

Moving a publication from one computer/Operating system to another

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As per the End User License Agreement (EULA), you can only activate the single-user product key on a single computer. If you wish to transfer a publication to another computer, or if you need to upgrade your computer to a new operating system (Same or different computer), you will first need to deactivate the product key before you can activate it again.

Note 1: Uninstalling the IATA Reader or stand alone application will **not** deactivate the product key/keys. The product keys need to be **deactivated** before moving to another computer or operating system upgrade.

Note 2: There is a limit for product key deactivation. Normally it is allowed for two deactivation. If you have reached the deactivation limit please submit a **New support ticket** (<https://iata.freshdesk.com/support/tickets/new>) and provide the reason for that. (You might see the end of this page)

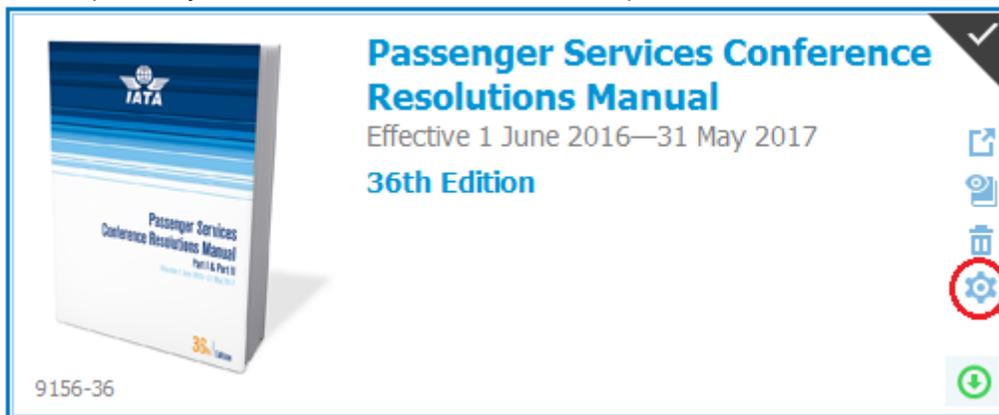
The process of moving a publication from an old computer to a new one has these major steps:

1. Deactivate the key/keys from the old computer
see Deactivating IATA Reader publications (2017+) / Deactivating the product key from legacy publications (pre-2017)
2. Download and activate the same product key, on the new computer
see Download instructions

Deactivating the key from the IATA Reader publications (2017+)

You can deactivate your product from the Library:

- Go to the Library section on the left;
- Make sure the “**View only available**” option is toggled on;
- On the product you want to deactivate, click on the Options icon;



- This will bring the product's Control Panel;
- Go to the Activation tab, and select “**Deactivate Online**”.

Once the deactivation is complete, you will be able to reactivate the product key again.

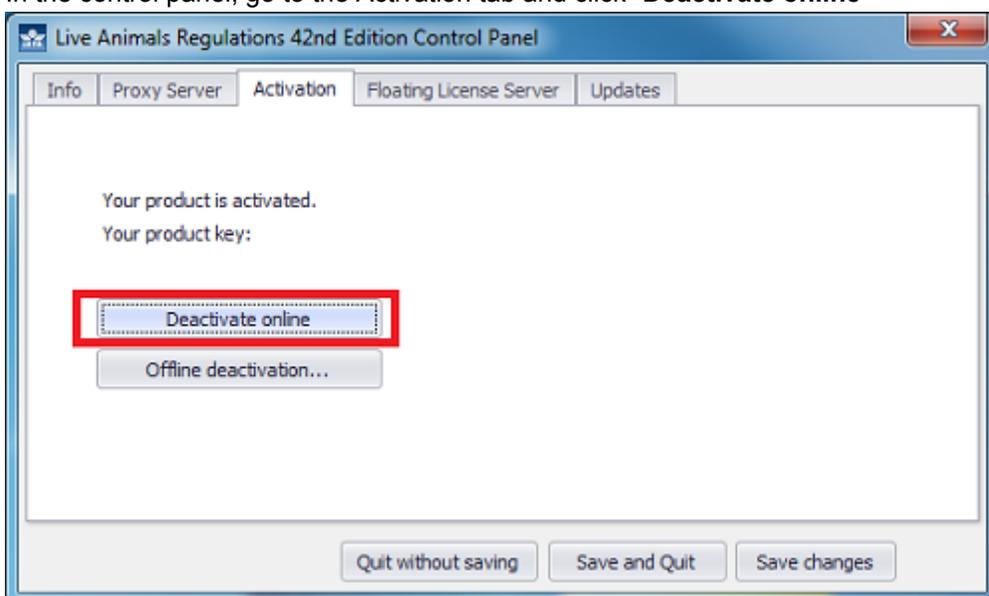
Deactivating the product key from legacy publications (pre-2017)

If you still have access to the computer where the publication was initially installed, you can deactivate the product directly from the application.

- Go to the Tools menu, and select "Deactivate".

You can also deactivate the product from the application's control panel:

- Go to Start menu > All Programs > IATA > **Product Name** > Tools > Control Panel
- In the control panel, go to the Activation tab and click "**Deactivate online**"



To deactivate multiple publications online:

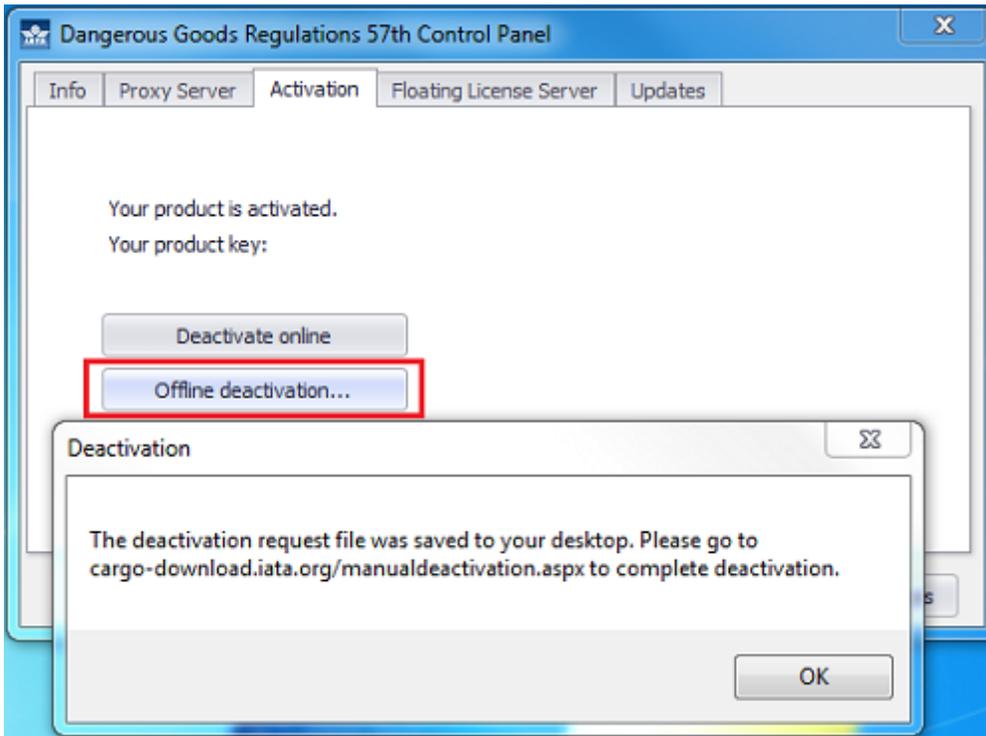
1. Open IATA Reader
2. Click Management (on the left)
3. Click Deactivate all publications online... under Activation part

If you get an error message and the online deactivation cannot be performed, an **offline deactivation** may be required:

Offline/Manual Deactivation:

If you are not able to deactivate the product key you can try the manual way:

- Go to Start menu > All Programs > IATA > **Product Name** > Tools > Control Panel
- In the control panel, go to the Activation tab and click "**Offline deactivation**"



The file "DeactivationRequest.xml" will be saved to your desktop.

- Go to IATA's Manual Deactivation page at <https://pubdownload.iata.org/ManualDeactivation.aspx> (<https://pubdownload.iata.org/ManualDeactivation.aspx>), and upload the deactivation request file.

If somehow you cannot upload the file, you can copy-paste the content of the DeactivationRequest.xml file into the large text box.

- Click "Process deactivation request"

Once the product has been successfully deactivated, you can install and activate the application on another computer, using the same product key, or proceed with the Windows upgrade before reactivating the product key.

Download Instructions:

After you finished deactivating the product key from the old computer. You need to download and install IATA Reader/Legacy publication and also install the specific publication you would like to move and activate your product key as:

<https://iata.freshdesk.com/support/solutions/articles/16000057325-download-instructions>

<https://iata.freshdesk.com/support/solutions/articles/16000057325-download-instructions>

Manual / Offline activation:

If you could not activate your product key you may do the manual/ offline activation as:

<https://iata.freshdesk.com/support/solutions/articles/16000057449-manual-offline-activation>

<https://iata.freshdesk.com/support/solutions/articles/16000057449-manual-offline-activation>

If you are unable to deactivate the product key, either because you get an error message, or because you do not have access to the computer anymore, please submit a **New support ticket** (**<https://iata.freshdesk.com/support/tickets/new>**).

Please be sure to include the following information:

- **Product name and Edition**
- **Product Key**
- Type of issue: **Activation issues**
- A brief description of the issue