



# ICE License Activation and Deactivation Guide

Product guide for prerelease

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## 1 Document Change Control History

Date	Release	Notes
May 29, 2024	3.5.1	No updates.
April 15, 2024	3.5.0	No updates.
September 20, 2023	3.4.0	No updates.
July 24, 2023	3.3.0	New release.
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April 12, 2022	3.0.1	Document created.

## 2 Conditions of Fielding

Users must reference and follow the Conditions of Fielding (COF) found in the Cybersecurity Assessment Report (CAR).

## 3 Contact Information

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## 4 Overview

ICE desktop client and mobile app licenses can be activated and deactivated when either online or offline. Without an active license, users will find ICE features and capabilities are significantly limited, e.g., only 3 second bursts of PTT. When deactivated, licenses are returned to your organization's pool of licenses for others to use.

## 5 Desktop: Activate a license when online

1. From the desktop client, navigate to: Settings > Tactical > Settings > Tactical License Activation

2. Enter the license key in the 'License Key' field.
3. Select 'Activate'.
4. The license is activated.

## 6 Desktop: Deactivate a license when online

1. From the desktop client, navigate to: Settings > Tactical > Settings > Tactical License Activation
2. Select 'Deactivate'.
3. For 'Are you sure you want to deactivate license?', select 'OK'.
4. The popup closes and the license is deactivated.

## 7 Desktop: Activate a license when offline

**Note:** This process requires a mobile device, which must be online (i.e., have internet access). The ICE Mobile app does *not* need to be installed on the mobile device.

1. Start on the **offline** desktop:
  1. Open the ICE Desktop client and navigate to: Settings > Tactical > Settings > Tactical License Activation
  2. Enter the license key in the 'License Key' field.
  3. Select 'Offline? Activate with a mobile device'.
  4. The resulting 'Activation QR Code' popup displays a QR code. Leave this popup displayed.
2. Go to the **online** mobile device:
  1. Scan the QR code displayed on the desktop. It indicates a URL.
  2. Open the URL in a web browser, which leads to a webpage displaying an 'Activation Code' (it's below the QR code).
3. Go back to the **offline** desktop:
  1. From the the 'Activation QR Code' popup, select 'Next'.
  2. Enter the activation code.
  3. Select 'Activate'.
  4. The popup closes and the license is activated.

## 8 Desktop: Deactivate a license when offline

**Note:** This process requires a mobile device, which must be online (i.e., have internet access). The ICE Mobile app does *not* need to be installed on the mobile device.

1. Start on the **offline** desktop:
  1. Open the ICE Desktop client and navigate to: Settings > Tactical > Settings > Tactical License Activation
  2. Select 'Offline? Deactivate with a mobile device'.
  3. For 'Are you sure you want to deactivate license?', select 'OK'.
  4. The resulting 'Deactivation QR Code' popup displays a QR code.
2. Go to the **online** mobile device:
  1. Scan the QR code displayed on the desktop (you may now close the popup). It indicates a URL.
  2. Open the URL in a web browser, which leads to a webpage acknowledging the license is deactivated.

## 9 Mobile: Activate a license when online

1. From the ICE Mobile app, navigate to: Menu > About
2. Enter the license key in the 'License Key' field:
  - Enter it manually.
  - OR
  - Scan a QR code:
    1. Select 'Scan License QR code'.
    2. From the 'Scan License Key' popup, center the license key QR code in the viewer.
    3. The app automatically scans the QR code, closes the popup, and enters the license key.
3. Select 'Activate'.
4. The popup closes and the license is activated.

## 10 Mobile: Deactivate a license when online

1. From the ICE Mobile app, navigate to: Menu > About

2. Select 'Deactivate'.
3. For 'Are you sure you want to deactivate license?', select 'Yes'.
4. The license is deactivated.

## 11 Mobile: Activate a license when offline

**Note:** This process requires a second mobile device, which must be online (i.e., have internet access). The ICE Mobile app does *not* need to be installed on the second device.

1. Start on the **offline** device:
  1. Open the ICE Mobile app and navigate to: Menu > About
  2. Enter the license key in the 'License Key' field:
    - Enter it manually.
    - OR
    - Scan a QR code:
      1. Select 'Scan License QR code'.
      2. From the 'Scan License Key' popup, center the license key QR code in the viewer.
      3. The app automatically scans the QR code, closes the popup, and enters the license key.
  3. Select 'Offline? Activate with a mobile device'.
  4. The resulting 'Activation QR Code' popup displays a QR code. Leave this popup displayed.
2. Go to the **online** device:
  1. Scan the QR code displayed on the **offline** device. It indicates a URL.
  2. Open the URL in a web browser, which leads to a webpage displaying the license activation QR code.
3. Go back to the **offline** device:
  1. From the the 'Activation QR Code' popup, select 'Next'.
  2. Select 'Scan Code'.
  3. Center the license activation QR code (displayed on the **online** device) in the viewer.
  4. The QR code is scanned, the popup closes, and the license is activated.

## 12 Mobile: Deactivate a license when offline

**Note:** This process requires a second mobile device, which must be online (i.e., have internet access). The ICE Mobile app does *not* need to be installed on the second device.

1. Start on the **offline** device:
  1. Open the ICE Mobile app and navigate to: Menu > About
  2. Select 'Offline? Deactivate with a mobile device'.
  3. For 'Are you sure you want to deactivate license?', select 'Yes'.
  4. The resulting 'Deactivation QR Code' popup displays a QR code. Leave this popup displayed.
2. Go to the **online** device:
  1. Scan the QR code displayed on the **offline** device. It indicates a URL.
  2. Open the URL in a web browser, which leads to a webpage acknowledging the license is deactivated.