “Backing up the offline license \(IMPORTANT\)”](#)) immediately after it is upgraded.

You can check the updated license information from **Help > Offline License Management > License Info**.

### 3.2.6 De-activating an offline license

Once you log in to PowerBuilder successfully, which also means the offline license is activated successfully, you should stay login unless you absolutely need to de-activate the license, for example, to move PowerBuilder to a different machine.

To de-activate an offline license, follow these steps:

1. In PowerBuilder, select **Help > Offline License Management > Deactivate** and the deactivation window appears.

You must deactivate your current license to transfer your PowerBuilder subscription to a different machine or user.

User name: wanghui@appeon.com

Current license: Appeon PowerBuilder 2017 Universal Edition

Deactivation without Internet connection       Deactivation with Internet connection

**Follow the steps below to deactivate your license.**

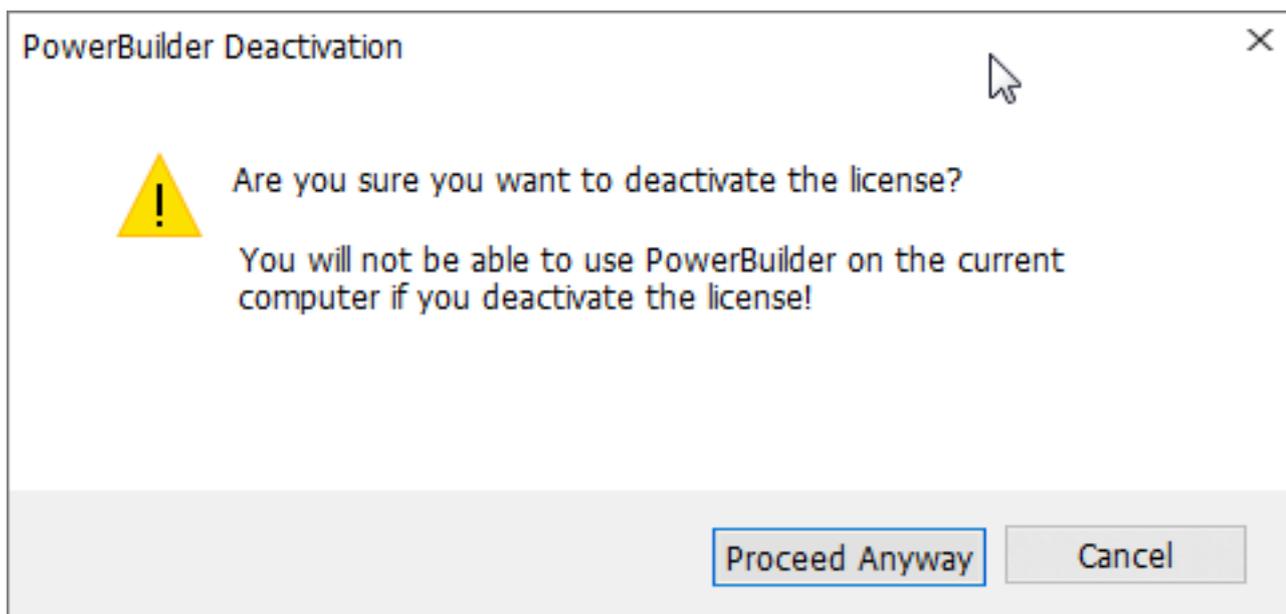
- **In this window**
  1. Select a directory where you want to save the deactivation request. The directory will be created if it does not already exist.
  2. Click the Deactivate / Copy Deactivation Request button, and confirm the deactivation.

**IMPORTANT: You will no longer be able to use PowerBuilder when you click the button (from step 2). However, to release your offline license from this machine you must submit the deactivation request to the license server.**

- **On a computer with Internet access**
  3. Prepare the deactivation request (from step 2) in clipboard.
  4. Open the URL:  
<https://www.appeon.com/license/get/activation-code?type=deactivation>
  5. Follow the instructions on the webpage to release the offline license from the license server.

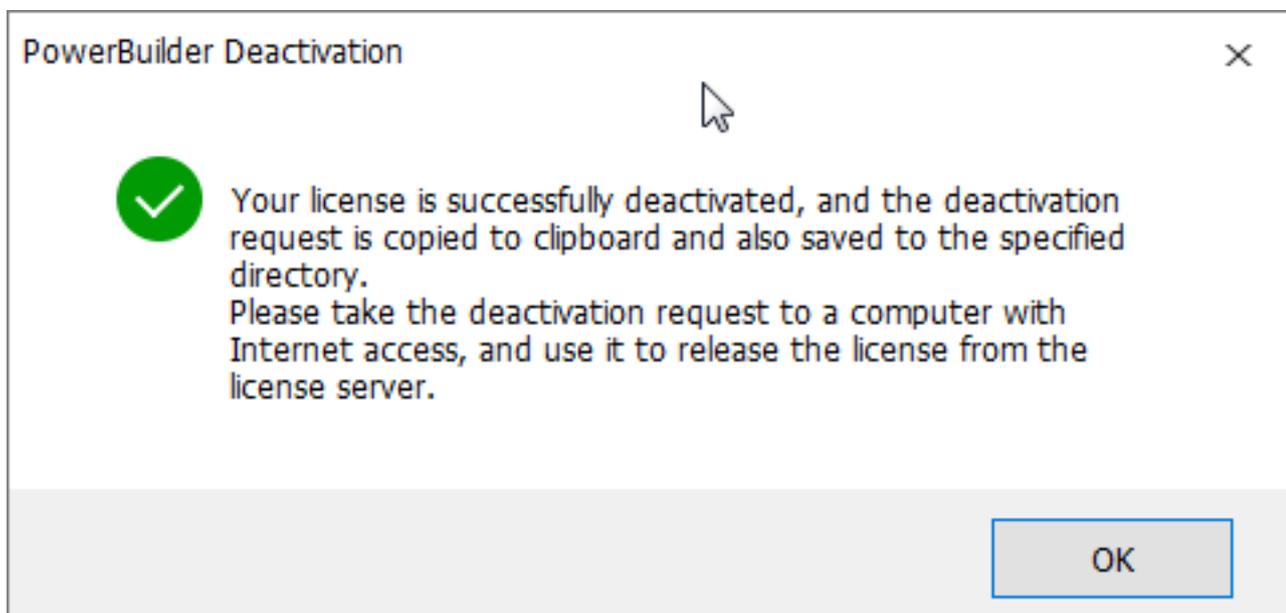
Save deactivation request to directory:

2. Depending on whether the machine has Internet connection, select to deactivate the license with or without Internet connection.
  - If you select **Deactivation with Internet connection**, make sure your current machine can access Internet, and the offline license will be deactivated by the Appeon license server immediately after you click **Deactivate** and confirm the deactivation in the dialog box.
  - If you select **Deactivation without Internet connection**, do the following:
    - a. Click **Deactivate / Copy Deactivation Request**.
    - b. Click **Proceed Anyway**.



- c. Click **OK** and then click **Close** to close the window. Although the offline license is deactivated from PowerBuilder, you should not stop here, because you should also deactivate the license from the Appeon license server so that the license is available for the subsequent use.

The string is by default saved to the Users\



- d. Access the [Deactivation page](#) on the Appeon Website on a computer that has Internet connection.

Please paste in the following box the client request that you generated and copied out from your Appeon software product, and then click Submit to release your offline license from the server.

Please paste the request string here.

Submit

- e. Paste the deactivation request string in the **License Deactivation** text box and click **Submit**. And you will be prompted when it is successfully deactivated.

### 3.3 Switching user accounts

One license can only be assigned to one user account and one user account can only be assigned with one license at a given period. And online licenses have higher priorities over offline licenses. Based on these facts, please understand that:

1. The user can log into (activate) the product with an online license when it is already activated with an offline license, and the online license will take effect and the offline license will be temporarily disabled (not deactivated). When the online license is logged out (de-activated) or gets expired, the offline license will take effect again.
2. However, the user cannot activate the product with an offline license if he/she has already logged into (activated) the product with an online license.

### 3.4 Uninstalling PowerBuilder

It is recommended that you log out PowerBuilder before uninstalling it. If not, you will be prompted to do so when uninstall begins.

- **Online license** – If you are logged in with an online license, when you uninstall PowerBuilder, there will be two situations depending on the Internet access:
  1. If the machine is connected with Internet, you will be logged out automatically and then uninstallation begins;
  2. If the machine is not connected with Internet, you will be prompted to ask your license admin to log out later on the Appeon Website (see [Section 2.5, “Logging out users”](#)) and then uninstallation continues after you confirm the prompt.

- **Offline license** – Deactivation is required. If PowerBuilder is activated with an offline license, when you uninstall it, it will display the deactivation window and ask for deactivation before you uninstall PowerBuilder.
- **Online and offline licenses co-existing** – If PowerBuilder is activated with an offline license at the same time you logged into PowerBuilder with an online license, when you uninstall PowerBuilder, it will first try to log out the online license and then handle the deactivation of the offline license.

You may see the following table for an easy understanding.

License	Status	Internet Access	Action
Online License	Logged out		Uninstalls PowerBuilder directly.
	Logged in	Yes	Logs out and then uninstalls PowerBuilder.
		No	Pops up a message telling you to ask the license administrator to log out the license on the Appeon Website later and then continues the uninstallation.
Offline license	Deactivated		Uninstalls PowerBuilder directly.
	Activated		Pops up the deactivation window and asks for deactivation.

## 4 Activating PowerServer Mobile (PB Edition)

Like PowerBuilder, PowerServer Mobile (PB Edition) can be activated with an online license or an offline license, in the same process. And a user account should be assigned with the license on [the Apeon Website](#) before it can activate PowerServer Mobile.

However, unlike PowerBuilder, PowerServer Mobile (PB Edition) is activated in AEM (as shown below).

The screenshot shows the AEM console interface. The left sidebar contains a navigation tree with the following items: Welcome, Server (expanded), Sessions, Logging, Resources, License Management (selected), Online License, Offline License Activation, Offline License Renewal, Server Security, Application, and Configuration Summary. The main content area is titled 'Welcome > Server > License Management' and contains a 'License Management' section with the following text: 'Contains online license management and offline license management. Note that online license has higher priority over offline license and only one license applies at a given time. This means: (1) You cannot activate an offline license if you have already logged on PowerServer with an online license; (2) If you log on to PowerServer with an online license and the server is already activated with offline license, the online license will take effect and the offline license will be temporarily disabled (not deactivated).' Below this text is a table with three rows: 'Online License' (Logs on PowerServer with an account that has a valid online license.), 'Offline License Activation' (Activates PowerServer with an offline license.), and 'Offline License Renewal' (After you renew your online license on the website, update the license information on PowerServer. We recommend you extend your license before expiration.).

### 4.1 Internet connection (required for proxy server)

You need to go through the following configuration only if the machine where PowerServer Mobile is installed connects with Internet **via a proxy server**, and you plan to activate PowerServer Mobile using an online license or using an offline license in the "activation with Internet connection" way. If no proxy server is used for Internet connections, or if you plan to activate an offline license in the "activation without Internet connection" way, then leave "No proxy" selected by default on the Internet Connection page.

To configure the proxy server settings, follow these steps:

1. On the **License Management** page, select **Internet Connection**.
2. In the **Internet Connection** section, select "Use a proxy server to connect to Internet".
3. Input the IP address, port number, user name, and password of the proxy server. Leave user name and password empty if no authentication is required.
4. Click **Save** to apply the settings.

The screenshot shows the 'Internet Connection' configuration page. The page title is 'Welcome > Server > License Management > Internet Connection'. The main content area has a section titled 'Internet Connection' with the following text: 'Internet connection is required if you plan to perform online license activation, or offline license activation with the option "Activation with Internet connection" enabled. You can select either a direct connection to the Internet (no proxy) or select to use a proxy server for Internet connections.' Below this text are two radio button options: 'No proxy' and 'Use a proxy server to connect to Internet'. The 'Use a proxy server' option is selected. Below the radio buttons are input fields for 'Proxy IP:', 'Port: 80', 'User name:', and 'Password:'. A 'Save' button is at the bottom.

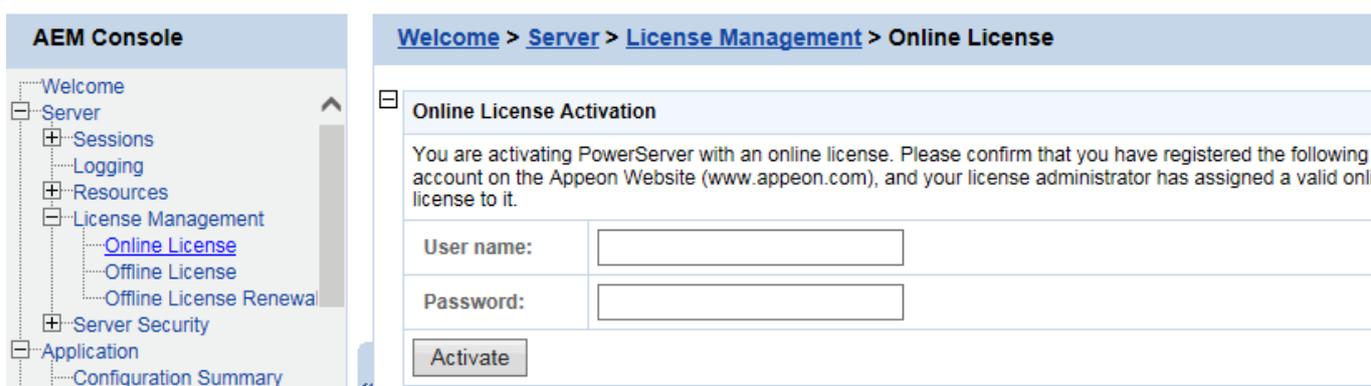
## 4.2 Online License Activation

Online License Activation requires the user to input a user account which is assigned with an online license by the license administrator. And Internet access is required, because the online license will be activated by the Appeon license server.

### 4.2.1 Activating with an online license

To activate with an online license, follow these steps:

1. On the **License Management** page, select **Online License** and the **Online License Activation** page appears.



2. Enter the email address and the password for your user account.
3. Click **Activate**.

Make sure the current machine can connect to Internet, as your account will be validated and the binding license will be activated by the Appeon license server immediately. Once activation is successful, the corresponding license information will be displayed.

[Welcome](#) > [Server](#) > [License Management](#) > [Online License](#) > **License Information**



### 4.2.2 Deactivating an online license

Once the online license is activated successfully, you should not de-activate it unless you absolutely need to, for example, to move PowerServer to a different machine.

To de-activate an online license, follow these steps:

1. On the online **License Information** page, click the **Deactivate** link.

[Welcome](#) > [Server](#) > [License Management](#) > [Online License](#) > **License Information**

☐ **Online License**

**License Information**

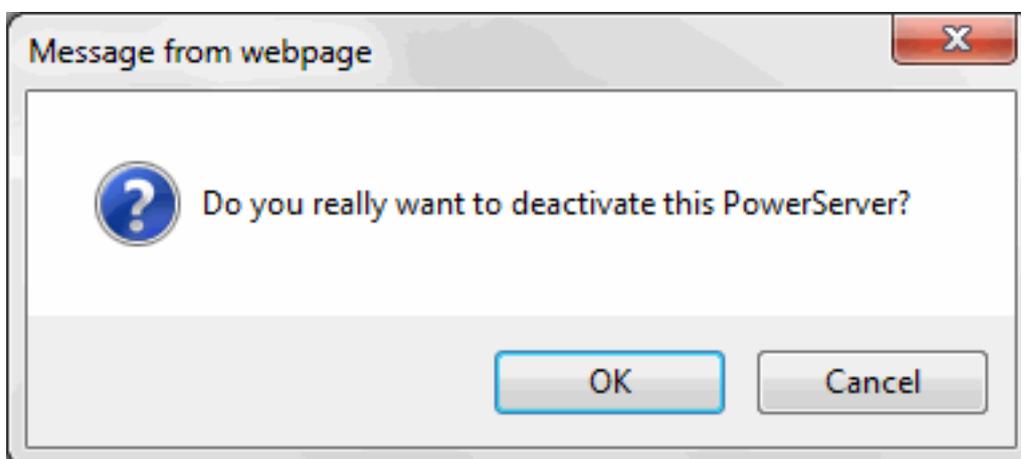
User name:	wanghui@appeon.com
License type:	Online (Served) License
Product edition:	Developer
License expiration date:	05/23/2018
Days remaining:	337
License version:	Paid

[Deactivate](#)

Do not deactivate your license unless you are transferring your PowerServer to a different machine or need to modify the credentials used to activate this instance. **When you deactivate your license, this instance of PowerServer will cease to function.**

[Yes, I'm sure I want to deactivate.](#)

2. Read the notes and click the **Yes, I'm sure I want to deactivate** link.
3. Click **OK** to confirm the deactivation.



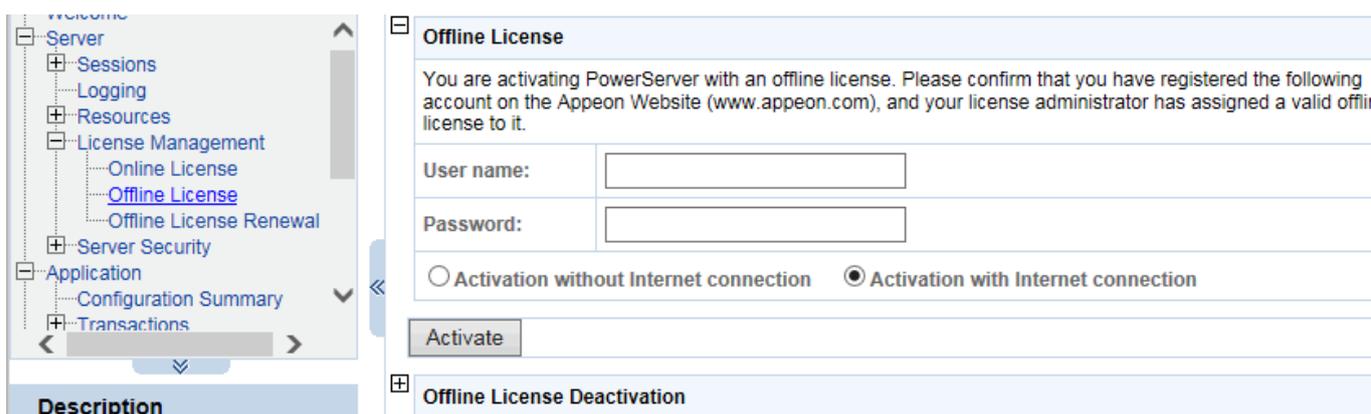
Please note that this will not release the license. The license is still assigned to that user account.

## 4.3 Offline License Activation

### 4.3.1 Activating with an offline license

To activate with an offline license, follow these steps:

1. On the **License Management** page, select **Offline License** and the **Offline License** page appears.



2. Enter the email address and the password for your user account.
3. Depending on whether the machine has Internet connection, select to activate the license with or without Internet connection.
  - If you select **Activation with Internet connection** (it is selected by default if Internet connection is detected), make sure your current machine can access Internet and then click **Activate**. The offline license information will be displayed after it is activated.

[Welcome](#) > [Server](#) > [License Management](#) > **Offline License**

Offline License	
You are activating PowerServer with an offline license. Please confirm that you have registered the following account on the Appeon Website (www.appeon.com), and your license administrator has assigned a valid offline license to it.	
User name:	wanghui@appeon.com
License type:	Offline (Standalone) License
Product edition:	Clustered
License expiration date:	05/19/2018
Days remaining:	333
<input type="radio"/> Activation without Internet connection <input checked="" type="radio"/> Activation with Internet connection	
<input type="button" value="Activate"/>	

- If you select **Activation without Internet connection**, do the following:
  - a. Click **Generate Client Request** and then click **Copy** after the client request (a text string) is generated.

[Welcome](#) > [Server](#) > [License Management](#) > [Offline License](#)

**Offline License**

You are activating PowerServer with an offline license. Please confirm that you have registered the following account on the Appeon Website ([www.appeon.com](http://www.appeon.com)), and your license administrator has assigned a valid offline license to it.

User name:

Password:

Activation without Internet connection    Activation with Internet connection

**Follow the steps below to activate your offline license:**

- 1. In this window**, click **Generate Client Request** to create the activation request.
- 2. On a computer with Internet access**, open the URL <https://www.appeon.com/license/get/activation-code?type=activation> and input the activation request (from step 1) to generate the Server Response.
- 3. Back to this window**, input the Server Response (from step 2) below and click the **Activate** button.

Client Request:

Server Response:

- b. Access the [Activation page](#) on the Appeon Website on a computer that has Internet access.
- c. In the **License Activation** text box that appears paste the client request, and then click **Submit**.

Please paste in the following box the client request that you generated and copied out from your Appeon software product, and then click Submit to get the server response.

Please paste the request string here.

Submit

- d. After it is activated successfully, click **Copy** to copy the server response (another text string).



Server response generated successfully!

Please click the Copy button below or highlight the server response string below and paste the string into the activation screen of your Appeon software product to activate your license.

```
eyJNc2dIZWFkZXIiOOnsiUmVxSWQjOiJCQUVBMTY0Qy0xNTI0LTRhOGQtOEZBMjY0zRTI0QkMyQ0E5MjIiLCJQcm90b2NvbFZlciIiYXJlYXUuMCIiIIRpbWVzdGFtcCI6MTQ5ODAxNDU0MiwiU2lnbmF0dXJlIjoiriRTcyQ0FFRUZyZnjk2Nzc5N0I2MjlfNUIJENDc5QzMzMTYifSwiTXNnQm9keSI6IkdTSUpmWUQwTTdVTIRRTWxiaWV1TmFXdW54VGxoRjFzGw3QStXejNkRk9CeXJUU1hmYnlxZUVldEcySUx0ZGdTUG90YVpKU0xJQnZPUXFDUkRLT2FPb21HN0wralAxWmlxcEVrVFpHZVlUenJzcnduUUFNmKzIDbnlockUrdEdVZEIYRIE0WWxlc3U0TDh5ZEMrcXdGd3lyMDhPb0FaNmF1aGpZZmVwTTVyR040enNqSjRyWmdCbzVqOE4wN3hxVHF5YWNuT0xPUDNaWVJSMTThyTGHdck9oMzNFb2xlekt5VDVcLzJSRnlkdmNVUDd6OFUrTWYwUGI1VHAzTHNnUnZqZzU5aFY1VDhHUGpaTlJMTUZNT3RHVTJtc25yYWhQXC9Gc21RZIRNTVhhRzZ2bVdBVXJpSWxRTzZaeE5qd1hJOWpRbjhhTk1nckxtUEU3elhtSDNqUm1wTUNxOTYybTRBRmZYMGptaWJtV1RqS1c4ZVBSXC9UcHRvNDczMmFJQWtTQVgzYUzSHFvVFZCR0NJKzFKUnJNU1V4bEMydWNsSExnK0xsN2xsOWtpOFFHRkQ2SHBlczR5Nm9Ha0Nyd3JcLzc5VjJzT3RNdWgzRUYrdldTeEJHY2xOdm8wMGJJS
```

Copy

- e. Go back to the AEM **Offline License** page on your own computer, paste the response string, and then click **Activate**. The offline license information will be displayed after it is activated.

[Welcome](#) > [Server](#) > [License Management](#) > [Offline License](#)

**Offline License**

You are activating PowerServer with an offline license. Please confirm that you have registered the following account on the Appeon Website ([www.appeon.com](http://www.appeon.com)), and your license administrator has assigned a valid offline license to it.

User name:	wanghui@appeon.com
License type:	Offline (Standalone) License
Product edition:	Clustered
License expiration date:	05/19/2018
Days remaining:	333

Activation without Internet connection     Activation with Internet connection

### 4.3.2 Deactivating an offline license

Once the offline license is activated successfully, you should not de-activate it unless you absolutely need to, for example, to move PowerServer to a different machine.

To de-activate an offline license, follow these steps:

1. On the **Offline License** page, expand the **Offline License Deactivation** section.
2. Read the notes and then click the **Yes, I'm sure I want to deactivate** link.

☐ **Offline License**

You are activating PowerServer with an offline license. Please confirm that you have registered the following account on the Appeon Website ([www.appeon.com](http://www.appeon.com)), and your license administrator has assigned a valid offline license to it.

User name:	wanghui@appeon.com
License type:	Offline (Standalone) License
Product edition:	Clustered
License expiration date:	05/19/2018
Days remaining:	333

Activation without Internet connection   
  Activation with Internet connection

Activate

---

☐ **Offline License Deactivation**

Do not deactivate your license unless you are transferring your PowerServer to a different machine or need to modify the credentials used to activate this instance. **When you deactivate your license, this instance of PowerServer will cease to function.**

Yes, I'm sure I want to deactivate.

3. Depending on whether the machine has Internet connection, select to deactivate the license with or without Internet connection.

- If you select **Deactivation with Internet connection**, make sure your current machine can access Internet, and the offline license will be deactivated by the Appeon license server immediately after you click **Deactivate** and confirm the deactivation in the dialog box.
- If you select **Activation without Internet connection**, do the following:
  - a. Click **Deactivate**.
  - b. Confirm the deactivation and the offline license will be deactivated on the local machine. However, the offline license will be truly deactivated only after you submit the deactivation request to the Appeon license server and gets it deactivated from the Appeon license server. Therefore, you should not stop here, and should continue with the rest steps.

[Welcome](#) > [Server](#) > [License Management](#) > [Offline License](#) > [Offline License Deactivation](#)

**Message**  
 Offline license deactivated successfully!

**Offline License Deactivation**

After you complete the deactivation process for this instance of PowerServer, you will be able to transfer this license to a different machine or user.

User name:	
License type:	
Product edition:	
License expiration date:	
Days remaining:	

Deactivation without Internet connection   
  Deactivation with Internet connection

**Follow the steps below to deactivate your offline license:**

**1. In this window,** click the Deactivate button and confirm the deactivation.

**IMPORTANT:** You will no longer be able to use this PowerServer when you click the Deactivate button. However, to release your offline license from this machine you must submit the deactivation request to the license server.

**2. On a computer with Internet access, open the URL**

<https://www.appeon.com/license/get/activation-code?type=deactivation>

and input the deactivation request (from step 1) to release your offline license from the license server.

Client Request:

```
ewoJk1zZ0h1YWRLciIgOiAielxuXHRcIlJlcUlkXCiGoiBcIkI2QTI2RkRGLTVERjktNDh1Ny1CRDE0
LTM5NTkzMTEzMjYwMVwiLFxuXHRcIlByb3RvY29sVmVvYXciGoiBcIlYxLjAuMFwiLFxuXHRcIlNpZ25h
dHVyZVwiIDogXCJGMDJGMzY5NTRBNTYxMUQ1RjU0MjY3OEU0OTY3RTQyMFwiLFxuXHRcIlRpbWVzdGFt
cFwiIDogMTQ5ODAxNTMyNlxfSiSgkiTXNnQm9keSIgOiAiRmwrVDNvVmxCRU5xVjZjQ04zKzJzbkxS
OWQrMX1XWE4zMjZzZzRIaWNvZmxqRTlnTXdPSWpzcVdrSk54dTlZQkhJTVJXRjJgamVsVDIrrMTFHR01t
```

- c. Click **Copy** to copy the deactivation request string.
- d. Access the [Deactivation page](#) on the Appeon Website on a computer that has Internet access.
- e. In the **License Deactivation** text box that appears paste the deactivation request string, and then click **Submit**. The offline license is deactivated successfully from the Appeon license server.



License deactivated successfully!

Now the license is ready to be activated on any computer where your Apeon software product is installed.

## 4.4 Offline License Renewal

After you have renewed your PowerServer Mobile subscription, you need to renew your offline license in PowerServer Mobile.

To renew an offline license for the current PowerServer, follow these steps:

1. On the **License Management** page, select **Offline License Renewal**.

**AEM Console**

- Welcome
- Server
  - Sessions
  - Logging
  - Resources
  - License Management
    - Online License
    - Offline License
    - Offline License Renewal
  - Server Security
- Application
  - Configuration Summary
  - Transactions
  - PB Features

**Welcome > Server > License Management > Offline License Renewal**

**Offline License Renewal**

After you have renewed your PowerServer subscription, please renew your offline license below. **If your license not renewed before expiration, this instance of PowerServer will cease to function.**

User name:	wanghui@apeon.com
License type:	Offline (Standalone) License
Product edition:	Clustered
License expiration date:	05/19/2018
Days remaining:	332

Renew without Internet connection
  Renew with Internet connection

Renew

2. In Offline License Renewal section, select whether to renew the offline license with or without Internet connection.
  - If you select **Renew with Internet connection**, make sure your machine is connect to Internet and then click **Renew**. And the license will be renewed. However the renewal license will take effect the day after your last license expires.
  - If you select **Renew without Internet connection**, do the following:
    - a. Click **Generate Client Request** to generate the renewal request string.

**Welcome > Server > License Management > Offline License Renewal**

**Offline License Renewal**

After you have renewed your PowerServer subscription, please renew your offline license below. **If your license is not renewed before expiration, this instance of PowerServer will cease to function.**

User name:	wanghui@appeon.com
License type:	Offline (Standalone) License
Product edition:	Clustered
License expiration date:	05/19/2018
Days remaining:	332

Renew without Internet connection   
 Renew with Internet connection

**Follow below steps to renew your license:**

- 1. In this window**, click Generate Client Request to create the renewal request, and then Click Copy to copy the request to clipboard.
- 2. On a computer with Internet access**, prepare the client request (from step 1) in clipboard, open the URL <https://www.appeon.com/license/get/activation-code?type=renewal> and then follow the webpage to get the server response.
- 3. Back to this window**, prepare the server response (from step 2) in clipboard, and click Paste Server Response to paste it here. After that, click the Renew button.

Client Request:

- b. Click **Copy** to copy the generated request string.
- c. Access the [Renew page](#) on the Appeon Website on a computer that has Internet access.
- d. Paste the request string in the **License Renewal** text box and then click **Submit**.
- e. After it is renewed successfully, click **Copy** to copy the response string.
- f. Go back to the AEM **Offline License Renewal** page in your PowerServer Mobile and paste the response string.
- g. Click **Renew** and it will be renewed accordingly. However the renewal license will take effect the day after your last license expires.

## 4.5 Switching user accounts

Follow the same instructions in [Section 3.3, “Switching user accounts”](#) in [Chapter 3, \*Activating PowerBuilder\*](#).

## 4.6 Uninstalling PowerServer Mobile

Follow the same instructions in [Section 3.4, “Uninstalling PowerBuilder”](#).

## 5 Activating InfoMaker

Follow the same instructions in [Chapter 3, \*Activating PowerBuilder\*](#).