Migration process Zeno Office and MobileMatriX

Zeno Office 3.4 and MobileMatriX 5.2 won't be dongle protected any more. Both products utilize CLM software licensing now.
This document informs on:

How to migrate from dongle protected Zeno Office/MobileMatriX (releases before Zeno Office 3.4 and MobileMatriX 5.2) to the new software protected versions

In order to upgrade to a CLM protected version of Zeno Office/MobileMatriX it's **not** enough to simply install the latest version. As the licensing approach has changed, a special "migration article" has to be ordered in addition.

Following criteria have to be met to update existing dongle protected versions:
- The customer must have a valid Zeno Office/MobileMatriX CCP
- The customer must order following migration article numbers depending on his product

  843608   Zeno Office Dongle Migration to CLM. Order this article
  to migrate from a Dongle protected to a CLM protected
  version

  845775   MobileMatriX Dongle Migration to CLM. Order this
  article to migrate from a Dongle protected to a CLM
  protected version

- The customer has to log into myWorld to download the latest Zeno Office/MobileMatriX version as well as the new license file.

Customers **without** a valid CCP contract must order the migration article **and** a new CCP article:
Users having a dongle protected version of Zeno Office or MobileMatriX must make sure that a valid CCP exists. The validity of the CCP is checked at the moment the dongle migration is ordered. Without a valid CCP, no migration is possible.

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Migration workflow for all selling units:

1. Enter one of the migration articles to the system:

    a. 843608 for Zeno Office/Zeno Office on ArcGIS
    b. 845775 for MobileMatriX/MobileMatriX onArcGIS
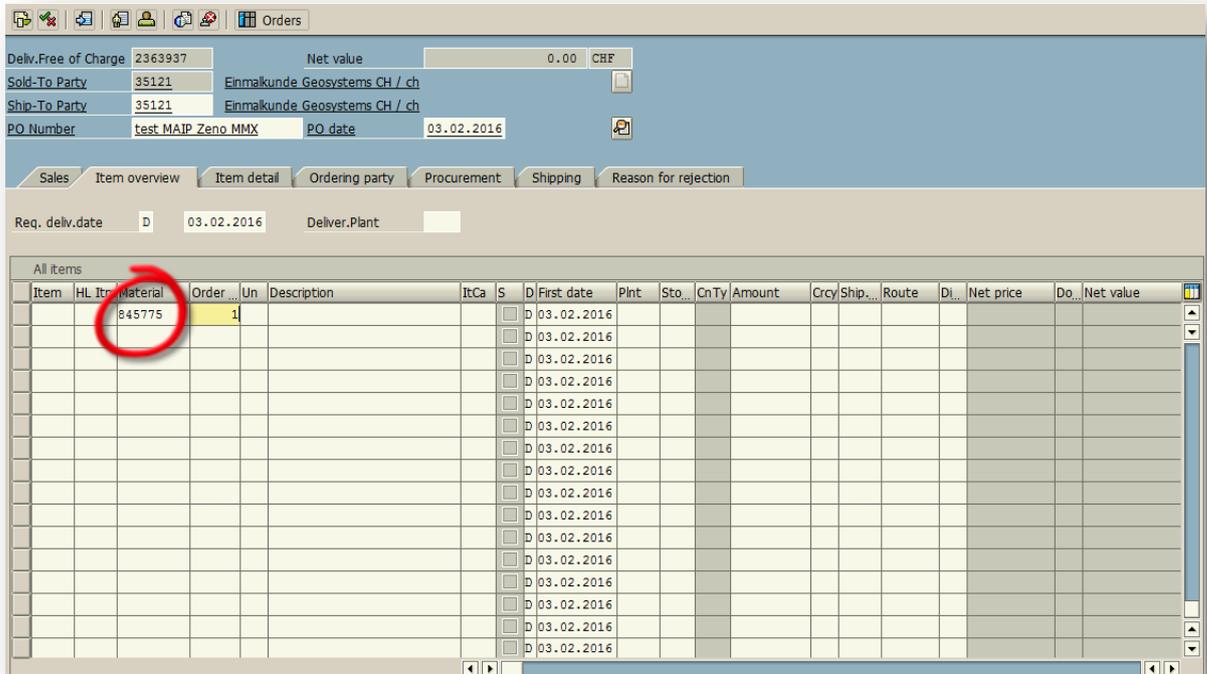
2. Add the serial number of your previously used Dongle

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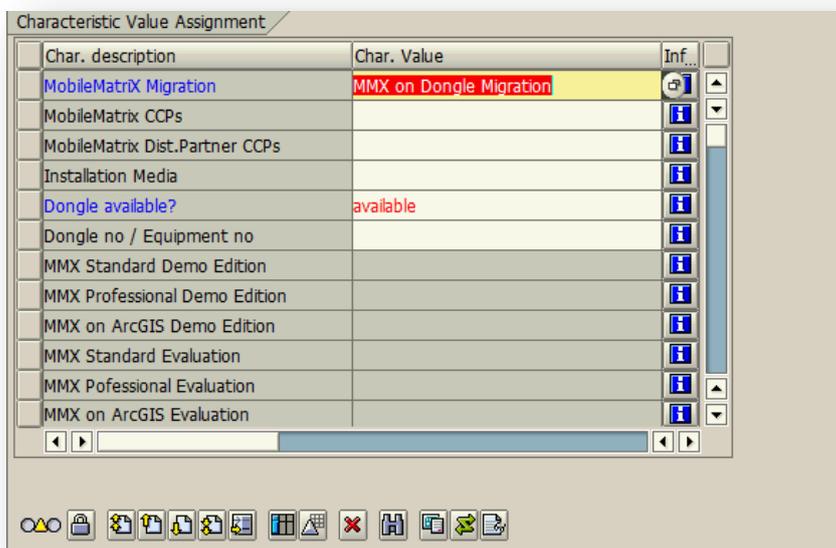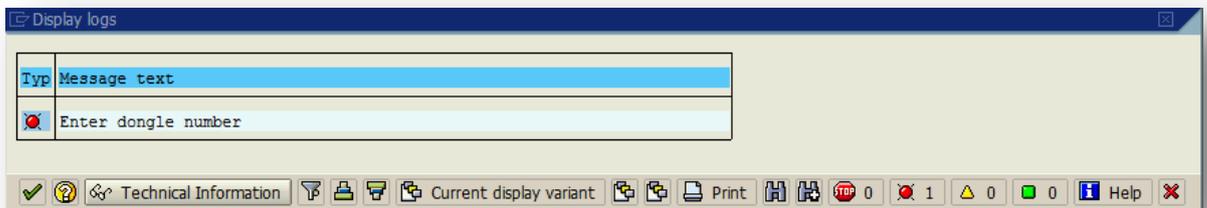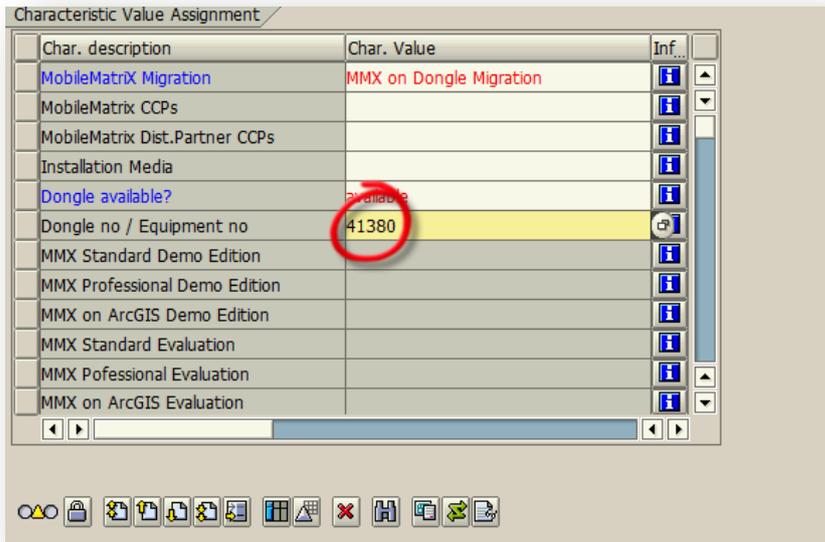
3. SAP checks if a valid CCP is assigned to the entered dongle number. If no CCP is found or the CCP has expired, a message box shows up.
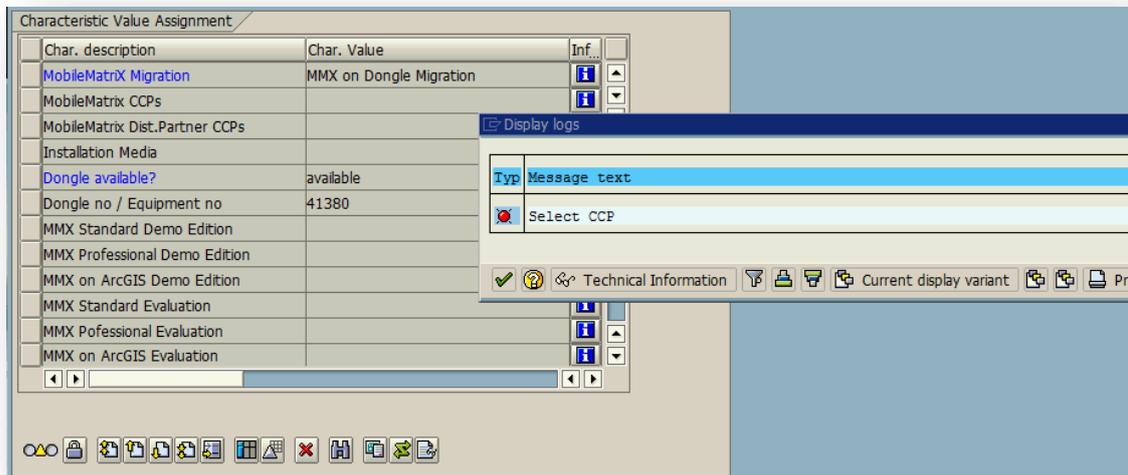
Add a CCP to continue the migration process.

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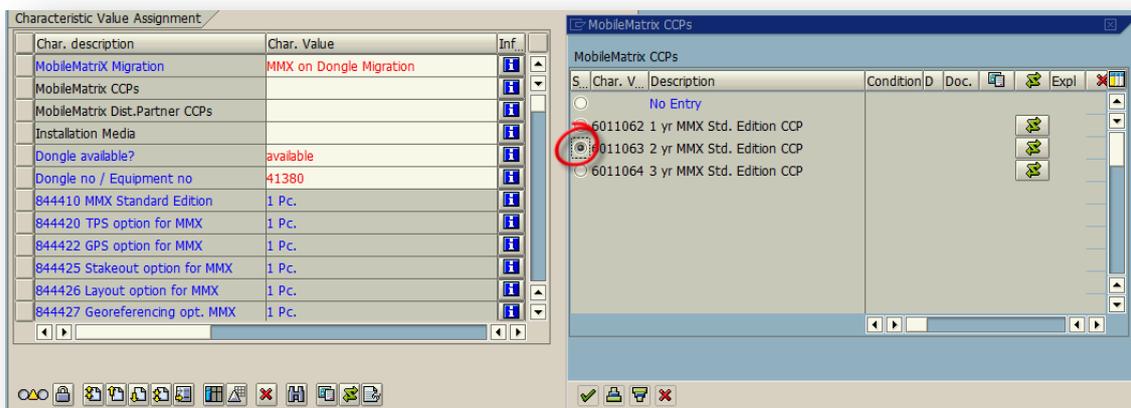
4. The CCP and all software options to be migrated are listed. The migration process is completed.

All migration articles are free of charge!

Once the Dongle migration article was ordered, a new license file is generated and attached to your equipment in myWorld.
In general you can find all needed items for the update on myWorld – the software files as well as the licenses.
After having installed the new version of Zeno Office or MobileMatriX, you're ready to work free of hardware dongles.

- when it has to be **right**