Milestone Systems

Activate licenses for XProtect® VMS products 2019 R1

Quick guide

XProtect Corporate
XProtect Expert
XProtect Professional+
XProtect Express+

milestone

Before you start

This guide describes how to register software licenses on Milestone Customer Dashboard, and how to activate hardware device licenses for XProtect VMS products.

Milestone Customer Dashboard is developed for Milestone partners and resellers and is a free, easy-to-use tool for managing information about Milestone software licenses and installations.

Register software license codes on Milestone Customer Dashboard

When you purchase an XProtect VMS product, you receive an email that includes a software license code (SLC) and a software license file (.lic).

To make it easy to track the licenses you sell to customers, and other information about the installation, you can register the SLC on Milestone Customer Dashboard. Milestone Customer Dashboard is available from My Milestone or you can go to https://online.milestonesys.com/.

> You must have a My Milestone account to log on to Milestone Customer Dashboard. Additionally, your My Milestone administrator must give you access by assigning you to the License User or License Administrator user role. If you do not have a My Milestone account, create one on the Milestone (https://www.milestonesys.com/) website.

To register an SLC on Milestone Customer Dashboard, follow these steps:

1. Log in to Milestone Customer Dashboard.

2. Click **Customers & Licenses**, and then click **Register new license (SLC)**.
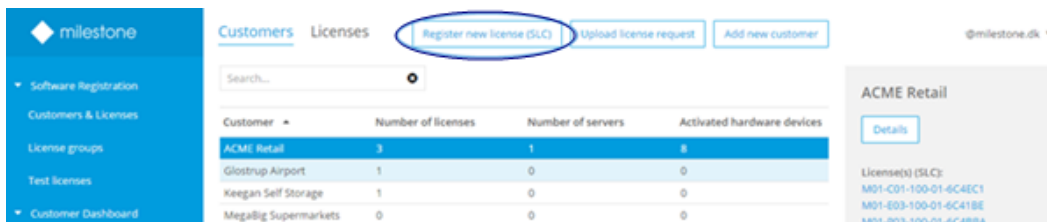
3. In the **Register new software license** dialog box, enter the SLC and select the customer if the customer is already created on Milestone Customer Dashboard. If not, you can add a new customer.

4. Optional: Enter a description to the license. Note that you can search for license descriptions on the **Licenses** page.

5. Optional: Assign the SLC to an existing license group.

6. Click **Save**.

Install with a registered software license

If you are installing for the first time, and you have purchased and registered a software license, you can import your software license file.
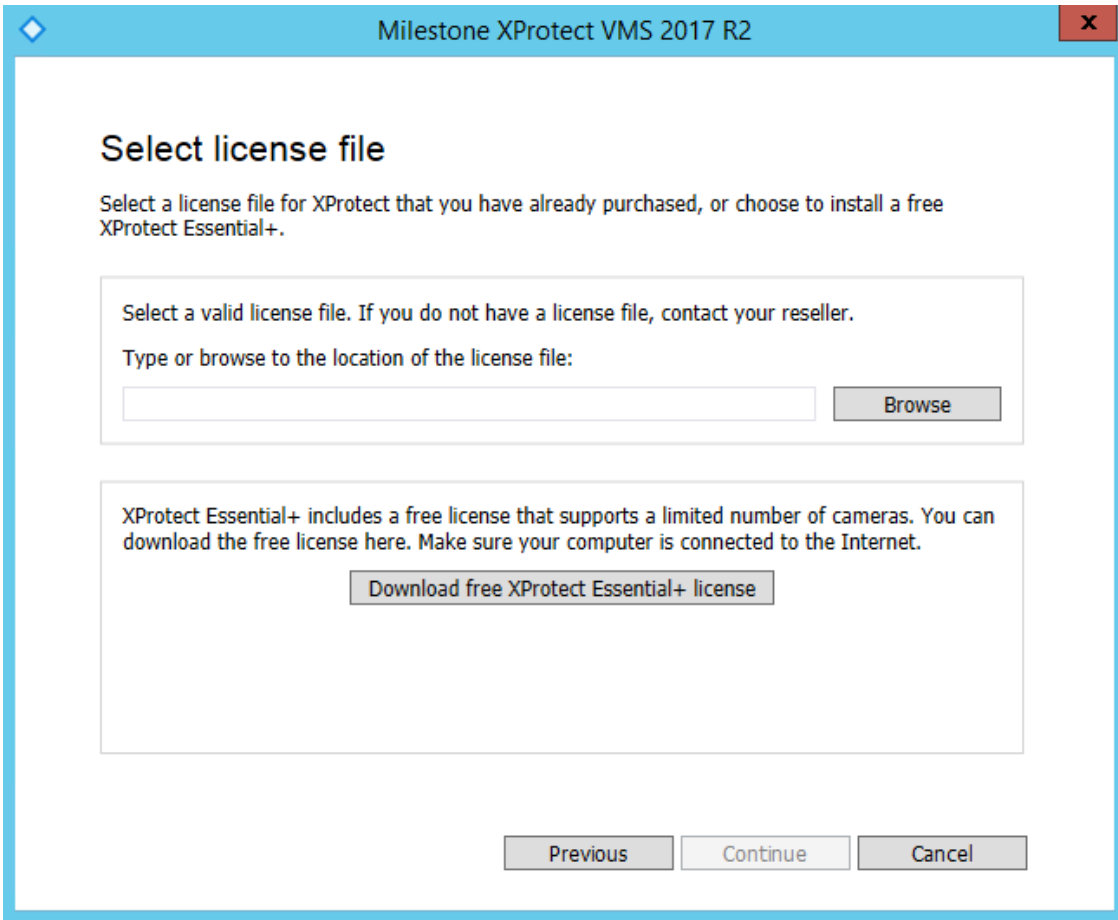
To import the software license when you install:

1. Find the email with the software license file attached, and then copy the file to your computer.

> ✅ If you do not have the software license file, you can download it from Milestone Customer Dashboard.

2. Run the installer for the XProtect VMS product.

3. Click **Browse**, locate the software license file, and then click **Continue**.

> ✏️ After you add devices, you must activate hardware device licenses for them. Depending on whether the system connects to the internet, use the online or offline activation process described later in this guide.

About the grace period and changes without activation

When the system is fully licensed, you can add devices and use them for 30 days without activating hardware devices licenses for them. To continue to use the devices after 30 days, you must activate the hardware device licenses.

You can change a certain percentage of cameras, typically up to 15%, within a year of the date you first activated licenses for them, without having to activate device licenses again. These are called "changes without activation," and are particularly useful when you need to quickly replace cameras.

The number of changes you can make is refreshed annually, and is calculated based on variables, such as the number of device licenses that are already activated. See the current list of variable values on the Milestone device calculation web page (https://www.milestonesys.com/device-change-calculation/). To learn more about changes without activation, open the Help system in Management Client, and search for the topic titled "About device changes without activation."

To view the number of changes you can make without activating licenses, and the number of changes you have already made, in Management Client, click **License Information**. In the **License details - current site** section, the number is displayed under **Changes without activation**.

Activate licenses

You must activate licenses when you:

- Install with a registered software license

- Add hardware devices in the Management Client

- Upgrade to a newer version, including service releases

Depending on whether your system connects to the internet, use the online activation or offline activation process to activate licenses:

- **Online** activation is the recommended method if the system can access the internet. Online activation makes it easier to add devices because it automates the process of activating device licenses

- **Offline** activation lets you activate licenses when the system cannot access the Internet. The offline process requires a few manual steps

Use the online activation process

To make it easy to add devices, if your system can access the Internet you can turn on automatic license activation. The system can activate device licenses for you whenever it detects a need, for example, after you add devices, or only when you manually start the activation process.

> When adding devices for the first time, you must manually start the activation process. After that, the system can automatically activate device licenses.

Enable automatic license activation

To set up automatic activation, in the Management Client, in the **Site Navigation** pane, expand **Basics**, and select **License Information**. Select the **Enable automatic license activation** check box, and then enter the user name and password for your My Milestone account.

After you add a device, automatic activation might take a few minutes to complete, but you can work in the Management Client in the meantime.

Start online activation manually

To start the online activation process manually, follow these steps:

1. In the Management Client, in the **Site Navigation** pane, expand **Basics**, and select **License Information**.
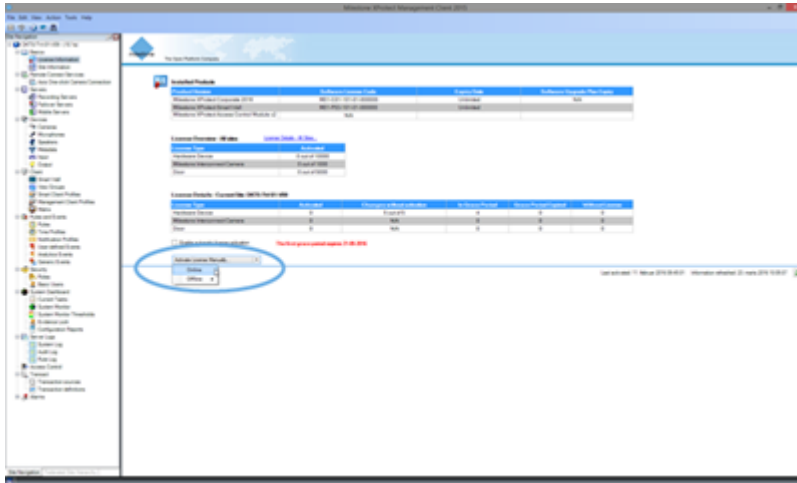
2. Click **Activate Licenses Manually**, and select **Online**.

3. Enter the user name and password for your My Milestone account, and then click **Next**.

4. Click **Finish** to activate the licenses.

Use the offline activation process

After you import your software license file and add devices in Management Client, if your XProtect VMS product is not connected to the internet, you can use an offline process to activate hardware device licenses.

> ✏️ This process requires a portable storage device, such as a USB flash drive, and a computer with access to the Internet.

The following steps give an overview of the offline activation process:

1. Export a license request file (.lrq) from the Management Client.

2. Upload a license request file to Milestone Customer Dashboard.

3. Receive an activated license file (.lic) in an email, and then import the file in the Management Client.

Export a license request file

The license request file contains information about your XProtect VMS system. For example, it contains the number of hardware devices to activate licenses for.

Follow these steps:

1. In the Management Client, in the **Site Navigation** pane, expand **Basics**, and select **License Information**.

2. At the bottom of the main workspace, click **Activate Licenses Manually**, then **Offline**, and then click **Export License for Activation**.
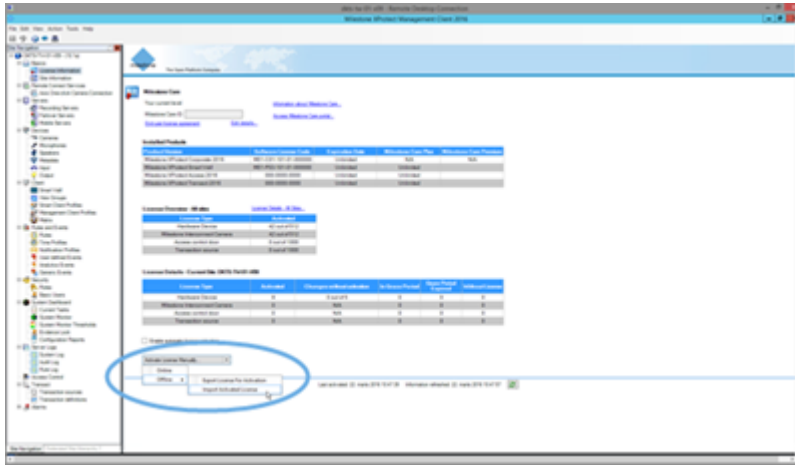
3. Save the license request file to a portable storage device.

4. Connect the portable storage device to a computer with Internet access.

Upload a license request file to Milestone Customer Dashboard

1. Log in to Milestone Customer Dashboard.

2. Click **Customers & Licenses** and on the **Customers** page, click **Upload License Request**.


3. Click **Select .lrq file**, and then find the license request file on the portable storage device that you copied your license request file to.

4. Optional: By default, the activated license file is sent to the email address that was specified when the software license was purchased. To allow other people to also receive the activated license file, add their email addresses in the **Additional email recipient (optional)** field.

5. Click **Upload**.

Receive an activated license file in an email, and then import the file in the Management Client

After you receive an activated license file, you can import the file in the Management Client to update your software license information.

To import the activated license file, follow these steps:

1. Copy the activated license file from the email to your portable storage device, and then connect the portable storage device to the computer where Management Client is installed.

2. In the Management Client, click **Activate License Manually**, click **Offline**, and then **Import Activated License**.
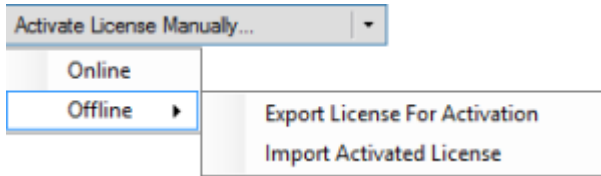
3. Find the activated license file on the portable storage device, and then click **Open**.

About Milestone

Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone Systems enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 150,000 sites worldwide. Founded in 1998, Milestone Systems is a stand-alone company in the Canon Group. For more information, visit https://www.milestonesys.com/.