Q & A

Q1.   What is the function of the licensev2.exe file?

Successful download and execution of the licensev2.exe file in your program computer will link your MYOB progam file to the new secure myob license server.

Q2.   What is company file activation?

Company file activation is an easy periodic online confirmation process to verify the MYOB software used is indeed genuine. This process is prompted by the software program currently active and in use, to authenticate the program license details (i.e. Serial number) while a code is forwarded to you to complete the activation process.

Q3.   How often does the MYOB software prompt for file activation?

Activation is only ONCE for any new company file you create. After the first time, your MYOB software will be prompted to periodically "confirm" the files.

The recurring process between 30 days to 12 months to confirm the files are the same as first time activation.

Q4.   Is there a change to the existing activation process?

There is no change to the process on how you confirm active MYOB company files. You may choose to activate your company file online or by calling the hotline number reflected in your product. In both cases the activation process takes less than two minute.

Q.5   How often must I download and execute this licensev2.exe?

The good news is that you are only required to download this licensev2.exe ONCE (1) into your original MYOB program folder.

If you are operating using a terminal server to host your MYOB program files for remote access, then the licensev2.exe file must be downloaded and executed in your terminal server.

However, if you are moving your MYOB program file to a new computer (PC) then you will have to download the licencev2.exe file onto the new location.

Q.6   What happens once I have downloaded and executed the licensev2.exe file?

Nothing happens UNTIL your next confirmation due date.

When your MYOB software prompts for the next file reconfirmation the licensev2.exe (that you have successfully executed) will direct this process via the new enhance security server. All subsequent reconfirmation or any new file activation will happen automatically via the new server as well.

Q.7   What happens if I do not download and execute the licensev2.exe?

Nothing happens UNTIL your next confirmation due date. When your MYOB software prompts for reconfirmation, and if your licensev2.exe file is not downloaded and executed yet, then your data file will become "read-only" (inactive).

Q.8   Can I still proceed to do activation or reconfirmation of my MYOB software without downloading the licensev2.exe /licensepay.exe?

Beginning 6th of February 2017 if the licensev2.exe file is not downloaded to your MYOB program folder in your computer and when your myob files are due for confirmation then you may still perform manual company file activation or reconfirmation off-line by calling the hotline number provided on your software.

However going forward if you wish to ensure your MYOB company files are protected while enabling automatic recurring online confirmation of company files, you are advised to download and execute the licensev2.exe file.

Q.9   If I have multiple versions and multiple copies, how many times do we need to download the licensev2.exe file?

For all MYOB Premier and MYOB Accounting software if you have more than one version installed in your computer, you must ensure the licensev2.exe file is downloaded and executed in each program folder successfully

Q.10   How can I get help on this matter?

- A step-by-step video guide on how to download and execute the licensev2.exe file on-line is provide
- Ring the toll free number listed on your MYOB product to perform file activation manually and just follow the voice instructions

    OR

- Please ring the abss hotline number in Malaysia at + 6 0 3 7989 0599 (during office hours) to speak to our customer service personnel for help.

Q.11   What happens if you upgrade your computer/ change computer?

When you transfer your MYOB program file to the new computer, no worries as the licensev2.exe file can be downloaded again.

For Client Versions/ computers with Windows 8, 8.1 and 10

Q.12   What should I do if/when I encounter the following message on my computer?

Please select "*Download and install this feature*" in order to proceed. Once NET   3.5 framework is turned on, user will be able to execute the licencesev2.exe file successfully.