



## How Does the New Online Software Activation System Work? Frequently Asked Question #26

### Overview

MultiLogger version 4.2, and MLDBConsole version 5.0 and higher now have an online activation system to help you activate the software. This system requires Internet connectivity to the computer that has MultiLogger or MultiLoggerDB installed.

Click on one of the shortcuts to launch MultiLogger or MLDBConsole. When first running the software you will be prompted to enter an **Authorization Code**. An Authorization Code is generated through a complex algorithm to match the Machine ID of your computer. The software installed on different computers produces varying Machine ID's so each installation must have its own Authorization Code to activate it.

The Software Activation form that will display is shown at right. This form requires entry of your software **Serial Number** (found on your original media CD) and **Vendor**.

To request a 30-day trial Authorization Code click **Demo SN**.

If you were provided an Authorization Code to be entered manually then enter it in the Authorization Code field and press **Activate**.

If you aren't sure of your Serial Number or Vendor entries then contact Canary Systems or your software vendor for clarification.

**Software Activation**

An Authorization Code is needed to activate your copy of MultiLogger.

You will need to register to obtain your Authorization Code. Complete Serial Number and Vendor fields, then press Register. If already Registered then press Activate to obtain your Authorization Code.

Serial Number (MLnnnn):

Vendor:

Machine ID:

Authorization Code:

**Note: If the software was purchased directly from Canary Systems then leave Vendor blank.**

Once **Serial Number** and **Vendor** are filled in then click **Register** to display the Product Registration form.

You will need to fill out **First Name, Last Name, Company, Country, City, State, Postal Code** and **Email** at a minimum, filling out the remaining fields is highly recommended.

Once complete then press **Activate** to attempt connecting to our Authorization Code Server to obtain your Authorization Code. (Your computer will need Internet connectivity for this to succeed.)

If pre-registration data was entered into our authorization server then you may receive your Authorization Code immediately. Pre-registration fields include one or more of the following fields: **Vendor, Company, City, State** and **Postal Code**.

The following section details various messages you may see after pressing **Activate**.

**Product Registration Form**

Please complete the Product Registration Form  
(Fields in bold are required fields)

Product:

Version:

Serial Number:

Machine ID:

Vendor:

**First Name:**

**Last Name:**

**Company:**

**Country:**

Address 1:

Address 2:

**City:**

**State:**

**Postal Code:**

Phone:

Fax:

**Email:**

Include me on the Canary Systems mailing list!  
 Include me on the Canary Systems email list!

### **Activate Messages**

Several different messages may be shown as a result of attempting to Activate the software, as follows:

#### **A required field is blank.**

This displays because one of the required fields isn't filled in. The fields in bold are required fields. Press OK to return to the Product Registration Form, complete the form and press Activate again.

#### **The serial number is not valid.**

The format is incorrect or the number is not valid. The serial number begins with ML and is followed by a 4 digit number.

#### **The Vendor is not valid (can be blank).**

The Vendor field is not filled out correctly – this is usually the result of incorrect spelling. The Vendor field can be cleared however Vendor is a “pre-registration” field so if the software was supplied through a vendor and not directly from Canary Systems you will need to fill out this field correctly. Contact your vendor to clarify the exact entry of the field.

#### **The trial Authorization Code has expired.**

You were provided a temporary Authorization Code that has expired. Contact your vendor or Canary Systems to extend the trial period or purchase the software.

#### **Unable to reach the Canary Systems authorization server.**

This is usually due to lack of Internet connectivity on the computer attempting to activate the software. You will need to re-start the software, then press **Register** and **Print** on the Product Registration Form. Fax this form to Canary Systems or your software vendor. You may also call or email Canary Systems or your software vendor to obtain your Authorization Code. You will receive an Authorization Code that must be manually entered into the Software Activation form.

#### **Authorization Granted – Thank you for registering.**

You have succeeded in activating the software. If starting MultiLogger the Network Manager will display, if starting MLDBConsole the Database Console will display.

#### **Authorization Pending – Press Activate at a later time.**

You have succeeded in registering your software however the Authorization Code request is waiting to be reviewed and approved. These requests are processed in the same business day assuming the request was submitted during US EST business hours. Call or email if you need activation immediately.

#### **Authorization Failed.**

There was an error in the negotiation for the Authorization Code. Try pressing Activate again and if it fails again then contact your vendor or Canary Systems for further information.

#### **Incorrect software authorization requested.**

This is usually the result of requesting a MultiLoggerDB Authorization Code when the software actually purchased was MultiLogger. Check the Product field – if incorrect then un-install and install the correct product.

#### **Software Authorization inactive.**

This may be the result of incorrect configuration of the authorization server. It may also be due to an incorrect Serial Number entry. Double-check the serial number entry and try again. If it fails again then contact your vendor or Canary Systems directly.

#### **Demo Authorization Denied – Too many Authorization Codes issued.**

MultiLogger or MultiLoggerDB can be activated with a demo Authorization Code which lasts 30 days. This period can be extended but by default it expires after a single period. Contact your vendor or Canary Systems if you require a longer demo period.

### **Software Activation Form**

The Software Activation form is also available from the **File | Authorization Code** menu item of MultiLogger. This provides for upgrading from demo Authorization Codes to permanent codes as well as upgrading from MultiLogger to MultiLoggerDB. Click **Clear Code**, then **Activate** to request a new code.