

### 1 Delete a license

**IMPORTANT.** Make sure to be on the **machine** which **hosts the license** to be **deleted** (old license server).

Run the license service manager **CaessLMSvcMng.exe** and:

- Stop the license service by clicking the **Stop** button on the **Service** tab.
- From the **File** menu click the **Clear license** button and confirm to delete the license.
- From the **File** menu click the **Copy disabled license file** button.
- Select the **latest disabled license file** named **caesslicense.clfx.\*.disabled** and save it to a safe place.

**Note.** Be sure to backup your **disabled license file**. This file is **needed** when requesting a **new license activation file**.

### 2 Request a restore license

**IMPORTANT.** Make sure to be on the **machine** which will **host the restored license** (new license server).

Run the license service manager **CaessLMSvcMng.exe** and:

- From the **Help** menu click the **Request support** button to open the request dialog.
- Enter a brief description of your situation and the reasons for the request.
- Click the **Generate** button to generate the **request file**.
- Click the **Save To File** button to save the **request file**.
- Email both, the **request file** and the **disabled license file** to CAESS support.

**Note.** The **request file** and the **disabled license file** have to be emailed as attachments. Do not copy/paste file content directly to the email body text area.

### 3 Activate a restore license

**IMPORTANT.** Make sure to be on the **machine** from which the **license request** was done (license server).

Run the license service manager **CaessLMSvcMng.exe** and activate the license as follows

- On the **License** tab click the **Activate/Upgrade** button
- In the file open dialog **point** to the license **activation file** delivered by CAESS support.