

License Activation Process for MXview

Moxa Technical Support Team

support@moxa.com

Contents

1	License Management Overview	2
2	Adding a New License	3
3	Adding an Upgrade License	8
4	Deactivating a License	10
5	Reactivating a Deactivated License	11
6	Transferring a License to a Different Installation of MXview	14

Copyright © 2021 Moxa Inc.

Released on June 10, 2021

About Moxa

Moxa is a leading provider of edge connectivity, industrial computing, and network infrastructure solutions for enabling connectivity for the Industrial Internet of Things (IIoT). With over 30 years of industry experience, Moxa has connected more than 57 million devices worldwide and has a distribution and service network that reaches customers in more than 70 countries. Moxa delivers lasting business value by empowering industries with reliable networks and sincere service. Information about Moxa's solutions is available at www.moxa.com.

How to Contact Moxa

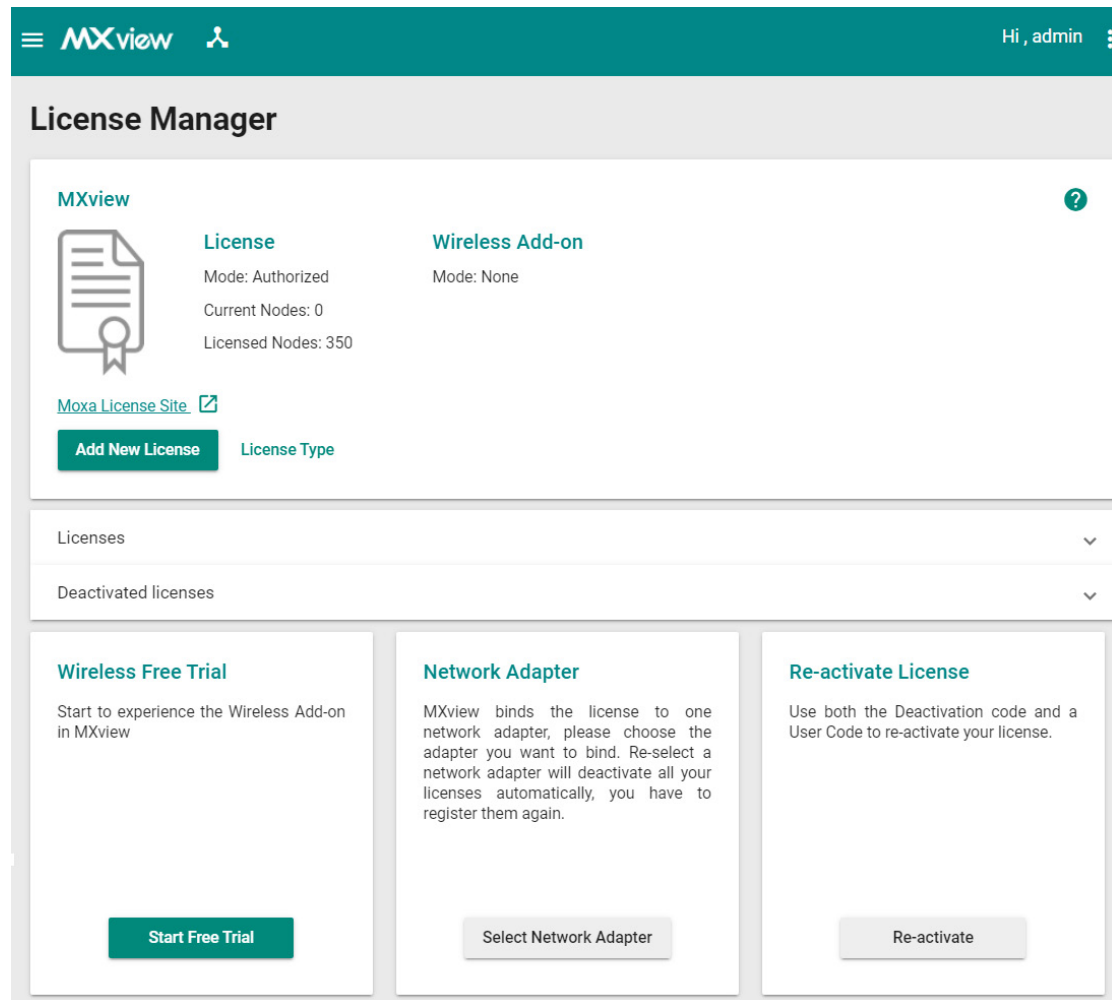
Tel: +886-2-8919-1230
Fax: +886-2-8919-1231



1 License Management Overview

The **License Manager** page displays information about your MXview license, including the number of licensed nodes currently in use. From the **License Manager** page, you can add a new license or deactivate an existing license.

To access the **License Manager** page, navigate to **Menu** () → **License**.

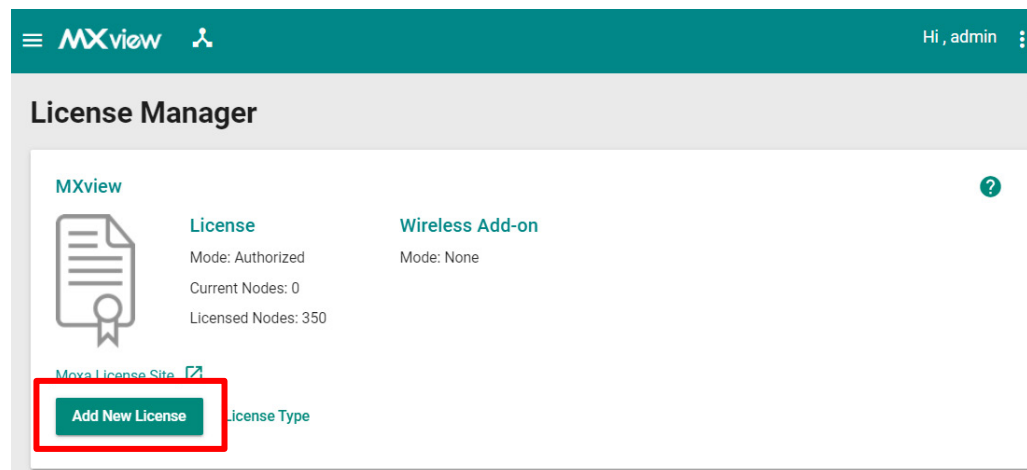


The **License Manager** page displays the license type, the number of nodes in use, and the total number of nodes available under the current license.

To activate the license in MXview, please determine your current status and then select the steps you want to execute.

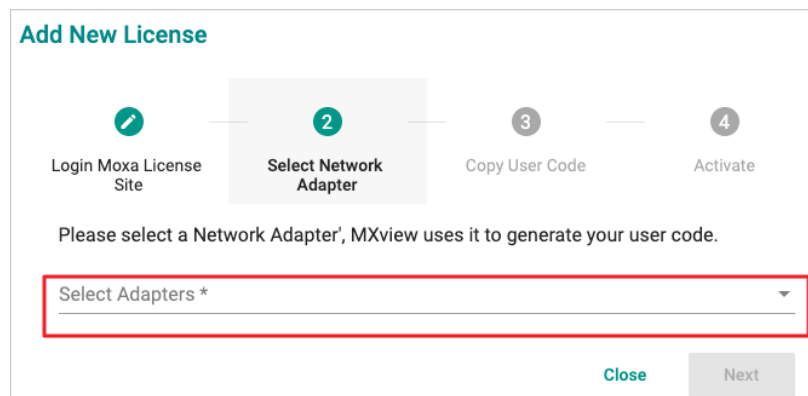
2 Adding a New License

1. Navigate to **Menu** (☰) → **License Manager**.
The **License Manager** screen appears.
2. Click **Add New License** and the **Add New License** page will appear.



3. Click **Next**.
4. Select the network adapter to generate the user code that will be used for license registration later. Then, click **Next**.

Note: If you have previously selected a network adapter, you do not need to perform this step.



5. Copy the generated user code and click **Next.**

Add New License

1 Login Moxa License Site

2 Select Network Adapter

3 **Copy User Code**

4 Activate

Copy the User Code to Moxa License Site

User Code: [Redacted] 

Close Next

- Open a web browser and go to <https://license.moxa.com>. Select **MXview** and use your Moxa account to log in.
- Click **Products and License** → **Activate a Product License**. Then, select **MXview** from the product type list.

A screenshot of the 'Products and Licenses' page. The breadcrumb navigation at the top reads 'Products and Licenses / Activate a Product License'. Below this, the 'Product Type' dropdown menu is open, showing a list of product types: 'Please select a product', 'SDC', 'IEF', 'IEC', 'MRC QuickLink', and 'MXview'. The 'MXview' option is currently selected and highlighted in blue.

8. Select a sub-product type.

Products and Licenses / Activate a Product License

Product Type

MXview

Sub Product Type

Select your Sub-Product Type

Select your Sub-Product Type

Paid License (e.g. MXview-50, LIC-MXview-NEW-XN-SR...)

Free License

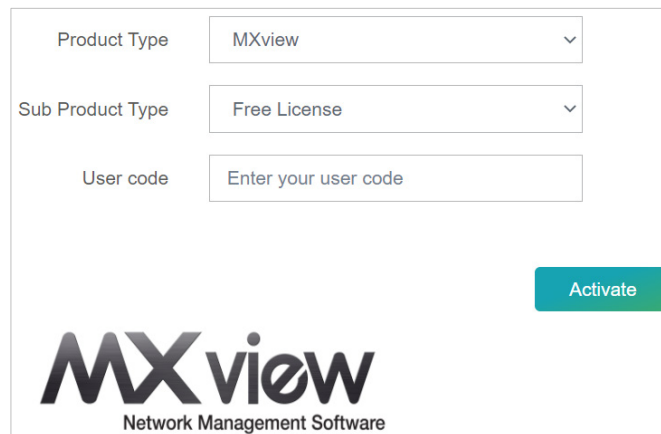
Promotion License (e.g. Wireless 1-year special program)

Conversion License (e.g. 2.x to 3.x)

Free License

If you want to activate a Free License, please perform the following steps.

- a. Select **Free License** as your sub product type.
- b. Paste a valid **User Code** from MXview.
- c. Then click **Activate** to get the activation code.

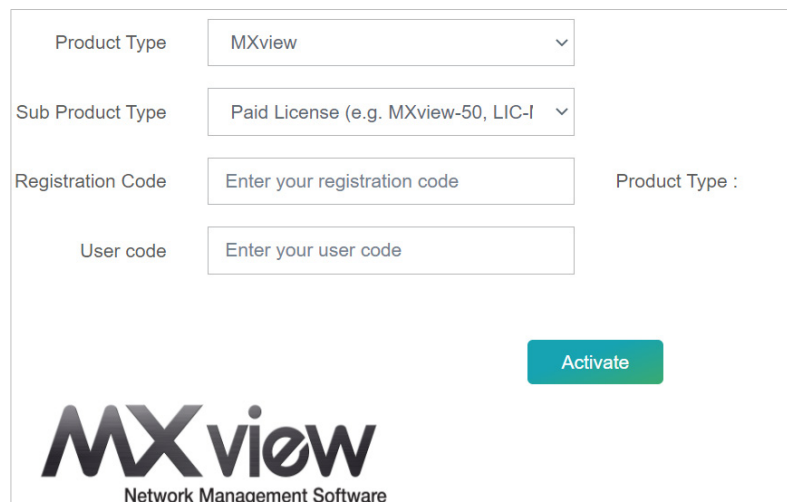


The form for activating a Free License in MXview. It contains three input fields: 'Product Type' with a dropdown menu showing 'MXview', 'Sub Product Type' with a dropdown menu showing 'Free License', and 'User code' with a text input field containing the placeholder 'Enter your user code'. To the right of these fields is a green 'Activate' button. At the bottom of the form is the MXview logo and the text 'Network Management Software'.

Paid License

If you want to activate a Paid License, please perform the following steps.

- a. Select **Paid License** as your sub product type.
- b. Input a valid **Registration Code**.
- c. Paste a valid **User Code** from MXview.
- d. Then click **Activate** to get the activation code.



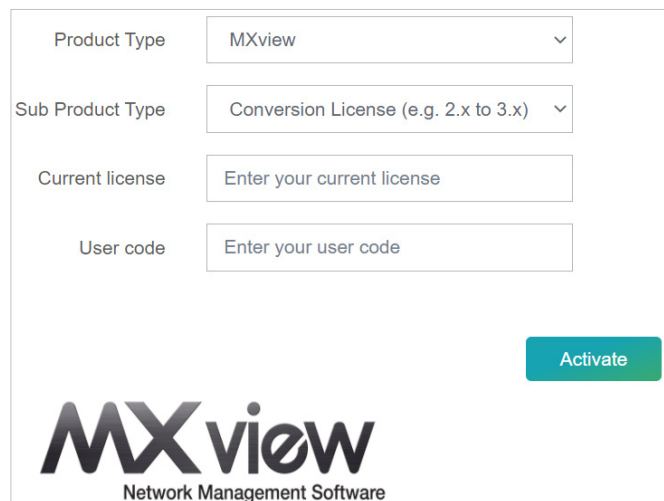
The form for activating a Paid License in MXview. It contains four input fields: 'Product Type' with a dropdown menu showing 'MXview', 'Sub Product Type' with a dropdown menu showing 'Paid License (e.g. MXview-50, LIC-I', 'Registration Code' with a text input field containing the placeholder 'Enter your registration code', and 'User code' with a text input field containing the placeholder 'Enter your user code'. To the right of the 'Registration Code' field is the text 'Product Type :'. Below these fields is a green 'Activate' button. At the bottom of the form is the MXview logo and the text 'Network Management Software'.

Conversion License

This will convert the legacy v2.x license into a v3.x license of the same type. A

Note: full v2.x license will upgrade to a v3.x full license while a v2.x upgrade license will convert to a v3.x upgrade license. Legacy trial licenses cannot be converted.

- Select **Conversion License** as your sub product type.
- Input a valid **Current License**.
- Paste a valid **User code** from MXview 3.x version.
- Then click **Activate** to get the activation code.

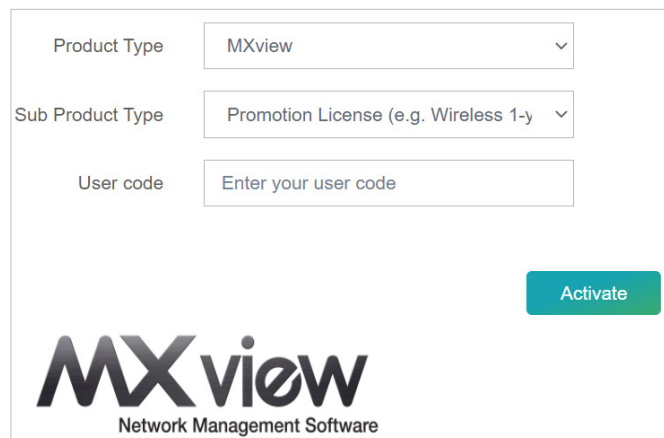


The form is titled 'MXview Network Management Software'. It contains four input fields: 'Product Type' (dropdown menu with 'MXview' selected), 'Sub Product Type' (dropdown menu with 'Conversion License (e.g. 2.x to 3.x)' selected), 'Current license' (text input with placeholder 'Enter your current license'), and 'User code' (text input with placeholder 'Enter your user code'). A green 'Activate' button is located at the bottom right of the form.

Promotion License

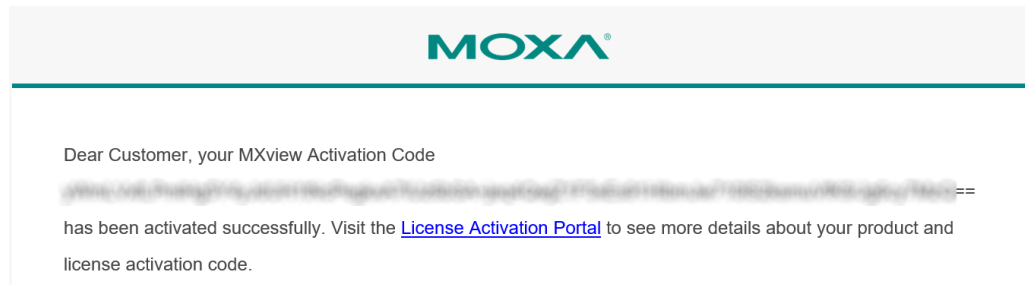
If you want to activate a Promotion License, please perform the following steps:

- Select **Promotion License** as your sub product type.
- Paste a valid **User Code** from MXview v3.2.x or a later version.
- Then click **Activate** to get the activation code.

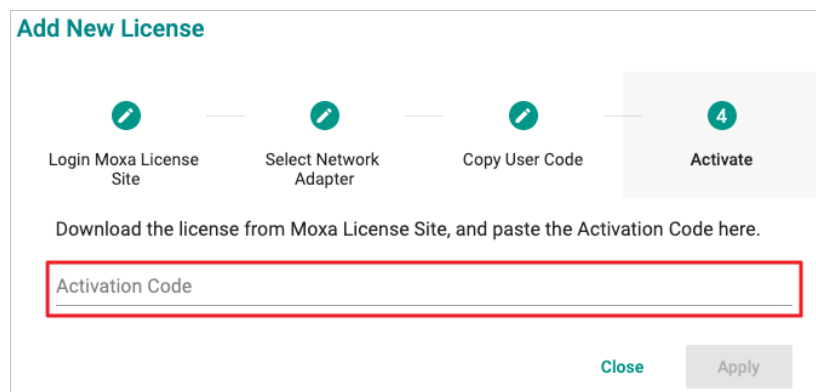


The form is titled 'MXview Network Management Software'. It contains three input fields: 'Product Type' (dropdown menu with 'MXview' selected), 'Sub Product Type' (dropdown menu with 'Promotion License (e.g. Wireless 1-y)' selected), and 'User code' (text input with placeholder 'Enter your user code'). A green 'Activate' button is located at the bottom right of the form.

9. Check your email account that you used to apply for your moxa account. The activation code will be sent to this email address.



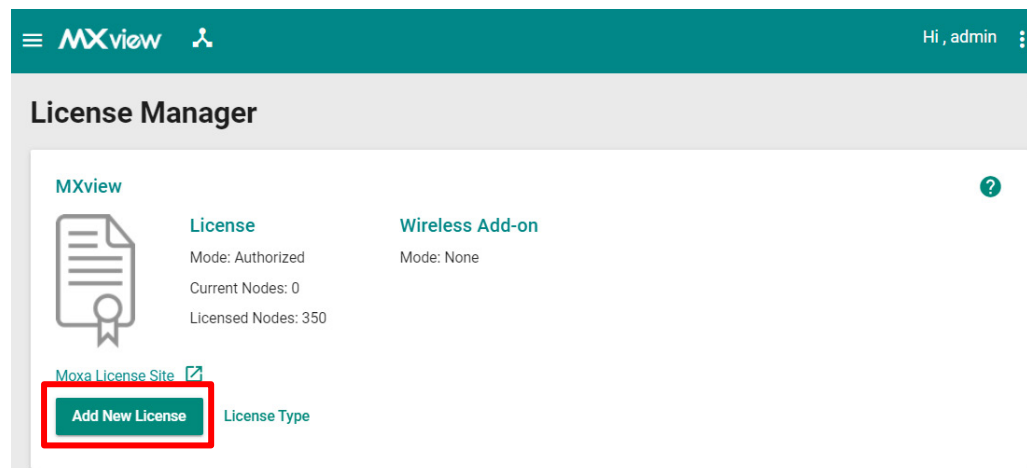
10. Copy the activation code from the email.
11. In MXview, paste the activation code into the Activation Code field.



12. Click **Apply** and then MXview will activate the new license.

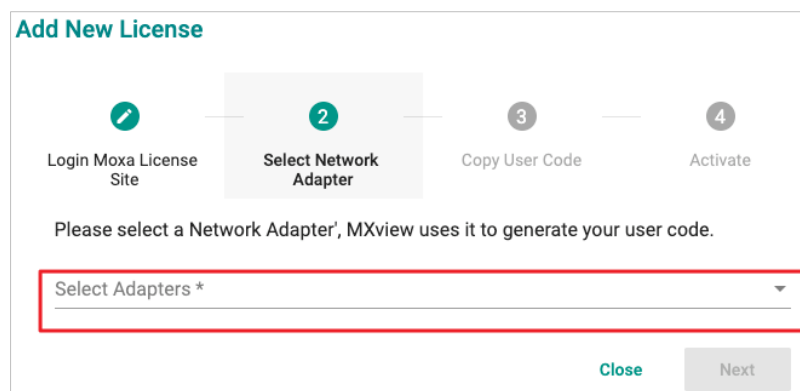
3 Adding an Upgrade License

1. Navigate to **Menu** (☰) → **License Manager**.
The **License Manager** screen appears.
2. Click **Add New License** and the **Add New License** screen will appear.



3. Click **Next**.
4. Select the network adapter to generate the user code that will be used for license registration later. Then, click **Next**.

Note: If you have previously selected a network adapter, you do not need to perform this step.



- Copy the generated user code and click **Next**.

The screenshot shows a four-step wizard titled "Add New License". The steps are: 1. Login Moxa License Site, 2. Select Network Adapter, 3. Copy User Code (highlighted), and 4. Activate. Below the steps, it says "Copy the User Code to Moxa License Site". There is a text input field labeled "User Code:" containing a long alphanumeric string, which is highlighted with a red rectangle. To the right of the input field is a clipboard icon. At the bottom right, there are "Close" and "Next" buttons.

- Open a web browser and go to <https://license.moxa.com>. Select **MXview** and use your Moxa account to log in.
- Click **Products and Licenses** → **Activate an Upgrade License**. Enter your **Upgrade Registration Code**.

The screenshot shows a form titled "Renewal or Upgrade Registration Code". It has a text input field with the placeholder "Please Input registration code" and a "Product :" label. The "Product" field is set to "MXview".

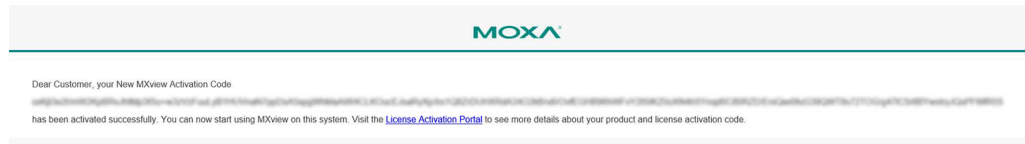
- Paste a valid **User code** from MXview. Then, click **Activate** to get the activation code.

The screenshot shows a form titled "Renewal or Upgrade Registration Code". It has a text input field with the placeholder "Please Input registration code" and a "Product : MXview" label. Below this, there is a "User code" label and a text input field with the placeholder "Enter your user code". There is also a "License Type" label and a dropdown menu set to "ADD". At the bottom right, there is an "Activate" button.

- Once the process has been successfully completed, a pop-up window will appear to inform you that your license code has been deactivated. Click **I know** to close the window. If the license failed to activate, enter the license key again. If you are still experiencing problems, please contact Moxa Support.

The screenshot shows a pop-up window titled "Message notification". It contains the text: "Thank you for purchasing an MXview product license! Your license has been activated, we will send you an activation notification to your mailbox." At the bottom, there is an "I know" button.

10. The software or service registration code is now activated, and you can use your new activation code to transfer the software or service.
11. Check the email account you used to apply for your moxa account. The activation code will be sent to this email address.



12. Copy the activation code from the email.
13. In MXview, paste the activation code into the Activation Code field.

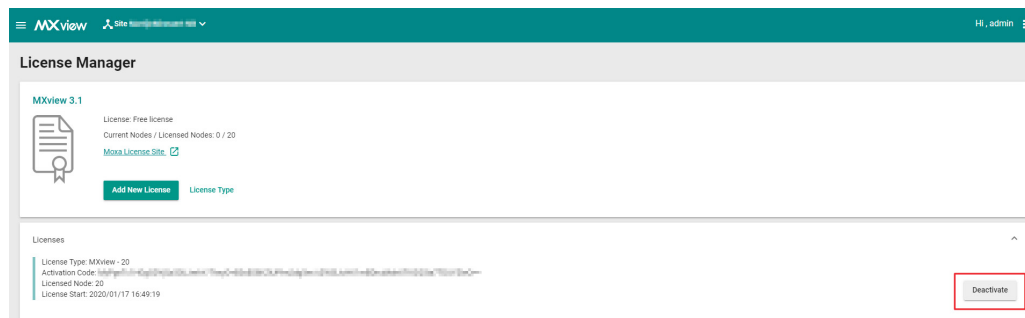
A screenshot of the "Add New License" dialog box in MXview. It shows a progress bar with four steps: "Login Moxa License Site", "Select Network Adapter", "Copy User Code", and "Activate" (which is highlighted with a blue circle and the number 4). Below the progress bar, it says: "Download the license from Moxa License Site, and paste the Activation Code here." There is a text input field labeled "Activation Code" with a red border. At the bottom right, there are "Close" and "Apply" buttons.

14. Click **Apply** and MXview will activate the license.

4 Deactivating a License

If you want to transfer a license to a different instance of MXview, the license has to be deactivated first.

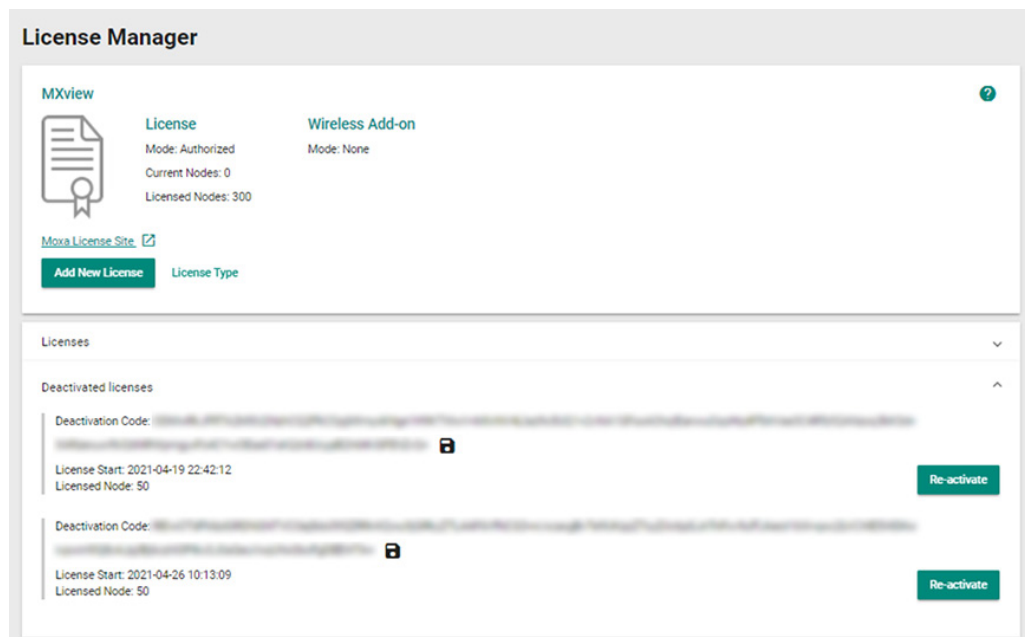
1. Navigate to **Menu** (☰) → **License Manager**.
The **License Manager** page appears.
2. Expand the **Licenses** section.
A list of activated licenses and activation codes will appear.
3. Click **Deactivate** and MXview will deactivate the license.



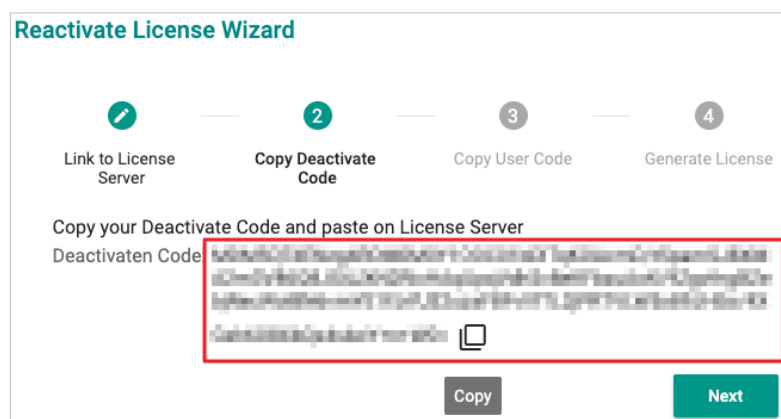
5 Reactivating a Deactivated License

A deactivated license can be reactivated on the current instance of MXview.

1. Navigate to **Menu** (☰) → **License Manager**.
The **License Manager** page will appear.
2. Expand the **Deactivated Licenses** section.
A list of deactivated licenses and deactivation codes will appear.



3. Click **Re-activate** and then click **Next**.
4. Copy the deactivation code and then click **Next**.



5. Open a web browser and go to <https://license.moxa.com>. Select **MXview** and log in using your Moxa account.

6. Select **Products and Licenses** and click **MXview Deactivation**.



7. Paste the **Deactivation Code** followed by the **New User Code** from MXview. Then click **Product Transfer**.

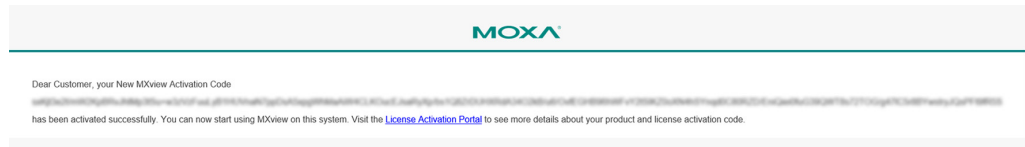
Product Type	MXview
Deactivation Code	Enter your deactivation code
New User Code	Enter your New User Code
Product Transfer	

8. Once the process has been successfully completed, a pop-up window will appear to inform you that your license code has been deactivated. Click **I know** to close the window. If the license failed to deactivate, enter the license key again. If you are still experiencing problems, please contact Moxa Support.

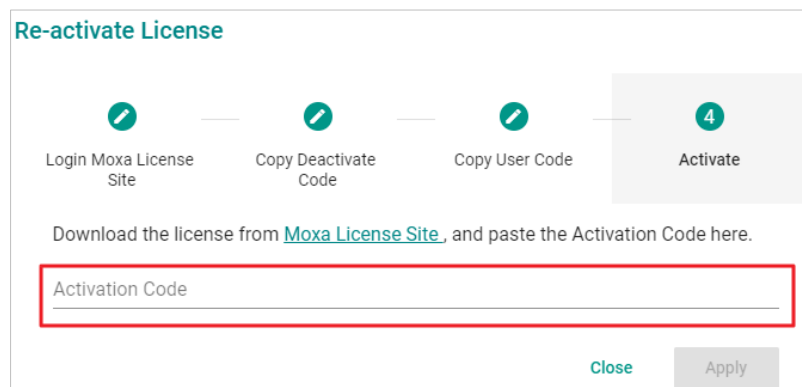
Message notification
Deactivation Success
I know

9. The software or service registration code is now deactivated, and you can use your new activation code to reactivate the software or service.

10. Check the email account you used to apply for your moxa account. The activation code will be sent to this email address.



11. Copy the activation code from the email.
12. In MXview, paste the activation code into the Activation Code field.

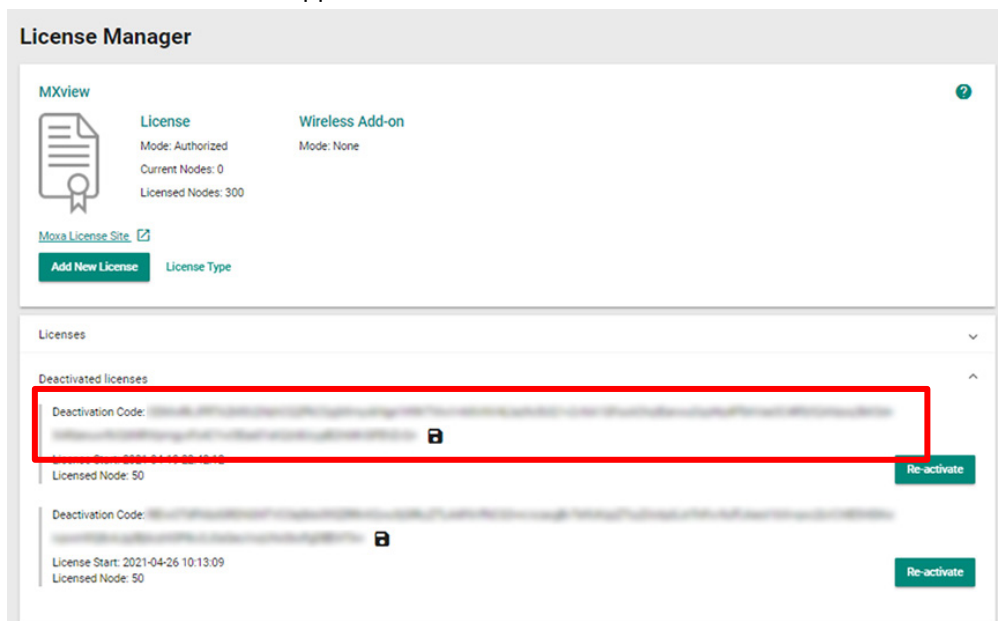


13. Click **Apply** and MXview will activate the license.

6 Transferring a License to a Different Installation of MXview

A deactivated license can be transferred to a new installation of MXview.

1. Navigate to **Menu** (☰) → **License Manager**. The License Manager page will appear.
2. Expand the **Deactivated Licenses** section. A list of deactivated licenses and deactivation codes will appear.



3. Open a web browser and go to <https://license.moxa.com>. Select **MXview** and log in using your Moxa account.
4. Select **Products and Licenses** and click **MXview Deactivation**.



5. Paste the **Deactivation Code** and the **New User Code** from the new installation of MXview. Then click **Product Transfer**.

Product Type	MXview
Deactivation Code	Enter your deactivation code
New User Code	Enter your New User Code
Product Transfer	

Note:

To obtain a new User Code, please visit Chapter 2 “Adding a New License”, and follow steps 2 to 5 to obtain and copy the new user code.

6. Once the process has been successfully completed, a pop-up window will appear to inform you that your license code has been deactivated. Click **I know** to close the window. If the license failed to deactivate, enter the license key again. If you are still experiencing problems, please contact Moxa Support.

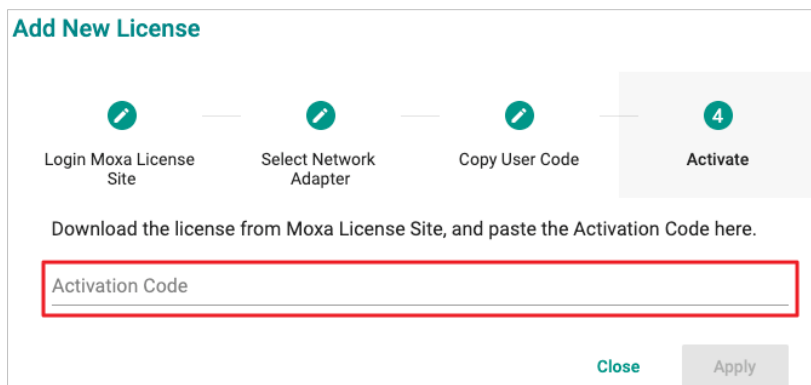
Message notification
Deactivation Success
I know

7. The software or service registration code is now deactivated, and you can use your new activation code to transfer the software or service.
8. Check the email account you used to apply for your moxa account. The activation code will be sent to this email address.

MOXA
Dear Customer, your New MXview Activation Code [Redacted] has been activated successfully. You can now start using MXview on this system. Visit the License Activation Portal to see more details about your product and license activation code.

9. Copy the activation code from the email.

10. In MXview, paste the activation code into the Activation Code field.



Add New License

1 2 3 4

Login Moxa License Site Select Network Adapter Copy User Code **Activate**

Download the license from Moxa License Site, and paste the Activation Code here.

Activation Code

Close Apply

11. Click **Apply** and MXview will activate the license.