



# Activation Help

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*Activation for Cyberlogic  
Mbx.Net Suite*

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Version 1

## **ACTIVATION HELP**

### **Activation Procedure for Cyberlogic Software Suites**

#### **Version 1**

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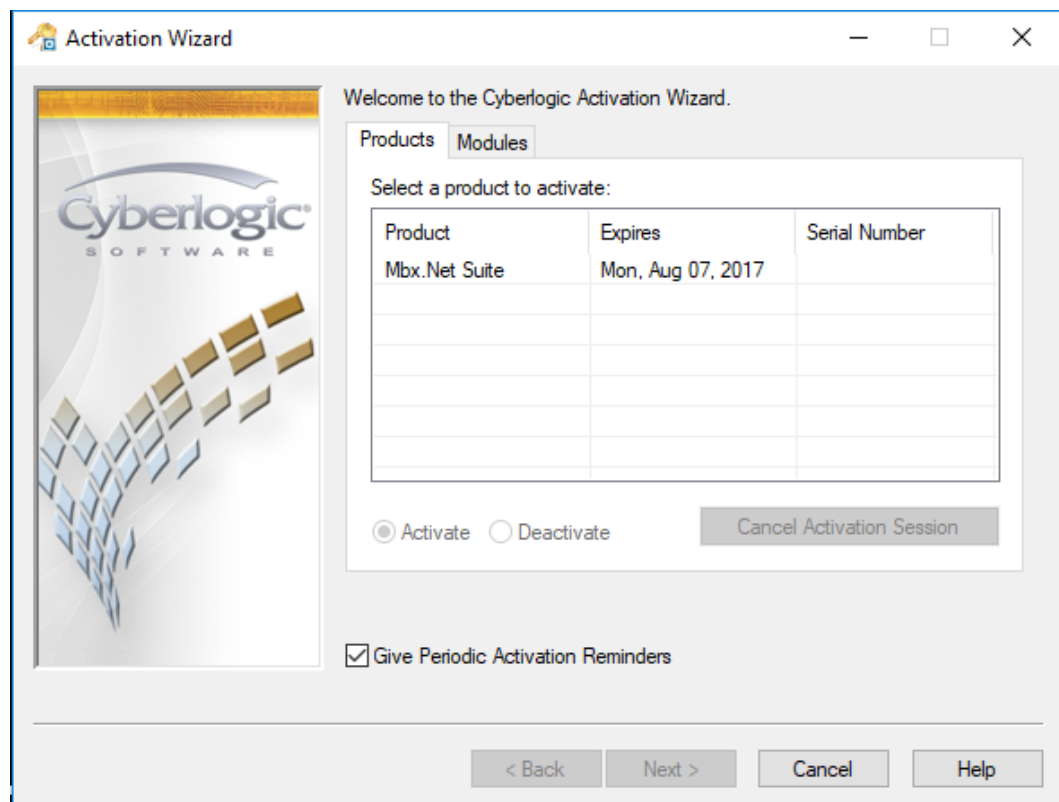
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## INTRODUCTION

When you install a Cyberlogic Mbx.Net software product, it will run continuously with full features for a two-week evaluation period. To keep it running continuously, you must activate it using the Activation Wizard. If the two weeks expires before you activate the software, it will run in demo mode only. In demo mode, all the software features are available, but will run only for two hours after the system is booted. After the two hours expire, you must reboot the computer to restart the software.

To activate the suite, open the Windows **Start** menu and select **Programs**. From there, go to **Cyberlogic Mbx.Net Suites**, and then select **Activation**. You will need the serial number and password that were assigned when you purchased your license for the software.



The initial screen contains two tabs.

- The Packages tab shows the installed Cyberlogic Suite packages. For each suite, the screen also displays its expiration status, and its serial number, if one has been entered.
- The Modules tab lists each installed software module, its expiration date, and the number of allowed connections.

As the expiration dates draw near, the system will periodically remind you to activate the software. You can turn off these reminders by clearing the **Give Periodic Activation Reminders** box.

There are several [Activation Methods](#) available for use. You can activate the packages over the telephone, by email or over the web. If you wish to activate your package over the web, you may do so directly from your computer or through another computer with Internet access. Finally, [Deactivating the Software](#) can be done, if needed. The following sections describe each of these procedures.

## ACTIVATION METHODS

The following sections describe various methods of activating a Cyberlogic product. Which method is preferable will depend on your circumstances.

- [Internet Activation](#) is the quickest and easiest method, and is always available. However, it requires Internet access on the system in which the software is installed. Some corporate firewalls restrict access to some websites, and may prevent you from using this method.
- [Web Activation](#) is also always available. It requires an Internet connection on another system that you can use to browse to Cyberlogic's activation website.
- [Activation by Email](#) automatically creates a message that you can send to Cyberlogic via email. Cyberlogic will email the activation codes back to you on the next business day. This method requires an email client and email connection on the system in which the software is installed. It is useful for situations in which direct access to the activation website is not available.

If you want to use email, but don't have a suitable client and connection on the system to be activated, you can select phone activation and email the information to [authorize@cyberlogic.com](mailto:authorize@cyberlogic.com) instead of phoning it in.

- [Activation by Phone](#) provides you with activation assistance from a Cyberlogic representative. You will provide the system information and will immediately receive the activation codes over the phone. Phone activation is available during Cyberlogic's normal business hours: 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday, except holidays.

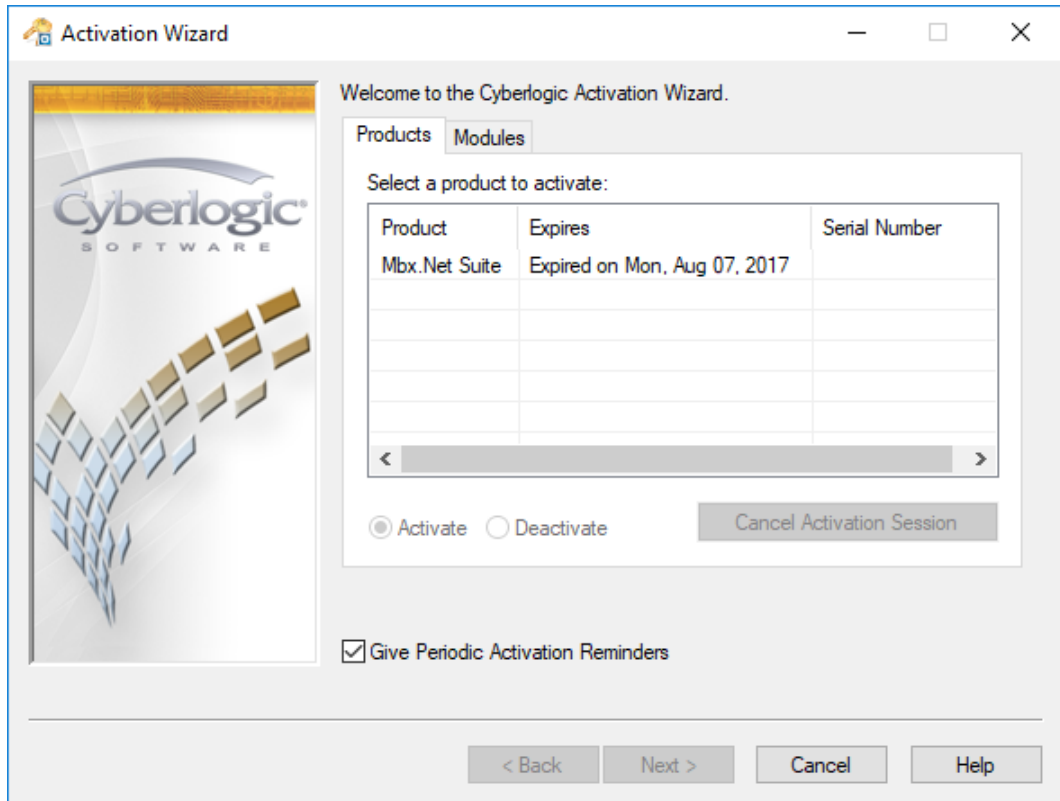
### Internet Activation

This section tells you how to activate directly over the Internet.

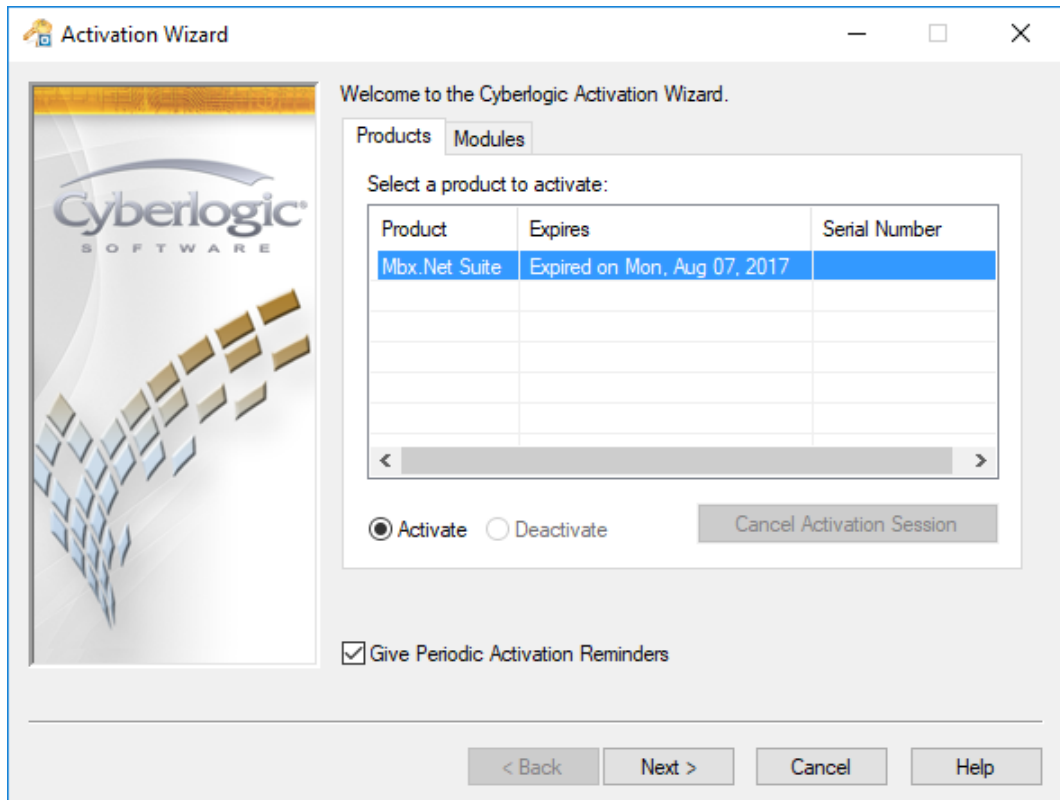
**Note**

This method requires an Internet connection on the system running the software to be activated. Be sure that the computer has Internet access and is configured properly. If not, the [Web Activation](#) section provides an alternative Internet-based activation method.

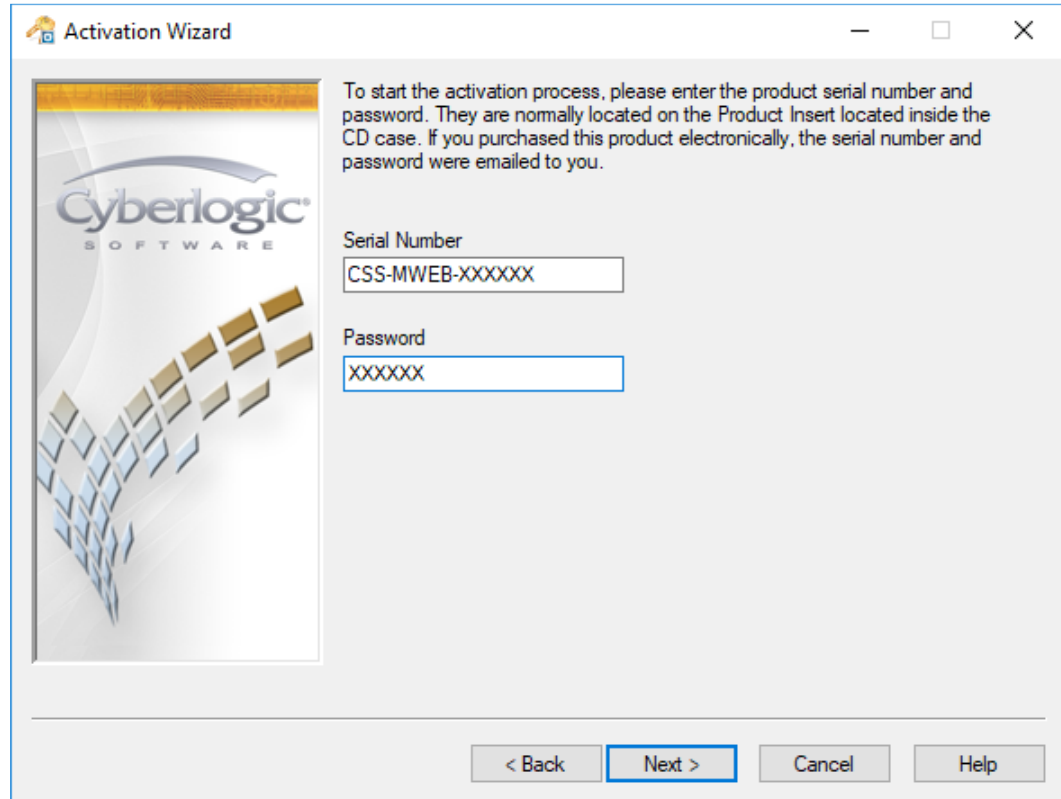
1. To run the Activation Wizard, open the Windows **Start** menu and select **Programs**. From there, go to **Cyberlogic Mbx.Net Suites**, and then select **Activation**.



A dialog similar to this will appear. Notice that in this example, the Mbx.Net Suite's two-week evaluation period has expired. It is now running in two-hour demo mode.



2. In the package list, select the package you want to activate.
3. Select **Activate**.
4. Click **Next** to continue.

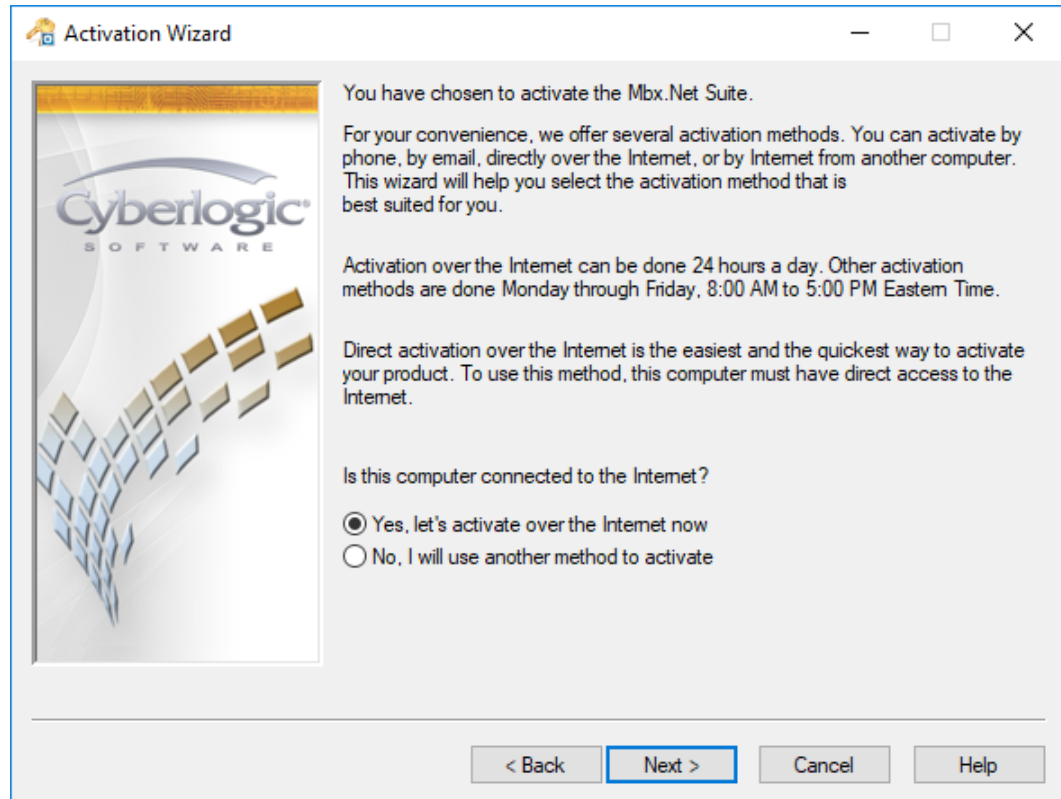


5. Enter the product's **Serial Number** and **Password**.

These numbers are normally located on the product insert inside the DVD case. If you purchased this product electronically, the serial number and password were emailed to you.

6. Click **Next** to continue.

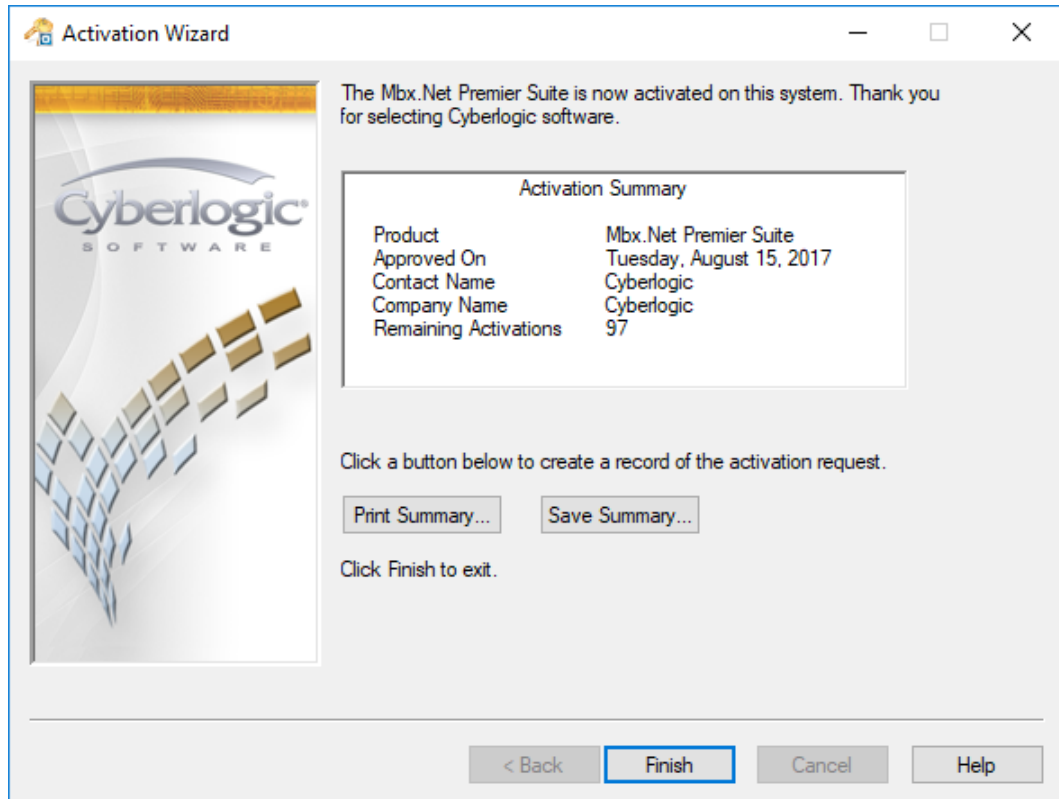




7. Select ***Yes, let's activate over the Internet now.***
8. Click ***Next.***



9. The wizard opens a web page that will walk you through the activation process.  
When the wizard is done, the package is activated.



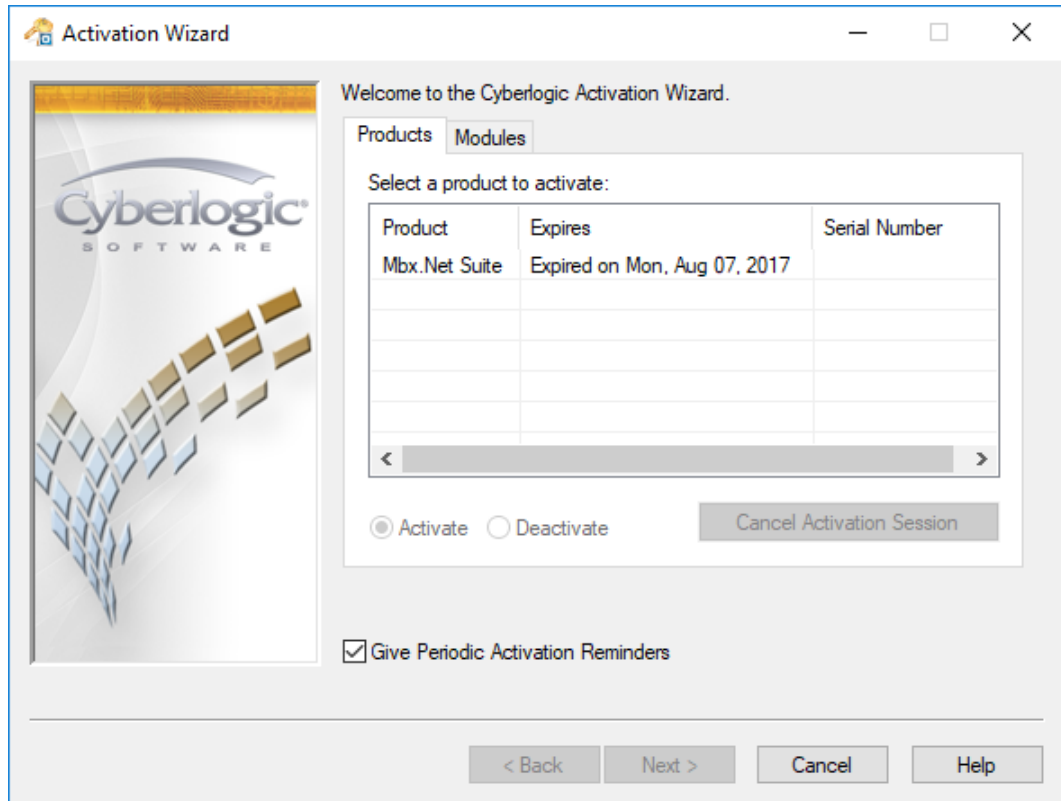
10. If you want a summary of the activation request for your records, click the ***Print Summary...*** button.
11. Click ***Finish*** to exit the wizard.

## Web Activation

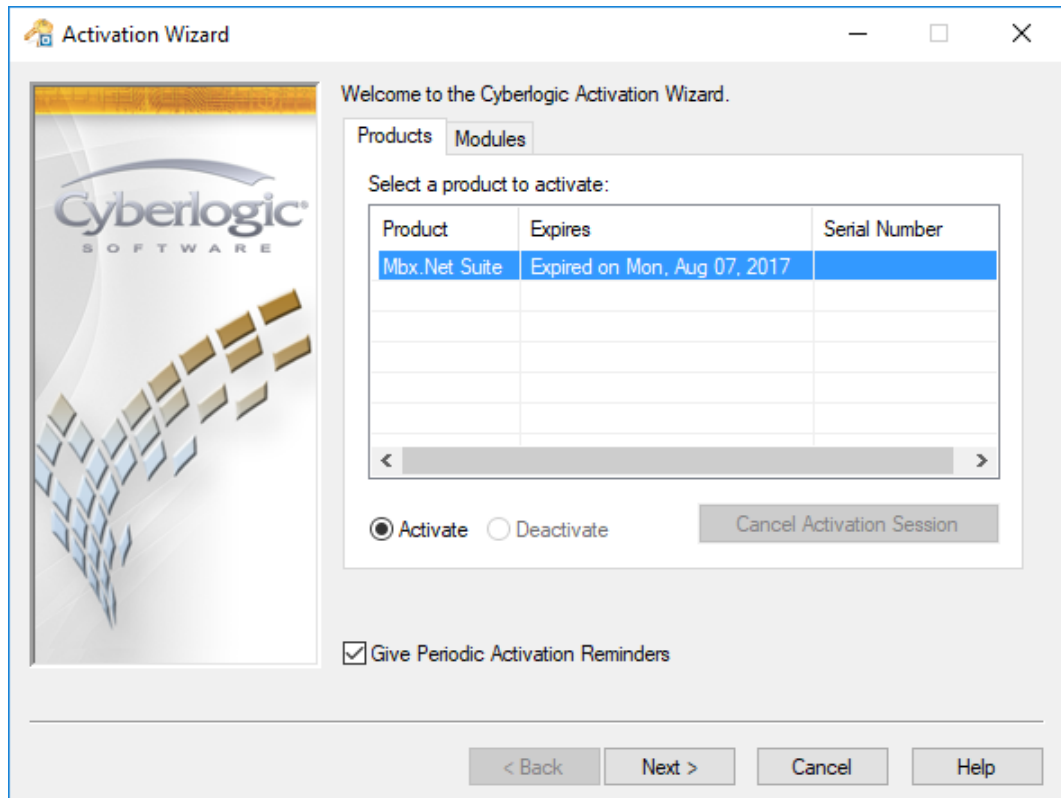
This section tells you how to activate from another system with Internet access.

**Note** If the system on which the software is installed is properly configured for Internet access, the [Internet Activation](#) section will provide a quicker and easier activation method.

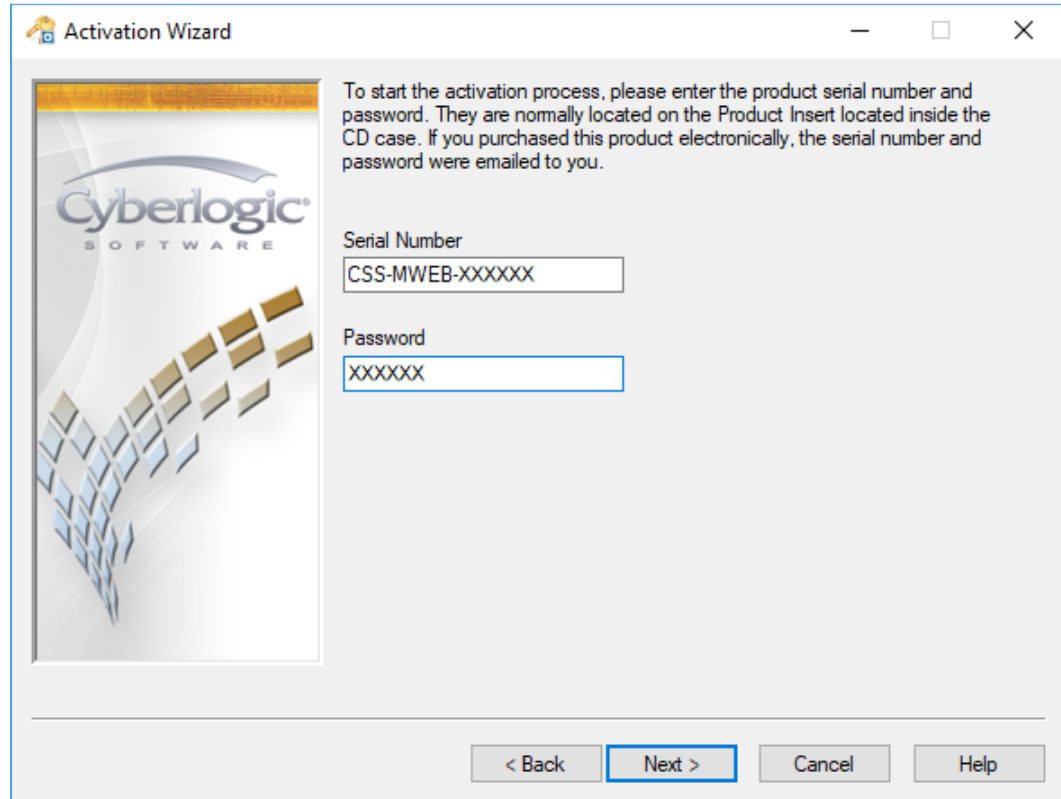
1. To run the activation utility, open the Windows ***Start*** menu and select ***Programs***. From there, go to ***Cyberlogic Mbx.Net Suites***, and then select ***Activation***.



A dialog similar to this will appear. Notice that in this example, the Mbx.Net Suite's two-week evaluation period has expired. It is now running in two-hour demo mode.



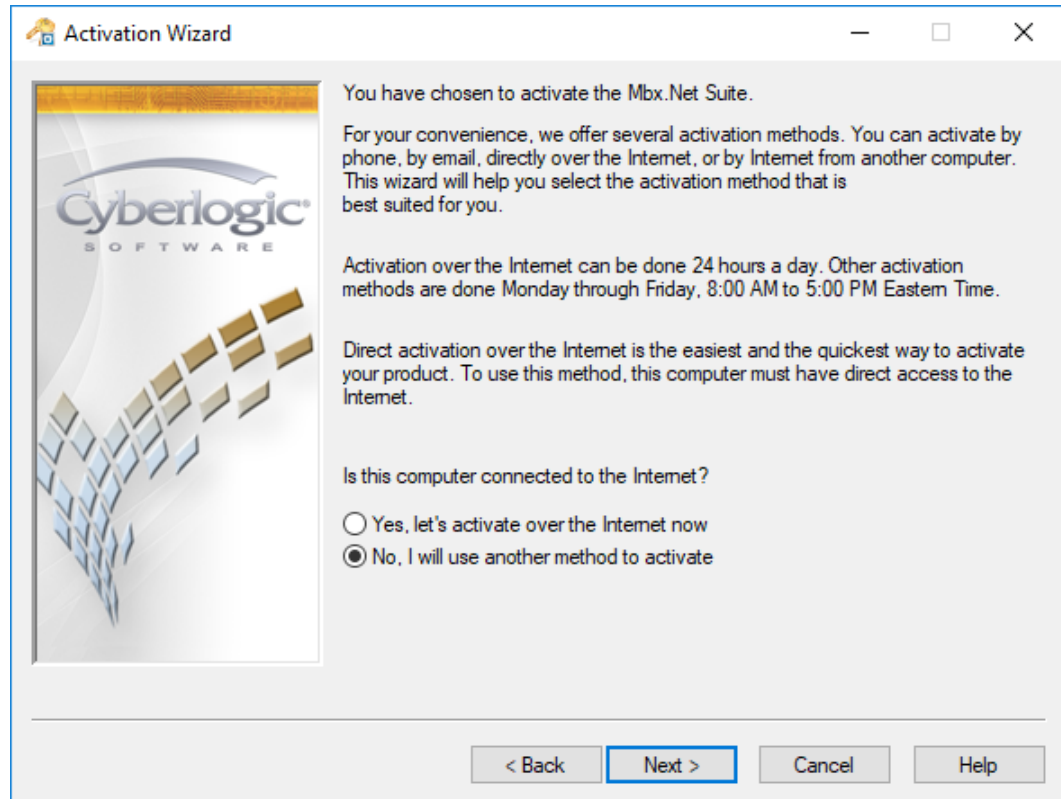
2. In the package list, select the package you want to activate.
3. Select **Activate**.
4. Click **Next** to continue.



5. Enter the product's **Serial Number** and **Password**.

These numbers are normally located on the product insert inside the DVD case. If you purchased this product electronically, the serial number and password were emailed to you.

6. Click **Next** to continue.



7. Select **No, I will use another method to activate.**
8. Click **Next** to continue.

Activation Wizard

Activation Method  
Web (from another PC)

You are activating the Mbx.Net Suite.  
Click the button below to record the information needed for activation.  
Activation over the Internet can be done 24 hours a day on our website at:  
<http://www.cyberlogic.com/activate.htm>

Print/Save Info Form...

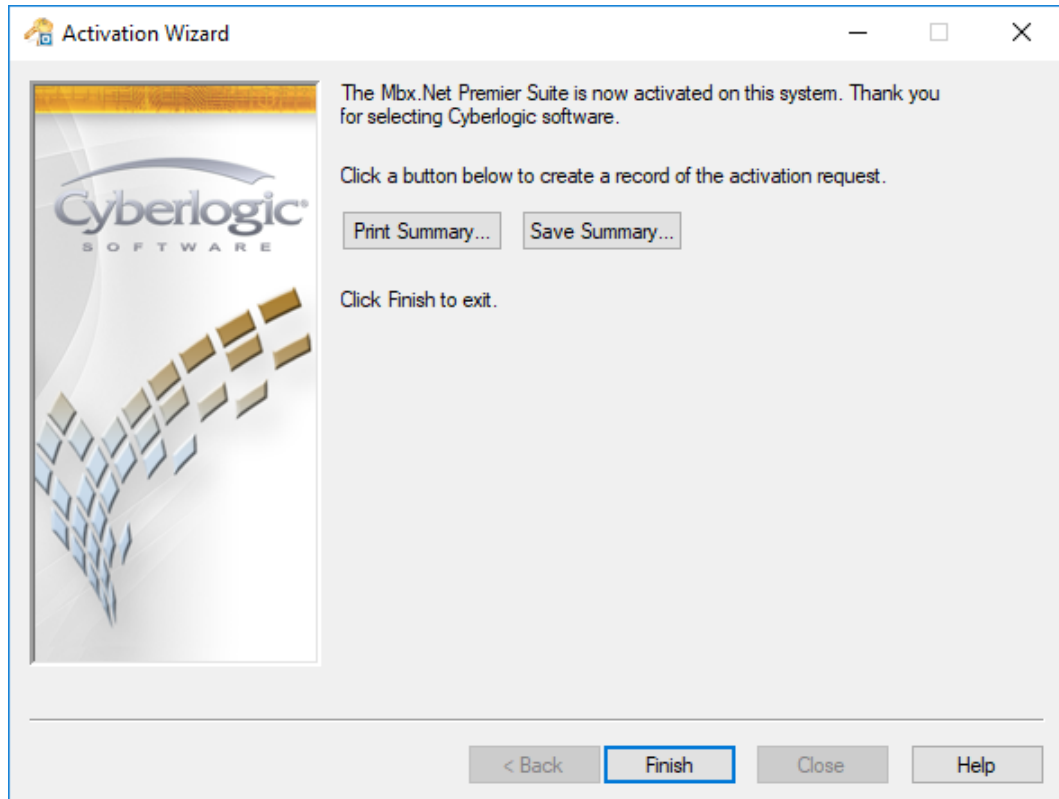
To exit the wizard while waiting for the activation numbers, click Next.  
Otherwise, enter the numbers below and click Next.

Code Entry Number	Computer ID
314879888-070	8879251-1233112
Activation Number 1	Activation Number 2
0	0

< Back   Next >   Close   Help

9. In the Activation Method box, select **Web (from another PC)**.
10. Click **Print/Save Info Form...** to print a summary of the information that you will need to activate the package.
11. If you want to close the wizard while you get the Activation Numbers from Cyberlogic, click **Close**. Later, you can restart the same session.
12. On a computer with Internet access, go to the Cyberlogic Web Activation page specified on the screen prompt. The web address will vary, depending on the product you are activating.
13. Enter the requested information, some of which is provided on the Info Form you just printed.  

The Activation page will give you two Activation Codes.
14. Write down the Activation Codes and return to the system you are activating.
15. Enter the first number in the **Activation Number 1** field and the second number in the **Activation Number 2** field.
16. Click **Next** to activate the package.



17. If you want a summary of the activation request for your records, click the **Print Summary...** button.
18. Click **Finish** to exit the wizard.

## Activation by Email

This section tells you how to activate by email.

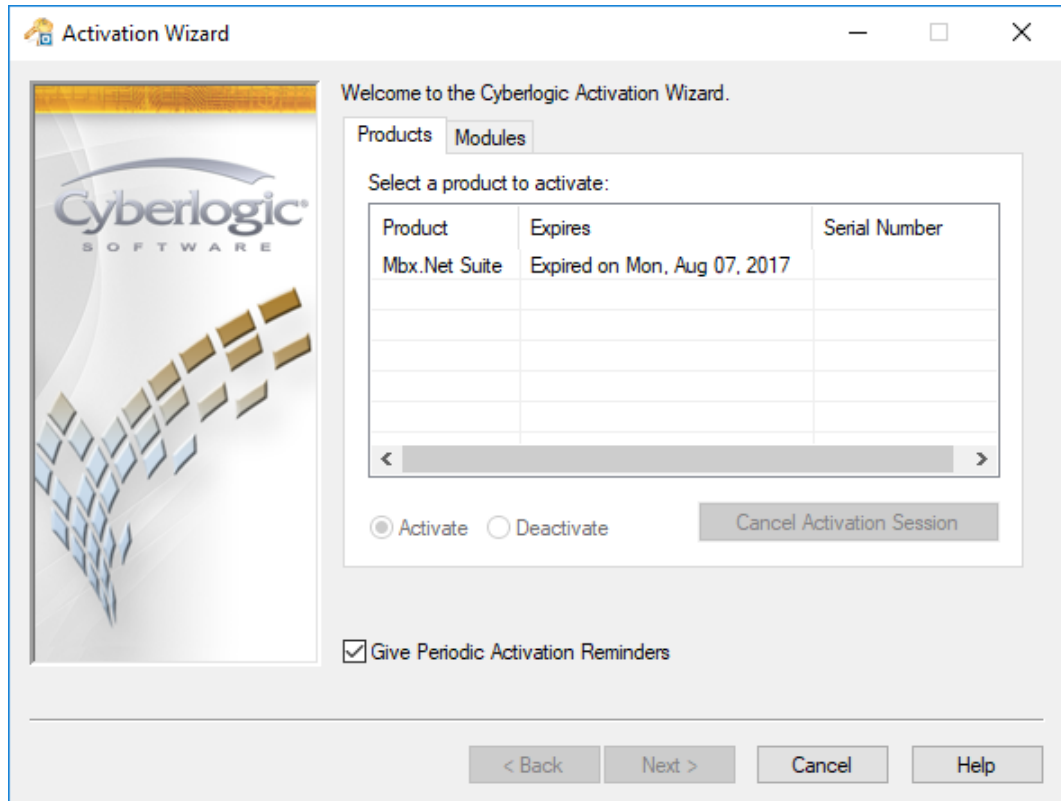
### Note

To send the activation request, this method requires an email client and email connection on the system on which the software is installed. You must supply a valid email address to which the activation codes will be sent.

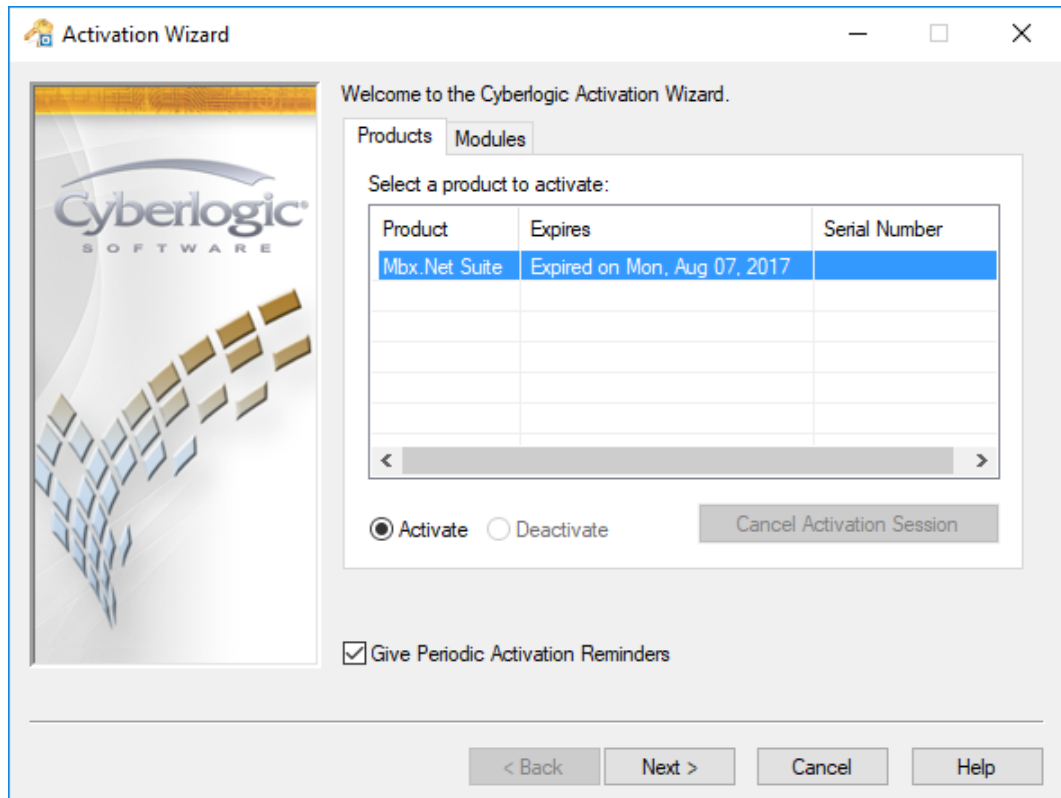
If you want to use email, but don't have a suitable client and connection on the system to be activated, you can select phone activation and email the information to [authorize@cyberlogic.com](mailto:authorize@cyberlogic.com) instead of phoning it in.

1. To run the activation utility, open the Windows **Start** menu and select **Programs**. From there, go to **Cyberlogic Mbx.Net Suites**, and then select **Activation**.

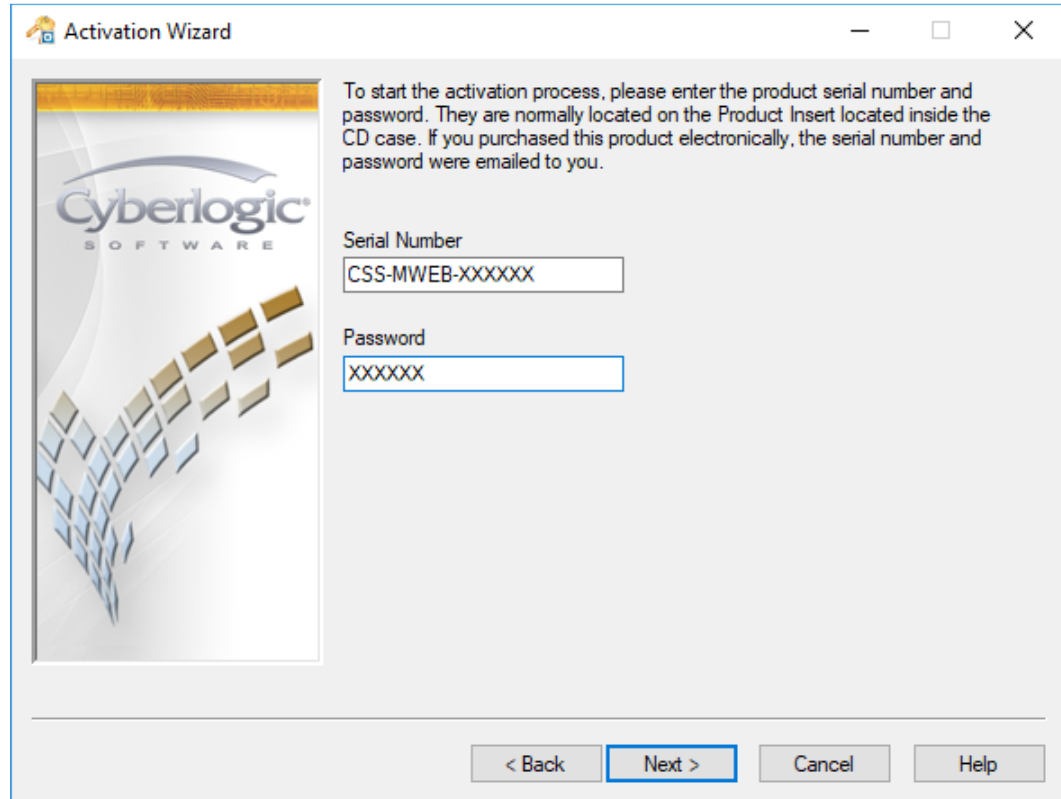




A dialog similar to this will appear. Notice that in this example, the Mbx.Net Suite's two-week evaluation period has expired. It is now running in two-hour demo mode.



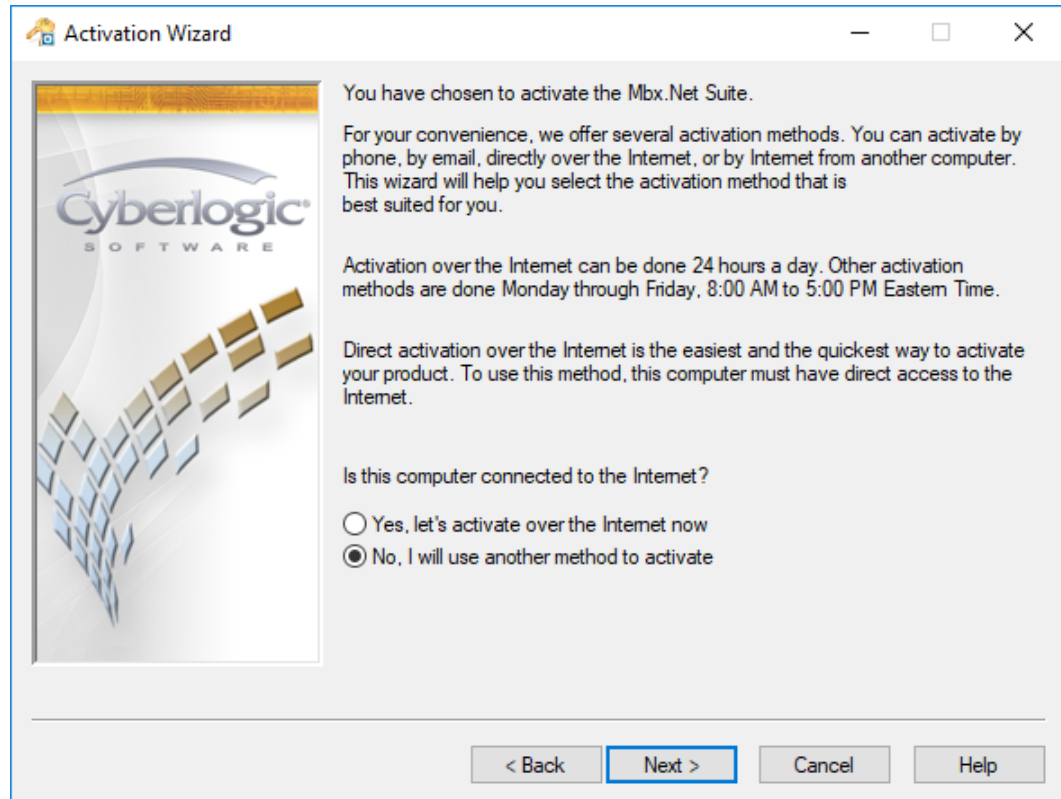
2. In the package list, select the package you want to activate.
3. Select **Activate**.
4. Click **Next** to continue.



5. Enter the product's **Serial Number** and **Password**.

These numbers are normally located on the product insert inside the DVD case. If you purchased this product electronically, the serial number and password were emailed to you.

6. Click **Next** to continue.



7. Select **No, I will use another method to activate.**
8. Click **Next** to continue.

Activation Wizard

Activation Method  
Email

You are activating the Mbx.Net Suite.  
Click the Send Email button to request activation.

Send Email

Cyberlogic will email activation numbers to you. Activations are processed Monday - Friday, 8:00 AM to 5:00 PM Eastern Time.

To exit the wizard while waiting for the activation numbers, click Next. Otherwise, enter the numbers below and click Next.

Click the Print Email Form button to create a summary for your records.

Print/Save Info Form...

Code Entry Number  
281325559-061

Computer ID  
8879251-1240413

Activation Number 1  
0

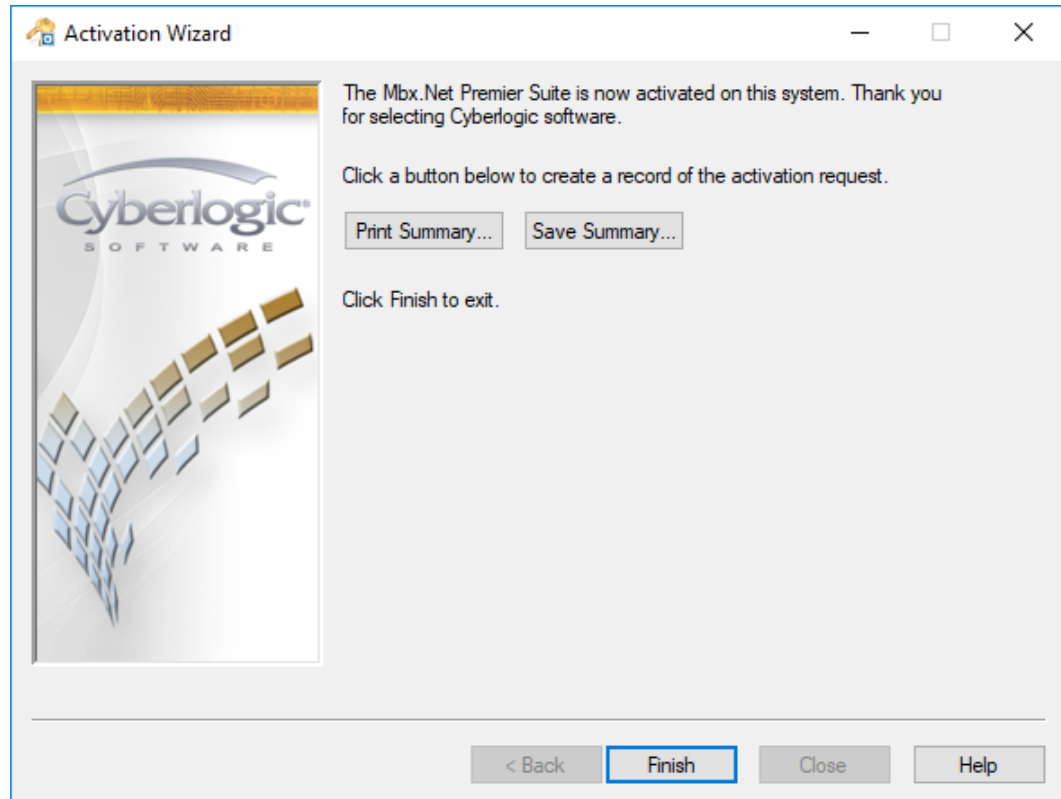
Activation Number 2  
0

< Back   Next >   Close   Help

9. In the Activation Method box, select **Email**.
10. Click **Print/Save Info Form...** to print out a copy of the information that you will send to Cyberlogic.
11. Click **Send Email**.

Your email client will open, with an email message filled in, addressed to Cyberlogic and ready to send.
12. Click the appropriate button in your client to send the email to Cyberlogic.

After your request is processed, Cyberlogic will email you two activation code numbers.
13. If you want to close the wizard while you wait for the Activation Numbers from Cyberlogic, click **Close**. Later, you can restart the same session.
14. Enter the first number in the **Activation Number 1** field and the second number in the **Activation Number 2** field.
15. Click **Next** to activate the package.

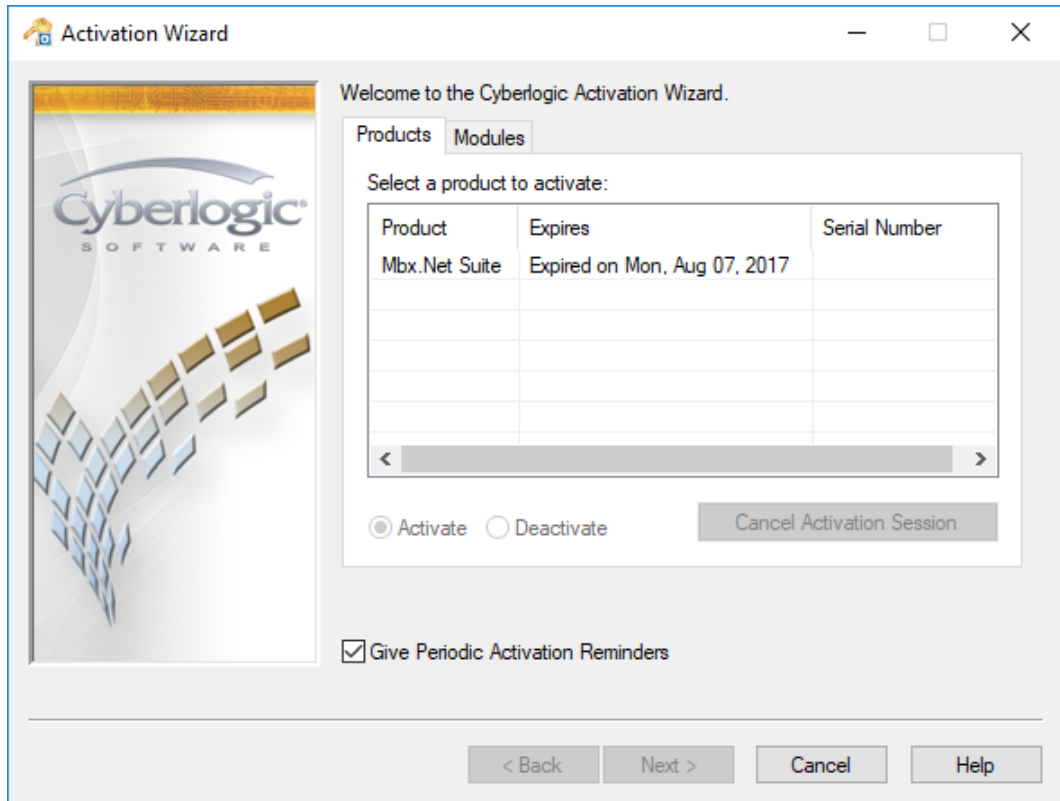


16. If you want a summary of the activation request for your records, click the ***Print Summary...*** button.
17. Click ***Finish*** to exit the wizard.

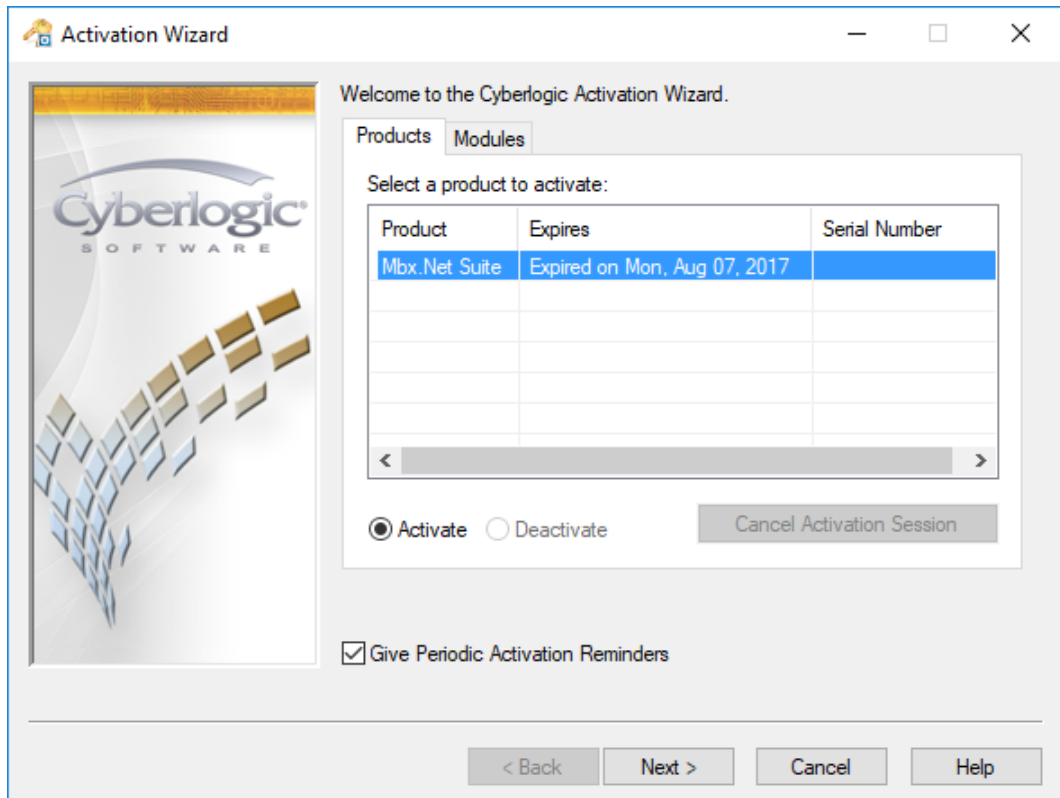
## Activation by Phone

This section tells you how to activate over the telephone.

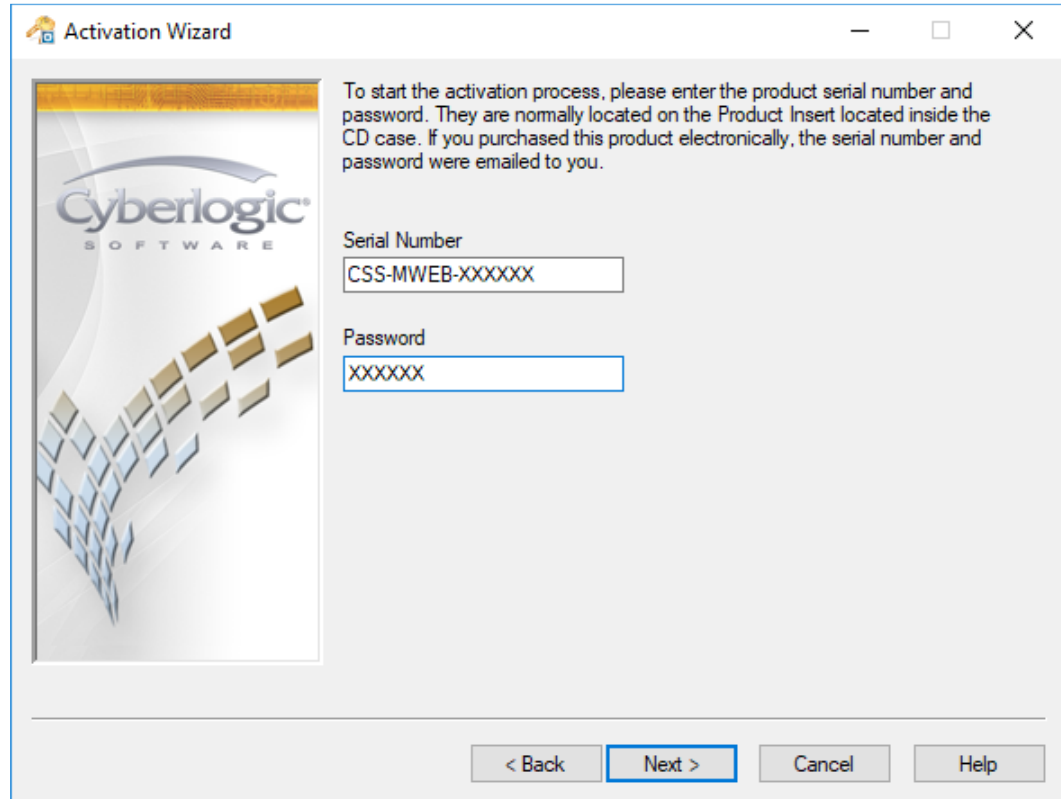
1. To run the activation utility, open the Windows ***Start*** menu and select ***Programs***. From there, go to ***Cyberlogic Suites***, and then select ***Activation***.



A dialog similar to this will appear. Notice that in this example, the Mbx.Net Suite's two-week evaluation period has expired. It is now running in two-hour demo mode.



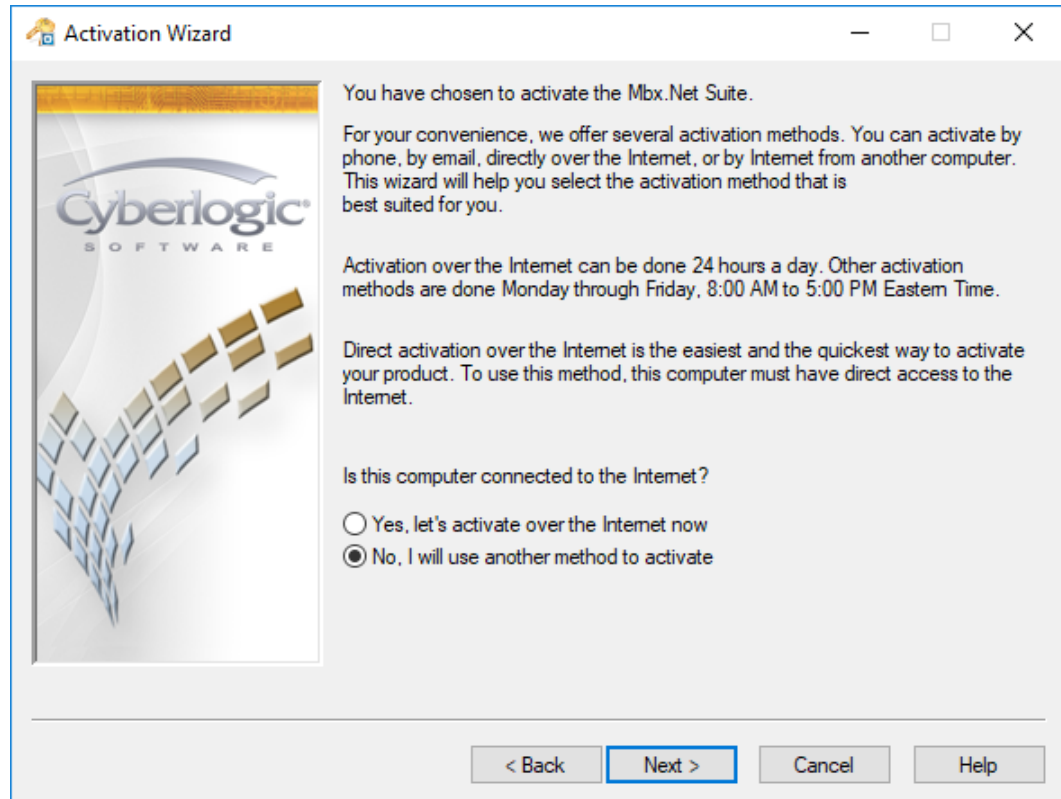
2. In the package list, select the package you want to activate.
3. Select **Activate**.
4. Click **Next** to continue.



5. Enter the product's **Serial Number** and **Password**.

These numbers are normally located on the product insert inside the DVD case. If you purchased this product electronically, the serial number and password were emailed to you.

6. Click **Next** to continue.



7. Select **No, I will use another method to activate.**
8. Click **Next** to continue.



Activation Wizard

Activation Method  
Phone

You are activating the Mbx.Net Suite.  
Click the button below if you wish to record the Code Entry Number and the Computer ID shown below. You will need this information when you call.

Print/Save Info Form...

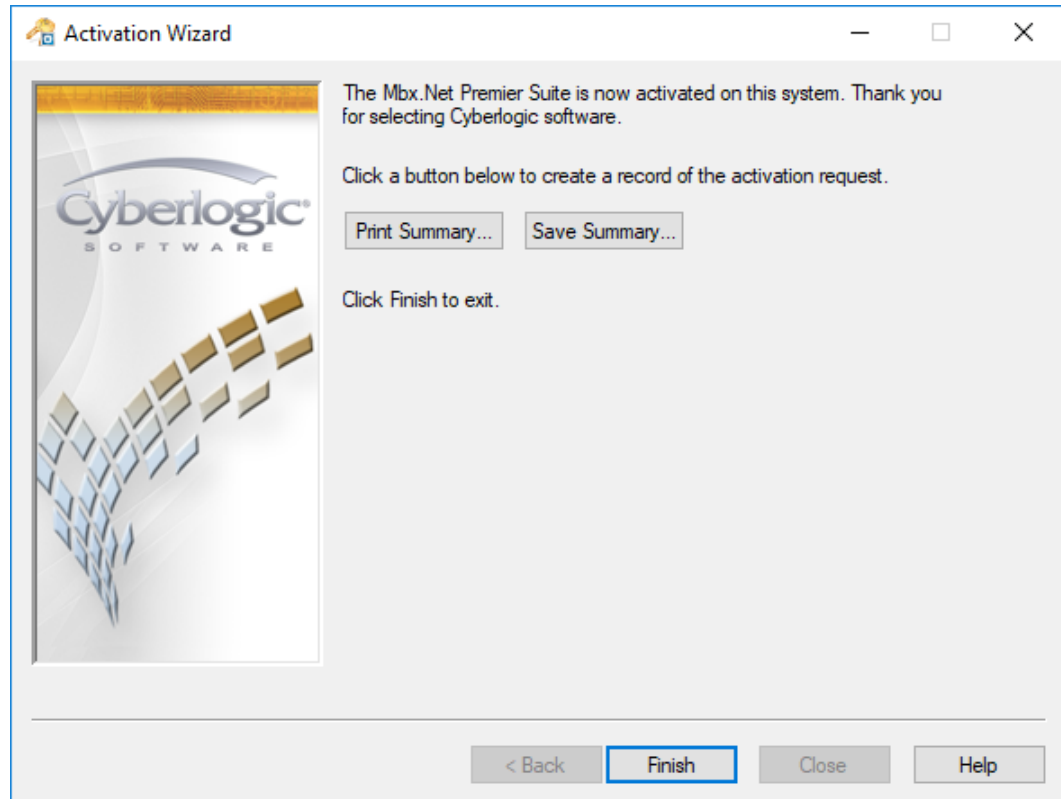
Call **248.631.2277** to obtain activation numbers. Activations are processed Monday - Friday, 8:00 AM - 5:00 PM Eastern Time.  
To exit the wizard while waiting for the activation numbers, click Next. Otherwise, enter the numbers below and click Next.

Code Entry Number	Computer ID
281325559-061	8879251-1240413
Activation Number 1	Activation Number 2
0	0

< Back   Next >   Close   Help

9. In the Activation Method box, select **Phone**.
10. Click **Print/Save Info Form...** to print out a summary of the information that you will need to activate the package.
11. If you want to close the wizard while you wait for the Activation Numbers from Cyberlogic, click **Close**. Later, you can restart the same session.
12. Call Cyberlogic at **248.631.2277**.

The Cyberlogic representative will ask you for information from the phone form, including the package password or serial number, the Code Entry Number and the Computer ID. The representative will give you two activation code numbers.
13. Enter the first number in the **Activation Number 1** field and the second number in the **Activation Number 2** field.
14. Click **Next** to activate the package.



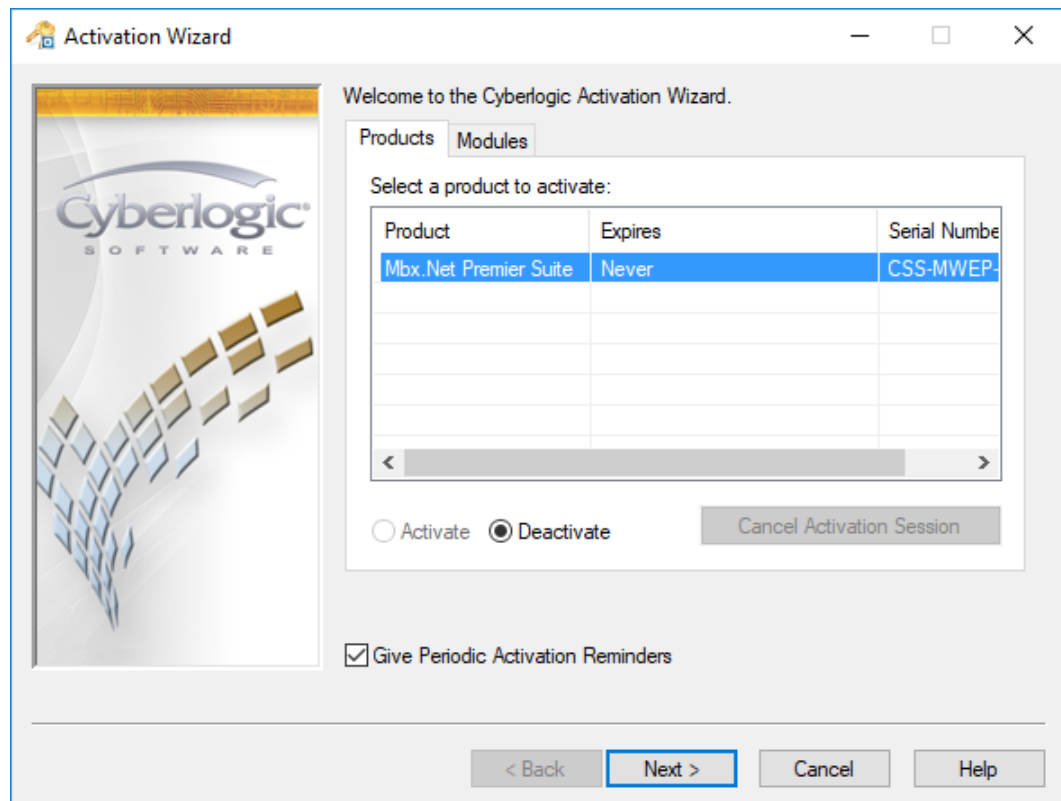
15. If you want a summary of the activation request for your records, click the ***Print Summary...*** button.

16. Click ***Finish*** to exit the wizard.

## DEACTIVATING THE SOFTWARE

Once the software is activated, you can use the Activation Wizard to deactivate it. The most common reasons for deactivating are:

- *To move the software to another system:* Deactivate it on the current system and then activate it on the new system. This is the preferred way to move activation. It is the only practical method if the two systems are not located in the same facility.
- *To upgrade or reinstall the operating system:* Either of these will invalidate the current activation. Deactivate first and you will easily be able to reactivate after the change.
- *To replace the hard drive or make another major hardware change:* This could invalidate the activation. Again, you should deactivate first and reactivate after the change.



To deactivate, start the Activation Wizard, select the package to deactivate and select **Deactivate**. You can then simply follow the prompts to complete the deactivation. As with activation, deactivation over the Internet is the quickest and easiest. If that is not available, you can activate over the web, or by email or phone.

**Caution!** If you deactivate by web from another system, or by email or phone, there is an additional step in the procedure. In this step, the wizard will give you a confirmation code that you must provide to Cyberlogic to complete the deactivation process.