

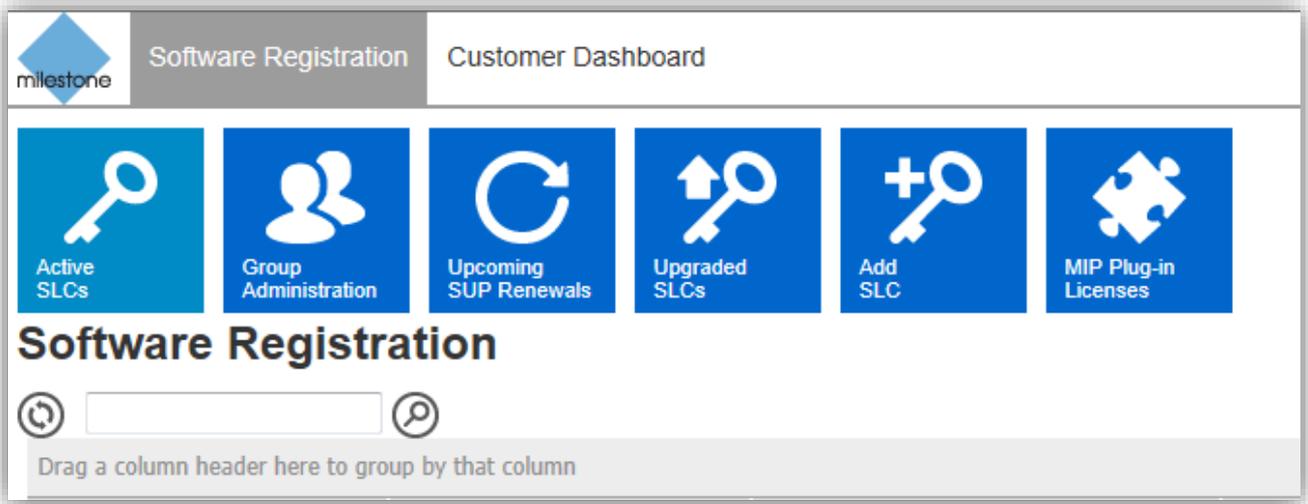


The Open Platform Company

Milestone Software Registration

Milestone [Software Registration page](#) handles all queries regarding XProtect licensing. This portal enables you to perform the following actions:

- Activate XProtect licenses to ensure the system works properly
- Add one or multiple Software License Codes (SLC) to a Milestone account, allowing you to activate your license(s)
- Gain an overview of the Software Upgrade Plan (SUP) status on all your installations
- Upgrade your SLC online to the latest version based on the Software Upgrade Plan (SUP)



Software Registration offers:

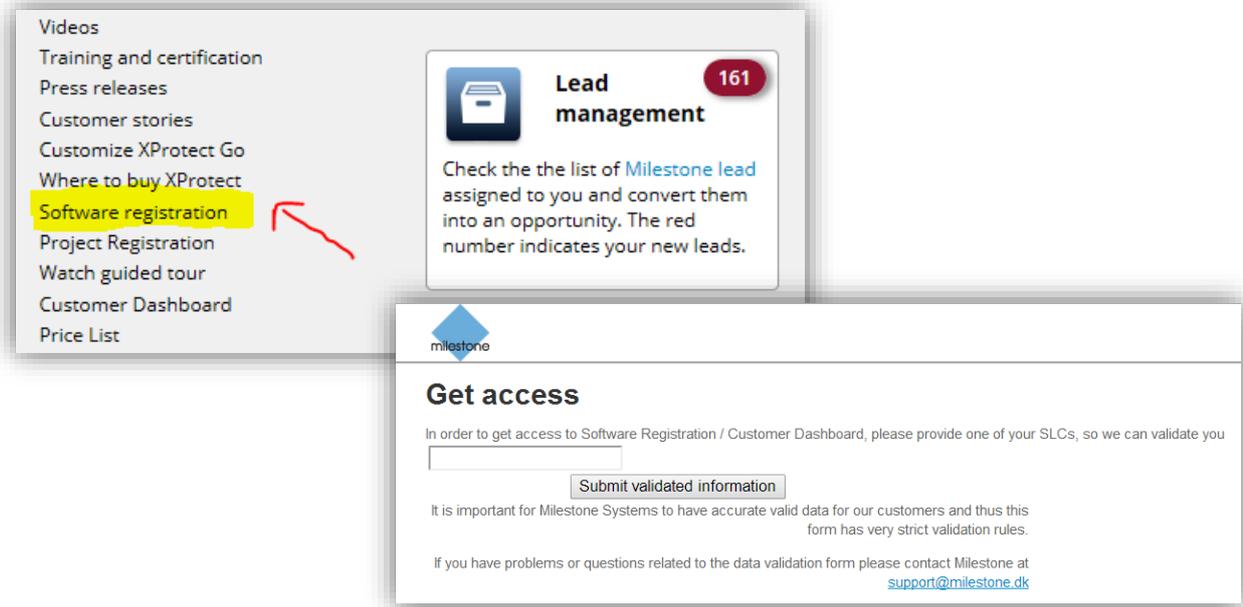
- An overview of all SLCs associated and registered with your account
- Easy filtering by grouping in the SLC list. Simply drag a column to the grouping header to create a customized filter group. Drag the column back into the list to remove the grouping
- Search by SLC
- Search by MAC address (only doable, if the search is performed on a specific SLC)
- Email notifications for SUP close to the expiry date on individual SLC
- Sign up for a monthly SUP reminder mail displaying all upcoming SUP renewals
- Access to the Milestone Customer Dashboard, a monitoring service that keeps track of the system status of your customers' installations

Requisites to access the Software Registration page:

1. A valid My Milestone account that can be created by clicking [here](#). Once the account has been created, the log in provides you with access to a number of Milestone services including the Milestone Software Registration page, [My Milestone](#) and [the Milestone Customer Dashboard](#)
2. License user or/and license administrator rights. This can be assigned by the My Milestone administrator in a company

First-time users will have to register an SLC in My Milestone by following a few simple steps:

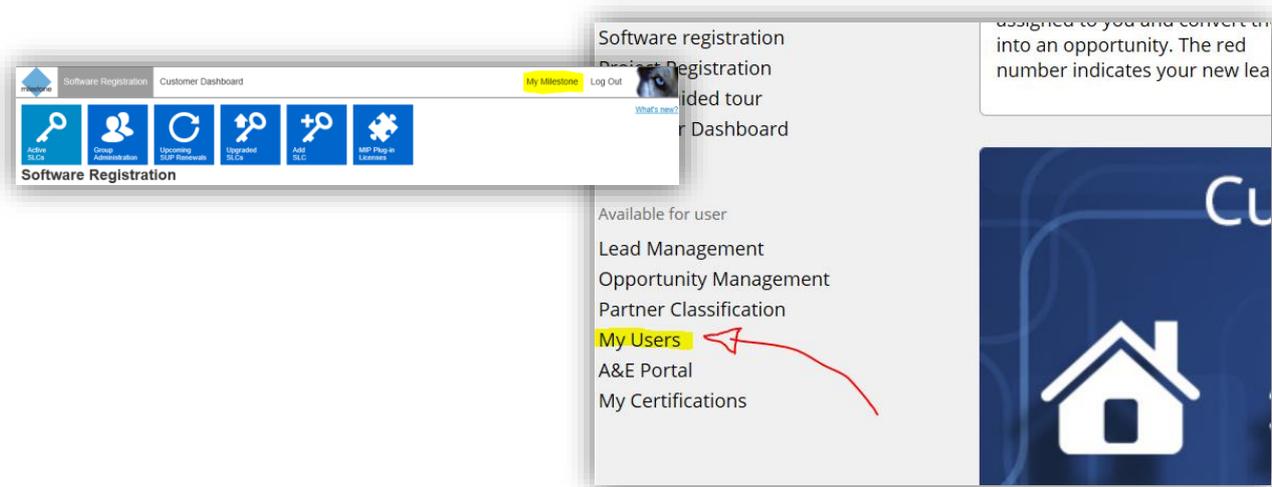
- A. Click the Software Registration link within My Milestone
- B. Register the SLC in the form
- C. Press **submit validated information** to finish
- D. This will grant you access to the Software Registration and access to manage the license*



*If you experience issues accessing the Software Registration, you should contact your personal Milestone Inside Sales representative.

User access

If your **My Milestone profile** has **administrator** rights**, you can create multiple users and assign each user with corresponding user permissions. Within the Software Registration click the **“My Milestone”** tab in the upper right corner >navigate to the left and click **My Users**.

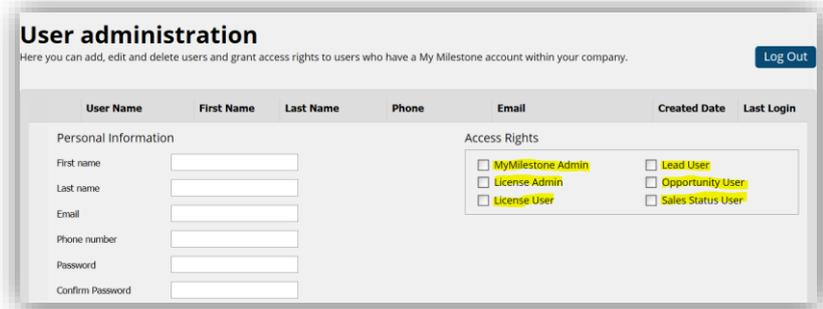


Please note, you can create as many users as you like and each will have their own log in credentials (their email address), but will be connected to the same account.

** If you don't have administrator rights per default and you are entitled to, you should contact your personal Milestone Inside Sales contact.

In the **User Administration** you can add, edit or delete users in addition to grant access rights to each user who has a My Milestone account within your company. A user with a **License Administrator** role will be able to see all licenses registered with your company account without any restrictions, including the licenses that have been made visible to a user or group of users only.

A user with a **License User** role will be able to see the licenses that are visible to all users associated to the company account and to the SLCs where his account has been added.

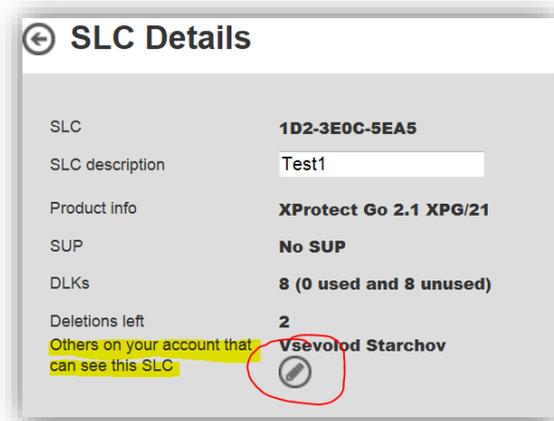


Access per SLC

If you need to configure user access per SLC, you need to be a **License Administrator**. You select the specific SLC in the list and click the **“Edit”** button in order to configure which user(s) can see the selected SLC.

When granted access to a specific SLC, you have access to perform various actions per SLC including:

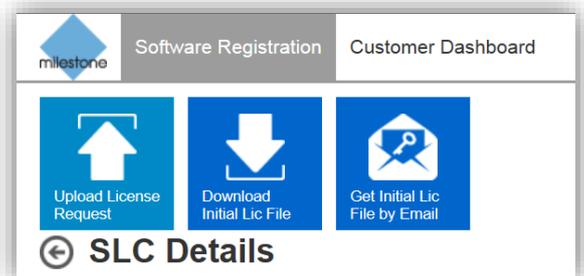
- Upload a license request
- Download initial license file
- Get initial license file via email



Upload license request: In most cases you will get the license file automatically by using the system's **Online Activation** in the Management Application. However, in case of **offline activation** you will have to upload the .lrq file within this tab and obtain the license file (.lic) through email. This procedure is necessary when the VMS system is not online. For more assistance on how to do license activation, please refer to Milestone's license activation guide available for download in the [XProtect Product Information Kit](#).

Download Initial Lic. File: If for some reason you can't access your mail inbox, you can download the initial license file and save it to your computer.

Get Initial Lic. File by Email: If you would like to receive the initial license file by email, then click this tab. Email notifications regarding license activations and including .lrq, .lic or initial .lic files are sent from milestone@milestonesys.com. Please verify your spamming filter to make sure this sender is not blocked.



About Milestone Systems

Founded in 1998, Milestone Systems is the global industry leader in open platform IP video management software. The XProtect platform delivers powerful surveillance that is easy to manage, reliable and proven in thousands of customer installations around the world. With support for the widest choice in network hardware and integration with other systems, XProtect provides best-in-class solutions to video enable organizations – managing risks, protecting people and assets, optimizing processes and reducing costs. Milestone software is sold through authorized and certified partners. For more information, visit www.milestonesys.com

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