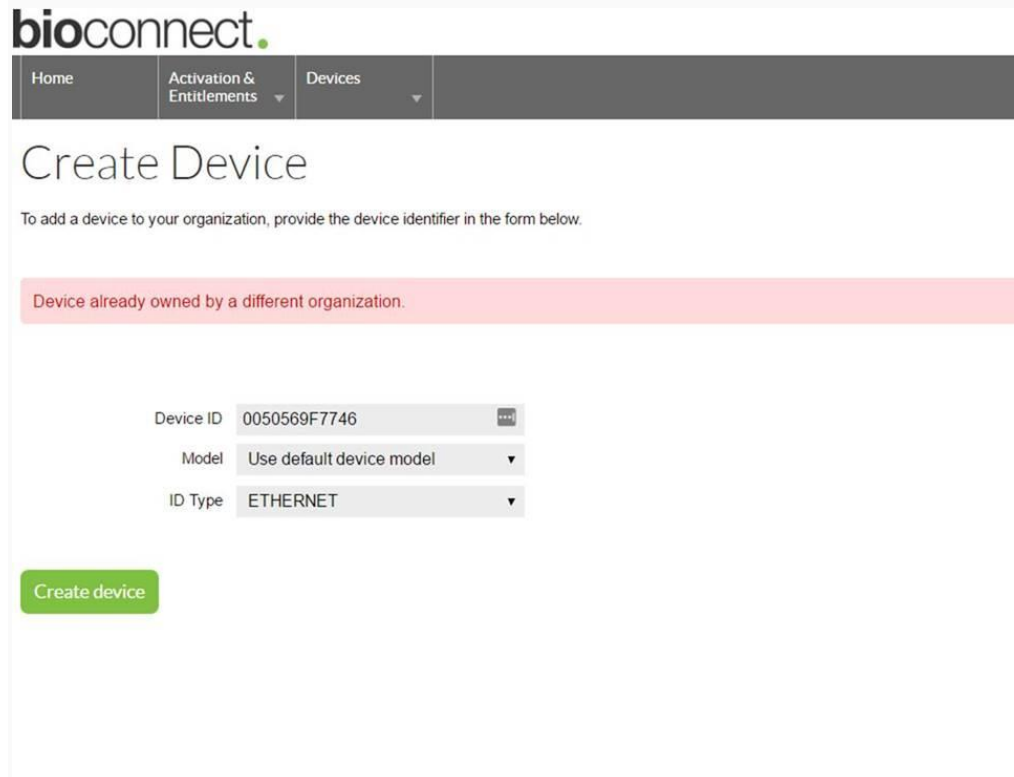


Removing BioConnect License and reapplying a license with more allocations

This process is necessary if you see an error as below when you try to apply a new license:



The screenshot shows the BioConnect web interface. At the top is the 'bioconnect.' logo. Below it is a navigation bar with three items: 'Home', 'Activation & Entitlements' (with a dropdown arrow), and 'Devices' (with a dropdown arrow). The main heading is 'Create Device'. Below the heading is a subtext: 'To add a device to your organization, provide the device identifier in the form below.' A red error message box is displayed, stating 'Device already owned by a different organization.' Below the error message is a form with three fields: 'Device ID' with the value '0050569F7746' and a copy icon; 'Model' with the value 'Use default device model' and a dropdown arrow; and 'ID Type' with the value 'ETHERNET' and a dropdown arrow. At the bottom of the form is a green button labeled 'Create device'.

This error appears because you are already using a license and trying to apply a new license with more device allocations. You have to remove the old license and apply the new one.

Step 1: Click Devices & Click Search Devices:

The screenshot shows the BioConnect web interface. The top navigation bar includes 'Home', 'Activation & Entitlements', 'Devices', and 'Users & Orgs'. The 'Devices' menu is open, showing options: 'Search Devices', 'Create Device', 'Search Servers', 'Search Served Clients', and 'Upload Capability Request'. The 'Search Devices' option is highlighted with a red box. Below the navigation bar, the 'License & Del' section is visible, showing a table of 'Recent Entitlements' with columns for 'Activation ID' and 'Last modified'. The table lists several entitlements, including one with the ID 'da23-7a92-b44c-4288-bee3-1cb8-954d-882c'. To the right, there are sections for 'Announcements' and 'QuickLinks'.

Activation ID	Last modified
da23-7a92-b44c-4288-bee3-1cb8-954d-882c	Jan 29, 2017
7649-1d26-66ea-4d45-9439-26be-1140-daa3	Jan 19, 2017
a3e6-e571-c295-47cc-e87e-db14-5338-0021	Jan 19, 2017
1cf5-5064-8866-4d11-91d1-e6b1-1277-d8ca	Jan 19, 2017
a2a3-d313-60c1-448c-a525-9c54-14ee-852e	Jan 17, 2017

Step 2: Enter the Activation ID in the correct Field:

"I have added the server to the single one (da23-7a92-b44c-4288-bee3-1cb8-954d-882c) first, but when I go to the 6 license (7649-1d26-66ea-4d45-9439-26be-1140-daa3) it fails with the below message:

Step 3: Select the Device ID(Mac Address):

Search Devices

These are the devices assigned to your organization. You can use additional criteria to filter the results.

Device ID

Alias

Activation ID

Status

ACTIVE

Organization

Suprema

Filter

Device ID	Alias	Organization
000c29131360	Fortis Office	UNKNOWN
000C29A8D5CF		
005056993D1F		Seychelles
0050569F7746	Wilson HO	UNKNOWN
0CC47AD97327		
1866DA305F13	Secom	Suprema Inc
1866DA305F13	Secom	Suprema Inc
FC3FDBA3D10D		

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Step 4: Click Action:

View Device

View ▾

Action ▾

Device Details

Device ID : 0050569F7746

Alias : Wilson HO

Status : ACTIVE

Series : FLX_CLIENT_SERIES

Model : MAC Address

Organization : UNKNOWN_ORG_UNIT

Virtualization : VMware

Virtualization Details : [View](#)

Vendor Dictionary : (None)

Model Details

The device model does not include any pre-installed licenses.

Licenses

Product	Activation ID
BioConnect - Global Edition , Version 3.6	da23-7a92-b44c-4288-bee3-1cb8-954d-882c

Step 5: Remove the License

Then you can create a new license for 6.

View Device

View ▾

Action ▾

- Map Entitlements
- Remove Licenses
- Download Capability Response

Device Details

Alias : Wilson HO

Status : ACTIVE

Series : FLX_CLIENT_SERIES

Model : MAC Address

Organization : UNKNOWN_ORG_UNIT

Virtualization : VMware

Virtualization Details : [View](#)

Vendor Dictionary : (None)

Model Details

The device model does not include any pre-installed licenses.

Licenses

Product	Activation ID
BioConnect - Global Edition , Version 3.6	da23-7a92-b44c-4288-bee3-1cb8-954d-882c