



INFORMATION BULLETIN

August 20th, 2019

RE: Rare Offline Deactivation Issue identified

A rare issue has been identified regarding offline activation and has been addressed by Nalpeiron in Release 3.4.56.13

Note: in order for a Software Vendor to benefit from the updated functionality they must redeploy a newly generated .DLL from their Nalpeiron account.

Release Notes: [Release 3.4.56.13](#)

Bugfix: Fixed autohealing when client system is never online i.e. when computerID changes multiple times with no connectivity with server.

Extended Description:

Previous behavior:

When a computer is activated using offline activation and then changes Computer ID more than once due to multiple significant operating system updates (i.e. 2 or more times) and then the license is returned using offline deactivation, then the cloud server will silently fail and the license will not be shown as returned (thus keeping that seat listed as activated rather than returned).

New behavior:

Now even in the above situation, with multiple significant operating system updates, etc. changing the Computer ID multiple times, and the license is returned using offline deactivation, then the seat will be deactivated appropriately and made available for activation on a new system. If an attempt is made to deactivate an invalid Computer ID, then the cloud will now report an appropriate error.

This information is also available on our Nalpeiron Support site (to Nalpeiron customers) at: <https://support.nalpeiron.com/hc/en-us/articles/360005390873-Release-notes-for-NSA-NSL-client-side-shared-library>