



# Dispatcher Phoenix

## License Transfer Instructions

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### OVERVIEW

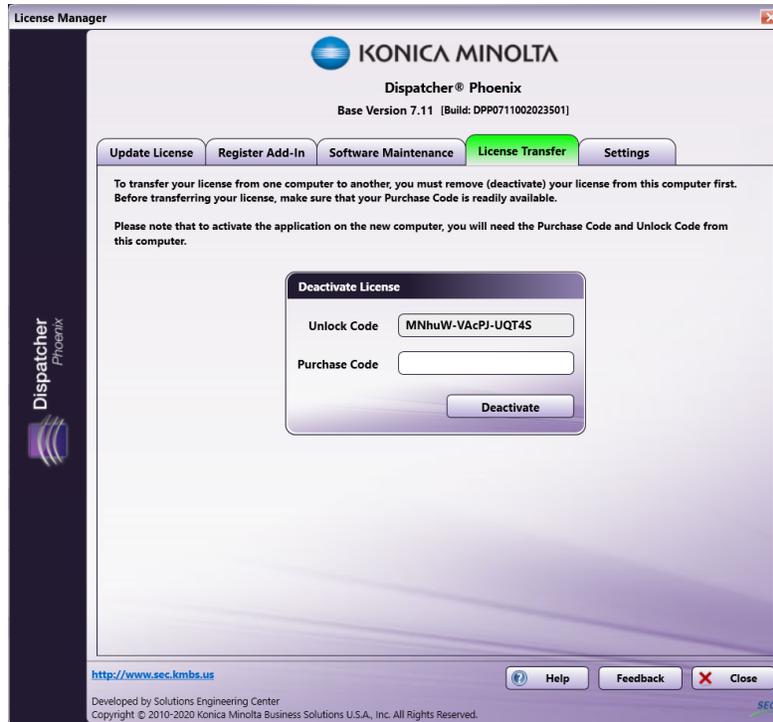
With Dispatcher Phoenix, Konica Minolta’s advanced document workflow solution, your organization can streamline all of your day-to-day document processing tasks. Should you need to transfer your Dispatcher Phoenix license from one computer to another or are updating the hardware on the computer it is 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 Instructions

## 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:



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:

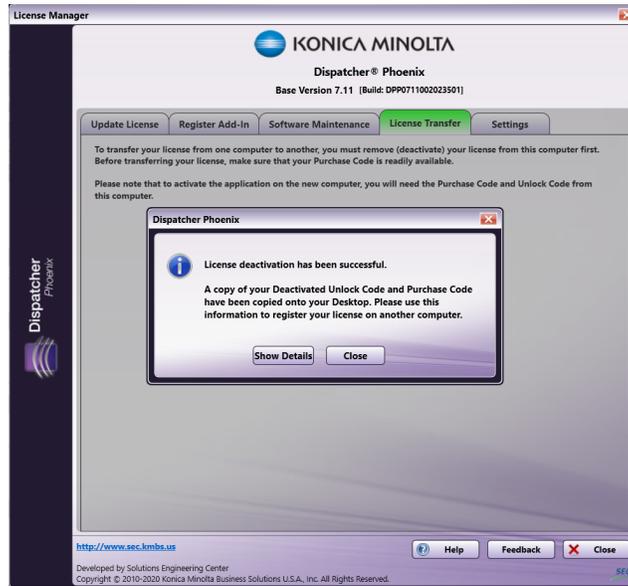
1. Find the application's Purchase Code. Your Purchase Code can be found in an email from the SEC, printed on the certificate that came with the Dispatcher Phoenix DVD, or by logging into <http://sec.kmbs.us> under the **MySEC** tab and **Registration History**, where you can also find your Unlock Code.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

Date	Product	Lock Code ***	Unlock Code	Purchase Code	Order Number
Mon, November 23rd, 2020	Dispatcher Phoenix QA	xxxxxxxxxxx-F57mZ	MNhuW-VAcPJ-UQT4S	QA901566fe59523	<a href="#">Customize License</a> <a href="#">Download License</a> <a href="#">Email Notifications</a>

**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.

# License Transfer Instructions

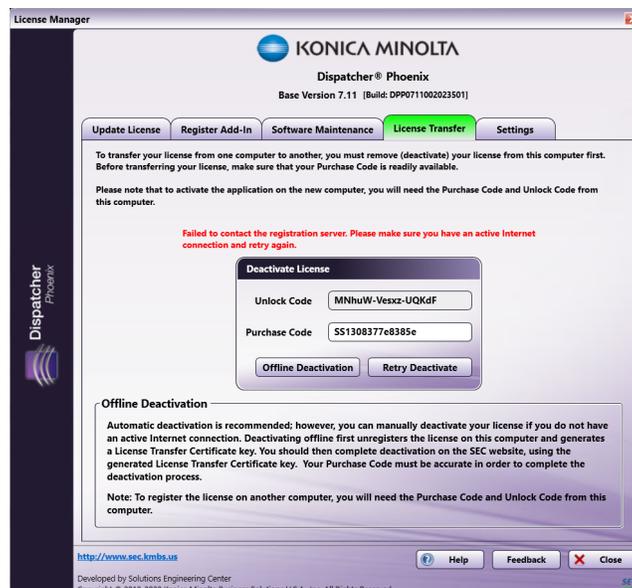
2. Paste/enter the product's Purchase Code into the Purchase Code field.
3. Select the **Deactivate** button.
4. Select **Yes** on the confirmation message that appears. Another message will appear, stating that License deactivation has been successful, as in the following illustration:



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 <https://sec.kmbs.us> under the **MySEC** tab and **Registration History**.

## MANUAL DEACTIVATION

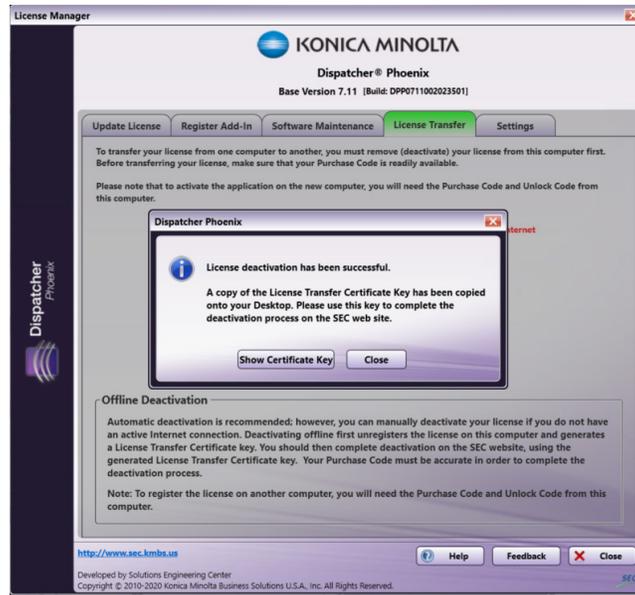
If you do not have an active internet connection, you will have to manually deactivate your license. The following screen will appear when you try to automatically transfer your license without an active internet connection:



# License Transfer Instructions

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:

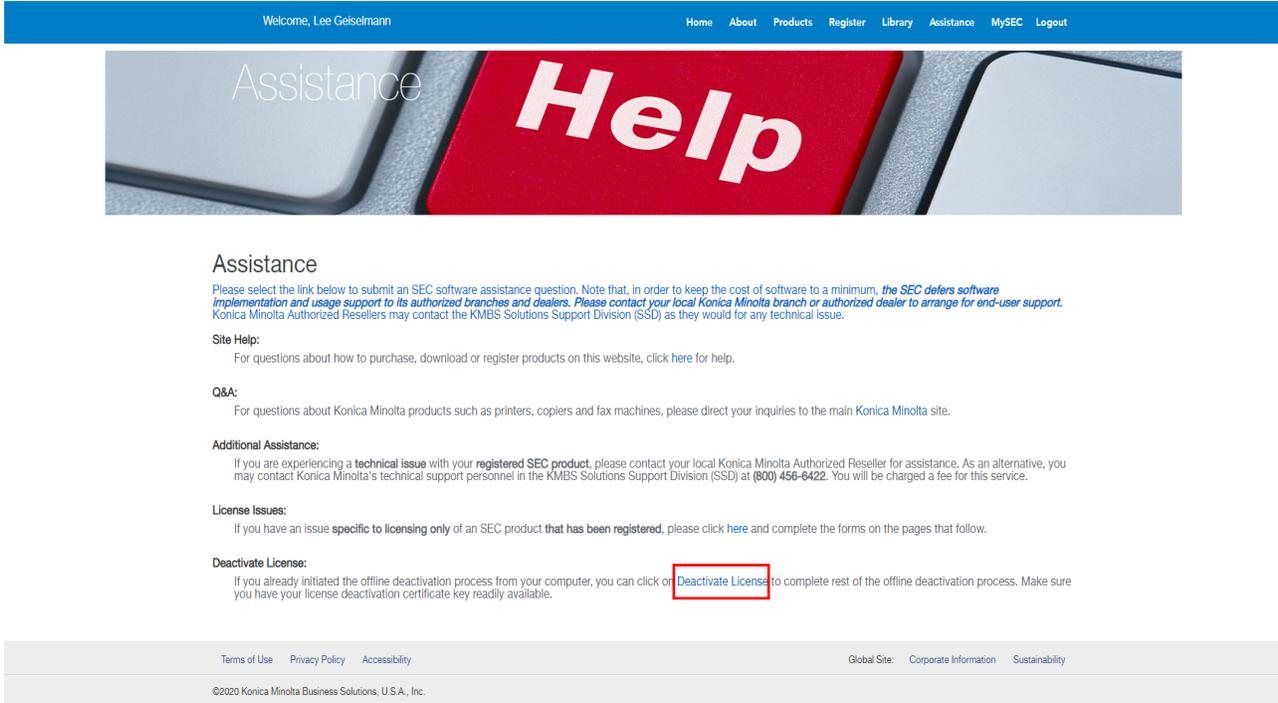


**Note:** Make sure that you do not copy any spaces.

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

# License Transfer Instructions

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



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

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



## Deactivate License

To complete your offline deactivation process:

- Provide your **License Transfer Certificate Key** in the field 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

**License Transfer Certificate Key:**

U1MxMzA4Mzc3ZTgzODVfDE2MTEyNjAzMT  
Z8MjllkNTk5MTdhZjQ5MmU1MGMxNmJkZjRk  
NWQ3OTE1NTc=

- Select the **Submit** button.

# License Transfer Instructions

## 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 (<http://www.sec.kmbs.us>). Follow these steps:

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



### Assistance

Please select the link below to submit an SEC software assistance question. Note that, in order to keep the cost of software to a minimum, *the SEC defers software implementation and usage support to its authorized branches and dealers. Please contact your local Konica Minolta branch or authorized dealer to arrange for end-user support.* Konica Minolta Authorized Resellers may contact the KMBS Solutions Support Division (SSD) as they would for any technical issue.

#### Site Help:

For questions about how to purchase, download or register products on this website, [click here](#) for help.

#### Q&A:

For questions about Konica 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 a **technical issue** with your **registered SEC product**, please contact your local Konica Minolta Authorized Reseller for assistance. As an alternative, you may contact Konica Minolta's technical support personnel in the KMBS Solutions Support 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 registered**, 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 click on [Deactivate License](#) to complete rest of the offline deactivation process. Make sure you have your license deactivation certificate key readily available.

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**.

# License Transfer Instructions

- 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 enter all the information regarding your initial purchase and licensing issue request. This may require access to the original e-mails sent from the SEC server. Much of this information may also be acquired through your **MySEC** page. To access your MySEC page, simply click the **MySEC** link at the top right of any page and navigate to the specific information you need. Required fields are marked with a \*.

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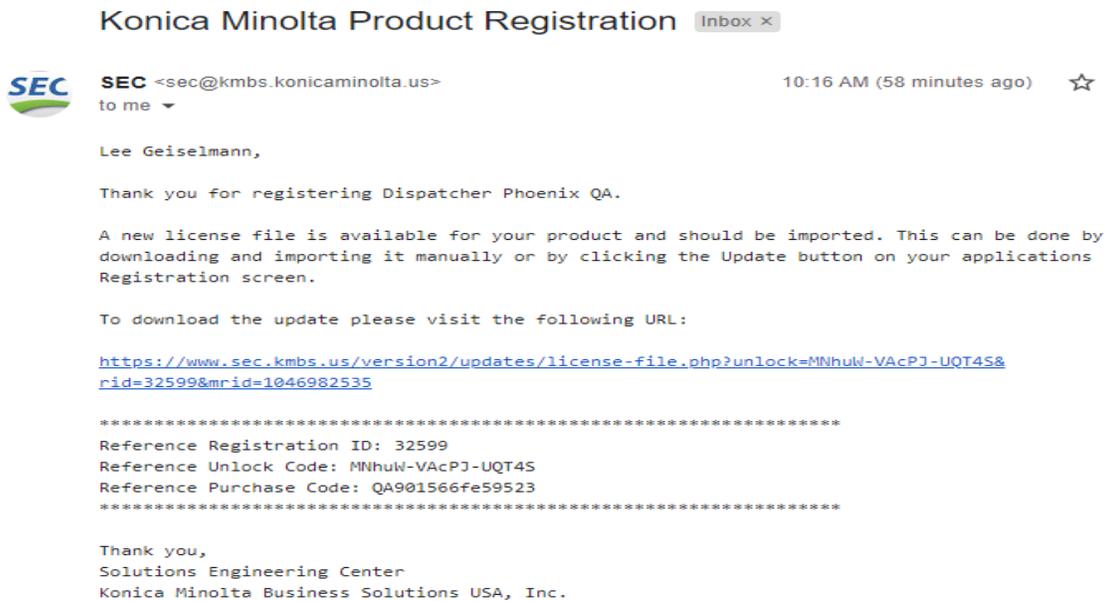
\* Product Name:

\* Purchase Code:

\* Original Unlock Code:

\* Reason for Re-Issue:

- 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**.
- 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:



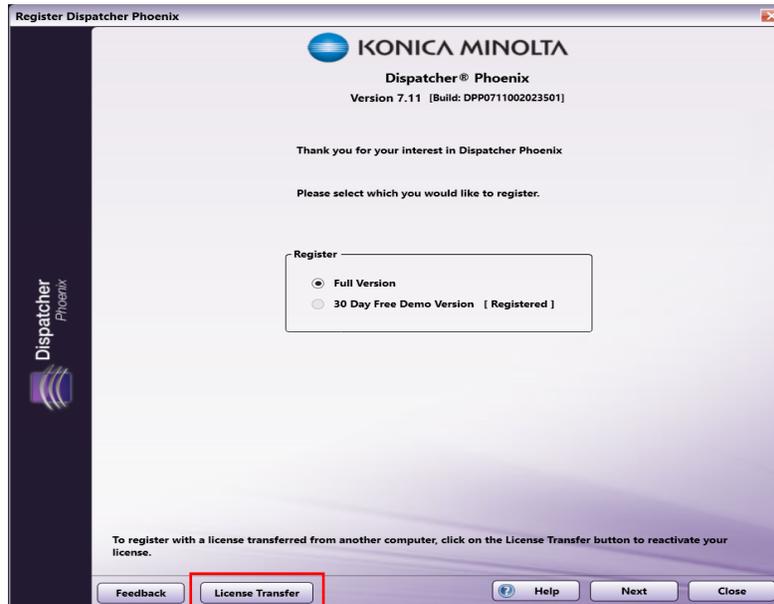
- You may then reregister your license on your new device.

# License Transfer Instructions

## ACTIVATING REGISTRATION ON A NEW COMPUTER

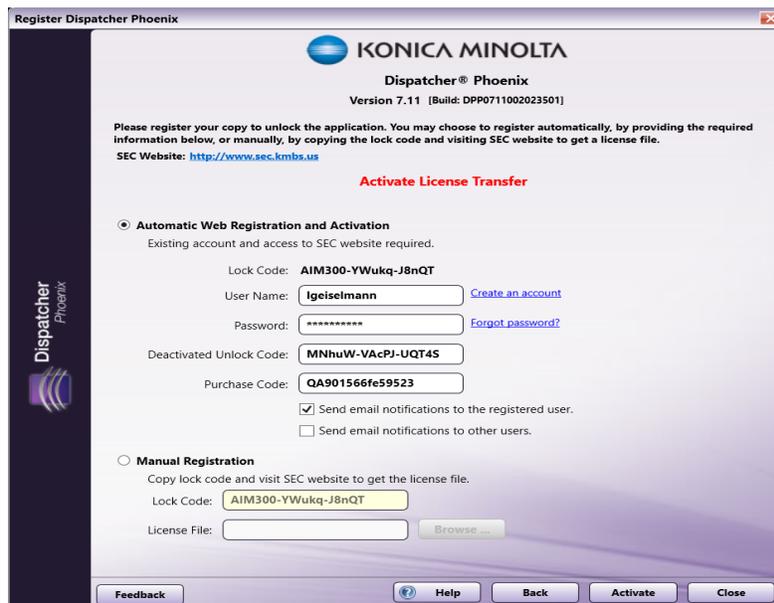
After deactivating your license, you must register Dispatcher Phoenix on your new computer. The Registration screen includes a “License Transfer” option that allows you to easily reactivate your license. Do the following:

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:



**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:



## License Transfer Instructions

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

