



# BioShock Revocation Tool User Instructions

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## 2. IMPORTANT NOTE

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**These instructions refer to a tool that is only for use with the Retail DVD version of BioShock, it will not work with the Steam or Direct2Drive versions of this title.**

## 3. Introduction

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The PC Version of BioShock requires a live internet connection for installation and activation. Once the installation is complete and the game has been activated you no longer need to be online to play or run the game, though you will need to keep the BioShock DVD in the drive to start BioShock up.

Once an activation has been made, the number of available activations on your specific activation code is reduced accordingly on the activation server. The BioShock Revoke Tool, is designed to clear the activation license off of the user's machine and contact the activation server to free up the revoked license for future use.

For a summary of the activation limits, please see the section named [Online Activation Limits Explained](#)

## 4. Using the BioShock Revoke Tool

The BioShock Revoke Tool will de-activate the current license on the computer that you run it on and will contact the activation server to free up the activation, for future use.

**Please read the following section carefully on how to prepare for and run the BioShock Revoke Tool.**

### 4.1 Before running the tool.

To run the tool, please make sure that you have a live internet connection and that any proxy settings that you require are also entered into the Internet Explorer proxy settings page, even if this is not your default browser.

To revoke the correct license, you should log in to the user account that the game was activated in.

If you are a Windows Vista User, revoking the License from a Standard Level user account, you will need to temporarily disable the User Access Control (UAC), before logging into the account to run the tool. You may then re-enable the UAC after the revocation is complete.

There are some additional limitations to the use of the tool, in particular with multiple activations on a single computer under different user accounts. Please refer to the [Multiple User Accounts](#) section of this document for more information.

**1. Download the tool from the following url:**

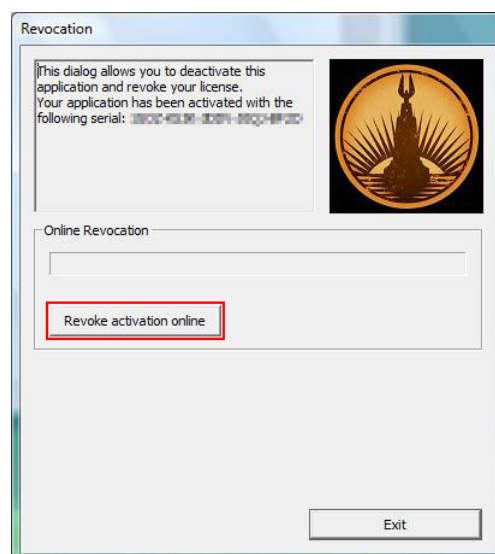
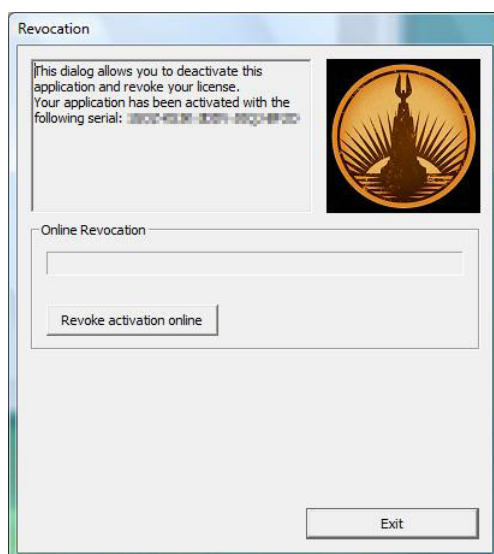
<http://downloads.2kgames.com/bioshock/BioShockRevokeTool.zip>

**2. Unzip the tool into a folder on your hard disc drive**

**3. Run the BioShockRevokeTool by double clicking on it's icon.**

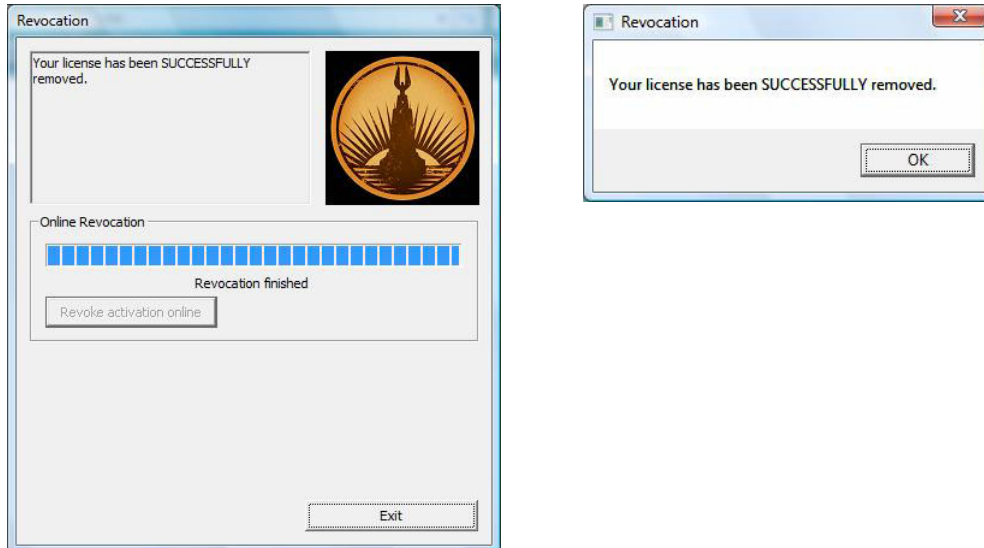
You should make sure the computer that you are running the tool on is connected to the internet as it will need to contact the server to free up your activation.

➤ You should be presented with the Revoke Requester as follows, see below.



#### 4. Click the "Revoke Activation Online" button, see above

The Revoke tool will then attempt to contact the activation server and free up your license. When it succeeds, you will be presented with a progress bar followed by a confirmation that the license was removed, click OK and then Exit to close the tool.



At this point, BioShock has been deactivated on your computer and freed up the activation on the activation server. If you want to run BioShock on this computer again, you will be asked to re-activate it with a valid activation code.

## 5. Multiple User Accounts

### 5.1 Revoking activations from multiple account on a single computer

There is currently a limitation to the revocation tool that prevents it from deactivating multiple activations on a single computer where BioShock has been activated in multiple User Accounts.

For example, if you have two user accounts on a single computer and have activated BioShock in both accounts, using the revocation tool will only free up one activation. Using the revoke tool again on the same computer to reclaim the second activation will result in either a [Revocation process failed! Internal Error: server error – unknown server](#) or a [This application is not activated on your machine, the revocation could not be performed.](#) error.

### 5.2 Revoke tool requires elevation to Administrator when run (Windows Vista)

If you run the tool in a Standard level user account and are asked to elevate your user level by entering an Administrative level password, the license for the account that you are entering the password from will have its activation revoked. If there is no activation on the account that you are elevating the user to, you may get the [This application is not activated on your machine, the revocation can not be performed.](#)

This is because the Revoke tool needs to remove a license file before revoking the license and when elevated to an Administrative user level will remove this from the Administrator account and not from the Standard user account.

If you are using Windows Vista and want to revoke the license from a Standard level Limited User Account, you should temporarily disable the User Access Control (UAC), otherwise the revocation tool will request elevation to administrator and may not detect the correct license to revoke.

### 5.3 Planned Improvements

Both the issues above are being investigated and an update will be provided when our activation partner is able to resolve them, or provide a workaround.

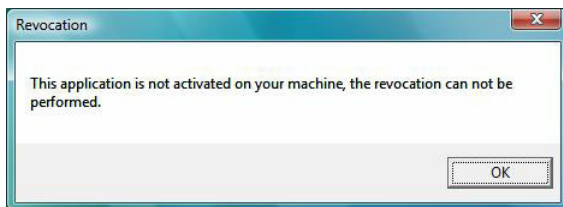
Alternatively, activations can be increased on individual activation keys on request, see [Exceptional Cases - Requests for Additional Activations](#)

## 6. Error Messages

There are conditions under which the revocation tool may produce an error, these errors are explained in this section. If you encounter any of these error conditions, please contact your local technical support representatives as listed in the back of the BioShock user's guide.

### 6.1 This application is not activated on your machine, the revocation can not be performed.

There are two circumstances why you may see the following error appear.



1. If you are running the Revoke tool on a computer / user account that has not had BioShock previously activated on it.

The solution to this, is to log in to the computer, using user account that you activated BioShock on, before running the revoke tool. NOTE: If you have the User Access Controls (UAC) enabled in Windows Vista, you should also temporarily disable UAC before switching accounts and running the tool.

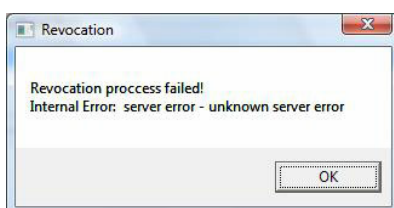
2. You are logged into a Standard level user account, have User Access Controls enabled, and are asked to elevate to an account that has not had BioShock activated on it.

In this case, you should disable User Access Control and try running the tool logged in as the user that you wish to revoke the license from.

### 6.2 Revocation process failed! Internal Error: server error – unknown server error.

The following error message is known to happen when you have activated BioShock in two user accounts, one with Administrative level rights and one with Standard level rights.

If you have logged into the Standard level user account and are asked to elevate the user, by entering an Administrative password, the revoke tool will revoke the license from the Admin account that you enter the password from. Attempting to run the tool again will give the error below.

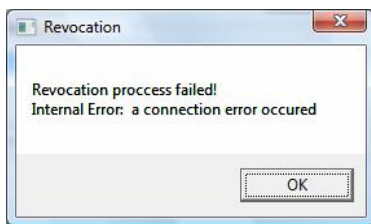


If you are using Windows Vista and want to revoke the license from a Standard level Limited User Account, you should temporarily disable the User Access Control (UAC), otherwise the revocation tool will request elevation to administrator and may not detect the correct license to revoke.

You will need to re-activate BioShock logged in as the Administration user before revoking the license from the Standard user account.

### 6.3 Revocation process failed! Internal Error: a connection error occurred.

If you are not connected to the internet when you run the BioShock Revoke Tool, or your proxy settings are not setup within Internet Explorer, you may see the following error message.



In order for the revoke tool to contact the activation server, you need to be connected to the internet, please make sure that you are connected and try again.

If you are using an Internet Proxy and Internet Explorer is not your default browser, please transfer the proxy settings from your default browser to Internet Explorer. Details on how to accomplish this can be found on <http://www.2kgames.com/bioshock/support> under Game Installation Issues.

**Note:** the BioShockRevokeTool uses two standard internet protocol ports to access the activation server, these are port 80 (HTML) and port 443 (SSL).

## 7. Exceptional Cases - Requests for Additional Activations

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If you find that you have exceeded all your activations and the revoke tool does not help, please visit <http://www.2kgames.com/bioshock/support/revoketool> for details of who to contact with requests to increase your activation limit.

Each request will be reviewed on an individual basis, customers may also be asked to provide proof of purchase before increasing activation limits. 2K Games reserve the right to refuse increasing activation limits if it is found that the activation key has been abused, for example has had excessive activation attempts from different IP addresses, indicating that it is widely shared.

## 8. Online Activation Limits Explained

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The PC DVD version of BioShock requires online activation to confirm that a legitimate version of the game is being installed. Activation is currently limited to a five by five scheme.

The five by five scheme limits the number of installations to five different activations, on different hardware configurations and five activations on the same hardware configuration, where the license information has been reset, either because the hard disc drive has been formatted/replaced, the license information has become corrupt and cannot be read, or a major hardware change has been made.

As long as the license information is intact between installations on the same machine configuration, BioShock will not ask to be re-activated between installations and therefore your activation limit will not be affected.



## 8.1 Installations on five different computers/hardware configurations

You can install and activate BioShock on 5 different computers (hardware configurations) before this activation limit is reached. For example, you may wish to install the game on your desktop computer as well as your laptop, which would count as two hardware configurations and therefore use up two activations.

Another case where you may be asked to re-activate BioShock, is when you have made significant hardware changes to your computer's existing configuration, such as changing the motherboard or DVD Drive, which will count as a new hardware configuration and therefore use one of the activations.

To play BioShock you will still require the original DVD in the drive of the machine that you are running the game on.

## 8.2 Installations on the same hardware configuration five times

Re-installing BioShock on a computer that had already had a successful activation on it, and where the license file has not been deleted, for example by formatting the hard disc drive, and is not corrupt, will not use up an activation. In this case, you will be able to uninstall / re-install BioShock an infinite number of times without affecting your activation limit.

To play BioShock you will still require the original DVD in the drive of the machine that you are running the game on.

## 8.3 Activation questions & answers

**Q: If I uninstall BioShock on my computer and re-install it again without changing anything, will I use up an activation?**

A: No! As long as you have not changed any major hardware component, such as a motherboard, hard disc drive or DVD ROM drive, you will not be asked to re-activate BioShock as it will use the activation information (activation license) from your previous installation.

**Q: So I can install and uninstall it as many times on my computer without using up all my activations if I haven't changed anything?**

A: Yes!

**Q: Can I install BioShock on the same computer under different user accounts?**

A: Yes, although you will be asked to activate it for each user account, which will use up one of your activations.

**Q: Will I be able to revoke the activations under each account and free up all the activations for each user account using the BioShockRevokeTool?**

A: No! Unfortunately, the revoke tool will only revoke the activations once for any given computer, the activations used for any additional user accounts will remain active.

**Q: So how do I get these activations from multiple user accounts on the same computer back?**

A: 2K Games are working on a solution for this with our activation partner, as soon as a solution is found we will make it available. For now, if you get stuck, please refer to the [Exceptional Cases - Requests for Additional Activations](#) section in this document for more information.

**Q: How many different computers can I install BioShock on?**

A: Five, but each one will use up one of your hardware activations. For example if you wanted to install BioShock on your main desktop gaming rig and also on your laptop, that will count as 2 different hardware configurations and therefore use up two activations.



**Q: I installed BioShock on a machine which I no longer use or someone else installed a copy of my game on their machine. Can I revoke the activation from that machine without having access to it?**

A: No, you can only revoke an activation by running the revoke tool on the machine that it was activated on.

**Q: What will cause me to have to re-activate BioShock?**

A: There are a number of circumstances under which BioShock will require reactivation:

- Changing any main hardware components in your system
- Installing BioShock on new computer
- Activating BioShock in a second user account, even if it has already been activated on an existing computer/hardware setup.
- Deleting the license information off your hard drive (say by formatting it or by re-installing Windows)
- If the license information becomes corrupt for any reason and cannot be read.

**Q: How do I know when one of my activations is being used up?**

A: Activations are only used up when you see the activation request and are asked to input your activation key. If you re-install and do not see this requester then, your activation count has not changed.

**Q: How does the BioShock Revoke Tool help me with all of this?**

A: The BioShockRevokeTool allows you to re-use activations by resetting and freeing them up on the activation server. If you want to free up an activation at any time, say because you are uninstalling the game and want to move it to a new computer, you can do so with the BioShock revoke tool.

**Q: Can I use the revoke tool, even after I have uninstalled BioShock from my system?**

A: Yes. The BioShockRevokeTool, does not require you to have BioShock installed on your system, just that you have an active BioShock license to revoke.

## 9. Personal Information

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The Revocation Tool does not collect any information that can personally identify an activation key to any specific user. Any information collected is available only to 2K Games and their online activation partner, Sony DADC (SecuROM) and will not be used for any purpose other than related to the installation and activation of BioShock.

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