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American Dynamics Registration Instructions

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

| victor Unified Security & Video Management System | VideoEdge Network Video Recorder | VideoEdge Hybrid Appliance |

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:
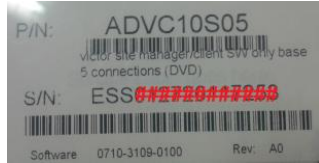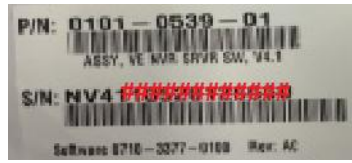
9 Steps to Register Online:	1st Time Install (V4.0x/4.1x/4.2x/4.3x)	Update Existing License (V4.0x/4.1x/4.2x/4.3x)
1. Select the **Product to Register**	**victor** only or **VideoEdge** only	
2. Select the **Registration Type**	**New 1st Time Install** *(Serial Number has never been registered)*	**Update 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**	**V4.0** or **V4.1** or **V4.2** or **V4.3**
4. Enter the **Integrator Information**	**All Required Fields**	
5. Enter the **Customer/End-User Information**	**All Required Fields**	
*Option 1: For 1st 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.*		
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** = NV4xxxxxxxxxxxx *Note: Software serial number on disc sleeve & bottom of bundled servers*
8. Attach the **Software-Generated System File**	**.XML** (V4.0x or V4.1x or V4.2x or V4.3x) *Note: All 1st Time Install and Update Existing License (V4.2+) will require the file attachment*	**NVRid-xxxxxxxxxxxx** (V4.0x or V4.1x) **VideoEdgeNVRHostID.txt** (V4.2x or V4.3x)
9. **Submit** the Registration	Click **<SUBMIT>** button	
*Note: If all of the submitted information is valid, then a successful page will be displayed and will immediately email the automatically generated **license file** to the designated license recipient(s), along with the **AD Licensing Instructions** on how to apply 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)
1. Printed label on sleeve of the software disc (victor or VideoEdge). 2. Also printed label on the bottom of an American Dynamics VideoEdge Bundled Server.		
3. Part of the filename for any auto-generated license file (victor or VideoEdge).	victor_v43_x64_**ESSxxxxxxxxxxxx**_esslicense.lic	64Cam_v43_**NV4xxxxxxxxxxxx**_nv4license.lic
4. In the body of the entitlement PDF that is emailed after orders are processed for any software add-on victor or VideoEdge).		
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

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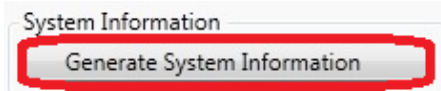
Pre-Requisite: Step C – Capture the software-generated system file

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
victor site manager	V4.0x	START -> All Programs -> Tyco -> **victor site manager**
	V4.1x	START -> All Programs -> Tyco -> **victor site manager**
	V4.2x	START -> All Programs -> Tyco -> victor -> **Server Configuration**
victor Professional – site manager	V4.3x	START -> All Programs -> Tyco -> victor -> **victor License Manager**
victor Express	V4.3x	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.

Software	victor-Generated System Files			
	V4.0x	V4.1x	V4.2x	V4.3x
victor	xxxxxxxxxx.XML *(Do Not Modify The File)*	xxxxxxxxxx.XML *(Do Not Modify The File)*	victor_xxxxxxxxx.XML *(Do Not Modify The File)*	victor_xxxxxxxxx.XML *(Do Not Modify The File)*
Note: Required to identify the victor host machine's system values to auto-generate the compatible license file.				

- **VideoEdge**:
  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 SW Version	Default IP Address (if no DHCP or Static IP)	Default Login User Name	Default Login Password	Client Type	Supported Web Browser
V4.0x	10.10.10.10	admin	admin	Remote Client PC	Microsoft Internet Explorer (V7+)
V4.1x	10.10.10.10	admin	admin	Remote Client PC	Microsoft Internet Explorer (V7+)
V4.2x	10.10.10.10	admin	VIDEO!edge23	Remote Client PC	Microsoft Internet Explorer (V7+)
				Local VE Server	Mozilla Firefox
V4.3x	10.10.10.10	admin	VIDEO!edge23	Remote Client PC	Microsoft Internet Explorer (V7+)
				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

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

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

Software	Actions	VideoEdge-Generated System File			
		V4.0x	**V4.1x**	**V4.2x**	**V4.3x**
VideoEdge	Click Button:	**<Generate VideoEdge System Information>**		**<Generate Host ID>**	
	Save Output:	**NVRid-xxxxxxxxxxxx** *(Do Not Modify The File)*		**VideoEdgeNVRHostID.txt** *(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.

- **victor**:

  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)
Still Valid	Permanent (Purchased)	• Software continues to operate • Entitled to software updates and support	• Entitled to register for updates (same SW version) • Entitled to register for updates (newer SW version)
	TEMP (60 Days)	• Software continues to operate • Can upgrade to newer software version	• Can register for updates (same SW version) • Can register for updates (newer SW version)
	DEMO (Fixed Days)	• Software continues to operate • Can upgrade to newer software version	• Can register for updates (same SW version) • Can register for updates (newer SW version)
Expired	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
	TEMP (60 Days)	• Software will stop working • Not entitled to any updates or support	• Cannot register for any updates (same or newer SW) • Must purchase the software and then register it
	DEMO (Fixed Days)	• Software will stop working • Not 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**.*

- **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)
Still Valid	Permanent (Purchased)	• Software continues to operate • Entitled to software updates and support	• Entitled to register for updates (same SW version) • Entitled to register for updates (newer SW version)
	TEMP (60 Days)	• Software continues to operate • Can upgrade to newer software version	• Can register for updates (same SW version) • Can register for updates (newer SW version)
Expired	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
	TEMP (60 Days)	• Software will stop working • Not 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,

a.   Launch the Microsoft Internet Explorer and proceed to navigate to the **Register a Product** page on the **American Dynamics** web site (http://www.americandynamics.net/Support/RegisterDefault.aspx) 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.

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:

- **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.

- **Update Existing License**:

  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 (V4.0 or V4.1 or V4.2 or V4.3)

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

Software	Current SW Version	License Version to Register	Important Compatibility Note
victor	V4.3x (=4.3)	Select **V4.3**	V4.3x victor software requires the V4.3 victor license file
	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
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 (=4.1)	Select **V4.1**	V4.1x VideoEdge software requires the V4.1 VideoEdge license file
	V4.0x (=4.0,4.01)	Select **V4.0**	V4.0x VideoEdge software requires the V4.0 VideoEdge license file
Note1: The software serial number will support the purchased configuration options which will be supported by the 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.

- **When selecting a software version for a "Update Existing License" registration**:

  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**:

Software	Current SW Version	Upgrade SW to Version	Status for Update Scenario
victor	V4.0x (4.0,4.01,4.02)	V4.0x	Supported – Add options/SSA to same current version
		V4.1x	Supported – Upgrade to newer version (with/without add-on options)
		V4.2x	Supported – Upgrade to newer version (with/without add-on options)
		V4.3x	Supported – Upgrade to newer version (with/without add-on options)
	V4.1x (4.1,4.1.2)	V4.0x	Supported – Downgrade to older version
		V4.1x	Supported – Add options/SSA to same current version
		V4.2x	Supported – Upgrade to newer version (with/without add-on options)
		V4.3x	Supported – Upgrade to newer version (with/without add-on options)
	V4.2x (4.2,4.2.1)	V4.0x	Not Supported – Cannot downgrade to older version
		V4.1x	Not Supported – Cannot downgrade to older version
		V4.2x	Supported – Add options/SSA to same current version
		V4.3x	Supported – Upgrade to newer version (with/without add-on options)
	V4.3x (4.3)	V4.0x	Not Supported – Cannot downgrade to older version
		V4.1x	Not Supported – Cannot downgrade to older version
		V4.2x	Not Supported – Cannot downgrade to older version
		V4.3x	Supported – Add options/SSA to same current version
VideoEdge	V4.0x (4.0,4.01)	V4.0x	Supported – Add options/SSA to same current version
		V4.1x	Supported – Upgrade to newer version (with/without add-on options)
		V4.2x	Not Supported – Must first upgrade from V4.0x-to-V4.1x
		V4.3x	Not Supported – Must first upgrade from V4.0x-to-V4.1x
	V4.1x (4.1)	V4.0x	Not Supported – Cannot downgrade to older version
		V4.1x	Supported – Add options and/or SSA to same current version
		V4.2x	Supported – Upgrade V4.1x-to-V4.2.1 (Warning: Cannot upgrade to V4.2)
		V4.3x	Not Supported – Must first upgrade from V4.1x-to-V4.2.1
	V4.2x (4.2,4.2.1)	V4.0x	Not Supported – Cannot downgrade to older version
		V4.1x	Not Supported – Cannot downgrade to older version
		V4.2x	Supported – Upgrade V4.2-to-V4.2.1 or add options/SSA to same current version
		V4.3x	Supported – Upgrade V4.2x-to-V4.3
	V4.3x (4.3)	V4.0x	Not Supported – Cannot downgrade to older version
		V4.1x	Not Supported – Cannot downgrade to older version
		V4.2x	Not Supported – Cannot downgrade to older version
		V4.3x	Supported – Add options and/or SSA to same current version

Note: 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 enter 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.

Please enter your unique software serial number (victor or VideoEdge V4) to auto-fill part of the following form.

[   ] [Search]

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

INTEGRATOR INFORMATION		CUSTOMER/END-USER INFORMATION	
* Company Name	[filled]	* Company Name	[filled]
Branch	[ ]		
* Last Name	[filled]	* Last Name	[filled]
* First Name	[filled]	* First Name	[filled]
Title	[ ]	Title	[ ]
* Address 1	[filled]	* Address 1	[filled]
Address 2	[ ]	Address 2	[ ]
* City	[filled]	* City	[filled]
* State/Province	[filled]	* State/Province	[filled]
* ZIP Code	[filled]	* Zip Code	[filled]
* Country	[filled]	* Country	[filled]
* Telephone #	[filled]	* Telephone #	[filled]
Fax #	[ ]	Fax #	[ ]
* Email	[filled]	* Email	[filled]
Sales Order #	[ ]	* Vertical Market	Select ... ▼

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 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 Type	Software Serial Number Format	OPTION: New 1st Time Install				OPTION: Update Existing License			
		V4.0x	V4.1x	V4.2x	V4.3x	V4.0x	V4.1x	V4.2x	V4.3x
Victor	ESSxxxxxxxxxxxx	Required	Required	Required	Required	Required	Required	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 Type	Software Serial Number Format	OPTION: New 1st Time Install				OPTION: Update Existing License			
		V4.0x	V4.1x	V4.2x	V4.3x	V4.0x	V4.1x	V4.2x	V4.3x
VideoEdge	NV4xxxxxxxxxxxx	Required	Required	Required	Required	Required	Required	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...

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 (Selecting either V4.2 or V4.3)**

Software	victor-Generated System Files			
	V4.0x	**V4.1x**	**V4.2x**	**V4.3x**
victor	xxxxxxxxxx.XML *(Do Not Modify The File)*	xxxxxxxxxx.XML *(Do Not Modify The File)*	victor_xxxxxxxxxx.XML *(Do Not Modify The File)*	victor_xxxxxxxxxx.XML *(Do Not Modify The File)*
Note1: *Required to identify the victor host machine's system values to auto-generate the compatible license file.*				
Note2: *If an invalid file or incorrect file version is attached, then the registration server will flag 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 victor host machine.*				

- **VideoEdge Only**:

* 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 (Selecting either V4.2 or V4.3)**

Software	Actions	VideoEdge-Generated System File			
		V4.0x	**V4.1x**	**V4.2x**	**V4.3x**
VideoEdge	Click Button:	<Generate VideoEdge System Information>		<Generate Host ID>	
	Save Output:	NVRid-xxxxxxxxxxxx *(Do Not Modify The File)*		VideoEdgeNVRHostID.txt *(Do Not Modify The File)*	
Note1: *Required to identify the VideoEdge host machine's system values to auto-generate the compatible license file.*					
Note2: *If an invalid file or incorrect file version is attached, then the registration server will flag 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.

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.

* Required fields	Reset	Submit

- **Success**:

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

- **Failure**:

    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:
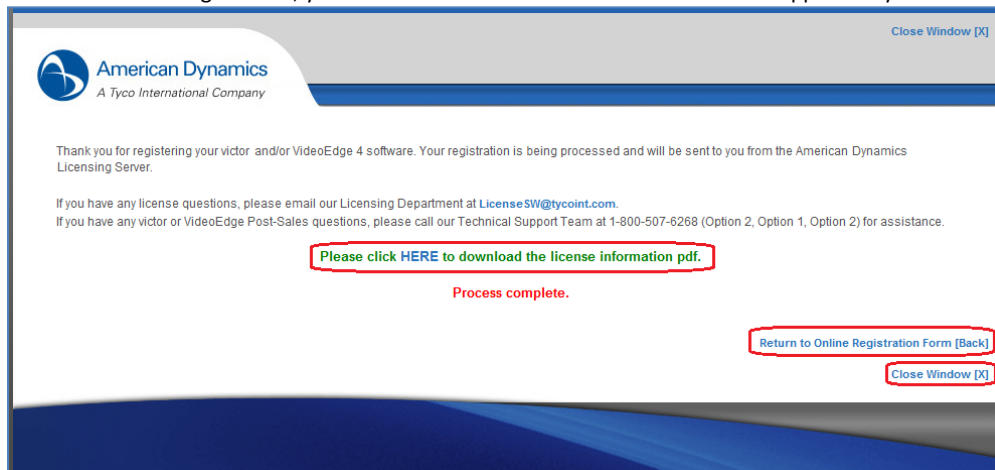
- **Review Open Source Information**:

  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.

- **Register Another Software Serial Number**:

  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 – 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**	**SSAadmin@tycoint.com**	
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	**emea.presales@tycoint.com**	(varies based on country, so refer to AD web site)
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**	(varies based on country, so refer to AD web site)
	APAC	**apac.support@tycoint.com**	(varies based on country, so refer to AD web site)
Post-Sales Support (Level 3 Support)	**North America**	**Escalated by Level 2 Support**	
	EMEA	**Escalated by Level 2 Support**	
	APAC	**Escalated by Level 2 Support**	

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 **(for V4.2/4.3)**	• 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 V4.2/4.3 = "victor_xxxxx.xml" VideoEdge V4.0/4.1 = "NVRid-xxxxxxxxxxxx" VideoEdge V4.2/4.3 = "VideoEdgeNVRHostID.txt"
Invalid File Attachment	• New 1st Time Install **(for V4.2/4.3)** • Update Existing License **(for V4.2/4.3)**	• 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 LicenseSW@tycoint.com 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 V4.2/4.3 = ".xml" generated by V4.2/4.3
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 V4.3, then you cannot go backwards to an earlier version (e.g. V4.1 or V4.0), 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 1st 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 (V4.2 or V4.1 or V4.0) 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 LicenseSW@tycoint.com for assistance.**	• Manually send an email to LicenseSW@tycoint.com 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.
NONE	• 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.	• 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.
IMPORTANT NOTE: Please try to follow the Instructions to Troubleshoot for the above items before contacting the licensing team for any assistance.			