

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. With 35 years of industry experience, Moxa has connected more than 82 million devices worldwide and has a distribution and service network that reaches customers in more than 80 countries. Moxa delivers lasting business value by empowering industry with reliable networks and sincere service for industrial communications infrastructures. Information about Moxa’s solutions is available at www.moxa.com.

How to Contact Moxa

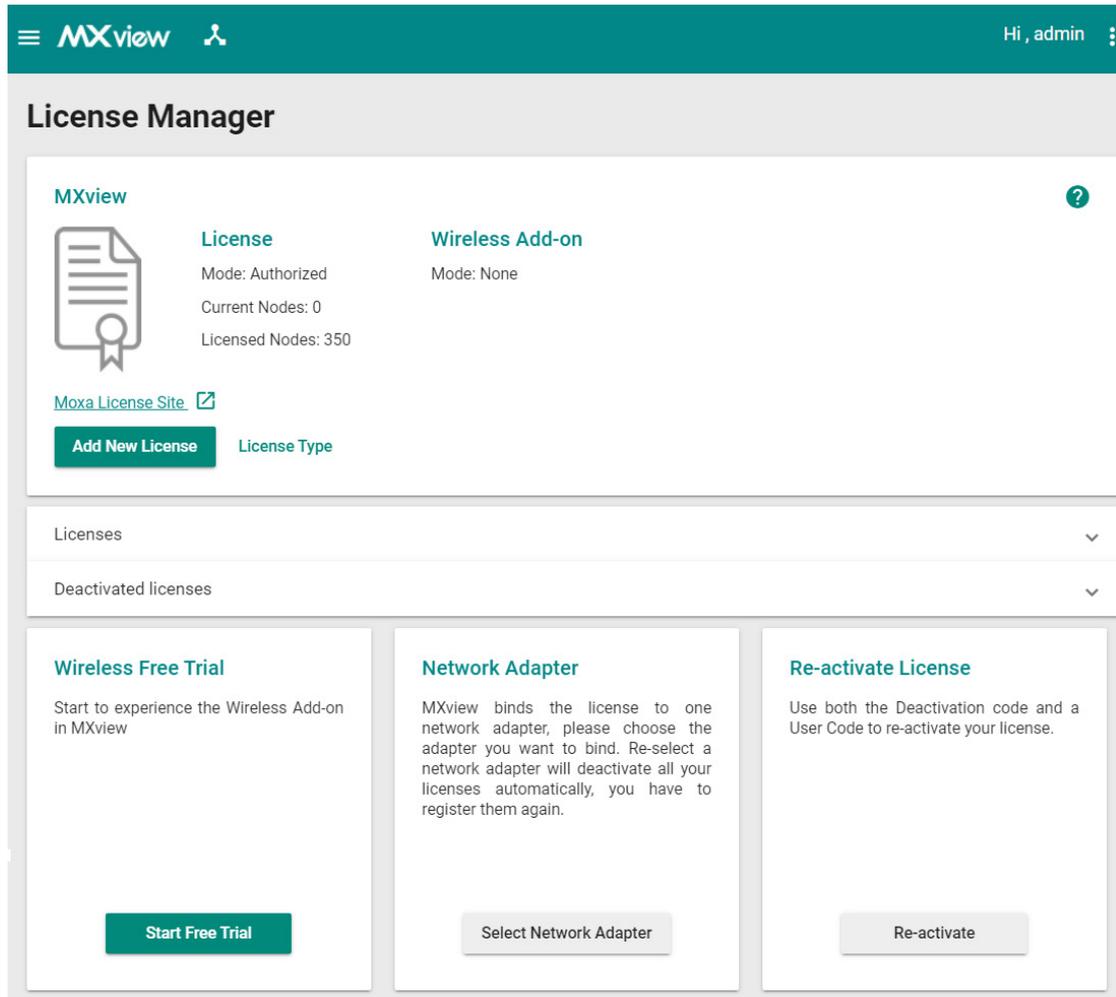
Tel: 1-714-528-6777
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1 License Management Overview

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**.

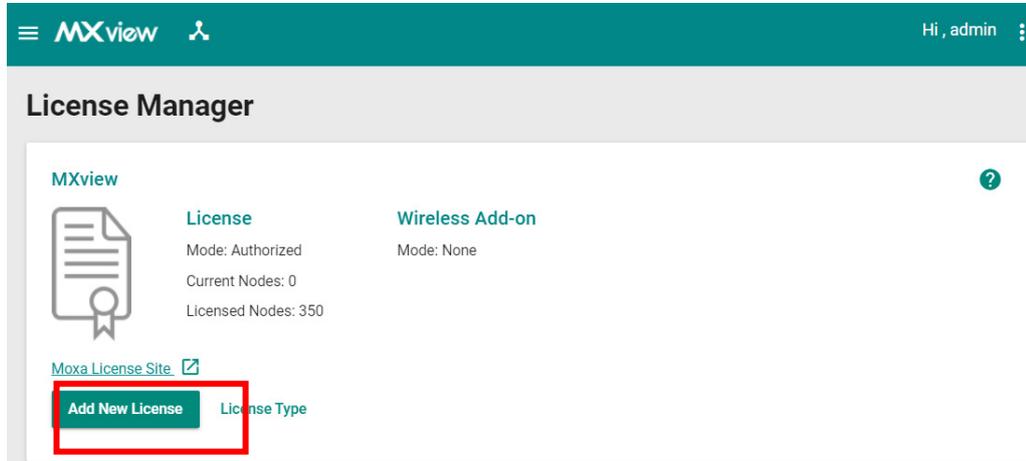


The **License Manager** page displays the license type, the number of nodes in use, and the total number of nodes available under the current license.

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

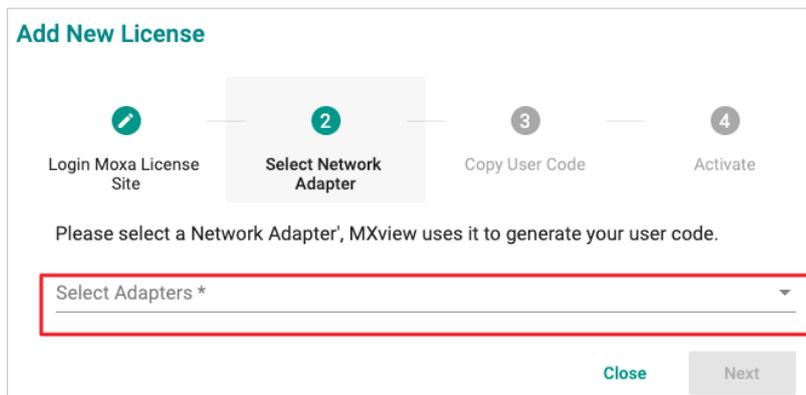
2 Adding a New License

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

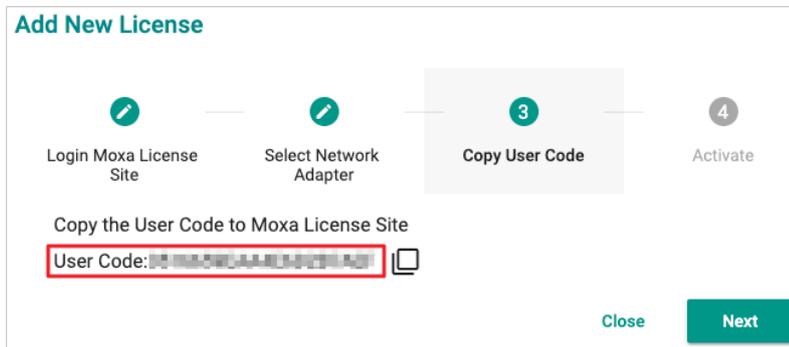


3. Click **Next**.
4. Select the network adapter to generate the user code that will be used for license registration later. Then, click **Next**.

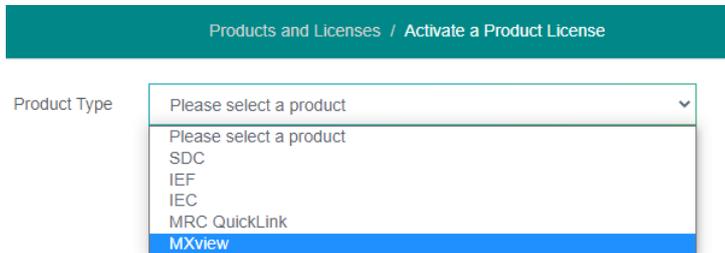
Note If you have previously selected a network adapter, you do not need to perform this step.



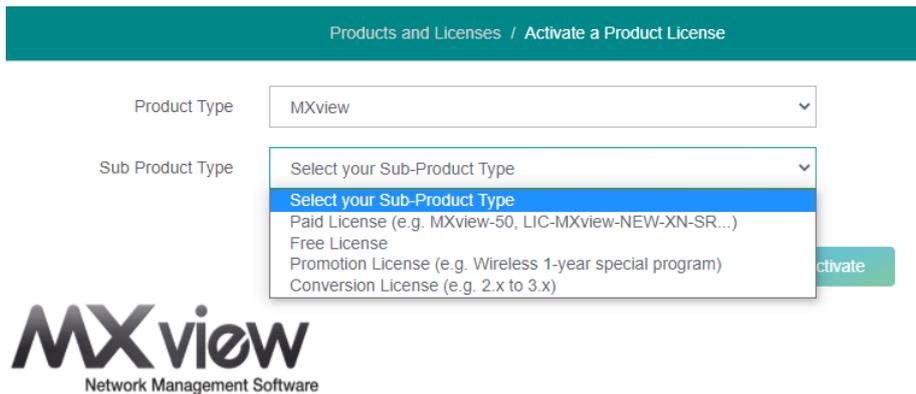
- 5. Copy the generated user code and click **Next**.



- 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.

The screenshot shows a web form for activating a Free License. It contains three input fields: 'Product Type' with a dropdown menu set to 'MXview', 'Sub Product Type' with a dropdown menu set to 'Free License', and 'User code' with a text box containing the placeholder 'Enter your user code'. A green 'Activate' button is positioned to the right of the 'User code' field. At the bottom left, the MXview logo is displayed with the text 'Network Management Software' underneath it.

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 screenshot shows a web form for activating a Paid License. It contains four input fields: 'Product Type' with a dropdown menu set to 'MXview', 'Sub Product Type' with a dropdown menu set to 'Paid License (e.g. MXview-50, LIC-I', 'Registration Code' with a text box containing the placeholder 'Enter your registration code', and 'User code' with a text box containing the placeholder 'Enter your user code'. A green 'Activate' button is positioned 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 left, the MXview logo is displayed with the text 'Network Management Software' underneath it.

Conversion License

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

Note If you want to execute the Conversion License process, you don't have to deactivate the license from MXview v2.x.

- 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	<input type="text" value="MXview"/>
Sub Product Type	<input type="text" value="Conversion License (e.g. 2.x to 3.x)"/>
Current license	<input type="text" value="Enter your current license"/>
User code	<input type="text" value="Enter your user code"/>

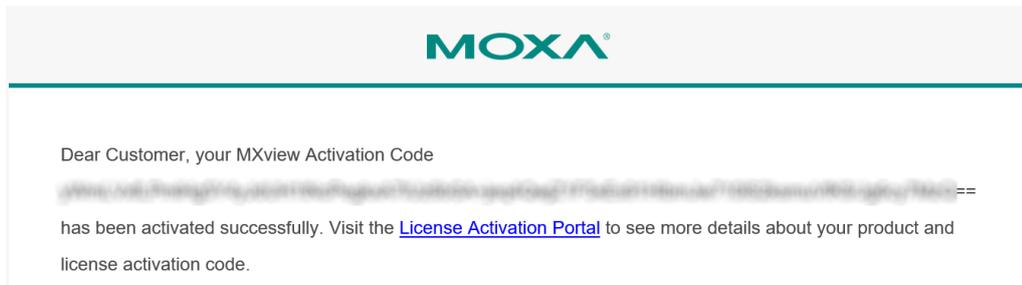
MXview
Network Management Software

Promotion License

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

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

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

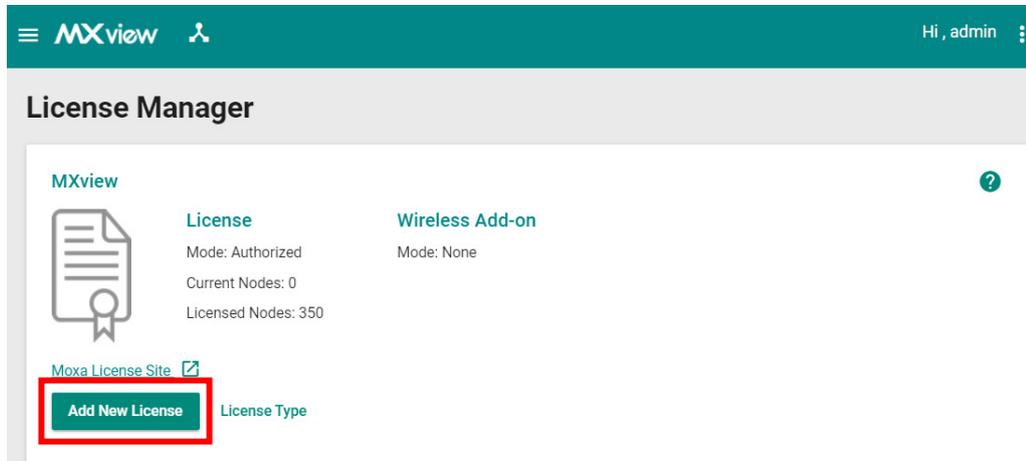


10. Copy the activation code from the email.
11. In MXview, paste the activation code into the Activation Code field.

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

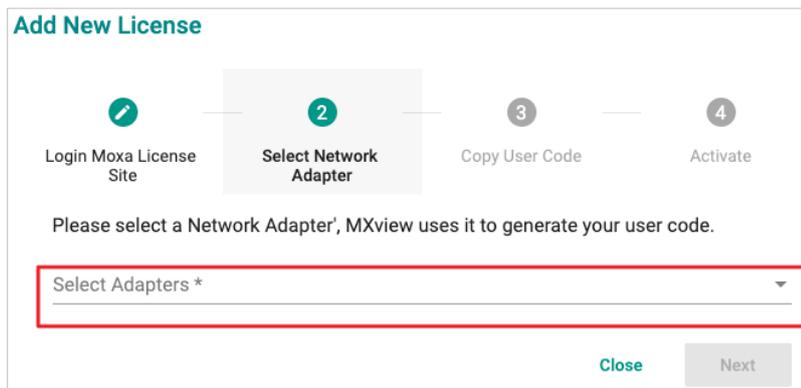
3 Adding an Upgrade and Add-on License

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

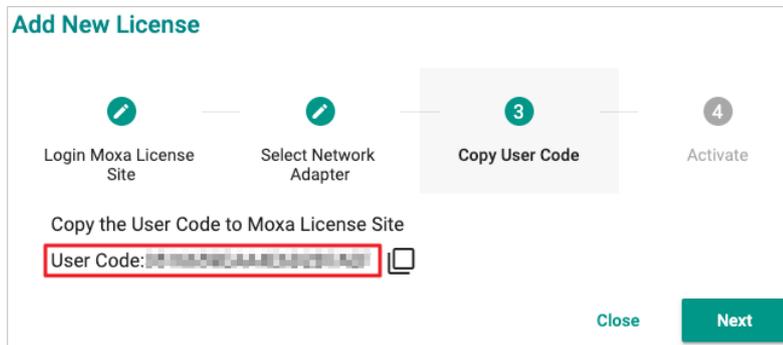


3. Click **Next**.
4. Select the network adapter to generate the user code that will be used for license registration later. Then, click **Next**.

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



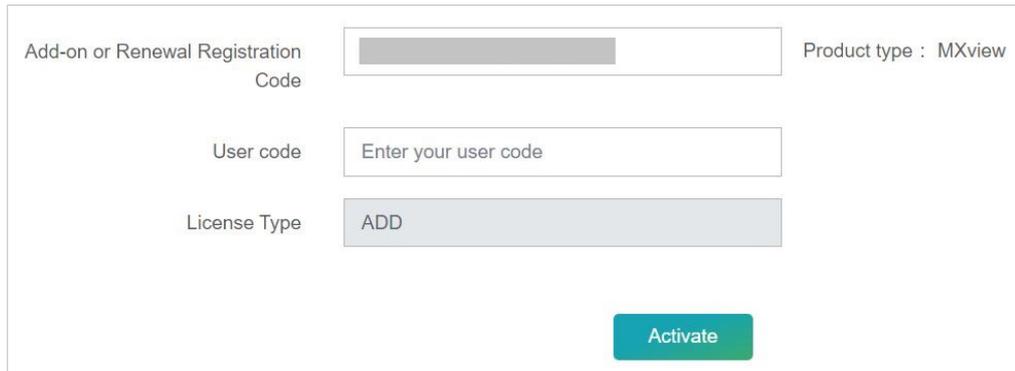
- Copy the generated user code and click **Next**.



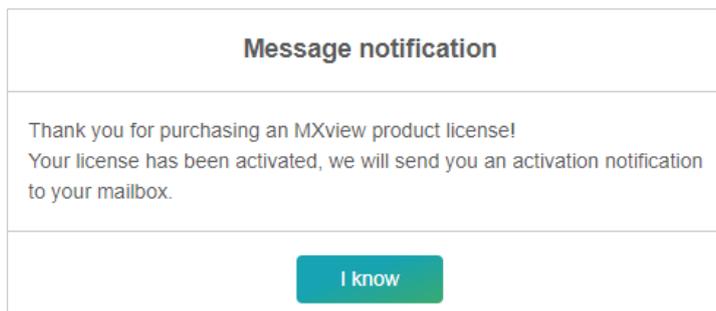
- Open a web browser and go to <https://license.moxa.com>. Select **MXview** and use your Moxa account to log in.
- Click **Products and Licenses** → **Activate an Add-on or Renewal License**. Enter your **Upgrade Registration Code**.



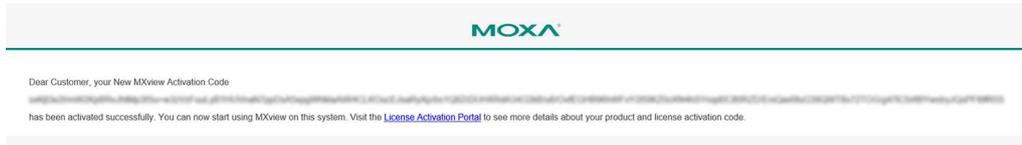
- Paste a valid **User code** from MXview. Then, click **Activate** to get the activation code.



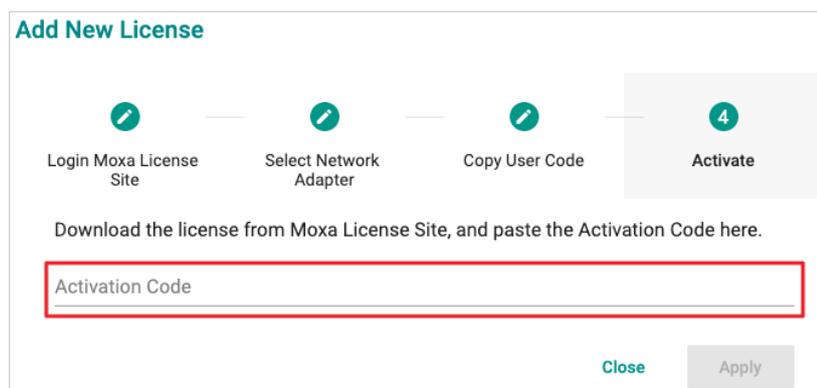
- Once the process has been successfully completed, a pop-up window will appear to inform you that your license code has been deactivated. Click **I know** to close the window. If the license failed to activate, enter the license key again. If you are still experiencing problems, please contact Moxa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

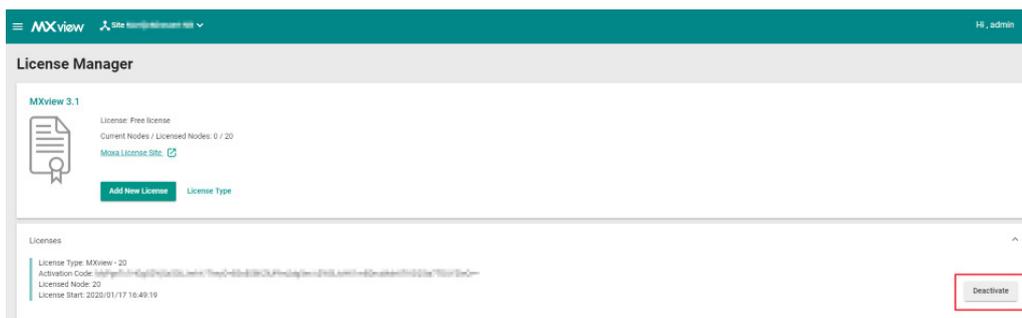


14. Click **Apply** and MXview will activate the license.

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

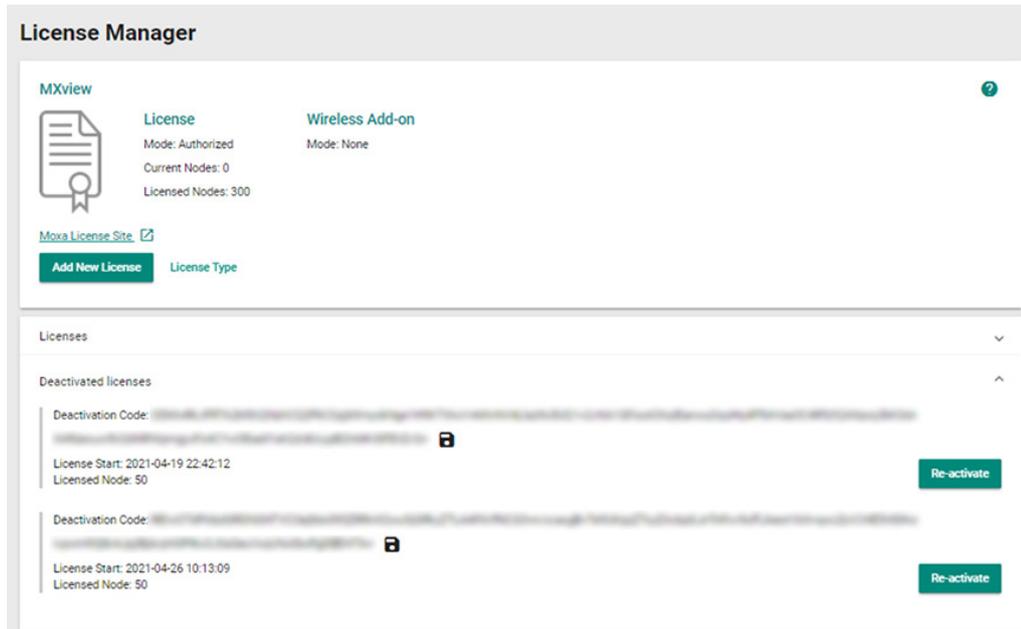
A deactivated license can be reactivated on the current instance of MXview.

1. Navigate to **Menu** (☰) → **License Manager**.

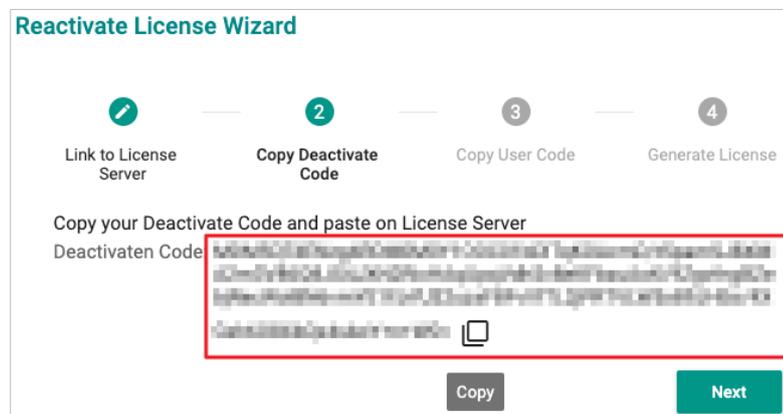
The **License Manager** page will appear.

2. Expand the **Deactivated Licenses** section.

A list of deactivated licenses and deactivation codes will appear.



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.

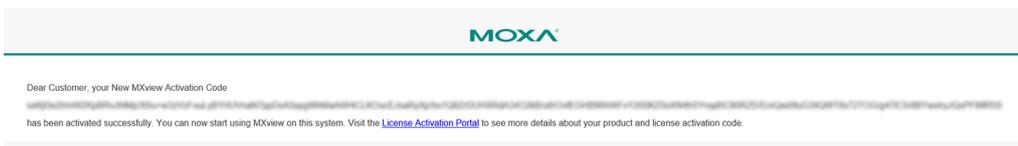
- 6. Select **Products and Licenses** and click **Transfer a Product License**.
- 7. Paste the **Deactivation Code** followed by the **New User Code** from MXview. Then click **Product Transfer**.

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.

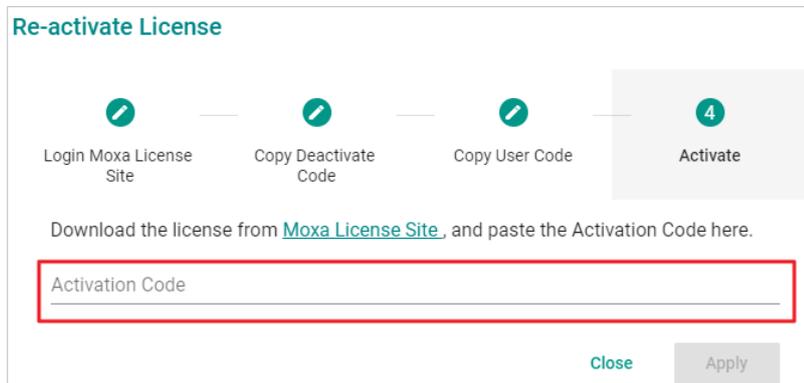
Message notification
Deactivation Success
<input type="button" value="I know"/>

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



Re-activate License

1 Login Moxa License Site — 2 Copy Deactivate Code — 3 Copy User Code — 4 **Activate**

Download the license from [Moxa License Site](#), and paste the Activation Code here.

Activation Code

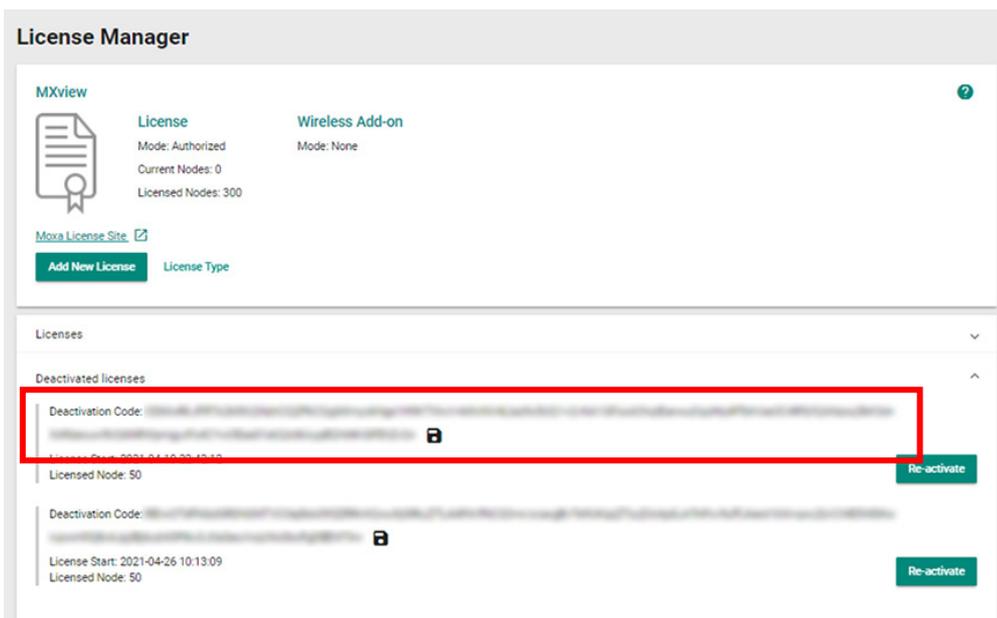
Close Apply

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.



License Manager

MXview License Mode: Authorized Current Nodes: 0 Licensed Nodes: 300
[Moxa License Site](#) Add New License License Type

Wireless Add-on Mode: None

Deactivated licenses

Deactivation Code: [Redacted] Re-activate

Licensed Node: 50

Deactivation Code: [Redacted] Re-activate

License Start: 2021-04-26 10:13:09
Licensed Node: 50

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 **Transfer a Product License**.

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

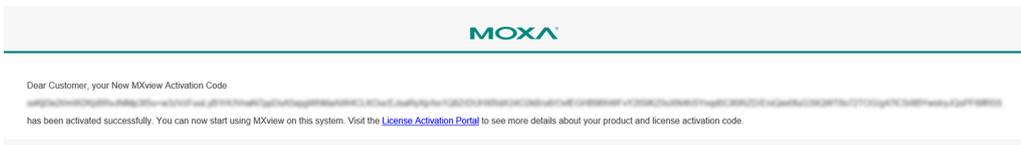
Product Type	<input type="text" value="MXview"/>
Deactivation Code	<input type="text" value="Enter your deactivation code"/>
New User Code	<input type="text" value="Enter your New User Code"/>
<input type="button" value="Product Transfer"/>	

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.

- 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"/>

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



- 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.