

License Activation Process for MXview

Moxa Technical Support Team

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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

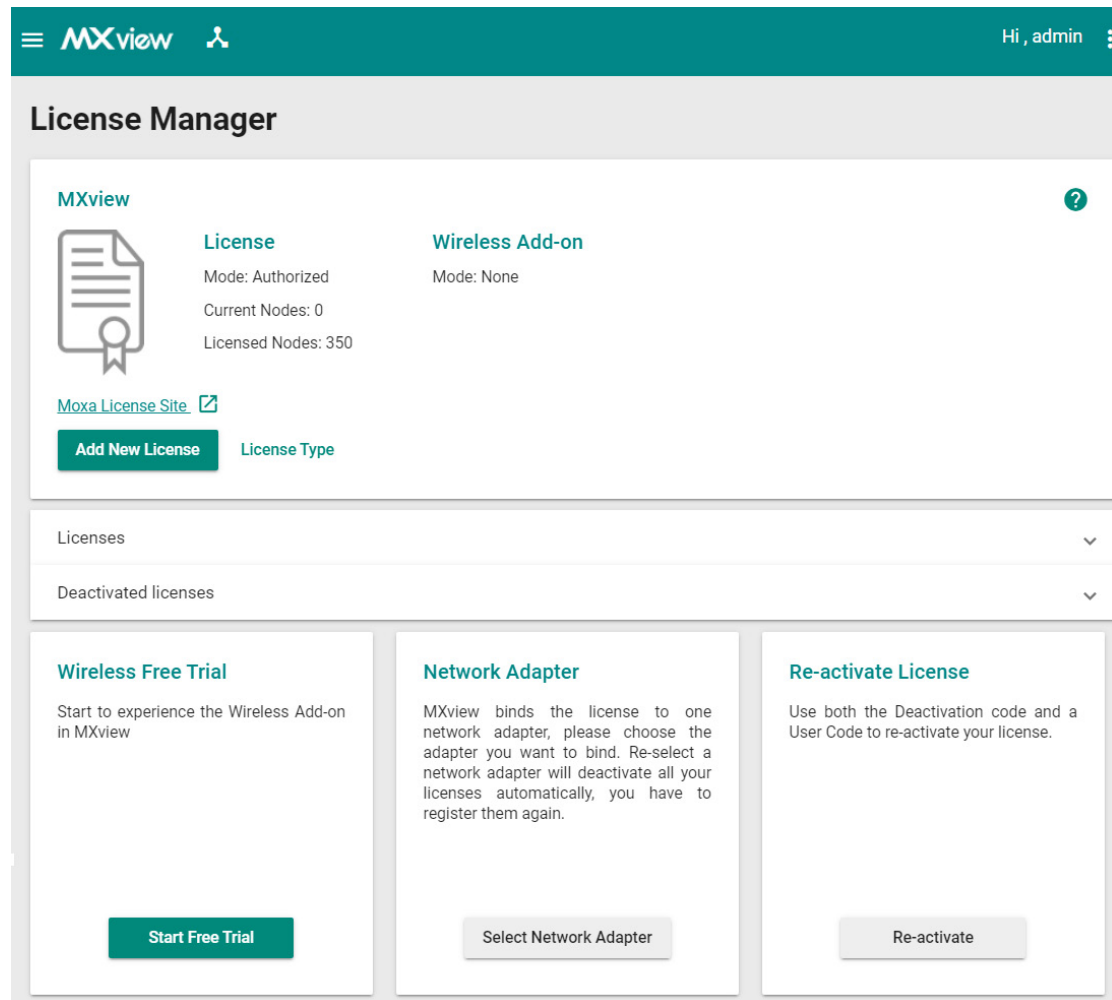
Tel: +886-2-8919-1230
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MOXA®

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**.

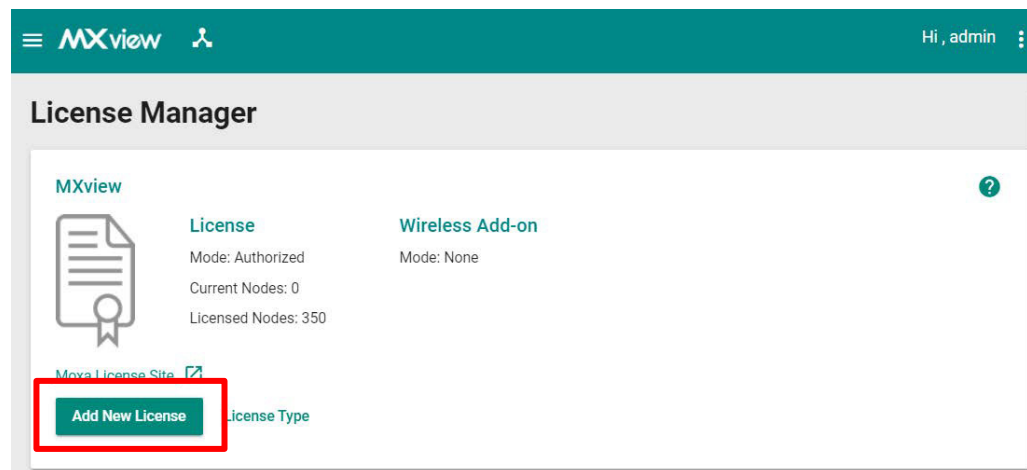


The **License Manager** page displays the license type, the number of nodes in use, and the total number of nodes available under the current license.

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

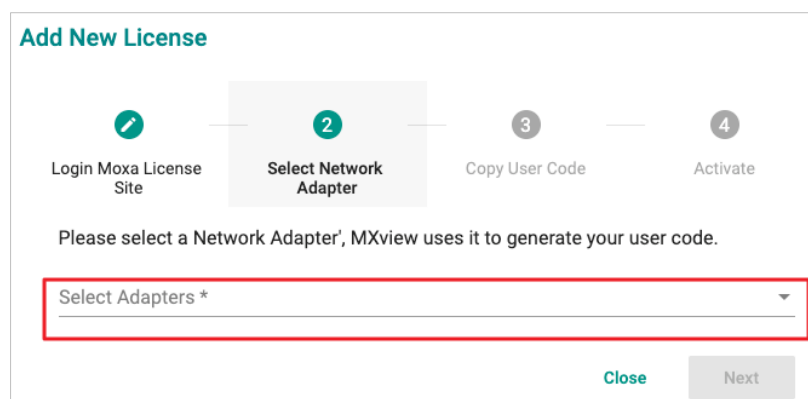
2 Adding a New License

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

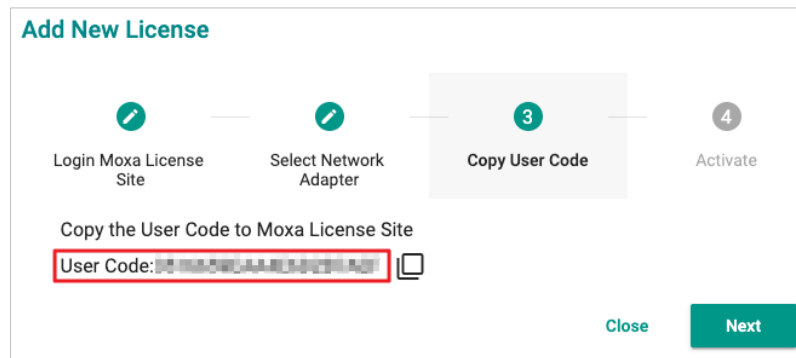


3. Click **Next**.
4. Select the network adapter to generate the user code that will be used for license registration later. Then, click **Next**.

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

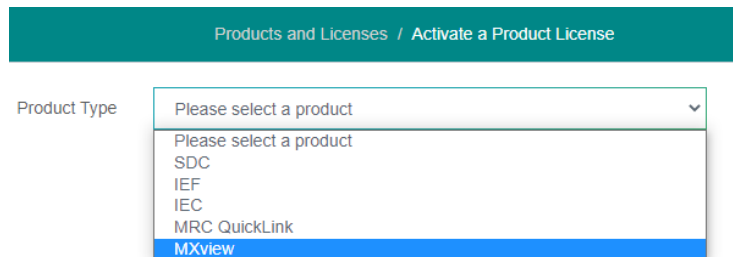
1 Login Moxa License Site 2 Select Network Adapter **3 Copy User Code** 4 Activate

Copy the User Code to Moxa License Site

User Code: [XXXXXXXXXXXXXXXXXXXX] [Copy]

Close 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.

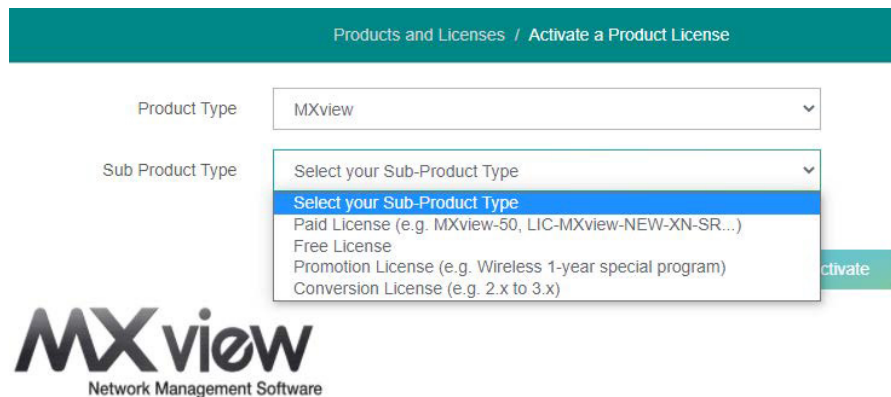


Products and Licenses / Activate a Product License

Product Type: Please select a product

- Please select a product
- SDC
- IEF
- IEC
- MRC QuickLink
- MXview**

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)

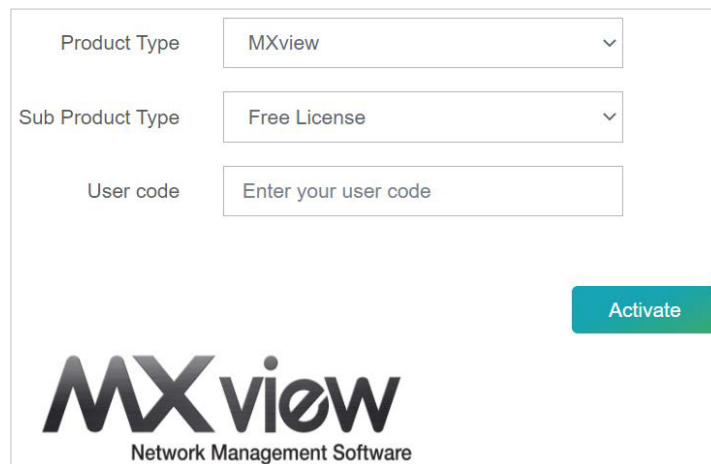
MXview
Network Management Software

Activate

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.

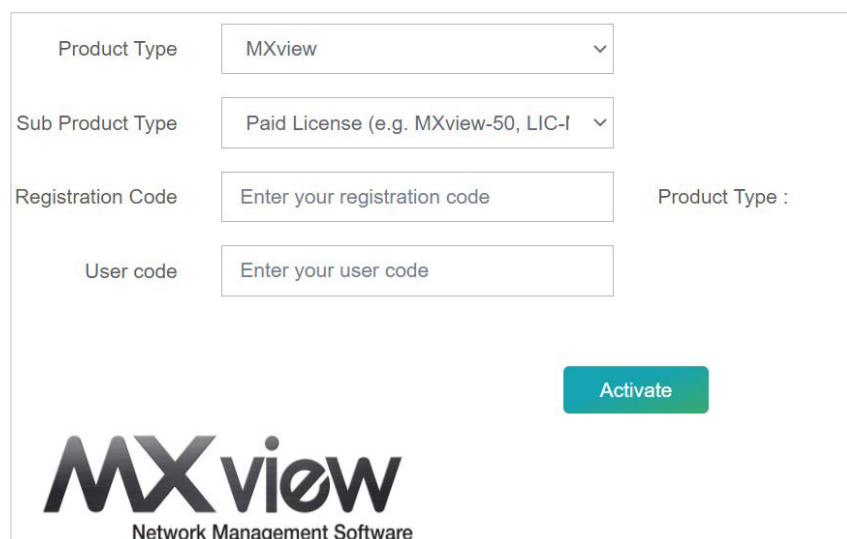


The form for activating a Free License in MXview. It contains three input fields: 'Product Type' with a dropdown menu showing 'MXview', 'Sub Product Type' with a dropdown menu showing 'Free License', and 'User code' with a text input field containing the placeholder 'Enter your user code'. A green 'Activate' button is located to the right of the 'User code' field. 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.



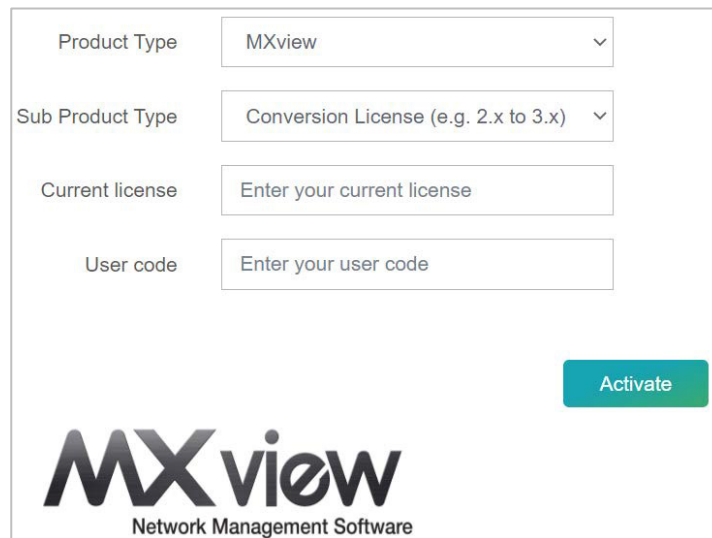
The form for activating a Paid License in MXview. It contains four input fields: 'Product Type' with a dropdown menu showing 'MXview', 'Sub Product Type' with a dropdown menu showing 'Paid License (e.g. MXview-50, LIC-I)', 'Registration Code' with a text input field containing the placeholder 'Enter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

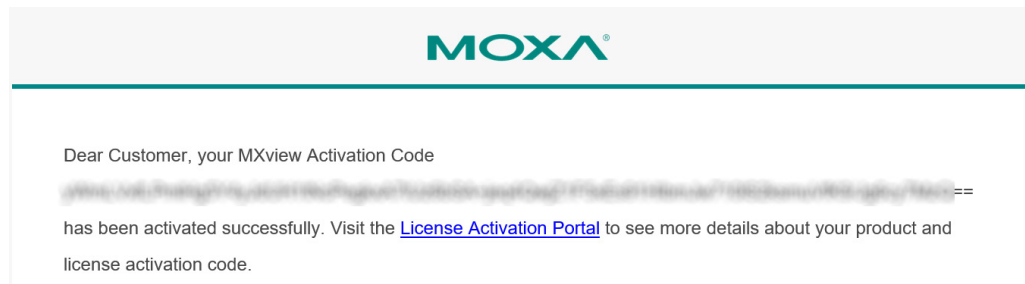
Note: full v2.x license will upgrade to a v3.x full license while a v2.x upgrade license will convert to a v3.x upgrade license. Legacy trial licenses cannot be converted.

- 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.



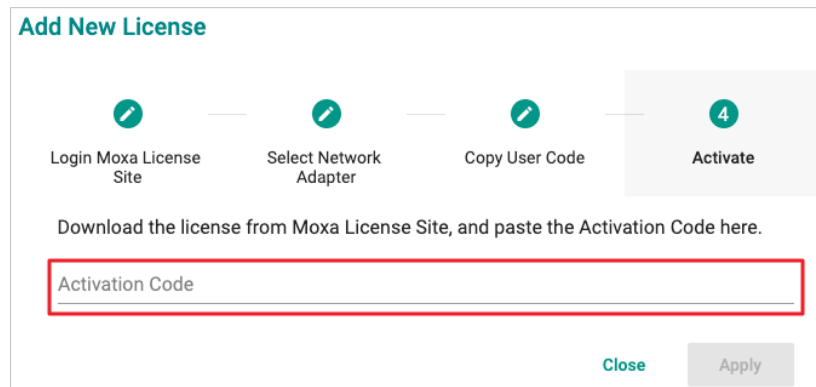
The image shows a web form for MXview license activation. It contains four input fields: 'Product Type' (a dropdown menu with 'MXview' selected), 'Sub Product Type' (a dropdown menu with 'Conversion License (e.g. 2.x to 3.x)' selected), 'Current license' (a text box with placeholder text 'Enter your current license'), and 'User code' (a text box with placeholder text 'Enter your user code'). Below these fields is a green 'Activate' button. At the bottom of the form is the MXview logo and the text '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.

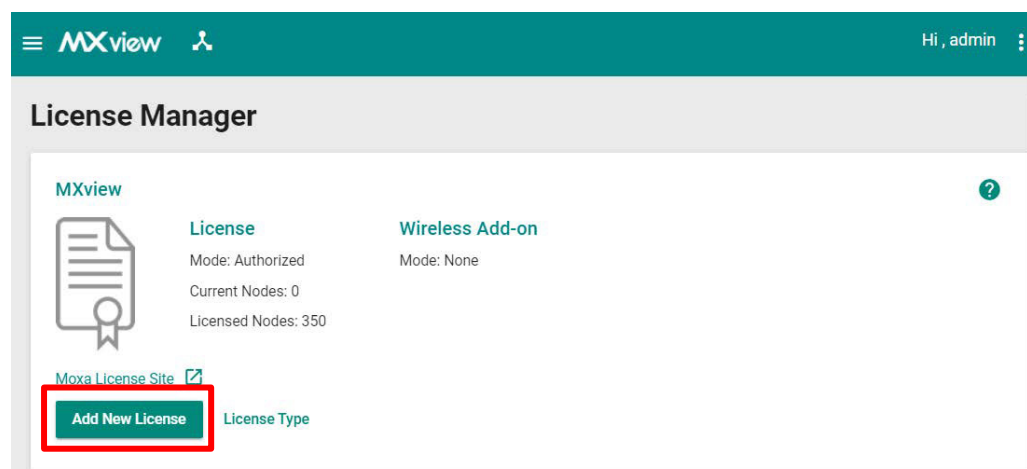
11. In MXview, paste the activation code into the Activation Code field.



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.

The screenshot shows the 'Add New License' dialog box with a progress bar at the top. The progress bar has four steps: 1. Login Moxa License Site, 2. Select Network Adapter (highlighted), 3. Copy User Code, and 4. Activate. Below the progress bar, the text reads: 'Please select a Network Adapter, MXview uses it to generate your user code.' There is a dropdown menu labeled 'Select Adapters *' which is highlighted with a red rectangle. At the bottom right, there are two buttons: 'Close' and 'Next'.

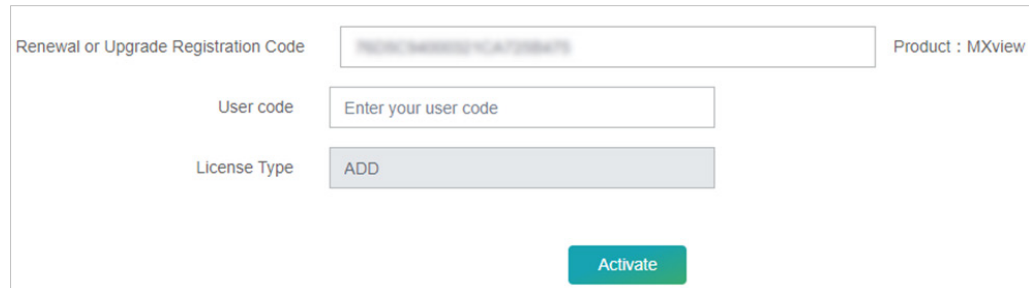
5. Copy the generated user code and click **Next**.

The screenshot shows the 'Add New License' dialog box with the progress bar updated. Step 3, 'Copy User Code', is now highlighted. The text below the progress bar reads: 'Copy the User Code to Moxa License Site'. There is a text input field labeled 'User Code:' followed by a copy icon, which is highlighted with a red rectangle. At the bottom right, there are two buttons: 'Close' and '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**.

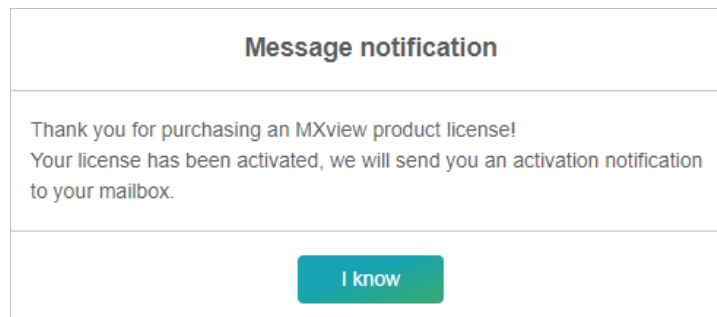
The screenshot shows a form for 'Renewal or Upgrade Registration Code'. It has a label 'Renewal or Upgrade Registration Code' on the left, a text input field with the placeholder 'Please Input registration code' in the center, and a label 'Product :' on the right.

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



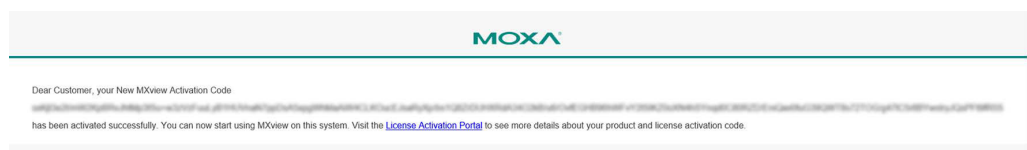
The screenshot shows a web form for license activation. It includes a text input field for 'Renewal or Upgrade Registration Code' with a placeholder 'XXXXXXXXXXXXXXX', a 'Product : MXview' label, a 'User code' input field with a placeholder 'Enter your user code', and a 'License Type' dropdown menu currently set to 'ADD'. A green 'Activate' button is positioned at the bottom right of the form.

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.



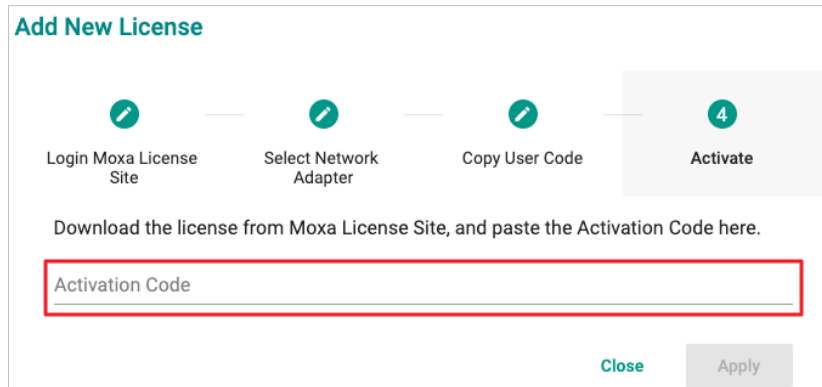
The screenshot shows a 'Message notification' pop-up window. The title is 'Message notification'. The message text reads: 'Thank you for purchasing an MXview product license! Your license has been activated, we will send you an activation notification to your mailbox.' At the bottom, there is a green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

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.

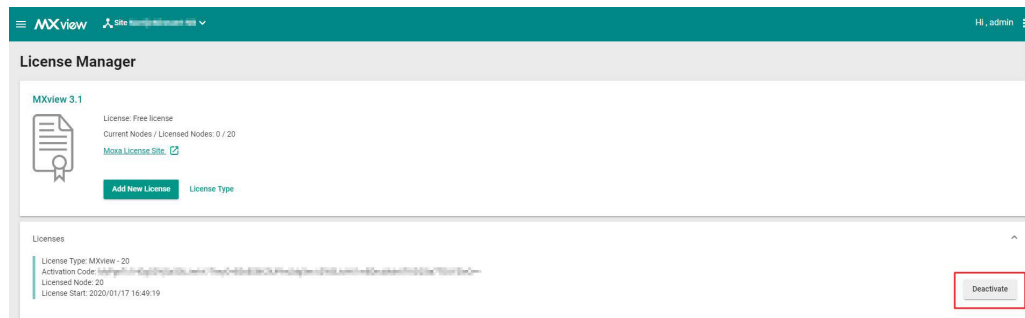


14. Click **Apply** and MXview will activate the license.

4 Deactivating a License

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

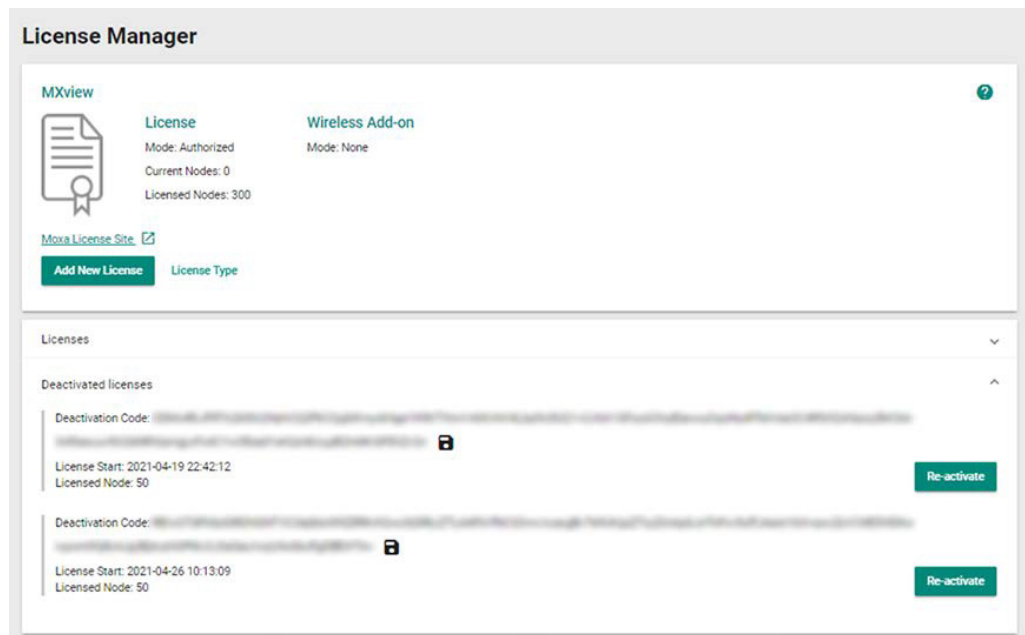
1. Navigate to **Menu** (☰) → **License Manager**.
The **License Manager** page appears.
2. Expand the **Licenses** section.
A list of activated licenses and activation codes will appear.
3. Click **Deactivate** and MXview will deactivate the license.



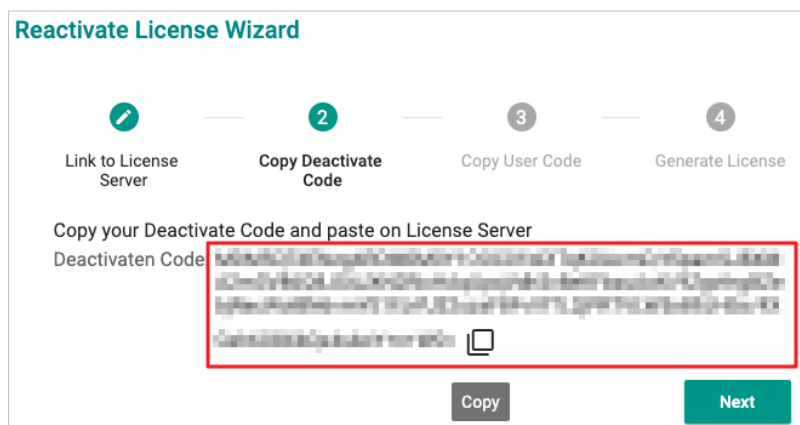
5 Reactivating a Deactivated License

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.



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**.

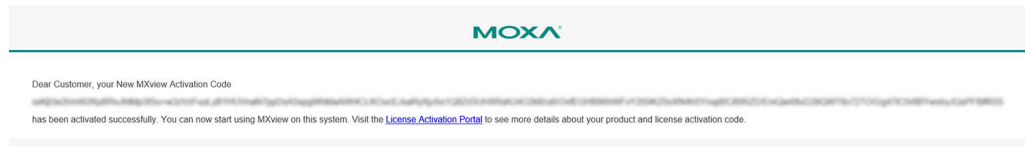
Product Type	<input type="text" value="MXview"/>
Deactivation Code	<input type="text" value="Enter your deactivation code"/>
New User Code	<input type="text" value="Enter your New User Code"/>
<input type="button" value="Product Transfer"/>	

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.

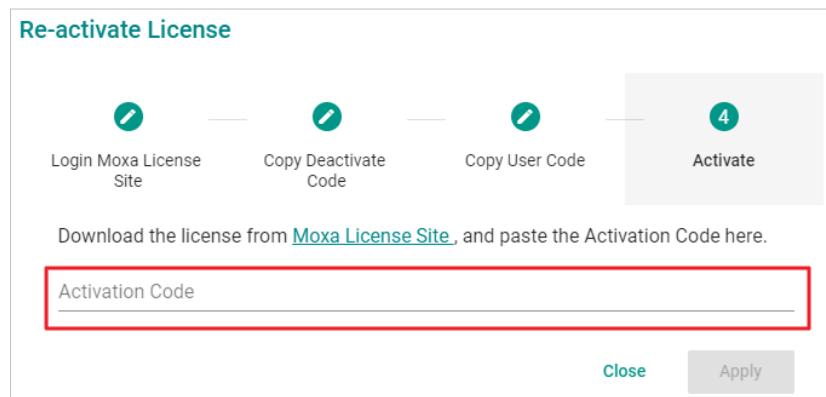
Message notification
Deactivation Success
<input type="button" value="I know"/>

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.

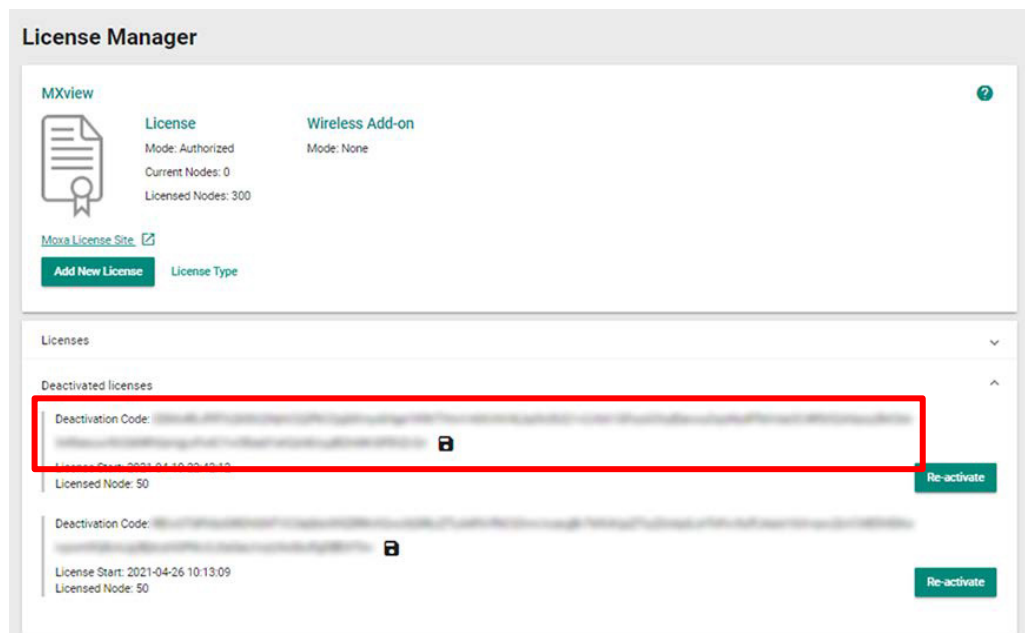


13. Click **Apply** and MXview will activate the license.

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.



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	<input type="text" value="MXview"/>
Deactivation Code	<input type="text" value="Enter your deactivation code"/>
New User Code	<input type="text" value="Enter your New User Code"/>
<input type="button" value="Product Transfer"/>	

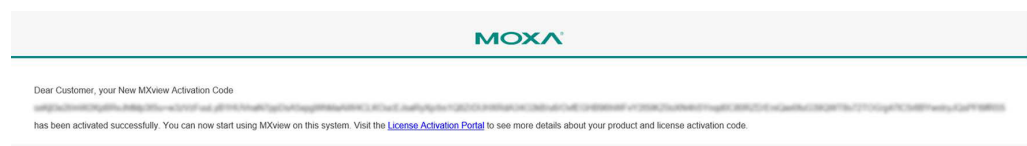
Note:

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.

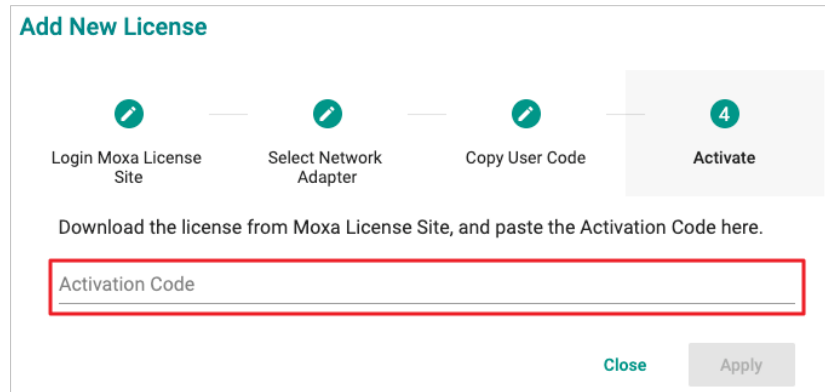
Message notification
Deactivation Success
<input type="button" value="I know"/>

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.



9. Copy the activation code from the email.

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



Add New License

1. Login Moxa License Site 2. Select Network Adapter 3. Copy User Code 4. **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.