

Appeon License User Guide

Appeon® PowerBuilder® 2019 R3
FOR WINDOWS

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Contents

1 License and user account	1
1.1 Licensing process and tutorial videos	1
1.2 License types	1
1.3 User account	3
1.4 Trying out the product	3
2 Managing licenses on the Appeon website	4
2.1 Managing the license administrator	4
2.2 Viewing licenses	6
2.3 Assigning users	6
2.4 Unassigning users	8
2.5 Logging out users	8
2.6 Offline license management	9
2.6.1 Generating response string for offline activation	9
2.6.2 Generating response string for offline deactivation	10
2.6.3 Generating response string for offline upgrade	10
2.6.4 Generating response string for offline renewal	10
3 Activating PowerBuilder	11
3.1 Online Login	11
3.1.1 Logging in with an online license	11
3.1.1.1 Command line parameters for login	13
3.1.2 Checking the online license information	14
3.1.3 Refreshing the license	15
3.1.4 Logging out	15
3.1.5 Trying a free trial	16
3.2 Offline Activation	16
3.2.1 Activating with an offline license	16
3.2.2 Checking the offline license information	19
3.2.3 Renewing an offline license	20
3.2.4 Upgrading an offline license	22
3.2.5 Deactivating an offline license	24
3.2.6 Restoring an offline license	27
3.3 Switching user accounts	27
3.4 When multiple versions installed on the same machine	28
3.5 Uninstalling PowerBuilder	28
4 Activating PowerServer (PB Edition)	30
4.1 Internet connection (required for proxy server)	30
4.2 Online License Activation	31
4.2.1 Activating with an online license	31
4.2.2 Deactivating an online license	31
4.3 Offline License Activation	32
4.3.1 Activating with an offline license	32
4.3.2 Renewing an offline license	36
4.3.3 Deactivating an offline license	38
4.3.4 Restoring an offline license	40
4.4 Switching user accounts	40
4.5 Uninstalling PowerServer (PB Edition)	40

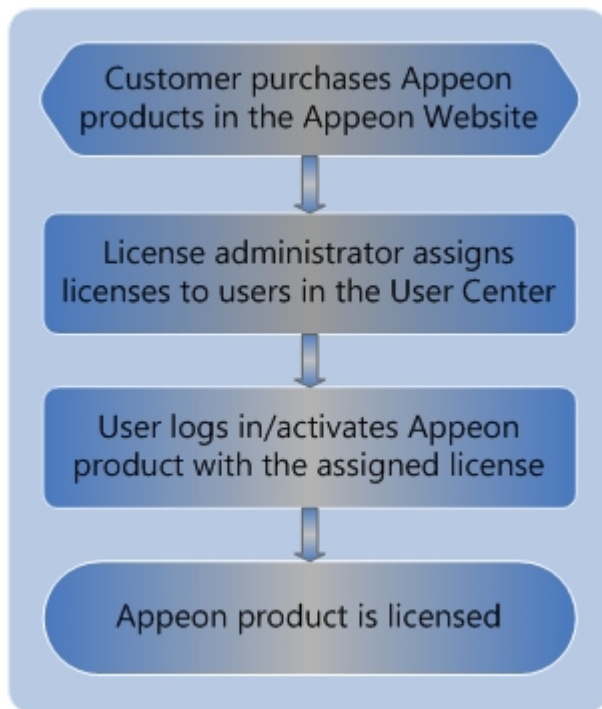
5 Activating InfoMaker	41
6 Activating SnapDevelop	42

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 website 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. Starting from 2019 R3, **offline** licenses for PowerBuilder and InfoMaker cannot be activated in the Windows Server operating system.

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 (PB Edition), and InfoMaker).

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

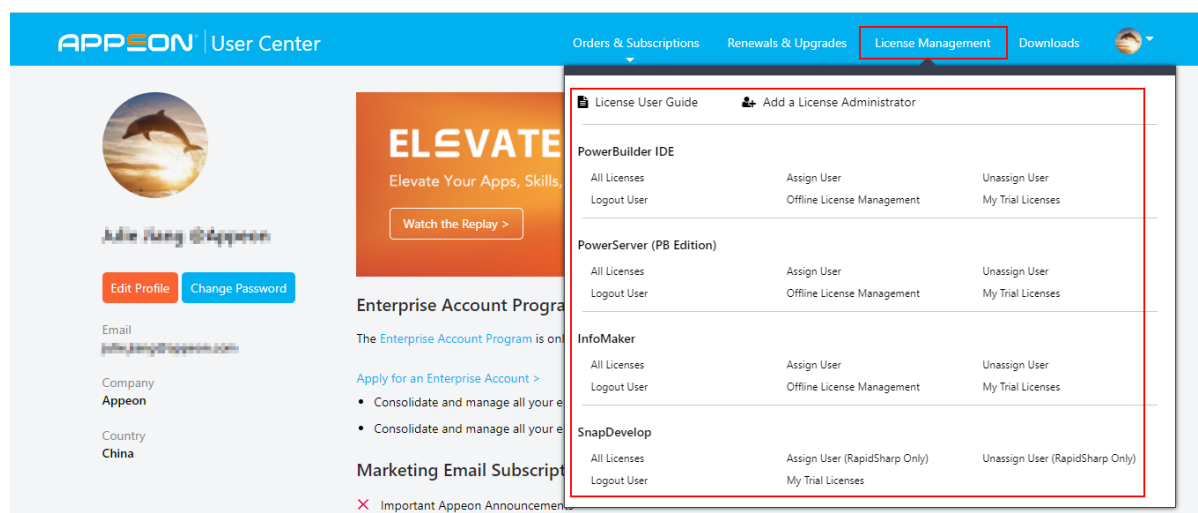
1.4 Trying out the product

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).

Use the **License Management** dropdown list in the **User Center** navigation bar to manage the license administrator and the licenses for the product.



If you are a license administrator (or an order owner), you will be able to:

- Manage the license administrator: Views/Adds/Edits/Deletes the license administrator.
- Manage licenses for the purchased product (PowerBuilder IDE, PowerServer (PB Edition), and InfoMaker)
 - Online license: Views/Assigns/Unassigns/Logs out license
 - Offline license: Activates/Deactivates/Upgrades/Renews license.
 - Trial license: Views/Logs out license

If you are a normal user (neither a license administrator nor an order owner), you will be able to:

- View licenses for the purchased product (PowerBuilder IDE, PowerServer (PB Edition), and InfoMaker)
 - Online license: Views license
 - Offline license: Activates/Deactivates/Upgrades/Renews license.
 - Trial license: Views/Logs out license

2.1 Managing the license administrator

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.

To view a license administrator,

1. Click **License Management** in the **User Center** navigation bar and then click **Add a License Administrator** in the dropdown list. All license administrators added will be listed in the **License Administrator** page.

Note: If you purchase a product from the Appeon website, you automatically become a license administrator to the license you have purchased (you do not need to add it manually), and your account will not be listed; you may add others as license administrators to co-manage your licenses.

To add a license administrator,

1. Click **Add a License Administrator** to open the **License Administrator** page, and then click **Add**.
2. Fill in the information and click **Save**.

Items with an * are required.

The email account will be used as the login account and should be registered on [the Appeon website](#) first.

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

License Administrator

If you have placed one or more orders for Appeon products (you are the order owner), although your name does not display on this page, you are the default license administrator for the products in your order.

Only order owners can specify more users as the license administrators to co-manage the product licenses. The new license administrator has to become a website registered user before he/she starts to manage the licenses. [Click here](#) to read the detailed instructions.

[+ Add](#)

First Name	Last Name	Email	Country	
		@appeon.com	China	Edit Delete

To edit a license administrator,

1. In the **License Administrator** page, click the **Edit** button associated with the license administrator you want to edit.
2. Edit the information listed in the **Edit License Administrator** page.
3. Click **Save** to save the changes.

To delete a license administrator,

1. In the **License Administrator** page, click the **Delete** button associated with a license administrator.
2. Confirm the deletion and the license administrator 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. Click **License Management** in the **User Center** navigation bar, and then click **All Licenses** under the **PowerBuilder IDE** section.

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.

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.

PowerBuilder IDE Licenses

[PURCHASE](#) [CO-MANAGEMENT](#) [ASSIGNMENT](#)

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

License Type: Activated: User Account: Order Number: [Search](#) [Reset](#)

Order Number	Product Edition	Valid Period	License Type	User Account
+AO19000140	Standard	05/09/2019~05/08/2020	● Online	Unassigned
+AO19000140	Universal	05/09/2019~05/08/2020	● Online	Unassigned

[Click here](#) to check records of the past licenses.

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 administrator can neither assign one license to multiple user accounts nor assign multiple licenses to one user account within a given valid period.

1. Click **License Management** in the navigation bar, and then select **Assign User** under the **PowerBuilder IDE** section.

The license assignment page is displayed.

Assign Users For PowerBuilder IDE Licenses

License Type: All ▼ User Account: Email Order Number: Order Number Search Reset

Order Number	Product Edition	Valid Period	License Type	User Account	
AO19000182	Standard	05/21/2020~05/20/2021	Online ▼	Email	Assign
AO19000182	Universal	06/01/2019~07/09/2020	Online ▼	Email	Assign
AO19000182	Universal	06/01/2019~07/09/2020	Online ▼	Email	Assign
AO19000153	Standard	05/21/2019~05/20/2020	Online ▼	Email	Assign
AO19000152	Standard	05/21/2019~05/20/2020	Online ▼	Email	Assign
AO19000152	Standard	05/21/2019~05/20/2020	Online ▼	Email	Assign
AO19000140	Standard	05/09/2019~05/08/2020	Online ▼	Email	Assign
AO19000140	Universal	05/09/2019~05/08/2020	Online ▼	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, a **Remove** button associated with it will be displayed. The license administrator can click it to remove the license from the user account when the license is not activated; but once the license is activated, the license administrator will have to use [Section 2.4, “Unassigning 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.

Assign Users For PowerBuilder IDE Licenses

License Type: All ▼ User Account: Email Order Number: Order Number Search Reset

Order Number	Product Edition	Valid Period	License Type	User Account	
AO19000182	Standard	05/21/2020~05/20/2021	Online ▼	██████@appeon.com	Assign Remove
AO19000182	Universal	06/01/2019~07/09/2020	Online ▼	██████@appeon.com	Assign Remove
AO19000182	Universal	06/01/2019~07/09/2020	Online ▼	Email	Assign
AO19000153	Standard	05/21/2019~05/20/2020	Online ▼	Email	Assign

2.4 Unassigning users

Unassigning users are only effective to online licenses.

Only the license administrator who assigned the license to the user has the right to unassign that user.

Unassigning 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. Click **License Management** in the navigation bar, and then select **Unassign User** under the **PowerBuilder IDE** section.

The assigned licenses are displayed.

Unassign Users For PowerBuilder IDE Licenses

Online User Account Email Order Number Order Number

Order Number	Product Edition	Valid Period	Online User Account
AO19000182	Standard	05/21/2020~05/20/2021	@appeon.com Unassign
AO19000182	Universal	06/01/2019~07/09/2020	@appeon.com Unassign

2. (Optional) Enter the user account to filter the licenses.
3. Click **Unassign** associated with the user account to unassign 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 assigns it here.
2. When a user account is unassigned 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 administrator 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 unassign the license. The license is still assigned to that user account after logout.

1. Click **License Management** in the navigation bar, and then select **Logout User** under the **PowerBuilder IDE** section.

The licenses that are currently logged in are displayed.

Logout Users For PowerBuilder IDE Licenses

Online User Account	<input type="text" value="Email"/>	Order Number	<input type="text" value="Order Number"/>	<input type="button" value="Search"/>	<input type="button" value="Reset"/>
---------------------	------------------------------------	--------------	---	---------------------------------------	--------------------------------------

Order Number	Product Edition	Valid Period	Online User Account	Login Time	
AO18000471	Standard	12/20/2018~12/19/2019	 @appeon.com	07/10/2019 03:49:35	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. Click **License Management** in the navigation bar, and then select **Offline License Management** under the **PowerBuilder IDE** section.
2. 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.

3. 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**.
2. Paste the client request from PowerBuilder and click **Submit** to generate the response string.

See [Section 3.2.5, “Deactivating 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**.
2. Paste the client request from PowerBuilder and click **Submit** to generate the response string.

See [Section 3.2.4, “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**.
2. Paste the client request from PowerBuilder and click **Submit** to generate the response string.

See [Section 3.2.3, “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

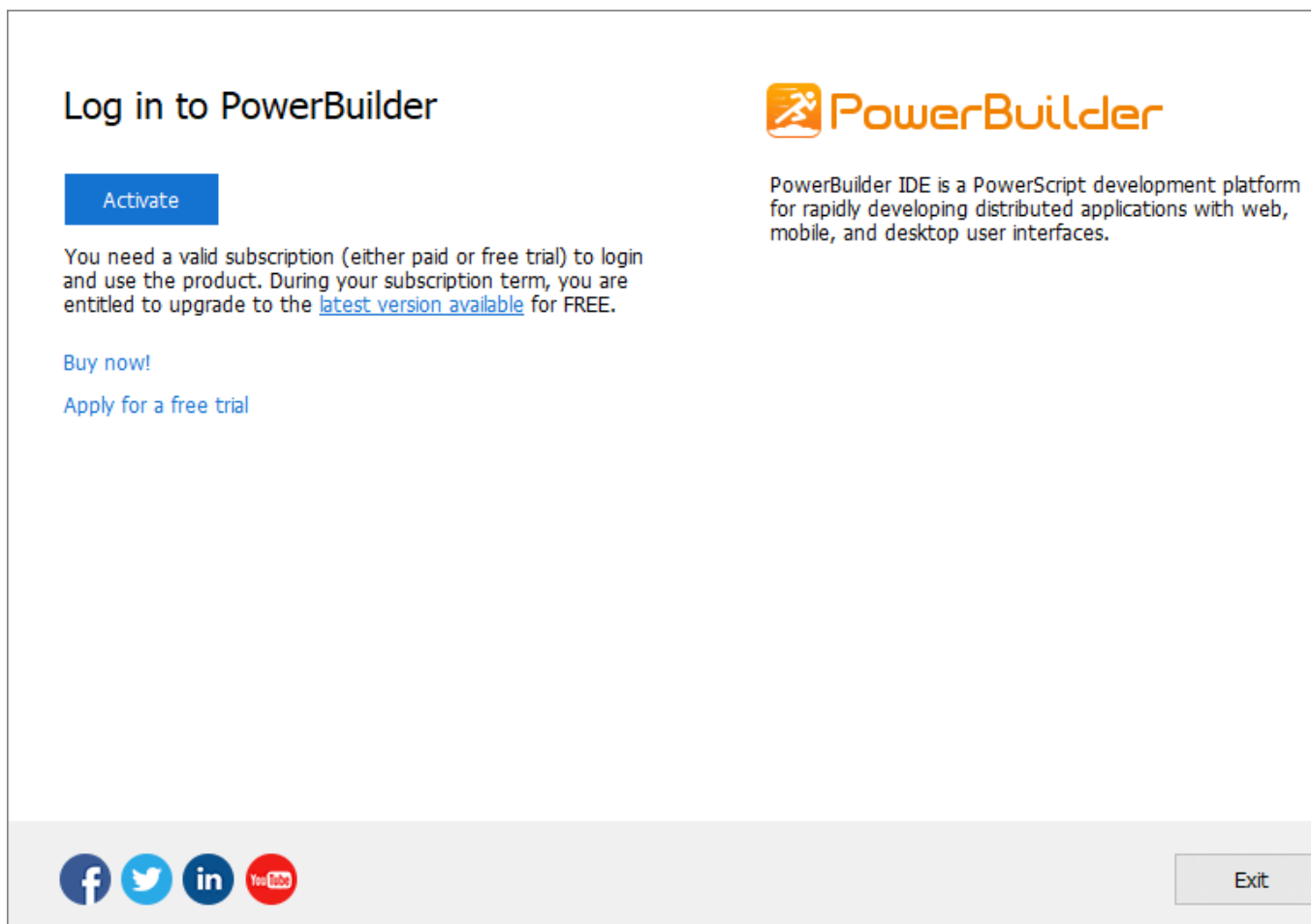
Port: 443

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

3.1.1 Logging in with an online license

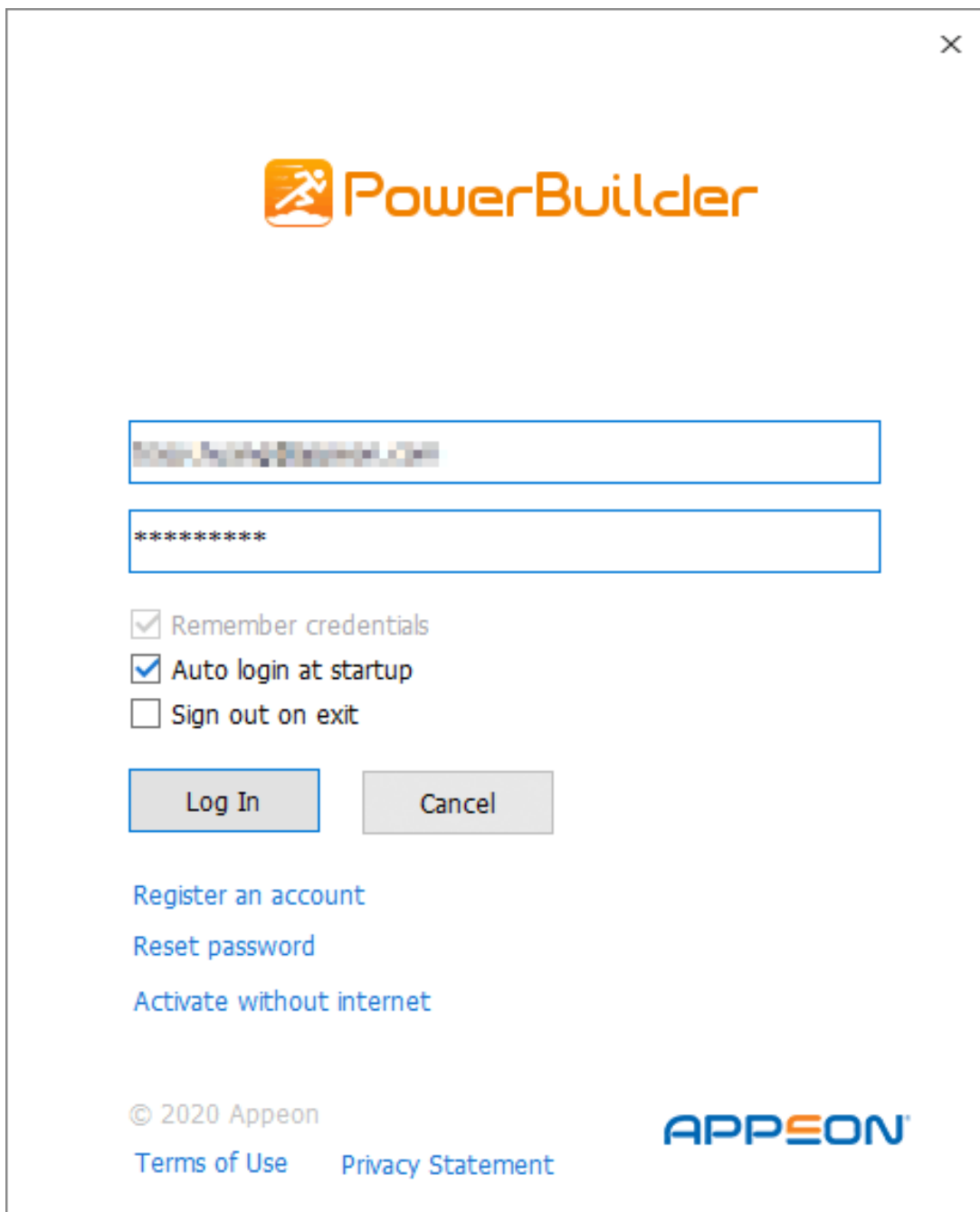
To log in to PowerBuilder using an account assigned with an online license, follow these steps:

1. Launch Appeon PowerBuilder 2019 R3 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 **Activate** 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 icon with a white running figure and the word "PowerBuilder" in orange. Below the logo are two text input fields: the first is for the email address and the second is for the password, indicated by asterisks. Under the password field are three checkboxes: "Remember credentials" (checked), "Auto login at startup" (checked), and "Sign out on exit" (unchecked). Below the checkboxes are two buttons: "Log In" and "Cancel". At the bottom of the window, there are three links: "Register an account", "Reset password", and "Activate without internet". In the bottom left corner, it says "© 2020 Appeon" and "Terms of Use Privacy Statement". In the bottom right corner is the APPEON logo.

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

Table 3.1:

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.
Remember credentials	Whether email address and password are remembered and automatically filled in in the login window.
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.
Activate without Internet	If the computer has no Internet connection, click this button to activate the product using an offline license.
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.

3.1.1.1 Command line parameters for login

You can start and log into PowerBuilder IDE by specifying your user account and password in the command line parameters. The command line mode can only work with the online license.

You can directly specify your user account through the command line parameter. For example,

```
pb190.exe /AC test@appeon.com /PW xxxxxxxx /RC N /ALS N /SOE Y
```

/AC -- User Account.

/PW -- User Password.

/RC -- Remember Credentials (Y or N), default is Y. /RC is always Y when /ALS is Y. This parameter takes effect when both /AC and /PW are set.

/ALS -- Auto Login at Startup (Y or N), default is Y. This parameter takes effect when both /AC and /PW are set.

/SOE -- Sign Out on Exit (Y or N), default is Y. This parameter takes effect when both /AC and /PW are set.

You can also specify a file (that contains your user credentials) through the command line parameter. For example,

```
pb190.exe /LIF c:\test.ini
```

/LIF -- The full path to the license login initialization file which contains your encrypted password and other login settings.

The file is created by an independent tool (%AppeonInstallPath%\PowerBuilder [version]\Tools\LoginIniFileCreator.exe). You can specify the user account, the password, the login settings, and the file path in this tool. The password will be encrypted in the generated file to protect your login credentials. (If you want to copy the tool to other places, make sure to copy the executable file as well as the msvcp100.dll and msucr100.dll files under the same folder).


Note

If a user account has already successfully logged in (and not logged out since then), then only its user name and password will be authenticated when specified in the command line; the other settings (such as Auto Login at Startup, Sign Out on Exit, Remember Credentials etc.) specified in the command line will be ignored.

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


[Manage user profile](#)
[Sign out](#)


Login/Signout Settings

[Remove remembered credentials](#)
☒ 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 2019 R3 Build 2532
Product edition: CloudPro
License version: Paid
License type: Online (served) license
Last time logged in: 2020-9-4 10:30:19
Expiration date: 2021-8-8 (License expires in **339** days)

During your subscription term, you are entitled to upgrade to the [latest version available](#) for FREE.



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 CloudPro edition** to start the trial for 30 days. This is only available when your PowerBuilder is Standard edition or Professional 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. Launch Appeon PowerBuilder 2019 R3 and the login window appears.
2. Click **Activate** in the login window and then click **Activate without Internet**.
3. 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

4. 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.



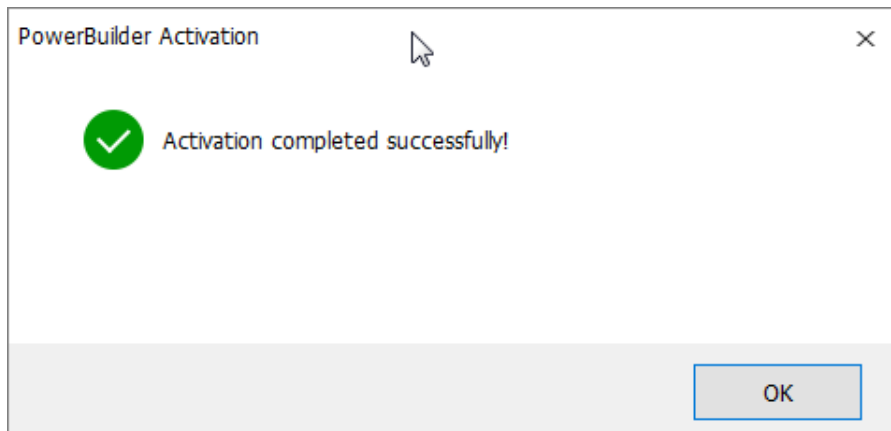
Server response generated successfully!

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.

```
eyJNc2dIZWFkZXliOnsiUmVxSWQwOiI5QTYxRTg3OS1FRUFCLTQwMmYtODgwMC1GMTA2M0IwOTE5NzUiLCJQc  
m90b2NvbFZlci6IIYxLjAuMCI6IIRpbWVzdGFtcCI6MTQ5ODAzMTk1MSwiU2lnbmF0dXJlIjoioTY3ODRCMTI4MDIx  
QUNCNDQ0MDQ2RTNBOUE4RjFCOTcifSwiTXNnQm9keSI6IllocHBnSG9UZk8wNzRaM2tCNTNIV01RVytiZTMrYX  
NYMkcwc3kxcU54RHFclzFNTFhKNEppc1RsN2grUm9tdlZJRVI1cFdacGICN3IGM2dxOEZLbUJPTHdHQzdGQmQx  
aYxQkxOYUFTK3YzUFNLanBnS3oyYjJFKzdUSTZ4UEI2VzRTb3JPbGtqNjEycyck1UQ3ZkUm1EeVwvaFMrR21aakw1W  
UFmVjU4R0VLSFhXYUgrVjZXTmk5cEIEWWINUKd3aHFOQWNkcHJxaWI2cnlFNzdrbXBjTU8xTURhb1wwMmhFSD  
NsNDQzUnI5RGQRck9TSG9cLzISVWp0NEY0Nno4dEJ6MkRTRH1VjZGTndiNDZPTFwvM2pROHJqS3R4M1YzU25  
abm5OSWo0UERFeTI5SEJadEZiZzFIOWpIY0NSY2tFWENPU2VNWVG4yRUZuQzdcL2JYWGRzUWZ5S2JFRzdRZzITb  
UZ6RGIOVXdKSVNVOEJ4OVwvT1hzbVNqUXVxejNtYnZudmY1a0hqYUgwMXhyVURCMFJmc1ZMUUV3VFFiSytiM  
ER2VzRvM29nOVRiZ0pubHptcFBqdGMwUUdHRDJRWnZiYUQ1cXhOU2NucjBjRW9zT0xpM1JxN1BOXC81UzFFdj
```

Copy

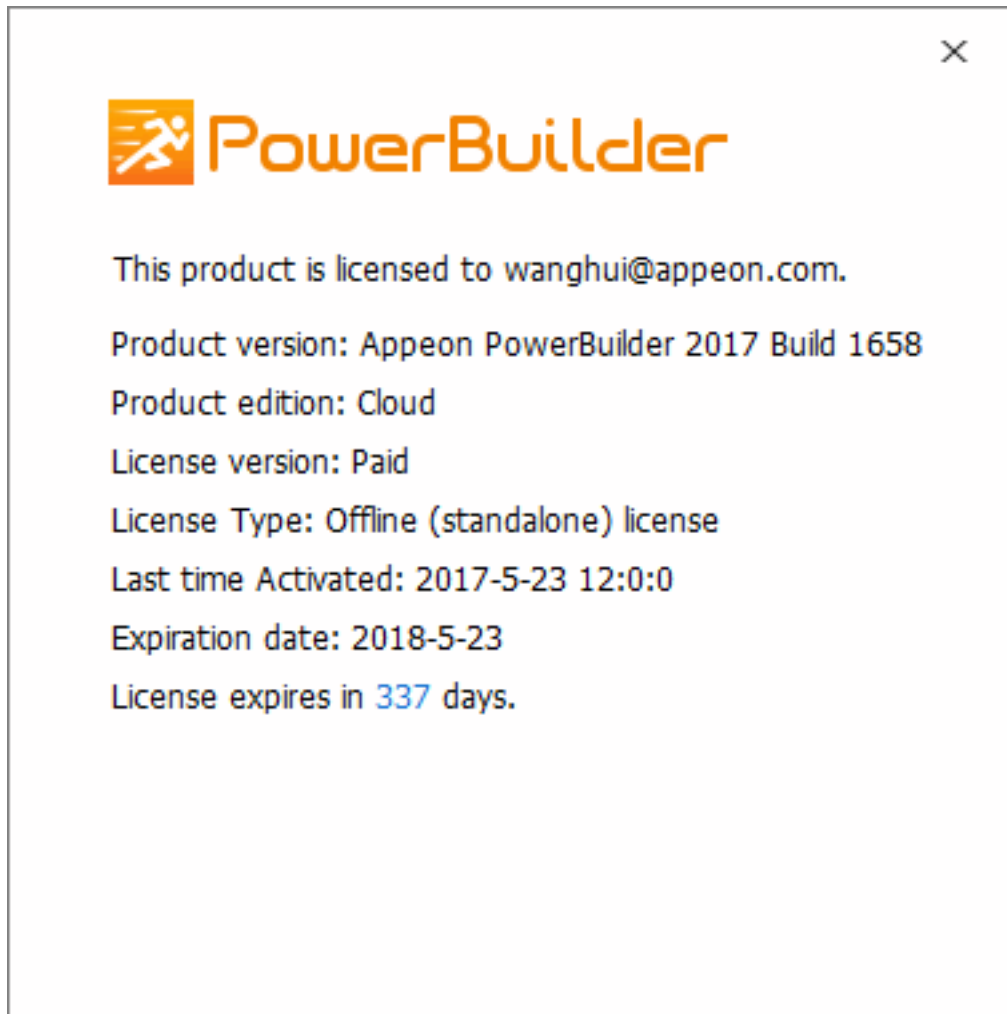
- f. Go back to the PowerBuilder login window on your own computer, click **Paste Server Response** to paste the response string, and then click **Activate**.
- g. Click **OK** when the activation completes and PowerBuilder is activated.



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

3.2.2 Checking the offline license information

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



3.2.3 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.

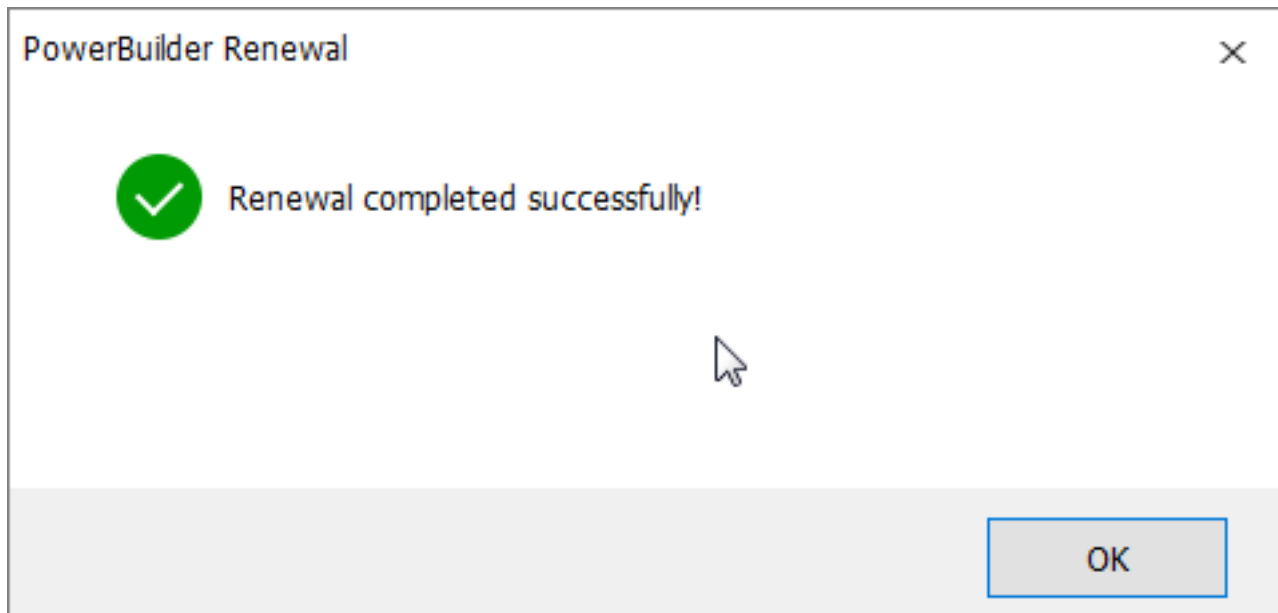
- If you select **Renewal with Internet connection**, make sure your current machine can access Internet, and the offline license will be renewed by the Appeon license server immediately after you click **Renew**.
- If you select **Renewal without Internet connection**, do the following:
 - a. Click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



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

3.2.4 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 Professional edition, or from a Professional edition to a CloudPro 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.

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

3.2.5 Deactivating an offline license

Once you log into PowerBuilder successfully, which means the offline license is activated successfully, you should stay logged in unless you have to deactivate the license, for example, to move PowerBuilder to a different machine. Note that the license is unassigned from the current machine if it is deactivated and that the license needs to be reassigned to the new machine so that PowerBuilder can work on the new machine.

To deactivate 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.

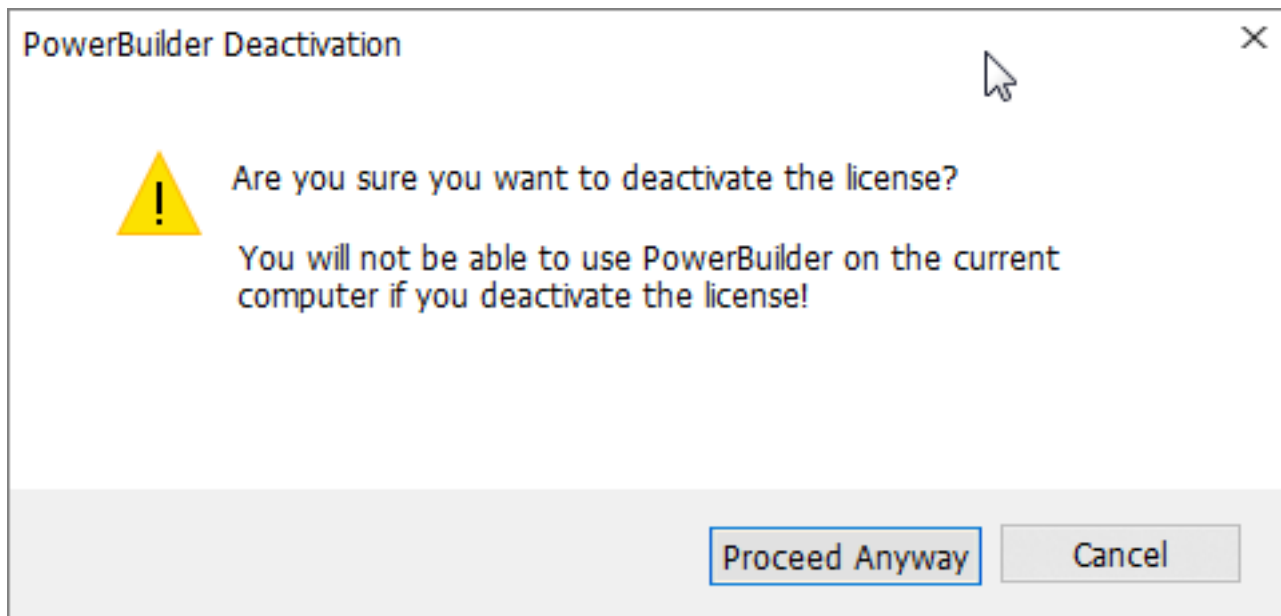
IMPORTANT: You will no longer be able to use PowerBuilder when you click the button (from step 2). However, to release your offline license from this machine you must submit the deactivation request to the license server.

- **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:

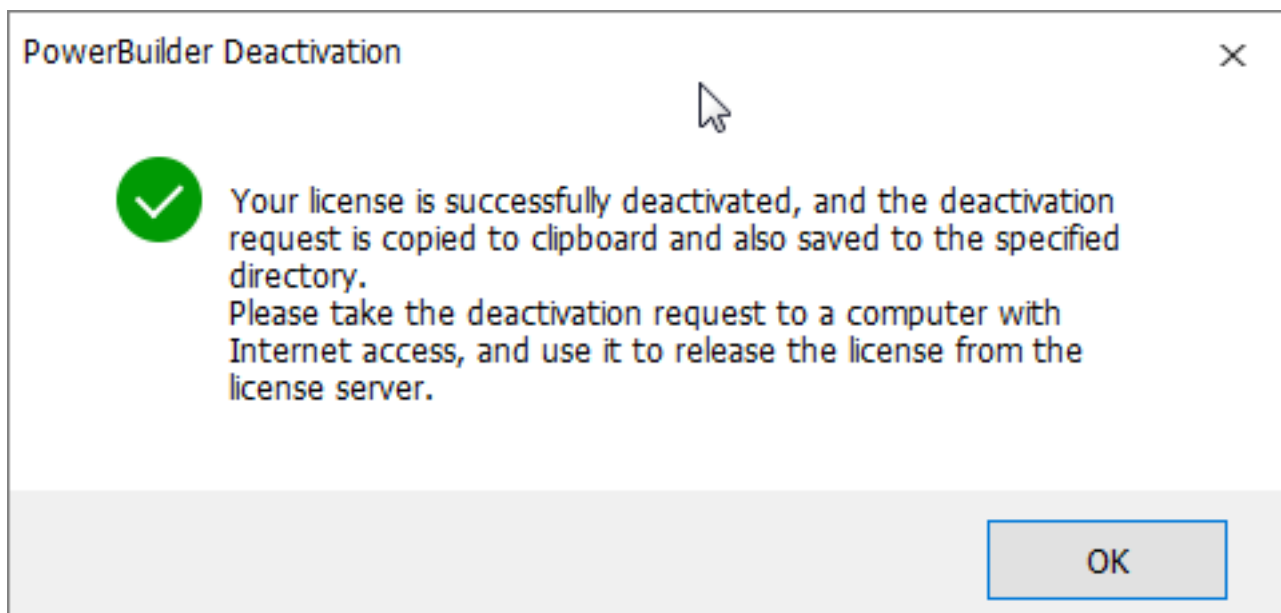
2. Depending on whether the machine has Internet connection, select to deactivate the license with or without Internet connection.

- 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.

3.2.6 Restoring an offline license

In some cases, for example, hard drive damage or computer crash or theft, your offline license that you have activated is not deactivated yet, but you have to reinstall PowerBuilder and need to apply the offline license to the newly-installed PowerBuilder. Whether the offline license can be restored depends on whether you reinstall PowerBuilder to the same computer or a new one.

- If the computer is still operating and only the hard drive is damaged, changed, or formatted or the operating system is re-installed, you can reinstall PowerBuilder to the same or different hard drive of the same computer, re-generate the license activation request in PowerBuilder and submit the request to the Appeon website. Once the license server confirms that the request is from the same computer, it will re-generate the response string, with which you can successfully complete the license activation process. The instructions are the same as those in [Activating with an offline license](#).
- If the computer is broken or stolen and you need to reinstall PowerBuilder on a different computer, if you attempt to re-submit the license activation request, the license server would reject the request because it thinks that the offline license is still working on the previous computer. In this case, you will have to contact the Appeon Support for assistance.

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

For 2019 R2 and earlier versions, 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 or upgrade to 2019 R3 or later versions.

For 2019 R3 and later versions, one user account can log into more than one version on the same machine simultaneously, just like logging into the multiple instances of the same version. For example, if you have installed and logged into 2019 R3 successfully, and then if you installed 2021, you can log into 2021 using the same user account of 2019 R3, without needing to log out from 2019 R3 first.

- For Offline license

For 2019 R2 and earlier versions, different user accounts must be used to activate different versions if multiple versions are installed on the same machine.

For 2019 R3 and later versions, one user account can be used to activate more than one version on the same machine simultaneously.

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.

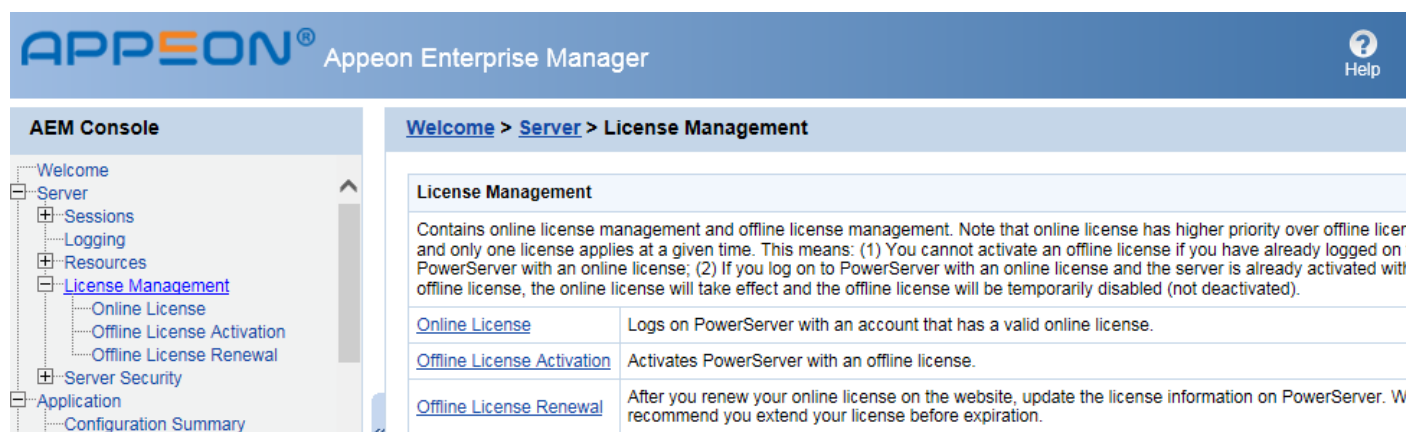
Table 3.2:

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 Appeon 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. It has a breadcrumb trail 'Welcome > Server > License Management > Internet Connection'. A checkbox labeled 'Internet Connection' is checked. Below it, a text box explains that internet connection is required for online license activation or offline activation with 'Activation with Internet connection' enabled. 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 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

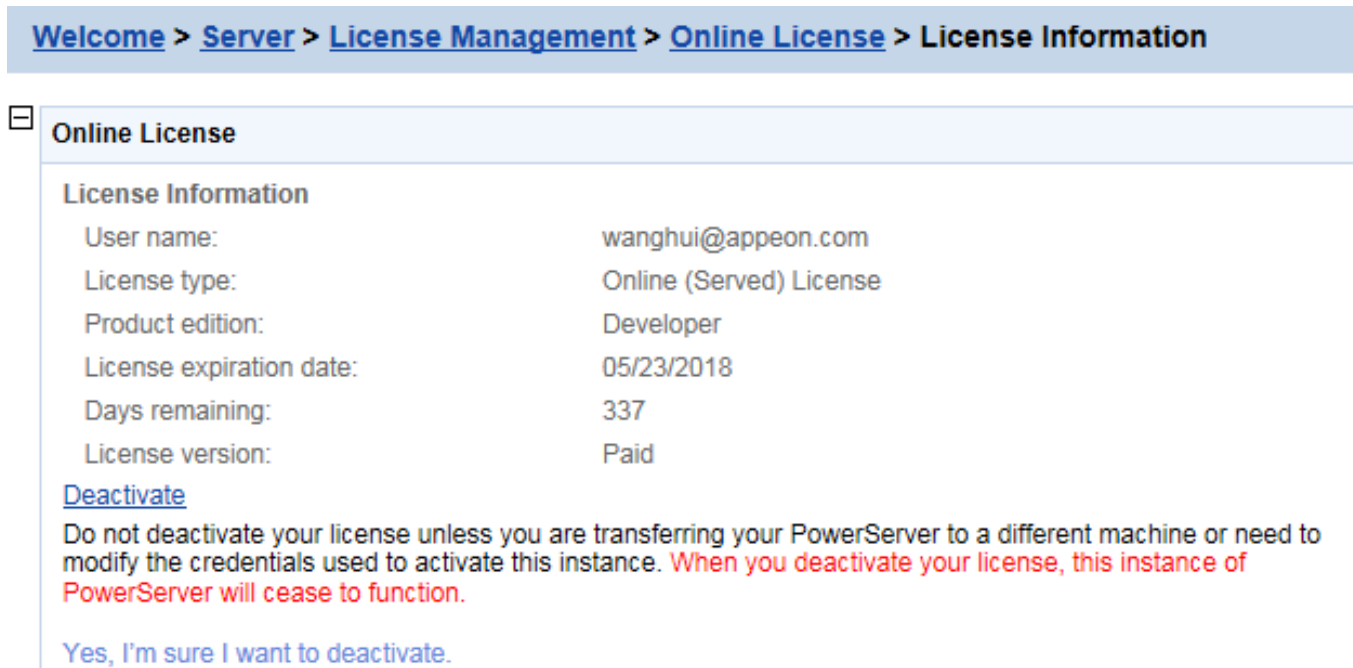
[Deactivate](#)

4.2.2 Deactivating an online license

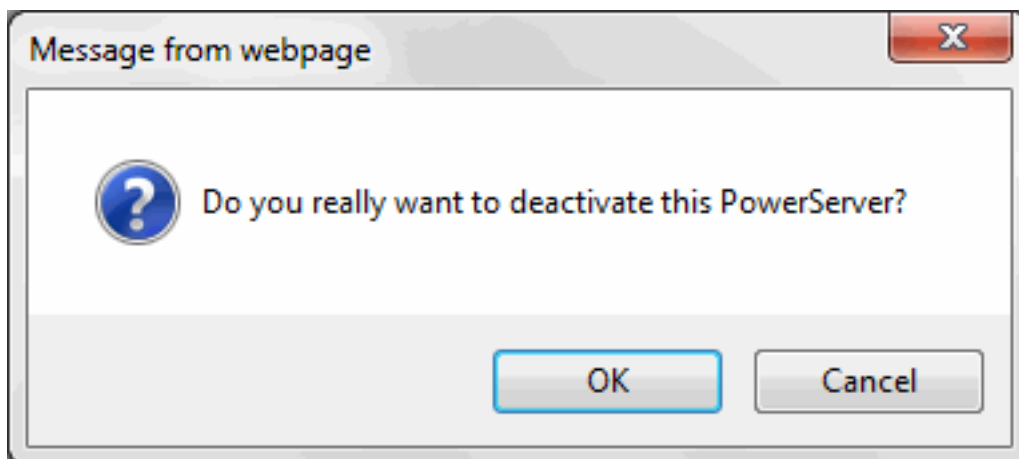
Once the online license is activated successfully, you should not de-activate it unless you absolutely need to, for example, to move PowerServer to a different machine.

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 unassign 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**

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

- 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 Apeon 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 Apeon software product to activate your license.

```
eyJNc2dIZWFkZXIiOnsiUmVxSWQjOiJCQUVBMtY0Qy0xNTI0LTRhOGQtOEZBMtY0zRTI0QkMyQ0E5MjIiLCJQcm90b2NvbFZlciIiYXJlbnRpbWVzdGFtcCI6MTQ5ODAxNDU0MiwiU2lnbmF0dXJlIjoRTcyQ0FFRUZzNjk2Nzc5N0I2MjIiLCJFNUJENDc5QzMzMtYifSwiTXNnQm9keSI6IkdTSUpmWUQwTTdVTIRRTWxiaWV1TmFXdW54VGxoRjFzGw3QStXejNkRk9CeXJUU1hmYnlxZUVldEcySUx0ZGdTUG9OYVpKU0xJQnZPUXFDUkRLT2FPb21HN0wralAxWmlxcEVrVFpHZVUenJzcnduUUFNmKzIDbnlockUrdEdVZEIYRIE0WWxlc3U0TDh5ZEMrcXdGd3lyMDhPb0FaNmF1aGpZZmVwTtVyR040enNqSjRyWmdCbzVqOE4wN3hxVHF5YWNuT0xPUDNaWVJSMTThyTGHdck9oMzNFb2xlekt5VDVcLzJSRnlkdmNVUDd6OFUrtWYwUGI1VHAzTHNnUnZqZzU5aFY1VDhHUGpaTlJMTUZNT3RHVTJtc25yYWwhQXC9Gc21RZIRNTVhhRzZ2bVdBVXJpSWxRTzZaeE5qd1hJOWpRbjhhTk1ncKxtUEU3elhtSDNqUm1wTUNxOTYybTRBRmZYMgpWjV1RqS1c4ZVBSXC9UcHRvNDczMmFJQWtTQVgzYUzSHFvVFZCR0NJKzFKUnJNU1V4bEMydWNsSExnK0xsN2xsOWtpOFFHRkQ2SHBlczR5Nm9Ha0NydzJcLzcvZlZ3RNdWgzRUYrdldTeEJHY2xOdm8wMGJJS
```

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

Activate

4.3.2 Renewing an offline license

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.

4.3.3 Deactivating an offline license

Once the offline license is activated successfully, you should stay logged in unless you have to deactivate the license, for example, to move PowerServer to a different machine. Note that the license is unassigned from the current machine if it is deactivated and that the license needs to be reassigned to the new machine so that PowerServer can work on the new machine.

To deactivate 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

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:

```
ewoJl1zZ0h1YWRlciIgOiAielxuXHRcIlJlcUlkcXCIgOiBcIkI2QTI2RkRGLTVERjktNDhlNy1CRDE0
LTM5NTkzMTEzMjYwMVwiLFxuXHRcIlByb3RvY29sVmVyXCIgOiBcIlYxLjAuMFwiLFxuXHRcIlNpZ25h
dHVyZVwiIDogXCJGMDJGMzY5NTRBNTYxMUQ1RjU0MjY3OEU0OTY3RTQyMFwiLFxuXHRcIlRpbWVzdGFt
cFwiIDogMTQ5ODAxNTMyNlxfSIsCgkiTXNnQm9keSIgOiAiRmwrVDNvVmxCRU5xVjZjQ04zKzJzbkxS
OWQrMXlXWE4zMjZzZzRIaWNVZmxqRTlnTXdPSWpzcVdrSk54dTlZQkhJTVJXRjJqamVsVDIzMTFHR01t
```

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.

4.3.4 Restoring an offline license

In some cases, for example, computer crash or theft, your offline license that you have activated is not deactivated yet, but you have to reinstall PowerServer and need to apply the offline license to the newly-installed PowerServer. Whether the offline license can be restored depends on whether you reinstall PowerServer to the same computer or a new one.

- If you reinstall PowerServer to the same computer on which you have activated the offline license, you can re-generate the license activation request in PowerServer and submit the request to the Appeon website. Once the license server confirms that the request is from the same computer, it will re-generate the response string, with which you can successfully complete the license activation process.
- If you reinstall PowerServer on a different computer from the one on which you have activated the offline license, if you attempt to re-submit the license activation request, the license server would reject the request because it thinks that the offline license is still working on the previous computer. In this case, you'll have to contact the Appeon Support for assistance.

4.4 Switching user accounts

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

4.5 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*](#).

6 Activating SnapDevelop

SnapDevelop IDE can be installed from either PowerBuilder product bundle or RapidSharp product bundle. The table below explains the features that are available to an user account depending on the product bundle license associated with the account:

Table 6.1:

	License Type	Common SnapDevelop IDE Features; SnapObjects	.NET DataStore; DataWindow Converter	PowerScript Migrator
PowerBuilder product bundle	Standard License	Yes	No	No
	Professional License	Yes	Yes	No
	CloudPro License	Yes	Yes	Yes
	Trial edition	Yes	Yes	Yes
	No license	Yes	No	No
RapidSharp product bundle	Paid edition	Yes	Yes	Yes
	Trial edition	Yes	Yes	Yes
	No license	Yes	No	No

To assign a SnapDevelop license

To activate SnapDevelop, a SnapDevelop license must be assigned to your account first.

With SnapDevelop installed from the **RapidSharp** product bundle, the license administrator selects **Assign User (RapidSharp Only)** under the **SnapDevelop** section and then assigns the license to your user account. For detailed instructions, refer to [Assigning users](#).

With SnapDevelop installed from the **PowerBuilder** product bundle, however, there is no way to directly assign (or unassign) a SnapDevelop license. Your license administrator will have to assign a PowerBuilder license to automatically assign a SnapDevelop license. Once a PowerBuilder license is assigned to your account, a SnapDevelop license will be automatically assigned to your account as well. And once the PowerBuilder license is unassigned, the corresponding SnapDevelop license will be automatically unassigned as well. Therefore, to get a SnapDevelop license, make sure to get a valid PowerBuilder license first.

With SnapDevelop installed from the **PowerBuilder** product bundle, an offline license can be assigned to your account, and it will be automatically assigned to PowerBuilder and SnapDevelop; but it will be only shown in the PowerBuilder All Licenses list, but not in the SnapDevelop All Licenses list.

To activate SnapDevelop with an online license

To activate SnapDevelop with an online license, input your user account in the SnapDevelop login window and make sure your computer has Internet connection, so that the online license can 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 online license activation mechanism:

Protocol: HTTPS

Port: 443

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

With SnapDevelop installed from the PowerBuilder product bundle, if you launch SnapDevelop by clicking the SnapDevelop icon in PowerBuilder IDE, you are automatically logged in to SnapDevelop with the account that you use to log in to PowerBuilder IDE.

To activate SnapDevelop with an offline license

SnapDevelop requires Internet connection to validate the user account, except that with SnapDevelop installed from the PowerBuilder product bundle, you can select "Activate without internet" link, to activate with the same offline license that is used to activate PowerBuilder on the same computer. Make sure you have already activated PowerBuilder with an offline license so that SnapDevelop which is installed on the same machine will be automatically activated and logged in. And there is no way to directly activate and log in SnapDevelop using an offline license in the SnapDevelop login window.

If the offline license is activated in an earlier version of PowerBuilder such as PowerBuilder 2017 or 2019, then SnapDevelop is unable to read and use this offline license.