

MathTools V2 Activation Issues

Problem (Abstract):

MathTools V2 requires access to the Internet in order to activate the license keys.

In most cases activation is easily performed since either the customer's organization has direct access to the internet or their proxy/firewall accepts any connection to port 80 addresses by default.

However, in some cases, due to the organization's security policies, activation can fail because of a lack of connectivity to the port addresses. This can result in an **Invalid License** label displayed in the Math menu.

Resolving the problem:

If your organization's security policies are preventing MathTools V2 activation, use the following methods to resolve the issue.

Firewall Settings:

In order to resolve firewall related issues preventing activation, the address wyDay.com needs to be enabled on port 80.

To test whether port 80 is open:

1. Open Internet Explorer.
2. Type <http://wyday.com:80> in the Address bar, and then press ENTER.

If you can access the wyDay Web site, port 80 is accessible.

If your browser displays an error message such as "connection timed out," the corresponding port may be blocked. Contact your system administrator and request that firewall rules allow HTTP port 80 traffic to wyDay.com.

Proxy Server Settings:

If your network uses proxy servers to access the Internet, make sure your network is setup to route requests directly to the wyDay.com licensing server without routing through the proxy servers.

Adding a proxy server exception rule to allow the following domains to bypass the proxy server should resolve the issue:

***.wyday.com**

If you have any questions please contact support@movemen.com.