

# Resetting APM Licensing and Reactivating with an Offline Activation

Please follow the steps below to reactivate your license:

1. Quit out of the APM Software by accessing the admin screen and entering the code. Then select **Quit APM Software**.
2. Quit the APM Hardware Attendant by first finding the Hardware Attendant icon in the taskbar, near the clock, and double-clicking on it.
3. When the Hardware Attendant opens, click on the **Quit** button in the bottom, right corner.
4. Run the Activation Reset utility found at this location: **C:\APM\_FOLDERS\Tools\ActivationReset**
5. Restart the APM and it will prompt you to reactivate the license. If you do not have your credentials, contact Lucidiom Support.

Once you have entered this information, click the Activate Offline button, and it will generate a challenge key at the bottom of the screen. Email us the challenge key, and we'll send you a response key to enter to get the software activated.

**Note:** Please leave the window with the challenge key open until you have entered our response key, as these must be entered as a pair.