

American Dynamics 6 Technology Park Drive Westford, MA 01886-3140 Tele: 978-577-4000 Fax: 978-577-4392 www.americandynamics.net

American Dynamics Registration Instructions

Thank you for purchasing one or more of the following American Dynamics products:



Please follow the instructions below which will take you through the **9 STEPS** required for registering your victor and/or VideoEdge software online to automatically receive your auto-generated software license file.

Pre-Requisite Information

Before registering online to receive your auto-generated software license file via email, it is assumed that:

- a. SOFTWARE SERIAL NUMBER: Software serial number is available (label on the jewel case/sleeve or bottom of any AD Bundled Server).
- b. SOFTWARE IS INSTALLED: Software was installed and is running on the intended host PC that meets/exceeds the system requirements.
- c. SOFTWARE SYSTEM FILE: Software-generated system file was saved from the host PC and accessible.
- d. VALID WARRANTY/SSA STATUS: When registering for an UPDATED license, software must be In Warranty or has a valid Software Support Agreement or else the registration request will not be accepted by the server.
- e. INTERNET & EMAIL ACCESS: Client PC has internet access to access American Dynamics' Register A Product page (login required) and email.

9 Steps to register your victor/VideoEdge software

The following 9 steps are required for to register your software online in order to receive the auto-generated license file via email:

9 Steps to Register Online:	1 st Time Install (V4.0x/4.1x/4.2x/4.3x)	Update Existing License (V4.0x/4.1x/4.2x/4.3x)	
1. Select the Product to Register	victor only or	VideoEdge only	
2. Select the Registration Type	New 1st Time Install (Serial Number has never been registered)	Update Existing License (Serial Number was previously registered)	
3. Select the Software Version to Support Note : Select the version running on the host PC.	V4.0 or V4.1 or V4.2 or V4.3 or V4.4	V4.0 or V4.1 or V4.2 or V4.3 or V4.4	
4. Enter the Integrator Information	All Req	uired Fields	
5. Enter the Customer/End-User Information	All Req	uired Fields	
Option 1: For 1 st Time Install only, enter Integrator Email and click <search> to attempt Integrator Information auto-fill. Option 2: To Update Existing Licenses, enter Software Serial Number and click <search> to attempt Integrator & Customer/End-User Info auto-fill. Note: A previous registration must have occurred in order for auto-fill information to be available, or else manually enter all required fields.</search></search>			
6. Enter Email of the License Recipient(s)	Required: Primary Email Recipient	Optional: Secondary Email Recipient	
7. Enter the Software Serial Number	victor = ESSxxxxxxxxxxxx Note: Software serial number on disc sleeve	VideoEdge = NV4xxxxxxxxxxx Note: Software serial number on disc sleeve & bottom of bundled servers	
8. Attach the Software-Generated System File	.XML (V4.0x, V4.1x, V4.2x, V4.3x, V4.4) Note: All 1 st Time Install and Update Existing License (V4.2+) will require the file attachment		
9. Submit the Registration	Click <submit></submit> button		
Note: If all of the submitted information is valid, then file to the designated license recipient(s), along	a successful page will be displayed and will imme with the AD Licensing Instructions on how to ap	ediately email the automatically generated license ply the software license.	

For further assistance, please review the following pages that provide detail information on how to register your American Dynamics software.

Details for the 5 Pre-Requisites

Pre-Requisite: Step A – Locate the software serial number

The software serial number for the victor or VideoEdge product can be found at:

Software Serial Number	victor (examples)	VideoEdge (examples)	
 Printed label on sleeve of the software disc (victor or VideoEdge). Also printed label on the bottom of an American Dynamics VideoEdge Bundled Server. 	P/N: ADVC10S05 view such as agencies with y base s connections (DVD) S/N: ESS CH222201472258 Software 0710-3108-0100 Rev: A0	P/N: 0101-0539-01 ASSY, VE W/R. SRV/R SW, V4.1 S/N: NV4 Prospect ##86880 Settinges \$716-3377-0108 Ref. AC	
3. Part of the filename for any auto-generated license file (victor or VideoEdge).	victor_v43_x64_ <mark>ESSxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx</mark>	64Cam_v43_ <mark>NV4xxxxxxxxxxxx</mark> _nv4license.lic	
 In the body of the entitlement PDF that is emailed after orders are processed for any software add-on victor or VideoEdge). 	Anercan Dynamics here the second seco	American Dynamics http://www.americandynamics.net/ 1 Tein/blog/ Park Dine Westfors, Massachuest B1980-3140 Tei. (1795/07-402) Tarak you for ordering the VideoEdgeVictor Software License Lioprade/SSA. This is the document to notify you hat the purchase order for VideoEdgeVictor License Lioprade/SSA has been processed. In odde to monitory your putched license, please register your software ordina at the link helion: http://www.americandynamics.ame/SoftwareRegistration/VideoEdgeVictor/OdeoEdgeAutoRegistrationForm.aspx Podart. Protect, Name Robert N. 2004. Junkerse Serial No.: IVM essentements	
Note: For any legacy V3 VideoEdge (server and client) software, all license requests must be emailed to LicenseSW@tycoint.com.			

Pre-Requisite: Step B – Install the software

System Information

Proceed to install the victor or VideoEdge software on the designated system that meets/exceeds the recommended system requirements. **Note1**: Refer to the datasheet or the User Manual for your version of victor or VideoEdge software for the required system requirements. **Note2**: All VideoEdge (NVR and Hybrid) bundled servers can skip this step as the VideoEdge software comes pre-installed from the factory.

Pre-Requisite: Step C - Capture the software-generated system file

Launch the victor or VideoEdge software and proceed to generate and save the software-generated system file.

- victor:
 - a. On the victor PC, launch the victor server software (Run as administrator)

SW Product Name SW Version		Application Name
vietov sito monocov	V4.0x, V4.1x	START -> All Programs -> Tyco -> victor site manager
victor site manager	V4.2x	START -> All Programs -> Tyco -> victor -> Server Configuration
victor Professional – site manager V4.3x, V4.4x		START -> All Programs -> Tyco -> victor -> victor License Manager
victor Express	V4.3x, V4.4x	START -> All Programs -> Tyco -> victor -> victor License Manager

- b. For victor site manager or Server Configuration applications, click on the Licensing tab.
 - **Note**: V4.3+ uses the new victor License Manager which offers the same function as the Licensing tab in previous versions.
- c. Click <Generate System Information> button and save the victor software-generated system file to your local hard drive.

Coffeenance	victor-Generat	ed System Files
Software	V4.0x, V4.1x	V4.2x, V4.3x, V4.4x
	xxxxxxxXXXXX	victor_xxxxxxxxxXXML
victor	(Do Not Modify The File)	(Do Not Modify The File)

<u>VideoEdge</u>:

- a. From a client PC, launch the Internet Explorer browser and enter the IP address of the VideoEdge NVR or Hybrid recorder.
- b. Login with administrator credentials (username and password)

-			•		
VideoEdge	Default IP Address	Defau	It Login	Client	Supported
SW Version	(if no DHCP or Static IP)	User Name	Password	Туре	Web Browser
V4.0x, V4.1x	10.10.10.10	admin	admin	Remote Client PC	Microsoft Internet Explorer (V7+)
V4.2x, V4.3x,	10 10 10 10	o duo in		Remote Client PC	Microsoft Internet Explorer (V7+)
V4.4x	10.10.10.10	aumin	VIDEO:edge23	Local VE Server	Mozilla Firefox
Note: Mozilla Firefox (default browser on VE) will NOT display video due to no QuickTime plug-in on SUSE Enterprise Linux OS.					

c. Go to the License page of the NVR

1.0			
SW Product Name	SW Version	URL to Licens	e Page
VideoEdge NVR	V4.0x, V4.1x	http:// <nvripaddress>/admin-cgi/license</nvripaddress>	(Remote Client)
VideoEdge NVR or Hybrid	V4.2x, V4.3x, V4.4x	http:// <nvripaddress>/system/licensing http://<nvripaddress>/welcome/setup localhost/welcome/setup</nvripaddress></nvripaddress>	(Remote Client or from VE Server) (Remote Client or from VE Server) (from VE Server)
Note: Replace the " <nvripaddress>" above with the actual IP address of your VideoEdge NVR or Hybrid recorder.</nvripaddress>			

d. Click on the button to generate and then save the system file to your local hard drive.

Software	Actions	VideoEdge-Generated System File		
	Actions	V4.0x, V4.1x	V4.2x, V4.3x, V4.4x	
	Click Button:	<generate information="" system="" videoedge=""></generate>	<generate host="" id=""></generate>	
VideoEdge	Source Output	NVRid-xxxxxxxxxxxx	VideoEdgeNVRHostID.txt	
	Save Output:	(Do Not Modify The File) (Do Not Modify The File)		
Note: Required to identify the VideoEdge host machine's system values to auto-generate the compatible license file.				

Pre-Requisite: Step D – Check the status of your software Warranty / SSA

Proceed to check the expiration date of your software.

• <u>victor</u>:

Under Licensing in the SSA Maintenance Agreement section, verify that the date in the "SSA Expires on" field has not expired yet.

Status	License Type	Status for Software Functionality & Support	Status for Registration Site (Licensing)
	Permanent	Software continues to operate	• Entitled to register for updates (same SW version)
	(Purchased)	 Entitled to software updates and support 	• Entitled to register for updates (newer SW version)
Still Valid	TEMP	Software continues to operate	Can register for updates (same SW version)
Still Valiu	(60 Days)	Can upgrade to newer software version	Can register for updates (newer SW version)
	DEMO	Software continues to operate	• Can register for updates (same SW version)
	(Fixed Days)	Can upgrade to newer software version	Can register for updates (newer SW version)
	Permanent	Software continues to operate	Cannot register for any updates (same or newer SW)
	(Purchased)	Must purchase SSA for software updates and support	Must purchase SSA before registering again
Expired	TEMP	Software will stop working	• Cannot register for any updates (same or newer SW)
Expired	(60 Days)	 Not entitled to any updates or support 	Must purchase the software and then register it
	DEMO	Software will stop working	Cannot register for any updates (same or newer SW)
	(Fixed Days)	 Not entitled to any updates or support 	Must purchase the software and then register it

Important Note: The software warranty will start on the date of successful registration. So for any software serial number that has not been previously registered for a license, the SSA expiration date will automatically be set to ONE YEAR FROM DATE OF REGISTERATION when registering as New 1ST Time Install.

• VideoEdge:

On the Licensing page in the License Status section, verify that the date in the "SSA Expires" field still has time available.

Status	License Type	Status for Software Functionality & Support	Status for Registration Site (Licensing)
CHILLY ALL A	Permanent (Purchased)	Software continues to operateEntitled to software updates and support	Entitled to register for updates (same SW version)Entitled to register for updates (newer SW version)
Still Valid	TEMP (60 Days)	Software continues to operateCan upgrade to newer software version	Can register for updates (same SW version)Can register for updates (newer SW version)
Everined	Permanent (Purchased)	 Software continues to operate Must purchase SSA for software updates and support 	 Cannot register for any updates (same or newer SW) Must purchase SSA before registering again
expired	TEMP (60 Days)	Software will stop workingNot entitled to any updates or support	 Cannot register for any updates (same or newer SW) Must purchase the software and then register it

Important Note: The software warranty will start on the date of successful registration. So for any software serial number that has not been previously registered for a license, the SSA expiration date will automatically be set to **ONE YEAR FROM DATE OF REGISTERATION** when registering as **New 1ST Time Install**.

Pre-Requisite: Step E – Internet and email access

• victor and VideoEdge:

From the client PC,

 Launch the Microsoft Internet Explorer and proceed to navigate to the Register a Product page on the American Dynamics web site (<u>http://www.americandynamics.net/Support/RegisterDefault.aspx</u>) and select either victor or VideoEdge v4 to access the Online Auto Registration Form.

Note: Access to certain pages on the web site (including the registration pages) will require logging in as an authorized user.

-	A tyco international company		
	VideoEdge v4 and victor - Onli	ne Auto R	egistration Form
Thank compl	you for your purchase of an American Dynamics VideoEd lete the following software registration form to recieve your	ge v4 and victo valid software	or video management system. Please license file(s).
For Vi	deoEdge v4:	Forvi	ctor site manager or victor Express:
1. 2. 3. 4. 5. 6.	Log onto VideoEdge v4 via Internet Explorer Go to the LICENSE page V4.4/V4.3/4.2: http://envripaddress=/system/licensing V4.1/4.0: http://envripaddress=/admin- cgi/license Click the GENERATE button Save the VideoEdge generated file V4.4/V4.3/4.2: VideoEdgeNVRHostID.bt V4.1/4.0: NVRid Attach the VideoEdge file to this form (New 1st Time Install & V4.4/V4.3/4.2: Upgrade) Please enter the serial # from the VideoEdge DVD	1. 2. 3. 4. 5. 6. 7.	Launch victor (Win7: run as administrator) Click on the LICENSING tab Select the GENERATE SYSTEM INFORMATION button Save the victor generated XML file Attach the XML file to this form (New 1st Time Install & V4.4/V4.3/4.2 Upgrade) Please enter the serial # from the victor DVD For detail instructions click here
7. After a contai questi	If of the information is specified and any required file(s) having the valid software license file(s) will be automatically long then email the American Dynamics Licensing Depart	ave been attacl sent to the spo ment at Licens	hed, click the Submit button. An email ecified email address. If there is any seSW@tycoint.com.

b. Log into your email server so you can retrieve the auto-generated license file after successfully registering the software.

Details for the 9 Steps to register your software (victor or VideoEdge)

Step 1 – Select a product to register (victor or VideoEdge)

Under REGISTRATION INFORMATION section, select the product to register:

_ R	EGISTRATION INFORMA	TION	
C	victor only	Register one product:	victor software
C	VideoEdge only	Register one product:	VideoEdge V4 software

• victor Only:

Select this option if you are registering the victor Unified Security and Video Management System (victor site manager or victor Professional site manager or victor Express) to receive your license file.

VideoEdge Only:

Select this option if you are registering the VideoEdge Software (VideoEdge Network Video Recorder or VideoEdge Hybrid Appliance) to receive your license file.

Step 2 – Select the registration type (New 1st Time Install or Update Existing License)

Under the expanded window, select one of the following registration types:



• New 1st Time Install:

Select this option if the victor or VideoEdge software serial number has never been previously used to register for a license.

<u>Update Existing License</u>:

Select this option if the victor or VideoEdge software serial number was previously registered to generate a license and you need to request for an updated license file for the same or newer version of software.

Step 3 – Select the Software Version to support

Under the expanded window, select the software version that you are currently using on the host PC:

۲	License to be compatible with V4.4 victor/VideoEdge softwar
0	License to be compatible with V4.3 victor/VideoEdge softwar
0	License to be compatible with V4.2 victor/VideoEdge softwar
0	License to be compatible with V4.1 victor/VideoEdge softwar
0	License to be compatible with V4.0 victor/VideoEdge softwar

Software	Current SW Version	License Version to Register	Important Compatibility Note	
	V4.4x (=4.4)	Select V4.4	V4.4x victor software requires the V4.4 victor license file	
	V4.3x (=4.3)	Select V4.3	V4.3x victor software requires the V4.3 victor license file	
victor	V4.2x (=4.2,4.2.1)	Select V4.2	V4.2x victor software requires the V4.2 victor license file	
	V4.1x (=4.1,4.1.1,4.1.2)	Select V4.1	V4.1x victor software requires the V4.1 victor license file	
	V4.0x (=4.0,4.01,4.02)	Select V4.0	V4.0x victor software requires the V4.0 victor license file	
	V4.4x (=4.4)	Select V4.4	V4.4x VideoEdge software requires the V4.4 VideoEdge license file	
VideoEdge	V4.3x (=4.3)	Select V4.3	V4.3x VideoEdge software requires the V4.3 VideoEdge license file	
	V4.2x (=4.2,4.2.1)	Select V4.2	V4.2x VideoEdge software requires the V4.2 VideoEdge license file	
	V4.1x	Select V4.1	V4.1x VideoEdge software requires the V4.1 VideoEdge license file	
	(=4.1)			
	(=4.1) V4.0x (=4.0,4.01)	Select V4.0	V4.0x VideoEdge software requires the V4.0 VideoEdge license file	

Note2: The license file will only support the single victor or VideoEdge host PC (Pre-Requisite Step C) that was initially registered (1st Time Install).

• When selecting a software version for a "New 1st Time Install" registration:

You may select the version of software that is currently installed on the host PC. This may either be the same version which was originally shipped to you and installed, or it may be a newer software version that you recently downloaded and installed.

• <u>When selecting a software version for a "Update Existing License" registration:</u>

You will need to check the Upgrade Compatibility Chart below as there are a few restrictions in regards to selecting a software version when choosing **Update Existing License**:

Videot Supported - Add option/SSA to same current version V4.00 (40,401,402) Supported - Upgrade to newer version (with/without add-on options) V4.01 (40,401,402) V4.22 (42,8) Supported - Cannot upgrade VM to a newer version that is more than two releases V4.01 (41,112) V4.02 (43,8) Not Supported - Cannot upgrade VM to a newer version that is more than two releases V4.11 (41,12) V4.02 (42,8) Not Supported - Cannot upgrade VM to a newer version that is more than two releases V4.12 (41,12) V4.12 (42,8) Supported - Cannot upgrade VM to a newer version V4.12 (41,12) V4.12 (42,8) Supported - Cannot dworgrade to older version V4.13 (41,12) V4.12 (42,8) Supported - Cannot dworgrade to older version V4.14 (41,12) V4.12 (42,8) Supported - Cannot dworgrade to older version V4.14 (4,12) V4.14 (43,8) Supported - Cannot dworgrade to older version V4.14 (4,3) V4.14 (43,8) Supported - Cannot dworgrade to older version V4.14 (4,3) V4.14 (44,8) Supported - Cannot dworgrade to older version V4.14 (4,13) V4.14 (43,8) Supported - Cannot dworgrade to older version V4.14 (4,14) V4.14 (44,8) Supported - Cannot dworgrad	Software	Current SW	Upgrade SW	Status for Update Scenario
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Note1: victor Unified Client can be directly upgraded to latest version, which also must be same version as victor Express or Site Manager.

AD Registration Instructions - victor/VideoEdge Online Auto Registration Form (V4.0-to-V4.4)

Note2: Software must be In Warranty or valid SSA in order to perform an Update Existing License (same or newer version).

Step 4 – Provide the required Integrator Information

For all registrations, the correct Integrator Information must be provided by the trained (victor/VideoEdge) technician:

If Integrator is using the Registration Site for the First Time

When using this registration site for the very first time, integrator will need to manually fill-in all of the Integrator Information fields.

If Integrator is returning to the Registration Site

When returning to this site after a prior successful registration, the server should auto-fill the Integrator Information.

Auto-Fill Option: If your integrator information is not auto-filled, then integrator can enter their email address and click the <Search> button to attempt auto-fill the fields.

Please ent	er your integrator email address to auto-fill part of the following form.
[Search

Step 5 – Provide the required Customer/End-User Information

For all registrations, the correct Customer/End-User Information must be provided by the trained (victor/VideoEdge) technician:

• If the Software Serial Number has never been registered (Using the "1st Time Install" option)

When registering a software serial number for the very first time (no previous license was created using this software serial number), the integrator must manually fill-in all of the Customer/End-User information fields.

If the Software Serial Number was previously registered (Using the "Upgrade Existing License" option)

When registering a software serial number for an updated license, the integrator can enter the software serial number and click the **<Search>** button to auto-fill all of the previous field information. If it does not auto-fill, then the integrator must manually fill-in all of the Customer/End-User Information fields.



Note: For Step 4 & 5, all required fields (*) for both the Integrator and Customer/End-User must be filled in:



Step 6 – Provide the Email Address of the License Recipient(s)

For all registrations, a required Primary and optional Secondary email address of the recipient for the auto-generated license file must be provided.

* Enter primary email address to send license file to	
Enter secondary email address to send license file to	

Step 7 – Provide the Software Serial Number

For all registrations, the valid Software Serial Number (victor or VideoEdge) for the product being registered must be provided.

victor Only:

* Enter unique vistor aeffuere sorial number	
 Enter unique victor software serial number 	

Provide the valid software serial number for the victor Unified Security and Video Management System (victor site manager or victor Professional site manager or victor Express) that requires the license:

Software	Software	OPTION: New 1 st Time Install	OPTION: Update Existing License
Туре	Serial Number Format	V4.0x, V4.1x, V4.2x, V4.3x, V4.4x	V4.0x, V4.1x, V4.2x, V4.3x, V4.4x
victor	ESSxxxxxxxxxxx	Required	Required

VideoEdge Only:

* Enter unique VideoEdge v4 software serial number:

Provide the valid software serial number for the VideoEdge Software (VideoEdge Network Video Recorder or VideoEdge Hybrid Appliance) that requires the license:

Software	Software	OPTION: New 1 st Time Install	OPTION: Update Existing License
Туре	Serial Number Format	V4.0x, V4.1x, V4.2x, V4.3x, V4.4x	V4.0x, V4.1x, V4.2x, V4.3x, V4.4x
VideoEdge	NV4xxxxxxxxxxxx	Required	Required

Important Note: The software serial number can be found (see Pre-Requisite Step A):

- 1. Printed label on sleeve of the software disc.
- 2. Printed label on the bottom of an American Dynamics VideoEdge Bundled Server.
- 3. Part of the filename for any auto-generated license file.
- 4. In the body of the entitlement PDF that is emailed after orders are processed for any software add-on.

Step 8 – Attach the Software-Generated System File

For some registrations, the valid software-generate system file (victor or VideoEdge) must be provided.

victor Only:

* Attach victor .xml file	Browse
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Under the following conditions, you will be required to select the victor-generated file from the host PC requiring the license:

- 1. New 1st Time Install
- 2. Update Existing License

Coffeenance	victor-Generated System Files			
Software	V4.0x, V4.1x	V4.2x, V4.3x, V4.4x		
victor	xxxxxxxXXXXXXIIL	victor_xxxxxxxxXXXIL		
victor	(Do Not Modify The File)	(Do Not Modify The File)		
Note1: Required	to identify the victor host machine's system values to auto-generat	e the compatible license file.		
Note2: If an inva	lid file or incorrect file version is attached, then the registration serv	ver will flag an error message.		
Note3: If a valid j	file is attached but is from a different PC, then the license generated	d will not be compatible with the victor host machine.		

<u>VideoEdge Only</u>:

* Attach VideoEdge file:	Browse

Under the following conditions, you will be required to select the VideoEdge-generated file from the host PC requiring the license:

- 1. New 1st Time Install
- 2. Update Existing License

Software	Actions	VideoEdge-Generated System File		
		V4.0x, V4.1x	V4.2x, V4.3x, V4.4x	
	Click Button:	<generate information="" system="" videoedge=""></generate>	<generate host="" id=""></generate>	
VideoEdge	Save Output:	NVRid-xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	VideoEdgeNVRHostID.txt (Do Not Modify The File)	
Note1: Requir	red to identify the Vic	leoEdge host machine's system values to auto-generate th	e compatible license file.	
Note2: If an ir	nvalid file or incorrect	t file version is attached, then the registration server will fl	ag an error message.	

Note3: If a valid file is attached but is from a different PC, then the license generated will not be compatible with the VideoEdge host machine.
OPTION: Enter any comments.
Comments

Optional – Request for Open Source information

If you wish to receive access to the list of Open Source Information that is used in the victor software, click on the application option.

_ Open	Source Information for victor Unified Client and Site Manager
Portions	of the software may be subject to one or more "open source" licenses.
Plea	se select:
	Download license information when form is submitted
	C License information not required
lf require To recei	d by the terms of the applicable license, you have a right to receive source code for such software. re source code for such software please contact your Tyco representative

Step 9 – Submit the completed registration form

For all registrations, click the **<SUBMIT>** button to register the product. If all of the required information has been provided in valid format, then the system will proceed to process the submitted registration.

<u>Success</u>:

Congratulations, you will be redirected to the success page, receive an email with the license file and latest AD Licensing Instructions.

• <u>Failure</u>:

If any issues are found with your registration, then an **error message with details of the problem(s) and recommended actions** will be posted on the registration page. Please review and proceed to rectify the issue. See **Troubleshooting Guide** below for assistance.

Note: At any time, you can select <RESET> to clear all of the fields on the form to start over.

Options After Submitting A Successful Registration

After a successful registration, you will be emailed the license file and have the opportunity to select one of the following options:

	Close Window [X]			
American Dynamics				
A Tyco International Company				
Thank you for registering your victor and/or VideoEdge 4 software. Your registration is being processed and will be sent to you from the American Dyn Licensing Server.	amics			
If you have any license questions, please email our Licensing Department at License SW@tycoint.com. If you have any victor or VideoEdge Post-Sales questions, please call our Technical Support Team at 1-800-507-6268 (Option 2, Option 1, Option 2) fo	r assistance.			
Please click HERE to download the license information pdf.				
Process complete.				
Return to Online Reg	istration Form [Back]			
	Close Window [X]			
Return to Online Reg	istration Form [Back] Close Window [X]			

<u>Review Open Source Information:</u>

Please click HERE to download the license information pdf.

If you selected the optional "Download license information when form is submitted," then this link will provide you access to the Open Source Information for the victor software.

<u>Register Another Software Serial Number:</u>

Return to Online Registration Form [Back]

If you wish to register another product, then this link will take you back to the registration form and will also include the previous information to eliminate majority of the data input for sites which have multiple products that need to be registered. **Note:** Additional **<RESET>** button has been added if the information needs to be cleared on the form

Exit the Registration Site:

Close Window [X]

If you are done with registering products, then this link will close the web browser window/tab.

Who to Contact for Additional Support

If you have any questions, then please contact the American Dynamics team:

American Dynamics Video Systems (victor & VideoEdge) – Contact Information					
Category	Region	Email	Phone		
Licensing	World Wide	LicenseSW@tycoint.com	1-978-577-4000 (Option 2 for Licensing Support)		
General Sales	World Wide	American Dynamics Integrator from whom you purchased the product			
SSA Sales	World Wide	<u>SSAadmin@tycoint.com</u>			
Pre-Sales Support (Applications)	North America	adapps@tycoint.com	1-800-507-6268 (Option 2, Option 2)		
			1-561-912-6259 (Option 2, Option 2)		
	EMEA / APAC	tspemealicense@tycoint.com	+800-2255-8926		
Post-Sales Support (Level 1 Support)	World Wide	American Dynamics Integrator from whom the end-user purchased the product			
Post-Sales Support (Level 2 Support)	North America	ades@tycosp.com	1-800-507-6268 (Option 2, Option 1)		
			1-561-912-6259 (Option 2, Option 1)		
	EMEA	emea.support@tycoint.com	+800-2255-8926		
	APAC	apac.support@tycoint.com	+800-2255-8926		
Post-Sales Support (Level 3 Support)	North America/EMEA/APAC	Escalated by Level 2 Support			
American Dynamics & Software House & Kantech (Other Products) – Contact Information					
AD Intellex	Outside EMEA	ades@tycosp.com	1-800-507-6268 (Option 2, Option 1)		
AD Network Client	Outside EMEA	ades@tycosp.com	1-800-507-6268 (Option 2, Option 1)		
AD HDVR	Outside EMEA	LicenseSW@tycoint.com	1-978-577-4000 (Option 2 for Licensing Support)		
SWH CCURE	Outside EMEA	CCURElicense@tycoint.com	1-978-577-4000 (Option 2 for Licensing Support)		
Kantech	Outside EMEA	KantechSupport@tycoint.com	1-888-222-1560		
Above Products	EMEA Region	tspemealicense@tycoint.com	+800-2255-8926		

Troubleshooting Guide

POSSIBLE ISSUES	REGISTRATION CATEGORIES	NOTIFICATIONS	INSTRUCTIONS TO TROUBLESHOOT
Required field is left blank or unselected	 New 1st Time Install Update Existing License 	 Post an error message on the form: Please verify your information Form will automatically highlight the field(s) that require input 	Fill-in the required fields and resubmit the registration. Note: Must select any required file attachment(s) before clicking the Submit button.
Invalid File Attachment	 New 1st Time Install Update Existing License 	Post an error message on the form: Error: Please attach a victor.xml file Error: Please verify your attached VideoEdge file	 Select the correct software-generated file attachment and then click Submit. victor V4.0~4.1 = ".xml" victor V4.2~4.4 = "victor_xxxxx.xml" VideoEdge V4.0~4.1 = "NVRid-xxxxxxxxxxx" VideoEdge V4.2~4.4 = "VideoEdgeNVRHostID.txt"
Invalid File Attachment	 New 1st Time Install Update Existing License 	 Post an error message on the form: Serial number ?????????? The attached victor Site Manager file is invalid, so please provide a valid file or contact <u>LicenseSW@tycoint.com</u> for assistance. 	 Select the correct software-generated file attachment and then click Submit. victor V4.1~4.0 = ".xml" generated by V4.0~4.1 victor V4.2~4.4 = ".xml" generated by V4.2~4.4
Invalid Serial Number	 New 1st Time Install Update Existing License 	 Post an error message on the form and email to LicenseSW: Serial number ??????????? Our records show that the Serial Number is invalid, so please check the Serial Number and register again 	 Check the software serial number label on the victor or VideoEdge sleeve and re-enter it into the registration form. Note: Must reselect any required file attachment(s) before clicking the Submit button.
Invalid Update Path	Update Existing License	 Post an error message on the form and email to LicenseSW: Serial number ????????????????? This update path is NOT supported. Please contact LicenseSW@tycoint.com for assistance. 	 If the software serial number was previously registered and licensed for the current version, then you cannot go backwards to an earlier version. Must only stay at the same or go to a higher version (if available).
Expired SSA	Update Existing License	Post an error message on the form and email to LicenseSW: Serial number ?????????? Our records show that the software warranty or SSA has expired, so please contact your local American Dynamics integrator to purchase a Software Support Agreement before registering for an updated license	 Contact your local American Dynamics integrator to purchase a Software Support Agreement (SSA) for your product. After receiving confirmation that the SSA order has been processed, return to the Online Auto Registration Form and resubmit your license request.
License was previously issued	• New 1 st Time Install	 Post an error message on the form and email to LicenseSW: Serial number ??????????? Our records show that a license was previously issued for the Serial Number, so please check the Serial Number and try again using the correct registration option 	 Check the software serial number label on the back of the victor or VideoEdge disc case to make sure that it is the correct one that needs to be licensed. If the software serial number was previously licensed, then under the REGISTRATION INFORMATION, select Update Existing License option and then select the version of software (V4.2 or V4.1 or V4.0) which is currently installed on your server before clicking the Submit button. NOTE: Must reselect any required file attachment(s) before clicking the Submit button.
License has never been issued	• Update Existing License	 Post an error message on the form and email to LicenseSW: Serial number ??????????? Our records show that a license has never been issued for the Serial Number, so please check the Serial Number and try again using the correct registration option 	 Check the software serial number label on the back of the victor or VideoEdge disc case to make sure that it is the correct one that needs to be licensed. If the software serial number was never licensed, then under the REGISTRATION INFORMATION, select New 1st Time Install option and then select the version of software which is currently installed on your server before clicking the Submit button.
Other Errors	 New 1st Time Install Update Existing License 	 Post an error message on the form and email to LicenseSW: An error occurred with this registration, so please contact <u>LicenseSW@tycoint.com</u> for assistance. 	 Manually send an email to <u>LicenseSW@tycoint.com</u> with details about your licensing issue (Software Serial Number and System Generated File XML for victor NVRid/VideoEdgeNVRHostID.txt for VideoEdge so that someone can assist you.
	 New 1st Time Install Update Existing License 	 Successful page will be displayed. Email containing the License File(s) and Licensing Instructions is sent to the designated License Recipient(s) and LicenseSW. the Instructions to Troubleshoot for the above items before 	 Save the attachment files from the email. Follow the directions outlined in the AD Licensing Instructions PDF document on how to apply the license file. contacting the licensing team for any assistance.