

Deprovisioning Acronis Licenses

Overview

This Knowledgebase article provides instructions for deprovisioning Acronis licenses. To stop the billing process, you must fully complete all of the following instructions.

IMPORTANT! Revoking a license on a protected machine does not stop billing of the license. You must follow all instructions in this article and complete all four required steps to stop the billing process.

Four Required Steps to Fully Deprovision an Acronis License

1. Deprovision the license with a *Certificate of Software Destruction – Acronis* form
2. Revoke the license for the specific machine involved
3. Delete the deactivated machine from the Acronis Management Server (AMS)
4. Remove the Acronis License from the AMS License Server

1. Deprovision the Acronis License with eFolder

In order for eFolder to stop billing you for the deactivated licenses, you must request and return the *Certificate of Software Destruction – Acronis* form. By filling out this form and digitally signing it, you agree that you will not sell, transfer, or give away the Acronis software.

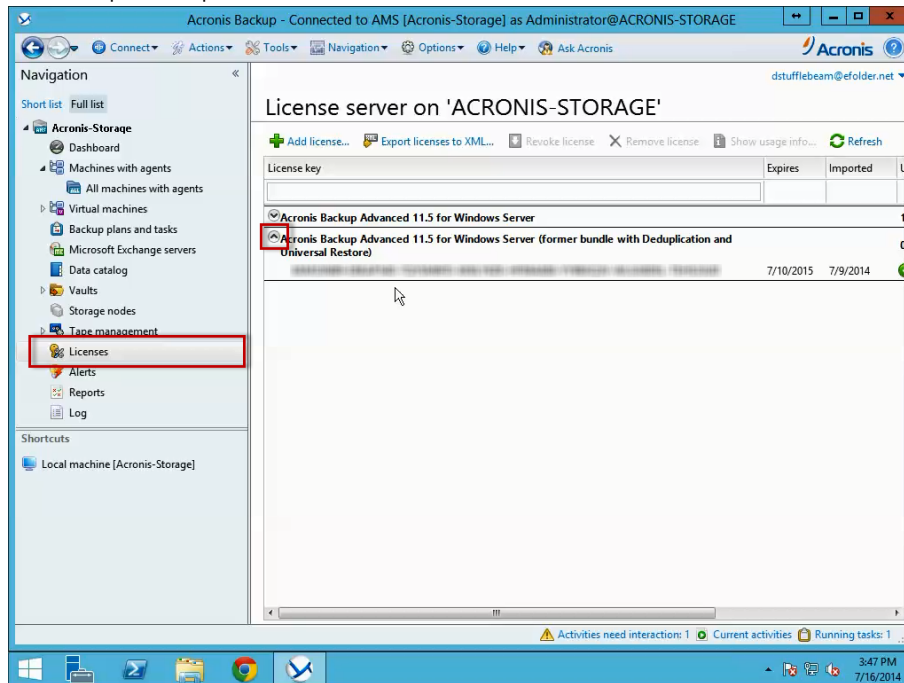
To obtain the *Certificate of Software Destruction – Acronis* form, email orders@efolder.net. eFolder will then send you an email with a PDF that you must fill out, sign, and return to eFolder. You will be required to provide the license keys of the licenses that you are deprovisioning.

2. Revoke the Acronis License for a Specific Machine

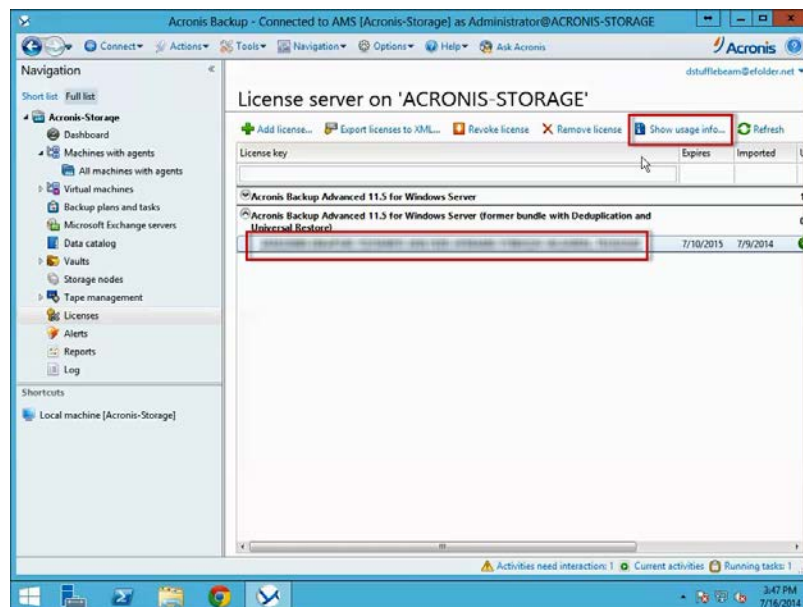
Note: Revoking the license will stop the agent from backing up and protecting that machine. If you revoke the license from an agent, we recommend that you also delete that deactivated machine from the Acronis Management Server (AMS). Instructions for deleting a deactivated machine from the AMS appear later in this article.

1. Use the *Acronis Management Console* to connect to the AMS managing the protected machine you plan to deprovision.
2. Select **Licenses** from the left menu.

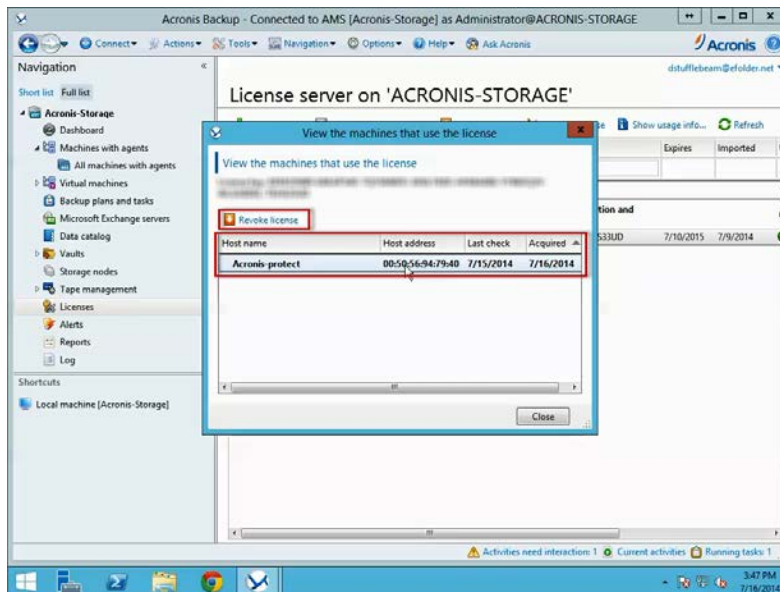
- To view the license keys, select the **circle with an arrow pointing down** next to the license type you plan to revoke. (Once a choice is selected, the arrow next to the selection will point up.)



- Select the desired **license key** to highlight it and then select **Show usage info** on the menu bar to view the machine using this license key.



5. The *View the machines that use the license* dialog box will display all machines using this license. Note: There should be only one machine assigned to the license key.



6. If the machine name in the *Host name* column matches the machine you want to deactivate, select it from the list and then select **Revoke license**. That machine has now been deactivated and will no longer back up.

3. Delete a Deactivated Machine from the AMS

If you do not delete a deactivated machine from the backup plan, the AMS will continue to try and back up the machine. These backups will fail, producing errors and alerts. We suggest deleting deactivated machines from the AMS.

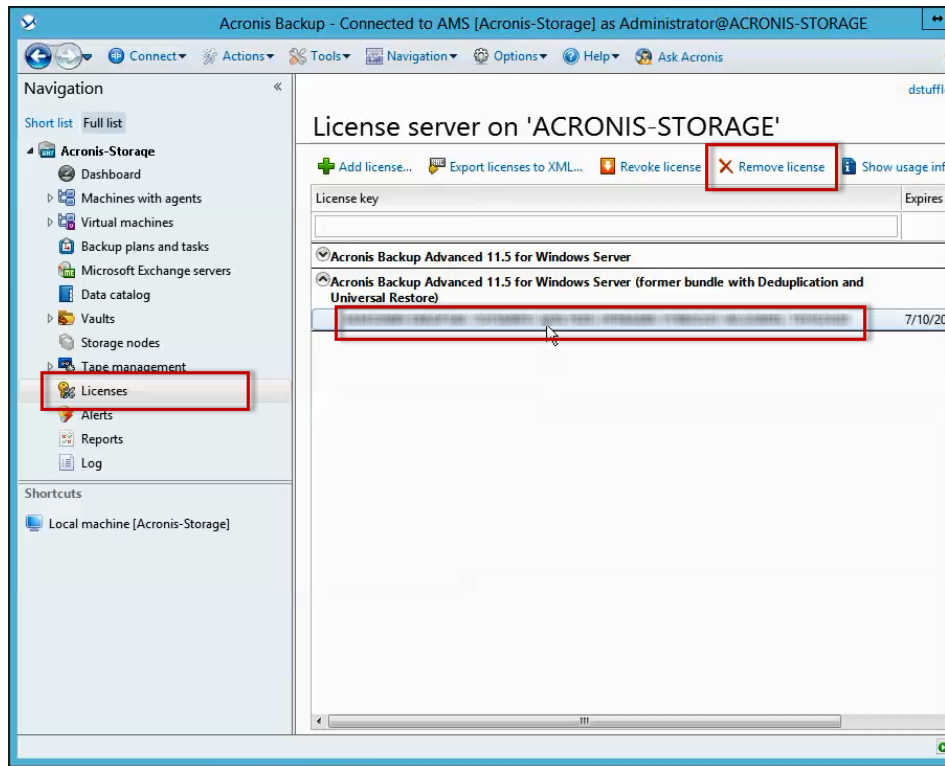
To delete deactivated machines from the AMS, select **Machines with agents** or **Virtual machine** from the left menu, right-click on the machine name, and select **Delete machine from AMS**.

You still need to complete one additional step to completely deprovision an Acronis license, which requires you to remove the Acronis License from the AMS License Server.

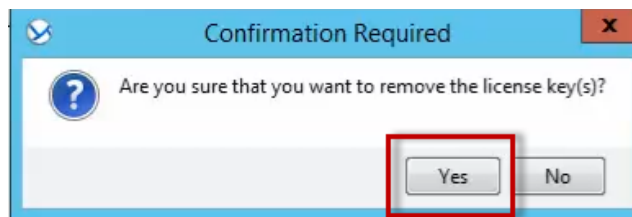
4. Remove the Acronis License from the AMS License Server

After revoking the license and deleting a deactivated machine from the AMS, remove the deprovisioned license key from the AMS license server.

1. Select **Licenses** from the left menu. To reveal the license key, select the drop-down arrow on the top left of the license key you plan to delete. Select the **license key** and then select **Remove license** on the menu bar.



2. A *Confirmation Required* dialog box will appear confirming your actions. Select **Yes** to remove the license key. The license has now been removed.



You have now completed the four required steps for deprovisioning the Acronis license. All four of these steps must be completed in order to stop the billing process.

If you run into unexpected problems, email support at acronissupport@efolder.net.