This document provides you a step-by-step guide on how to deactivate your copy of Raptivity Version 4.5 and above.

There are two ways you can deactivate your copy of Raptivity:

1. **Online Deactivation:** The first and simplest way is to use an Internet connection on your computer where you have installed Raptivity.

2. **Offline Deactivation:** In case you do not have an Internet connection, you could then use the Offline Deactivation method. However, you do need to use a computer with an internet connection to obtain Deactivation Key from the Raptivity website.

**Procedure for Online Deactivation when you have Internet connection:**

1. Start Raptivity and go to the menu Help → Deactivate Product.
2. Follow the instructions you see on screen in the Raptivity Deactivation Wizard and specify the Serial Key.
3. Once you enter the valid Serial Key, simply click Finish and complete the process. The deactivation process takes a few minutes to complete.

This deactivation process assumes that you have a direct internet connection so that you can connect to the Raptivity license server.

**Procedure for Offline Deactivation when you do not have Internet connection:**

1. Start Raptivity and go to the menu Help → Deactivate Product.
2. Enter the Serial Key and select the Offline Deactivation option.
3. On clicking ‘Next’, you will be provided with a Deactivation Request Key.
4. Copy and store the Deactivation Request Key.
5. Next, use a computer with an Internet connection to get the Deactivation Response Key. To do this, launch [http://www.raptivity.com/RaptivityLicense/Deactivate.aspx](http://www.raptivity.com/RaptivityLicense/Deactivate.aspx), and then enter your Deactivation Request Key. The page will guide you on how to get your Deactivation Response Key.
6. Finally, you use a CD-ROM or USB flash drive to copy that information (Deactivation Response Key) back to your machine so that you can activate your copy of Raptivity.

For this deactivation process, you need to first gather the Deactivation Request Key from your machine and then use another computer with an internet connection which can connect to the Raptivity license server from where you can pick up Deactivation Response Key.
Frequently Asked Questions

1. I have an internet connection on my computer. But the Online Deactivation method does not seem to work!
   The online deactivation method works when you have a direct, unblocked internet connection. If you need authentication for accessing the internet or if your corporate firewall blocks connection to the Raptivity server, then the online deactivation method won't work. In such scenarios, we recommend you opt for the offline deactivation method.

2. Do I need to login as an administrator to deactivate Raptivity?
   No. You do not need to login as an administrator.

3. Can I deactivate Raptivity Essential Software and continue using the Standard Packs/ TurboPacks?
   No. Once you deactivate Raptivity Essential, you cannot use any of the packs. The packs are still installed on your machine but to be able to use those you need to have Raptivity Essential activated.

4. I have separate keys for all packs. Which key should I use for deactivation?
   With Raptivity 4.5 or above, you need only one key for deactivation. If you have earlier version of Raptivity with you, you will have separate keys. However, with Raptivity 4.5, you need to use the key of Raptivity Essential for the deactivation of Raptivity Essential and other Raptivity packs as well.

5. I have uninstalled Raptivity but I forgot to deactivate the packs. How can I deactivate the packs now?
   To deactivate the packs, you need to first have Raptivity Essential on your machine. Please install Raptivity Essential and then go to the menu Help → Deactivate to deactivate your packs.

6. Does deactivation of Raptivity software and packs uninstalls those from my machine?
   No. The software and the packs are simply deactivated and not uninstalled. You can anytime activate them and start the use.

Contact Us:

For any questions or issues regarding Raptivity license deactivation, please write to support@raptivity.com for assistance.