

Registering ZLD Appliance(s)

This document will guide you through the process of registering your ZyXEL ZLD appliance running the latest firmware version. Please look below for a list of supported firewall routers and firmware releases.

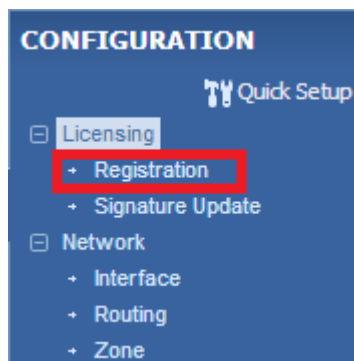
Supported Devices

[ZyWALL USG 20 – Firmware version 3.30 and newer](#)
[ZyWALL USG 20W – Firmware version 3.30 and newer](#)
[ZyWALL USG 50 – Firmware version 3.30 and newer](#)
[ZyWALL USG 100 – Firmware version 3.30 and newer](#)
[ZyWALL USG 200 – Firmware version 3.30 and newer](#)
[ZyWALL USG 300 – Firmware version 3.30 and newer](#)
[ZyWALL USG 1000 – Firmware version 3.30 and newer](#)
[ZyWALL USG 2000 – Firmware version 3.30 and newer](#)
[ZyWALL 110 – Firmware version 4.10 and newer](#)
[ZyWALL 310 – Firmware version 4.10 and newer](#)
[ZyWALL 1100 – Firmware version 4.10 and newer](#)
[USG 40 – Firmware version 4.10 and newer](#)
[USG 40W – Firmware version 4.10 and newer](#)
[USG 60 – Firmware version 4.10 and newer](#)
[USG 60W – Firmware version 4.10 and newer](#)
[USG 110 – Firmware version 4.10 and newer](#)
[USG 210 – Firmware version 4.10 and newer](#)
[USG 310 – Firmware version 4.10 and newer](#)
[USG 1100 – Firmware version 4.10 and newer](#)
[USG 1900 – Firmware version 4.10 and newer](#)
[USG20-VPN – Firmware version 4.16 and newer](#)
[USG20W-VPN – Firmware version 4.16 and newer](#)
[UAG2100 – Firmware version 4.10 and newer](#)
[UAG4100 – Firmware version 4.10 and newer](#)
[UAG5100 – Firmware version 4.10 and newer](#)
[NXC2500 – Firmware version 4.10 and newer](#)

[NXC5500 – Firmware version 4.10 and newer](#)

Registration

1. Login to the ZyXEL device's web configuration page and go to the **Configuration → Licensing → Registration** menu.



2. Click on the portal link to register the device to MyZyXEL.com 2.0 server (portal.myzyxel.com).

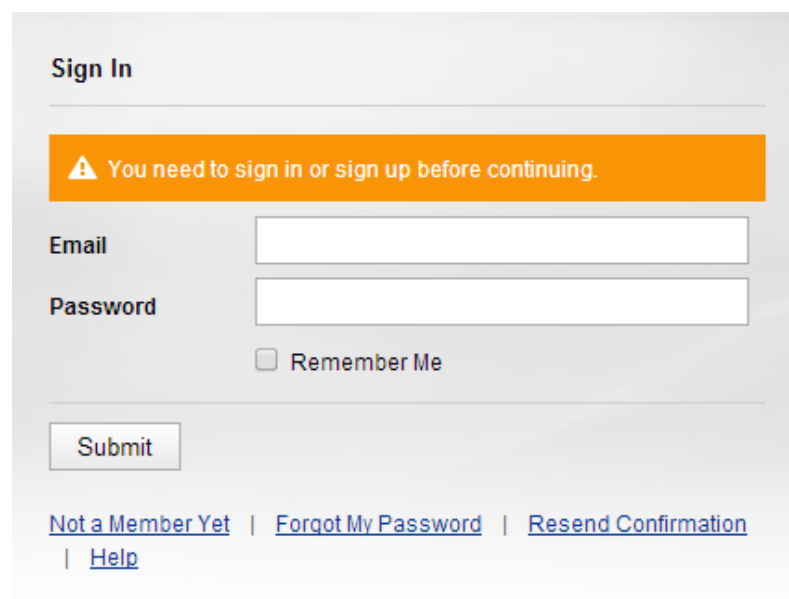
General Settings



Note:

If you want to register myzyxel.com, please go to portal.myzyxel.com.

3. A prompt will appear asking for MyZyXEL 2.0 account credentials to register the device. If you have not yet opened/created a MyZyXEL 2.0 account, click the "Not a Member Yet" link under the **Submit** button to sign up. If you are already registered, enter your email and password credentials to register the ZLD device to your account.



Sign In

⚠ You need to sign in or sign up before continuing.

Email

Password

☐ Remember Me

[Not a Member Yet](#) | [Forgot My Password](#) | [Resend Confirmation](#)
| [Help](#)

4. **MAC Address** and **Serial Number** information is filled-in automatically. Entering a *Name* for the device and *Reseller* info is optional. Click the **Submit** button to finish the registration.

❖ *Adding a "Name" for the device may help if there are multiple ZLD devices registered to your account.*

Device Registration

 Signed in successfully.

* **MAC Address**
i.e. 20:13:10:00:00:A0

* **Serial Number**

Name
Enter a name for this device (optional).

Reseller ☒ Company Name ☐ VAT Number

Enter the name of the reseller or VAT number that sold you this device.

Submit

Cancel

Troubleshooting

Clicking the “portal.myzyxel.com” link is not opening the website?

- Verify that the ZyXEL device has DNS servers configured to query portal.myzyxel.com domain name. Go to **Configuration** → **System** → **DNS** and make sure there are Domain Zone Forwarder entries. If there are no entries click the **Add** button to insert a DNS server.
- Make sure your internet connection is working.

Getting “Cannot Find Device” error on device registration?

- Make sure appliance is running latest firmware release.
- Verify the MAC address and serial number information on the device registration page matches the device's MAC address and serial number. The MAC address and serial number can be found on the Dashboard menu of the WebGUI or on the stickers underneath the physical appliance.
- Contact ZyXEL tech support to check server backend for errors. Take screenshots of the errors from the registration process to provide to tech support.