

# Moxa Software License Portal User's Manual

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**Version 1.0, July 2021**

[www.moxa.com/product](http://www.moxa.com/product)

**Models covered by this user's manual:**

IEC-G102-BP Series

IEF-G9010 Series

Security Dashboard Console (SDC)

MXview

Moxa Remote Connect (MRC) Quick Link



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# Moxa Software License Portal User's Manual

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## Technical Support Contact Information

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## Introduction

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Thank you for purchasing a Moxa software or service product. These products come with a license that helps you easily establish your industrial network system. However, in order to have access to all services offered by Moxa, you will need to activate the product license using a registration code. This manual describes how to purchase and activate licenses using the Moxa license management portal. Additionally, this guide covers how to renew your license and how to purchase service upgrade licenses.

The following topics are covered in this chapter:

- **Acquiring a License**

# Acquiring a License

To purchase a license for a software or service product, contact your local Moxa Sales representative. Once confirmed, you will receive the product registration code by email. If you have not received the email containing the registration code, please contact Moxa Sales.

## License Activation

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This chapter describes how to log in to Moxa's license management portal and activate product license codes.

The following topics are covered in this chapter:

### □ **Activating a New License**

- Security Dashboard Console (SDC), IEC Series, and IEF Series Licenses
- MXview Licenses
- Moxa Remote Connect (MRC) Quick Link Licenses

# Activating a New License

In order to use the Moxa software or service, you will need to activate the product license first through the license management portal. If this is your first time logging in to the license management portal, you will be presented with the **Product Activation** screen. From here, you can activate your product license.

Refer to the following sections for instructions on how to activate licenses for the different products.

Product Type

Please select the product to buy

Please select the product to buy

SDC

IEF

IEC

MRC QuickLink

MXview

## Security Dashboard Console (SDC), IEC Series, and IEF Series Licenses

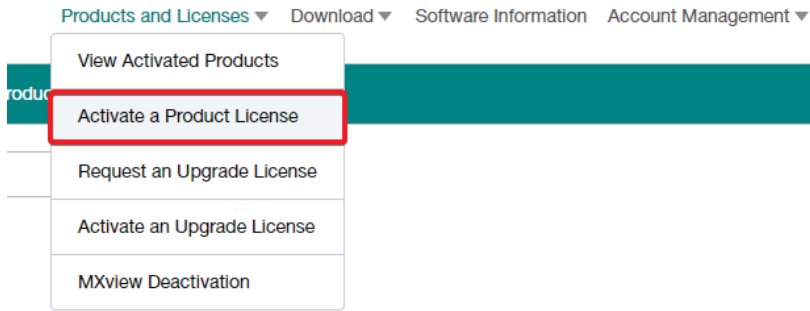
The following license activation instructions apply to Security Dashboard Console (SDC), IEC Series, and IEF licenses.

1. Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
2. Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.

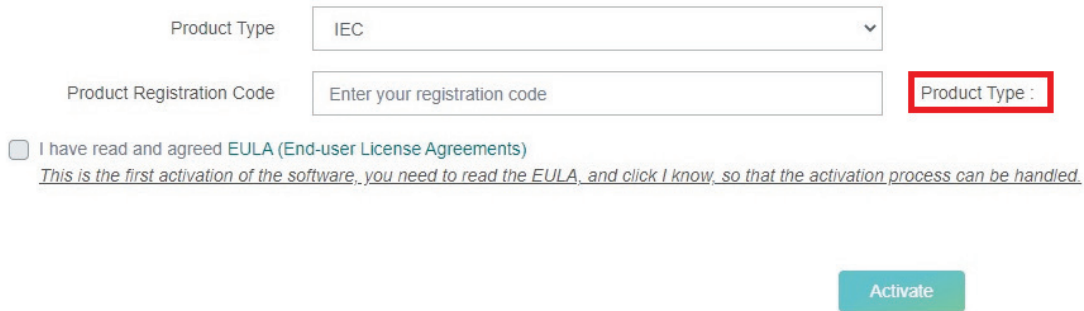


The screenshot displays the Moxa Software Licensing portal. At the top, there is a teal header with the Moxa logo, the text "Software Licensing", and a language dropdown menu set to "English". Below the header, the main content area features the heading "Manage Your Software License" and a sub-heading "Login Moxa Software Licensing System to activate or query your Moxa software license." To the left of the login form is a graphic of a globe with a magnifying glass over a document labeled "CERTIFICATE". To the right is a login form with fields for "User ID" and "Password", a "Forgot your password?" link, a checkbox for "I have read and agree with Moxa's Privacy Policy", and two buttons: "Login" (green) and "Apply for an account" (blue).

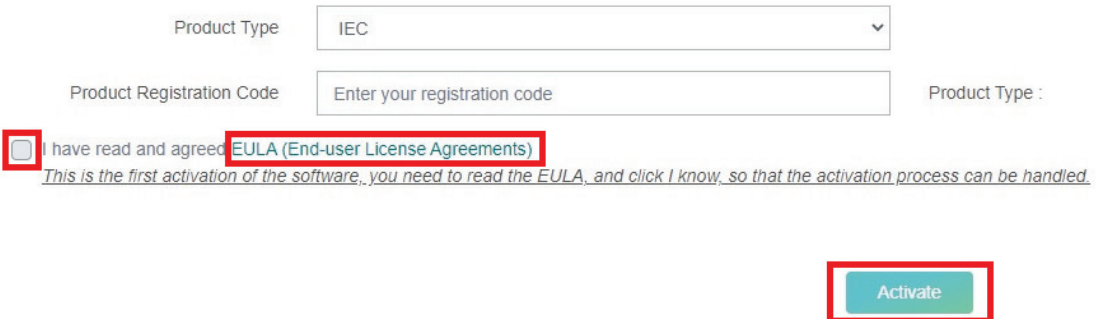
- 3. Navigate to **Products and Licenses > Activate a Product License**. If this is your first time activating a license, you will be automatically redirected to this page.



- 4. The **Product Activation** page will appear. Select your product (**SDC, IEC, or IEF**) from the drop-down menu.



- 5. Enter your product registration code. The system will automatically detect the model based on the code you have entered.
- 6. Check the box to indicate you **have read and agree to the EULA (End-user License Agreement)**, then click **Activate**.



**NOTE** Different products have a different EULA, so you may need to agree with a separate EULA for IEC-G102-BP Series, IEF-G9010 Series, and Security Dashboard Console (SDC) license keys respectively.

- 7. Once activated, a notice window will appear to inform you that your license has been activated. 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.



## Message notification

Your activation code [REDACTED] valid period 2020/05/06 18:00:28~2020/08/31 23:59:59. Product activation complete, an email will be sent to you.

I know

8. Your product license is now activated, and you can start using the software or service.

## MXview Licenses

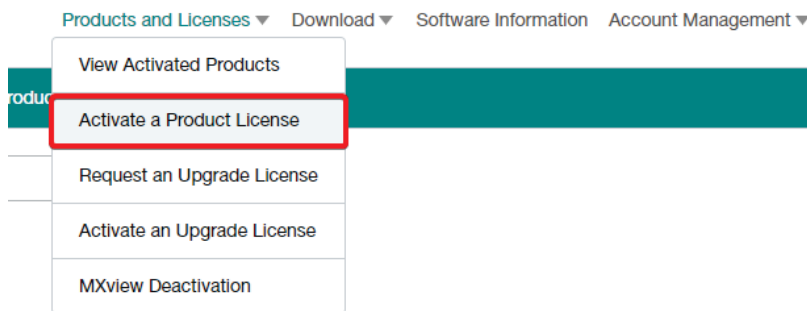
The following license activation instructions apply to MXview licenses.

**NOTE** To activate any MXview license, you will need to generate a MXview user code. Refer to steps 1 to 6 in the [Adding a New License in MXview](#) section for how to obtain a user code.

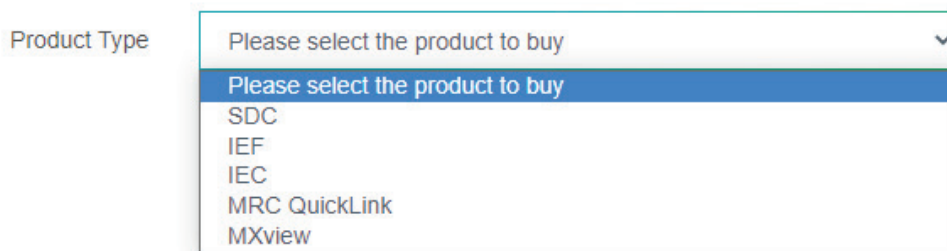
1. Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
2. Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.

The screenshot displays the Moxa Software Licensing portal. At the top, there is a teal header with the Moxa logo, the text "Software Licensing", and a language dropdown menu set to "English". Below the header, the main content area features the heading "Manage Your Software License" and a sub-heading "Login Moxa Software Licensing System to activate or query your Moxa software license." To the left of the login form is a graphic of a globe with a magnifying glass over a document labeled "CERTIFICATE". On the right, the login form includes input fields for "User ID" and "Password", a "Forgot your password?" link, a checkbox for "I have read and agree with Moxa's Privacy Policy", and two buttons: "Login" (teal) and "Apply for an account" (blue).

3. Navigate to **Products and Licenses > Activate a Product License**. If this is your first time activating a license, you will be automatically redirected to this page.



4. The **Product Activation** page will appear. Select **MXview** from the drop-down menu.



5. Select the type of MXview license. Activation steps differ depending on the license type. Refer to the instructions for each type below.
- MXview Paid License:** Use this if you are activating a paid MXview license.
    - Select **Paid License** from the Sub Product Type drop-down list.

|                   |   |                |
|-------------------|---|----------------|
| Product Type      | <input type="text" value="MXview"/>                               |                |
| Sub Product Type  | <input type="text" value="Paid License (e.g. MXview-50, LIC-I)"/> |                |
| Registration Code | <input type="text" value="Enter your registration code"/>         | Product Type : |
| User code         | <input type="text" value="Enter your user code"/>                 |                |

Activate



- Enter your registration code.
  - Enter your MXview user code. Refer to steps 1 to 6 in the [Adding a New License in MXview](#) section for how to obtain a user code.
  - Click **Activate**.
  - Continue with step 6.
- MXview Free License:** Use this if you are activating a free MXview trial license.

- i. Select **Free License** from the Sub Product Type drop-down list.

|                  |   |
|------------------|---|
| Product Type     | <input type="text" value="MXview"/>               |
| Sub Product Type | <input type="text" value="Free License"/>         |
| User code        | <input type="text" value="Enter your user code"/> |



- ii. Enter your MXview user code. Refer to steps 1 to 6 in the [Adding a New License in MXview](#) section for how to obtain a user code.
- iii. Click **Activate**.
- iv. Continue with step 6.
- c. **MXview Conversion License:** Use this if you are converting an old license for a newer version of MXview.
- i. Select **Conversion License** from the Sub Product Type drop-down list.

|                  |   |
|------------------|---|
| 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"/>                 |



- ii. Enter your current MXview license code.
- iii. Enter your MXview user code. Refer to steps 1 to 6 in the [Adding a New License in MXview](#) section for how to obtain a user code.
- iv. Click **Activate**.
- v. Continue with step 6.
- d. **MXview Promotion License:** Use this if you are activating a license from a promotional event.
- i. Select **Promotion License** from the Sub Product Type drop-down list.

|                  |  |
|------------------|--|
| Product Type     | <input type="text" value="MXview"/>                                |
| Sub Product Type | <input type="text" value="Promotion License (e.g. Wireless 1-y)"/> |
| User code        | <input type="text" value="Enter your user code"/>                  |



- ii. Enter your MXview user code. Refer to steps 1 to 6 in the [Adding a New License in MXview](#) section for how to obtain a user code.
  - iii. Click **Activate**.
  - iv. Continue with step 6.
6. Once activated, a notice window will appear to inform you that your license has been activated. 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.

### Message notification

Thank you for purchasing an MXview product license!  
Your license has been activated, we will send you an activation notification to your mailbox.

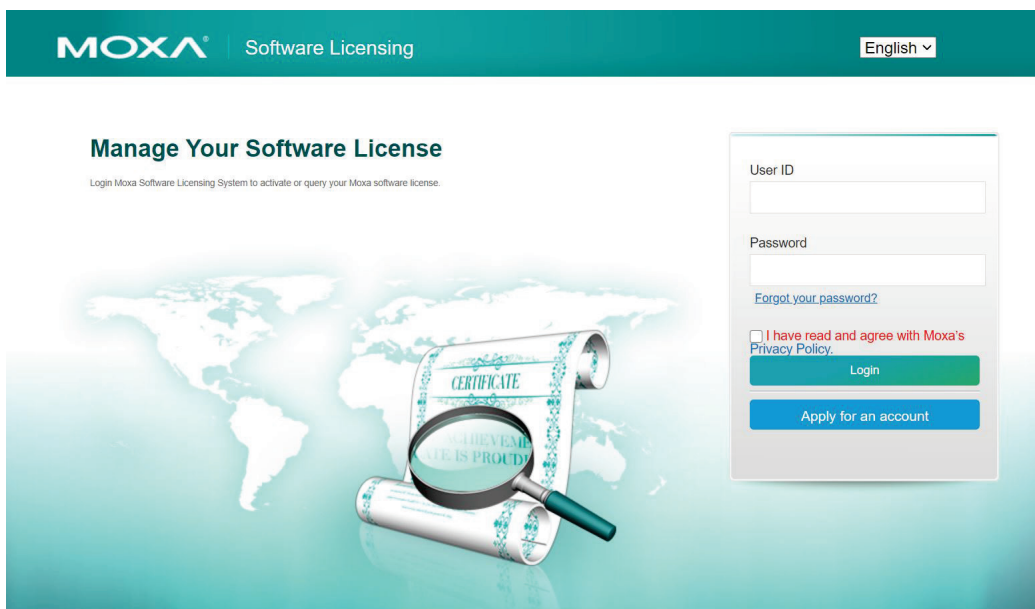
I know

7. You will receive an email containing the license activation code necessary to activate the license in MXview.
8. Continue to [Adding a New License in MXview](#) to activate the license in the MXview software.

## Moxa Remote Connect (MRC) Quick Link Licenses

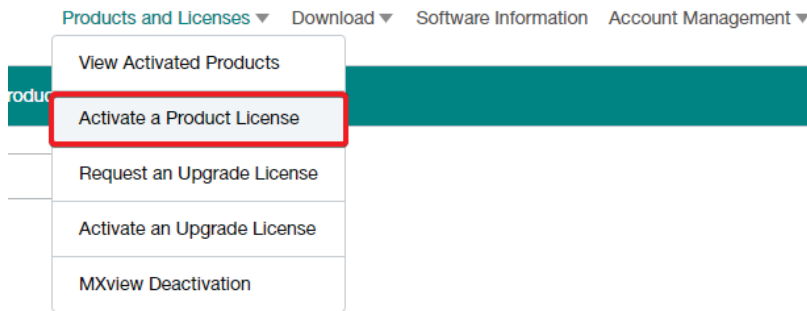
The following license activation instructions apply to Moxa Remote Connect (MRC) Quick Link licenses

1. Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
2. Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.



The screenshot displays the Moxa Software Licensing portal. At the top, there is a teal header with the Moxa logo and the text "Software Licensing" on the left, and a language dropdown menu set to "English" on the right. Below the header, the main content area has a teal background with a world map and a graphic of a rolled-up document labeled "CERTIFICATE" with a magnifying glass over it. The text "Manage Your Software License" is prominently displayed, with a smaller subtext: "Login Moxa Software Licensing System to activate or query your Moxa software license." On the right side, there is a white login form with the following elements: a "User ID" input field, a "Password" input field, a "Forgot your password?" link, a checkbox for "I have read and agree with Moxa's Privacy Policy", a green "Login" button, and a blue "Apply for an account" button.

- Navigate to **Products and Licenses > Activate a Product License**. If this is your first time activating a license, you will be automatically redirected to this page.



- The **Product Activation** page will appear. Select **MRC QuickLink** from the drop-down menu.
- Enter your MRC serial number (S/N) and select the region where you will be using MRC in from the MRC QuickLink Server drop-down menu.

Product Type: MRC QuickLink

Enter your MRC Production S/N: Enter your product S/N code

MRC QuickLink Server: Please Select MRC LinkServer

Create Login ID: [Empty text box]

MRC QuickLink server, Once created, it cannot be modified

The dropdown menu for 'MRC QuickLink Server' is open, showing the following options: 'Please Select MRC LinkServer', 'APAC', 'Europe', 'North America', 'South America', and 'Others'. The 'Please Select MRC LinkServer' option is highlighted in blue.

The ID can be up to 64 characters long, but cannot include spaces or full-width characters.

- Create a login ID for your MRC Quick Link account. This login ID is used to log in to your Quick Link account as an administrator. Please note that, once created, the login ID cannot be modified.

Create Login ID: Enter your link id

This ID is used to log in to the MRC QuickLink server, Once created, it cannot be modified

The ID can be up to 64 characters long, but cannot include spaces or full-width characters.

I have read and agreed [EULA \(End-user License Agreements\)](#)  
*This is the first activation of the software, you need to read the EULA, and click I know, so that the activation process can be handled.*

- Check the box to indicate you **have read and agree to the EULA (End-user License Agreement)**, then click **Activate**.

I have read and agreed [EULA \(End-user License Agreements\)](#)  
*This is the first activation of the software, you need to read the EULA, and click I know, so that the activation process can be handled.*

- Fill out the questionnaire to help Moxa better understand your user scenario and click **Activate** to complete your registration.

1. What is the reason you purchased your Moxa Remote Connect (MRC) (select all that apply)?

Remote Monitoring  Remote Maintenance  Remote Desktop  Others

2. What type(s) of data will you be handling through MRC? Select all that apply.

Video  Voice  Control traffic ( ex. Notification)  Data traffic ( ex. firmware upgrade)

3. What type(s) of devices will you be remotely connecting to with MRC? Select all that apply.

HMI  Camera  PLC  Others

4. Which brand(s) of products will you be using MRC with? Select all that apply.

Siemens  Rockwell  FANUC  Mitsubishi  Others

5. How many MRC gateways do you plan to install for your project within the next 1/3/5 years? Select all that apply

1 year:  <100  101~500  501~1000  >1000

3 year:  <100  101~500  501~1000  >1000

5 year:  <100  101~500  501~1000  >1000

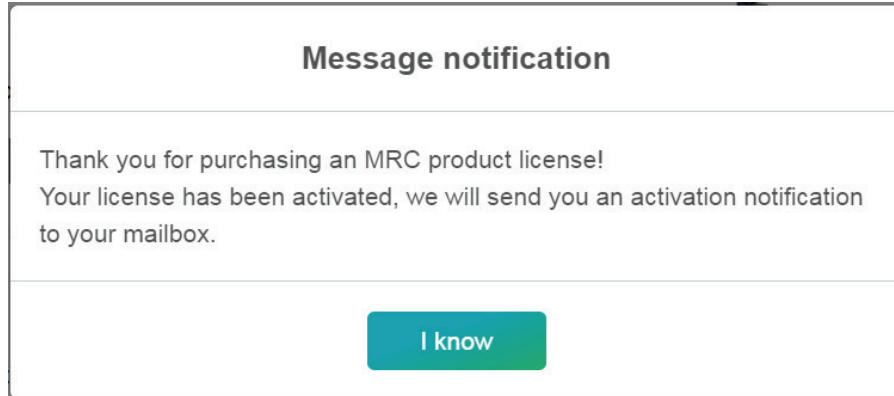


6. What application will your MRC be used in (select all that apply)?


Oil & Gas  Transportation  Factory Automation  Railway Automation  Power Automation  Marine Automation  
 Building Automation  Others


Activate


9. Once activated, a notice window will appear to inform you that your license has been activated. 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. You will receive an email including the MRC Quick Link access portal, default password, and MRC Quick Link service period.

 Fri 3/26/2021 11:23 AM  
mrcus admin  
Quick Link Service registration successful

To: 

Dear 

You have successfully registered your MRC Quick Link. Moxa will use this email address to contact you regarding your MRC Quick Link. Below are the details regarding your Quick Link service.

MRC Quick Link portal: <https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmrcus.moxa.com%2F&data=04%7C01%7CB1anchYC.Huang%40moxa.com%7Ce242c3adff004f14d7b108d8f0068f27%7C5571c7d4286b47f69dd50aa688773c8e%7C0%7C0%7C637523258252704903%7CUnknown%7CTWFpbGZsb3d8eyJWljoiMC4wLjAwMDAilCjoiV2luMzIilCjBTiI6k1haWwiLCJXVCi6Mn0%3D%7C1000&data=BU2usCvW1NN7t7lCh3CCJNHZ0qU4dXbRM6Uq0OKt5Y%3D&reserved=0>


MRC Quick Link Login ID: moxatest261  
Password: u-b18eb5bd-2bd5-48d2-9937-2456f55cf217  
MRC Quick Link service period: (GMT-7) 2021-03-26 - 2026-03-26


After you log in to your MRC Quick Link for the first time, please change the default password.  
If you did not register a MRC Quick Link, please contact Moxa and include the contents of this email.


=====

Note: This email was sent from an address that is not monitored. Please do not respond to this email.

=====





 Fri 3/26/2021 11:24 AM  
license-manager@moxa.com  
Your license is activated successfully





---

Dear Sir, your MRC Quick Link Login ID moxatest261 had been activated, and its valid period is 2021/03/26 11:23:44 +08:00 ~ 2026/03/26 23:59:59 +08:00. You can visit [License Activation Portal](#) to understand more details about your Login ID.

    [PRIVACY POLICY](#)

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11. Your product license code is now activated, and you can start using the software or service.

## License Renewal and Upgrade

---

This chapter describes how to renew a software or service license and how to purchase software and service upgrade licenses for supported Moxa products.

The following topics are covered in this chapter:

- ❑ **Requesting a Renewal License**
- ❑ **Activating a Renewal License**
- ❑ **Requesting an Upgrade License**
- ❑ **Activating an Upgrade License**
- ❑ **Deactivating a MXview License for Migrating to Another Instance**



# Requesting a Renewal License

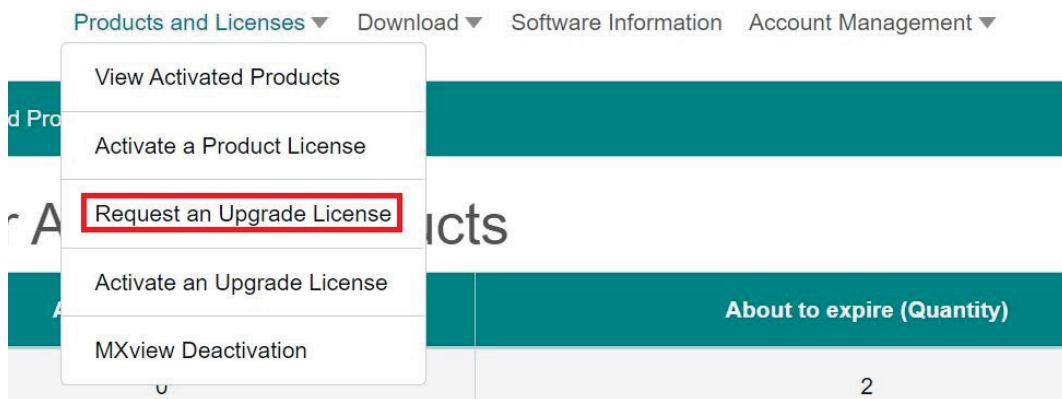
If a running software license is about to expire, you can choose to renew the license for a specified duration by purchasing a renewal license.

**NOTE** Renewal licenses are currently only available for Security Dashboard (SDC), IEF Series, and IEC Series devices.

1. Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
2. Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.



3. Navigate to **Products and Licenses > Request an Upgrade License**.



4. Select your product (**SDC**, **IEC**, or **IEF**) from the Type drop-down menu.

5. Select **Renewal License** from the License Type drop-down menu.

|              |                 |
|--------------|-----------------|
| Type         | SDC             |
| License Type | Renewal License |
| Renewal Term | Upgrade License |

Inquire

6. Enter the number of months you want to renew the license for.
7. When finished, click **Inquire**.
8. A notification message screen will appear. Click **I know** to finish. You will receive a confirmation email and a Moxa representative will contact you about your enquiry.

### Message notification

We have received your request, our service team will contact you.

I know

## Activating a Renewal License

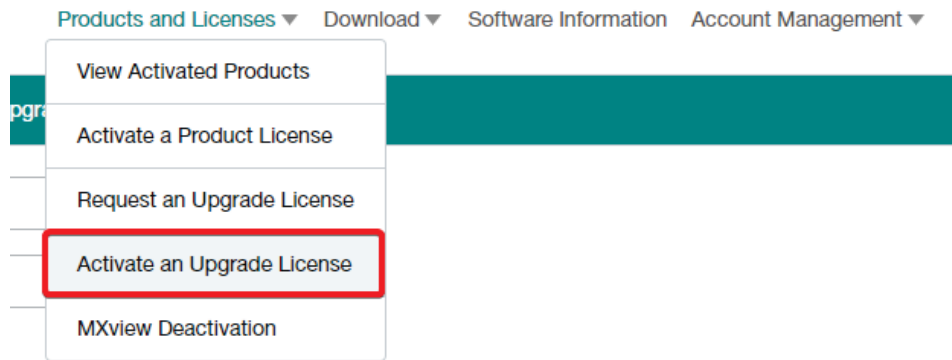
When you receive a renewal license code, it needs to be activated on the license management portal in order to take effect.

**NOTE** Activating renewal licenses only applies to Security Dashboard Console (SDC), IEF Series, and IEC Series renewal licenses.

1. Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
2. Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.



- 3. Navigate to **Products and Licenses > Activate an Upgrade License.**



- 4. Enter your renewal license registration code and click **Activate**. The system will automatically detect the license type as a renewal license.

Renewal or Upgrade Registration Code  Product : SDC

License Type

- 5. Once activated, a notice window will appear to inform you that your license code has been activated. 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.

### Message notification

---

Your activation code [redacted] valid period 2020/05/06  
18:00:28~2020/08/31 23:59:59. Product activation complete, an email will  
be sent to you.

---

I know

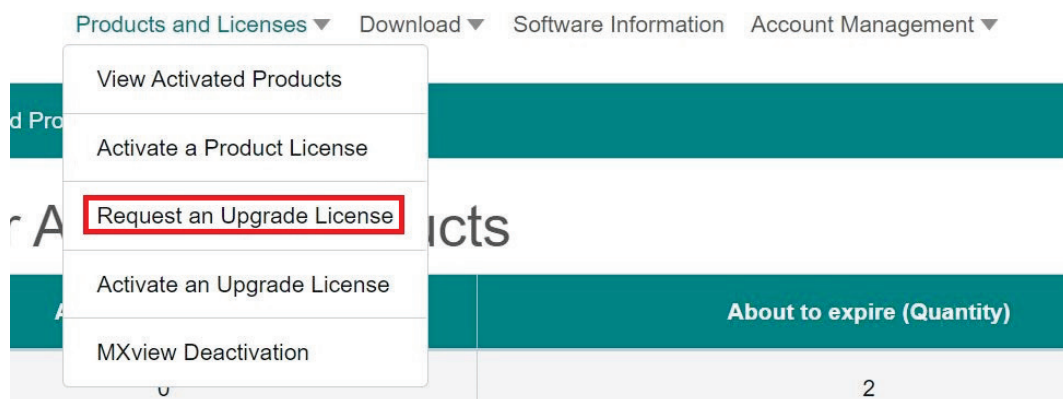
# Requesting an Upgrade License

If you have reached the limitations of the current license, you can buy an upgrade license to increase the capacity of the software or service. Upgrade licenses are applied directly onto an existing license.

1. Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
2. Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.



3. Navigate to **Products and Licenses > Request an Upgrade License**.



9. Select your product from the Type drop-down menu. The required information differs depending on the selected product type. Refer to the instructions for each type below.
  - a. **SDC, IEC, and IEF:**
    - i. Select your product (**SDC**, **IEF**, or **IEC**) from the Type drop-down list.
    - ii. Select **Upgrade License** from the License Type drop-down list.

iii. Enter the number of extra nodes you want to add to the license.

Type

License Type

No. of nodes  Unit(s)

[Inquire](#)

iv. Click **Inquire**.

v. Continue with Step 4.

**b. MXview**

i. Select **MXview** from the Type drop-down list.

ii. Select **Upgrade License** from the License Type drop-down list.

iii. Enter the number of extra nodes you want to add to the license.

Type

License Type

No. of nodes  Unit(s)

[Inquire](#)

iv. Click **Inquire**.

v. Continue with Step 4.

**c. MRC Quick Link:**

i. Select **MRC QuickLink** from the Type drop-down list.

ii. Select **Upgrade License** from the License Type drop-down list.

iii. Enter the additional volume (in GB), the number of extra nodes you want to add to the license, or both.

Type

License Type

No. of data volume  GB

No. of nodes  Unit(s)

[Inquire](#)

iv. Click **Inquire**.

v. Continue with Step 4.

4. A notification message screen will appear. Click **I know** to finish. You will receive a confirmation email and a Moxa representative will contact you about your enquiry.

### Message notification

---

We have received your request, our service team will contact you.

---

I know

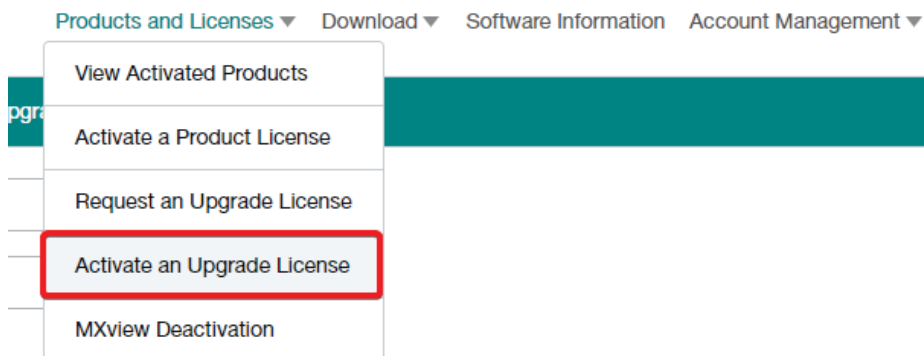
# Activating an Upgrade License

When you receive an upgrade license code, it needs to be activated on the license management portal in order to take effect. Activation steps vary depending on the product type.

1. Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
2. Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.



3. Navigate to **Products and Licenses > Activate an Upgrade License**.



4. The required information differs depending on the selected product type. Refer to the instructions for each type below.
  - a. **SDC, IEC, and IEF:**
    - i. Enter your upgrade license registration code. The system will automatically detect which product the license is for.



- ii. Select the Activation Code of the license that you want to upgrade.

Renewal or Upgrade Registration Code  Product : SDC

Activation Code

License Type

- iii. Confirm the License Type is correct and click **Activate**.

- iv. Continue with Step 5.

**a. MXview:**

- i. Enter your upgrade license registration code. The system will automatically detect which product the license is for.
- ii. Enter your MXview user code. Refer to [Generating a MXview User Code](#) for how to obtain a user code.

Renewal or Upgrade Registration Code  Product : MXview

User code

License Type

- iii. Confirm the License Type is correct and click **Activate**.

- iv. Continue with Step 5.

**b. MRC Quick Link:**

- i. Enter your upgrade license registration code. The system will automatically detect which product the license is for.
- ii. Select the MRC Quick Link account login ID you want to apply the upgrade license to. The login ID represents the MRC Quick Link group that the license will apply to.

**NOTE** Once an upgrade license has been activated for the selected MRC Quick Link group, it cannot be activated for any other group.

Renewal or Upgrade Registration Code  Product : MRC QuickLink

MRC QuickLink Account Login ID

License Type

MRC QuickLink Server

- iii. Confirm the License Type is correct and click **Activate**.

- iv. Continue with Step 5.

- Once activated, a notice window will appear to inform you that your license code has been activated. 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.

### Message notification

Your activation code [REDACTED] valid period 2020/05/06 18:00:28~2020/08/31 23:59:59. Product activation complete, an email will be sent to you.

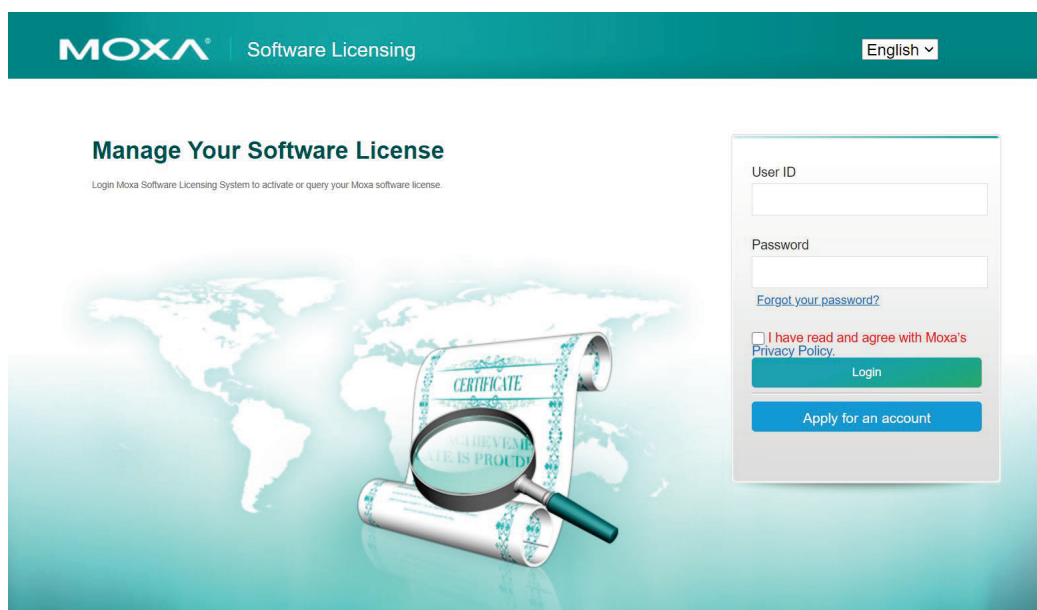
I know

## Deactivating a MXview License for Migrating to Another Instance

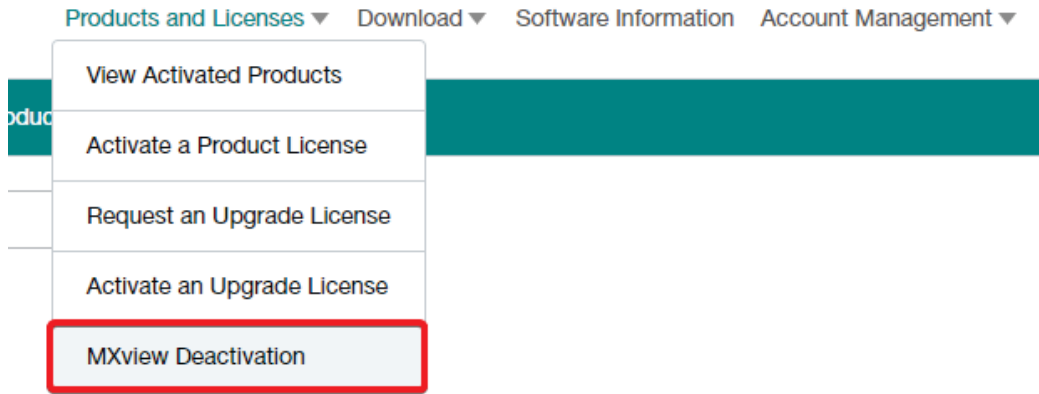
In order to transfer an MXview license from an existing instance to a new instance, it needs to be deactivated on the license management portal first. Once deactivated, you can use the generated activation code to migrate the license over to another MXview instance.

**NOTE** Transferring an MXview license requires a deactivation code and user code, both of which can be obtained through MXview. Refer to [Generating a MXview User Code](#) and [Obtaining a MXview License Deactivation Code](#).

- Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
- Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.



3. Navigate to **Products and Licenses > MXview Deactivation.**



4. Enter the deactivation code of the license in the existing MXview instance that you want to transfer. Refer to [Obtaining a MXview License Deactivation Code](#) for how to obtain the deactivation code.

Product Type: MXview

Deactivation Code: Enter your deactivation code

New User Code: Enter your New User Code

Product Transfer

5. Enter the user code generated in the new MXview instance. Refer to [Generating a MXview User Code](#) for how to obtain a user code.

Product Type: MXview

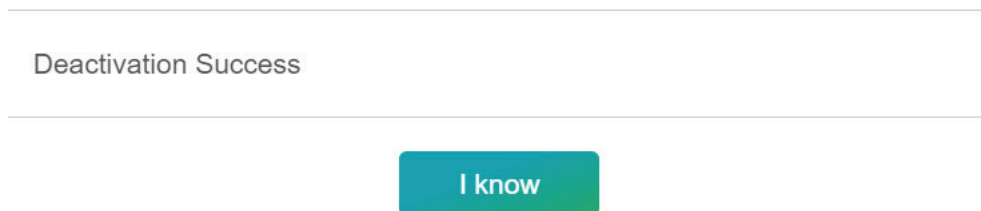
Deactivation Code: Enter your deactivation code

New User Code: Enter your New User Code

Product Transfer

6. Click **Product Transfer.**
7. Once deactivated, a notice 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, try again. If you are still experiencing problems, please contact Moxa Support.

### Message notification



8. You will receive an email containing the license activation code necessary to activate the license in the new MXview instance.
9. Continue to [Adding a New License in MXview](#) to activate the license in the MXview software.

## Software Download

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This chapter demonstrates how to download Moxa's software from the license management portal.

The following topics are covered in this chapter:

- **Downloading Software**

# Downloading Software

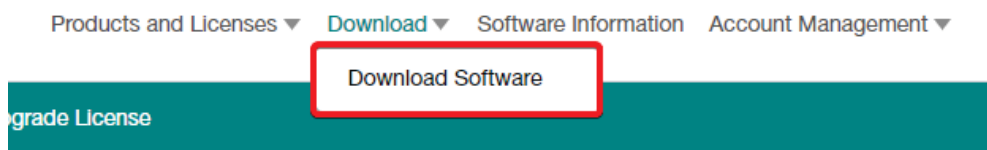
You can download the SDC virtual appliance, device firmware, and pattern updates directly from the license management portal.

**NOTE** You must register a product license key before you can download software for the product. When downloading software, the system will automatically look for registered license keys for this product. If the system cannot detect your license key, you will be prompted to enter your product serial number (S/N) to verify you own the software.

1. Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
2. Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.



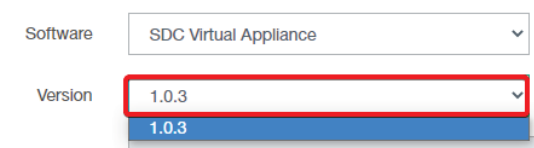
3. Navigate to **Download > Download Software**.



4. Select the software you want to download from the Software drop-down list.



5. Select which version of the software you want to download from the Version drop-down list.



6. Click **Download**. The software will be downloaded to your computer.

## Software Information Enquiry

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This chapter describes how to check your software information, including the products you have purchased, and the software license codes you have activated.

The following topics are covered in this chapter:

- ❑ **Checking Product Information**
- ❑ **Checking Activated Products**

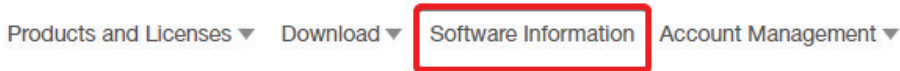
# Checking Product Information

You can check a record of all the software products you have purchased and activated at any time from within the license management portal.

1. Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
2. Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.



3. Navigate to **Software Information**.



4. Select the filtering criteria from the drop-down list, including **Product Type, Type, Activation Code, Registration Code, Unique ID, Activation Date, Expiration Date, Status, Document Type, and Group Name**.

|                 |  |                   |                      |
|-----------------|--|-------------------|----------------------|
| Product Type    | <input type="text"/>                         | Type              | <input type="text"/> |
| Activation Code | <input type="text"/>                         | Registration Code | <input type="text"/> |
| Unique ID       | <input type="text"/>                         | Activation Date   | All                  |
|                 | MRC QuickLink: Login ID<br>MXview: User Code | Status            | <input type="text"/> |
| Expiration Date | All  | Group Name        | <input type="text"/> |
| Document Type   | <input type="text"/>                         |                   |                      |

Refer to the table below for more details about each search criteria field.

| Field             | Description  |
|-------------------|--|
| Product Type      | The product (SDC, IEF, IEC, MXview, MRC).  |
| Type              | The license type (new, renewal, upgrade).  |
| Activation Code   | The license activation code.   |
| Registration Code | The license registration code.   |
| Unique ID         | The unique ID of the product. Currently, this supports MRC Quick Link login IDs and MXview user codes. |
| Activation Date   | The date the license was activated.  |

|                 |   |
|-----------------|---|
| Expiration Date | The date the license will expire.   |
| Status          | The current status of the license:<br><b>Activated:</b> The license has been activated.<br><b>Deactivated:</b> The license has been deactivated.<br><b>Reviewing:</b> The license is pending approval before being activated. |
| Document Type   | The license usage type (formal, trial, return).   |
| Group Name      | The license group name. License groups can be set up through the account management system. Refer to <a href="#">Grouping Licenses</a> for more information.  |

- Click **Search**.  
The product information that matches the search criteria will be shown.
- (Optional)** Click **Export** to download the product information to your computer as a Microsoft Excel file.

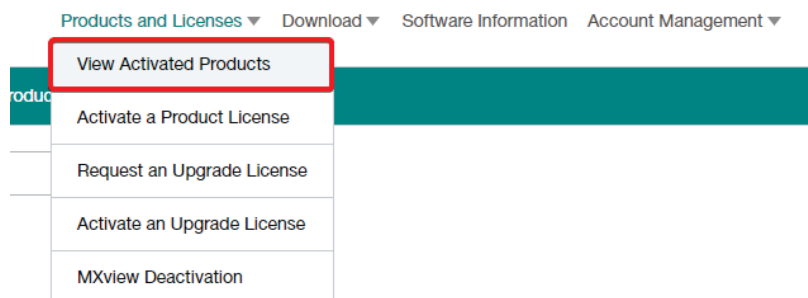
## Checking Activated Products

You can check a complete overview of all the products you have purchased and activated.

- Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
- Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.



- Navigate to **Products and Licenses > View Activated Products**.





4. A dashboard will summarize your currently activated products.

## Your Activated Products

| Product                       | Activated(Count) | Expiring(Count) |
|-------------------------------|------------------|-----------------|
| SDC Activation Code           | 6                | 1               |
| IEF Activation Code           | 3                | 0               |
| IEC Activation Code           | 4                | 3               |
| MRC QuickLink Activation Code | 5                | 0               |
| MXview Activation Code        | 0                | 0               |

5. Click the product name in the Product column to see more information.

6. There are two types of license information shown for each product: **About to Expire** and **Activated Products**.

a. **About to Expire:** This section shows all licenses that will expire within 90 days, or have already expired for 15 days or less.

**About to expire** ▾

Activation Code : DQBV-FK14-ANIM-OFVC      Valid Start Date : 2020/04/14 14:28:00

Valid End Date : 2021/04/30 23:59:59      Total number of nodes : 25

Due day : 40 day

[Renewal/Additional Purchase Enquiry](#)

[Renewal/Additional Purchase Activation](#)

[Update History](#) ▾

**Activated Products:** This shows all activated licenses for the selected product.

**Activated Product** ▾

Activation Code : EXEM-HLJF-ZDAR-L7ZS      Valid Start Date : 2020/09/24 09:02:33

Valid End Date : 2021/09/30 23:59:59      Total number of nodes : 10

Due day : 193 day

[Renewal/Additional Purchase Enquiry](#)

[Renewal/Additional Purchase Activation](#)

[Update History](#) ▾

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Activation Code : HVDX-HAJ5-15YJ-PEEG      Valid Start Date : 2021/01/07 10:35:53

Valid End Date : 2022/01/31 23:59:59      Total number of nodes : 25

Due day : 316 day

[Renewal/Additional Purchase Enquiry](#)

[Renewal/Additional Purchase Activation](#)

[Update History](#) ▾

---

Activation Code : AFDW-B41B-15RH-SFBF      Valid Start Date : 2020/05/14 13:52:56

Valid End Date : 2022/05/31 23:59:59      Total number of nodes : 25

Due day : 436 day

[Renewal/Additional Purchase Enquiry](#)

[Renewal/Additional Purchase Activation](#)

[Update History](#) ▾

7. Click **Update History** to view additional license details.

**About to expire** ▾

Activation Code : DQBV-FK14-ANIM-OFVC      Valid Start Date : 2020/04/14 14:28:00

Valid End Date : 2021/04/30 23:59:59      Total number of nodes : 25

Due day : 40 day

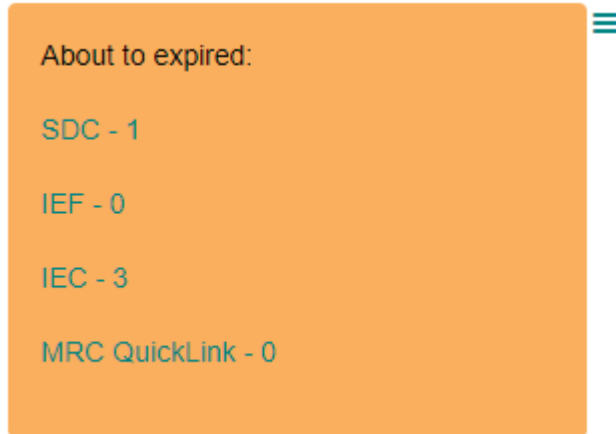
[Renewal/Additional Purchase Enquiry](#)

[Renewal/Additional Purchase Activation](#)

[Update History](#) ▾

| Registration Code                          | Activation Date     | License Type | Valid Duration(Months) | Number of nodes(Total number of nodes) |
|--|---------------------|--------------|------------------------|--|
| C7U6H51AV7...<br>2021/04/30 23:59:59 (exp) | 2020/04/14 14:28:03 | New purchase | 12                     | 25(25)                                 |

8. **(Optional)** On the sidebar is a summary of all licenses that are about to expire. Click the menu bar (☰) icon to hide this menu.



# 6

## Account Management

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The Account Management menu allows you to reset your user account password and create license groups.

The following topics are covered in this chapter:

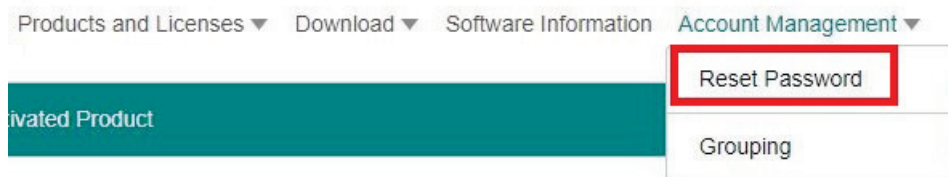
- ❑ **Resetting the Account Password**
- ❑ **Grouping Licenses**

# Resetting the Account Password

1. Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
2. Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.



3. Navigate to **Account Management > Reset Password**. You will be automatically redirected to the Moxa website.



4. On the login screen, click **Forgot your password?**.

Please sign in

Email\*

Password\*

[Forgot your password?](#)

SIGN IN

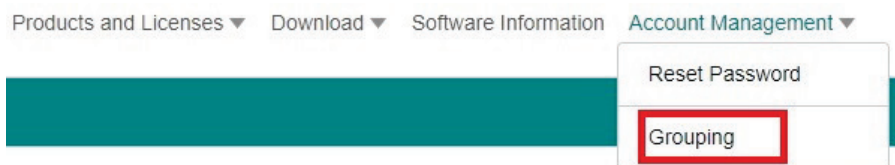
5. Enter the email address used to create the account and click **Submit**. You will receive an email with instructions on how to reset your password.

## Grouping Licenses

1. Open a web browser and visit <https://netsecuritylicense.moxa.com/Account/Login>.
2. Enter your Moxa user ID and password and click **Login**. If you do not have a Moxa account, click **Apply for an account**.



3. Navigate to **Account Management > Grouping**.



4. To create a license group:

- a. Click **Create**.
- b. Enter a name and description for the group.
- c. Click the Activation Code field to select the activation code to add to this group. Repeat this step to add multiple activation codes.
- d. Click **Create** to create the group.

5. To modify or delete an existing license group:

- a. Enter the group name and click **Search**.  
Any matching groups will appear in the search results at the bottom.
- b. Click **Edit** to edit the group or **Delete** to remove the group.

| Function                                    | Group Name | Description  | Activation Code  | Create Time         | Modify Time |
|---|------------|--------------|--|---------------------|-------------|
| <a href="#">Edit</a> <a href="#">Delete</a> | Moxa-01    | Moxa group 1 | <input checked="" type="radio"/> AEB4-G3YB-APAQ-HG DY, IEC | 2020/09/24 08:49:40 |             |

Showing 1 to 1 of 1 entries      Previous page 1 Next page

Activating or deactivating MXview licenses through the license management portal requires information that must be obtained through MXview. The following chapters explain how to get this information from MXview.

The following topics are covered in this chapter:

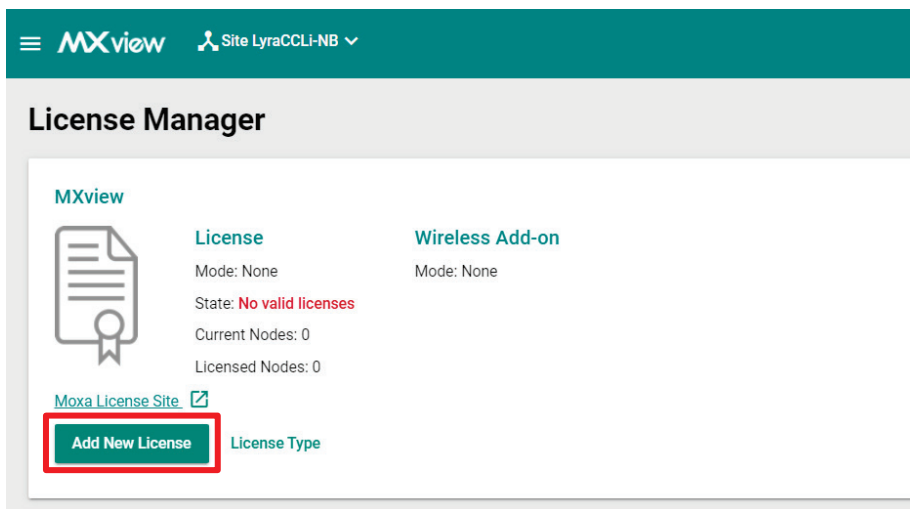
- ❑ **Adding a New License in MXview**
- ❑ **Obtaining a MXview License Deactivation Code**

# Adding a New License in MXview

Whenever a new MXview license is activated in the license management portal, the system will generate an activation code that is used to activate the license within the MXview instance.

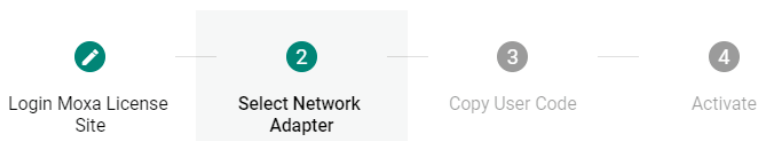
**NOTE** These instructions apply when activating a **Paid, Free, Promotional, or Conversion** MXview license, or when transferring an MXview license to a new instance through the license management portal.

1. Open MXview.
2. Navigate to **Menu** (☰) > **License Manager**.  
The **License Manager** screen appears.
3. In the **Add New License** section, click **Add New License**.  
The **Add New License** screen appears.



4. Click **Next**.
5. Select the network adapter to generate the user code to activate the license and click **Next**. If you have previously already selected a network adapter, this step will not appear.

## Add New License



Please select a Network Adapter, MXview uses it to generate your User Code.

Close

Next

- Copy the generated user code and store it somewhere where it can be easily copied from. This user code is necessary to activate the license in the license management portal.

### 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:

Close Next

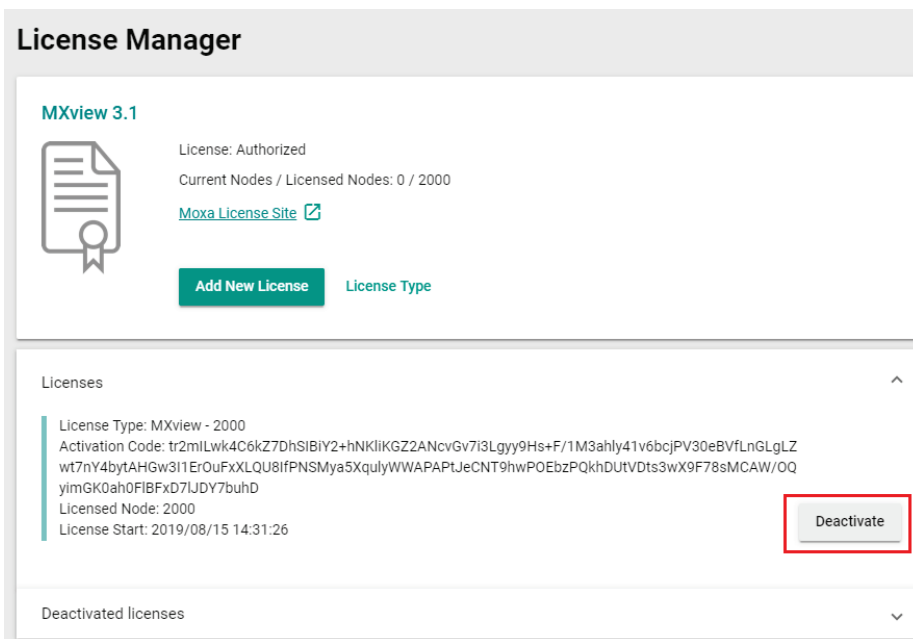
- Click **Next**.
- Enter the activation code from the email you have received after activating the license in the license management portal.
- Click **Activate**.
- The license is now activated in MXview.



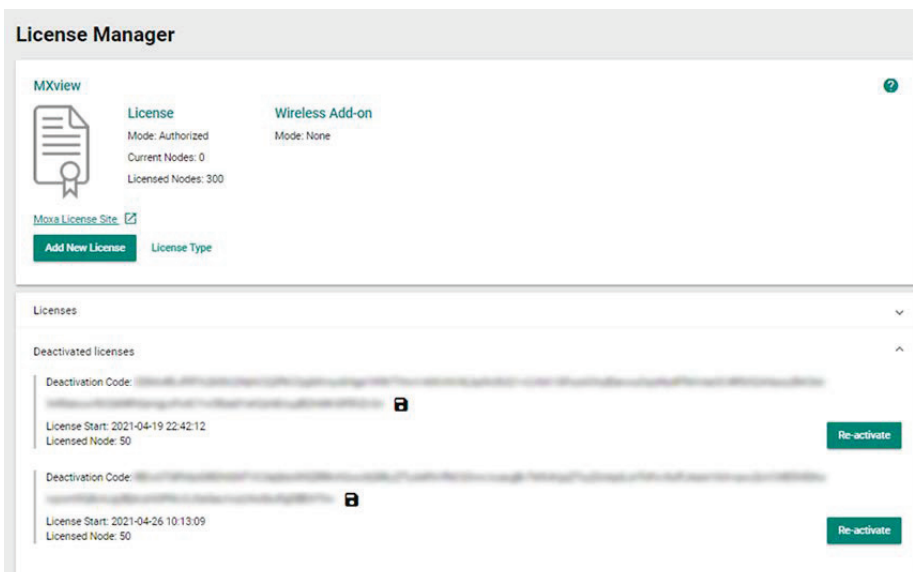
# Obtaining a MXview License Deactivation Code

If you want to transfer an MXview license from an existing instance over to a new instance of MXview, you will need to deactivate the license through the license management portal, and re-activate it for the new instance. This requires a license deactivation code which is generated when the existing license is deactivated within MXview. The following instructions explain how to obtain the deactivation code.

1. Open MXview.
2. Navigate to **Menu (☰) > License Manager**.  
The **License Manager** screen appears.
3. Expand the **Licenses** section.  
A list of activated licenses and activation codes appears.
4. Click **Deactivate**. If the license is already deactivated, skip this step.

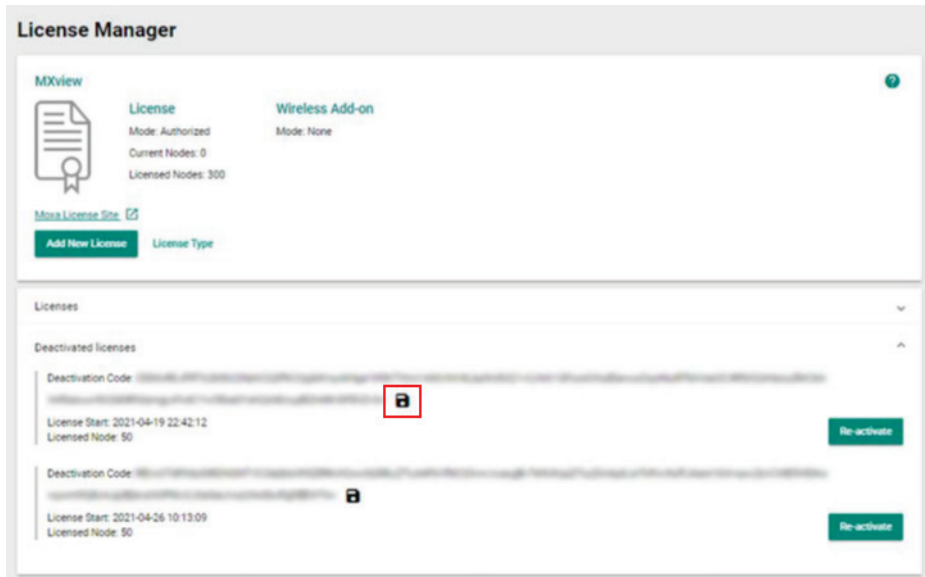


5. Expand the **Deactivated Licenses** section.  
A list of deactivated licenses and deactivation codes will appear.



6. Click the **Download** icon next to the deactivation code.

This will download a text file containing the deactivation code to your local machine.



7. You can use the deactivation code in the license management portal to transfer the MXview license to another instance.