

# 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](#).

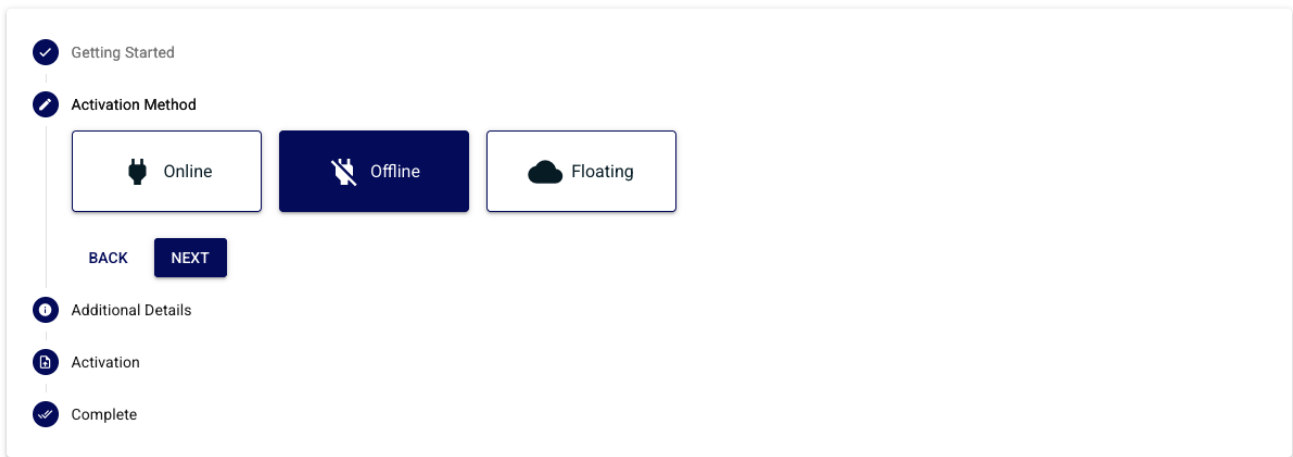
## Request Offline License Usage

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.

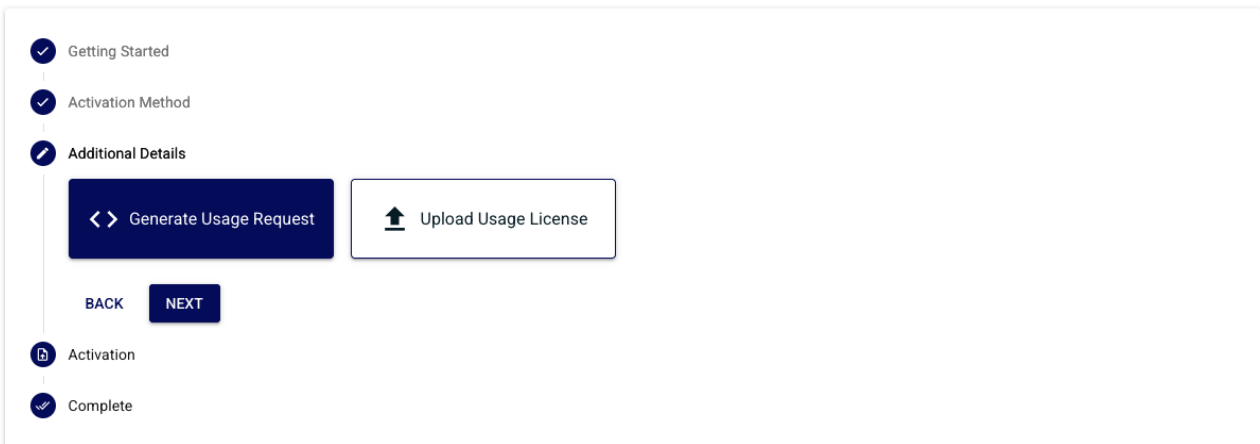
Select **Offline** and click **Next**.

### License



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

### License



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).

The popup window is titled "Offline Activation" and contains a yellow warning banner with a triangle icon and the text: "Please contact Cirrus Link with the following usage request to get a usage license". Below the banner is a large text area containing a long alphanumeric string. To the right of the text area are icons for copying and downloading. At the bottom right of the popup is a "CLOSE" button.

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 lL l3gDcTha6HncHLSsPv9oNj8RtPn5Tj rhwqSP+cNyiZEgNVLBEWd2fdi0+7Co UsKfTd8wwIYci ln0XDcQYS3vkG5czr0ZY9 lCdToJx9Mf043UT4TiojoCVJND0eyznZ1UhtMKdK rIxonv5/3BM4CAQTYas1jFigCJZkAWJ7s2PxGSWF5QYn3ycxptU3VZH4k22ogWs0yDierWgZRD XckZEUV5etwJCWXBkiwtQ/W36pN5jyzHHHg/fSjIUoz1etr62lwa0iNx224HgiUJapophS46n 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 five steps: 'Getting Started', 'Activation Method', 'Additional Details', 'Activation', and 'Complete'. The 'Additional Details' step is currently active, indicated by a pencil icon. Below the progress bar, there are two buttons: 'Generate Usage Request' (with a left and right arrow icon) and 'Upload Usage License' (with an upload icon). At the bottom of the progress bar, there are 'BACK' and 'NEXT' buttons.

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

## License

The screenshot shows the same progress bar as the previous image, but now the 'Complete' step is active, indicated by a checkmark icon. Below the progress bar, there is a blue banner with an information icon and the text 'Drag and Drop or Manually Enter the Usage License'. Below the banner is a text area containing a long alphanumeric string representing the usage license. At the bottom of the text area, there are 'BACK' and 'FINISH' buttons.

Usage License

```
cbBEQs/b1y/+9rl5DcwtSqHF0SwwQkLaFAcr2EdmPqieFPQKZ4m
KBMb0s9nACl2QR21cfyzDkMN2B4ca03v7bofskwl37Que+CfIJ
j4cEjyPompmj4q5VbK2Mkfwtu7ZuCb30m/EtmKK0JyxPUIT10
0f78yGVMQMM68h54TjOd1peMVbv2Oxvc1wBmAh49bqpDaSysSx
DPgsTcysD+6vffoIKV5CDBYIBOPW0kXNYBB7uQLBsq7WbP19Ym
SPJzN7ENbC7pEQwGrCY0ZnsZA0v6DPvNTTY+eOUTEPiaHAJ/vp
3lkeHke9UBFjw9Mwss9Q2dL3eDFeR3W0WdL10Ls4A3Z
```

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](#).

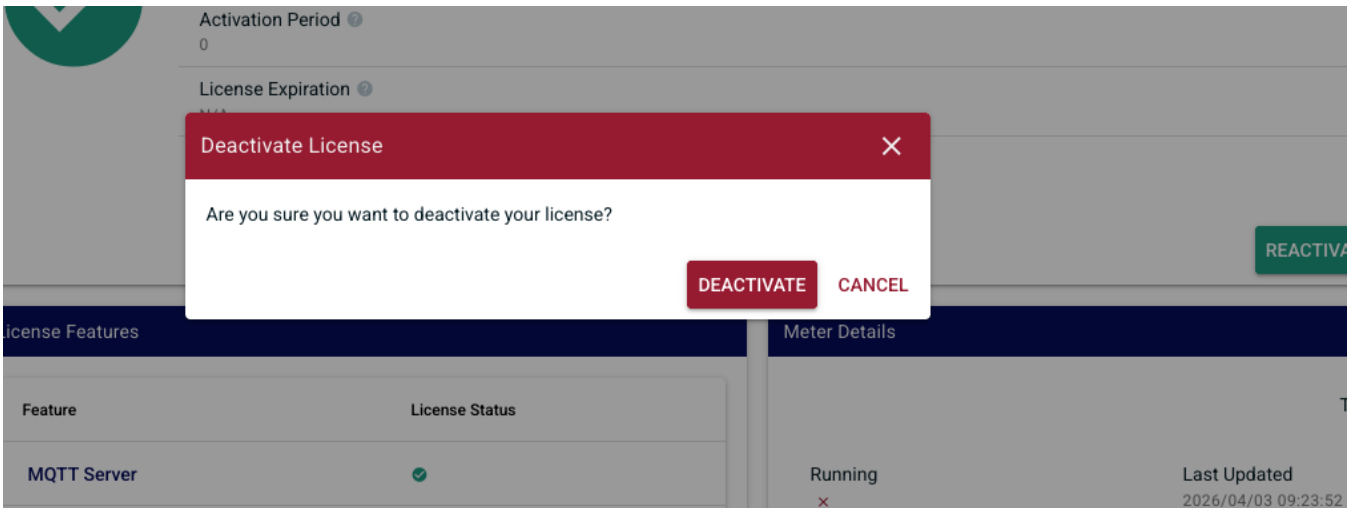
## Deactivate an Offline License

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.

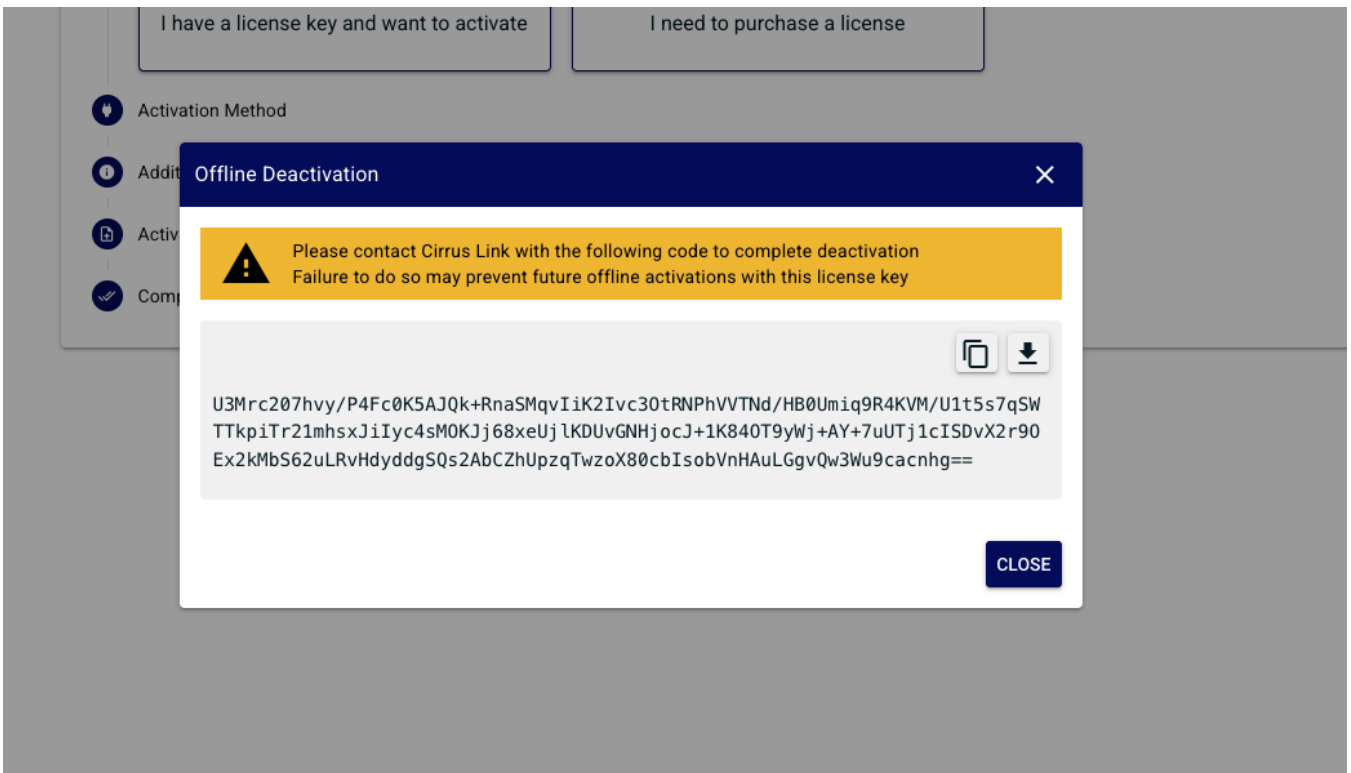
Log into the Chariot MQTT Server Web UI and from the left hand menu bar select **License**.

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