
Catalog

Introduction to the Service Pack Code License.....	2
Case 1: Dongle License Single User.....	3
Case 2: Dongle License Multi User.....	12
Case 3: Coding License.....	18

Common Questions During Service Pack License Activation

Case 1 : Fail to activate Service Pack License.....	23
Case 2: The program can't start because MSVCP1100.dll is missing / Cannot load 32-bit DLL.....	25
Case 3: Error communicating with server/ Cannot detect license after activate Service Pack License.....	28

There are two types of E-invoice service pack code licenses:
Service pack code (SU) & Service pack code (MU).

- **Service pack code (SU)**

-Applicable for Dongle **Single User**

-Bound to Dongle License

-License deactivation is **not required** when changing computer.

Service pack code (SU) will show as MY-Accounting SP1 (SU) on the coding license website.

Activation Keys

Activation Key

Product Name

Exp Date

Version

Whitelist

Extra

Select:

Pages:

1

2

Activation Key	Enabled	Product	Count	# Fulfilled	Type	# rehosts allowed	# revoked
	yes	MY - Accounting SP1 (SU)	1		normal		

- **Service pack code (MU)**

-Applicable for Dongle **Lan** or **Coding License**

-Bound to Main computer

-License deactivation is **required** when changing main pc.

Service pack code (MU) will show as MY-Accounting SP1 (MU) on the coding license website.

Activation Keys							
Activation Key	Product Name	Exp Date	Version	Whitelist	Extra L		
Select:	sp1						
Activation Key	Enabled	Product	Count	# Fulfilled	Type	# rehosts allowed	# revoked
	yes	MY - Accounting SP1 (MU)	1	1	normal		

This topic shows dealer how to help their customer register activation keys
Accounting SP1 (MU) OR **Accounting SP1 (SU)** into customer PC.

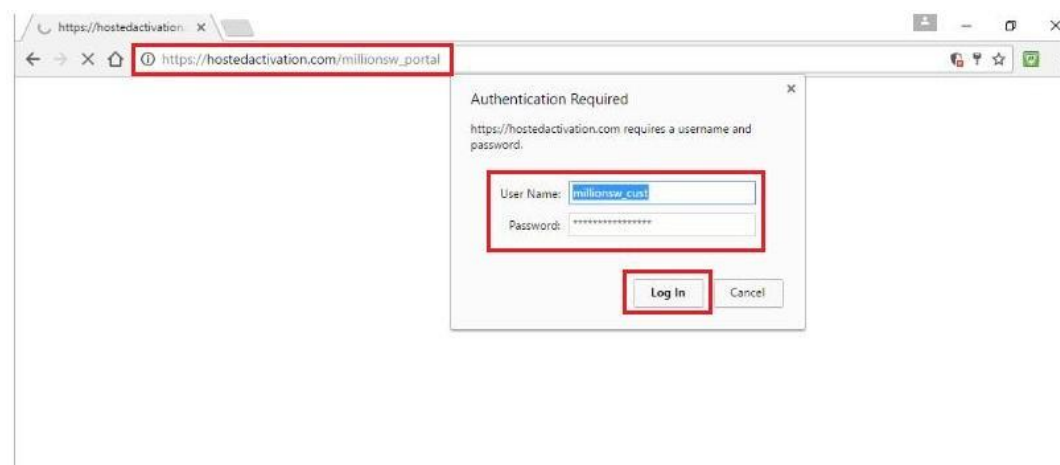
Case 1:

Customer currently are use MILLION ACCOUNT + INVOICING OR STOCK CONTROL
SINGLE USER – DONGLE LICENSE

Activation Key: Accounting SP1(SU)

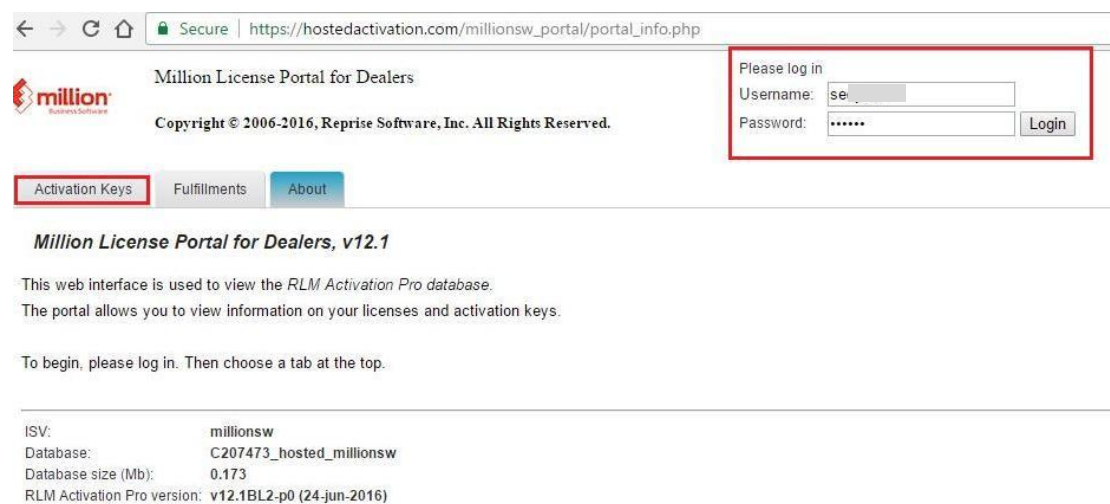
Step 1: Access to coding license website

1. Access to coding license website. Dealer only can search and view the status of activation key in coding license website.
2. Enter follow user name and password and click Log in



3. Once in the portal, enter individual username and password then click Login

4. Click on **Activation Keys**



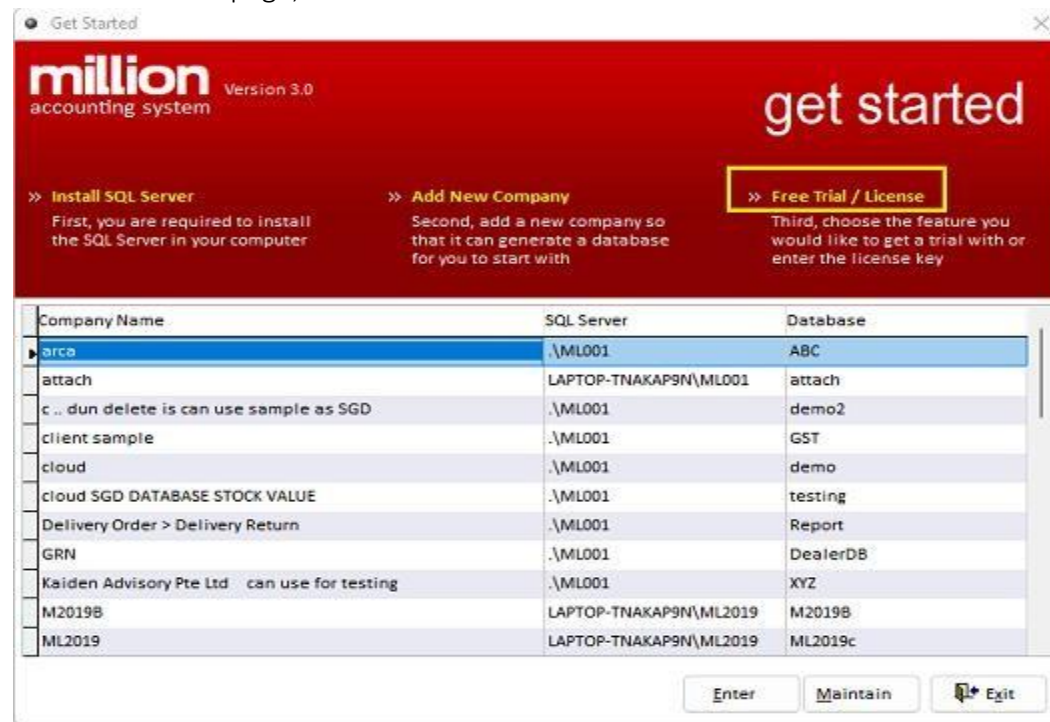
5. Website will display activation keys that are still available and keys that already activated.
6. Small box at the last column indicate activation key already activated (not available any more)

Activation Key	Enabled	Product	Count	# Fulfilled	Type	# requests allowed	# invoked	Last Date Valid	Exp	Ver	Whitelist	Other License Data	Notes	Contact	Company	Created	SN	
1541-1	yes	MY - Accounting (MU)	1	1	normal								can_chec		Million Software Sdn Bhd	2017-03-01	3	圖
1574-1	yes	rim_server	1	1	normal								can_chec		Million Software Sdn Bhd	2017-03-01	9	圖
1768-1	yes	MY - Payroll Max (MU)	1	1	normal								can_chec		Million Software Sdn Bhd	2017-03-04	10	圖
3432-1	yes	MY - Stock Control (MU)	1	1	normal								can_chec		Million Software Sdn Bhd	2017-03-04	11	圖
7139-1	yes	MY - Accounting (MU)	1		normal								can_chec		Million Software Sdn Bhd	2017-03-10	12	圖
7713-1	yes	SG - Payroll Max (MU)	1		normal								can_chec		Million Software Sdn Bhd	2017-03-16	21	圖
6245-1	yes	rim_server	1		normal								can_chec		Million Software Sdn Bhd	2017-03-29	23	圖
6281-1	yes	MY - Accounting (MU)	1		normal								can_chec		Million Software Sdn Bhd	2017-03-29	24	圖
7157-1	yes	rim_server	1	1	normal								can_chec		Million Software Sdn Bhd	2017-03-29	25	圖

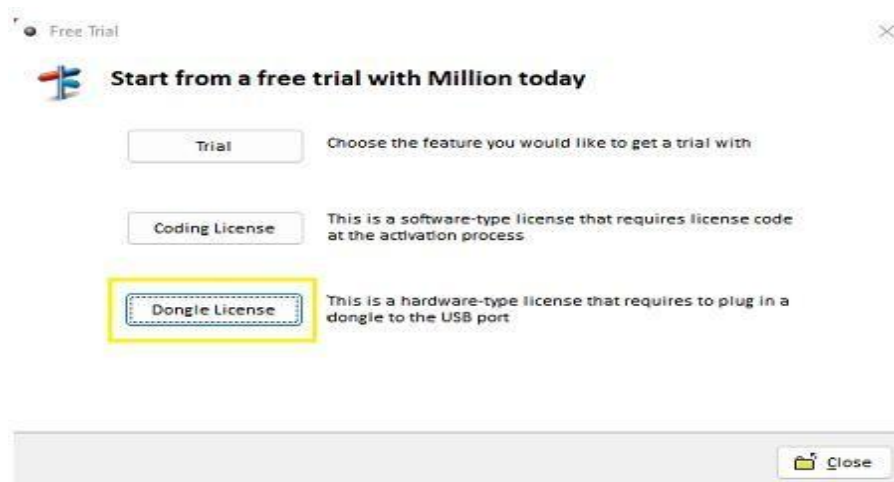
Step 2: Enter activation key in customer PC

Customer PC must **connect to Internet** when activate the coding license. After activation process completed. Internet connection is not necessary.

1. In Get Started page, click on **Free Trial**



2. Click on **Dongle License**



3. Click on Service Pack License For Single-User

● Dongle License ✕

✓ **Dongle License**

For Single User License
The system will auto-detect the license if you have plugged in the dongle at the USB port.

Service Pack License for Single-User

For Networking License
The system will detect the dongle license based on the IP address where the dongle is located.

☒ IP Address [Check IP](#)

TCP Port Default is 3152

[Server Configuration](#)

[Service Pack License for Multi-User](#)

☐ Use Dongle License

4. Click on Manage

● Coding License ✕

✓ **Coding License**

You are about to activate the license for this computer.
Run the License service after activated the key
[Licensing service](#)

Register the product that has the multi-user license that available in the server
[Server IP Address](#)

Manage Manage the activated licenses and registered products
Company: [MILLION SOFTWARE, Malaysia](#)

☒ Use Coding License

5. Enter Company Particular and tick to agree the option, then click OK

● Coding License

Company Particular

Company Name: Test Million Sdn Bhd

Address: 123, Jalan Utama

Postal Code: 11077

Country: Malaysia

State: Penang (Optional)

Phone No. (Office):

Phone No. (Mobile):

Email: support@testmillion.my

Contact Person: Admin

Vendor: Delear Name

How did you know about Million Software?: Facebook

Are you sign up for Internation Edition?: No

☒ I agree that the information provided above is accurate

OK Cancel

6. Click Yes

MESSAGE

Are you sure the company particular is correct?

Yes No

7. Click on Activate

● Coding License

Coding License

Activate You are about to activate the license for this computer.
Run the License service after activated the key
[Licensing service](#)

Client PC Register the product that has the multi-user license that
available in the server
[Server IP Address](#)

Manage Manage the activated licenses and registered products
Company: [MILLION SOFTWARE, Malaysia](#)

☒ Use Coding License

Close

8. Enter key Accounting SP1(SU) (1234-5678-XXXX-XXXX)



● Activate

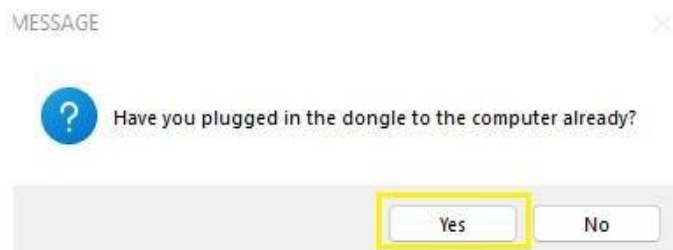
Product Name

Service Pack 1

Activation Key

1234-5678-XXXX-XXXX

9. Click Yes



MESSAGE

Have you plugged in the dongle to the computer already?

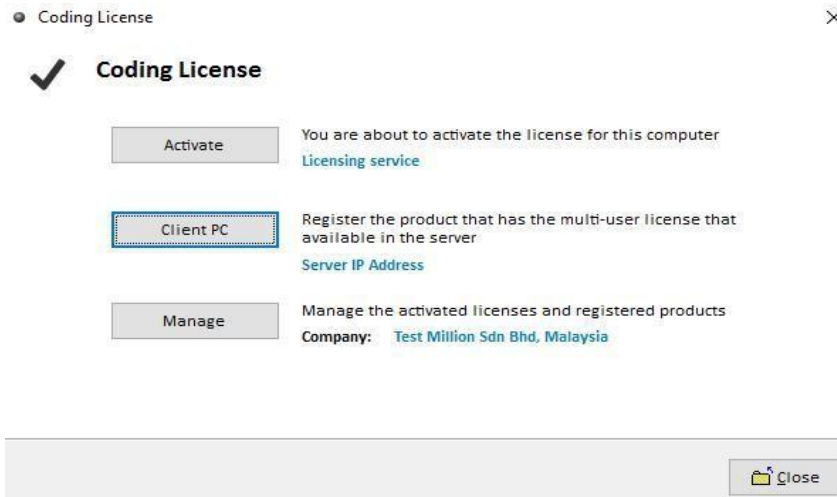
Yes No

10. Click **Close** to exit coding license

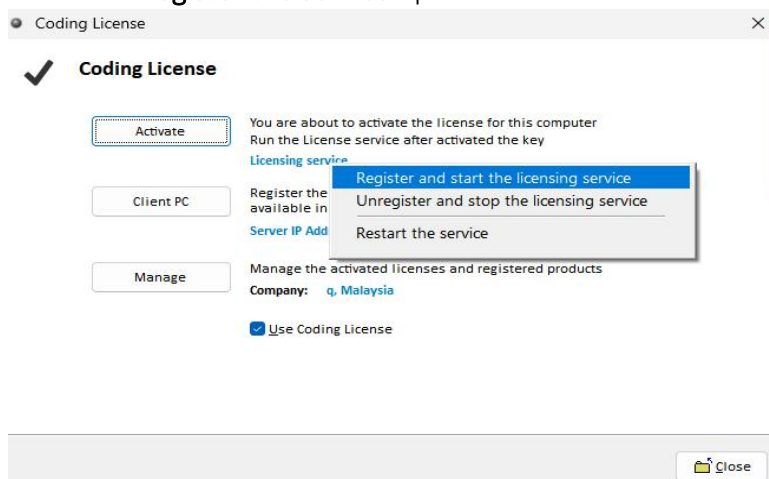
11. After completed above steps, coding license is activated.

Step 3: Restart the service

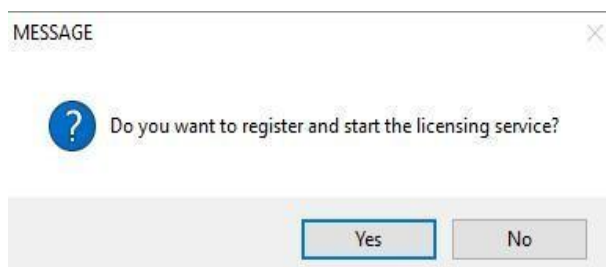
1. Click on Licensing service



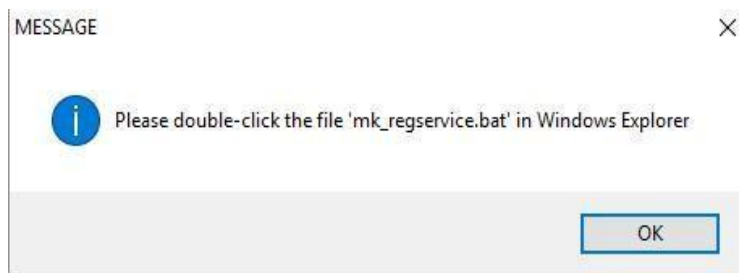
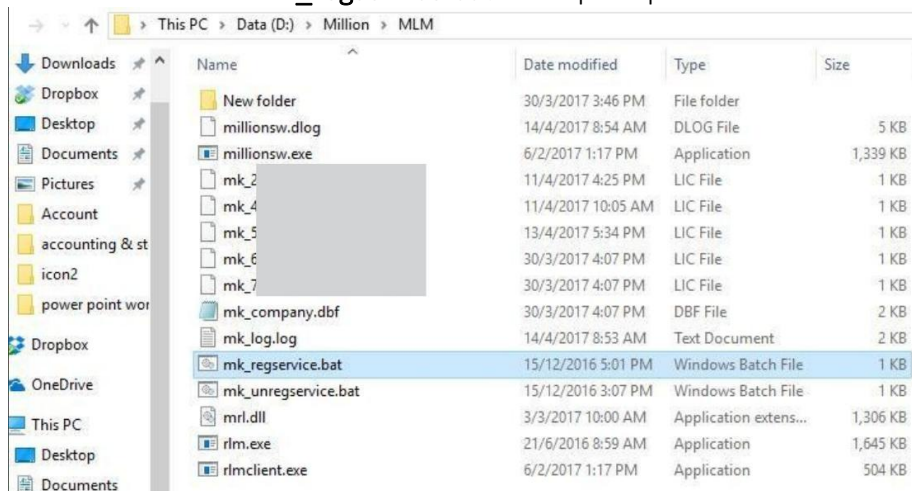
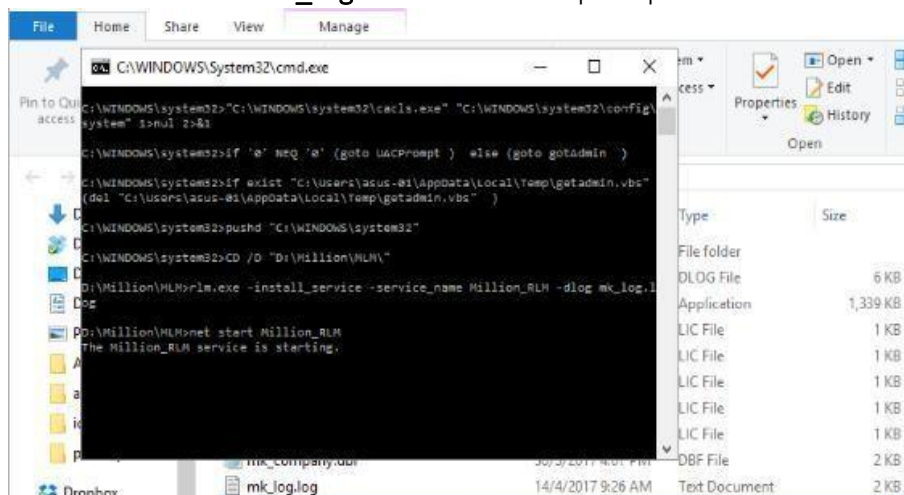
2. Select Register the service option



3. Click Yes



4. Click OK

5. Double click on **mk_regservice.bat** file in prompt out screen6. Double click on **mk_regservice.bat** file in prompt out screen

7. Once system display the command prompt screen, restart service process is completed

Step 4: Check activation key already activated by customer

1. Dealer return to coding license website
2. Click on **Fulfillment** Tab, the listing show all the activated key
3. Search on the customer registration company and check the activation key
4. The box at last column show that activation key is being activated by Customer

Activation Keys **Fulfillments** About

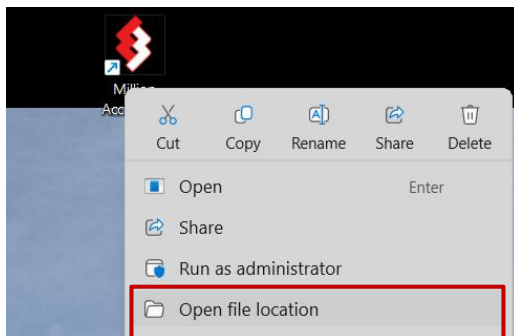
Activation Fulfillments

Select:

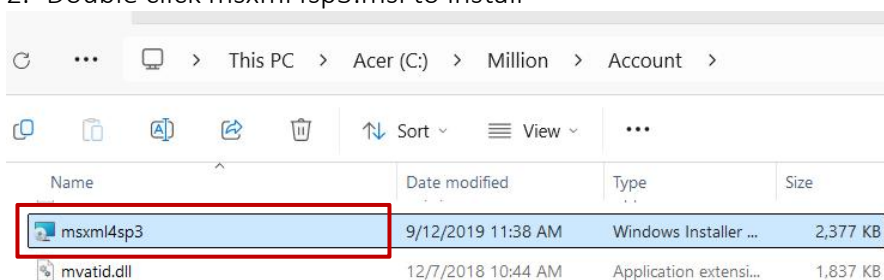
Product Name	Activation key	HostId	License Exp	Count	Activated from	First Fulfill	Last Fulfill	# fulfill	Last Check	Logged Data
MY - Accounting (MU)	1541-146	license=9	permanent	1	175.138.98.241	2017-03-01 03:39		1		Magni-Tech
rim_server	1574-146	rehost=3da1aae8aa5108c488ee26d6bf12802be06396	permanent	1	175.138.98.241	2017-03-01 03:38		1		Magni-Tech
MY - Payroll Max (MU)	1760-145	license=9	permanent	1	115.164.51.222	2017-03-04 02:04		1		Magni-Tech
MY - Stock Control (MU)	3432-145	license=9	permanent	1	115.164.51.222	2017-03-04 02:32		1		Magni-Tech
MY - Accounting (MU)	7139-155	license=23	permanent	1	175.138.85.95	2017-03-30 04:07		1		Test Million Sdn Bhd
rim_server	6245-175	rehost=29c0a3946962ee1a56690b943f616442c49e3b7f	permanent	1	175.138.85.95	2017-03-30 04:06		1		Test Million Sdn Bhd
MY - Accounting (MU)	6281-175	license=25	permanent	1	175.143.31.11	2017-03-30 03:13		1		MILLION SOFTWARE (TESTING)
rim_server	7157-175	rehost=846e6450b57128dcac36e1cc5e4e31880ae7172	permanent	1	175.143.31.11	2017-03-29 03:46		1		MILLION SOFTWARE (TESTING)
MY - Accounting (MU)	6029-175	license=31	permanent	1	175.143.31.11	2017-03-29 04:10		1		Sample Sdn Bhd
rim_server	2499-175	rehost=6470d4118cc0c5e9a88c9036e799c2b39e358c7	permanent	1	175.143.31.11	2017-03-29 04:09		1		Sample Sdn Bhd
rim_server	2772-175	rehost=78a97a325e545c158acf1085302edf35cde2ca3	permanent	2	175.143.31.11	2017-03-29 04:52		1		SSSS

Step 5: Install msxml4sp3.msi

1. Right click Million icon, click open file location



2. Double click msxml4sp3.msi to install



Case 2:

Customer currently are use **MILLION ACCOUNT + INVOICING OR STOCK CONTROL MULTI USER – DONGLE LICENSE**

Activation Key: rlm_server and Accounting SP1(MU)

Step 1: Access to coding license website

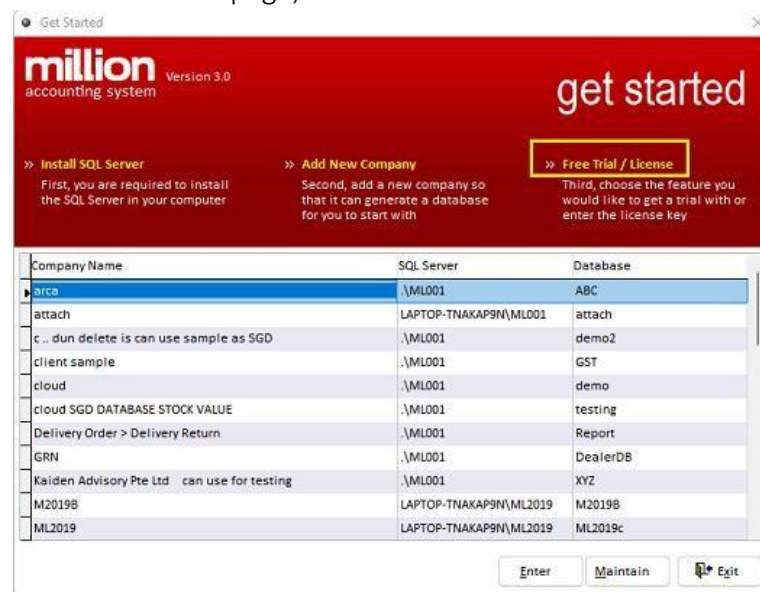
Follow the steps in Case 1 step 1 to login into coding license website.

Step 2: Enter activation key in customer PC

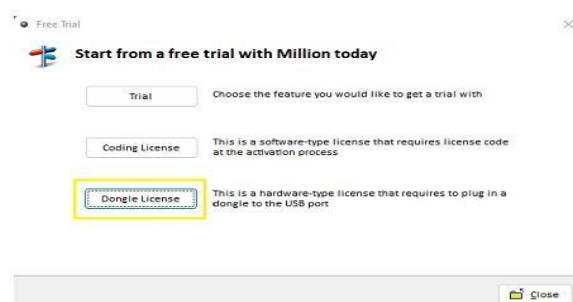
Dealer need to provide customer **two activation keys**; 1 **rlm_server** (eg:1234-5678-XXXX- XXXX) and 1 **Accounting SP1 (MU)** (eg:9876-1234-XXXX-XXXX)

Customer PC must **connect to Internet** when activate the coding license. After activation process completed.Internet connection is not necessary.

1. In Get Started page, click on **Free Trial**



2. Click on **Dongle License**



3. Click on Service Pack License For Multi-User and tick use Dongle License

• Dongle License

✓ Dongle License

For Single User License
The system will auto-detect the license if you have plugged in the dongle at the USB port.
[Service Pack License for Single-User](#)

For Networking License
The system will detect the dongle license based on the IP address where the dongle is located.

☒ IP Address [Check IP](#)

TCP Port: Default is 3152

[Server Configuration](#)

[Service Pack License for Multi-User](#)

☒ Use Dongle License

4. Click on Manage

• Coding License

✓ Coding License

[Activate](#) You are about to activate the license for this computer
Run the License service after activated the key
[Licensing service](#)

[Client PC](#) Register the product that has the multi-user license that available in the server
[Server IP Address](#)

[Manage](#) Manage the activated licenses and registered products
Company: [MILLION SOFTWARE, Malaysia](#)

☐ Use Coding License

[Close](#)

5. Enter Company Particular and tick to agree the option, then click OK

• Coding License

Company Particular

Company Name:

Address:

Postal Code:

Country:

State: (Optional)

Phone No. (Office):

Phone No. (Mobile):

Email:

Contact Person:

Vendor:

How did you know about Million Software?:


Are you sign up for Internation Edition?:

☒ I agree that the information provided above is accurate


[OK](#) [Cancel](#)


6. Click Yes

MESSAGE ✕

 Are you sure the company particular is correct?

7. Click on Activate

 Coding License ✕


 **Coding License**

You are about to activate the license for this computer.
Run the License service after activated the key
[Licensing service](#)


Register the product that has the multi-user license that available in the server
[Server IP Address](#)

Manage the activated licenses and registered products
Company: [MILLION SOFTWARE, Malaysia](#)

☒ Use Coding License

 Close


8. Enter **rlm_server** 16 digits

 Activate ✕

Product Name

Activation Key

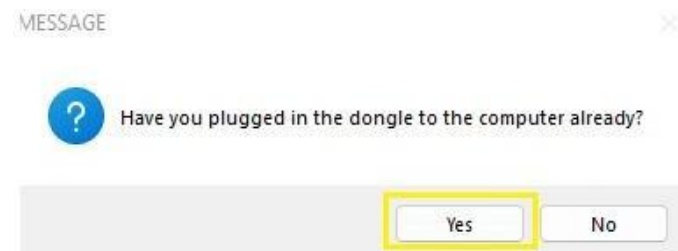
9. Select Product Name Service Pack 1 & Enter key **Accounting SP1(MU)** (1234-5678-XXXX-XXXX)

 Activate

Product Name

Activation Key

10. Click Yes



11. Click Close to exit coding license

12. After completed above steps, coding license is activated.

Step 3: Restart the service

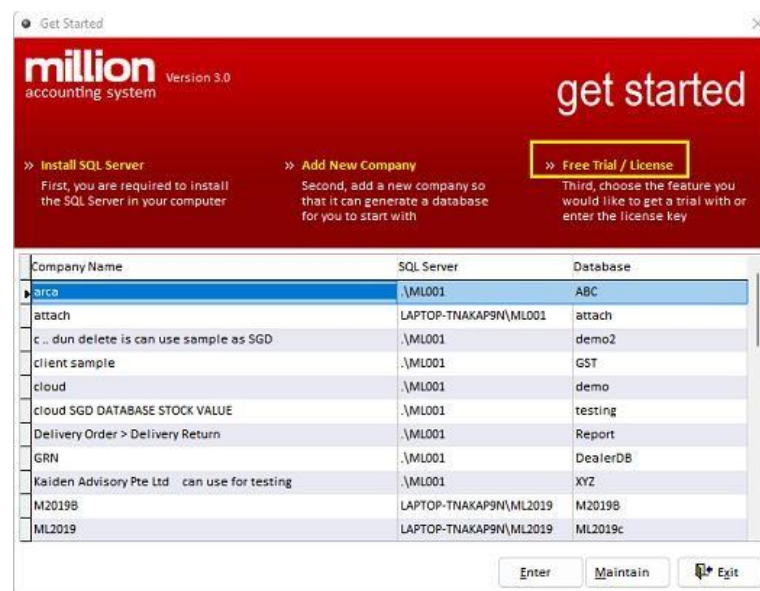
1. Follow Case 1 step 3 (pg 9) to restart the service

Step 4: Check activation key already activated by customer & install msxml4sp3.msi

1. Follow Case 1 Step 4 (pg 11) to check activation key status and install msxml4sp3.msi


Step 5: Access workstation PC and maintain SERVER IP address

1. In workstation PC access to Get Started page, click on **Free Trial**



2. Click on Dongle License

Free Trial >

 **Start from a free trial with Million today**

Trial Choose the feature you would like to get a trial with

Coding License This is a software-type license that requires license code at the activation process

Dongle License This is a hardware-type license that requires to plug in a dongle to the USB port

Close

3. Click on Client PC

Coding License ✕

✓ **Coding License**

Activate You are about to activate the license for this computer. Run the License service after activated the key. [Licensing service](#)

Client PC Register the product that has the multi-user license that available in the server. [Server IP Address](#)

Manage Manage the activated licenses and registered products. Company: [MILLION SOFTWARE, Malaysia](#)

☐ Use Coding License

Close

4. Click Product Name and select Service Pack 1 then OK.

Coding License ✕

✓ **Coding License**

Activate

Client PC

Manage

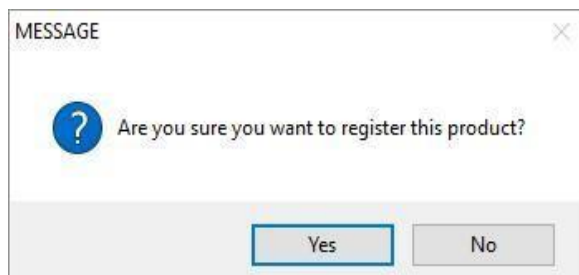
Register ✕

Product Name

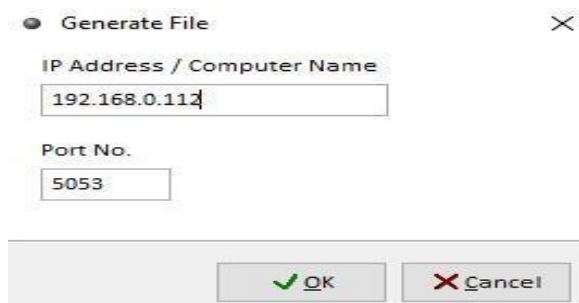
- Accounting
- Accounting + Invoicing
- Stock Control
- Point of Sale
- Service Pack 1

OK Cancel Close

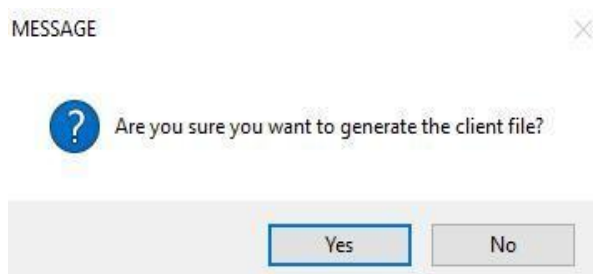
5. Click Yes



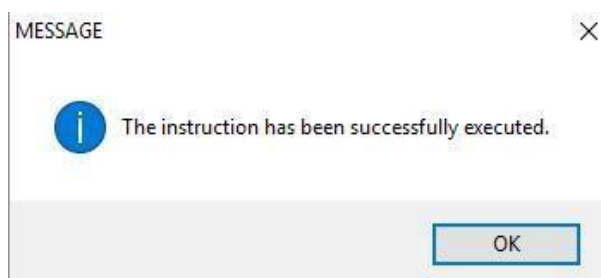
6. Enter SERVER PC IP address or server computer name



7. Click Yes



8. Click OK



9. Now workstation 1 able to get license from SERVER PC

10. After maintained SERVER IP address in workstation, now it can get the license from SERVER PC.

Case 3:

Customer currently are use **MILLION ACCOUNT + INVOICING OR STOCK CONTROL – CODING LICENSE**

Activation Key: Accounting SP1(MU)

Step 1: Access to coding license website

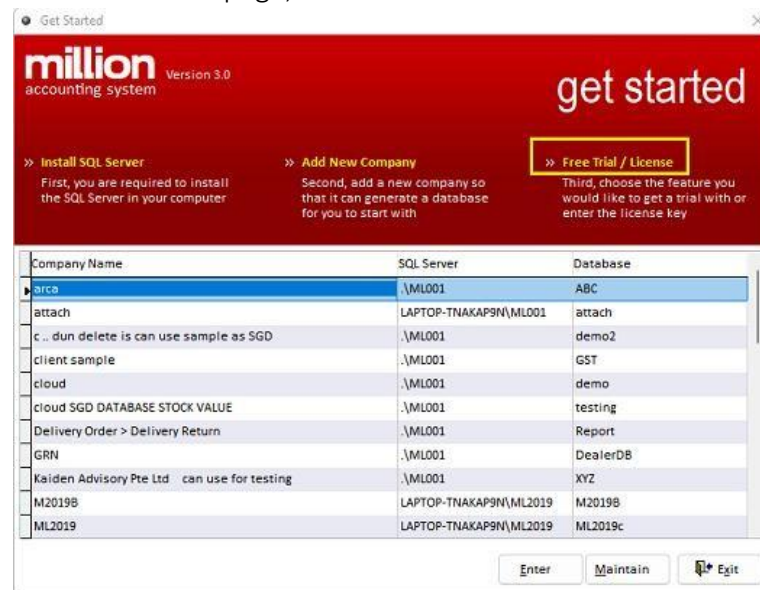
Follow the steps in Case 1 step 1 (pg 3) to login into coding license

Step 2: Enter activation key in customer PC

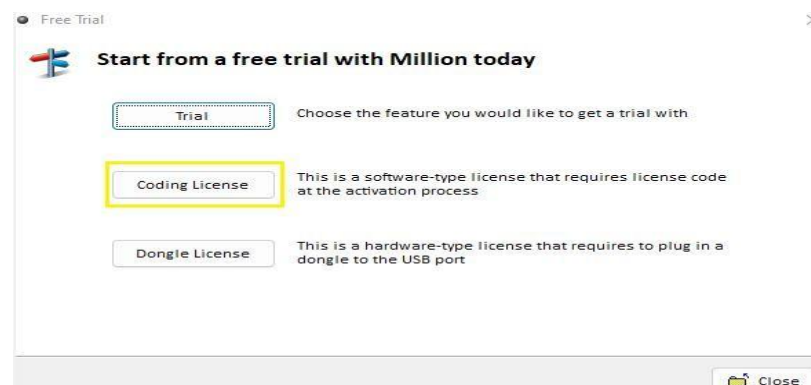
Activation Key : Accounting SP1 (MU) (eg:9876-1234-XXXX-XXXX)

Customer PC must **connect to Internet** when activate the coding license. After activation process completed. Internet connection is not necessary.

1. In Get Started page, click on **Free Trial**



2. Click on **Coding License**



3. Click on Activate

● Coding License ✕

✓ **Coding License**

Activate

You are about to activate the license for this computer.
Run the License service after activated the key
[Licensing service](#)

Client PC

Register the product that has the multi-user license that available in the server
[Server IP Address](#)

Manage

Manage the activated licenses and registered products
Company: [MILLION SOFTWARE, Malaysia](#)

☒ Use Coding License

Close

4. Select Product Name Service Pack 1 & Enter key **Accounting SP1(MU)** (1234-5678-XXXX-XXXX) and OK

● Activate

Product Name

Service Pack 1

Activation Key

1234-5678

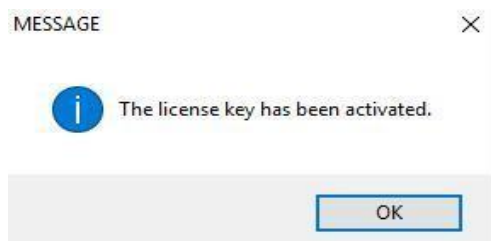
5. Click Yes

MESSAGE ✕

Are you sure you want to activate the license?

Yes No

6. Click OK



7. Click Close to exit coding license

8. After completed above steps, coding license is activated.

Step 3: Restart the service

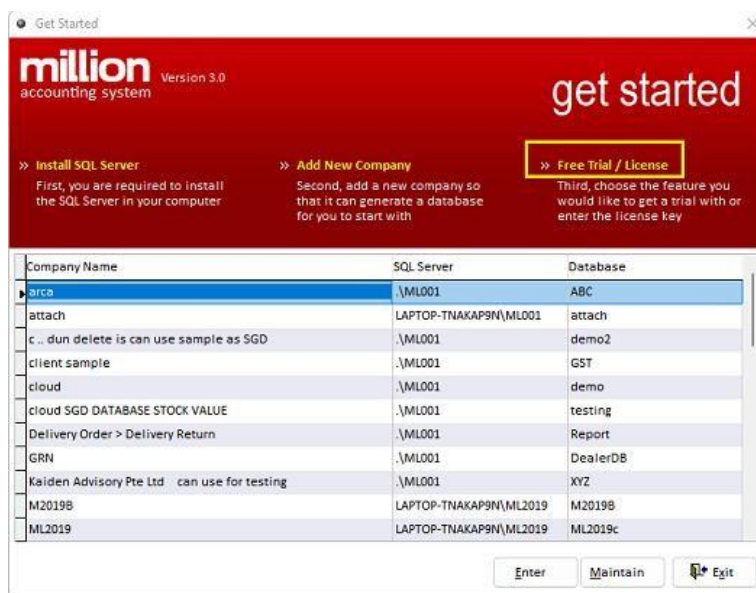
1. Follow Case 1 step 3 (pg 9) to restart the service

Step 4: Check activation key already activated by customer & install msxml4sp3.msi

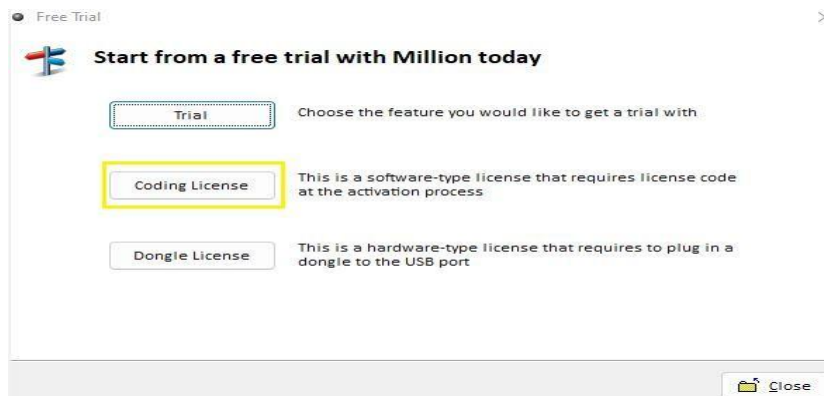
1. Follow Case 1 Step 4 (pg 11) to check activation key status and install msxml4sp3.msi

Step 5: Access workstation PC and maintain SERVER IP address

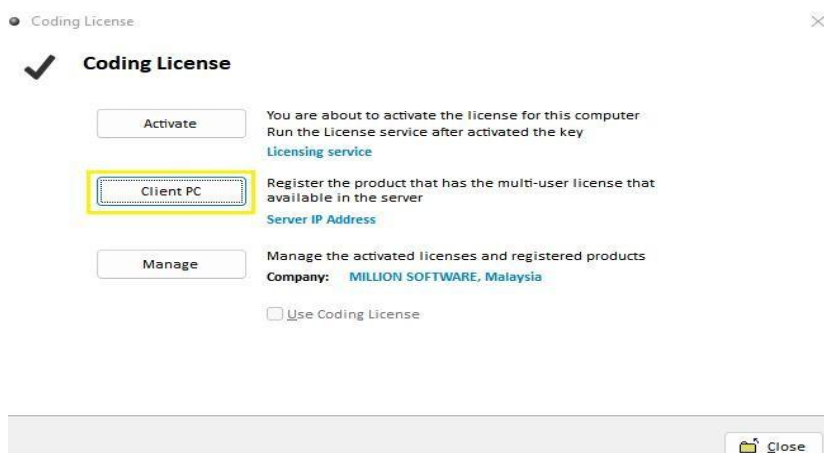
1. In workstation PC access to Get Started page, click on Free Trail



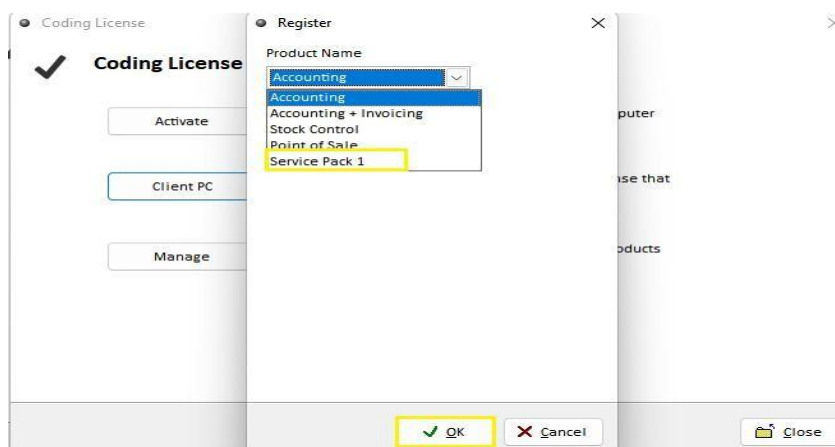
2. Click on Coding License



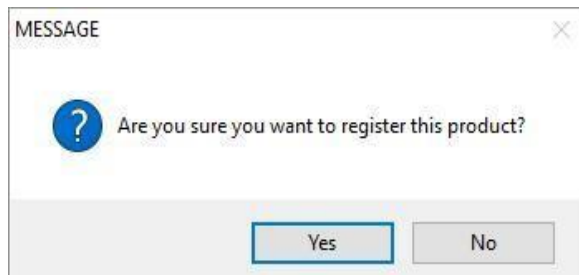
3. Click on Client PC



4. Click Product Name and select Service Pack 1 then OK.



5. Click Yes



6. Now workstation 1 able to get license from SERVER PC

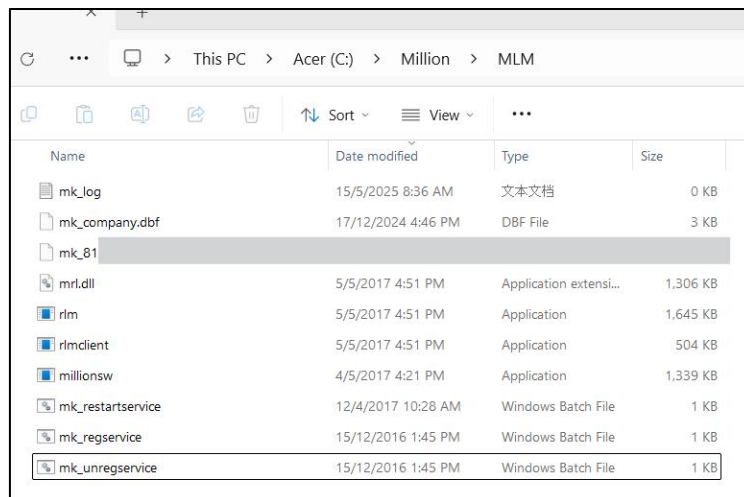
7. After maintained SERVER IP address in workstation, now it can get the license from SERVER PC.

Common Questions During Service Pack License Activation

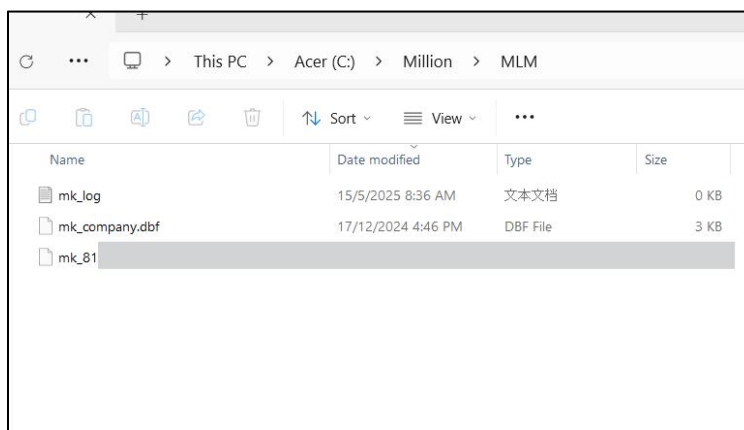
Case 1 : Fail to activate Service Pack License

1. Kindly check the MLM folder to make sure the file is complete.

Picture below shows a sample of **complete** MLM file.

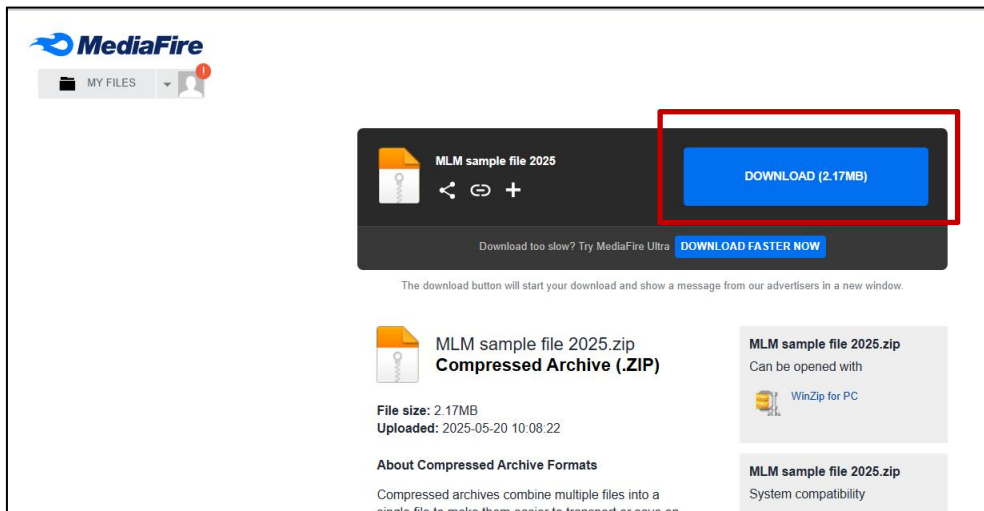


Picture below shows a sample of **uncomplete** MLM file.

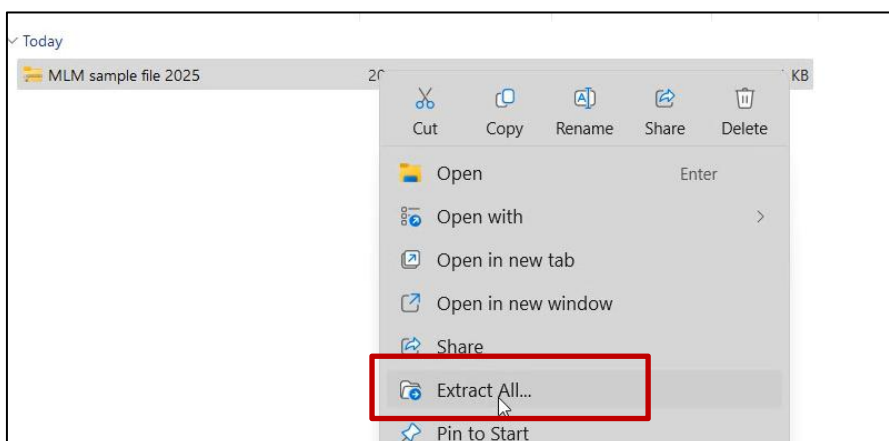


2. If the MLM file is not complete, click this link to download MLM sample file

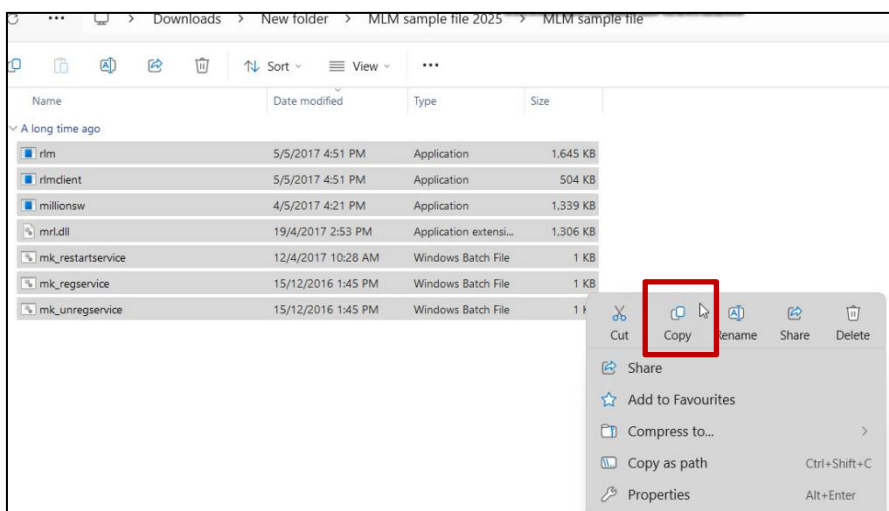
<https://www.mediafire.com/file/tizk9jhrh32wy6h/MLM+sample+file+2025.zip/file>



3. Right click to extract/ unzip MLM sample zip file

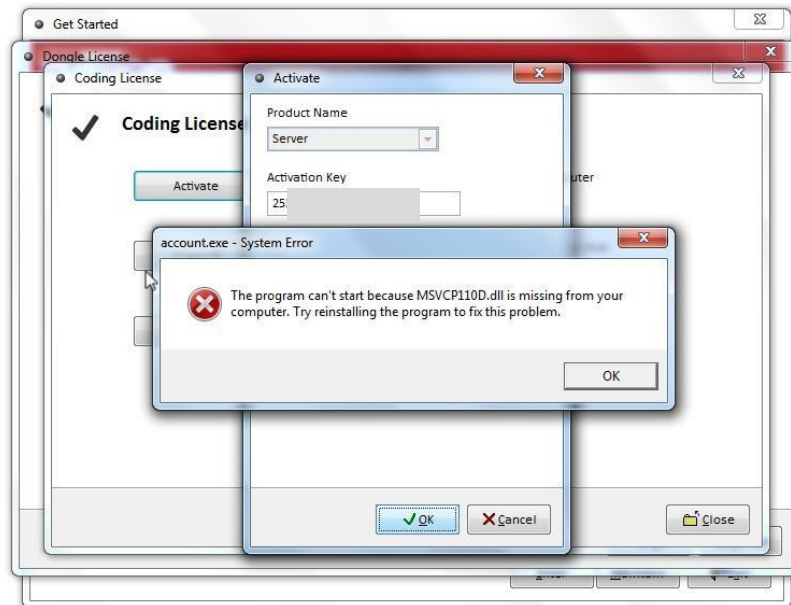


4. Copy all the sample file and paste into MLM folder

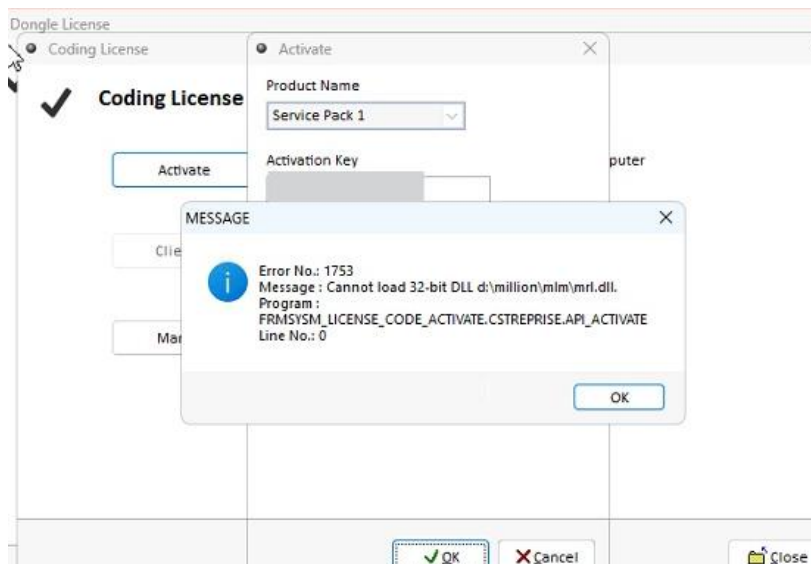


5. Activate Service Pack Code License

Case 2: The program can't start because MSVCP1100.dll is missing / Cannot load 32-bit DLL



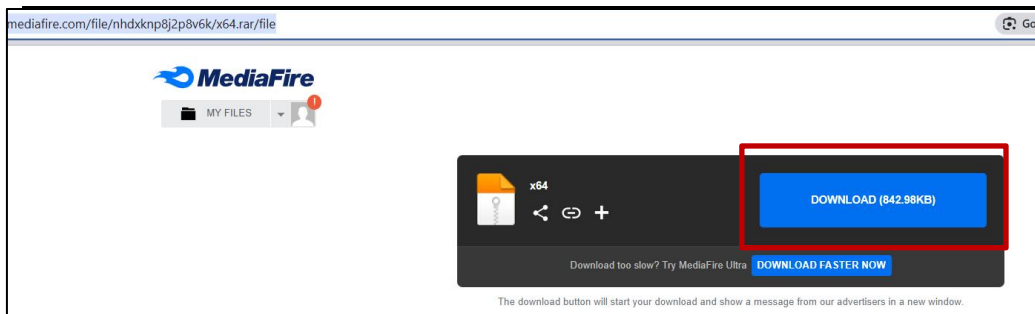
Showing the message “The program can’t start because MSVCP1100.dll is missing from your computer “ when activating the Service Pack License.



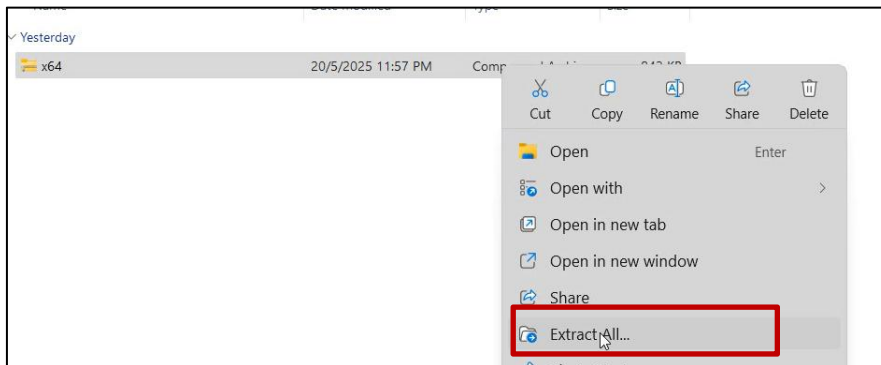
Showing the message “Error No: 1753 Cannot load 32-bit DLL” when activating the Service Pack License.

1. Click this link to download x64 file:

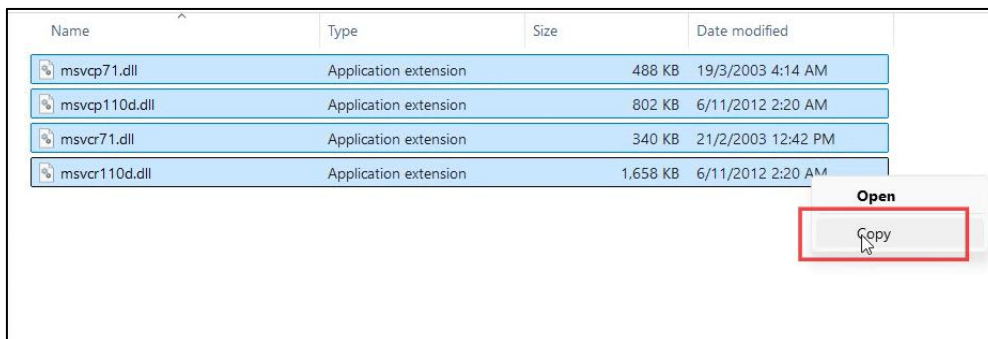
<https://www.mediafire.com/file/nhdxknp8j2p8v6k/x64.rar/file>



2. Right click to extract/ unzip x64 zip file

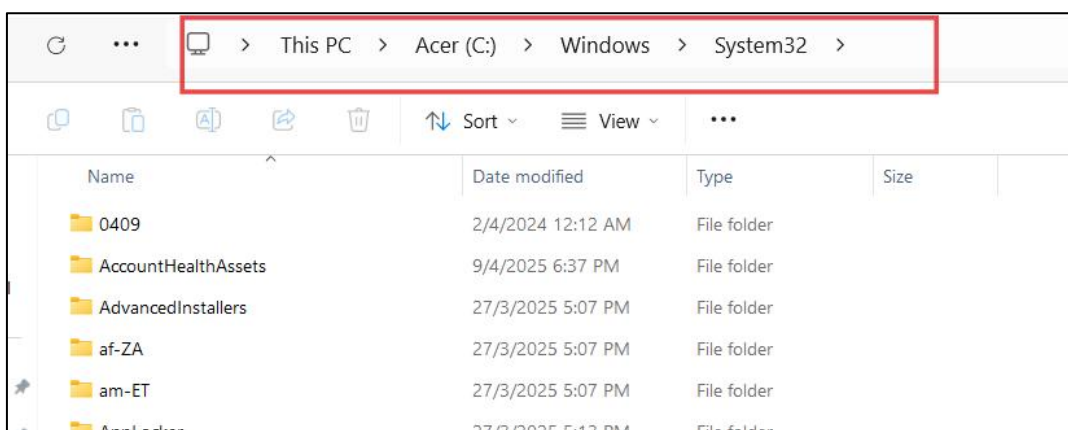


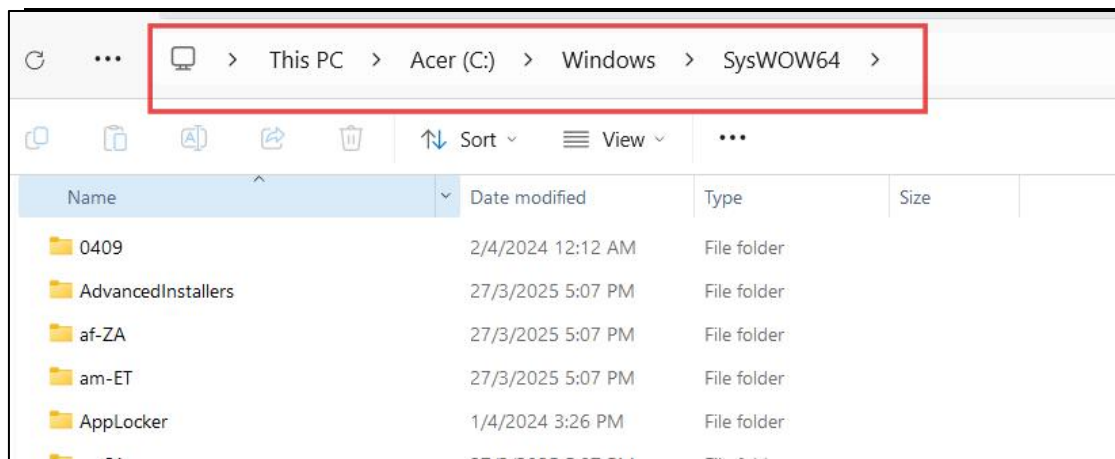
3. Copy all the file in x64 folder



4. Paste all these files into C Drive > windows > System32

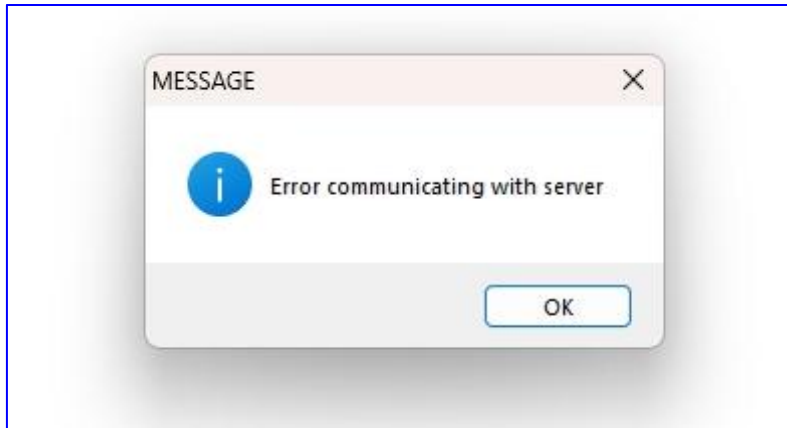
and C Drive > windows > SysWOW64





5. Activate Service Pack Code License

Case 3: Error communicating with server/ Cannot detect license after activate Service Pack License



The message “ Error communicating with server” appears when login Million, or the E-invoice-Document does not show up in Sales report.



E-invoice-Document does not show up

Solution 1 : Add these files to the **firewall and Antivirus** exception list to prevent license blocking.

1. account.exe

D:\Million\Account\account.exe (the path can be in other drive such as C Drive, depend on installation)

2. millionsw.exe

D:\Million\MLM\millionsw.exe (the path can be in other drive such as C Drive, depend on installation)

3. rlm.exe

D:\Million\MLM\rlm.exe (the path can be in other drive such as C Drive, depend on installation)

4. rlmclient.exe

D:\Million\MLM\rlmclient.exe (the path can be in other drive such as C Drive, depend on installation)

5. sqlbrowser.exe

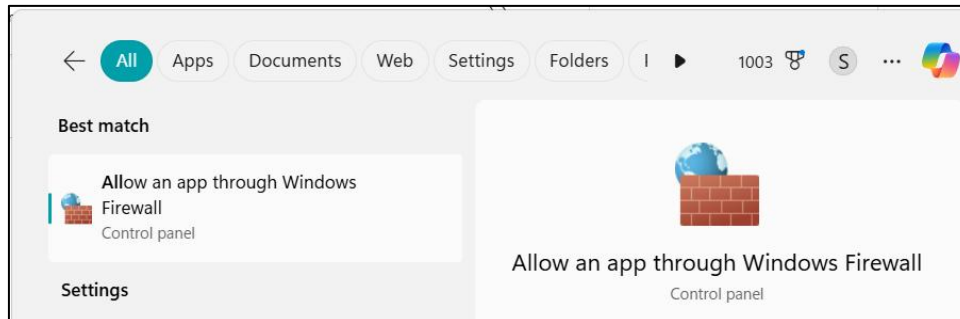
C:\Program Files (x86)\Microsoft SQL Server\90\Shared\sqlbrowser.exe (if Program File (x86) not available, go to Program Files)

6. sqlservr.exe

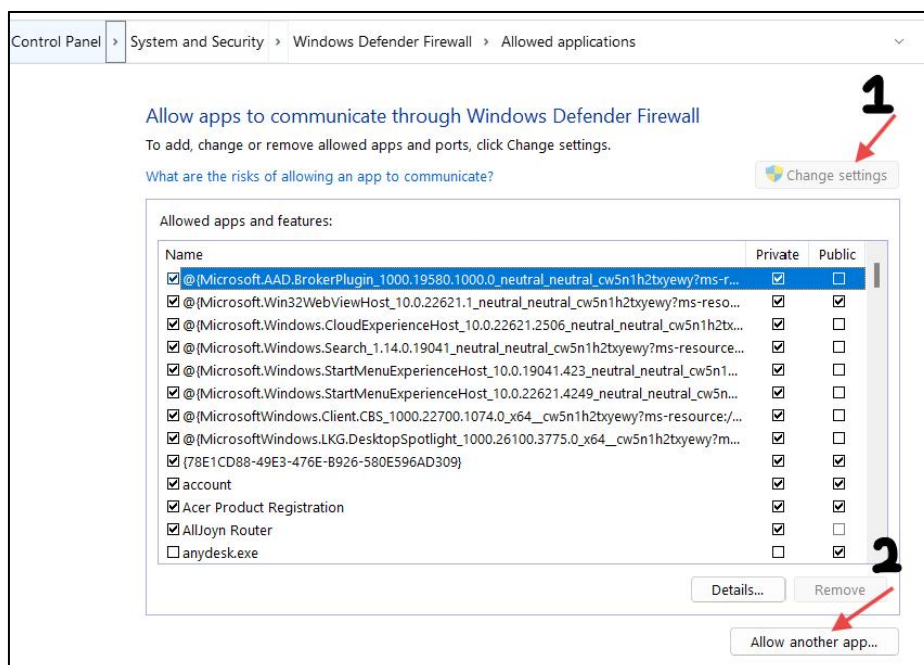
C:\Program Files (x86)\Microsoft SQL Server\MSSQL.ML001\MSSQL.1\MSSQL\Binn\sqlservr.exe (if Program File (x86) not available, go to Program Files)

Add files into Firewall exception list

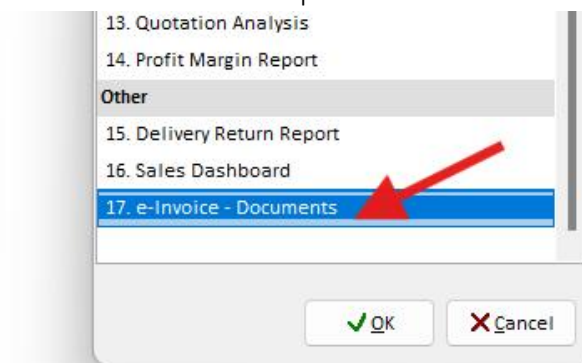
1. Go to Allow an app through Windows Firewall



2. Click on Change settings , Allow another app

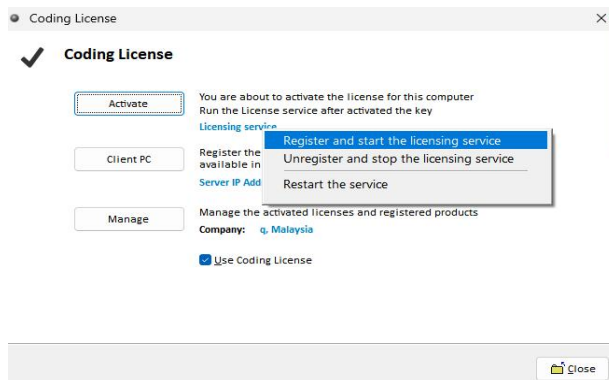


3. Add the file that list in (pg 28)
4. Login Million to make sure license detected and E-invoice Document function has show in the Sales Report.

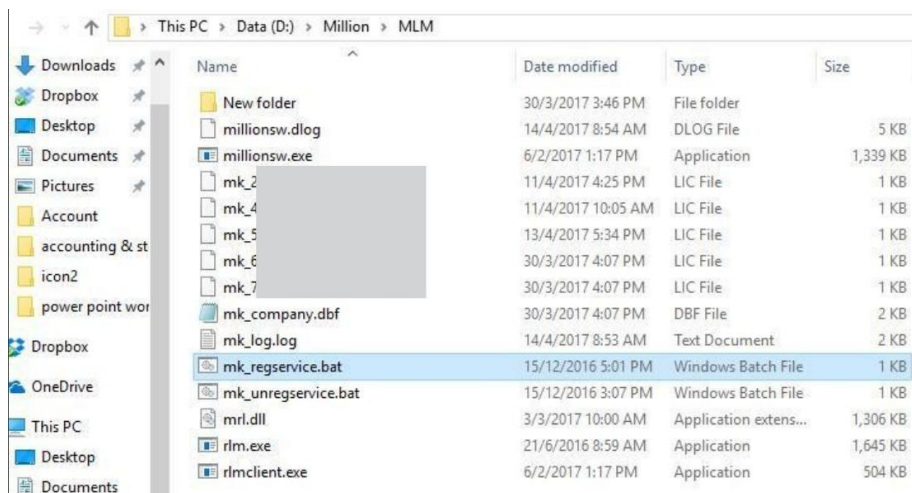


Solution 2: Register and start the service

1. Click on **Licensing service** and select **Register the service** option



2. Double click on **mk_regservice.bat** file in prompt out screen



3. Login Million to make sure license detected and E-invoice Document function has show in the Sales Report.

