Deauthorize single use licenses in ArcGIS Pro

Esri Technical Support
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https://support.esri.com/en-us/knowledge-base/how-to-deauthorize-single-use-licenses-in-arcgis-pro-000024065

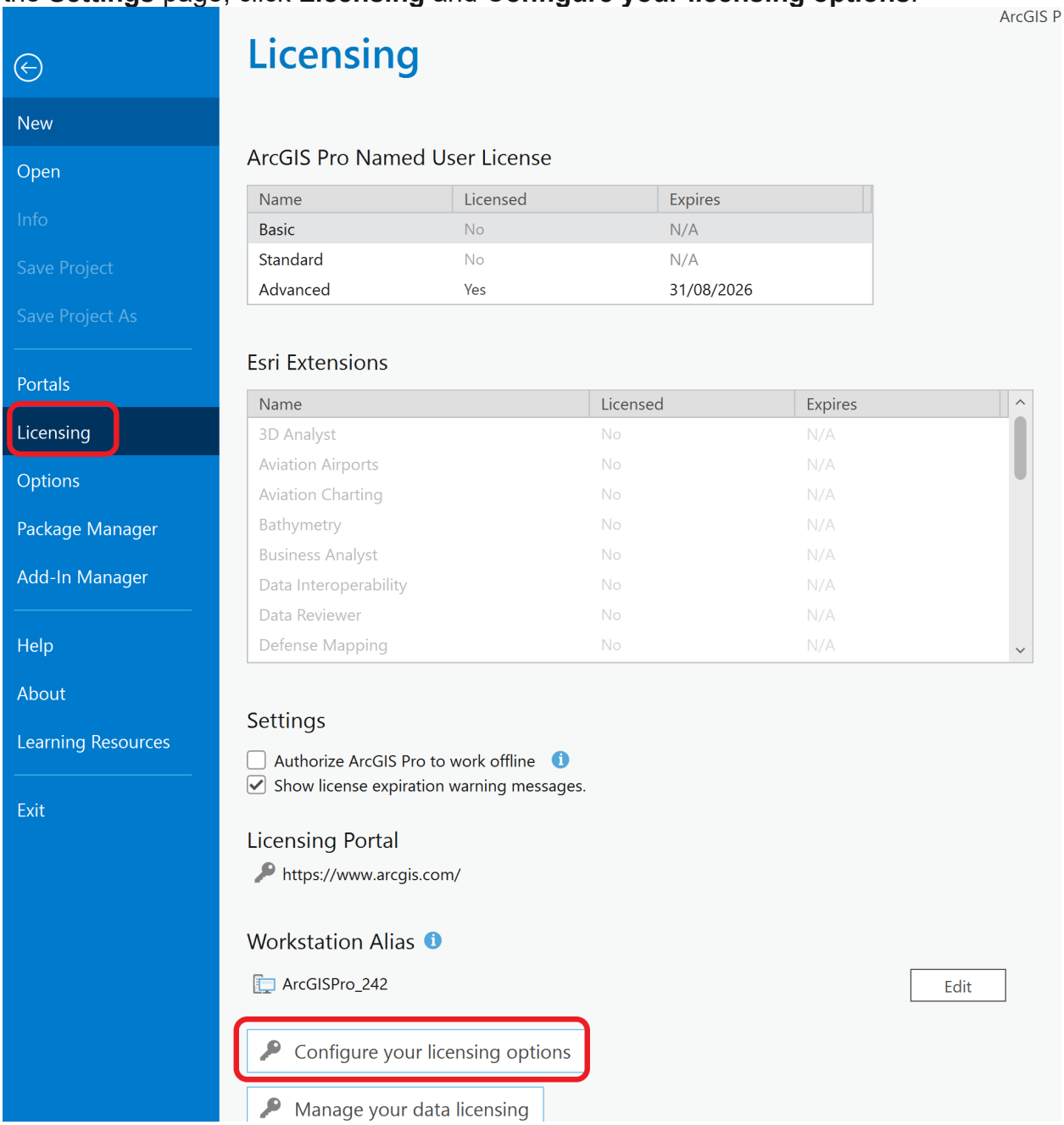
Summary

The following workflows document how to deauthorize a single use license in ArcGIS Pro using online or offline methods.

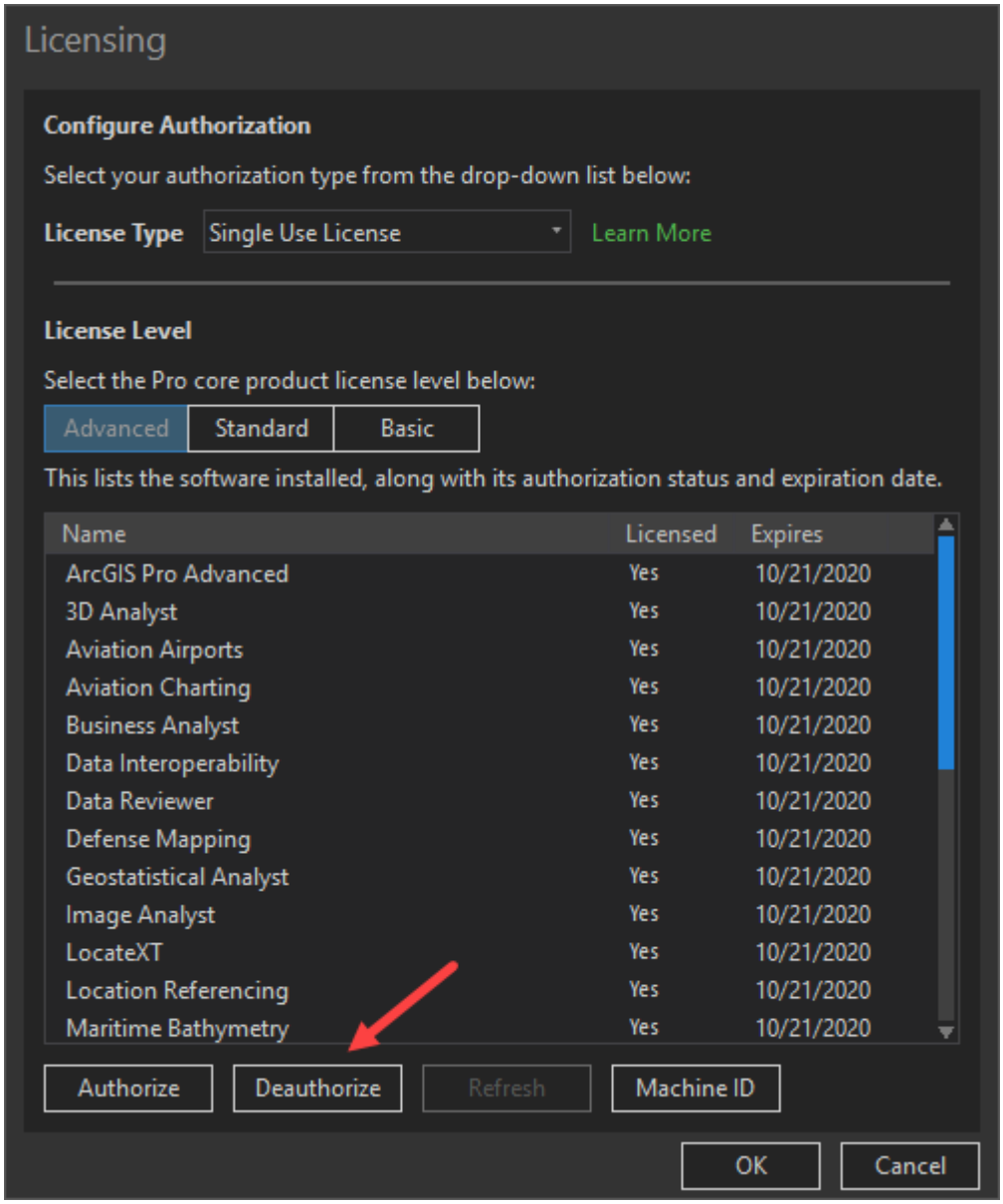
Procedure

Online Deauthorization:

1. Launch ArcGIS Pro.
2. Click **Settings** in the lower left corner of the ArcGIS Pro start page. On the **Settings** page, click **Licensing** and **Configure your licensing options**.

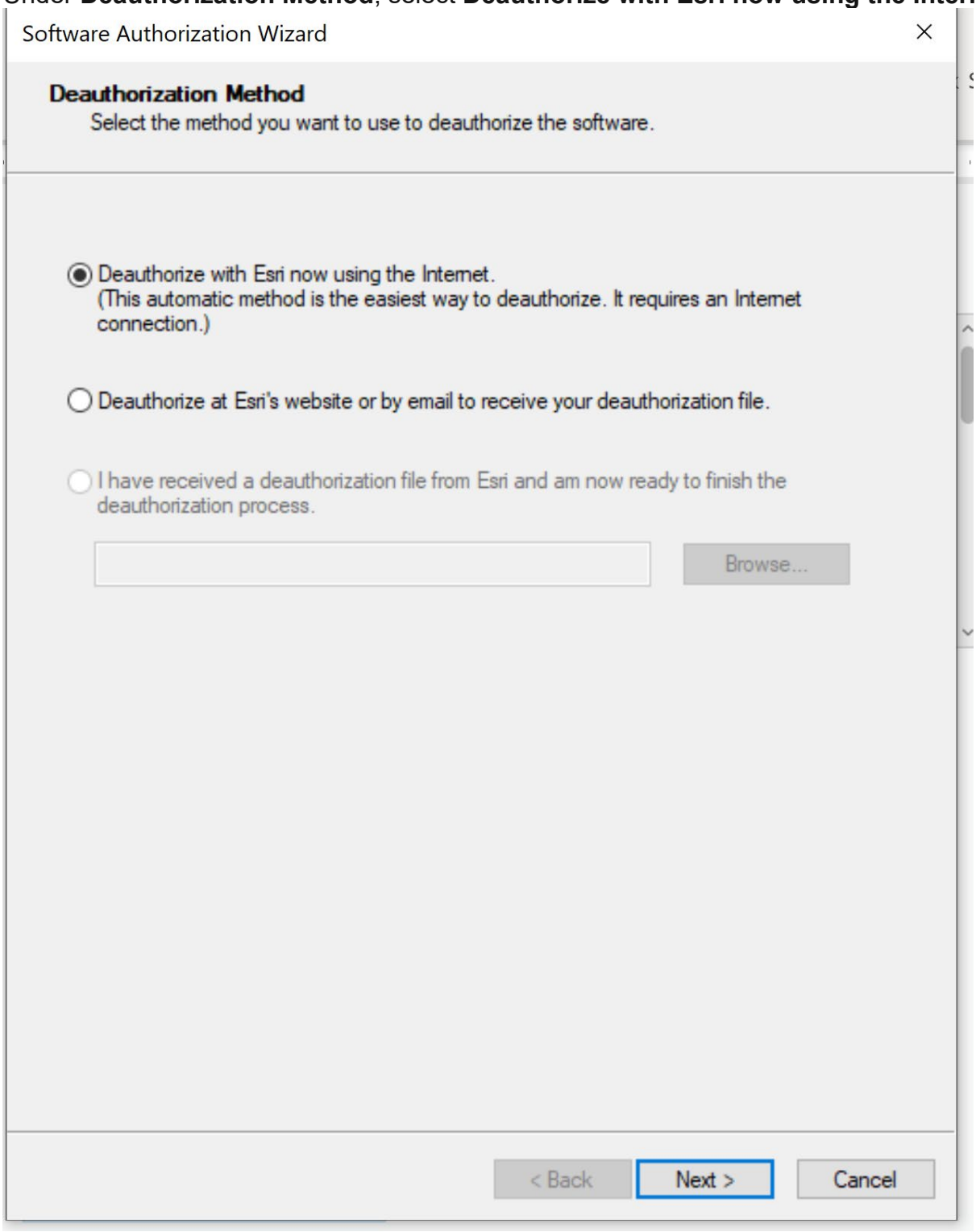


3. In the **Licensing** dialog box, click **Deauthorize.**

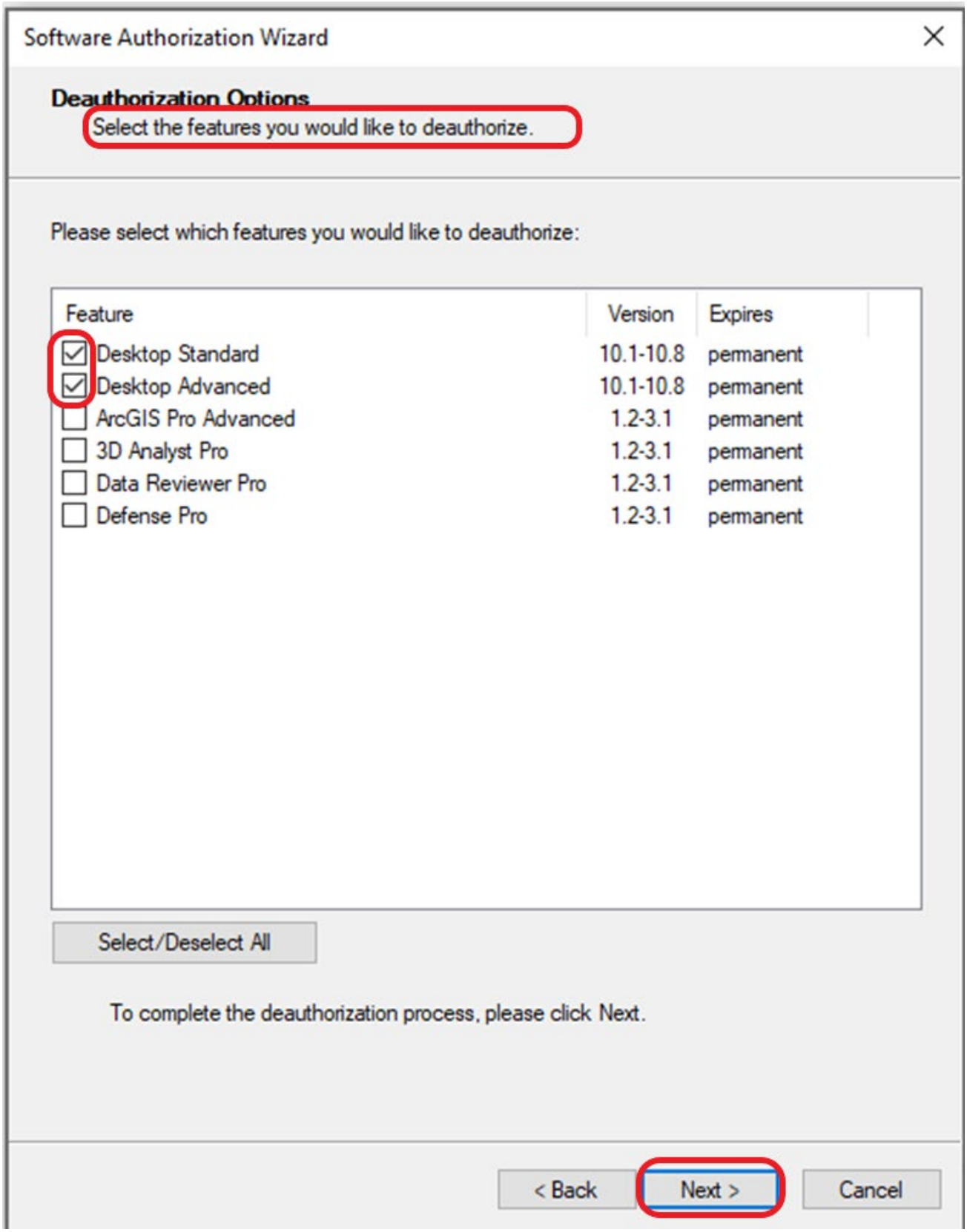


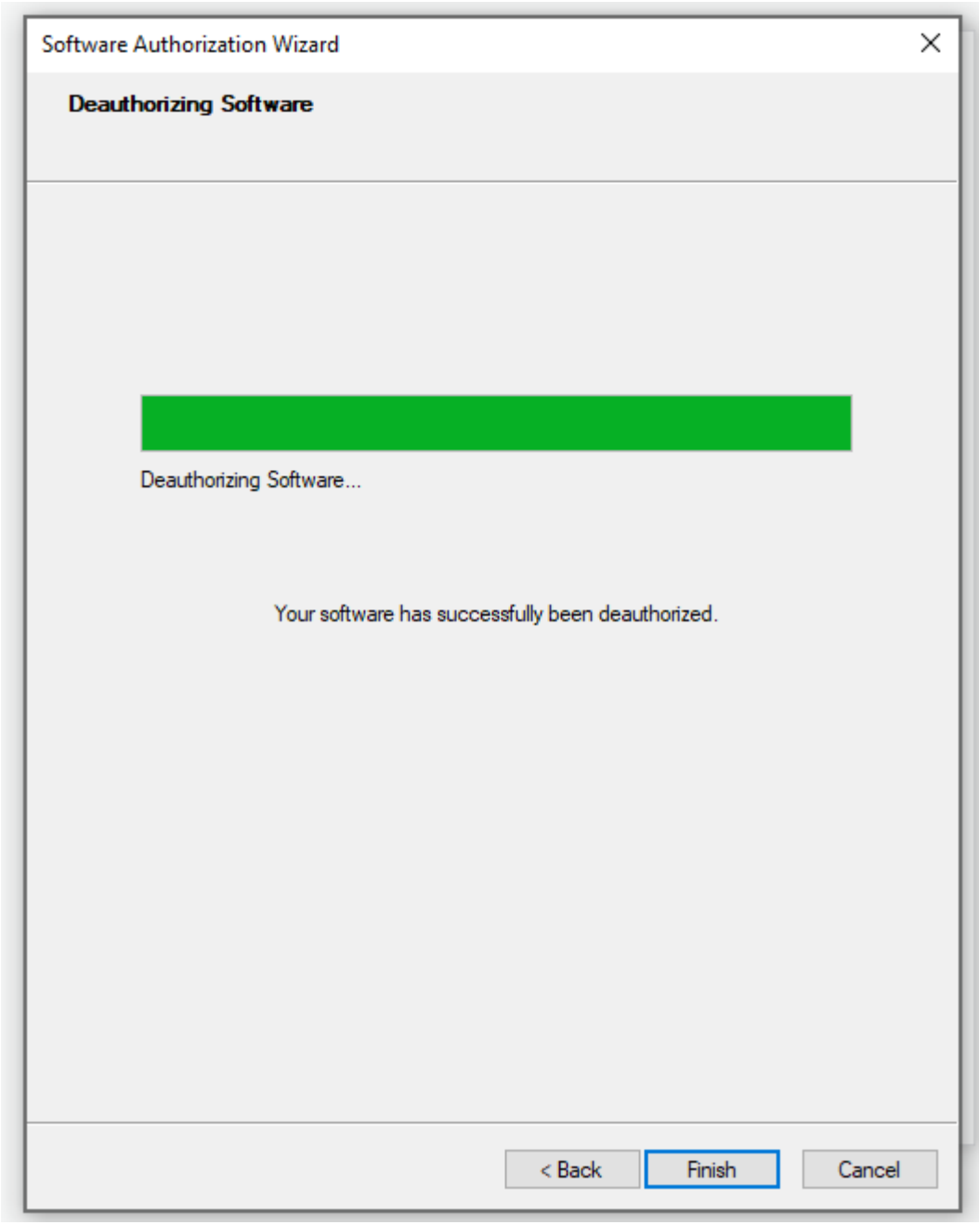
4. A pop-up displays, reading **the successful deauthorization of single use feature will require ArcGIS Pro to shut down.** Click **OK**.

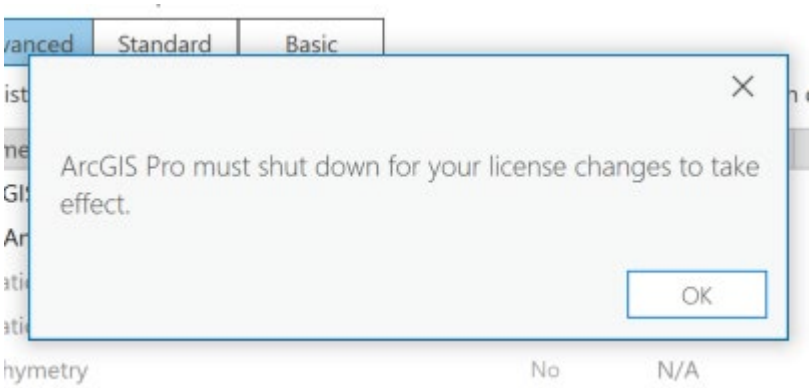
5. Under **Deauthorization Method**, select **Deauthorize with Esri now using the Internet.**



6. Under **Deauthorization Options**, select the features to deauthorize. The licenses are now deauthorized.

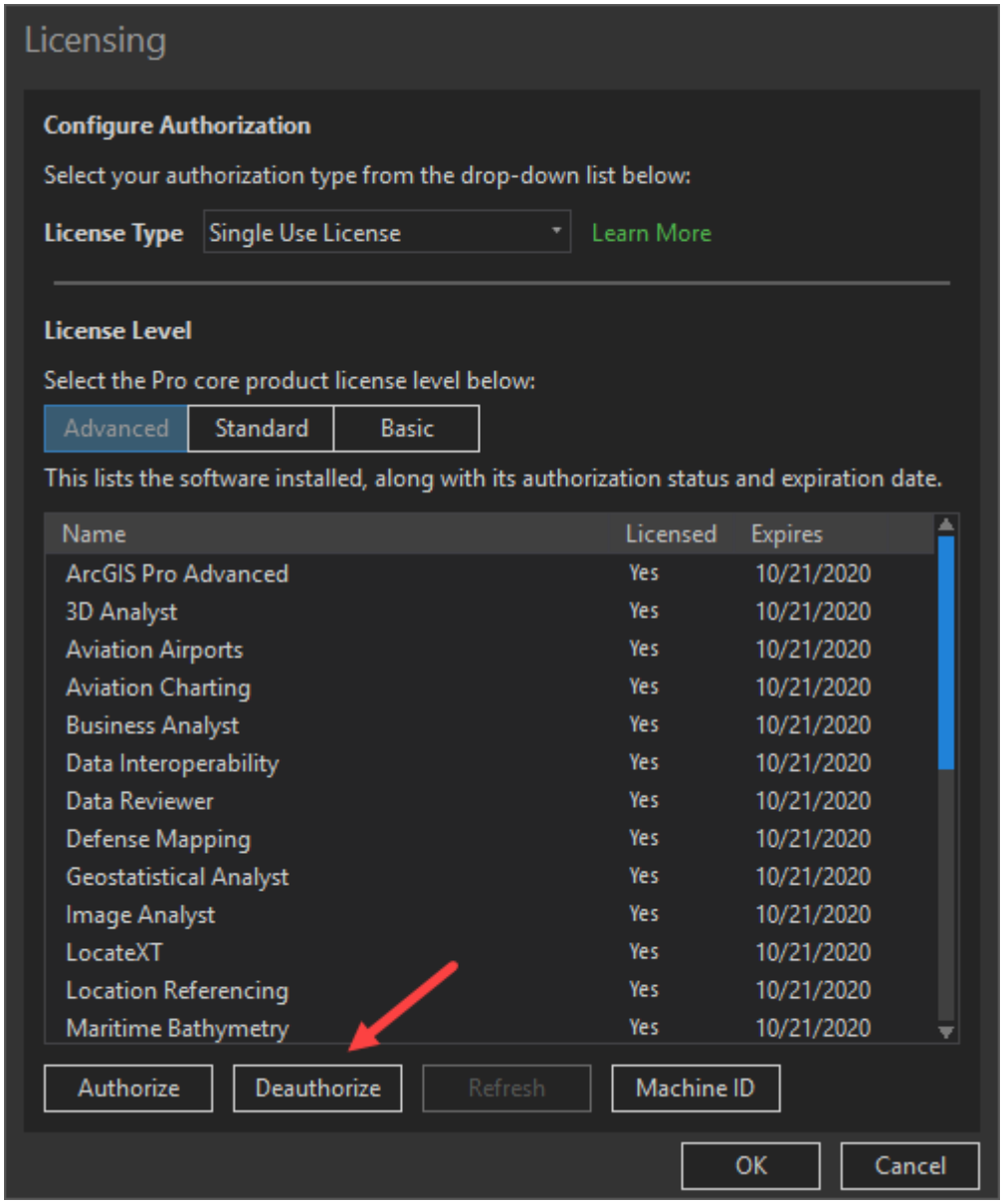



Software Authorization Wizard
Deauthorizing Software
Deauthorizing Software...
Your software has successfully been deauthorized.
< Back
Finish
Cancel


Standard
Basic
ArcGIS Pro must shut down for your license changes to take effect.
OK
No
N/A

Offline Deauthorization:

1. Launch ArcGIS Pro.
2. Click **Settings** in the lower left corner of the ArcGIS Pro start page. On the **Settings** page, click **Licensing** then **Configure your licensing options**.
3. In the **Licensing** dialog, click **Deauthorize.**



4. A pop-up displays, reading **the successful deauthorization of single use feature will require ArcGIS Pro to shut down.** Click **OK**.
5. Under **Deauthorization Method**, select **Deauthorize at Esri's website or by email to receive your deauthorization file.**
6. Under **Deauthorization Options**, select the features to deauthorize.
7. Under **Email Deauthorization**, click **Save** to save the deauthorize.txt file used to complete the process. Click **Finish** after the file has been saved.
8. Obtain the deauthorization RESPS file using one of two methods.

- To send the deauthorization file via email, send an email to authorize@esri.com, with the file as an attachment, and save the RESPS file that is emailed back and move it to the original machine.
- To upload the deauthorization file to my.esri.com:
    a. Log into my.esri.com and under **My Organizations** select **Licensing**, and **Additional Licensing Forms**.
    b. Click **Secure Site Operations** and click **Browse** to select the deauthorization file.
    c. Click **Upload**.
    d. Save the resulting RESPS file and move it to the original machine.

9. Repeat Steps 2 and 3 to open the Software Authorization Wizard. Select **I have received a deauthorization file from Esri and am now ready to finish the deauthorization process.**

    a. Click **Browse** and select the RESPS file created in the last step.
    b. Click **Next** to complete the deauthorization process. The licenses are now deauthorized.

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Software: ArcGIS Pro