

Appeon License User Guide

Appeon® PowerBuilder® 2019
FOR WINDOWS

DOCUMENT ID: DC48772-01-1900-01

LAST REVISED: June 03, 2019

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

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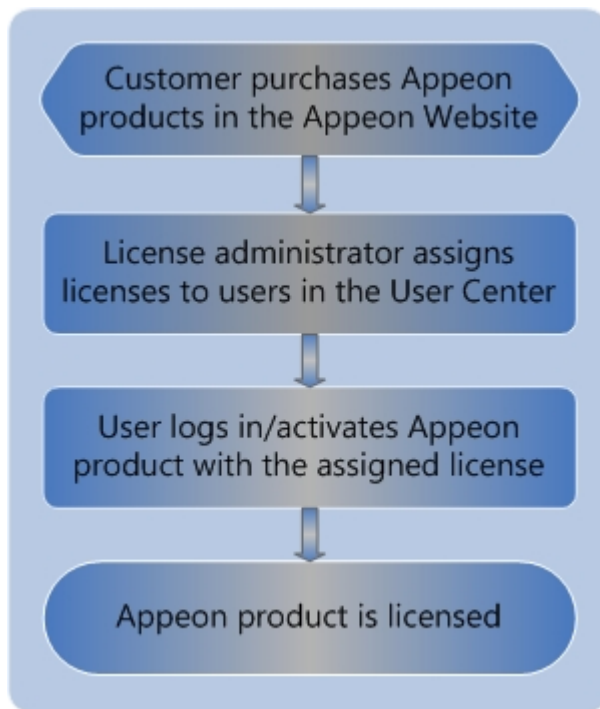
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1 License and user account

1.1 Licensing process and tutorial videos

The "Appeon product" or simply "product" mentioned in this guide refers to PowerBuilder, PowerServer (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 the administrator assigns the license to the account on the Appeon Website. Each user should have his/her own account which is assigned with a license.

The administrator can take a look at the administration tutorial video here:

3. The user activates the product with his/her own user account.

The user can take a look at the activation tutorial video here:

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.

A user's online license will be validated only when:

- The user starts the PowerBuilder IDE, or
- The user clicks the account link at the top-right corner of the PowerBuilder IDE.

If the following two conditions are both true, the license data on the user's computer will be erased, and so the user will be prompted to re-login (and then receive the "You are already logged in" error):

1. The validation occurs 5 days after the last successful login.
2. Connection to the web link <https://api.appeon.com/license/public/1.0/login> or <https://api2.appeon.com/license/public/1.0/login> from the user's computer has timed out or failed.

"You are already logged in" error

If this error occurs, 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 and api2.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).

One user account cannot log in to the trial and paid versions at the same time.

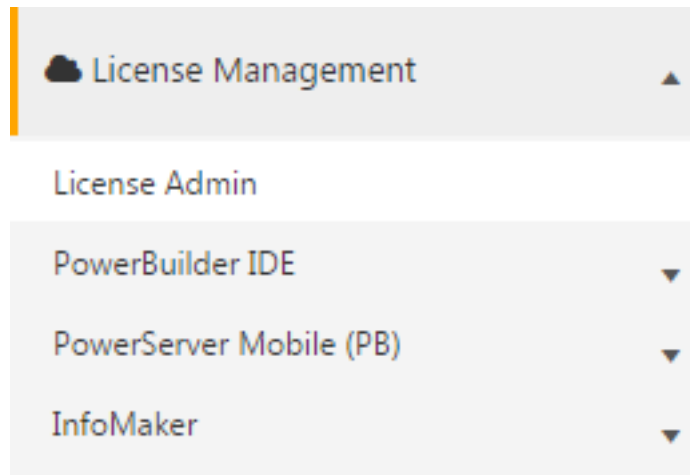
1.4 Trying out the product

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 (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 (PB)** – Assigns/releases/logs out licenses for PowerServer (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.

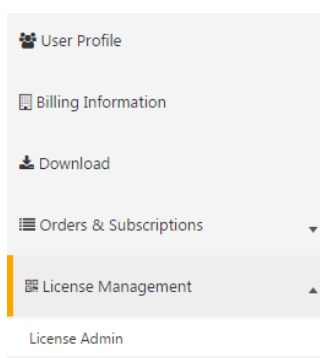
2.1.1 Viewing license administrators

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**.



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 other Administrator has to become a website registered user before he/she starts to manage the licenses.

[+ Add](#)

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

Add License Administrator

First name *	<input type="text"/>
Last name *	<input type="text"/>
Email *	<input type="text"/>
Company	<input type="text"/>
Phone *	<input type="text"/>
Address 1	<input type="text"/>
Address 2	<input type="text"/>
City	<input type="text"/>
Country *	<input type="text" value="-Select a value-"/>
Zip/Postal code *	<input type="text"/>

[Save](#) [Cancel](#)

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	Edit De

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.

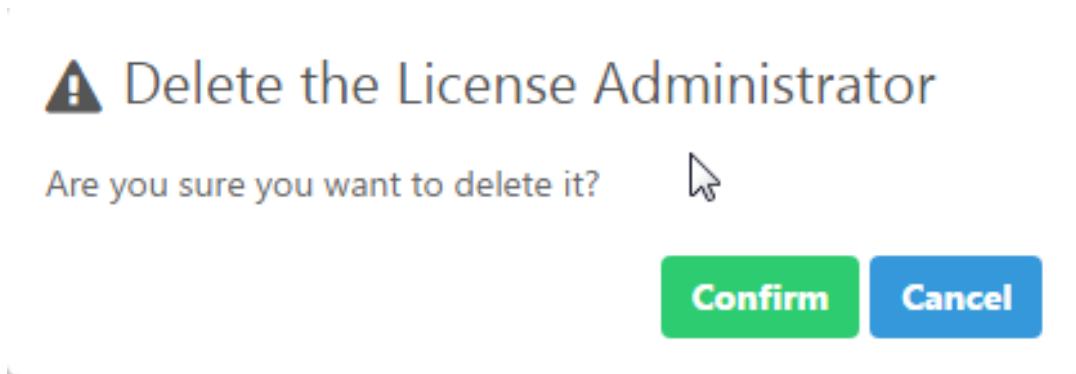
Edit License Administrator

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 Appeon 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 Appeon Website](#).

1. Under **License Management** in the **User Center**, click **PowerBuilder IDE** to expand the sub-items.
2. Select **All Licenses** and the licenses will be listed in the following groups.
 - All of the licenses that you (the order owner) have purchased under the current account will be listed in the **PURCHASE** group.
 - The licenses that you (the license administrator) have been invited to co-manage by the order owner will be listed in the **CO-MANAGEMENT** group.
 - The licenses that have been assigned to your current account will be listed in the **ASSIGNMENT** group.
 - (Available for PowerServer (PB) product only) If you have joined the enterprise account program, the PowerServer Standalone license designated to your current account will be listed in the **PROGRAM** group.

You can filter to list the licenses either by selecting from the dropdown list boxes and/or by typing the user account.

To quickly view the history licenses that have expired or been upgraded, click the link below the list.

User Profile

Billing Info

Download

Orders & Subscriptions

License Management

License Admin

PowerBuilder IDE

[All Licenses](#)

- Assign User
- Release User
- Logout User
- Offline License Management

PowerServer Mobile (PB)

InfoMaker

My Trials

PowerBuilder IDE Licenses

PURCHASE

CO-MANAGEMENT

[License Activation Instructions \(English Version/Japanese Version\)](#)
[License Administrator Video Guide](#)

License Type
Activated
User Account
Order Number

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@appeon.com

2.3 Assigning users

User accounts should be created first on [the Appeon Website](#) and then licenses should be assigned to user accounts before the user can activate the product using the account. And the license admin 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.

User Profile

Billing Info

Download

Orders & Subscriptions

License Management

License Admin

PowerBuilder IDE

[All Licenses](#)

- [Assign User](#)
- Release User
- Logout User
- Offline License Management

PowerServer Mobile (PB)

Assign Users For PowerBuilder IDE Licenses

License Type
User Account

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

2. (Optional) 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. The license admin can click it to unassign the license from the user account when the license is not activated; but once the license is activated, the license admin 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	All ▼	User Account	Email	Filter	Reset
Order Number	Product Edition	Valid Period	License Type	User Account	Operation
ORDER1705240008	Universal	05/19/2018~05/18/2019	● Online ▼	Email	Assign
ORDER1705230017	Cloud	05/23/2017~05/22/2018	● Online ▼	wanghui@appeon.com	Assign Unas
ORDER1705230015	Universal	05/19/2017~05/18/2018	● Online ▼	Email	Assign

2.4 Releasing users

Releasing users are only effective to online licenses.

Only the license admin who assigned the license to the user has the right to release that user.

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.

2. (Optional) 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 admin 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.

Only the license admin who assigned the license to the user has the right to log out that user.

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.

Logout Users For PowerBuilder IDE Licenses

Online User Account

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	Logout

2. (Optional) 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

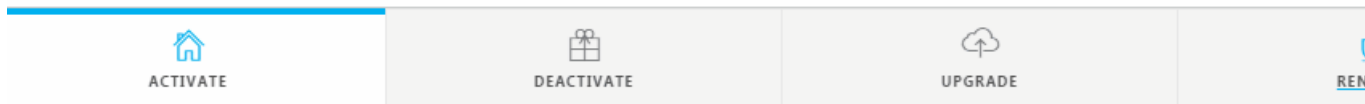
Offline license management is where the user generates the response string for activating, deactivating, upgrading, and renewing their offline licenses.

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

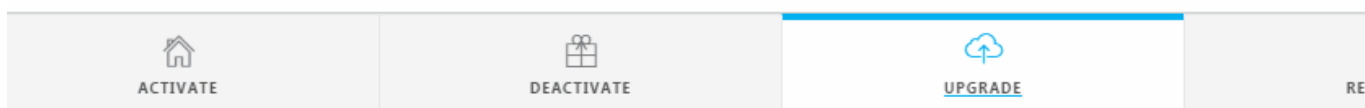
2. Paste the client request from PowerBuilder and click **Submit** to generate the response string.

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

 ACTIVATE	 DEACTIVATE	 UPGRADE	 <u>RENEWAL</u>
---	---	--	---

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.

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

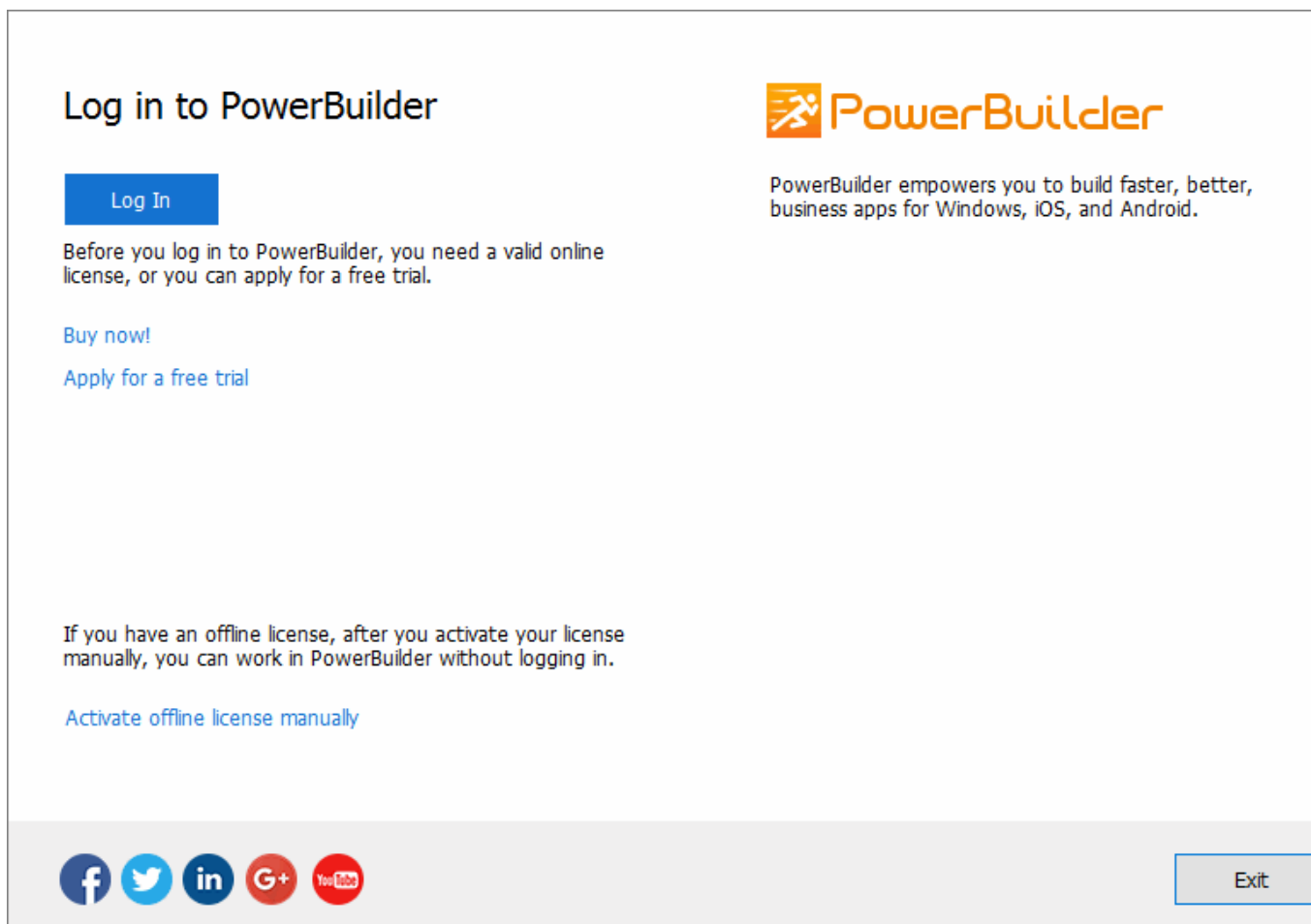
Port: 443

Domain: api.appeon.com and api2.appeon.com

3.1.1 Logging in with an online license

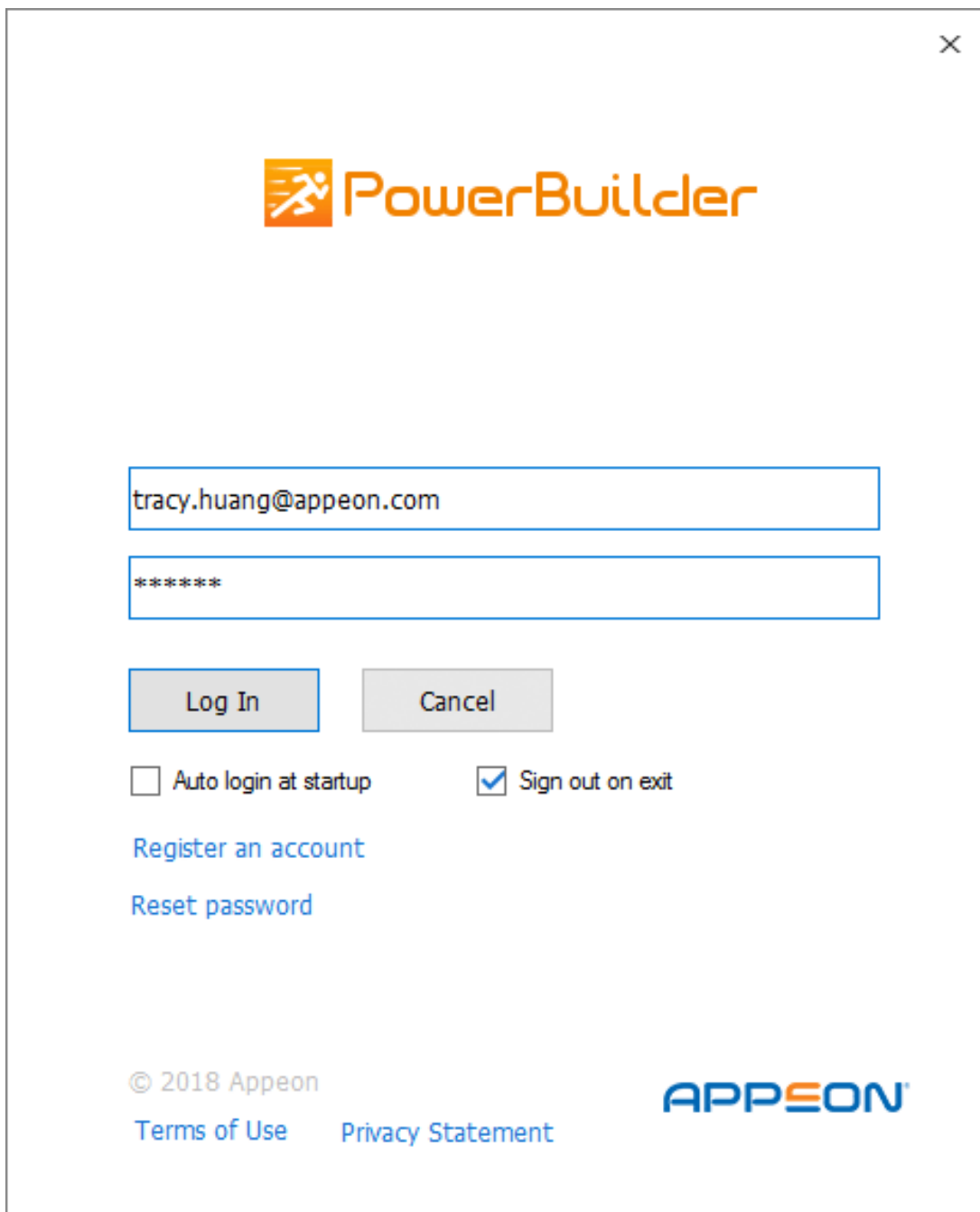
To log in to PowerBuilder using an account assigned with an online license, follow these steps:

1. Launch Appeon PowerBuilder 2019 and the login window appears.



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

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

The image shows a login window for PowerBuilder. At the top center is the PowerBuilder logo, which consists of an orange square with a white stylized figure running, followed by the text "PowerBuilder" in orange. Below the logo are two text input fields. The first field contains the email address "tracy.huang@appeon.com". The second field contains seven asterisks "*****", indicating a password. Below the input fields are two buttons: "Log In" and "Cancel". Below the buttons are two checkboxes: "Auto login at startup" (unchecked) and "Sign out on exit" (checked). Below the checkboxes are two links: "Register an account" and "Reset password". At the bottom left, there is a copyright notice "© 2018 Appeon" and two links: "Terms of Use" and "Privacy Statement". At the bottom right is the "APPEON" logo in blue.

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 the Appeon Website .
Password	The password for the user account.
Auto login at startup	The user who uses the online license will automatically log in the license when the PowerBuilder IDE is launched next time. Their user name and password will be saved for the next login. This option is selected by default.
Sign out on exit	The user who uses the online license can automatically log out the license when the PowerBuilder IDE is closed in a normal way and with network connection. This option is selected by default in the virtual machine, but not selected by default in the physical machine.
Register an account	If you do not have an account, click this button to register one on the Appeon Website and then assign an online license to the account.
Reset password	If you forget your password, click this button to reset your password.
Terms of Use	You may click Terms of Use to view the terms of use.
Privacy Statement	You may click Privacy Statement 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 the user 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

tracy.huang

tracy.huang@appeon.com

[Manage user profile](#)

[Sign out](#)


☒ Auto login at startup

☒ Sign out on exit


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 R3 build 1789
Product edition: Universal
License version: Paid
License Type: Online (served) license
Last time logged in: 2018-5-14 10:14:27
Expiration date: 2019-2-28
License expires in [291](#) days.

[Close](#)

3.1.3 Refreshing the license

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

3.1.4 Logging out

In the account management 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 ask your license admin to use the remote logout on the Appeon Website (see [Section 2.5, “Logging out users”](#) for more).

You can also select the **Sign out on exit** option in the login window or the account management window to automatically log out the license when the PowerBuilder IDE is closed in a normal way and with network connection.

3.1.5 Trying a free trial

In the account management 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.



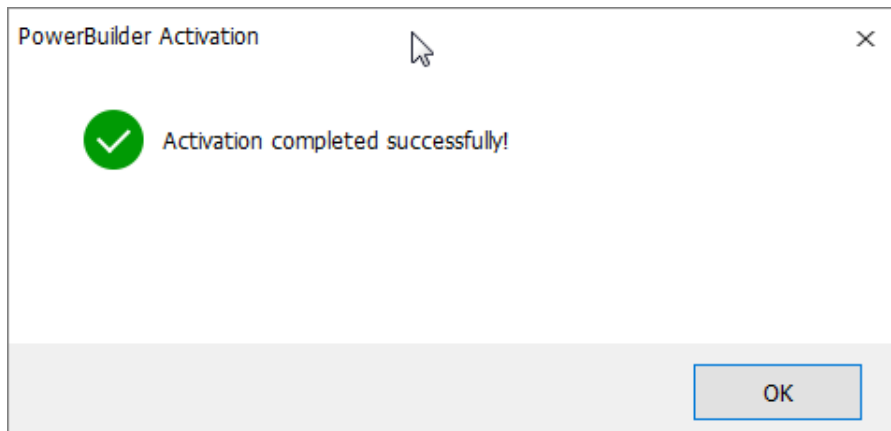
Server response generated successfully!

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.

```
eyJNc2dIZWFkZXliOnsiUmVxSWQwOiIiI5QTYxRTg3OS1FRUFCLTQwMmYtODgwMCI1GMTA2M0IwOTE5NzUiLCJQc  
m90b2NvbFZlciI6IiYxLjAuMCIiIiRpbWVzdGFtcCI6MTQ5ODAzMTk1MSwiU2InbmF0dXJlIjoIOTY3ODRCMTI4MDIx  
QUNCNDQ0MDQ2RTNBOUE4RjFCOTcifSwiTXNnQm9keSI6IiIlocHBnSG9UZk8wNzRaM2tCNTNIV01RVytiZTMrYX  
NYMkcwc3kxcU54RHFclzFNTFhKNEppc1RsN2grUm9tdlZJRVI1cFdacGICN3IGM2dxOEZLbUJPTHdHQzdGQmQx  
alYxQkxOYUFTK3YzUFNLanBnS3oyYjJFKzdUSTZ4UEI2VzRTb3JPbGtqNjEycyck1UQ3ZkUm1EeVwvaFMR21aakw1W  
UFmVjU4R0VLSFhXYUgrVjZXTmk5cEIEWWINUKd3aHFOQWNkcHJxaWI2cnlFNzdrbXBjTU8xTURhb1wwMmhFSD  
NsNDQzUnI5RGQRck9TSG9cLzISVWp0NEY0Nno4dEJ6MkRTRH1VjZGTndiNDZPTFwvM2pROHJqS3R4M1YzU25  
abm5OSWo0UERFeTI5SEJadEZiZzFIOWpIY0NSY2tFWENPU2VNWG4yRUZuQzdcL2JYWGRzUWZ5S2JFRzdRZzITb  
UZ6RGIOVXdKSVNVOEJ4OVwvT1hzbVNqUXVxejNtYnZudmY1a0hqYUgwMXhyVURCMFJmc1ZMUUV3VFFiSytiM  
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)

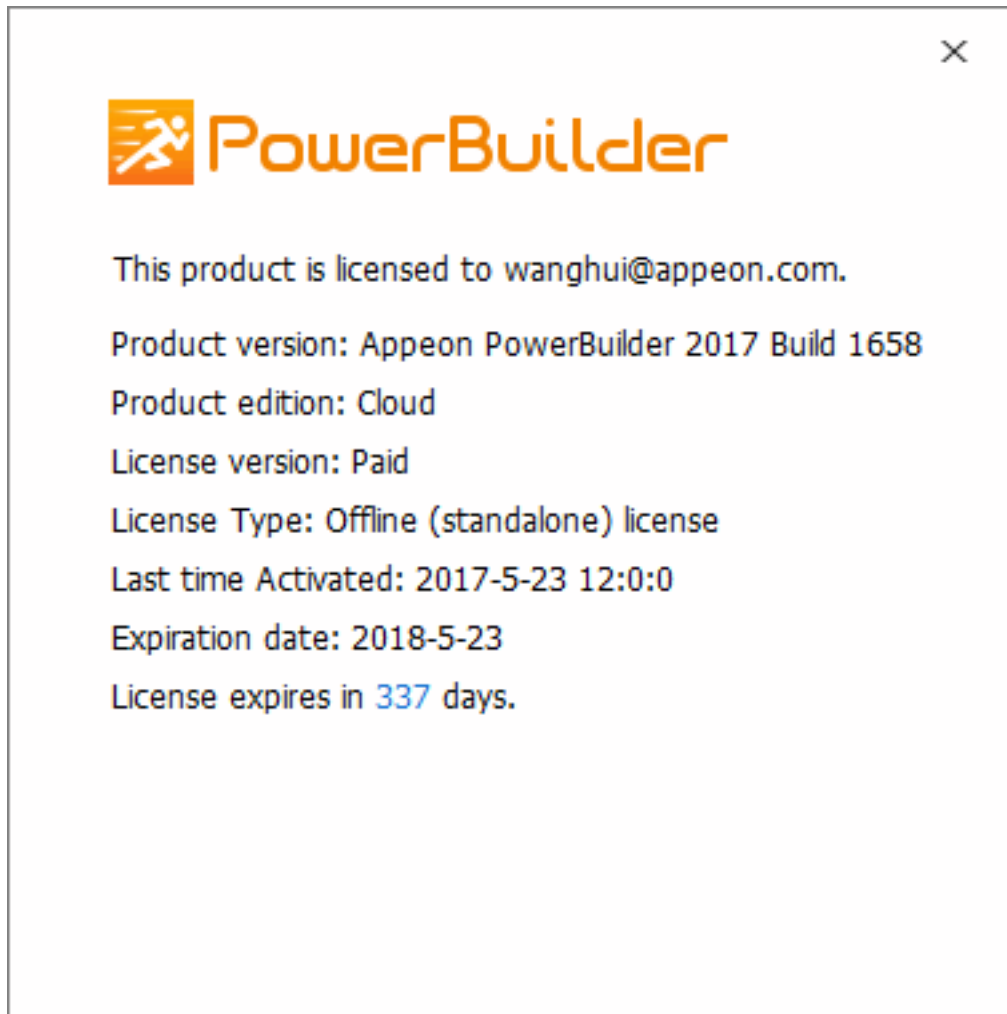
Unlike the online license which can be released on the Appeon website under any circumstances (see [Section 2.5, “Logging out users”](#)), the offline license can ONLY be released after it is properly deactivated following the deactivation procedure (in [Section 3.2.6, “De-activating an offline license”](#)). 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.

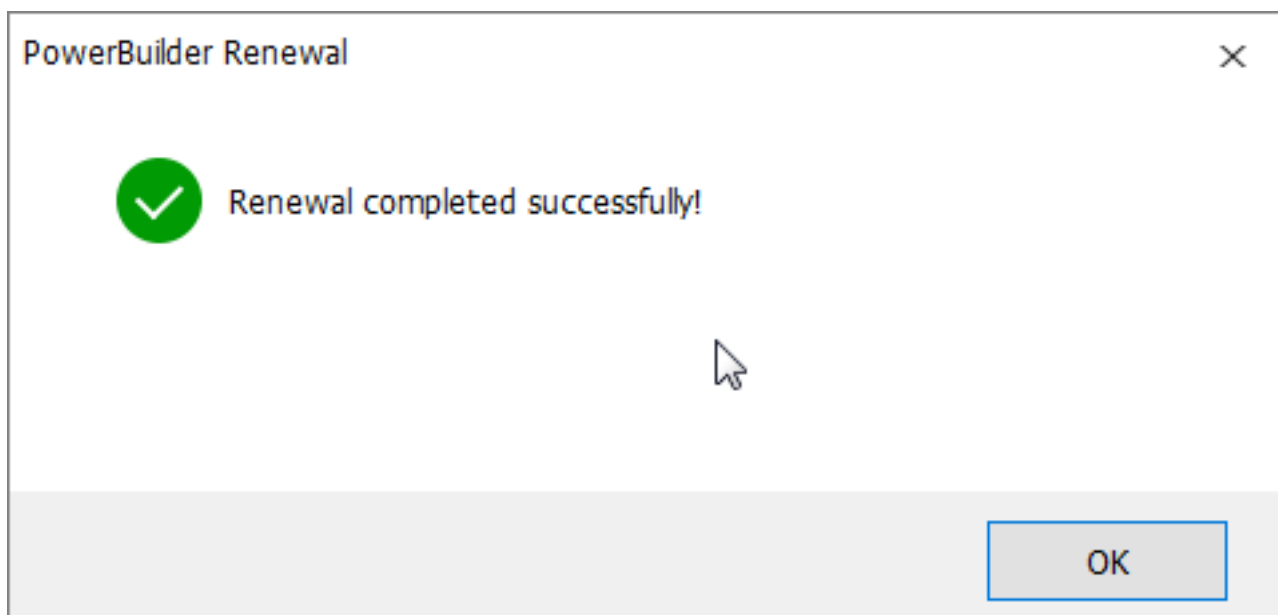
- If you select **Renewal with Internet connection**, make sure your current machine can access Internet, and the offline license will be renewed by the Appeon license server immediately after you click **Renew**.
- If you select **Renewal without Internet connection**, do the following:
 - a. Click **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.

Submit

- 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.

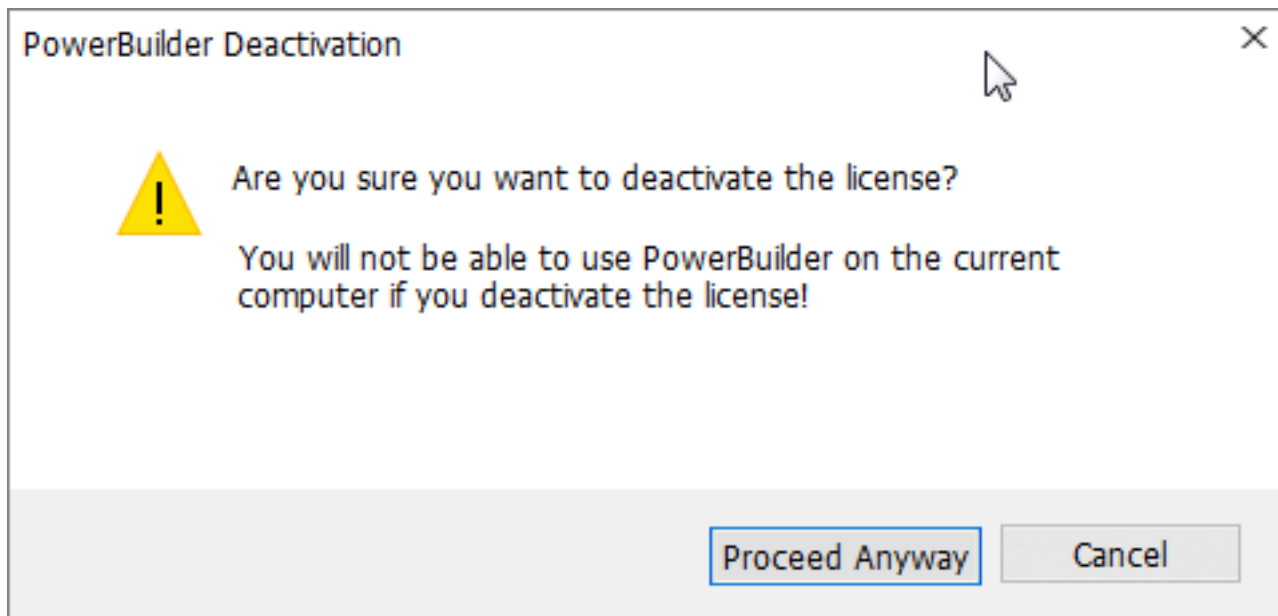
IMPORTANT: You will no longer be able to use PowerBuilder when you click the button (from step 2). However, to release your offline license from this machine you must submit the deactivation request to the license server.

- **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:

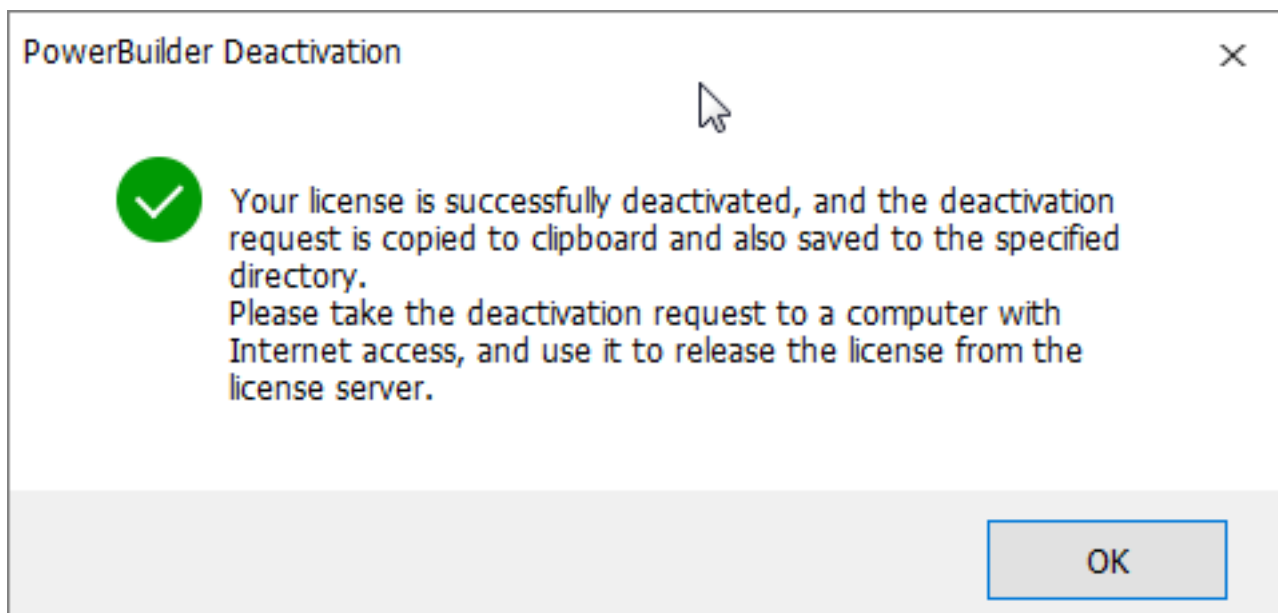
2. Depending on whether the machine has Internet connection, select to deactivate the license with or without Internet connection.

- 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\<username>\AppData\Local\Temp\PBLicenseDeactivate\DeactivateCode.txt file.



- 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 When multiple versions installed on the same machine

If multiple major versions of PowerBuilder are installed on the same machine, for example, 2017 and 2019, the activation mechanism is different between the online license and the offline license.

- For Online license

The same user account can be used to log into multiple versions on the same machine, but only one version at a time. For example, if the user account has already logged into 2017, then it has to log out from 2017 first, in order to log into 2019; and vice versa, if the user account has logged into 2019 and needs to log into 2017, then it has to log out from 2019 first. You can use the "Auto login at startup" and "Sign out on exist" to automate these process if you need to switch between different versions frequently. A user account has to

log out from one version before it can log into another version. If you need to log into and work with multiple instances at the exact same time, you will need to purchase additional licenses.

- For Offline license

Different user accounts must be used to activate different versions if multiple versions are installed on the same machine.

3.5 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.

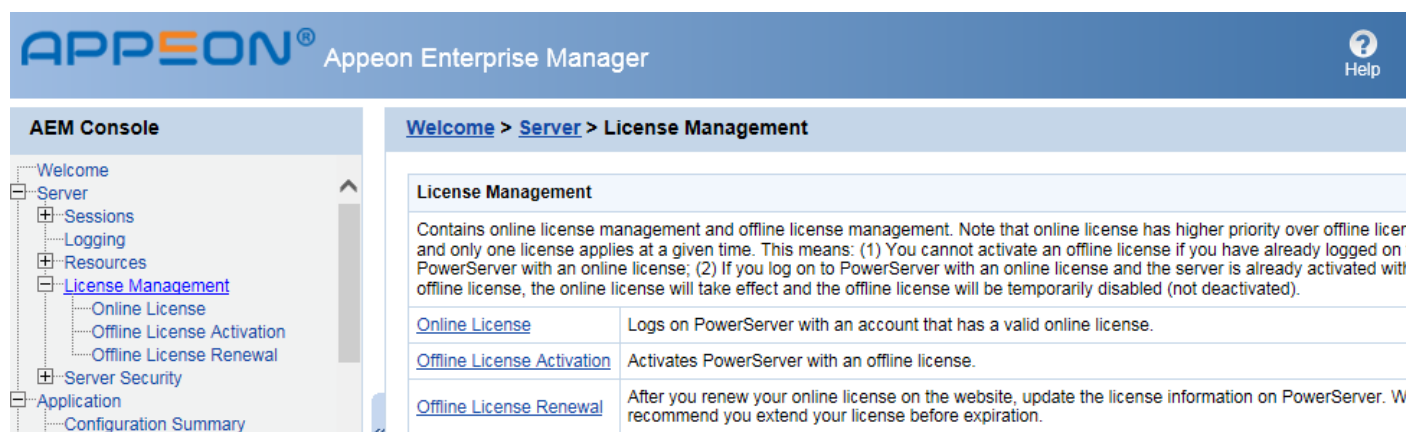
You may see the following table for an easy understanding.

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 (PB Edition)

Like PowerBuilder, PowerServer (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 (PB Edition).

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



4.1 Internet connection (required for proxy server)

You need to go through the following configuration only if the machine where PowerServer (PB Edition) is installed connects with Internet **via a proxy server**, and you plan to activate PowerServer (PB Edition) 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 within the AEM console. The breadcrumb trail is 'Welcome > Server > License Management > Internet Connection'. The page has a title bar 'Internet Connection' and a checkbox that is checked. Below the title bar is a descriptive paragraph: '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.' There are two radio buttons: 'No proxy' (unselected) and 'Use a proxy server to connect to Internet' (selected). Below the radio buttons are input fields for 'Proxy IP:', 'Port:' (with '80' entered), 'User name:', and 'Password:'. A note below these fields states: 'Leave user name and password empty if no authentication is required.' At the bottom is a 'Save' button.

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.

AEM Console

- Welcome
- Server
 - Sessions
 - Logging
 - Resources
 - License Management
 - Online License**
 - Offline License
 - Offline License Renewal
 - Server Security
- Application
- Configuration Summary

Welcome > Server > License Management > Online License

Online License Activation

You are activating PowerServer with an online 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 online license to it.

User name:

Password:

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

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

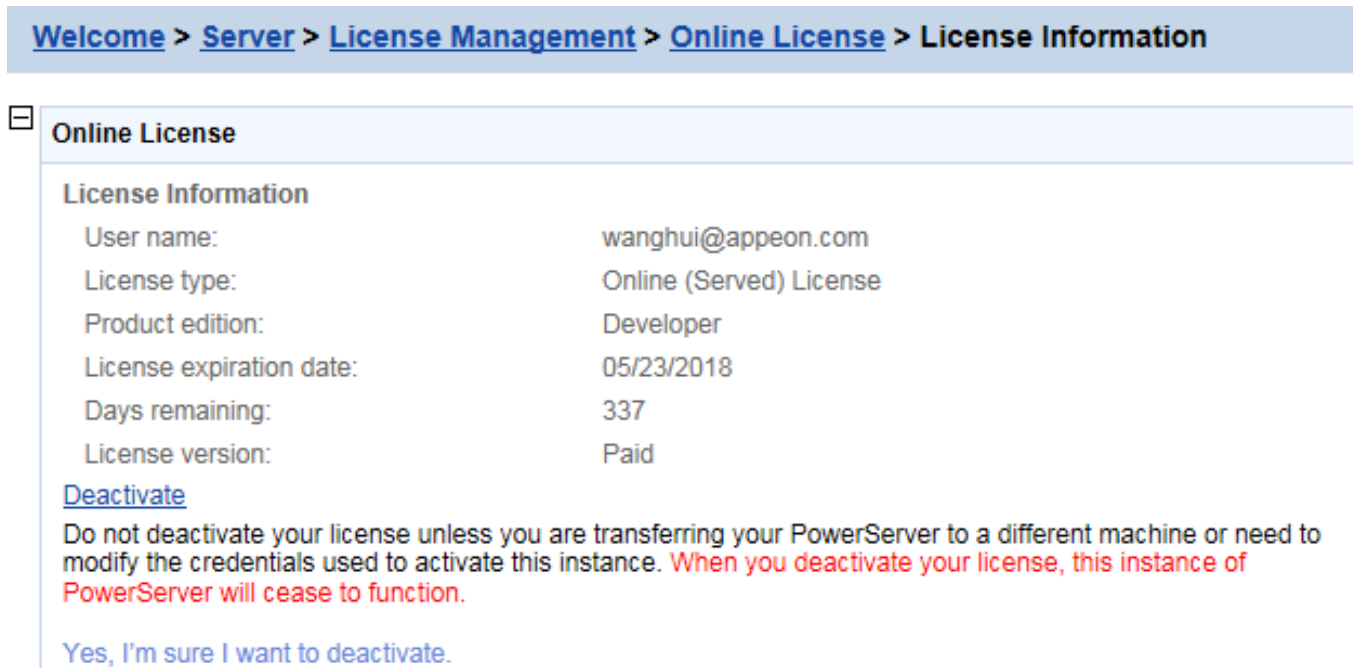
[Deactivate](#)

4.2.2 Deactivating an online license

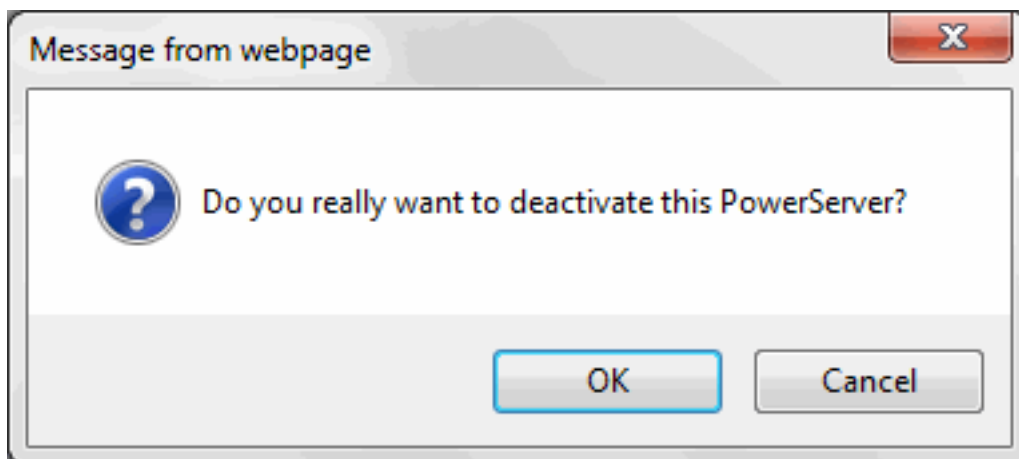
Once the online license is activated successfully, you should not de-activate it unless you absolutely need to, for example, to move PowerServer to a different machine.

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

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



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**

- 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), 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:

^

v

Server Response:

^

v

- Access the [Activation page](#) on the Appeon Website on a computer that has Internet access.
- 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.

```
eyJNc2dIZWFkZXIiOnsiUmVxSWWQjOiJCQUVBMtY0Qy0xNTI0LTRhOGQtOEZBMtY0zRTI0QkMyQ0E5MjIiLCJQcm9  
0b2NvbFZlciI6IiYxLjAuMCI6IiRpbWVzdGFtcCI6MTQ5ODAxNDU0MiwiU2lnbmF0dXJlIjoRTcyQ0FFRUZzNjk2Nzc5  
N0I2MjIjFNUJENDc5QzMzMtYifSwiTXNnQm9keSI6IkdTSUpmWUQwTTdVTIRRTWxiaWV1TmFXdW54VGxoRjFzS  
Gw3QStXejNkRk9CeXJUU1hmYnlxZUVldEcySUx0ZGdUUG9OYVpKU0xJQnZPUXFDUkRLT2FPb21HN0wralAxWml  
xcEVrVFpHZVUenJzcnduUUFNmKzIDbnlockUrdEdVZEIYRIE0WWxlc3U0TDh5ZEMrcXdGd3lyMDhPb0FaNmF1aGp  
ZZmVwTtVYR040enNqSjRyWmdCbzVqOE4wN3hxVHF5YWNuT0xPUDNaWVJSMTThyTGHdck9oMzNFb2xlekt5V  
DVcLzJSRnlkdmNVUDd6OFUrtWYwUGI1VHAzTHNnUnZqZzU5aFY1VDhHUGpaTlJMTUZNT3RHVTJtc25yYWwhQX  
C9Gc21RZIRNTVhhRzZ2bVdBVXJpSWWxRTZaeE5qd1hJOWpRbjhhTk1ncKxtUEU3elhtSDNqUm1wTUNxOTYybTR  
BRmZYMgptaWJtV1RqS1c4ZVBSXC9UcHRvNDczMmFJQWtTQVgzYUppzSHFvVFZCR0NJKzFKUnJNU1V4bEMydW  
NsSExnK0xsN2xsOWtpOFFHRkQ2SHBlczR5Nm9Ha0NydzJcLzcvVjZ3RNdWgzRUYrdldTeEJHY2xOdm8wMGJjS
```

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), 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), 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

☐ **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:

```
ewoJl1k1zZ0h1YWRLciIgOiAielxuXHRcIlJlcUlkXCIGOiBcIkI2QTI2RkRGLTVERjktNDhlNy1CRDE0
LTM5NTkzMTEzMjYwMVwiLFxuXHRcIlByb3RvY29sVmVvYXCIgOiBcIlYxLjAuMFwiLFxuXHRcIlNpZ25h
dHVyZVwiIDogXCJGMDJGMzY5NTRBNTYxMUQ1RjU0MjY3OEU0OTY3RTQyMFwiLFxuXHRcIlRpbWVzdGFt
cFwiIDogMTQ5ODAxNTMyNlxfSIsCgkiTXNnQm9keSIgOiAiRmwrVDNvVmxCRU5xVjZjQ04zKzJzbkxS
OWQrMX1XWE4zMjZzZzRIaWNvZmxqRTlnTXdPSWpzcVdrSk54dTlZQkhJTVJXRjJgamVsVDIiMTFHR01t
```

Copy

Deactivate

- 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 Appeon software product is installed.

4.4 Offline License Renewal

After you have renewed your PowerServer (PB Edition) subscription, you need to renew your offline license in PowerServer (PB Edition).

To renew an offline license for the current PowerServer (PB Edition), 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@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

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:

Generate Client Request
Copy

Renew

- 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 (PB Edition) 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 (PB Edition)

Follow the same instructions in [Section 3.5, “Uninstalling PowerBuilder”](#).

5 Activating InfoMaker

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