

myZyXEL.COM

Support Notes

Version 1.0

NOV 2004



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How to register an user account from myZyXEL.com

Step 1. Go to ZyXEL Communications online services center. “<http://www.myZyXEL.com>.”

Step 2. Select “[Click here](#)” to register a user account on myZyXEL.com

Login /

Welcome to myZyXEL.com

What's myZyXEL.com?

myZyXEL.com provides an easy-to-use service management platform where you can manage all your ZyXEL product registrations and services using your personal account.

Please register your account at myZyXEL.com first.

Log In

Username: > Forgot User Name / Password? [Click here](#)

Password:

Remember Username:

+ Not sure if you ever registered in our system (ZSSW) before? [Check here](#).

For help? [FAQ](#), [Support Note](#)

New User

> If you are not a registered user, [Click here](#) Get an account

Step 3. Fill in all the mandatory fields. (Mark with *)

Login / Registration

Registration

New to myZyXEL.com?

Registering allows you to download white papers and activate products and support subscriptions. Complete this form to register for a myZyXEL.com user account

Fields marked by (*) are Required

Login Information

<p>* Username <input type="text" value="user001"/></p>
<p>* Password <input type="password" value="*****"/></p>
<p>* Confirm Password <input type="password" value="*****"/></p>

Please create a username with a minimum of 6 characters and a maximum of 20 characters. Usernames may contain letters (a~z), numbers, and the underscore character. Other characters are not allowed.

[Check if this username is available](#)

Please create a password with a minimum of 6 characters and a maximum of 20 characters. Passwords may contain letters (a~z), numbers, and the underscore character. Other characters are not allowed.

<p>Password Hint <input type="text"/></p>

If you forget your password, we will give you a hint (up to 40 characters).

* E-mail Address:

(Please enter a valid E-mail. It is used to activate your account after you've created it)

* Occupation

Network Environment

* How many people are in your network?

0-15
 16-49
 50-99
 100-499
 500 or more

Purchase Information

Why do you need this product?

Internet access
 File and printer sharing
 LAN extension
 Gaming
Other reason

Why did you choose ZyXEL products? ZyXEL reputation
 Price and value
Recommended by
Other reason

What products do you plan on purchasing within the next two years? Wireless
 Security
 Multimedia application
 Network management

Preferences

+ E-mail Subscription

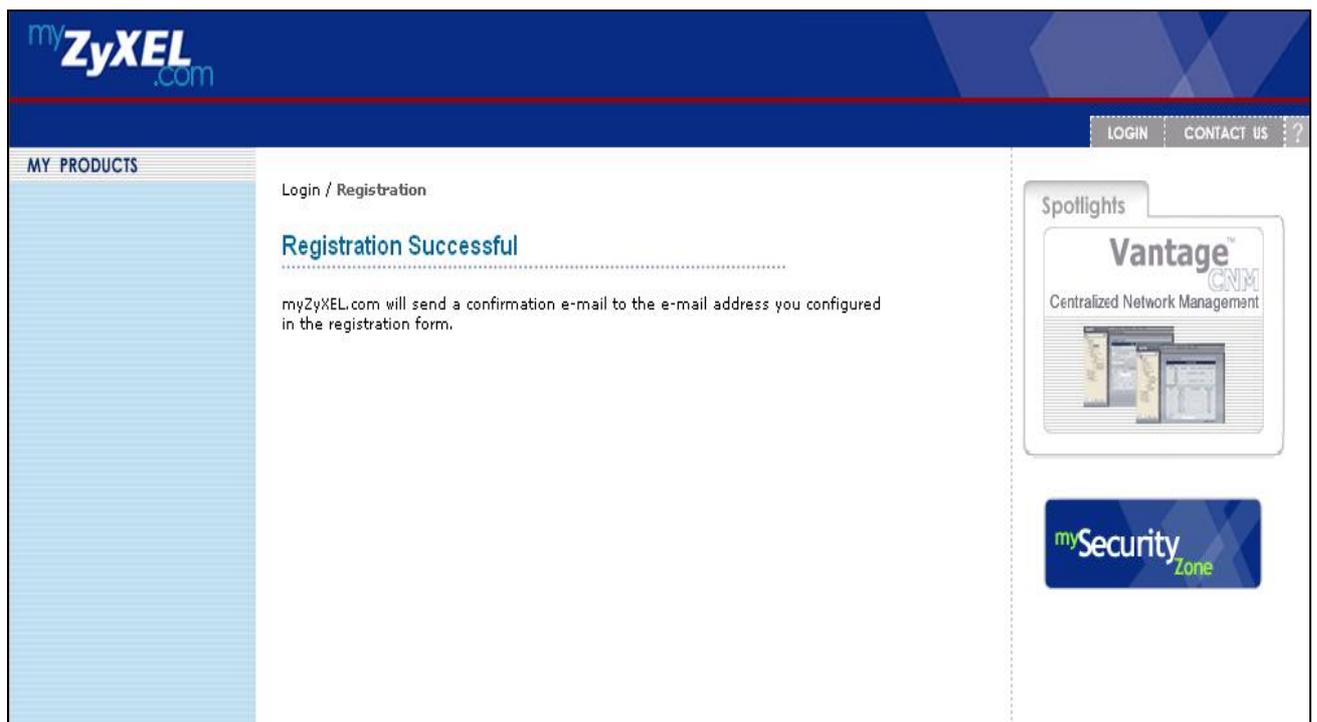
This service is not available until next release.

Privacy Policy
Our privacy statement discloses the privacy practices of our web site.

Note. Remember to check the availability before submitting



Then Click **“Submit”**



Step 4. After the registration, myZyXEL.com server will send a Subscription Notice email to your registered e-mail box on **Step 3**.

Click the **“URL link”** in the Subscription Notice email to activate your account.

Dear Customer,

You have registered a new account at myZyXEL.com.
Here is your login information.

Username : user001
Password : 111111

To activate your account, please click the following URL.

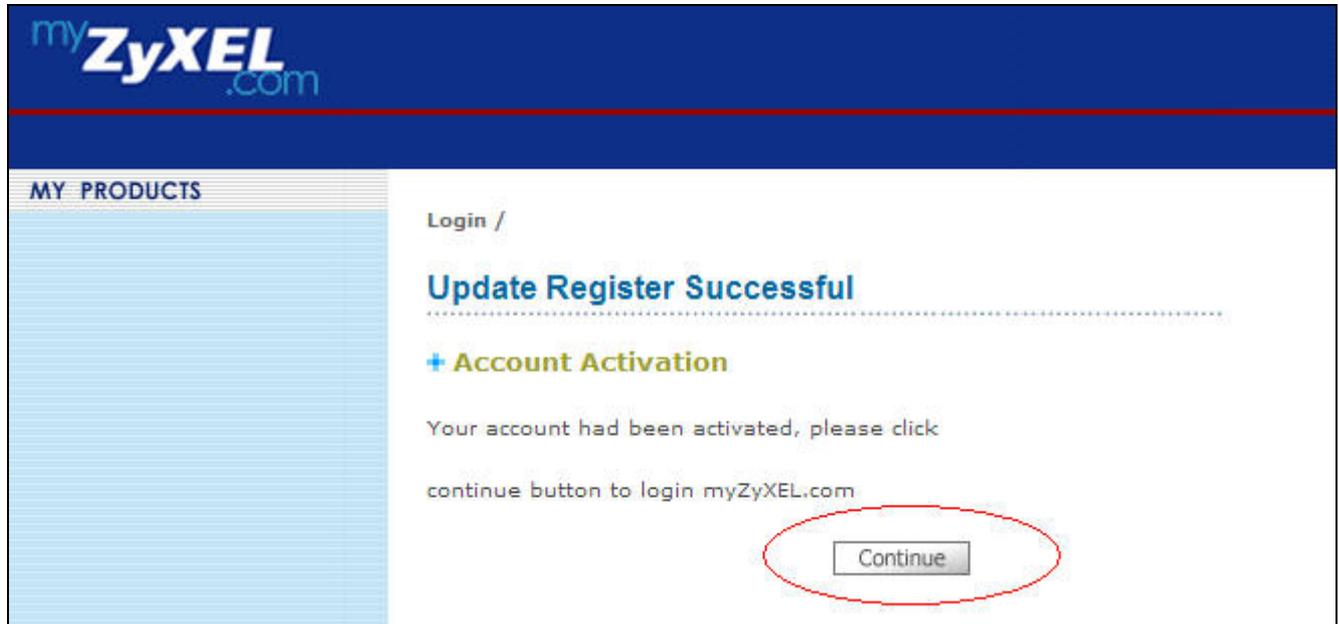
URL : https://gfnnet.zyxel.com.tw/myzyxel/register?hidFunction=LOGIN_REG&hidAction=REG_CONFIRM&ACCOUNT_ID=117&SUB_CODE=6359513

NOTE: If no action is taken within 3 days, your account will not be valid. You may register again anytime at myZyXEL.com (<https://www.myZyXEL.com>).

Best Regards.

myzyxel-admin@zyxel.com.tw
ZyXEL Communications Corporation

Step 5. Click **Continue** button, then you can login into myZyXEL.com.



Content Filtering Registration

Registration for new users

Register ZyWall to myZyXEL.com

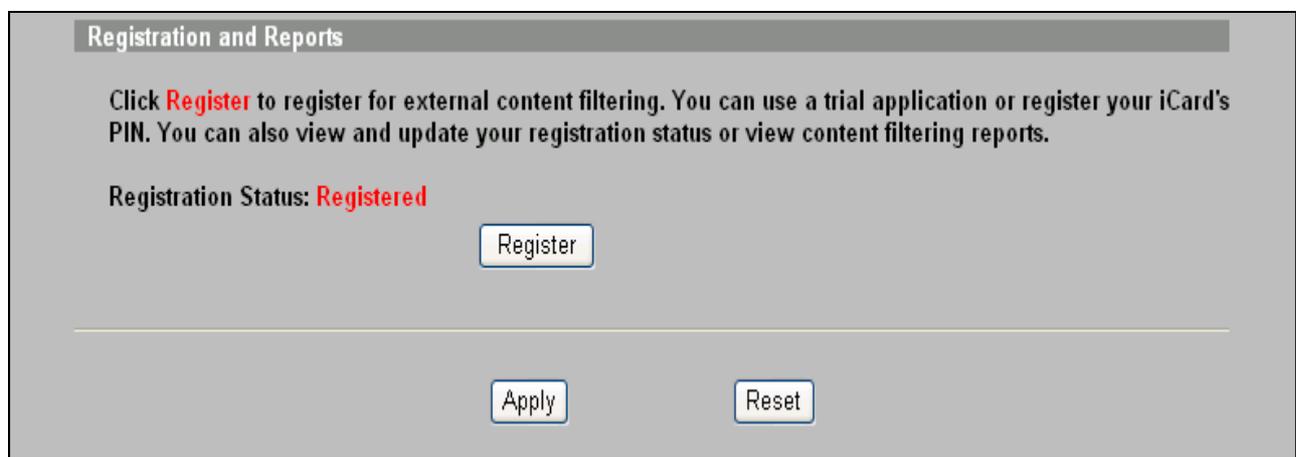
Step 1. Open an Internet Explorer Browser.

Step 2. Login into **ZyWALL Web Configurator**

Step 3. Select **Content Filter** from the Menu list at left hand side

Step 4. Select **Categories** Tab from the Content Filtering content windows on the right hand side

Step 5. Click the **Register** button to start the registration



Step 6. Enter the Username/password to login into myZyXEL.com.

Login /

Welcome to myZyXEL.com

What's myZyXEL.com?

myZyXEL.com provides an easy-to-use service management platform where you can manage all your ZyXEL product registrations and services using your personal account.

Please register your account at myZyXEL.com first.

Log In

Username: > Forgot User Name / Password? [Click here](#)

Password:

Remember Username:

+ Not sure if you ever registered in our system (ZSSW) before? [Check here.](#)

For help? [FAQ](#), [Support Note](#)

New User

> If you are not a registered user, [Click here](#)

Step 7. Select “Click here” to register your ZyWALL

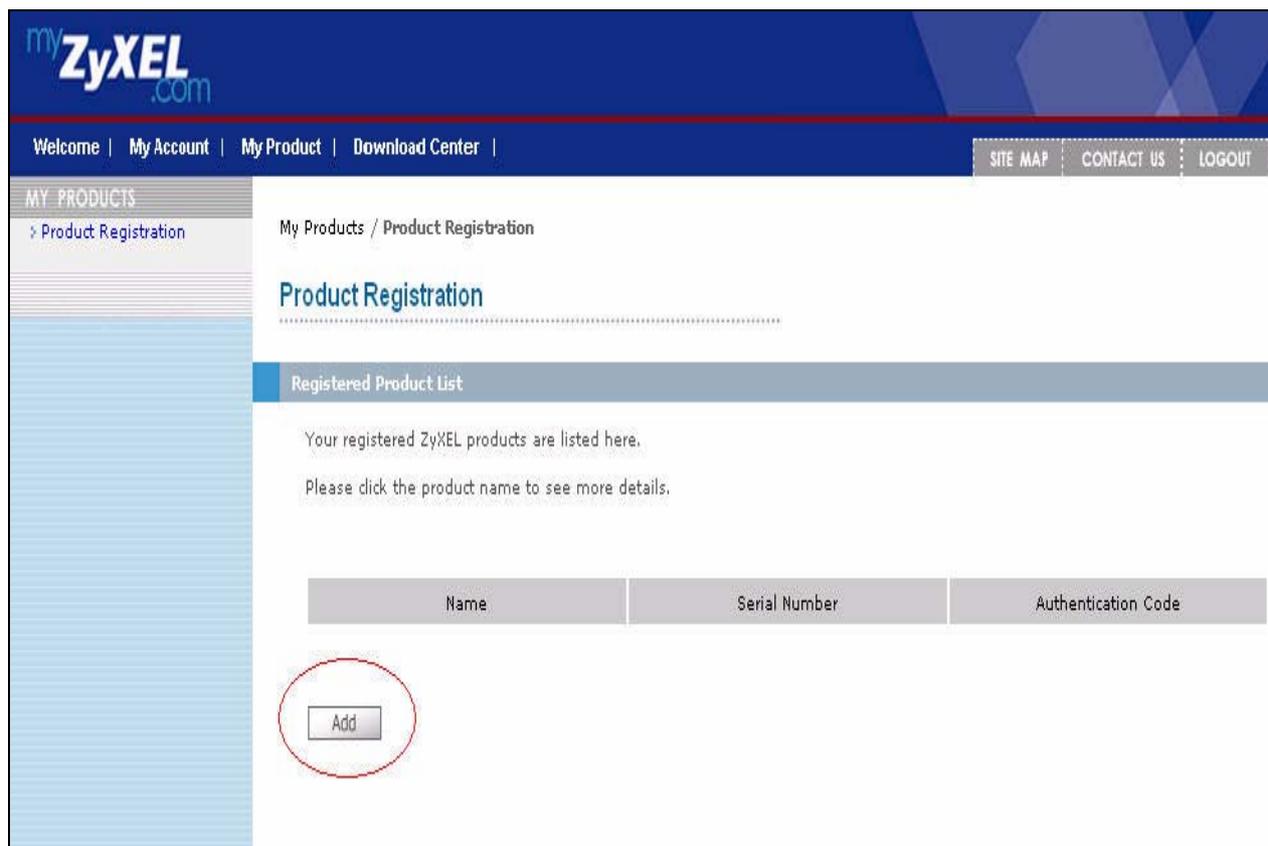
Registered ZyXEL Products

[Click here](#) to register product

Note:
Currently, this registration website <http://www.myzyxel.com> supports Vantage CNM 2.0 and ZyXEL products service activation. For other products support, we will announce soon in our next release.

.....

Step 8. Press **Add** button to add ZyWALL



Step 9. In this step you need to enter **Serial Number**, Select **Category and Model**, **Authentication Code / MAC address**, and a **Friendly Name** for your product. You can find serial number and MAC address at the bottom of your device. Click **Register**.

My Products / Product Registration

Add New Product

Add New Product

To add a new product, please fill in the following fields.
 Friendly Name is an alias you give the product to identify it in the product list.

marked by (*) are Required

<p>* Serial Number:</p> <input type="text" value="S4Z2235605"/>	<p>Please enter the 10-digit number of the label on the unit. (Upper Case)</p>
<p>* Category:</p> <input type="text" value="Internet Security Appliance"/>	<p>Please select your correct category.</p>
<p>* Model:</p> <input type="text" value="ZyWALL 5"/>	<p>The model number can be found on the belly label of your hardware. Example: ZyWALL 70</p>
<p>* Authentication Code / MAC Address :</p> <input type="text" value="00A0C59909D8"/>	<p> > For hardware products, this is the physical MAC address. Help > For software products, this is a generated number that is displayed after you install the software. (Upper Case) </p>
<p>* Friendly Name:</p> <input type="text" value="Zywall5"/>	<p>Please give a name easy to remember for you. Up to 30 characters. It may contain letters(a-z), numbers, or underscore character, other character are not allowed.</p>

Step 10. Select a date of purchase and place of purchase. Click **Continue**

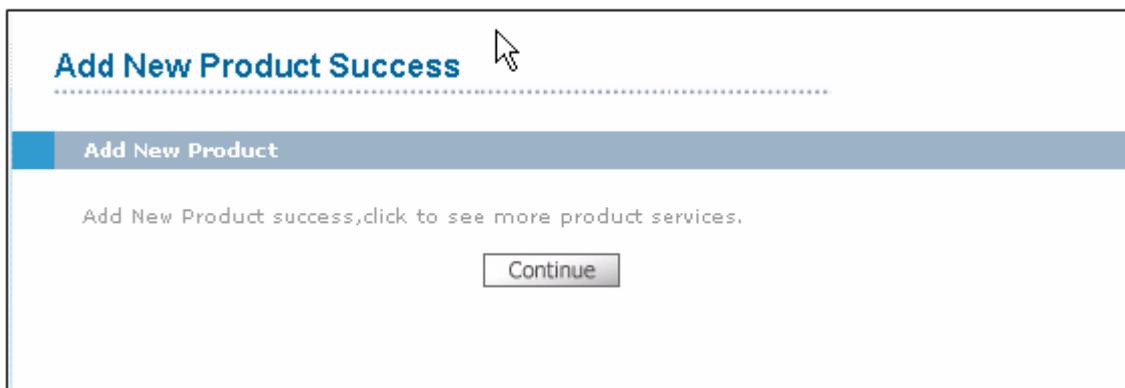
Product Survey

Product Information

+ Purchase date

+ You purchased this product from

Step 11. You will see a Registration successful page. Click **Continue**



Activate ZyWall Content Filtering Service from myZyXEL.com (must access from ZyWALL Web Configurator)

Step 1. Open an Internet Explorer Browser.

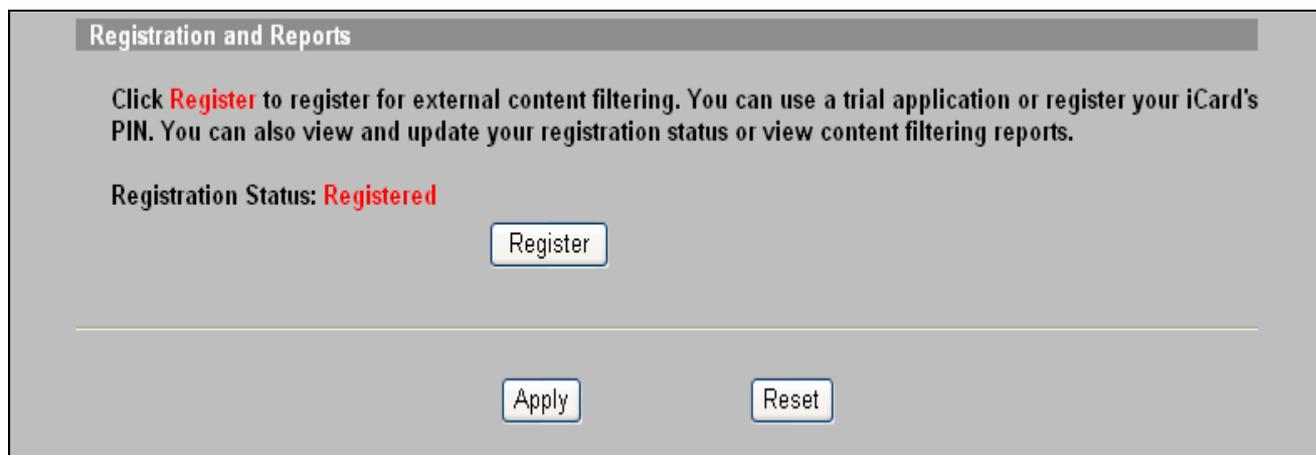
Step 2. Enter the URL of your ZyWALL

Step 3. Login into **ZyWALL Web Configurator**

Step 4. Select **Content Filter** from the Menu list at left hand side

Step 5. Select **Categories** Tab from the Content Filtering content windows on the right hand side

Step 6. Click the **Register** button



Step 7. Enter the Username/password to login to myZyXEL.com.

Login /

Welcome to myZyXEL.com
.....

What's myZyXEL.com?

myZyXEL.com provides an easy-to-use service management platform where you can manage all your ZyXEL product registrations and services using your personal account.

Please register your account at myZyXEL.com first.

Log In

Username: > Forgot User Name / Password? [Click here](#)

Password:

Remember Username:

+ Not sure if you ever registered in our system (ZSSW) before? [Check here.](#)

For help? [FAQ](#), [Support Note](#)

New User

> If you are not a registered user, [Click here](#)

Step 8. From ZyWall Applicable Service List, you will have a service "Content Filter" available. Click **Activate**.

My Products / Service Activation

Service Management

Product Information

zywall5

Serial Number: S4Z2235605
 Products: ZyWALL 5
 Authentication Code / MAC Address: 00A0C59909D8

Manage Product

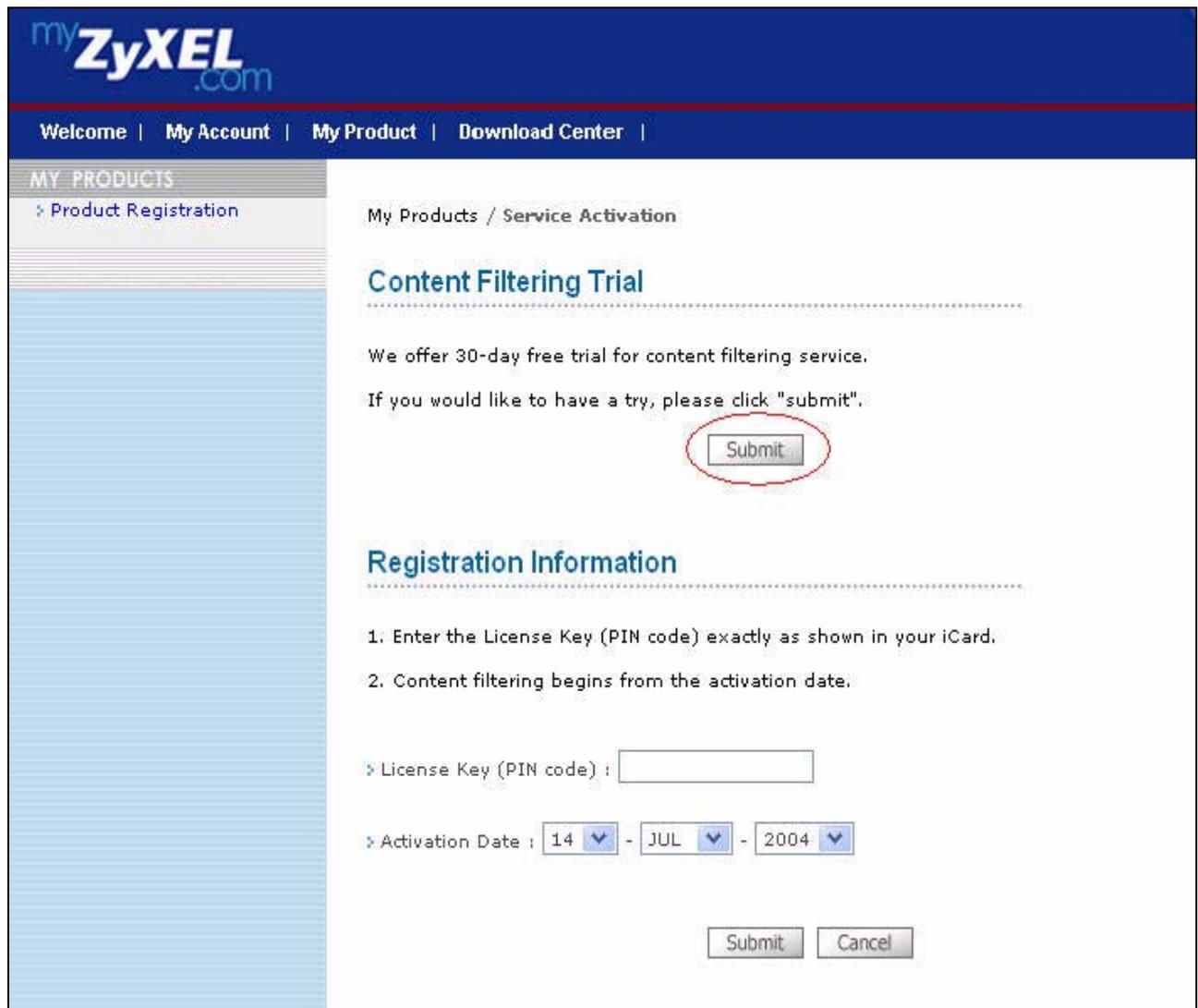
Manage this product's registration by clicking on the appropriate buttons below:

Applicable Service List

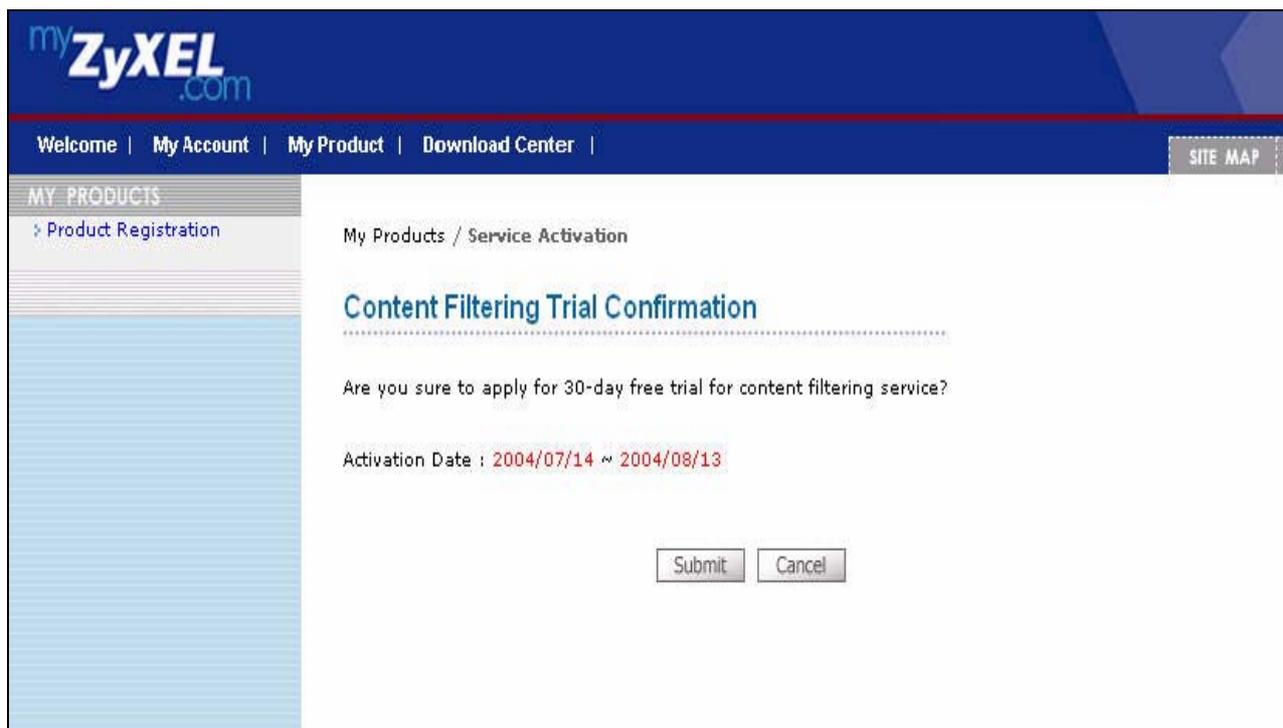
To enable your service(s), please click "Activate" shown below to enter your license key(s).

	Service Name	Service Activation	Status	Expiry Date	Remark
1	Content Filter	Activate	-	-	-

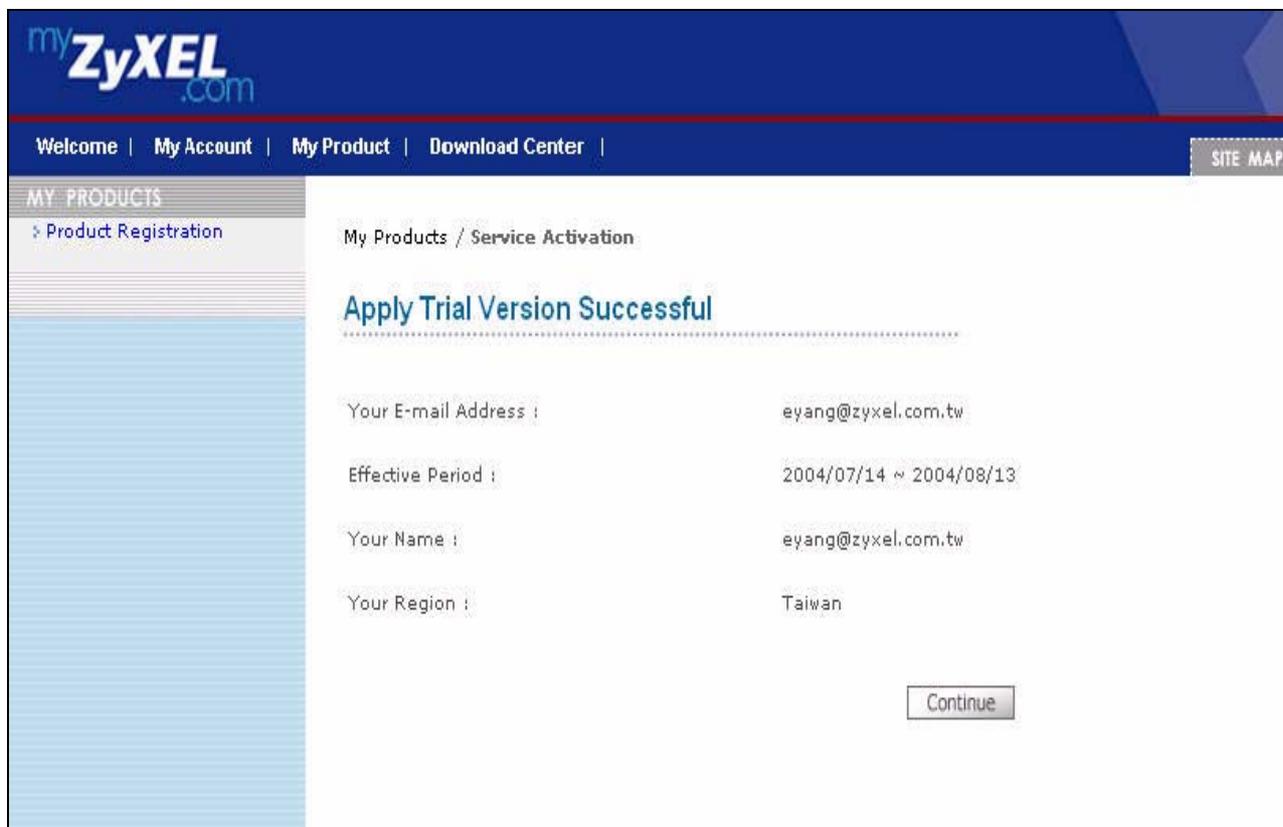
Step 9. Click **Submit** button for trial service.



Step 10. Click **Submit** button.



Step 11. Click **Continue** button.



Step 12. After finish the procedure, the status will become **Installed**.

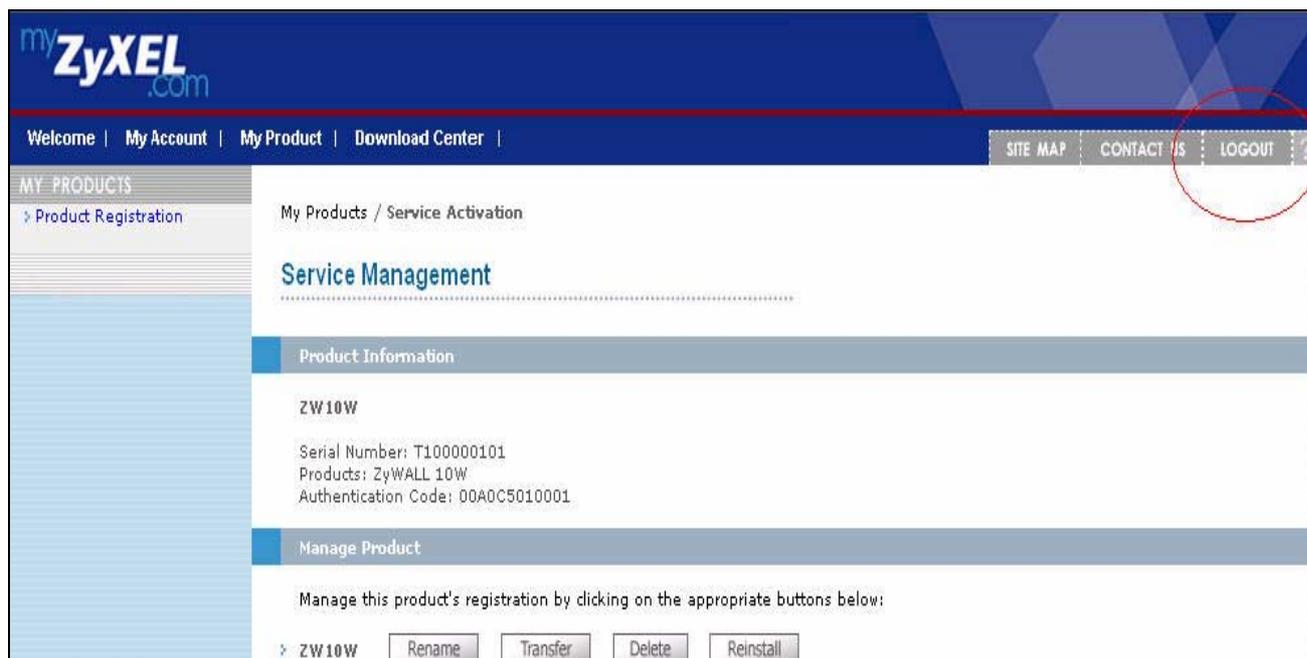
The screenshot shows the 'Service Management' page for a ZyWALL 10W device. The page is divided into several sections:

- Product Information:** Displays the device model (ZW10W), Serial Number (T100000101), Product name (ZyWALL 10W), and Authentication Code (00A0C5010001).
- Manage Product:** Provides instructions to manage registration and includes buttons for 'Rename', 'Transfer', 'Delete', and 'Reinstall' for the ZW10W device.
- Applicable Service List:** Contains a table with columns for Service Name, Service Activation, Status, Expiry Date, and Remark. One service, 'Content Filter', is listed with an 'Upgrade' button, a status of 'Installed', and an expiry date of '2004-08-13'.

Note: To activate or upgrade service, you have to login myZyXEL.com from device
 Otherwise you will get the message.



(1) If you get the message. Please click "Logout" to logout myZyXEL.com.



- (2) Login into **ZyWALL Web Configurator**.
- (3) Select **Content Filter** from the Menu list at left hand side
- (4) Select **Categories** Tab from the Content Filtering content windows on the right hand side
- (5) Click the **Register** button
- (6) Enter the Username/password to login to myZyXEL.com.

Migration for Existing Users to The New System

Step 1. Open an Internet Explorer Browser.

Step 2. Login into **ZyWALL Web Configurator**.

Step 3. Select **Content Filter** from the Menu list at left hand side

Step 4. Select **Categories** Tab from the Content Filtering content windows on the right hand side

Step 5. Click the **Register** button to start the registration

Step 6. After clicking **Register** button, you would be redirected to ZyXEL myZyXEL.com server.

Login /

Welcome to myZyXEL.com

What's myZyXEL.com?

myZyXEL.com provides an easy-to-use service management platform where you can manage all your ZyXEL product registrations and services using your personal account.

Please register your account at myZyXEL.com first.

Log In

Username: > Forgot User Name / Password? [Click here](#)

Password:

Remember Username:

+ Not sure if you ever registered in our system (ZSSW) before? [Check here.](#)

For help? [FAQ](#), [Support Note](#)

New User

> If you are not a registered user, [Click here](#)

During the system migration, please use the following username and password to login into myZyXEL.com.

Username: your email address you registered before

Password: 111111 (default)

For security reason, please change your password once you login to the new system successfully.

After login to myZyXEL.com, you will see the products you registered before.

Registered ZyXEL Products

[Click here](#) to register product

Note:
 Currently, this registration website <http://www.myzyxel.com> supports Vantage CNM 2.0 and ZyXEL products service activation. For other products support, we will announce soon in our next release.

> ZW10W

.....

If you can't see the the products you registered before, please contact the local distributor of ZyXEL.

The screenshot shows the 'Service Management' page for a ZyWALL 10W product. It includes a navigation menu, a sidebar with 'Product Registration', and a main content area with sections for Product Information, Manage Product, and Applicable Service List.

Product Information

ZW10W
 Serial Number: T100000101
 Products: ZyWALL 10W
 Authentication Code: 00A0C5010001

Manage Product

Manage this product's registration by clicking on the appropriate buttons below:

> ZW10W

Applicable Service List

To enable your service(s), please click "Activate" shown below to enter your license key(s).

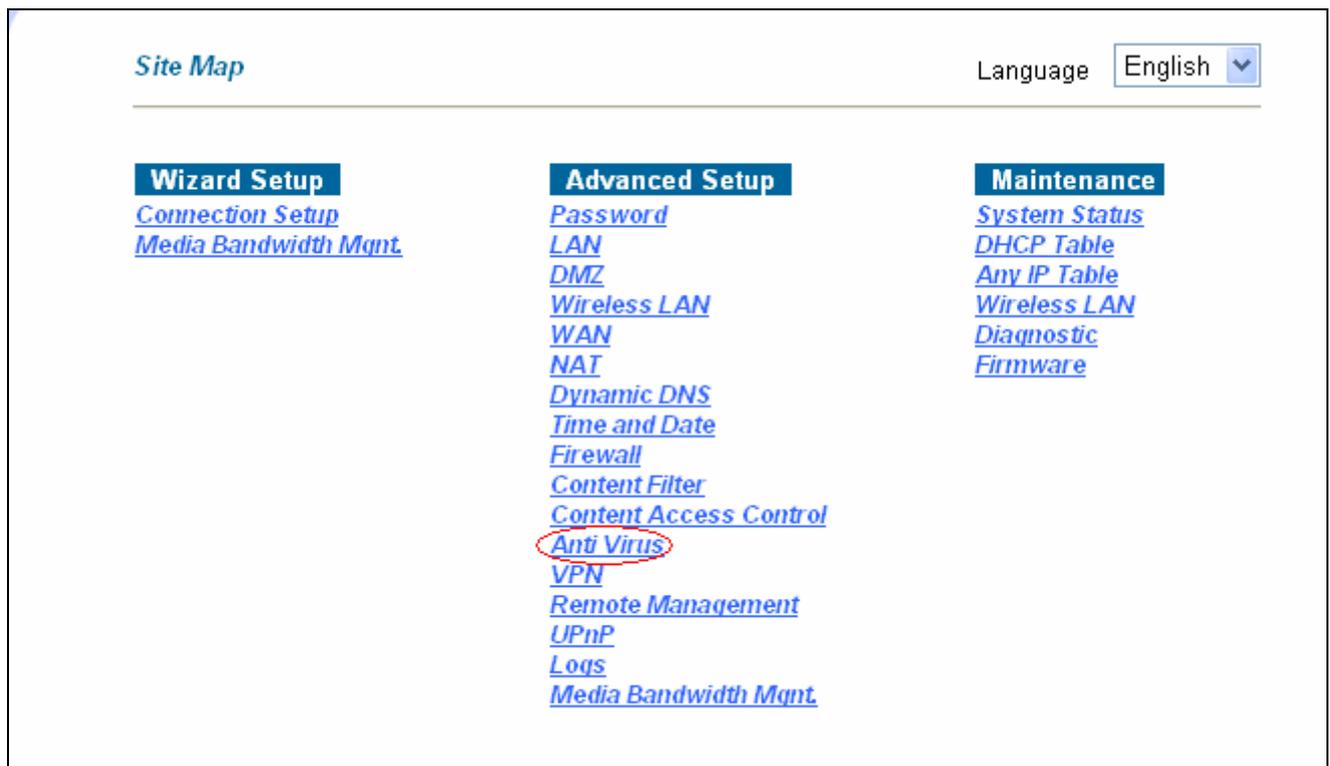
	Service Name	Service Activation	Status	Expiry Date	Remark
1	Content Filter	Upgrade	Installed	2004-08-14	Refresh

Anti-Virus Registration

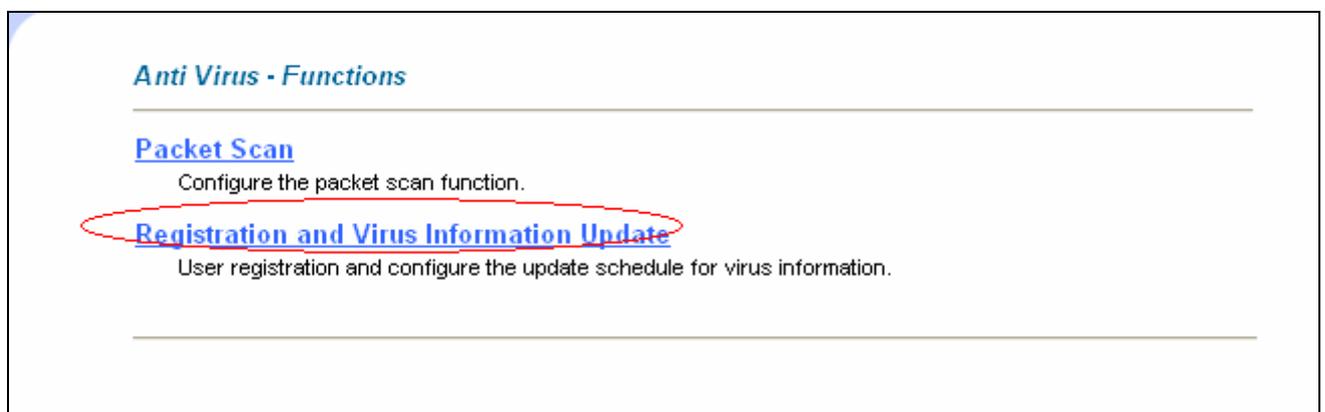
Step 1. Open an Internet Explorer Browser.

Step 2. Login into **Prestige662HW-61 Web Configurator**

Step 3. Select **AntiVirus** from the Advanced Setup menu



Step 4. Select **Registration and Virus Information Update**



Step 5. Click the **Register** button to start the registration

Anti Virus - Registration and Virus Information Update

Registration
Click **Registration** to register for Anti Virus services. You can also view and update your registration status.

Registration

Activation
Click Activation to activate your Anti Virus service

Activation Status: **Not Activated**

Activate

Virus Information Update:
You may update schedule periodically or click **Update Now** to get the latest version.

Update Schedule

Manually Update Virus Information

Note If you click “**Activate**” without activating the anti-virus service from myZyXEL.com first, you will see the following message

Activation Failed !

The Anti Virus service is not activated.

1. Make sure you have successfully registered for the Anti Virus services.
Check that the registration information is correct.
2. Check that the device can connect to the Internet.
3. Try activating the Anti Virus service again later.

[Back](#)

Step 6. Enter the Username/password to login into myZyXEL.com.

Login /

Welcome to myZyXEL.com

What's myZyXEL.com?

myZyXEL.com provides an easy-to-use service management platform where you can manage all your ZyXEL product registrations and services using your personal account.

Please register your account at myZyXEL.com first.

Log In

Username: > Forgot User Name / Password? [Click here](#)

Password:

Remember Username:

+ Not sure if you ever registered in our system (ZSSW) before? [Check here.](#)

For help? [FAQ](#), [Support Note](#)

New User

> If you are not a registered user, [Click here](#)

Step 7. Select “**Click here**” to register your Prestige662HW-61

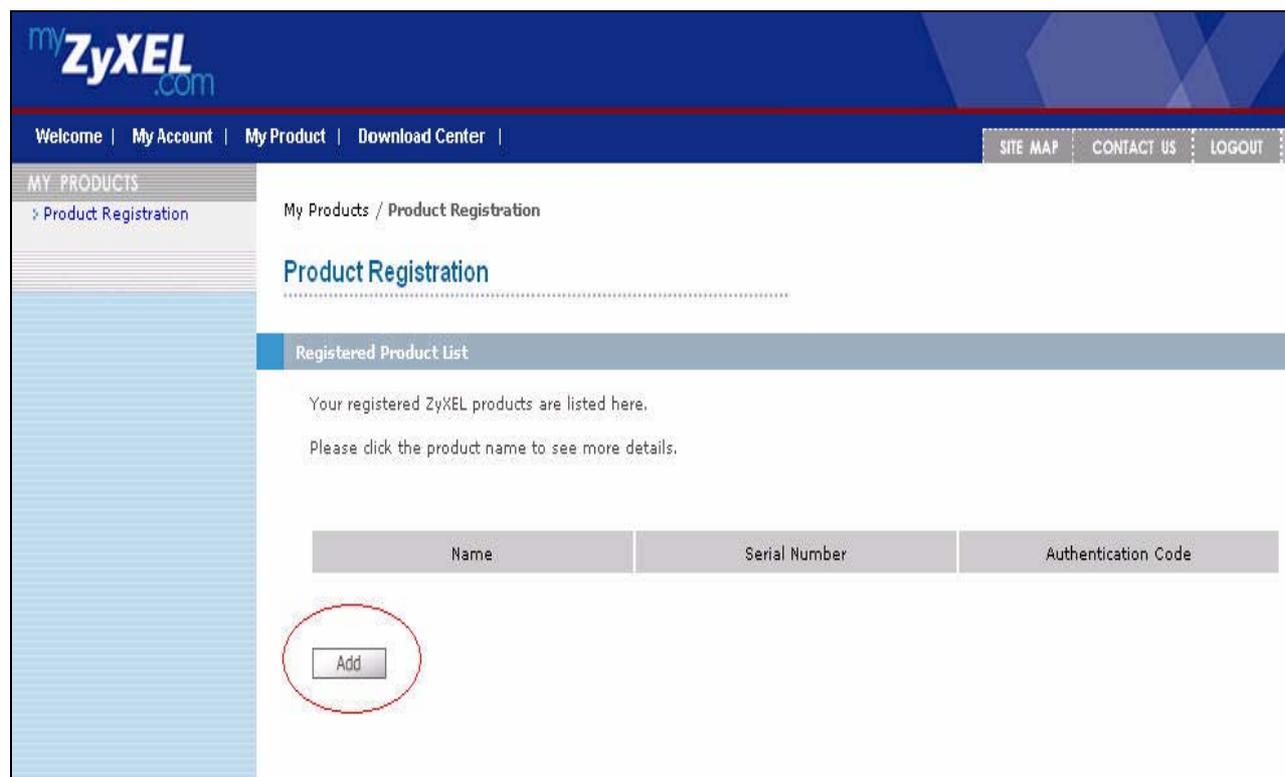
Registered ZyXEL Products

[Click here](#) to register product

Note:
Currently, this registration website <http://www.myzyxel.com> supports Vantage CNM 2.0 and ZyXEL products service activation. For other products support, we will announce soon in our next release.

.....

Step 8. Press **Add** button to add Prestige662HW-61



Step 9. In this step you need to enter **Serial Number**, Select **Category and Model**, **Authentication Code / MAC address**, and a **Friendly Name** for your product. You can find serial number and MAC address at the bottom of your device. Click **Register**.

My Products / Product Registration

Add New Product

Add New Product

To add a new product, please fill in the following fields.
Friendly Name is an alias you give the product to identify it in the product list.

marked by (*) are Required

<p>* Serial Number:</p> <input type="text" value="S4Z0873245"/>	Please enter the 10-digit number of the label on the unit. (Upper Case)
<p>* Category:</p> <input type="text" value="DSL CPE"/>	Please select your correct category.
<p>* Model:</p> <input type="text" value="Prestige 662HW-61"/>	The model number can be found on the belly label of your hardware. Example: ZyWALL 70
<p>* Authentication Code / MAC Address :</p> <input type="text" value="00A0C578DE89"/>	<p>➤ For hardware products, this is the physical MAC address. Help</p> <p>➤ For software products, this is a generated number that is displayed after you install the software. (Upper Case)</p>
<p>* Friendly Name:</p> <input type="text" value="Prestige662"/>	Please give a name easy to remember for you. Up to 30 characters. It may contain letters(a~z), numbers, or underscore character, other character are not allowed.

Step 10. Select a date of purchase and place of purchase. Click **Continue**

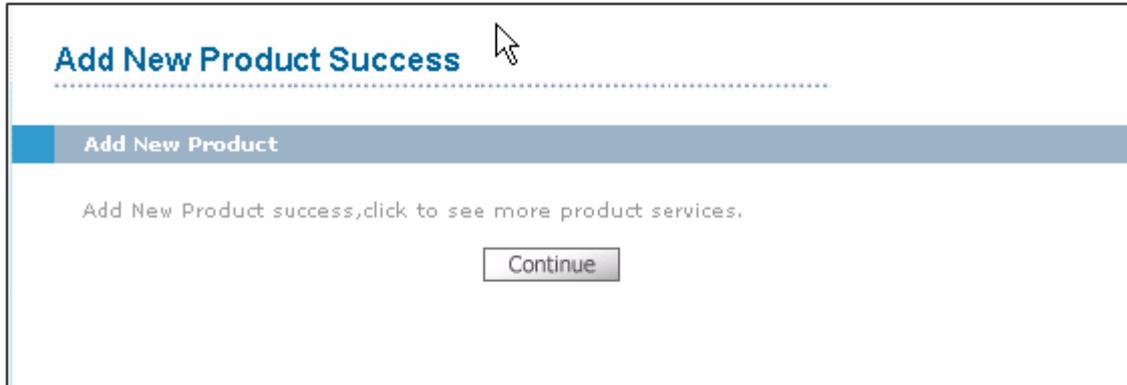
Product Survey

Product Information

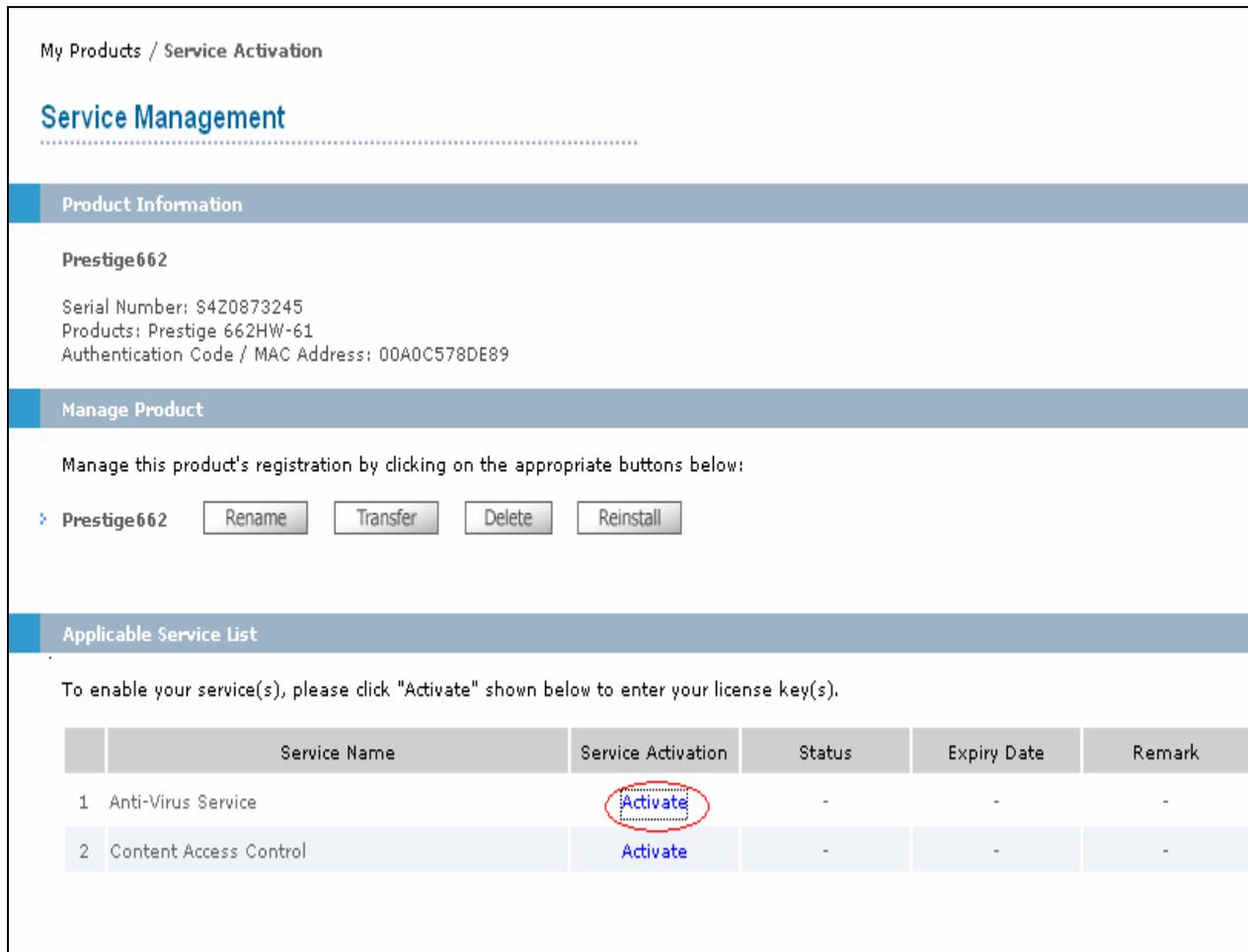
+ Purchase date

+ You purchased this product from

Step 11. You will see a Registration successful page. Click **Continue**



Step 12. From Prestige662 Applicable Service List, you will have a service "Anti-Virus" available. Click **Activate**.



Note (1) If you want to rename the router, click **Rename** button.

My Products / Service Activation

Rename Product

Please enter the new friendly name for the product.

Serial Number: S4Z0873245

Friendly Name:

(up to 30 characters.)

Note (2) If you want to transfer the router to another account, click **Transfer** button.

My Products / Service Activation

Transfer Product

Please specify the Username and E-mail address to which the product is to be transferred. E-mail confirmations will be sent to you and the user to which the product has been transferred.

Serial Number: S4Z0873245

Friendly Name: Prestige662

Username to transfer to:

E-mail Address:

Note (3) If you want to delete the router you registered, click **Delete** button.

My Products / Service Activation

Delete Product

Are you sure you want to delete this product? If yes then click 'Delete' again.?

Serial Number: S4Z0873245

Friendly Name: Prestige662

Note (4) If you got ZyWALL device RMA or SWAP to another ZyWALL device, you can continue the license service via the new device. Click **Reinstall** button. Then enter the LAN MAC address of the new/changed ZyWALL device.

My Products / Service Activation

Product Re-install

Warning: Please make sure you are going to reinstall your product, which will replace your original Authentication Code / MAC Address with another new one. The system will send the latest Activation Key and Service Set Key to your e-mail account which you have registered on myZyXEL.com. Note that the system can only accept reinstall request for 2 times.

Serial Number: S4Z0873245

New Authentication Code / MAC Address:

Step 13. Enter the license key you get from iCard. Then press **Submit** button.

My Products / Service Activation

Activate Service

Please Enter the Licence Key:

For hardware products, please enter the PIN exactly as shown in your iCard.
For software products, please enter "Device License Key".

> Licence Key:

Step 14. After clicking **Submit** button, you will get both Activation Key and Service Set Key.

Step 15. Login into **Prestige662HW-61 Web Configurator** again and select **AntiVirus** from the Advanced Setup menu

Step 16. Click **Activate**, then you can start using Anti-Virus service

Anti Virus - Registration and Virus Information Update

Registration

Click **Registration** to register for Anti Virus services. You can also view and update your registration status.

Activation

Click Activation to activate your Anti Virus service

Activation Status: **Not Activated**

Virus Information Update:

You may update schedule periodically or click **Update Now** to get the latest version.

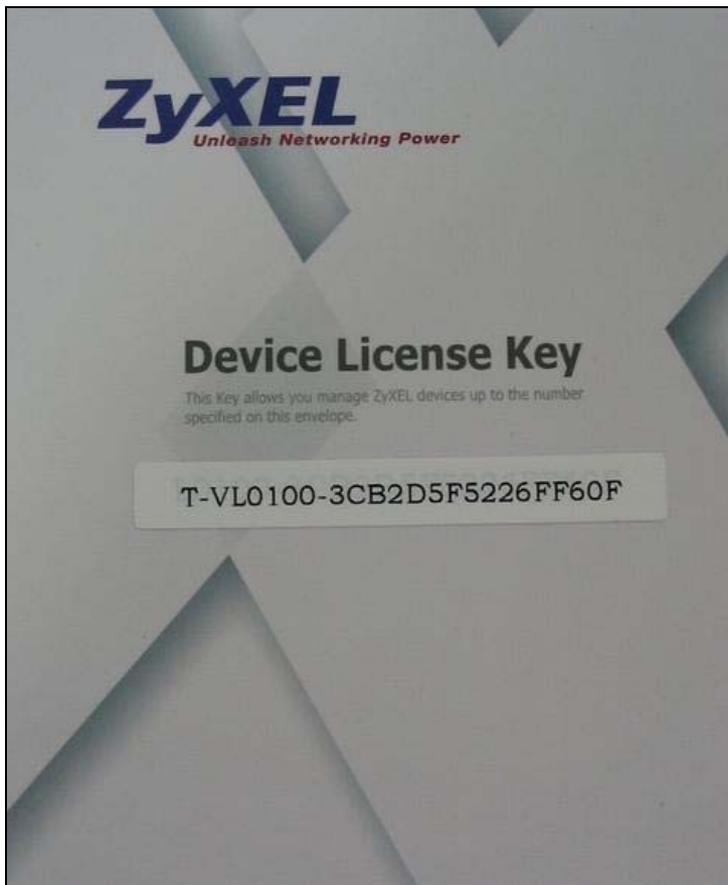
Update Schedule ▾

Manually Update Virus Information

ZyWALL IDP Registration

ZyWALL IDP comes with a “pre-defined” policy set which requires subscription and can be update at regular bases. Having an up-to-date policy set is essential as new attack types evolve.

Step 1. A **Device License Key** card is included in ZyWALL IDP package for one year free subscription.



Step 2. Go to ZyXEL Communications online services center. <http://www.myZyXEL.com>. In case you haven't got an account on myZyXEL.com, you need to get a new account. Please follow the instruction on the first section. It describes step by step on how to create a new account on myzyxel.com. If you get into trouble in this step, please contact ZyXEL support.

Login /

Welcome to myZyXEL.com

What's myZyXEL.com?

myZyXEL.com provides an easy-to-use service management platform where you can manage all your ZyXEL product registrations and services using your personal account.

Please register your account at myZyXEL.com first.

Log In

Username: > Forgot User Name / Password? [Click here](#)

Password:

Remember Username:

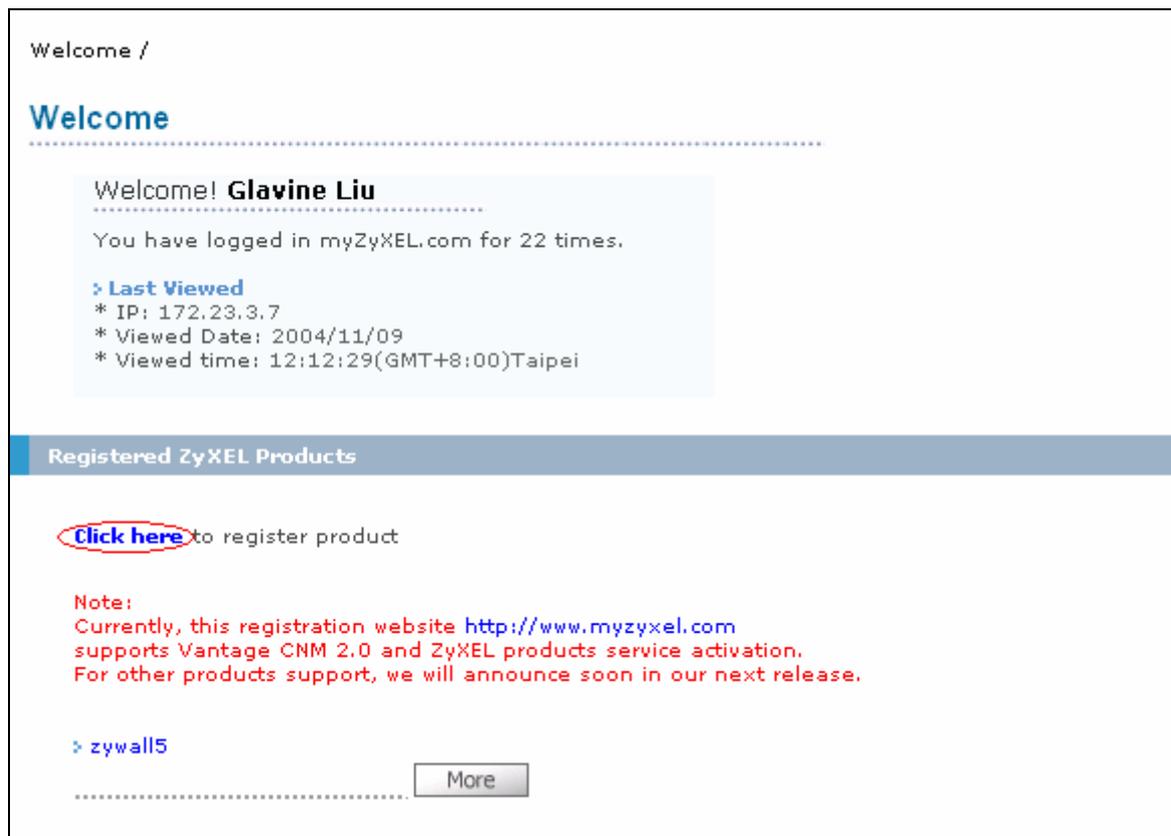
+ Not sure if you ever registered in our system (ZSSW) before? [Check here.](#)

For help? [FAQ](#), [Support Note](#)

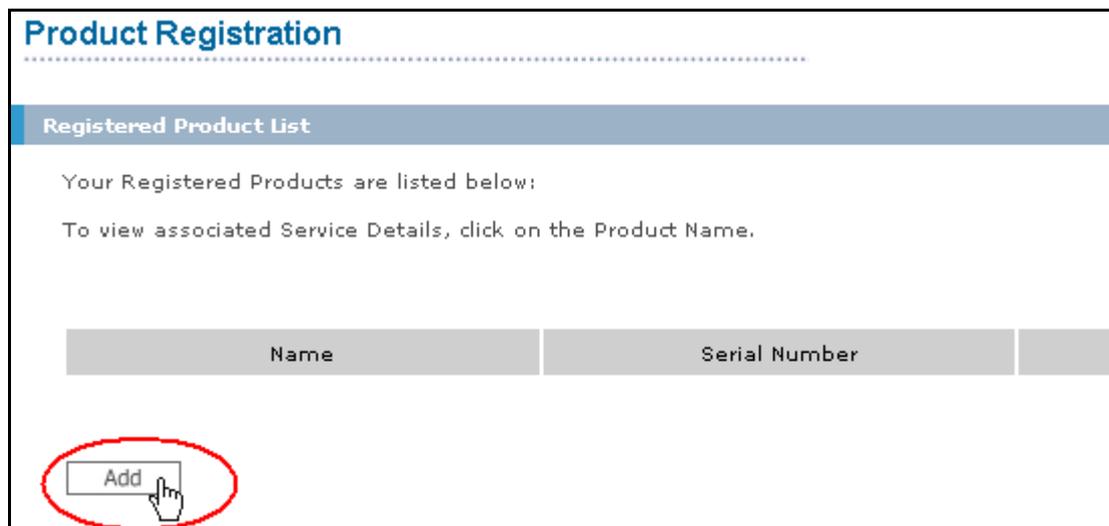
New User

> If you are not a registered user, [Click here](#) Get an account

Step 3. Login myZyXEL with the account you get in Step 2. And register ZyWALL IDP



Step 4. Press **add** button to add the **ZyWALL IDP** you have.



Step 5. In this step you need to enter **Serial Number**, Select **Category and Model**, **Authentication Code / MAC address**, and a **Friendly Name** for your product. You can find serial number and MAC address at the bottom of your device. Click **Register**.

My Products / Product Registration

Add New Product

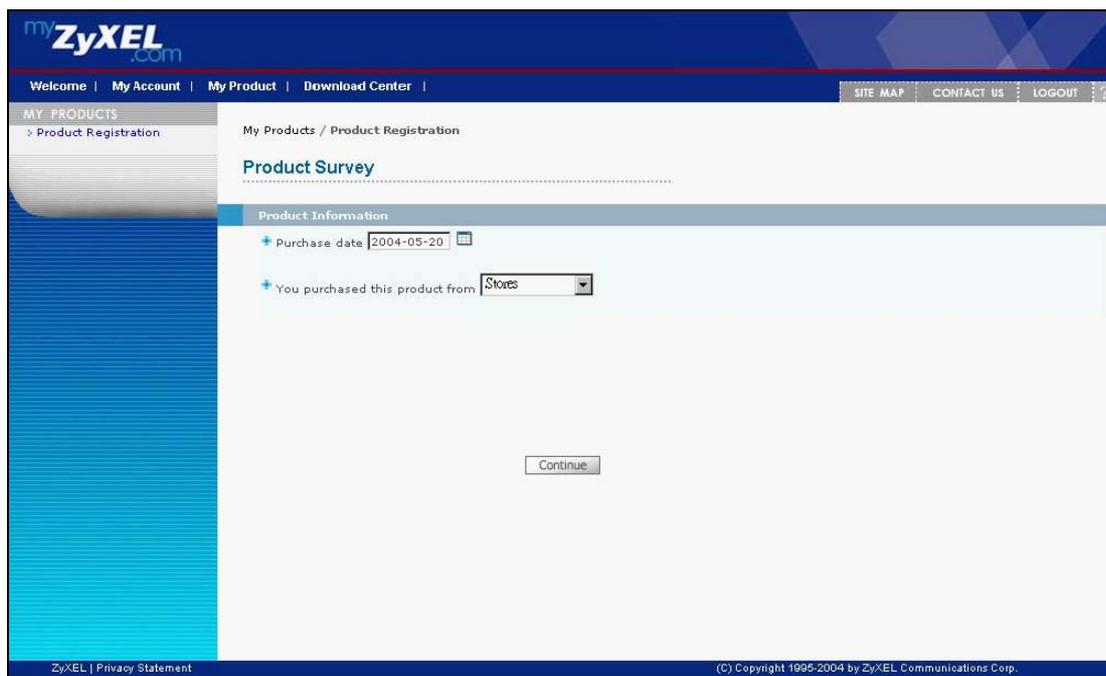
Add New Product

To add a new product, please fill in the following fields.
Friendly Name is an alias you give the product to identify it in the product list.

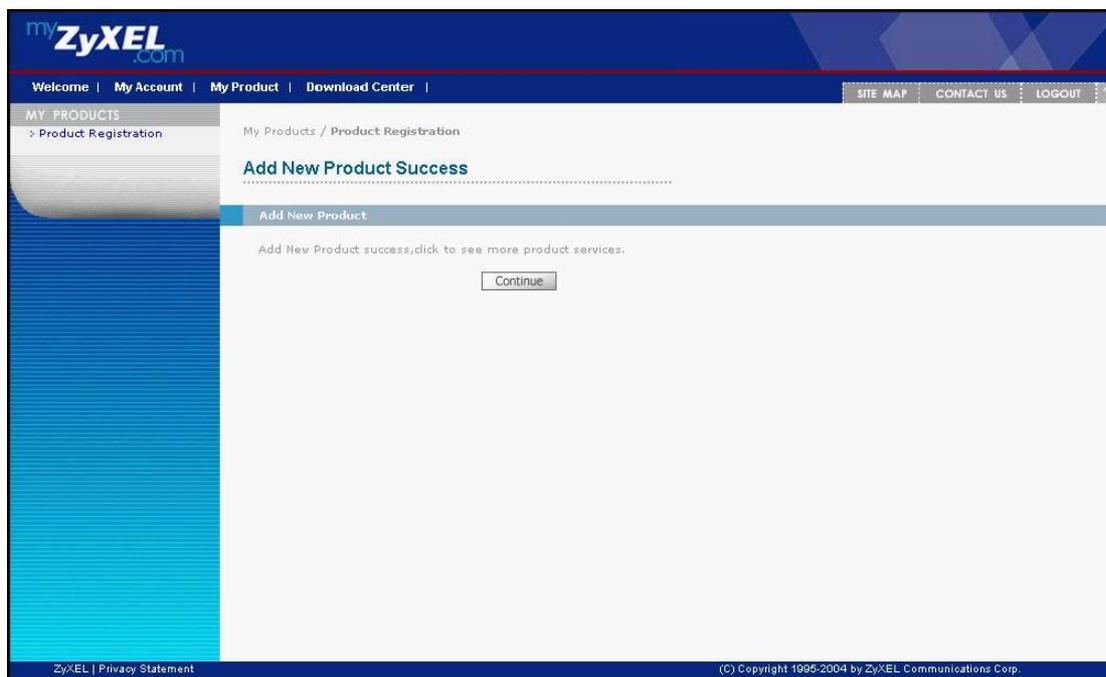
marked by (*) are Required

<p>* Serial Number:</p> <input type="text" value="S4G1600005"/>	Please enter the 10-digit number of the label on the unit. (Upper Case)
<p>* Category:</p> <input type="text" value="Internet Security Appliance"/>	Please select your correct category.
<p>* Model:</p> <input type="text" value="ZyWALL IDP 10"/>	The model number can be found on the belly label of your hardware. Example: ZyWALL 70
<p>* Authentication Code / MAC Address :</p> <input type="text" value="00A)C5B7AF4A"/>	<p>» For hardware products, this is the physical MAC address. Help</p> <p>» For software products, this is a generated number that is displayed after you install the software. (Upper Case)</p>
<p>* Friendly Name:</p> <input type="text" value="IDP"/>	Please give a name easy to remember for you. Up to 30 characters. It may contain letters(a-z), numbers, or underscore character, other character are not allowed.

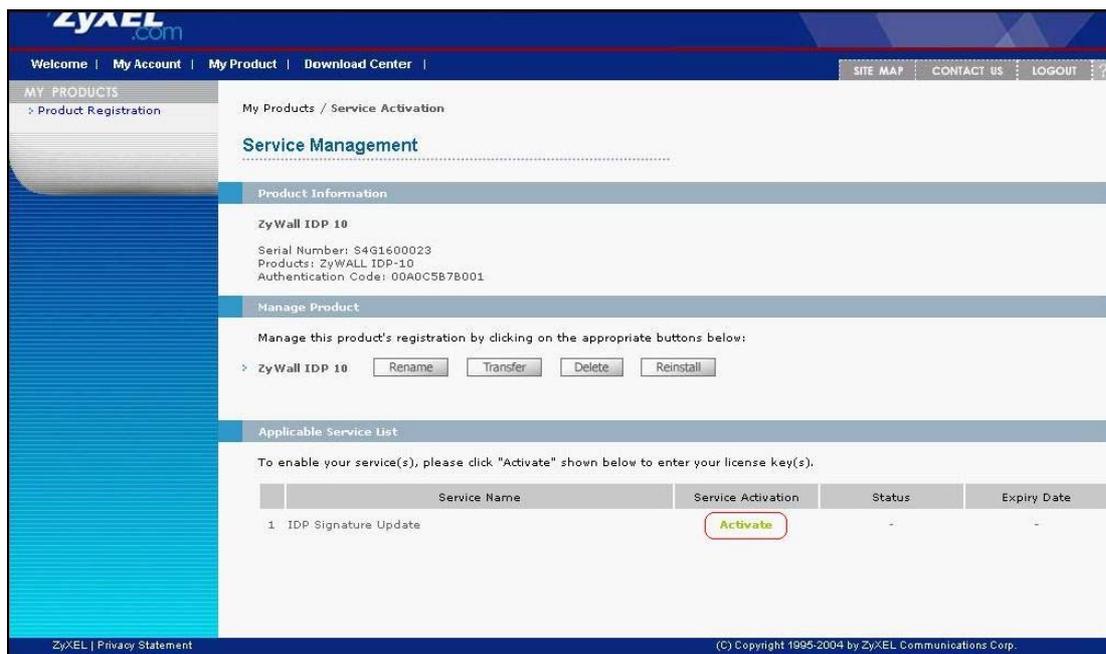
Step 6. Input the date you purchase the product, and the purpose of the buying.



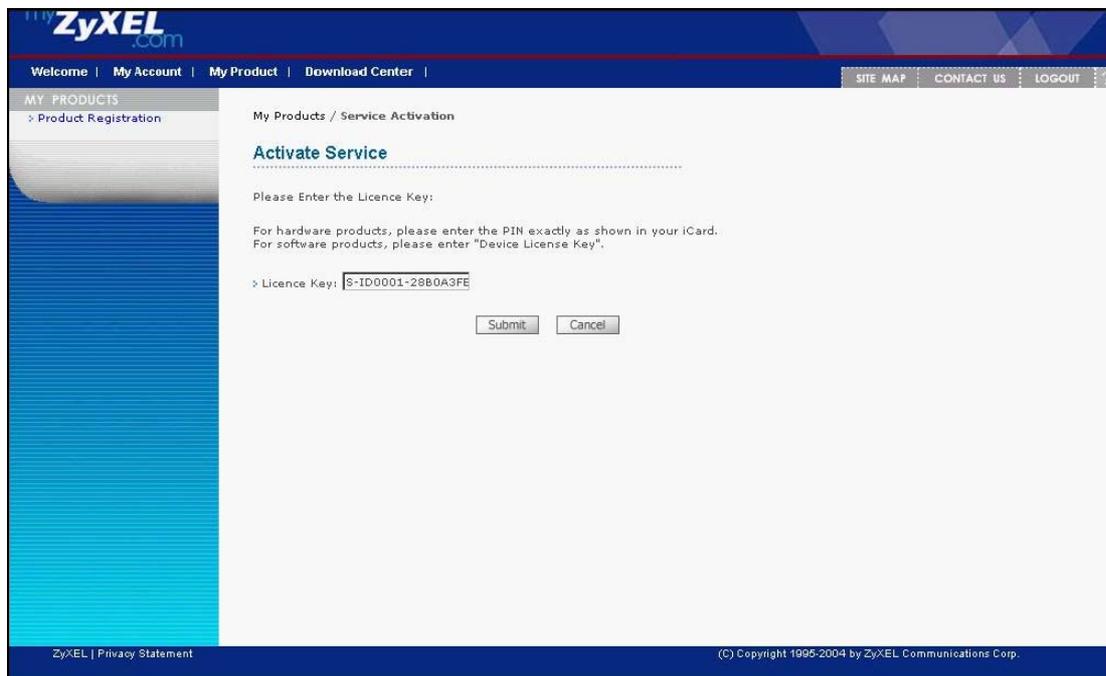
Step 7. You would get a successful message. Then press **Continue** button.



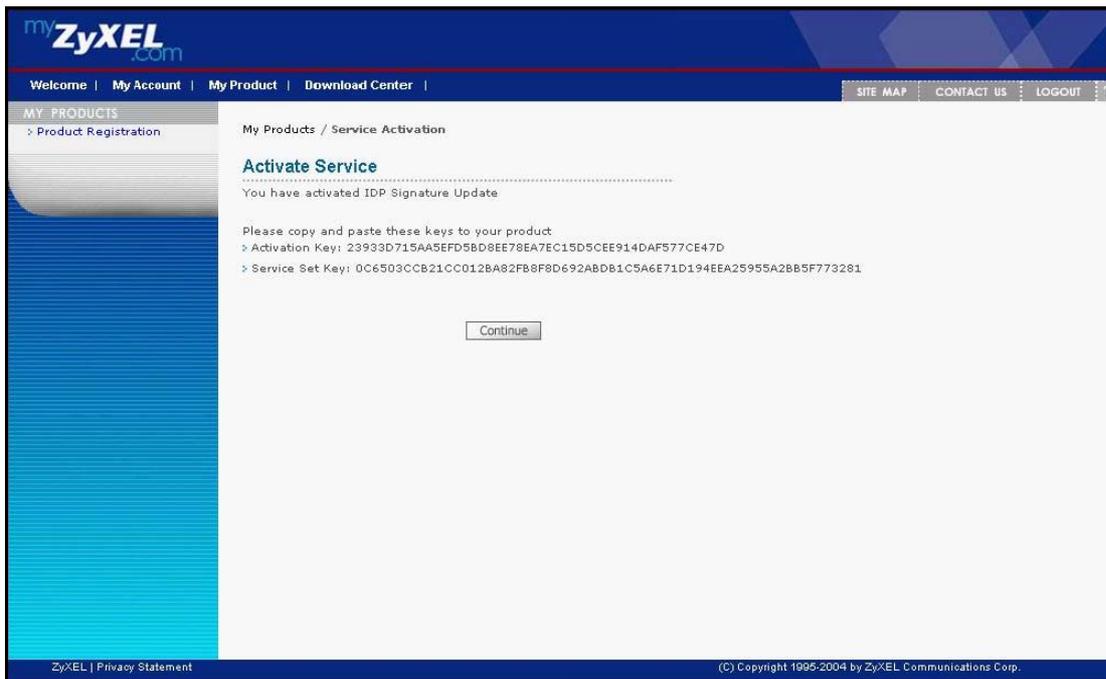
Step 8. From ZyWALL IDP's Applicable Service List, you will have a service "IDP Signature Update" available. Click **Activate**.



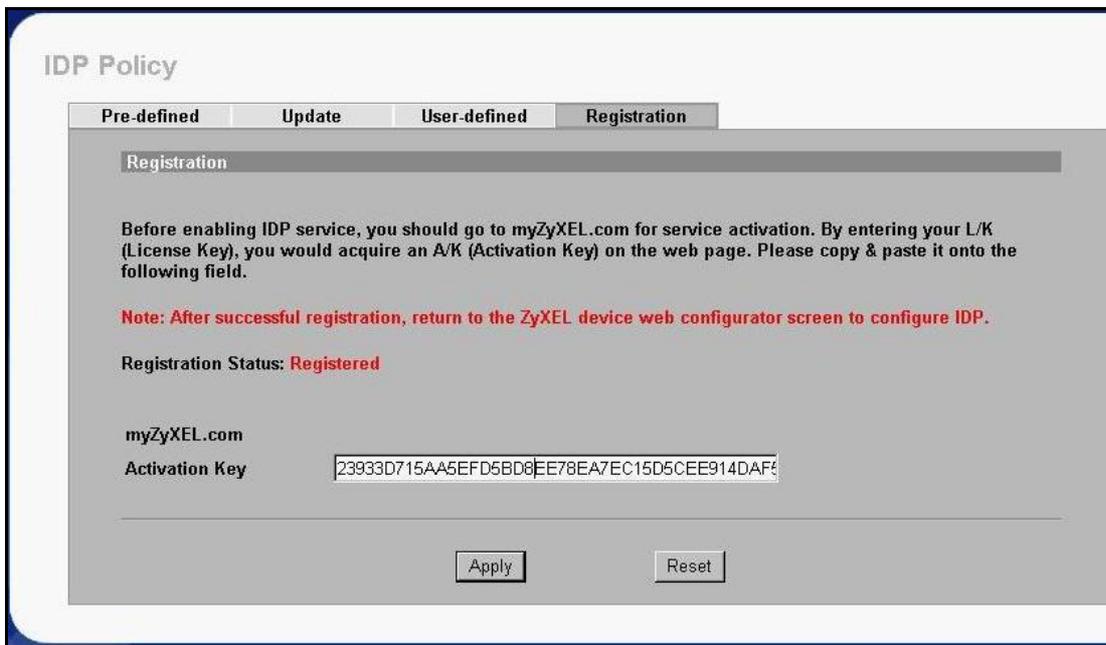
Step 9. Enter the license key you get from “**Device License Key**” card. Then press **Submit** button.



Step 10. After clicking **Submit** button, you will get an “**Activation Key**” and “**Service Set Key**”. An email with these keys will be send to your email address as well.



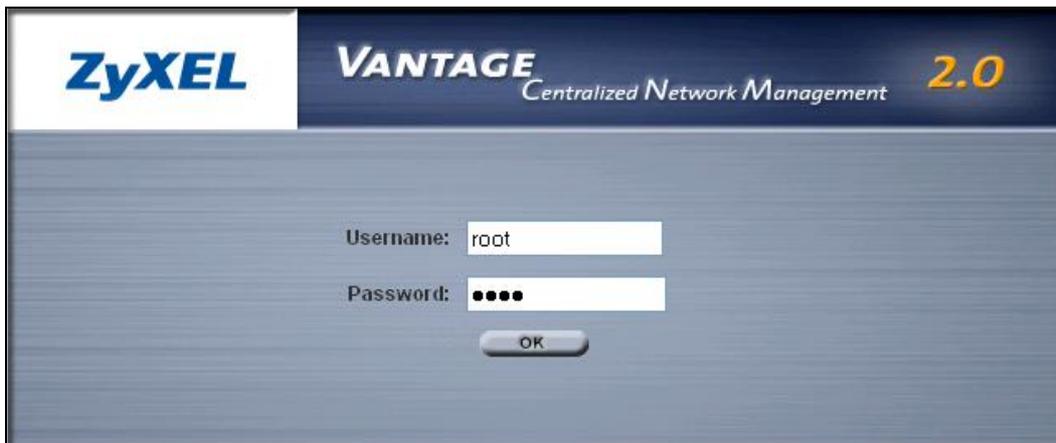
Step 11. You can copy & paste “Activation Key” to ZyWALL IDP’s Registration page.



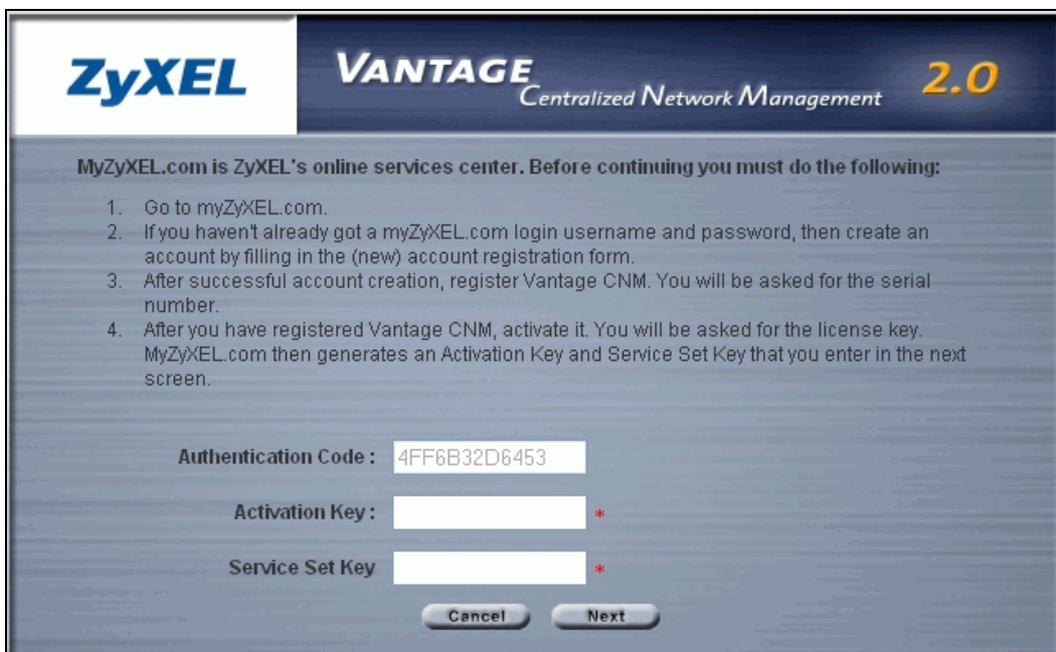
Vantage Registration

When login Vantage server for the first time, you need to get **Activation Key** and **Service Set Key** from myZyXEL.com server for registration purpose.

Step 1. To login Vantage, please issue <http://<Vantage Server's IP>> from WEB browser. The default users name and password are root/root.



Step 2. Keep the Authentication Code for later registration



MyZyXEL.com is ZyXEL's online services center. Before continuing you must do the following:

1. Go to myZyXEL.com.
2. If you haven't already got a myZyXEL.com login username and password, then create an account by filling in the (new) account registration form.
3. After successful account creation, register Vantage CNM. You will be asked for the serial number.
4. After you have registered Vantage CNM, activate it. You will be asked for the license key. MyZyXEL.com then generates an Activation Key and Service Set Key that you enter in the next screen.

Authentication Code : 4FF6B32D6453

Activation Key : *

Service Set Key *

Cancel Next

Step 3. In case you haven't got an account on myZyXEL.com, you need to get a new account.

Please follow the instruction on the first section. It describes step by step on how to create a new account on myzyxel.com. If you get into trouble in this step, please contact ZyXEL

support.

Login /

Welcome to myZyXEL.com

What's myZyXEL.com?

myZyXEL.com provides an easy-to-use service management platform where you can manage all your ZyXEL product registrations and services using your personal account.

Please register your account at myZyXEL.com first.

Log In

Username: > Forgot User Name / Password? [Click here](#)

Password:

Remember Username:

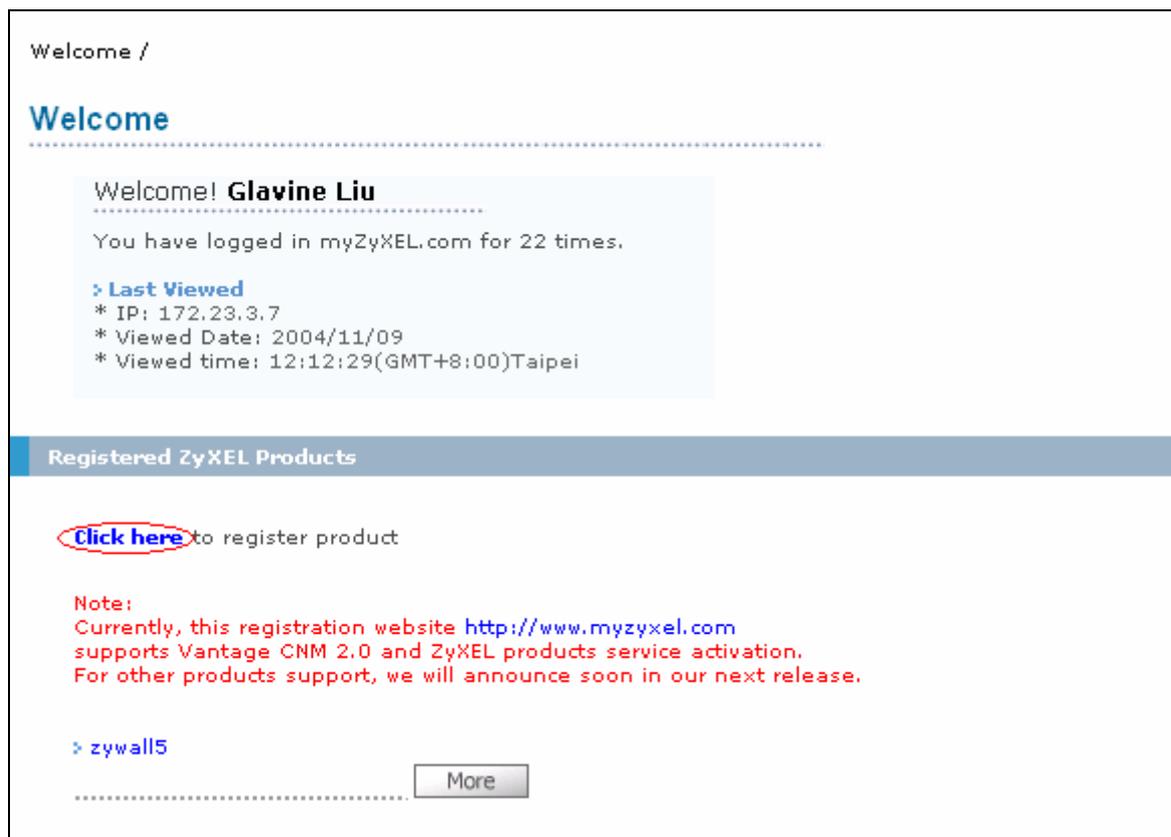
+ Not sure if you ever registered in our system (ZSSW) before? [Check here.](#)

For help? [FAQ](#), [Support Note](#)

New User

> If you are not a registered user, [Click here](#) Get an account

Step 4. Login myZyXEL with the account you get in Step 3. And register Vantage CNM as a product.



Step 5. Press **add** button to add the Vantage CNM you have.



Step 6. In this step you need to enter **Serial Number**, Select **Category and Model**, **Authentication Code / MAC address**, and a **Friendly Name** for your product. You can find serial number and MAC address at the bottom of your device. Click **Register**.

My Products / Product Registration

Add New Product

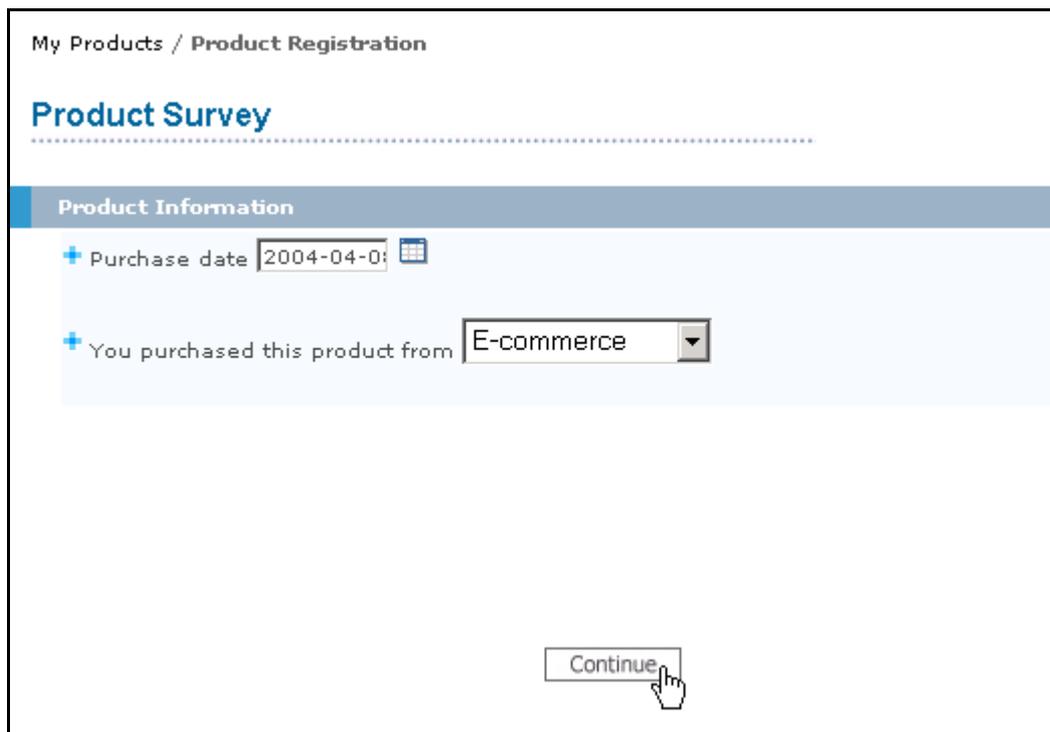
Add New Product

To add a new product, please fill in the following fields.
Friendly Name is an alias you give the product to identify it in the product list.

marked by (*) are Required

* Serial Number:	Please enter the 10-digit number of the label on the unit. (Upper Case)
<input type="text" value="S0Z4320830"/>	
* Category:	Please select your correct category.
<input type="text" value="Network Management"/>	
* Model:	The model number can be found on the belly label of your hardware. Example: ZyWALL 70
<input type="text" value="Vantage CNM"/>	
* Authentication Code / MAC Address :	➤ For hardware products, this is the physical MAC address. Help ➤ For software products, this is a generated number that is displayed after you install the software. (Upper Case)
<input type="text" value="4FF6B32D6453"/>	
* Friendly Name:	Please give a name easy to remember for you. Up to 30 characters. It may contain letters(a~z), numbers, or underscore character, other character are not allowed.
<input type="text" value="vantage cnm"/>	

Step 7. Input the date you purchase the product, and the purpose of the buying.



My Products / Product Registration

Product Survey

Product Information

+ Purchase date 

+ You purchased this product from 

Step 8. You would get a successful message. Then press **Continue** button.

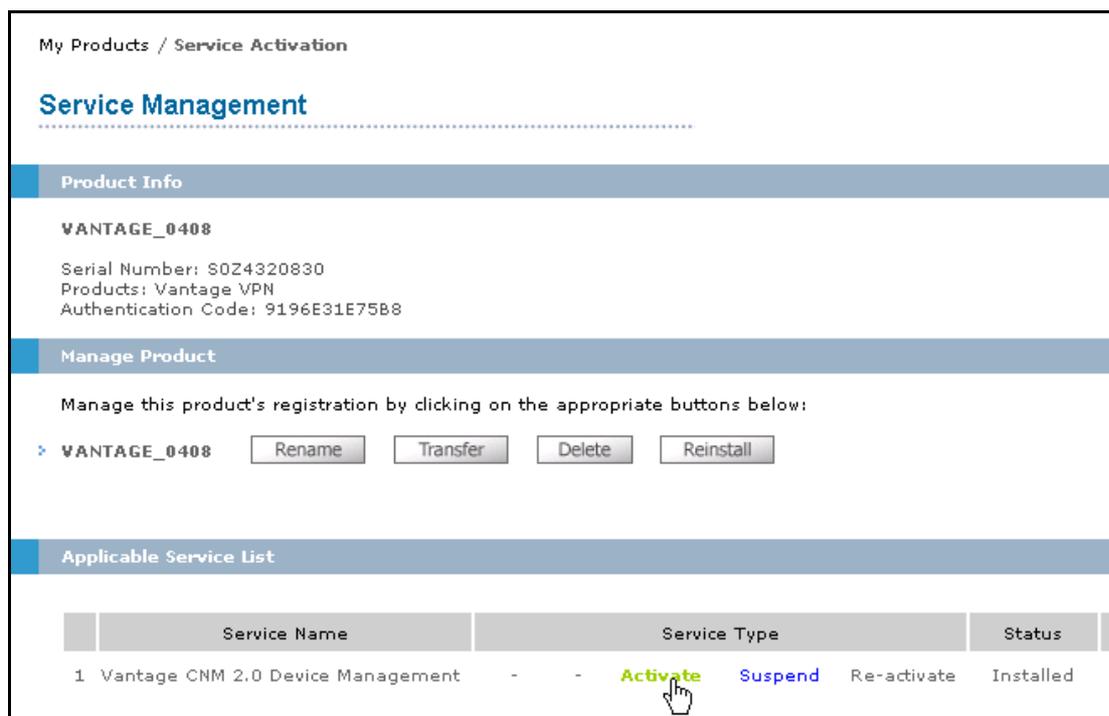


Add New Product Success

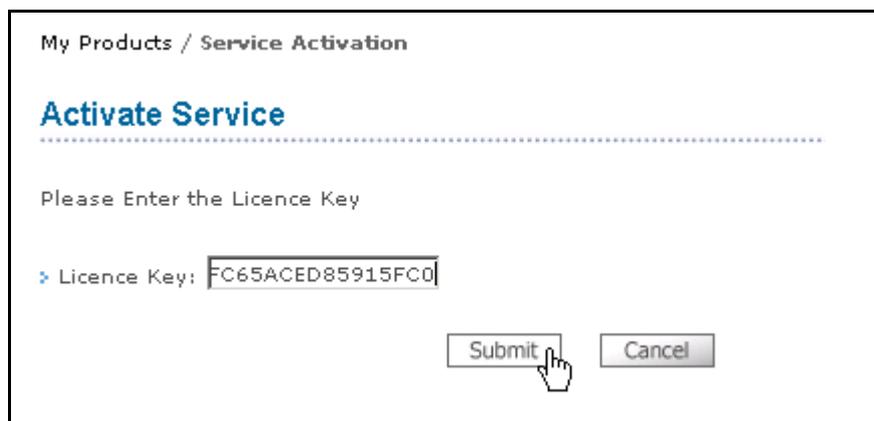
Add New Product

Add New Product success,click to see more product services.

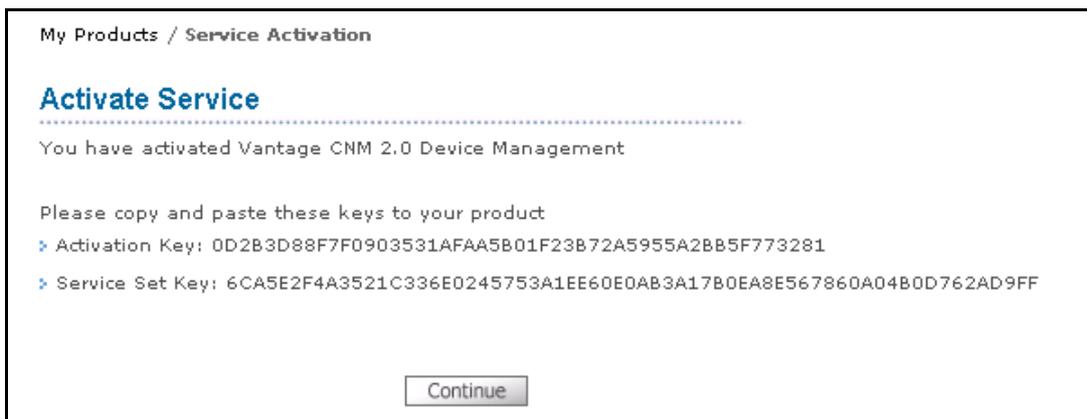
Step 9. From the Applicable Service List, you will have a service of "Vantage CNM 2.0 Device Management" available. Click **Activate**.



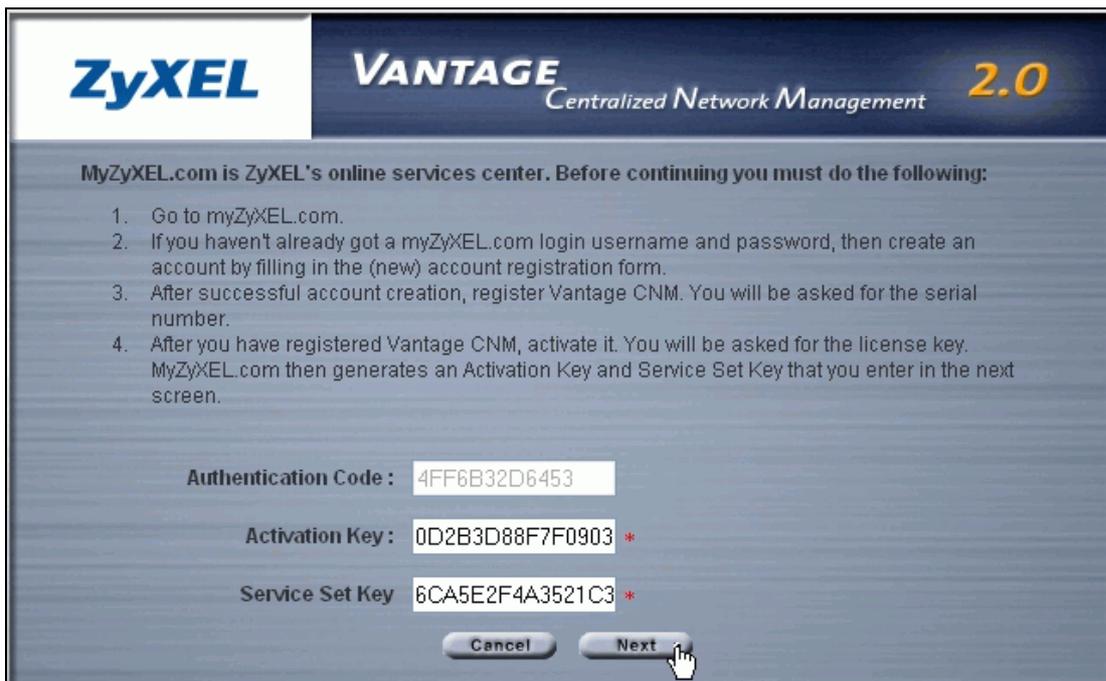
Step 10. Enter the license key you get from iCard. Then press **Submit** button. Please note that Vantage has different License types to manage 10, 25, and 50, to 100 devices. For most updated information, please check ZyXEL web site.



Step 11. After clicking **Submit** button, you will get both Activation Key and Service Set Key. You can copy & paste them to Vantage's login page.



Step 12. Copy & Paste the **Activation Key** and **Service Set Key** to Vantage. Then press **Next**. If the Activation Key & Service Set Key is correct, then you should be able to login to Vantage. **Step 12.**



FAQ

What should I do if I am a new user?

Ans: Please login device web configurator first. Click "Register" button under *Content Filter* page and it automatically redirects you to registration website (<http://www.myzyxel.com>) to start registration. Read the pop-up windows thoroughly. If you encounter problem, you can open the *Support Notes* under *Download Center* menu for step-by-step instruction.

What should I do if I have registered content filtering service before?

Ans:

1 Since 30-June-2004, ZyXEL has migrated your registered information to current <http://www.myzyxel.com>. You must receive a notice email from myzyxel-admin@zyxel.com.tw via your registered email address.

2 To check your information on <http://www.myzyxel.com>, please login device web configurator first. Click "Register" button under *Content Filter* page and it automatically redirects you to <http://www.myzyxel.com> to start registration. Read the pop-up windows thoroughly. If you encounter problem, you can open the *Support Notes* under *Download Center* menu for step-by-step instruction. However, please use your registered email address as login account and default password (111111). For security concern, changing into new password is strongly recommended.

3 You can see your registered product information after login; you can see your registered service information after clicking indicated product

How should I do if I forgot my username or password?

Ans: As long as you keep the registered email address, you can click "*Forgot Password?*" for instruction on login page of <http://www.myzyxel.com>.

How should I do if I forgot my registered email?

Ans: Please contact with myzyxel-admin@zyxel.com.tw.

What is the possible reason why you cannot activate the service license?

Ans:

1 Wrongly key in license key, please check it again;

2 Mismatched iCard type with specified ZyWALL model, e.g. ZyWALL 70 only can accept *iCard Gold*; *iCard Silver* would fail in registration.

3 It may time out on either the device web configurator or <http://www.myzyxel.com>. Please retry it starting from device web configurator.

Can I upgrade my iCard type from Silver to Gold or Platinum with the same ZyWALL device?

Ans: No, ZyXEL doesn't provide such upgrade service.

If I got ZyWALL device RMA or SWAP to another ZyWALL device, how can I continue the license service via the new device?

Ans: Go to "*Service Management*" page on <http://www.myzyxel.com>, and click "*Reinstall*" button. And then enter the LAN MAC address of the new/changed ZyWALL device.

If I restore to factory default of my ZyWALL device, how can I get my service license continued?

Ans: Go to "Service Management" page on <http://www.myzyxel.com>, and click "Refresh" link under "Remark" field of "Applicable Service List" table. It will automatically finish the refresh.

How can I view Cerberian content filtering report?

Ans: Click "Content Filter" link of "Applicable Service List"; it redirects to Cerberian Report page. After entering your LAN MAC address (lower case) as Name and Password (same as configured on <http://www.myzyxel.com>), you will get access to your owned report.

How should I do if I forgot my activation key or service set key (only for Vantage CNM registration)?

Ans: Please contact with myzyxel-admin@zyxel.com.tw and send us your login account and Vantage CNM product serial number.

If I reinstall Vantage CNM server once the previous server was crashed, how can I get back my registered license?

Ans: After reinstalling Vantage CNM server, a new Authentication Code will be available. And then click "Reinstall" button on "Service Management" page of <http://www.myzyxel.com>. After entering the new Authentication Code to replace the original one, the flow is completed. Please be noted that you are allowed to do reinstall up to 2 times.