

License Transfer Instructions (Release 3.6 and above)

To transfer your license of Dispatcher Phoenix from an old computer to a new one, you can set the application license to be deactivated on your current computer; then you can reactivate it on the new computer. In case you do not have an Internet connection, you will need to manually deactivate your license.

Note: These instructions apply to Dispatcher Phoenix, Release 3.6 and later.

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To begin, you must open the License Manager window by choosing License Transfer from the **Help** menu on Dispatcher Phoenix's main application screen.

The License Manager will open, as in the following illustration:

		С КО	ΝΙζΛ ΜΙΝΟ	LTA		
		Di	ispatcher® Phoenix			
		Base Versi	on 3.3 [Build: DPP030300	1402101]		
Update License	Register Add-In	Software Mainte	nance License Transf	er		
To transfer yo computer first Please note th	ur license from one . Before transferring at to activate the ap	computer to ano g your license, ma oplication on the	ther, you must remove ake sure that your Purcl new computer, you will	(deactivate) you nase Code is rea need the Purch	ur license from dily available. ase Code and U	this Jnlocl
Code from thi	s computer.	Deactivate License	2			
		Unlock Code	DslF2-pHv3n-qX2QS			
	F	urchase Code				
			Deactiv	ate		
						-



Automatic Deactivation Process

To automatically deactivate your license, do the following on the License Tab of the License Manager window:

- 1. Find the application's Purchase Code; then paste/enter the product's Purchase Code into the **Purchase Code** field
- 2. Select the Deactivate button.

- 3. Select Yes on the confirmation message that appears.
- 4. Another message will then appear, stating that License deactivation has been successful, as in the following illustration:

	C KONICA MINOLTA
	Dispatcher® Phoenix
	Base Version 3.3 [Build: DPP0303001402101]
	Update License Register Add-In Software Maintenance License Transfer
	To transfer your license from one computer to another, you must remove (deactivate) your license from this computer first. Before transferring your license, make sure that your Purchase Code is readily available. Please note that to activate the application on the new computer, you will need the Purchase Code and Unlock Code from this computer.
xir	Dispatcher Phoenix
Phoe	A copy of your Deactivated Unlock Code and Purchase Code have been copied onto your Desktop. Please use this information to register your license on another computer.
	Show Details Close

5. To view the License deactivation information, select the **Show Details** button on this message. A notice similar to the following illustration will appear:

License deactivation has been successful.					
You can now use your Deactivated Unlock Code and When your software prompts you for register, choo	Purchase Code to register your license on another computer. se License Transfer option to activate your license transfer.				
Deactivated Unlock Code:	pmfNm-FSFLS-qX8B9				
Purchase Code:	QA142af5b010987				
Thank You, Your support of Konica Minolta solutions is appreciated.					

NOTE: To activate your license on a new computer, you will need to copy the Deactivated Unlock Code and Purchase Code.



Manual Deactivation Process

If you do not have an active Internet Connection, you will have to manually deactivate your license. The following screen will appear when you try to automatically transfer your license:

License Manag	jer 🛛 🔀				
	🔵 ΚΟΝΙζΑ ΜΙΝΟΙΤΑ				
	Dispatcher® Phoenix				
	Base Version 3.3 [Build: DPP0303001402101]				
	Update License Register Add-In Software Maintenance License Transfer				
	To transfer your license from one computer to another, you must remove (deactivate) your license from this computer first. Before transferring your license, make sure that your Purchase Code is readily available. Please note that to activate the application on the new computer, you will need the Purchase Code and Unlock Code from this computer.				
	Failed to contact the registration server. Please make sure you have an active Internet connection and retry again.				
ž ž	Deactivate License				
phoen	Unlock Code DsIF2-pHv3n-qX2QS				
Disp	Purchase Code QA142ca5dae17a2				
	Offline Deactivation Retry Deactivate				
	Offline Deactivation				
	Automatic deactivation is recommended; however, you can manually deactivate your license if you do not have an active Internet connection. Deactivating offline first unregisters the license on this computer and generates a License Transfer Certificate key. You should then complete deactivation on the SEC website, using the generated License Transfer Certificate key. Your Purchase Code must be accurate in order to complete the deactivation process.				
	this computer.				
	http://www.sec.kmbs.us Feedback X Close				
	Copyright © 2010-2014 Konica Minolta Business Solutions U.S.A., Inc. All Rights Reserved.				

Do the following:

- 1. Select the Offline Deactivation button.
- 2. Select Yes on the confirmation message that appears.
- 3. You will receive notification about a License Transfer Certificate Key that has been automatically generated, as in the following illustration:

Dispatche	r Phoenix	×	
	License deactivation has been successful.		
A copy of your Deactivated Unlock Code and Purchase Code have been copied onto your Desktop. Please use this information to register your license on another computer.			
	Show Details Close		



Manual Deactivation Process (continued)

4. When you select the **Show Certificate Key** button, an Offline Deactivation notice will open. See the following illustration for an example:

Offline Deactivation					
Please use the following information to complete the next step in the offline deactivation process:					
License Transfer Certificate Key:	UUExNDJhZjViMDEwOTgSfDEzOTAONDISNTV8NOVGMOMSNDQ4ODYy NzleNDdFMkUlQThCMTNEQTIONTM=				
Deactivated Unlock Code:	Dslpf-QreLS-qX2VB				
Purchase Code:	QA142af5b010987				
Follow the steps below to complete the deactivation pr STEP 1: Copy the License Transfer Certificat STEP 2: Open a Web Browser and go to 'http:/ STEP 3: Login using your SEC credentials. STEP 4: Click on the Assistance tab. STEP 5: Click on the Deactivate License link	rocess: e Key listed above (without spaces). /sec.kmbs.us'.				
STEP 6: Paste the License Transfer Certificate Key into the Certificate Key field; then select the Submit button.					
STEP 7: Once deactivation has completed, you and Purchase Code (listed above) to	can use the Deactivated Unlock Code register your license on another computer.				
Thank You, Your support of Konica Minolta solutions is appreciated.					

- 5. Copy the License Transfer Certificate Key listed. Make sure that you do not copy any spaces.
- 6. Go to http://sec.kmbs.us.
- Log into the SEC website using your SEC credentials.
- 8. Click on the Assistance tab.
- 9. Click on the **Deactivate** License link, as appears in the illustration to the right.
- 10. The Deactivate License screen will then appear.





Manual Deactivation Process (continued)

The following illustration is an example of the Deactivate License screen with a License Transfer Certificate Key already pasted into the field:

Home About	
	✓ Deactivate License
	To complete your offline deactivation process:
	Provide your License Transfer Certificate Key in the filed below. Click the Submit button.
	If you do not have one of these codes or are not sure of how to get them, please refer to the "Help" or "Assistance" sections of this site.
	License Transfer Certificate Key: UUExNDJjYTVkYWUxN2EyfDEzOTAzMzgzOTd8RjNDRj ZDNKEXQkQ0RDZDRIc3QjZBQ0E4NUJDNEU0OTY=
	Submit

11. Paste the License Transfer Certificate Key into the available field; then select the **Submit** button. A confirmation message will appear with a Deactivated Unlock Code and Purchase Code, as in the following illustration:

Home About	,	🦯 De	activate License	
License deactivation has been such	cessful.			
Thank you for deactivating your Konica Minoita SEC pro- computer. When your softwa				
	Deactivated Unlock Code	DsIF2-pHv3n-qX2QS		
	Purchase Code	QA142ca5dae17a2		
	Click here to return to th	ne Product Catalog.		
	Click here to return to	the Home Page.		
<u>}</u>	Thank Y	/ou		

12. Now you can register your license on a new computer, using the Deactivated Unlock Code and Purchase Code that is listed in the confirmation message.



Transfer License From Crashed Computer

If the computer on which Dispatcher Phoenix is installed suddenly crashes or becomes inoperable and there is no way to recover the system to deactivate your license, you will need to request a license transfer using the SEC website (www.sec.kmbs.us). Follow these steps:

- 1. Log into the SEC website and select the Assistance tab.
- 2. On the Assistance window, select the click here link under License Issues to begin.
- 3. The SEC Policy screen will appear next; select the **Continue** link to affirm that you've read, understood, and agreed with SEC licensing policy.
- 4. A screen will appear, listing what you need in order to request a license transfer; select the **Next** button when you are ready.
- 5. The License Issue Submitter screen will appear. Select either End User/Customer or Authorized Reseller; then select the Next button. See the following illustration for an example of this screen:

Home About	License Re-Issue
	Licensing Issue Submitter
Site Help	As this Konica Minolta SEC site sells to Authorized Resellers and end user customers alike, it is important that we know who is submitting this issue. Therefore, we ask that you provide this information by selecting one of the following choices on the form below.
	This licensing issue is being submitted by:
	End User / Customer
	Authorized Reseller
	Back

6. On the Customer Information screen appears, fill out the fields with the appropriate information; then select the **Next** button when you are done. See the following illustration for an example:

Home About	_		License	e Re-Issue	
	Customer In	formation			
Site Help	As this Konica Minol is submitting this is: fields are marked w	ta SEC site sells to Authorized Resellers sue. Therefore, we ask that you provide us th a *.	and end user custo with your custome	omers alike, it is importan er information on the form	t that we know who below. Required
	* Customer Name	Sandy Meadows			
	* Address:	1234 Main Street			
	* City:	Champaign-Urbana	* State:	ldaho 🔻	* Zip: 000933
μ	* Country:	United States	٣		
	* Phone Number:	601-456-5555			
	* Company Name:	ABC Corporation	_		
	* Address:	12345 East Main			
	* City:	Champaign-Urbana	* State:	Idaho 🔹	* Zip: 55555
	* Country:	United States	•		
	* Current E-mail:	cbrill@kmbs.konicaminolta.us			
	E-mail used for original purchase (if different):				
	Back			•	Next



Transfer License From Crashed Computer (Continued)

7. On the Method of Purchase screen, specify how the application was purchased; then select the **Next** button when you are done. See the following illustration for an example:



8. On the Computer Information screen, choose your Computer Type, Operating System, and enter any relevant Service Packs that have been installed; then select the **Next** button when you are done. See the following illustration for an example:

Home About	License Re-Issue	
Size Help	Computer Information Konica Minolta SEC develops products for a variety of environments and operating systems. To assult as in this licensing issue, we need to hnow where the product was installed. Therefore, we as that you provide this information by completing the form below. Computer two:	
	PC Mac Operating Windows 7 Vindows 7 Vindows 7	

9. On the Product Information screen appears, choose the Product Name and Version; then paste the Purchase Code and Original Unlock Code into the appropriate fields. Select the Next button when you are done. See the illustration to the right for an example.

Note the following:

- The Unlock Code should be listed on your MySEC web page on the SEC web site.
- The Purchase Code should be listed in an email from SEC or printed on the certificate that came with the Dispatcher Phoenix DVD.





Transfer License From Crashed Computer (Continued)

10. On the Issue Description screen, enter the reason for your request in the text field provided; then select the **Next** button when you are done. See the following illustration for an example:



- 11. On the Licensing Agreement that appears next, select the I Agree link at the bottom of the page to signify that you have read, understood, and agree with the licensing agreement.
- 12. On the Summary screen that appears, select I Agree, as in the following illustration:



13. At this point, your request is submitted. Upon evaluation, you will receive an email listing your license transfer information.



Activating Registration On New Computer

After deactivating your license, you must register Dispatcher Phoenix on your new computer. The Registration screen now includes a "License Transfer" option that allows you to easily reactivate your license. Do the following:

1. When the Register Dispatcher Phoenix window appears, click on the License Transfer button on the bottom of the window, as in the following illustration:

Register Disp	atcher Phoenix
	🔵 ΚΟΝΙζΑ ΜΙΝΟΙΤΑ
	Dispatcher® Phoenix
	Version 3.3 [Build: DPP0303001402101]
Dispatcher Phoenix	Thank you for your interest in Dispatcher Phoenix
	Please select which you would like to register.
	Register • Full Version 30 Day Free Demo Version [Registered] To register with a license transferred from another computer, click on the License Transfer button to reactivate your license. Feedback License Transfer Next Close
	Developed by Solutions Engineering Center SEC Copyright © 2010-2014 Konica Minolta Business Solutions U.S.A., Inc. All Rights Reserved.

Note: If you try to register as a "Full Version," you will receive an error that "Registration Failed. Cannot register the product because the purchase code has no licenses remaining."

2. Once you click on the License Transfer button, the Activate License Transfer window appears.



Activating Registration On New Computer (Continued)

- 3. On the Activate License Transfer window, do the following:
 - Enter your SEC User Name and Password in the User Name and Password fields.
 - Paste your Deactivated Unlock Code into the Deactivated Unlock Code field.
 - Paste your Purchase Code into the **Purchase Code** field.
 - Select the Activate button.

Register Disp	atcher Phoenix		×	
	🔵 ΚΟΝΙζΑ ΜΙΝΟΙΤΑ			
	Dispatcher® Phoenix			
	Version 3.3 [Build: DPP0303001402101]			
	Please register your copy to unlock the application. You may choose to register automatically, by providing the required information below, or manually, by copying the lock code and visiting SEC website to get a license file.			
	SEC Website: http://www.sec.kmbs.us			
	Activate License Transfer			
	Automatic Web Registration	n and Activation		
enix	Existing account and access	s to SEC website required.		
Dispatch	Lock Code:	DPP300-ERMVc-FXsaU		
	User Name	cbrill	Create an account	
	Password	*******	Forgot password?	
	Deactivated Unlock Code:	DsIF2-pHv3n-qX2QS]	
-111-	Purchase Code	QA142ca5dae17a2		
	O Manual Registration			
	Copy lock code and visit SE	C website to get the license file.		
	Lock Code: DPP300-ERM	/Vc-FXsaU		
	License File:			
	Feedback	Back	Activate Close	

4. When you are done, you will receive a confirmation message.

