



## Smaart Deactivation and Reactivation Guide

Smaart's licensing system is equipped with a "Deactivate" feature that allows you to reclaim an installation spot if a computer will be retired, replaced, or reformatted. If your file system is being migrated or backed up to a drive image, there are some important considerations to make with regards to Smaart's licensing.

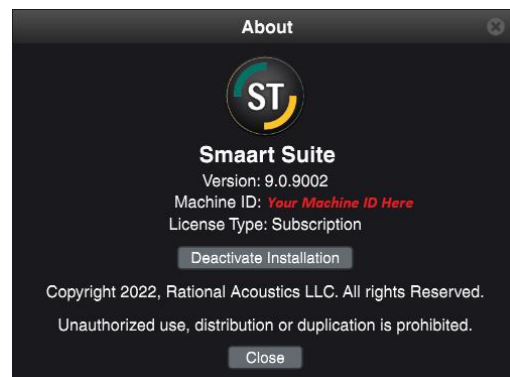
If you are **upgrading** your operating system, please first visit [this support article](#).

### Moving Smaart to a New Computer -or- Formatting your Operating System

If you need to move Smaart from one machine to another, or if you are retiring an old computer, you will need to Deactivate (or "Block") your current installation. Deactivating an installation renders it unusable on that machine until/unless it is reactivated.

If you are completely reformatting your computer, you must deactivate Smaart first to regain your installation spot. If you plan to use **Time Machine**, migration utilities, or any kind of cloning software to move your file system to a new machine (or new hard drive), please review the relevant section below or visit [this support article](#) for more information.

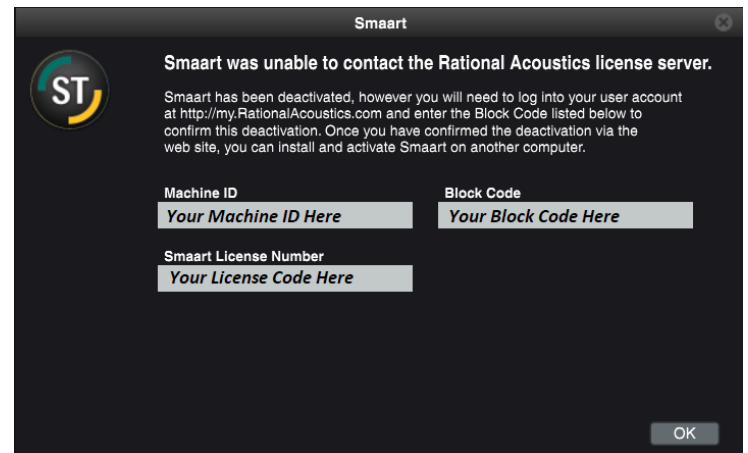
To deactivate a Smaart v9 installation go to the "About" window (Menu> File/Help > About) for the program and click the **Deactivate Installation** button.



After selecting the deactivation button, and confirming that you really want to deactivate, Smart will attempt to contact our server to complete the deactivation. If the attempt was successful, then you don't need to do anything else.

If Smart can't contact our server, you will see a screen similar to this one →

If you see this screen, make a note of the Block Code and Machine ID then open a Web browser and go to [my.rationalacoustics.com](http://my.rationalacoustics.com) to complete the deactivation.



The process is as follows:

1. Login to your account at [my.rationalacoustics.com](http://my.rationalacoustics.com) and click the link for "Software Licenses" in the navigation bar on the left side of the license management site.
2. Select on your Smart v9 license number and find the Machine ID that you wish to deactivate in your list of current installations.
3. Select **Release** in the Actions column.
4. Enter the Block Code from Smart along with your name and e-mail address in the fields provided and click the **Submit** button. Your available installations will increase by 1 following a successful deactivation.

Note that your Machine ID and Block Code are also displayed on the activation screen that appears if you attempt to run Smart again after deactivation. If you inadvertently closed the screen shown above without recording those numbers or you write down one of them incorrectly, you can always view them again. **Please do not uninstall Smart on the deactivated machine until you have confirmed the deactivation.**

### Time Machine, Migration Utilities, or Cloning Software

If you plan to restore a backup environment – OS, software, etc. – to a new or reformatted hard disk, or migrate your files and software to a new computer using a system migration tool, it is *extremely important* that you make your backup image or copy your files to the new computer or disk drive **before** deactivating Smart. Once you've made the backup image, or migrated files to the new hard drive/computer, go back and deactivate on the old system. This ensures that the deactivation is not transferred to the new hard drive or new computer.

If you start Smaart on the new hard drive/computer and encounter an "Error 523", please see the section titled "*Reactivating after restoring from a backup...*" below or visit [this support article](#).

## Upgrading your Operating System or Major System Components

If you plan to upgrade your operating system (**Win 10**→**Win 11**, **MacOS Big Sur** → **MacOS Monterey**, etc.), but you're keeping the file system intact (*not reformatting*), -or- if you are replacing major system components such as the RAM, video card, or motherboard, it is better to leave Smaart activated and email us if you run into any problems ([support@rationalacoustics.com](mailto:support@rationalacoustics.com))

## Reactivation

### Reactivating Smaart on a Deactivated Computer

When you attempt to run Smaart on a machine that has been deactivated, you will see a screen very much like the original activation screen shown earlier in this document, but with the addition of a **Block Code**.

If you have not made any hard drive or operating system changes to the computer since deactivation, the process for reactivating Smaart is identical to the Online Activation process. If you are reactivating a computer that is not connected to the internet, you will follow the steps for activating offline, but in addition to your Machine ID, you will also need to enter the Block Code listed on the first activation screen. Once you've submitted the necessary information, you will receive a new Activation Code to reactivate Smaart.

Both Online and Offline Activation steps are covered in [this licensing guide](#).

### Reactivating after restoring from a backup or migrating system files

If you are activating an installation that's been restored from a backup or migrated from another machine the process is essentially the same as a new installation.

If you receive **Error 523** while trying to activate, you need to delete the old Ticket file (licensing file) to get back to the initial activation screen in Smaart.

The location of the ticket file depends on the operating system version, please look for your operating system below to learn the appropriate file path. After Ticket deletion, restart your computer and then start Smaart. If you are asked to restore a missing file, click "No". Once the Activation window appears, try activating again.

**MacOS:** (harddrive)\Users\Shared\Ticket\Smaart9[Suite/RT/LE/SPL].ticket

**Windows:** C:\Users\Public\Ticket\Smaart9[Suite/RT/LE/SPL].ticket

*Note: replace the text in the square brackets with your edition. For example: Smaart Suite will be Smaart9Suite.ticket, Smaart RT will be Smaart9RT.ticket, etc. **If you have a subscription license, you will need to add 'Sub' to the end of the name (ex: Smaart9SuiteSub.ticket)***

## Terms

### *License Code*

The 24-digit alphanumeric number that identifies your Smaart v9 license. This license is registered to your account at [my.rationalacoustics.com](http://my.rationalacoustics.com), allowing you to download installers and activate installations.

### *Machine ID*

The unique number assigned to your computer configuration by Smaart. If Smaart is not yet activated, the Machine ID can be found on the very first Activation screen when you start Smaart, after installation. If Smaart is activated, the Machine ID can be found in the "About" menu. Each unique Machine ID can be Activated/Deactivated up to 9 times before reaching its limit.

### *Activation Code*

The code that activates Smaart, either initially, or after a previous Deactivation. This code can be obtained by manually registering your machine ID through the web interface at [my.rationalacoustics.com](http://my.rationalacoustics.com). If you have already activated Smaart, the Activation Code can be found by clicking on the appropriate Machine ID on your v9 license page at [my.rationalacoustics.com](http://my.rationalacoustics.com).

### *Block Code*

The code obtained if Smaart cannot communicate a Deactivation attempt to our web server. The Block Code can be used to manually "Release" a Machine ID from your license. If you attempt to Activate a previously deactivated installation, you will need to use the Block Code to obtain a new Activation Code from [my.rationalacoustics.com](http://my.rationalacoustics.com).

### *[my.rationalacoustics.com](http://my.rationalacoustics.com)*

The licensing "holy land". In case you haven't gotten "the vibe" from the rest of this document, [my.rationalacoustics.com](http://my.rationalacoustics.com) is **the** place for license management. [my.RationalAcoustics.com](http://my.RationalAcoustics.com) holds all of your licenses, and it's the hub for managing your installations.

### *Deactivation*

The process of disabling your Smaart installation to return an installation spot to your license. Deactivation should be performed if a computer is being retired, reformatted, or if your license is full and you would like to activate on a different machine. If your computer is stolen or damaged/destroyed, please contact [support@rationalacoustics.com](mailto:support@rationalacoustics.com) for assistance.

### *Ticket File*

The file that contains the licensing information for the computer that Smaart is installed on. The Ticket file can only be read by Smaart's licensing system. **Do not delete the Ticket file from your computer unless instructed to do so by a support technician.**