

RBC How To

From ordering non chargeable products to upgrading

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I need to...

- Download a Rocket MultiValue product
 - ✓ Please note except for U2 Clients, U2 Toolkit for .NET and U2 DB Tools, you must order your product in RBC first.
- <u>Upgrade my Rocket MultiValue product</u>
 - ✓ Please have your serial number handy.
 - ✓ Please note except for U2 Clients, U2 Toolkit for .NET and U2 DB Tools, you must order your product in RBC first.
- Activate a license
 - Order your product (even non chargeable products) in RBC PRIOR to installing or upgrading your MV product. You will not be able to authorize your product until after RBC has been updated (i.e. user, version, or operating system change).
 - ✓ If you need media, use the link on your RBC Transaction License Details email or your Gold Master library. You can't download Media in RBC without the link.
 - ✓ You will receive an RBC License Details email with the information required for the authorization process.
 - Install your product and generate a configuration code (does not apply to all MV products). If you need assistance, contact Rocket Support: <u>https://my.rocketsoftware.com/RocketCommunity/RCLogin</u>, <u>support@rocketsoftware.com</u>, or 1-855-577-4323
 - ✓ Authorize the product using the <u>Authorize products option</u> on the Rocket Business Connect web site
- <u>Add users to my existing product license</u>
- Order a new license
- Order an eval version of a product
- Get access to RBC but I get my Rocket products through a Rocket partner
 - ✓ Please contact your partner

Still need help? Email us at rbc@rocketsoftware.com

