

# Managing Your License Files – Online Deactivation

Due to a recent Microsoft® update, you may have experienced problems when launching Apex product where the program appears to be unregistered. If this describes your experience, the solution is simple but requires you to deactivate your license and re-register your application.

Please follow this step-by-step process to Deactivate your license and Re-Register your Apex product:

## Step One: Login to Your Apex Online Account

In order to manage your licenses, you need to login to your online account. To perform this, you must have access to the internet. Additionally, please be sure to have the following information handy:

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### Online Account Email Address

This is the email that was used to manage and receive licensing notifications for your Apex Medina v4.x or Apex Sketch v5.x product.

### Password

This is the associated password for your online account. If you cannot remember your password, click the following link to reset it.

**Note:** You can also reset your password from the My Account login page. If you do not remember your online account email address, please contact an Apex Representative at your earliest convenience.

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Click this button to login to your Apex Online Account.



## Step Two: Login to Your Online Account

Input the **Email** and **Password** associated with your online account and press **ENTER** or click the **Login** button.

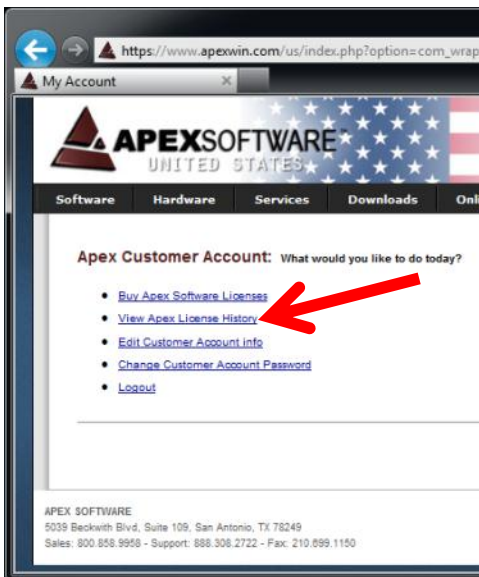


### Can't Remember Your Password?

If you do not remember your password, you may choose the link "Forgot Your Password?" which will reset your password and send you a temporary password to the email specified.

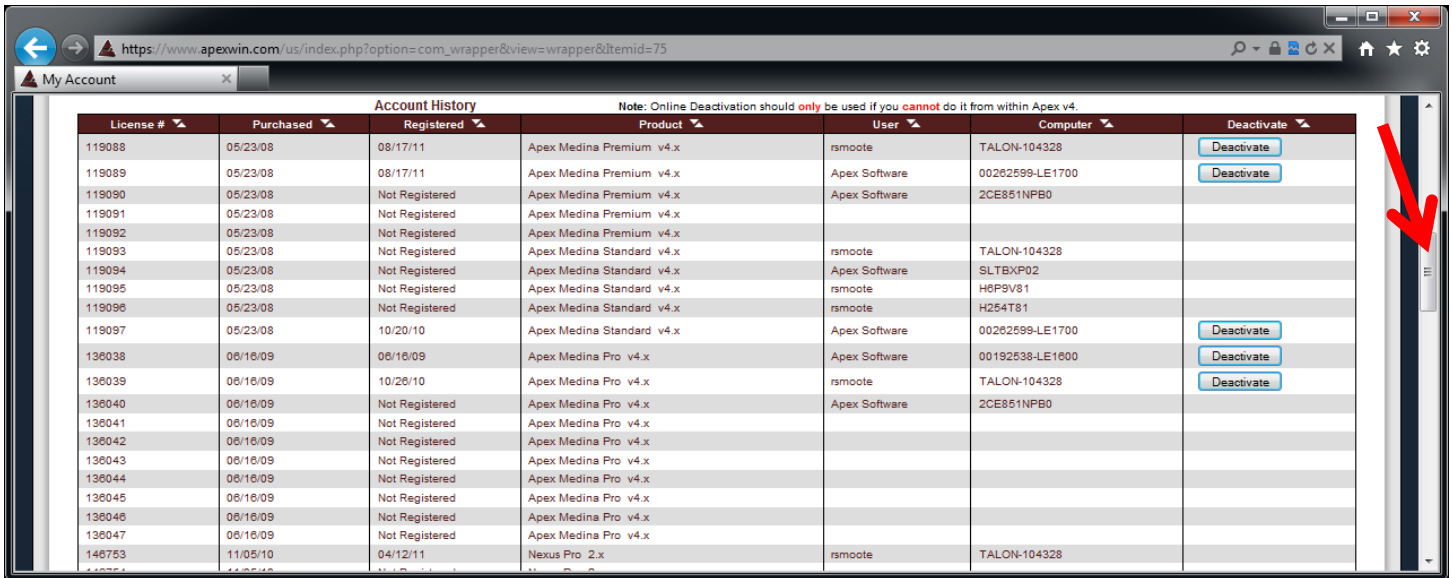
## Step Three: Choose View Apex License History

After correctly inputting your email and password, you will be presented with a number of options available to your account. Choose **View Apex License History** to display all licensing activity.



## Step Four: Locate the License to Deactivate (Release)

After you've selected View Apex License History, additional account information will be displayed including the Licenses Available as shown below. Depending on your resolution, you may need to scroll down to view the license activity for your account. As illustrated below, a detailed view of the license activity for your account will be displayed. We recommend that you locate your license by product, user and computer name.



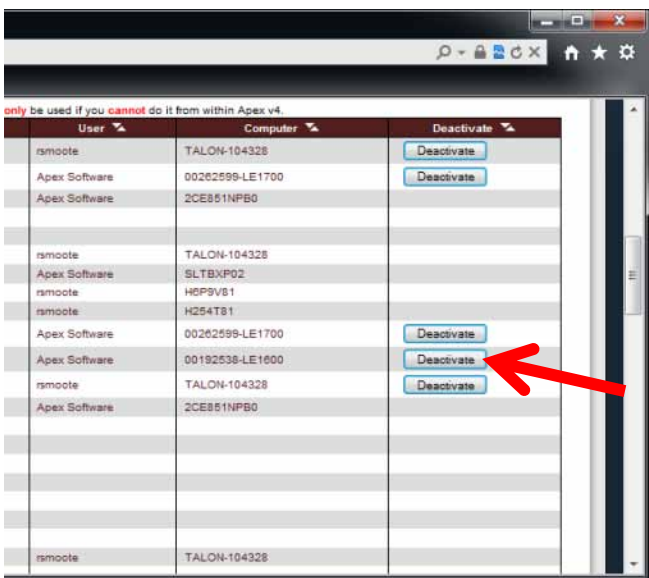
The screenshot shows a web browser window displaying the 'My Account' page. The main content is a table titled 'Account History' with a note: 'Note: Online Deactivation should only be used if you cannot do it from within Apex v4.' The table has columns for License #, Purchased, Registered, Product, User, Computer, and Deactivate. A red arrow points to the 'Deactivate' button in the rightmost column of the table.

License #	Purchased	Registered	Product	User	Computer	Deactivate
119088	05/23/08	08/17/11	Apex Medina Premium v4.x	rsmoote	TALON-104328	Deactivate
119089	05/23/08	08/17/11	Apex Medina Premium v4.x	Apex Software	00262599-LE1700	Deactivate
119090	05/23/08	Not Registered	Apex Medina Premium v4.x	Apex Software	2CE851NPB0	
119091	05/23/08	Not Registered	Apex Medina Premium v4.x			
119092	05/23/08	Not Registered	Apex Medina Premium v4.x			
119093	05/23/08	Not Registered	Apex Medina Standard v4.x	rsmoote	TALON-104328	
119094	05/23/08	Not Registered	Apex Medina Standard v4.x	Apex Software	SLTBXP02	
119095	05/23/08	Not Registered	Apex Medina Standard v4.x	rsmoote	H6P9V81	
119096	05/23/08	Not Registered	Apex Medina Standard v4.x	rsmoote	H254T81	
119097	05/23/08	10/20/10	Apex Medina Standard v4.x	Apex Software	00262599-LE1700	Deactivate
136038	06/16/09	06/16/09	Apex Medina Pro v4.x	Apex Software	00192538-LE1600	Deactivate
136039	06/16/09	10/26/10	Apex Medina Pro v4.x	rsmoote	TALON-104328	Deactivate
136040	06/16/09	Not Registered	Apex Medina Pro v4.x	Apex Software	2CE851NPB0	
136041	06/16/09	Not Registered	Apex Medina Pro v4.x			
136042	06/16/09	Not Registered	Apex Medina Pro v4.x			
136043	06/16/09	Not Registered	Apex Medina Pro v4.x			
136044	06/16/09	Not Registered	Apex Medina Pro v4.x			
136045	06/16/09	Not Registered	Apex Medina Pro v4.x			
136046	06/16/09	Not Registered	Apex Medina Pro v4.x			
136047	06/16/09	Not Registered	Apex Medina Pro v4.x			
146753	11/05/10	04/12/11	Nexus Pro 2.x	rsmoote	TALON-104328	

**Note:** To help with this, the license in question that you are searching for will have a visible **Deactivate** button located in the right hand column as illustrated above.

## Step Five: Deactivate the License

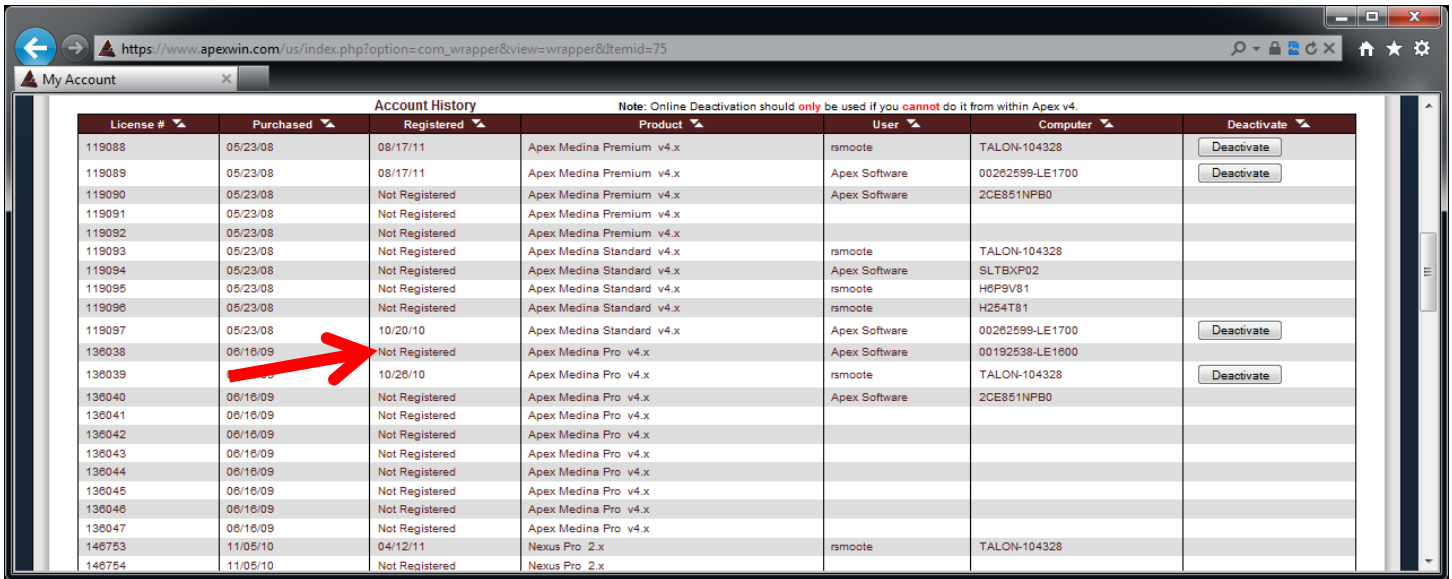
Once you've identified the license you wish to release, click the **Deactivate** button as illustrated below.



This is a close-up view of the 'Deactivate' column from the license history table. A red arrow points to the 'Deactivate' button for the license with User 'Apex Software' and Computer '00192538-LE1600'.

User	Computer	Deactivate
rsmoote	TALON-104328	Deactivate
Apex Software	00262599-LE1700	Deactivate
Apex Software	2CE851NPB0	
rsmoote	TALON-104328	
Apex Software	SLTBXP02	
rsmoote	H6P9V81	
rsmoote	H254T81	
Apex Software	00262599-LE1700	Deactivate
Apex Software	00192538-LE1600	Deactivate
rsmoote	TALON-104328	Deactivate
Apex Software	2CE851NPB0	
rsmoote	TALON-104328	

After clicking the Deactivate button, you may need to wait a few seconds for the button to be removed. Once this happens, the button will be removed from display and “Not Registered” will appear in the Registered column as illustrated below.

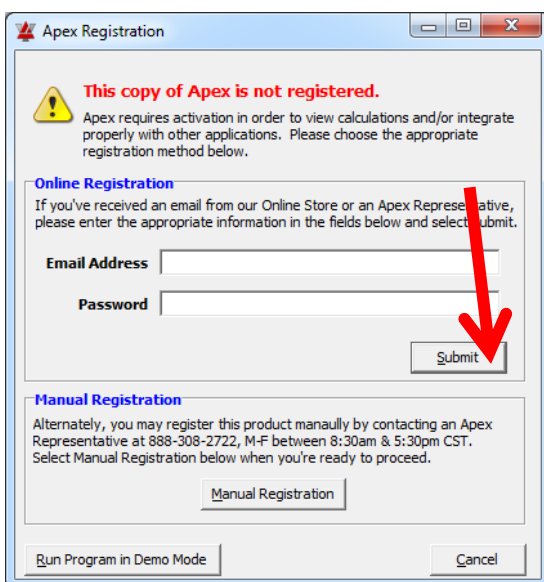


License #	Purchased	Registered	Product	User	Computer	Deactivate
119088	05/23/08	08/17/11	Apex Medina Premium v4.x	rsmoote	TALON-104328	Deactivate
119089	05/23/08	08/17/11	Apex Medina Premium v4.x	Apex Software	00282599-LE1700	Deactivate
119090	05/23/08	Not Registered	Apex Medina Premium v4.x	Apex Software	2CE851NPB0	
119091	05/23/08	Not Registered	Apex Medina Premium v4.x			
119092	05/23/08	Not Registered	Apex Medina Premium v4.x			
119093	05/23/08	Not Registered	Apex Medina Standard v4.x	rsmoote	TALON-104328	
119094	05/23/08	Not Registered	Apex Medina Standard v4.x	Apex Software	SLTBXP02	
119095	05/23/08	Not Registered	Apex Medina Standard v4.x	rsmoote	H8P9V81	
119096	05/23/08	Not Registered	Apex Medina Standard v4.x	rsmoote	H254T81	
119097	05/23/08	10/20/10	Apex Medina Standard v4.x	Apex Software	00282599-LE1700	Deactivate
136038	06/16/09	Not Registered	Apex Medina Pro v4.x	Apex Software	00192538-LE1800	
136039	06/16/09	10/26/10	Apex Medina Pro v4.x	rsmoote	TALON-104328	Deactivate
136040	06/16/09	Not Registered	Apex Medina Pro v4.x	Apex Software	2CE851NPB0	
136041	06/16/09	Not Registered	Apex Medina Pro v4.x			
136042	06/16/09	Not Registered	Apex Medina Pro v4.x			
136043	06/16/09	Not Registered	Apex Medina Pro v4.x			
136044	06/16/09	Not Registered	Apex Medina Pro v4.x			
136045	06/16/09	Not Registered	Apex Medina Pro v4.x			
136046	06/16/09	Not Registered	Apex Medina Pro v4.x			
136047	06/16/09	Not Registered	Apex Medina Pro v4.x			
146753	11/05/10	04/12/11	Nexus Pro 2.x	rsmoote	TALON-104328	
146754	11/05/10	Not Registered	Nexus Pro 2.x			

**Note:** A confirmation email will also be sent to the associated email address for this account.

## Step Six: Launch and Re-Register your Product

Now that you’ve successfully deactivated your license, you may close the browser. Launch Apex as you normally would. Whether launching Apex from the desktop (or through integrated product) or accessing registration through the Help Menu, the appropriate registration dialogs will appear. Input the same email and password used to login to your online account and choose Submit. Provided you’ve input the correct email and password, you should see a “Successful” response.



**Apex Registration**

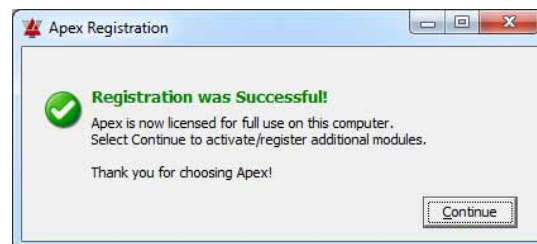
**This copy of Apex is not registered.**  
Apex requires activation in order to view calculations and/or integrate properly with other applications. Please choose the appropriate registration method below.

**Online Registration**  
If you've received an email from our Online Store or an Apex Representative, please enter the appropriate information in the fields below and select Submit.

Email Address

Password

**Manual Registration**  
Alternately, you may register this product manually by contacting an Apex Representative at 888-308-2722, M-F between 8:30am & 5:30pm CST. Select Manual Registration below when you're ready to proceed.



**Apex Registration**

**Registration was Successful!**  
Apex is now licensed for full use on this computer. Select Continue to activate/register additional modules.

Thank you for choosing Apex!