

# Offline licenses

For environments where the Chariot host has no internet access (air-gapped industrial networks or high-security deployments) Chariot supports offline license activation. Activation is a one-round-trip email exchange with Cirrus Link Support.

This page covers requesting, installing, updating, and deactivating an offline license. To purchase the license itself, see [Purchasing and Activation](#).

## Request Offline License Usage

After purchasing a Chariot license and receiving a license key by email, generate a Usage Request from Chariot and send it to Cirrus Link Support.

In the Chariot UI, navigate to the **License** page.

Select **Offline** and click **Next**.

### License <sup>?</sup>

The screenshot shows the 'License' page with a progress indicator on the left. The steps are: Getting Started (checked), Activation Method (active), Additional Details, Activation, and Complete. In the 'Activation Method' section, there are three buttons: 'Online' (with a plug icon), 'Offline' (with a lightning bolt icon and highlighted in dark blue), and 'Floating' (with a cloud icon). Below these buttons are 'BACK' and 'NEXT' buttons.

Select **Generate Usage Request** and click **Next**.

### License <sup>?</sup>

The screenshot shows the 'License' page with a progress indicator on the left. The steps are: Getting Started (checked), Activation Method (checked), Additional Details (active), Activation, and Complete. In the 'Additional Details' section, there are two buttons: 'Generate Usage Request' (with a double arrow icon and highlighted in dark blue) and 'Upload Usage License' (with an upload icon). Below these buttons are 'BACK' and 'NEXT' buttons.

Enter the Chariot License Key and click **Next**.

## License

Getting Started

Activation Method

Additional Details

Activation

Drag and Drop or Manually Enter a License Key

License Key  
ENF9Y-M3N56-ZXJYP-CEX7C-N8WUD



BACK



NEXT

Complete

A popup displays the offline activation code (the Usage Request).

Offline Activation

Please contact Cirrus Link with the following usage request to get a usage license

```
DH16u09X29h9DIw57yzkj3A89YgDJrTONmI lA7W+MjBbsQfCk lMAfaN3V1Hqh6VALZ4S/dRKdK
Q/JW9ymzXa01CBDbrJL1WIuddw87CeznXQ5BeWVcTA6s78zs+E lDZzZ0xNKZ+N lWL3pZLdPFtr
66DhTZW01e47MD3aepEv6WZb3F47qvhm12IC9Mdn2m lHriU1XSmu+fxiwf4ZwggL1MwrW3rrpX
8AkkF2u57c lE lL3gDcTha6HncHLSsPv9oNj8RtPn5Tj rhwqSP+cNyiZEgNVLBEWd2fdi0+7Co
UsKfTd8wwIYci ln0XDcQYS3vkG5czr0ZY9 lCdToJx9Mf043UT4TiojoCVJND0eyznZ1UhtMKdK
rIxonv5/3BM4CAQTYas1jFigCJZkAWJ7s2PxGSWF5QYn3ycxptU3VZH4k22ogWs0yDierWgZRD
XcKZEUV5etwJCWXBkiwtQ/W36pN5jyzHHHg/fSjIUoz1etr62 lwa0iNx224HgiUJapophS46n
9uJJdGS lYvPaFCGQTzEUorBVXvecyLH1wfQpkJKPuETnqWUtFMNU/lzgtJRt0HII0ekmqG73Sb
4AVtmm+hZ0Htsz5RheyWwy83nG5b1hg21gBQ lN03ihrXXxqrgGwmYVKc6k8M6F/NHGyLKG1Zxw
Lixol0MN1rvXGnJ4Y=
```

CLOSE

Download or copy the Usage Request and email it to Cirrus Link Support.

# Activating Offline Licenses

Cirrus Link Support will email back a Usage License generated from the Usage Request. Install the usage license into Chariot by following the steps below.

Select **Upload Usage License** and click **Next**.

## License

The screenshot shows a progress bar with the following steps: Getting Started (checked), Activation Method (checked), Additional Details (active), Activation (not started), and Complete (not started). In the 'Additional Details' step, there are two buttons: 'Generate Usage Request' and 'Upload Usage License'. Below these buttons are 'BACK' and 'NEXT' buttons.

Paste the Usage License provided by Cirrus Link and click **Finish**.


## License

The screenshot shows the progress bar with 'Complete' as the active step. A blue banner with an information icon and the text 'Drag and Drop or Manually Enter the Usage License' is displayed. Below the banner is a text area containing a long alphanumeric Usage License string. At the bottom, there are 'BACK' and 'FINISH' buttons.

Usage License

```
cbBEQs/b1y/+9rl5DcwtSqHF0SwwQkLaFAcr2EdmPqieFPQKZ4m  
KBMb0s9nACl2QR21cfyzDkMN2B4ca03v7bofskwl37Que+CfJ  
j4cEjyPompj4q5VbK2Mkfwtu7ZuCb30m/EtmKK0JyxPUIT10  
0f78yGVMQMM68h54TjOd1peMVbv2Oxvc1wBmAh49bqpDaSysSx  
DPgsTcysD+6vffoIKV5CDBYIBOPW0kXNYBB7uQLBsq7WbP19Ym  
SPJzN7ENbC7pEQwGrCY0ZnsZA0v6DPvNTTY+eOUTEPiaHAJ/vp  
3lkeHke9UBFjw9Mwss0Q2dL3eDFeR3W0WdL10Ls4A3Z
```

A successful activation will redirect to the license status page, showing the state of the license, activated features, and related details.

 Only do this ONCE as each new Activation Request will invalidate the previous one.

## Upgrade an Offline License

Reactivation does not work for offline licenses. Any feature change, expiration extension, or other update requires a new round trip with [Cirrus Link Support](#).

To apply an update to an offline license:

1. Request an upgrade to a Chariot License via [Cirrus Link Support](#).
2. Generate a new Usage Request following the steps in [Request a Usage License](#).
3. Email the Usage Request to Cirrus Link Support, noting that this is an update to an existing offline license.
4. Install the returned Usage License following the steps in [Install the Usage License](#).

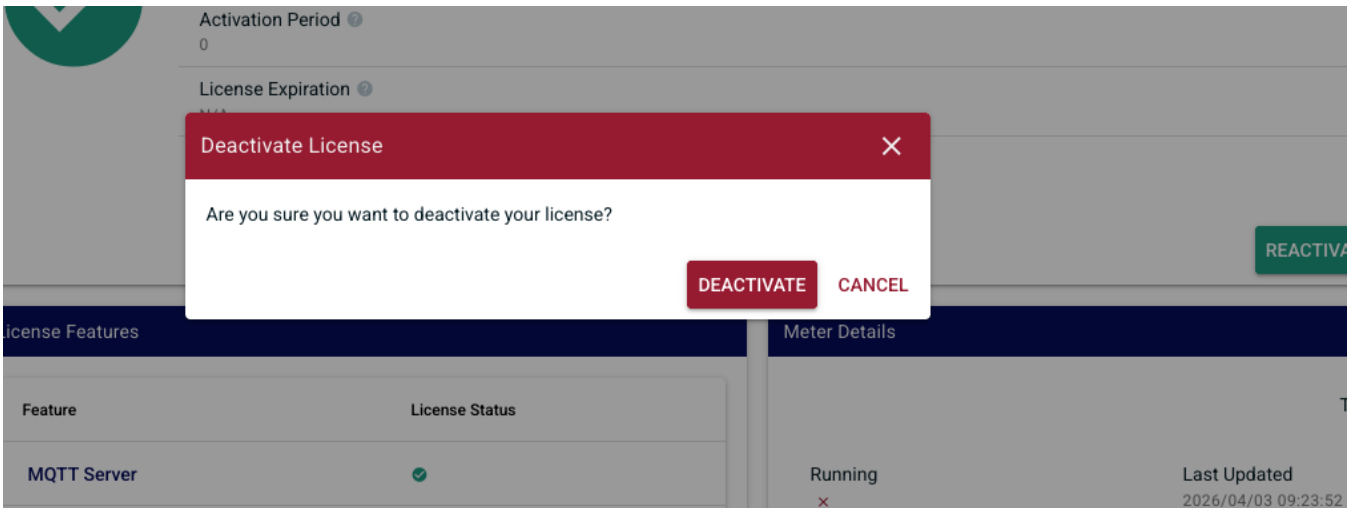
## Deactivate an Offline License

Before terminating, deleting, or destroying a Chariot server, deactivate the license so its activation can be freed for use on another Chariot MQTT Server instance.

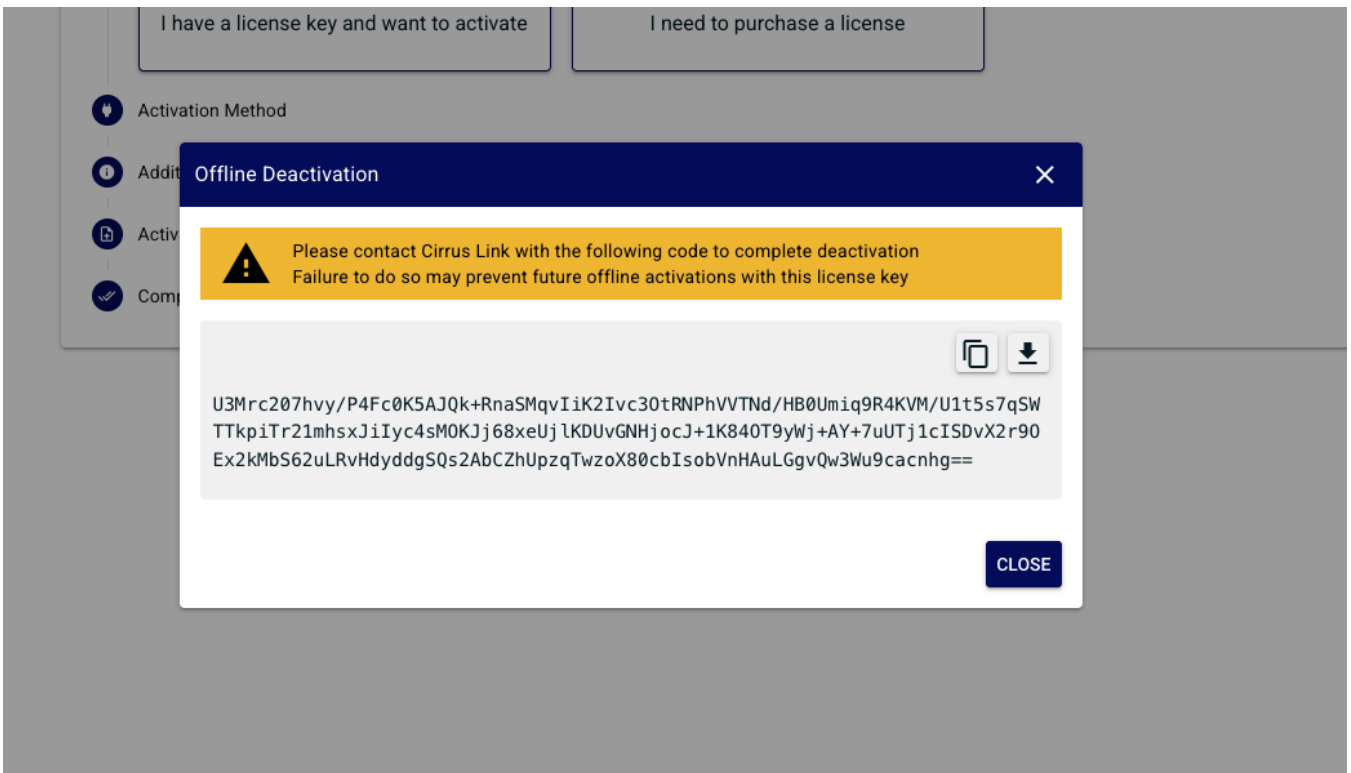
Log into the Chariot MQTT Server Web UI and from the left hand menu bar select **License**.

Select **Deactivate**.





This will provide a Deactivation Request code that should be provided to [Cirrus Link Support](#) along with the License ID in order to free up the previous activation for use with another Chariot MQTT Server instance.



Cirrus Link Support will free up the previous activation so it can be used on another instance.

**Important:** If the server is terminated, deleted, or destroyed without deactivating the active Chariot License, that license will permanently lose one of its total activations.

## What if I forgot to deactivate?

If a Chariot server was destroyed without deactivating first and you are now unable to activate the license elsewhere, [contact Cirrus Link Support](#). Include the License ID and a brief description of what happened. Support can review the situation and, in many cases, restore the lost activation.

## Related Pages

- [License Types](#) — overview of all licensing options
- [Purchasing and Activation](#)— Purchasing and Activating Chariot Licenses
- [Customer-Hosted Floating Licenses](#) — concurrent licensing in a closed network