

VIA™ License Update Instructions

VIA software license update requires access to the VIA Server installation directory. Updating the license as instructed below can be done without stopping VIA Server and with users logged into the client. The VIA software license file is 'license.nxc' and is distributed by the Bionano Customer Solutions team.

Instructions to update the VIA license

- 1 Log into the VM or local machine where VIA software server is installed.
- 2 Download the new license.nxc file provided by Customer Solutions to the server with VIA installed.
- 3 Replace the OLD license.nxc file with the NEW license.nxc file in the VIA Server folder. The default installation directories are:
 - a. Windows OS VIA server¹ C:\Program Files\Bionano\VIA Server.
 - b. Linux OS VIA server² root/Bionano/VIA\ Server.
- 4 Open a new internet browser window (eg. chrome, edge, etc) and enter "https://" followed by the VIA hostname and port separated by a colon.
- 5 Click on "Database Maintenance" and enter the "admin" username and password.
- 6 Click "Reload License". The new license is now activated.
- 7 Please reply to the email with the license.nxc file with a screenshot of the updated license page from your browser. An example screenshot of a successful license activation is below.

¹ For Windows OS VIA Server updated from NxClinical, the default installation directory is C:\Program Files\BioDiscovery\NxClinical Server

² For Linux OS VIA Server updated from NxClinical, the default installation directory is root/BioDiscovery/NxClinical\ Server

VIA Server

Server started successfully.

Build: 17876
 Serial number: [REDACTED]
 Request key: [REDACTED]
 Expiration date: 4/15/25 12:00 AM

Sample Class	Allowed	Processed
Array Only	500	51
GxA-Cyto	500	107
Low-Res WGS	500	0
Methylation	500	31
NGS and Array	500	38
OGM and NGS	500	0
OGM Only	500	13

Processing Connections

Last Access	Address	Version
2024-08-29T15:50:01.411	127.0.0.1	Processing/7.1 build 17576

[Database Maintenance](#)

[REQUEST ADDITIONAL SUPPORT](#)