

## Unlocking Sybiz Vision

**Please note that information in this document may have changed since this document's creation. Document Creation Date: December 2003**

Since Sybiz Vision 2.60 there has been a change in the way that unlock codes are produced.

We outline in this article what you need to watch out for as well as how to produce an unlock request to obtain an unlock code.

When is an unlock code required?

An unlock code is required

- whenever an upgrade to a major version is installed on your machine
- whenever the data is moved to another server
- whenever your annual subscription to SybizCover has expired (if applicable)

Therefore if you require a new server or require a new hard disk on the server that has the Sybiz Vision home directory located on that hard disk, then you will require an unlock code. In the case of an upgrade, you have 21 days of full use prior to the software locking completely. in the case of the data being moved to another server, you are required to obtain an unlock code immediately.

How do I produce an unlock code?

Producing an unlock code does not require user access. Any user can, from any machine running Sybiz Vision, click on the "Unlock Vision" button and gain access to be able to print out an unlock code.

Clicking on the button produces the following screen:

**Unlock Code**

General Info | **Currently Unlocked** | Pending Unlock

To request an unlock code, complete the details below, print the unlock request form and fax it to us so that an unlock code can be returned to you.

Company name: \_\_\_\_\_

Contact name: \_\_\_\_\_ Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Fax number: \_\_\_\_\_

Email: \_\_\_\_\_ State: \_\_\_\_\_ Post code: \_\_\_\_\_

Software supplier: \_\_\_\_\_

Accounts Payable Contact Name: \_\_\_\_\_ Financial Manager Contact Name: \_\_\_\_\_

Email: \_\_\_\_\_ Email: \_\_\_\_\_

Serial Number	User Number	License Type
AUBDEM0 <a href="#">Change Serial Number</a>	EFHFEM0	P
	Version Number	Hours Used
	2.60.573	4.63

Fill in the details about your company. Ensure that all details are correct and entered. Click on the Currently Unlocked tab and check that all the details on that screen are correct for your company. Currently Unlocked details the modules and number of users you have been unlocked for previously. If this is incorrect then contact The Support House immediately.

Now click on the "Pending Unlock" tab. The same details should appear as in the "Currently unlocked" tab, however they are all able to be edited. These would only be changed if your company had purchased another module, increased the number of users that could login concurrently, or increased your annual turnover limit. To purchase another module, user or turnover, please contact The Support House. Do not make changes to this screen without contacting The Support House. If you have purchased another module, user or turnover, then this screen needs to reflect the change so that you are correctly unlocked.

**Unlock Code**

General Info | **Currently Unlocked** | **Pending Unlock**

**Your Pending Unlock selections differ from Currently unlocked modules**

Selected Modules for Pending Unlock:

- Creditors Module
- Debtors Module
- General Ledger Module
- Inventory Module
- Job Costing Module
- Sales Orders Module
- Purchase Orders Module
- Point of Sale Module
- CRM Module
- Bill of Materials Module

Number of users:

Annual Turnover:

Unlock Code:

Click on the "Save Pending" button and then click on "Print Unlock Request". An unlock request form will then be printed to your Windows default printer (which may be different to the printer that you print from in Sybiz Vision).

Once printed fax it to Sybiz Software Pty Ltd at the number located at the bottom of the printed unlock request. Once Sybiz get it they will check the details against their database and issue an unlock code and forward it to The Support House Pty Ltd. Once we receive it, it is then forwarded to your email address (if we have it) or your facsimile.

What if my SybizCover has expired?

If you do not have current SybizCover with Sybiz, then there is a charge to unlock Sybiz Vision or Sybiz Vision Pay when it locks back up. As at time of writing the fee is \$55.00.