

License Activation Process for MXview

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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

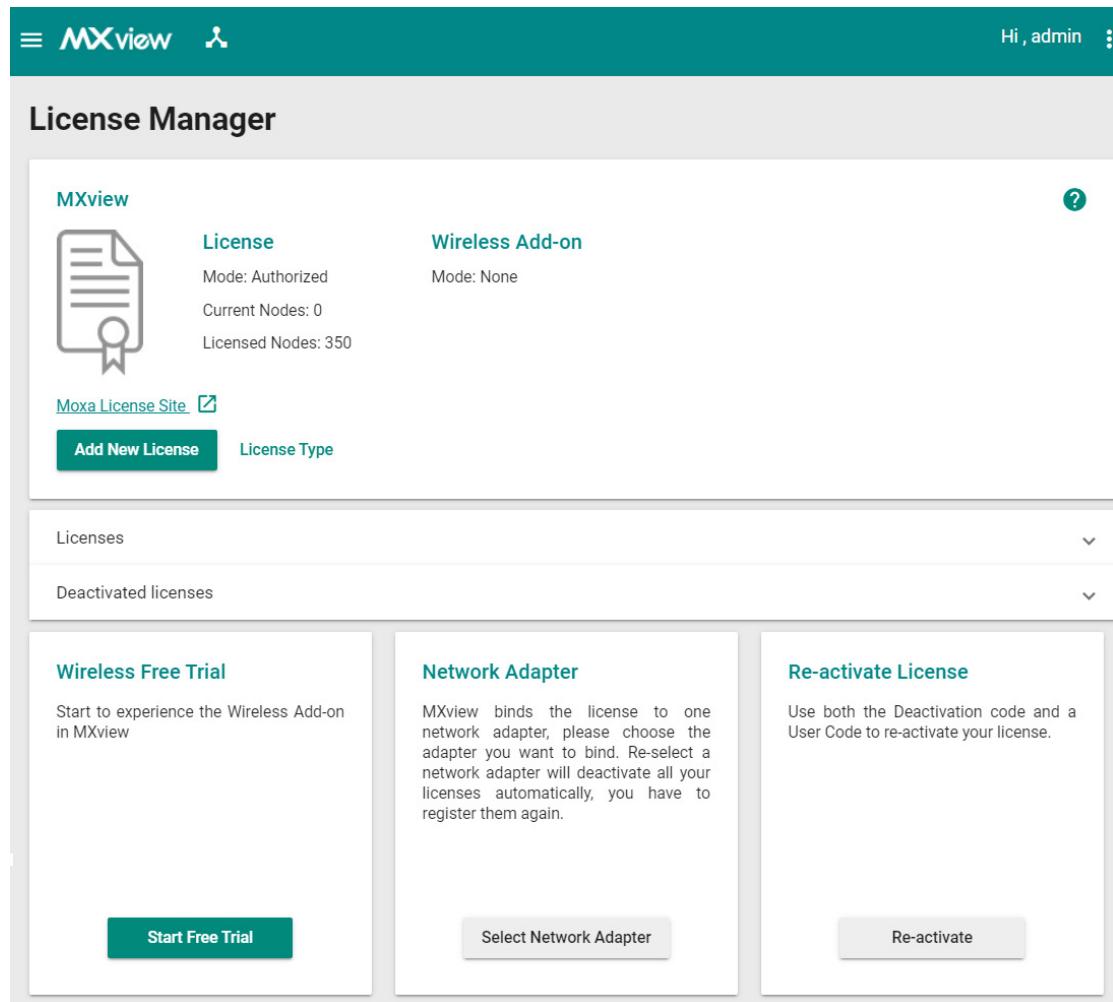
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MOXA®

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 screenshot shows the MXview License Manager interface. At the top, there is a header bar with the MXview logo, a user icon, and a 'Hi, admin' message. Below the header is the 'License Manager' page title. The main content area is divided into several sections:

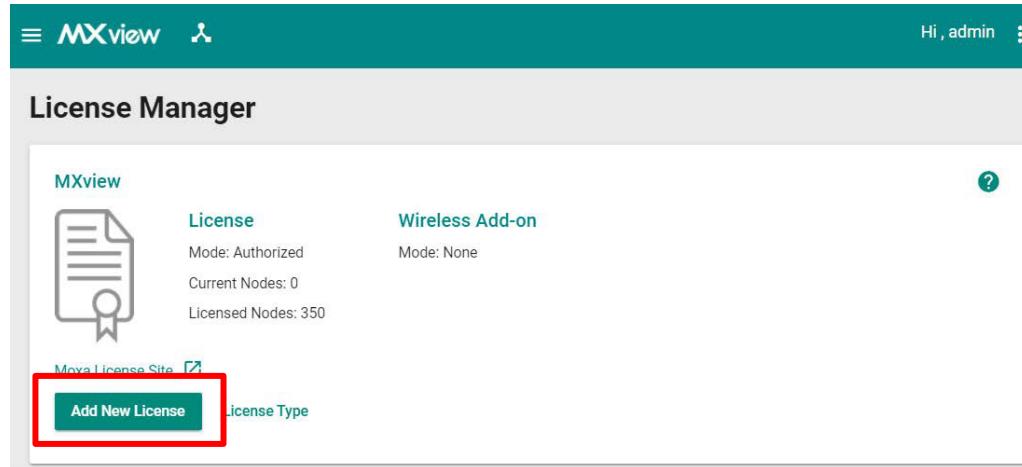
- MXview**: Displays a document icon with a seal, labeled 'License'. It shows 'Mode: Authorized', 'Current Nodes: 0', and 'Licensed Nodes: 350'.
- Wireless Add-on**: Shows 'Mode: None'.
- Moxa License Site**: A link with a blue icon.
- Add New License**: A green button.
- License Type**: A link.
- Licenses**: A dropdown menu.
- Deactivated licenses**: A dropdown menu.
- Wireless Free Trial**: A section with a 'Start Free Trial' button.
- Network Adapter**: A section with a 'Select Network Adapter' button.
- Re-activate License**: A section with a 'Re-activate' button.

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.

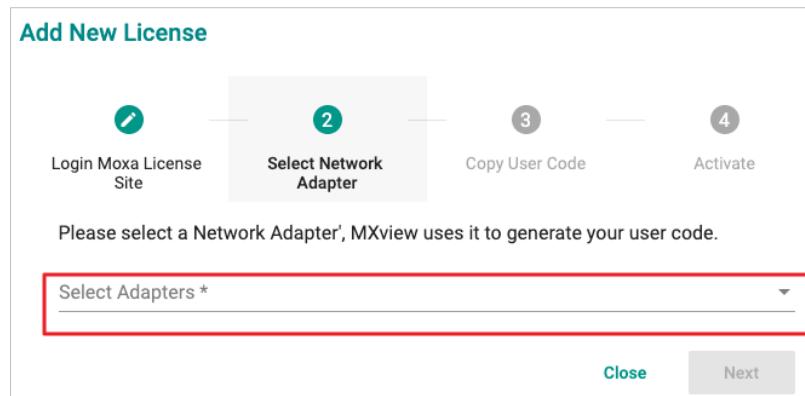
2 Adding a New License

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

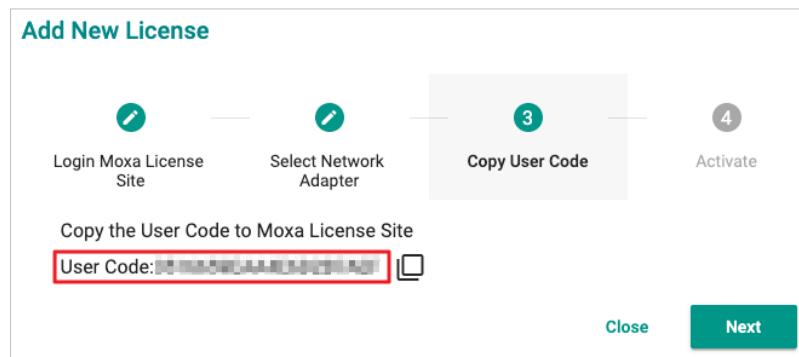


3. Click **Next**.
4. Select the network adapter to generate the user code that will be used for license registration later. Then, click **Next**.

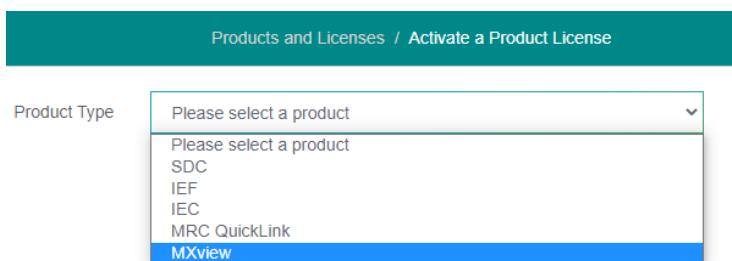
Note: If you have previously selected a network adapter, you do not need to perform this step.



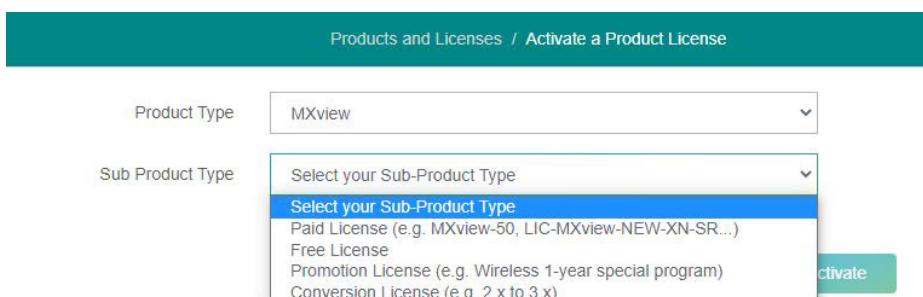
5. Copy the generated user code and click **Next**.



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



8. Select a sub-product type.



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.

Product Type	MXview
Sub Product Type	Free License
User code	Enter your user code

Activate



MXview
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.

Product Type	MXview
Sub Product Type	Paid License (e.g. MXview-50, LIC-I
Registration Code	Enter your registration code
User code	Enter your user code

Activate



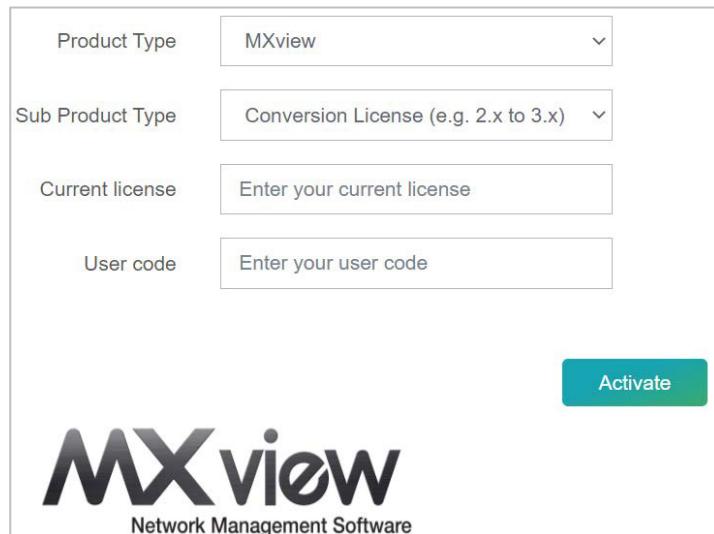
MXview
Network Management Software

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.

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



Product Type: MXview

Sub Product Type: Conversion License (e.g. 2.x to 3.x)

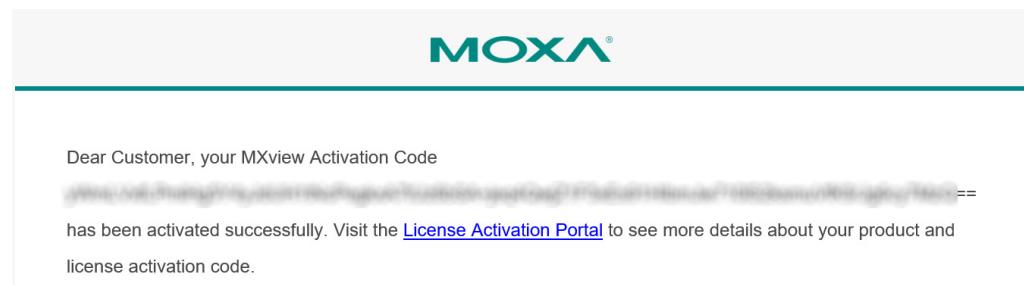
Current license: Enter your current license

User code: Enter your user code

Activate

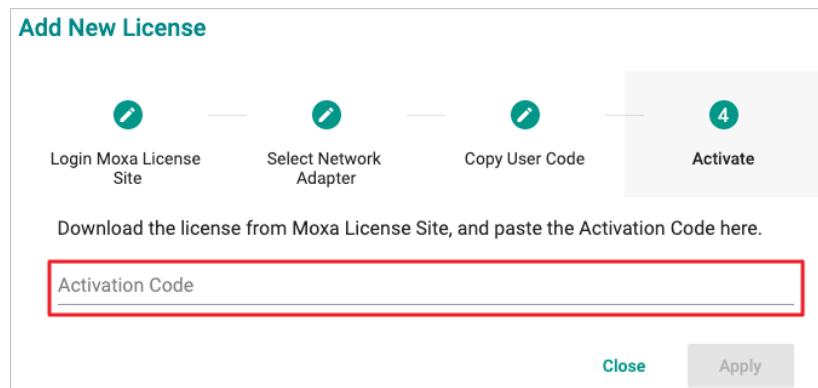
MXview
Network Management Software

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.

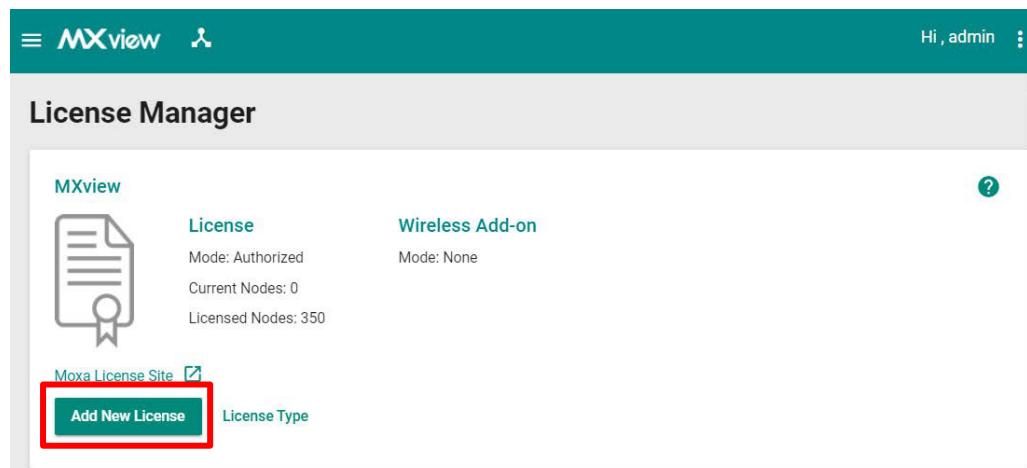
11. In MXview, paste the activation code into the Activation Code field.



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

3 Adding an Upgrade License

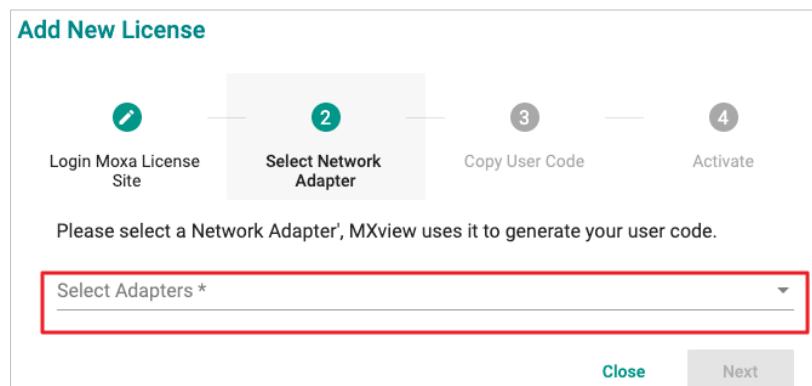
1. Navigate to **Menu (≡)** → **License Manager**.
The **License Manager** screen appears.
2. Click **Add New License** and the **Add New License** screen will appear.



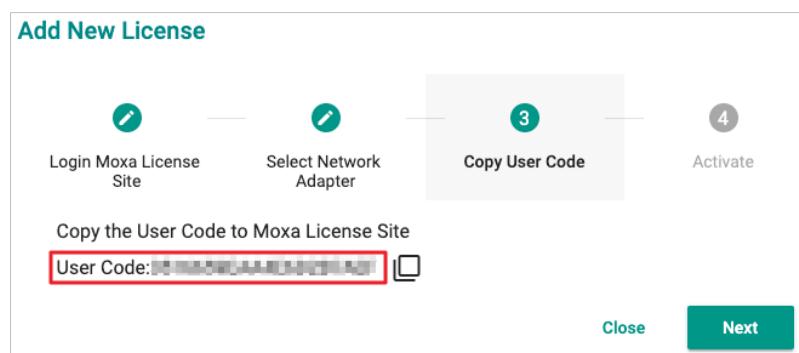
3. Click **Next**.

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

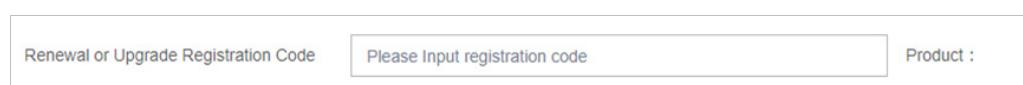
Note: If you have previously selected a network adapter, you do not need to perform this step.



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

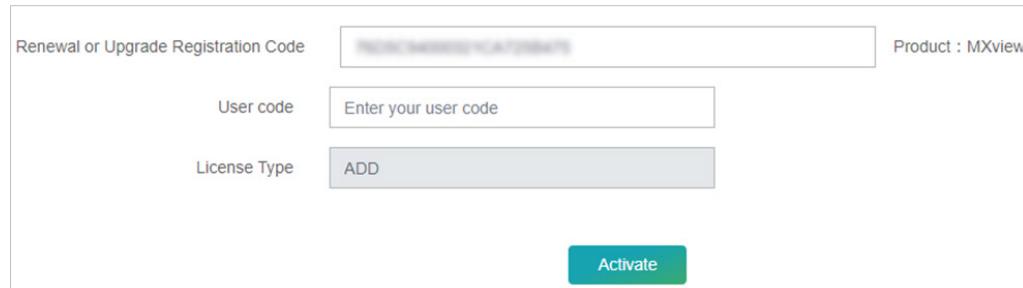


6. Open a web browser and go to <https://license.moxa.com>. Select **MXview** and use your Moxa account to log in.
7. Click **Products and Licenses** → **Activate an Upgrade License**. Enter your **Upgrade Registration Code**.



The screenshot shows a form for activating a license. It has three fields: 'Renewal or Upgrade Registration Code', 'Please Input registration code' (with a red box around it), and 'Product :'. A blue bar is at the bottom.

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



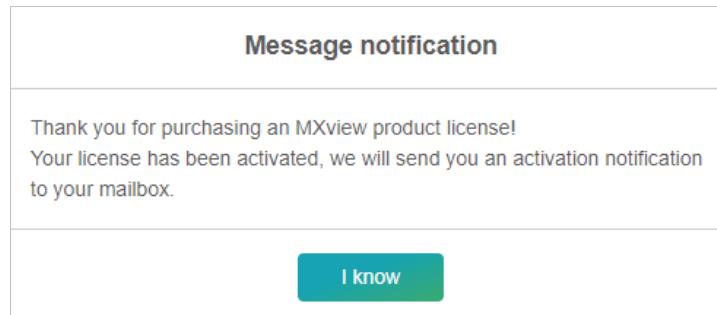
Renewal or Upgrade Registration Code:

User code:

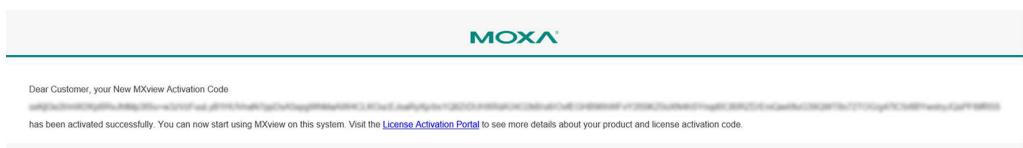
License Type:

Activate

9. 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.

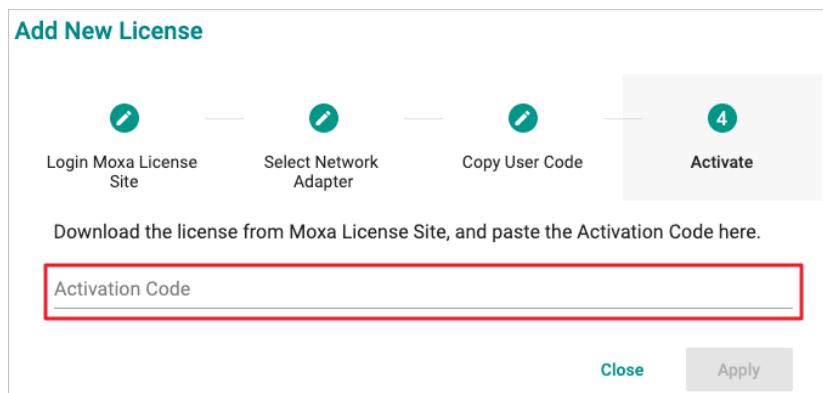


10. The software or service registration code is now activated, and you can use your new activation code to transfer the software or service.
11. Check the email account you used to apply for your moxa account. The activation code will be sent to this email address.



12. Copy the activation code from the email.

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

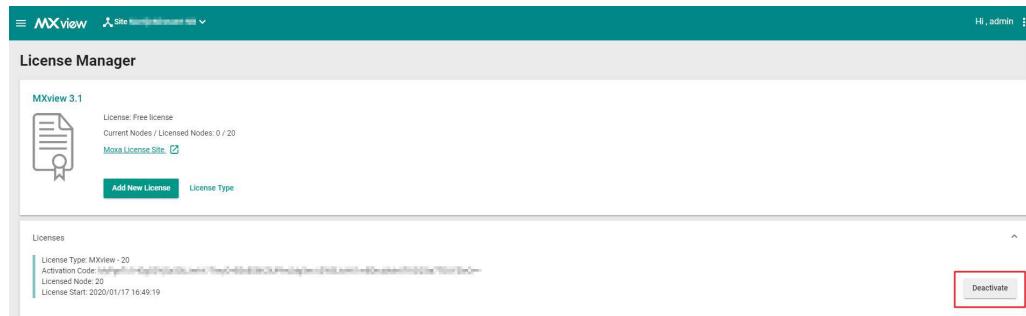


14. Click **Apply** and MXview will activate the license.

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.

The screenshot shows the MXview License Manager interface. At the top, there's a summary section with icons for a document and a question mark. It displays the following information:

License	Wireless Add-on
Mode: Authorized	Mode: None
Current Nodes: 0	
Licensed Nodes: 300	

Below this is a link to the Moxa License Site with a refresh icon. There are two buttons: "Add New License" (in green) and "License Type" (in grey). The main content area is titled "Licenses" and shows a table of deactivated licenses. Each row in the table includes a "Deactivation Code" (redacted), a small "X" icon, and a "Re-activate" button (in green). The table also shows "License Start" and "Licensed Node" details for each row.

Deactivation Code	X	Re-activate
Redacted	X	Re-activate
Redacted	X	Re-activate

At the bottom, there are two "Re-activate" buttons in green.

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

Reactivate License Wizard

1 Link to License Server 2 Copy Deactivate Code 3 Copy User Code 4 Generate License

Link to License Server

Copy Deactivate Code

Copy User Code

Generate License

Copy your Deactivate Code and paste on License Server

Deactivate Code: Copy

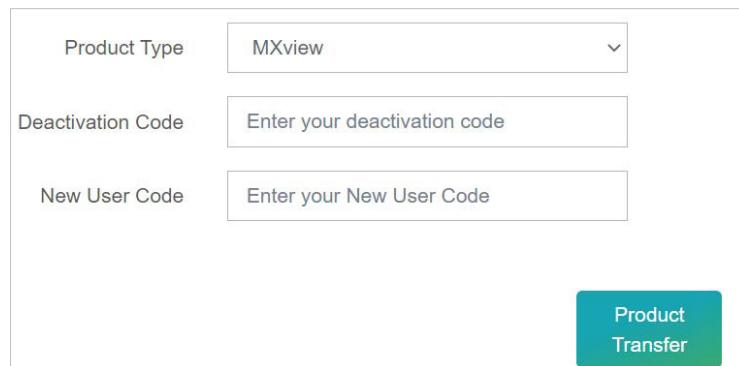
Next

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

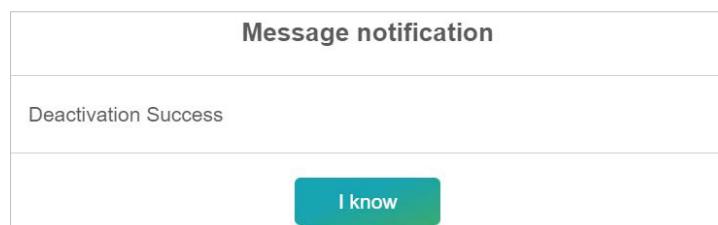
6. Select **Products and Licenses** and click **MXview Deactivation**.



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

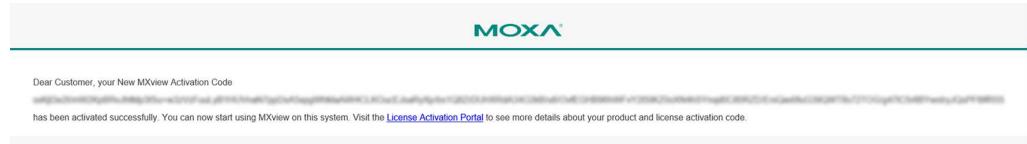
A screenshot of a 'Product Transfer' form. It has three input fields: 'Product Type' (set to 'MXview'), 'Deactivation Code' (input field), and 'New User Code' (input field). Below the fields is a green 'Product Transfer' button.

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.

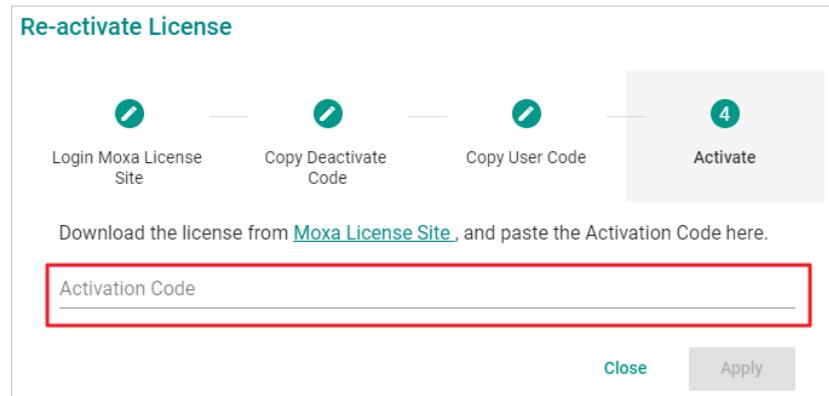


9. The software or service registration code is now deactivated, and you can use your new activation code to transfer the software or service.

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 license key into the Activation Code field.

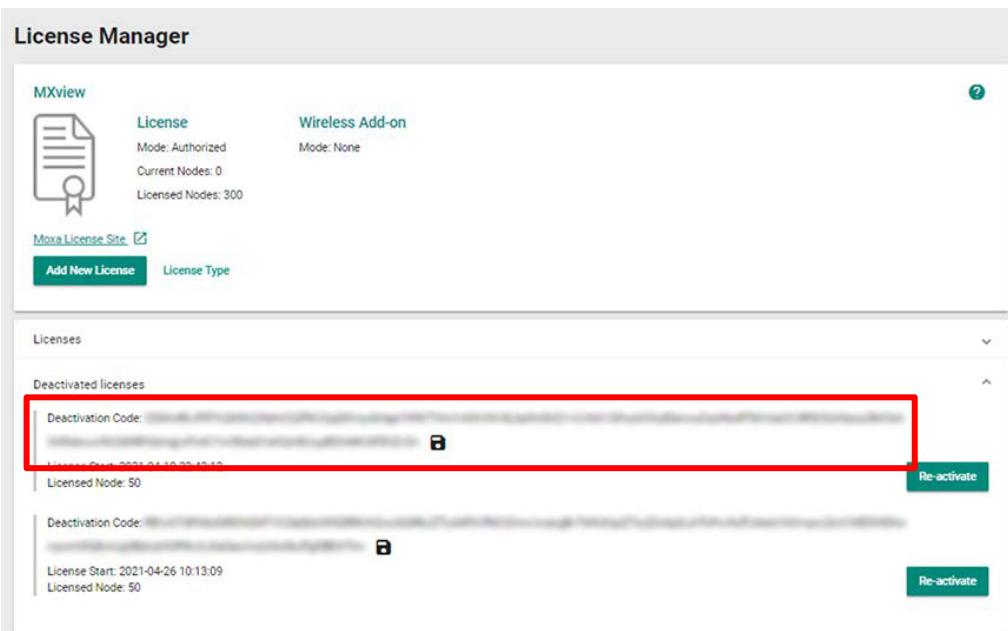


13. Click **Apply** and MXview will activate the license.

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.



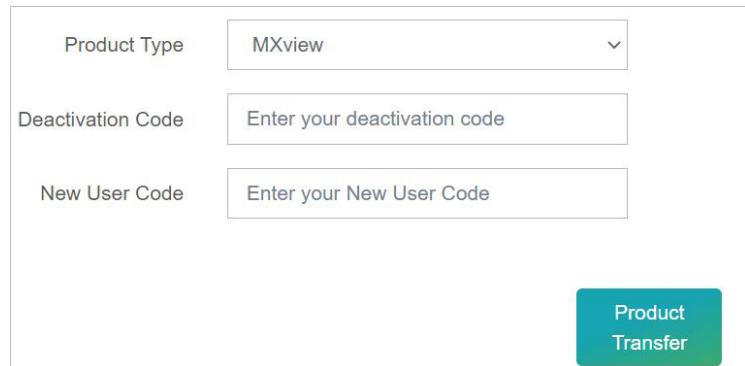
The screenshot shows the 'License Manager' page for MXview. At the top, there are sections for 'License' (Mode: Authorized, Current Nodes: 0, Licensed Nodes: 300) and 'Wireless Add-on' (Mode: None). Below this is a 'Moxa License Site' link and 'Add New License' and 'License Type' buttons. The main area is titled 'Licenses' and contains a 'Deactivated licenses' section. This section lists two deactivated licenses, each with a 'Deactivation Code' (redacted) and a 'Re-activate' button. The entire 'Deactivated licenses' section is highlighted with a red box.

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**.



The screenshot shows the 'Products and Licenses' dropdown menu on the Moxa License Site. The menu items are: 'Products and Licenses' (selected), 'View Activated Product', 'Activate a Product License', 'Request a Upgrade License', 'Activate a Upgrade License', 'Activation Apply', and 'MXview Deactivation'. The 'MXview Deactivation' option is highlighted with a red box.

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



Product Type: MXview

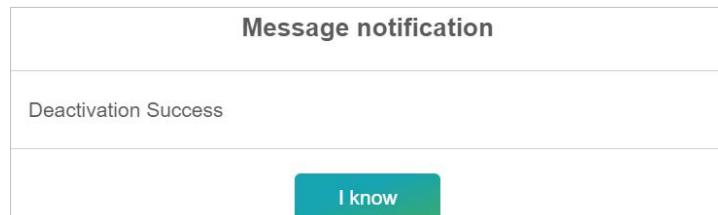
Deactivation Code: Enter your deactivation code

New User Code: Enter your New User Code

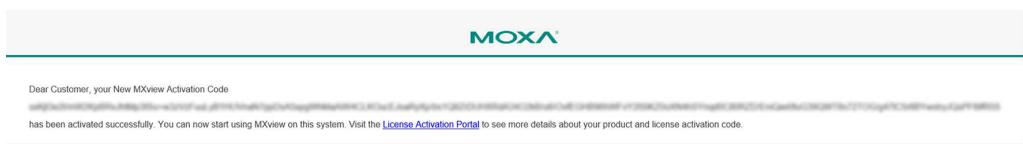
Product Transfer

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.

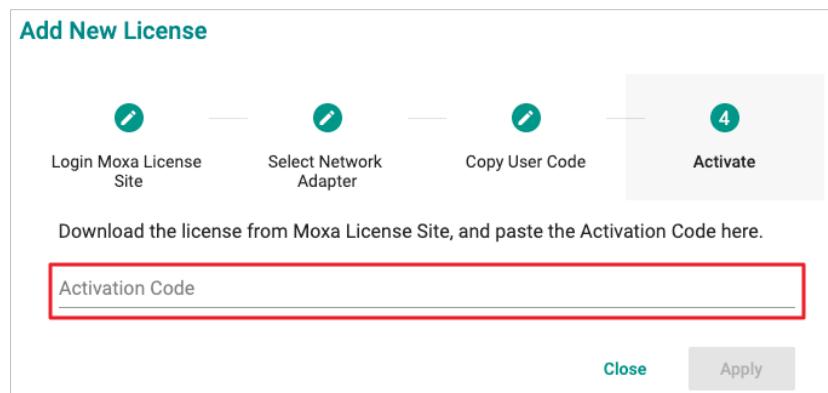


7. The software or service registration code is now deactivated, and you can use your new activation code to transfer the software or service.
8. Check the email account you used to apply for your moxa account. The activation code will be sent to this email address.



9. Copy the activation code from the email.

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



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