



# Avigilon Licensing Portal User Guide

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PDF-LICSRV-A

Revision: 1 - EN

20190527

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# Introduction

Whether you are an Avigilon partner or customer, you can use the Avigilon Licensing Portal to view and manage your licenses.

## Terms

In the Avigilon Licensing Portal, each sales order is called an **Entitlement**, with a unique **Entitlement ID**. Each line item in the sales order corresponds to an **Entitlement Line Item**, with a unique **Activation ID**. The Activation ID is the same as the product key needed to activate a license.

Once licenses are activated, they will appear as a Device with an ID and will no longer appear as an Entitlement Line Item.

The following table describes how sales orders, line items (unactivated licenses), and activated licenses are referred to in the Avigilon Licensing Portal.

	<b>Avigilon Licensing Portal Term</b>	<b>Avigilon Licensing Portal ID</b>
Sales order	Entitlement	Entitlement ID
Line item (unactivated license)	Entitlement Line Item	Activation ID
Activated license	Device	ID

## Registering an Account

If you are the Technical Contact for your organization:

1. Submit a request to Avigilon Order Management for access to the Avigilon Licensing Portal.
2. You will receive an email invitation. Follow the instructions to complete your registration.

Once registered, you can create user accounts for other members of your organization. See *Users and Accounts* on the next page.

## Logging In

1. Go to [licensing.avigilon.com](https://licensing.avigilon.com).
2. Enter your Email and Password.
3. Click **Login**.

# Users and Accounts

All users are assigned to an Account. The Account is your partner or customer organization.

There are regular users and administrators. Regular users can view and manage licenses, and activate licenses for offline installations. Administrators can create and manage users in addition to license management.

Partners can also view and manage their customer's licenses.

## Viewing Users and Accounts

Partners can view users in their account, as well as their customer's accounts. Customers can only view users in their account.

- To view users in your account, click **List users**.
- (Partners only) To view your customer accounts, click **List related accounts**.  
If a customer does not have an account, contact Avigilon Order Management.
- (Partners only) To view users in your customer accounts, click **List related users**.

## Adding a User

Add users to view and manage licenses in the Avigilon Licensing Portal.

1. In the side menu, click **List users**.
2. Select **Actions > Create**.
3. Enter the user information and contact details.

**Note:** You cannot edit the Email Address after the next step.

4. Select **Actions > Link accounts**.
5. If adding a partner user, select the **Partners** tab.
6. Select the account check box and select the following Role check boxes:

User Type	Dealer Admin Role	Dealer User Role	End User Admin Role	End User Role
Partner Administrator	✓	✓	✓	✓
Partner User	—	✓	—	✓

User Type	Dealer Admin Role	Dealer User Role	End User Admin Role	End User Role
Customer Administrator	—	—	✓	✓
Customer User	—	—	—	✓

7. Click **OK**.

An email invitation is sent to the new user.

## Updating a User

You can update a user's name, contact information, and role.

1. In the side menu, click **List users**.
2. Click a user's name.
3. Edit the information, then click **Save**.

## Resetting Your Password

If you forget your password, you can send yourself a password reset email.

1. On the log in page, click **Forgot Password?**
2. Enter your email address and click **Submit**.

A password-reset email is sent.

## Removing Users

You can remove users from the Avigilon Licensing Portal.

1. In the side menu, click **List users**.
2. Select the check box next to all user you want to remove, then select **Actions > Delete**.
3. Click **OK** to confirm.

# Licenses

## Viewing Unactivated Licenses

Unactivated licenses are listed on the List Entitlements page.

- In the side menu, click **List Entitlements**.

Each row in the table represents a line item in your sales order. The columns are described below.

Column	Description
Activation ID	Product key used to activate the license
Entitlement ID	Sales order number
Sold to	Customer name
Product	Part number
Version	Product version
Available quantity	Number of channels available
Total quantity	Number of channels available
Expiration	Whether the license expires or is permanent

## Exporting Unactivated Licenses

You can export a list of unactivated licenses as a CSV file. Give this file to installers so they have a list of licenses that they can activate.

1. In the side menu, click **List Entitlements**.
2. Use the search filters to display the required licenses.
3. Select the check box next to the licenses you want to export.
4. Select **Export > Export Selected Items**.

## Viewing Activated Licenses

After licenses are activated, they are listed on the Devices page.


1. In the side menu, click **Devices**.
2. Click a device Name to view the license details.

# Advanced License Management

## Transferring License Channels


If you purchased licenses in bulk, you can transfer all or a portion of the channels to another account.

If you transfer a portion of the channels, a new Entitlement Line Item with a unique Entitlement ID and Activation ID is created.

1. In the side menu, click **List Entitlements**.
2. Select the check box next to a license, then click **Action > Transfer**.
3. Enter the number of channels to transfer in the **Transfer Amount** field.
4. Click  to select an account for the **Target Account**.
5. Select **No**, then click **Transfer**.
6. Click **OK** to continue.

## Adding Channels to an Existing License

To add more channels to an existing license, transfer channels from a bulk license with the same Product type.

1. In the side menu, click **List Entitlements**.
2. Select the check box next to the bulk license, then click **Action > Transfer**.
3. Enter the number of channels to transfer in the **Transfer Amount** field.
4. Click  to select an account for the **Target Account**.
5. Select **Yes**, then select the license to add the channels to.
6. Click **Transfer**, then click **OK** to continue.



# For More Information

Visit Avigilon at [avigilon.com](https://www.avigilon.com) for additional product documentation.

## Technical Support

To contact Avigilon Technical Support, go to [avigilon.com/contact-us](https://www.avigilon.com/contact-us).

## Upgrades

Software and firmware upgrades will be made available for download as they become available. Check for available upgrades at: [avigilon.com/support-and-downloads](https://www.avigilon.com/support-and-downloads).

## Feedback

We value your feedback. Please send any comments on our products and services to [feedback@avigilon.com](mailto:feedback@avigilon.com).