

Revoking a License Offline



If performing an online license revocation is not possible, you can revoke your license using an offline procedure.

Offline license revocation is a two-part process that involves acquiring a Revocation Permission Ticket from your Caseware Partner and then processing the ticket.

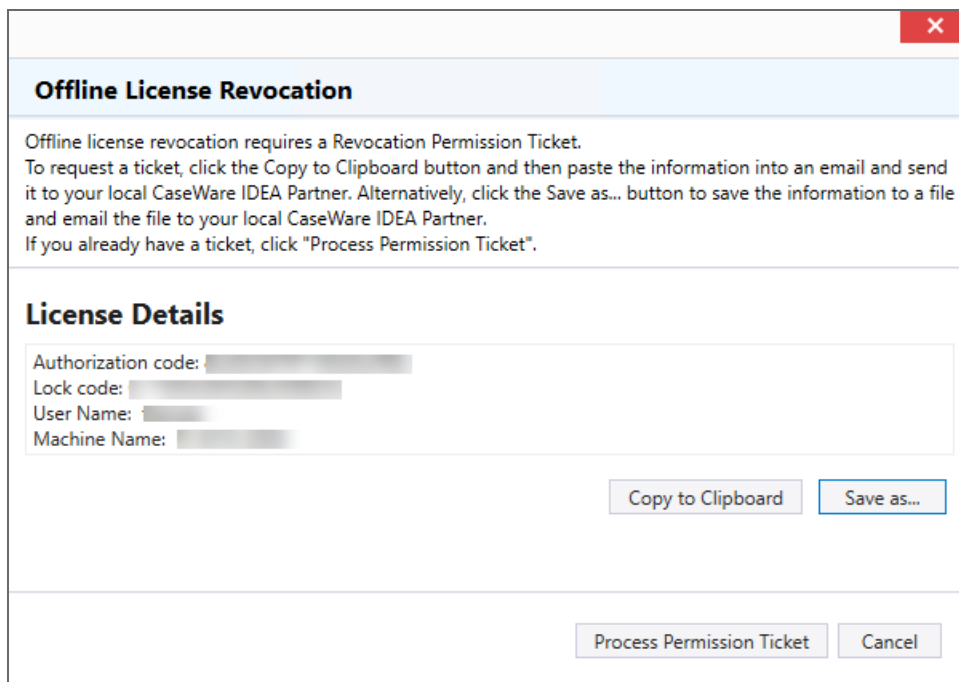
To revoke a license offline:

1. Request a Revocation Permission Ticket.
 - a. From the Windows **Start** menu, click the **Caseware IDEA** folder and then click **Caseware IDEA License Manager**.

The **Caseware IDEA License Manager** window appears.

- b. Click the **Revoke** button  associated with the license you want to remove and then click the **Offline** button .

The **Offline License Revocation** window appears. It contains the license details associated with your product.



Offline License Revocation

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

License Details

Authorization code:

Lock code:

User Name:

Machine Name:

- c. Do one of the following:
 - Click **Copy to Clipboard** to copy the license details to the Windows Clipboard. You can then paste this information into an email and send it to your Caseware IDEA Partner and request a Revocation Permission Ticket.



- Click **Save as...** to save the license details to a Text file that you can email to your Caseware IDEA Partner and request a Revocation Permission Ticket.

After you receive the Revocation Permission Ticket file from your Caseware IDEA Partner, you can then process the ticket to revoke the license.

2. Process the Revocation Permission Ticket.

- a. From the Windows **Start** menu, click the **Caseware IDEA** folder and then click **Caseware IDEA License Manager**.

The **Caseware IDEA License Manager** window appears.

- b. Click the **Revoke** button  associated with the license you want to remove and then click the **Offline** button .

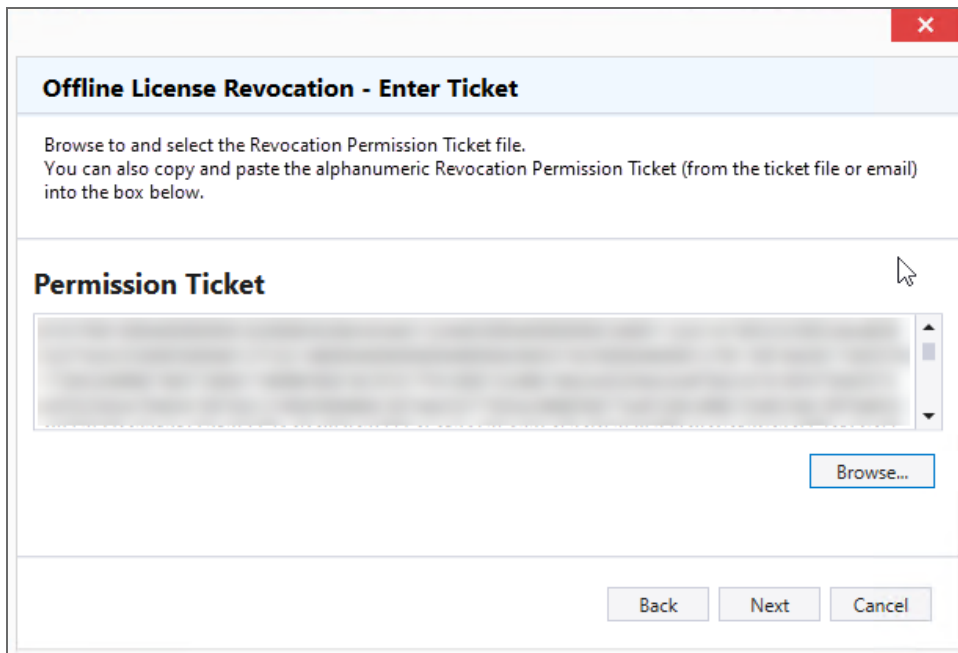
The **Offline License Revocation** window appears.

- c. Click **Process Permission Ticket**.

The **Offline License Revocation - Enter Ticket** screen appears.

- d. Do one of the following:

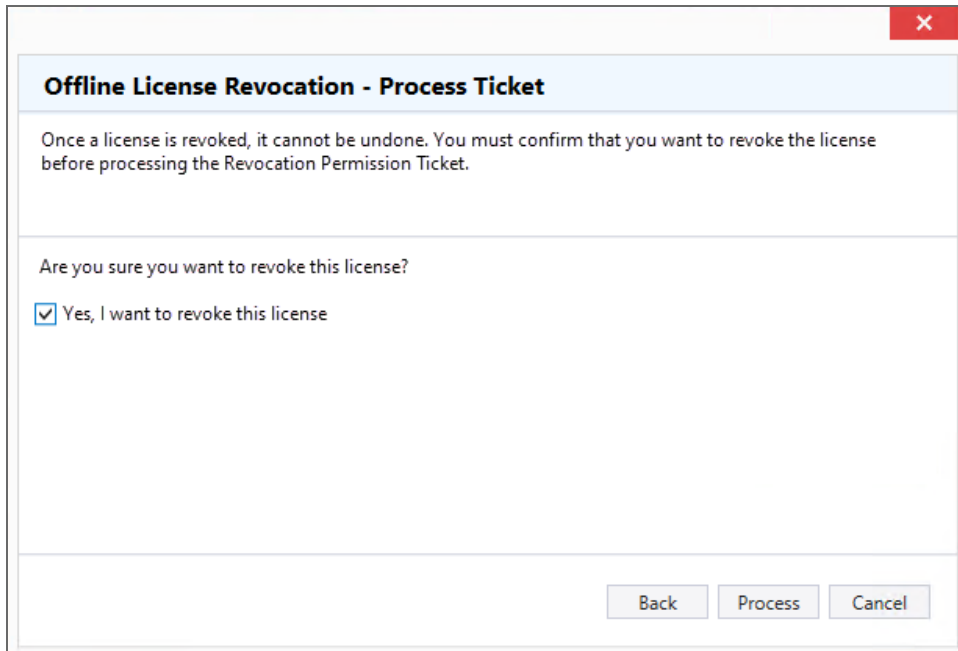
- Click **Browse...** to navigate to and select the Revocation Permission Ticket file.
- In the **Permission Ticket** box, copy and paste the alphanumeric Revocation Permission Ticket (from the ticket file or email).



- e. Click **Next**.

The **Offline License Revocation - Process Ticket** screen appears. You must confirm that you want to revoke the license before processing the Revocation Permission Ticket.

- f. Select the **Yes, I want to revoke this license** check box.



Offline License Revocation - Process Ticket

Once a license is revoked, it cannot be undone. You must confirm that you want to revoke the license before processing the Revocation Permission Ticket.

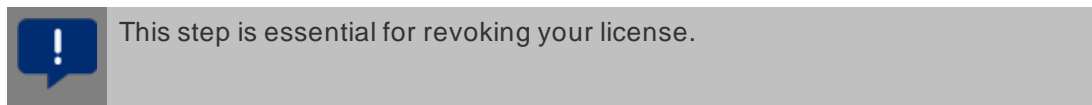
Are you sure you want to revoke this license?

Yes, I want to revoke this license

Back Process Cancel

- g. Click **Process**.

The **Offline License Revocation - Complete screen** appears. To finalize the revocation process, you must copy or save the Revocation Ticket and submit it to your Caseware IDEA Partner. This step is essential for revoking your license.



- h. Do one of the following:
- Click **Copy to Clipboard** to copy the Revocation Ticket to the Windows Clipboard. You can then paste this information into an email and send it to your Caseware IDEA Partner.
 - Click **Save as...** to save the license details to a Text file that you can email to your Caseware IDEA Partner.