



Overview	1
License Transfer	2
Аитоматіс Deactivation	2
Manual Deactivation	3
License Transfer - Unable to Deactivate License.	6
Activating Registration on a New Computer	8

OVERVIEW

With Dispatcher Phoenix, Konica Minolta's advanced document workflow solution, your organization can streamline all of your day-to-day document processing tasks. Should you need to transfer your Dispatcher Phoenix license from one computer to another or are updating the hardware on the computer it is installed on, you can transfer the license in a few different ways. This guide provides step-by-step instructions for transferring a purchased Dispatcher Phoenix license from one computer to another. Please follow the instructions below.



LICENSE TRANSFER

To transfer your license of Dispatcher Phoenix from an old computer to a new one, you will need to use the License Transfer feature. To transfer your license, do the following:

1. Launch Dispatcher Phoenix; then select **Help** and **License Transfer**. The License Manager will launch, as in the following illustration:

	X
Contract before the application on the new computer, you will need the Purchase Code and Unlock Code from this computer.	×
Deactivate License Unlock Code MNhuW-VAcPJ-UQT4S Purchase Code Deactivate	
p://www.sec.kmbs.us Peedback Clos Peedback Clos Peedback Clos Peedback Clos Peedback Peedback Peedback Peedback Peedback Pe	e SEC
ger	per EXAMPLE A CONTRACT OF CONT

There are two ways to deactivate your license: Automatic Deactivation and Manual Deactivation (only available if you do not have an active internet connection).

AUTOMATIC DEACTIVATION

To automatically deactivate your license, do the following:

1. Find the application's Purchase Code. Your Purchase Code can be found in an email from the SEC, printed on the certificate that came with the Dispatcher Phoenix DVD, or by logging into http://sec.kmbs.us under the MySEC tab and Registration History, where you can also find your Unlock Code. See the following illustration:

Date	Product	Lock Code ***	Unlock Code	Purchase Code	Order Number
Mon, November 23rd, 2020	Dispatcher Phoenix QA	xxxxxxxxxxxxF57mZ	MNhuW-VAcPJ-UQT4S	QA901566fe59523	Customize License Download License Email Notifications

Note: You must log into the SEC Website User Account that registered the Dispatcher Phoenix license. Contact your Support Channel if you do not know the User Account that registered the license or need help signing into the account.



- 2. Paste/enter the product's Purchase Code into the Purchase Code field.
- 3. Select the **Deactivate** button.
- 4. Select **Yes** on the confirmation message that appears. Another message will appear, stating that License deactivation has been successful, as in the following illustration:

License Manag	ger					×		
		•		VINOLTA				
			Dispatcher ®	Phoenix				
	Base Version 7.11 [Build: DPP0711002023501]							
	Update License To transfer your I Before transferrir	Register Add-In cense from one comp g your license, make s	Software Maintenance Iter to another, you must rem ure that your Purchase Code i	License Transfer	Settings ense from this con	nputer first.		
	Please note that t this computer.	o activate the applicat	ion on the new computer, you	a will need the Purchase C	Code and Unlock (Code from		
To transfer your license from one computer to another, you must remove (deathink) your license from this computer Before transferring your license, make sure that your Purchase Code is readily available. Please notes that to activate the application on the new computer, you will need the Purchase Code and Uniock Code for this computer. Dispatcher Phoenix Corp of your Deactivated Uniock Code and Purchase Code have been copied onto your Deaktop. Please sue this information to register your license on another computer. Show Details Cose								
	http://www.sec.kmbs.	us		🕐 Help	Feedback	X Close		
	Developed by Solutions E Copyright © 2010-2020 K	ngineering Center onica Minolta Business So	utions U.S.A., Inc. All Rights Reserv	ed.		SEC		

5. Select the **Show Details** button on this message to view the License Deactivation notice. Copy the Deactivated Unlock Code and Purchase Code, as you will need to enter these to reactivate your Dispatcher Phoenix license. This information can also be found by logging into <u>https://sec.kmbs.us</u> under the **MySEC** tab and **Registration History**.

MANUAL DEACTIVATION

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 without an active internet connection:

License Manag	er 🔀
	🔵 ΚΟΝΙζΑ ΜΙΝΟΙΤΑ
	Dispatcher® Phoenix
	Base Version 7.11 [Build: DPP0711002023501]
	Update License Register Add-In Software Maintenance License Transfer Settings
	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.
arix Mix	Deactivate License
patch Phoe	Unlock Code MNhuW-Vesxz-UQKdF
Dis	Purchase Code SS1308377e8385e
	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.
	Note: to register the license on another computer, you will need the Purchase Code and Unlock Code from this computer.
h	ttp://www.sec.kmbs.us 💽 Help Feedback 🗙 Close
	Veveloped by Solutions Engineering Center Sectors 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 a notification about a License Transfer Certificate Key that has been automatically generated, as in the following illustration:



4. When you select the Show Certificate Key button, an Offline Deactivation notice will open with your License Transfer Certificate Key, Deactivated Unlock Code, and Purchase Code. Copy this information. 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:	UJIMHISAHIzcJZTg2ODVIIDE2HTEyHjAzHTZBHjlkHTkSHTdhZj QSHmUJHGHudmJXZjRKMQJOTEINTc=				
Deactivated Unlock Code:	MNhuW-Vesxz-UQKdF				
Purchase Code:	SS1308377e8385e				
Follow the steps below to complete the deactivation process. STEP 1: Copy the License Transfer Certificate Key listed above (without spaces). STEP 2: Open a leb Browser and go to SEC Website. STEP 2: Inter/Jacc.Webs.up. STEP 2: Inter/Jacc.Webs.up. STEP 2: Inter/Jacc.Webs.up. STEP 5: Click on the Descriptive License Link.					
SIEP 0: Paste the License Franser Certificate Key into the Certificate Key isold; then select the Submit button. SIEP 7: Once deactivation has completed, you can use the Deactivated Unlock Code and Purchase Code (listed above) to register your license on another computer.					
Thank You, Your support of Konica Minolta solutions is appreciated.					

Note: Make sure that you do not copy any spaces.

5. Now you can register your license on a new computer, using the Deactivated Unlock Code and Purchase Code listed above.



6. Go to <u>http://sec.kmbs.us</u> and log in with your SEC credentials. Click on the **Assistance** tab, then the **Deactivate License** link, as in the following illustration:

Welcome, Lee Geiselmann	Home About Products Register Library Assistance MySEC Logout
Assistance He	
Assistance	
Please select the link below to submit an SEC software assistance question. Note that, it implementation and usage support to its authorized branches and dealers. Please conta Konica Minoita Authorized Reselters may contact the KMBS Solutions Support Division (I order to keep the cost of software to a minimum, the SEC defers software of your local Konica Minolita branch or authorized dealer to arrange for end-user support. SSO as they would for any technical issue.
Site Help: For questions about how to purchase, download or register products on this website	e, click here for help.
Q&A: For questions about Konica Minolta products such as printers, copiers and fax mac	nines, please direct your inquiries to the main Konica Minolta site.
Additional Assistance: If you are experiencing a technical issue with your registered SEC product, please or may contact Konica Minolta's technical support personnel in the KMBS Solutions So	ontact your local Konica Minolta Authorized Reseller for assistance. As an alternative, you pport Division (SSD) at (800) 456-6422. You will be charged a fee for this service.
License issues: If you have an issue specific to licensing only of an SEC product that has been regis	tered, please click here and complete the forms on the pages that follow.
Deactivate License: If you already initiated the offline deactivation process from your computer, you can you have your license deactivation certificate key readily available.	click or Deactivate License to complete rest of the offline deactivation process. Make sure
Terms of Use Privacy Policy Accessibility	Global Site: Corporate Information Sustainability
©2020 Konica Minolta Business Solutions, U.S.A., Inc.	

Note: You will need an active internet connection to do this.

7. Paste the License Transfer Certificate Key into the available field, as in the following illustration:



Deactivate License

- To complete your offline deactivation process:
- 1. Provide your License Transfer Certificate Key in the field below.
- 2. 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

License Transfer Certificate Key: U1MxMzA4Mzc3ZTgzODVIfDE2MTEyNjAzMT Z8MjilkNTk5MTdhZjQ5MmU1MGMxNmJkZjRk NWQ3OTE1NTc=

8. Select the **Submit** button.



LICENSE TRANSFER - UNABLE TO DEACTIVATE LICENSE

If the computer on which Dispatcher Phoenix is installed 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 (<u>http://www.sec.kmbs.</u>us). Follow these steps:

- 1. Log into the SEC website (<u>http://www.sec.kmbs.us</u>) and select the **Assistance** tab.
- 2. On the Assistance window, under License Issues, select the click here link as in the following illustration:

Assista	Help	
Assistance		
Please select the link below implementation and usage Konica Minolta Authorized	to submit an SEC software assistance question. Note that, in order to keep the cost of software to a minimum, the SEC defers software upport to its authorized branches and dealers. Please contact your local Konica Minotta branch or authorized dealer to arrange for end-user suppore sellers may contact the KMBS solutions Support Oivision (SSD) as they would for any technical issue.	rt.
Site Help: For questions about he	v to purchase, download or register products on this website, click here for help.	
Q&A: For questions about Ke	ica Minolta products such as printers, copiers and fax machines, please direct your inquiries to the main Konica Minolta site.	
Additional Assistance: If you are experiencing may contact Konica M	I technical issue with your registered SEC product, please contact your local Konica Minolta Authorized Reseller for assistance. As an alternative, y iolta's technical support personnel in the KMBS Solutions Support Division (SSD) at (800) 456-6422. You will be charged a fee for this service.	ou
License Issues: If you have an issue sp	cific to licensing only of an SEC product that has been registered, please click here and complete the forms on the pages that follow.	
Deactivate License:		SURO

- 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. On the following screen, you will see a list of what you need in order to request a license transfer; select the **Next** button when you are ready.
- 4. On the Licensing Agreement that appears next, select the **I Agree** link at bottom of page to signify that you have read, understood, and agree with the licensing agreement. On the Summary screen that appears, select **I Agree**.



5. On the Product Information screen that appears, choose the **Product Name**; then paste the **Purchase Code** and **Original Unlock Code** into the appropriate fields. Enter a **Reason for Re-Issue** for your request in the text field provided. Select the **Next** button when you are done. See the following illustration for an example:

License	Re-Issue		
Product Information			
On the form below, please to the original e-mails sent your MySEC page, simply o fields are marked with a *.	enter all the information regarding ye from the SEC server. Much of this in click the MySEC link at the top right	our initial purchase an formation may also be of any page and navig	d licensing issue request. This may require access e acquired through your MySEC page. To access pate to the specific information you need. Required
Any software that is made availab user license agreement, which ac accompanied by or includes a Lic	ble from this site is the copyrighted work of K companies or is included with the Software (cense Agreement, unless he or she first agre	onica Minolta and/or its sup "License Agreement"). An es to the License Agreeme	opliers. Use of the Software is governed by the terms of the end end user will be unable to install any Software that is nt terms.
The Software is made available s with the License Agreement is ex possible.	olely for use by end users according to the L pressly prohibited by law, and may result in a	icense Agreement. Any rep severe civil and criminal per	production or redistribution of the Software not in accordance nalties. Violators will be prosecuted to the maximum extent
Without limiting the foregoing, cop unless such reproduction or redis	oying or reproduction of the Software to any tribution is expressly permitted by the Licens	other server or location for e Agreement accompanyin	further reproduction or redistribution is expressly prohibited, ig such Software.
* Product Name			
	Dispatcher Phoenix	~	
* Purchase Code	AQ142ca5dae17a2	j.	
* Original Unlock Code	pmfNm-pHv3n-qX2QS]	
* Reason for Re-Issue			
	Computer crashed - cannot disable	previous license	
Back		Next	

- 6. On the Licensing Agreement that appears next, select the I Agree link at bottom of page to signify that you have read, understood, and agree with the licensing agreement. On the Summary screen that appears, select I Agree.
- 7. At this point, your request is submitted. Upon evaluation, you will receive an email listing your license transfer information. See the following illustration for an example:

Konica Minolta Product Registration Inbox ×

SEC <sec@kmbs.konicaminolta.us> 10:16 AM (58 minutes ago) 5 SEC to me 👻 Lee Geiselmann, Thank you for registering Dispatcher Phoenix QA. A new license file is available for your product and should be imported. This can be done by downloading and importing it manually or by clicking the Update button on your applications Registration screen. To download the update please visit the following URL: https://www.sec.kmbs.us/version2/updates/license-file.php?unlock=MNhuW-VAcPJ-UQT45& rid=32599&mrid=1046982535 ****** Reference Registration ID: 32599 Reference Unlock Code: MNhuW-VAcPJ-UQT4S Reference Purchase Code: QA901566fe59523 ******* ********** Thank you, Solutions Engineering Center Konica Minolta Business Solutions USA, Inc.

8. You may then reregister your license on your new device.



ACTIVATING REGISTRATION ON A NEW COMPUTER

After deactivating your license, you must register Dispatcher Phoenix on your new computer. The Registration screen 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 at the bottom of the window, as in the following illustration:

Register Disp	atcher Phoenix					
			ΚΟΝΙCΛ Μ	INOLTA		
			Dispatcher® P	hoenix		
			Version 7.11 (Build: DPF	0711002023501]		
				-		
		Thank yo	u for your interest in Disp	atcher Phoenix		
		Please so	lect which you would like	to register.		
		Register]		
- .×		. Fi	ull Version			
she oeni) Day Free Demo Version	[Registered]		
Phatc			,			
isp						
ā						
						and the second se
	To register with a license tr	ansferred from a	nother computer, click on	the License Transfer	button to reacti	vate your
	incentate.					
	Feedback License	Transfer		(P) Help	Next	Close
	License					

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

2. Enter the necessary information into the User Name, Password, Deactivated Unlock Code, and Purchase Code fields, as in the following illustration:

	in the second se				
	Dispatcher® Phoenix				
	Version 7.11 [Build: DPP0711002023501]				
	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 and Activation				
	Existing account and access to SEC website required.				
	Lock Code: AIM300-YWukq-J8nQT				
cher Ioenix	User Name: Igeiselmann Create an account				
P	Password: Forgot password?				
nis	Deactivated Unlock Code: MNhuW-VAcPJ-UQT4S				
	Purchase Code: QA901566fe59523				
	Send email notifications to the registered user.				
	Send email notifications to other users.				
	O Manual Registration				
	Copy lock code and visit SEC website to get the license file.				
	Lock Code: AIM300-YWukq-J8nQT				
	License File: Browse				



- 3. Select the Activate button.
- 4. You will receive a confirmation message indicating the transfer was successful, as in the following illustration.

Register Dispa	tcher Phoenix			×
	6		OLTA	
	_	Dispatcher® Phoe	nix	
		Version 7.11 [Build: DPP0711	002023501]	
	Please register your copy to unlock the app information below, or manually, by copyin	plication. You may choose to reg g the lock code and visiting SEC	jister automatically, by providin website to get a license file.	g the required
	SEC Website: http://www.sec.kmbs.us			
		Activate License Trans	fer	
	Automatic Web Registration and A	tivation		
	Existin Dispatcher Phoenix			
	Disputcher Frideling			
spatcher Phoenix	Congratulation	ns! Your activation has been s	uccessful.	
	Deacti			
		OK		
	v sen	email notifications to the reg	istered user.	
	Sen	d email notifications to other u	sers.	
	Copy lock code and visit SEC websi	e to get the license file.		1000
	Lock Code: AIM300-YWukq-J8	nQT		
				and the second se
	License File:	Browse		
ſ	Fredhaat	Help	Back Activate	Close
	reedback	(rep	Activate	