



Milesight-Troubleshooting

How to activate VMS Enterprise

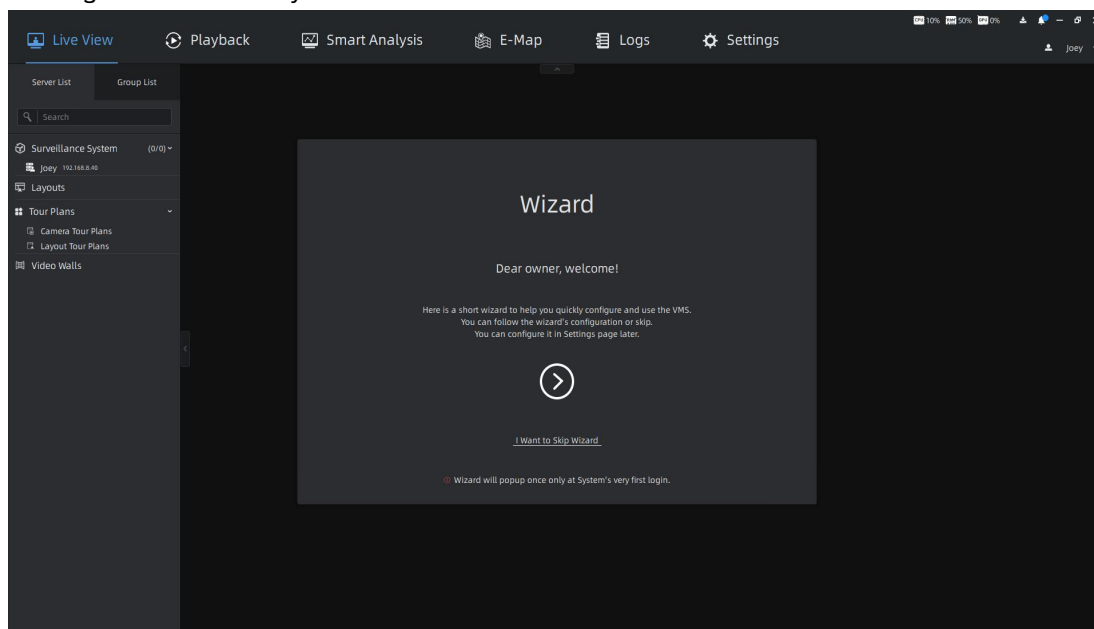
VMS Version	V1.3.0.0 or above	Update	2022.1.18
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Milesight VMS Enterprise is a professional video management software. For using full functions, users need to get license and activate it. About the operation process, please check the details below.

1. Activate VMS Enterprise

1.1 How to activate in the Wizard interface

After logging into the system, the VMS system client interface will show as below. If you create Owner user and first login into the VMS system, there is a wizard window displayed in the client interface. The wizard will help you to quickly configure and use the VMS system, including some basic configuration page: Security, License, Devices and Storage. If you create a new system, then there is a pop-up wizard as shown below at system's very first login and once only.



Here you can choose directly to skip wizard or click  button to start wizard, and in the second step of the wizard, we can activate the license.

License


The License wizard will guide user how to activate license.

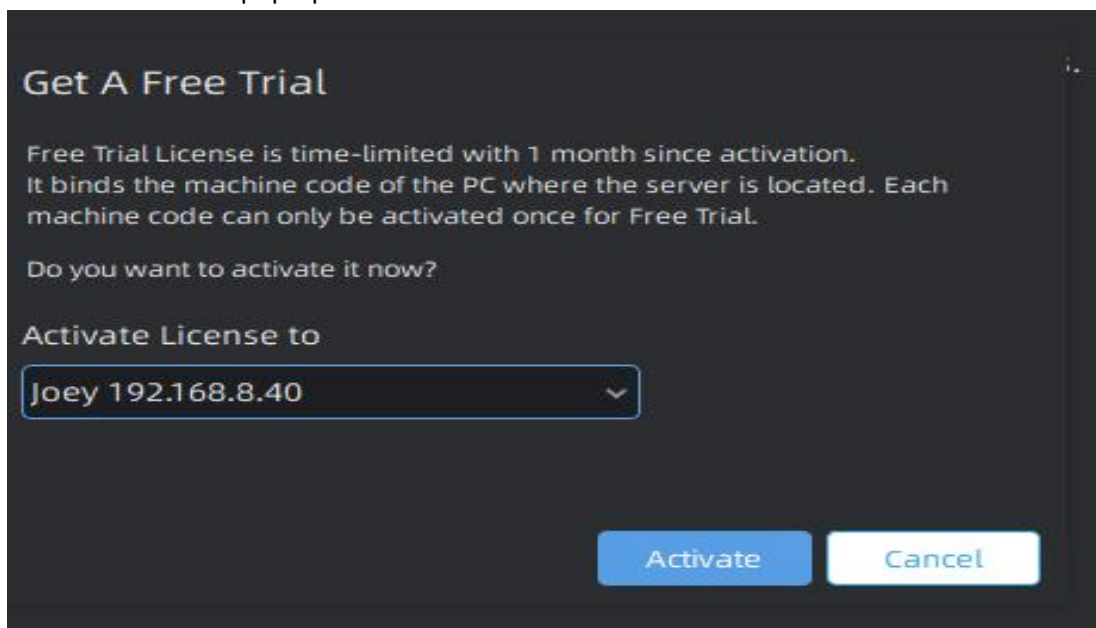
There are two options, including: "Enter License Key and I Want Free Trail".




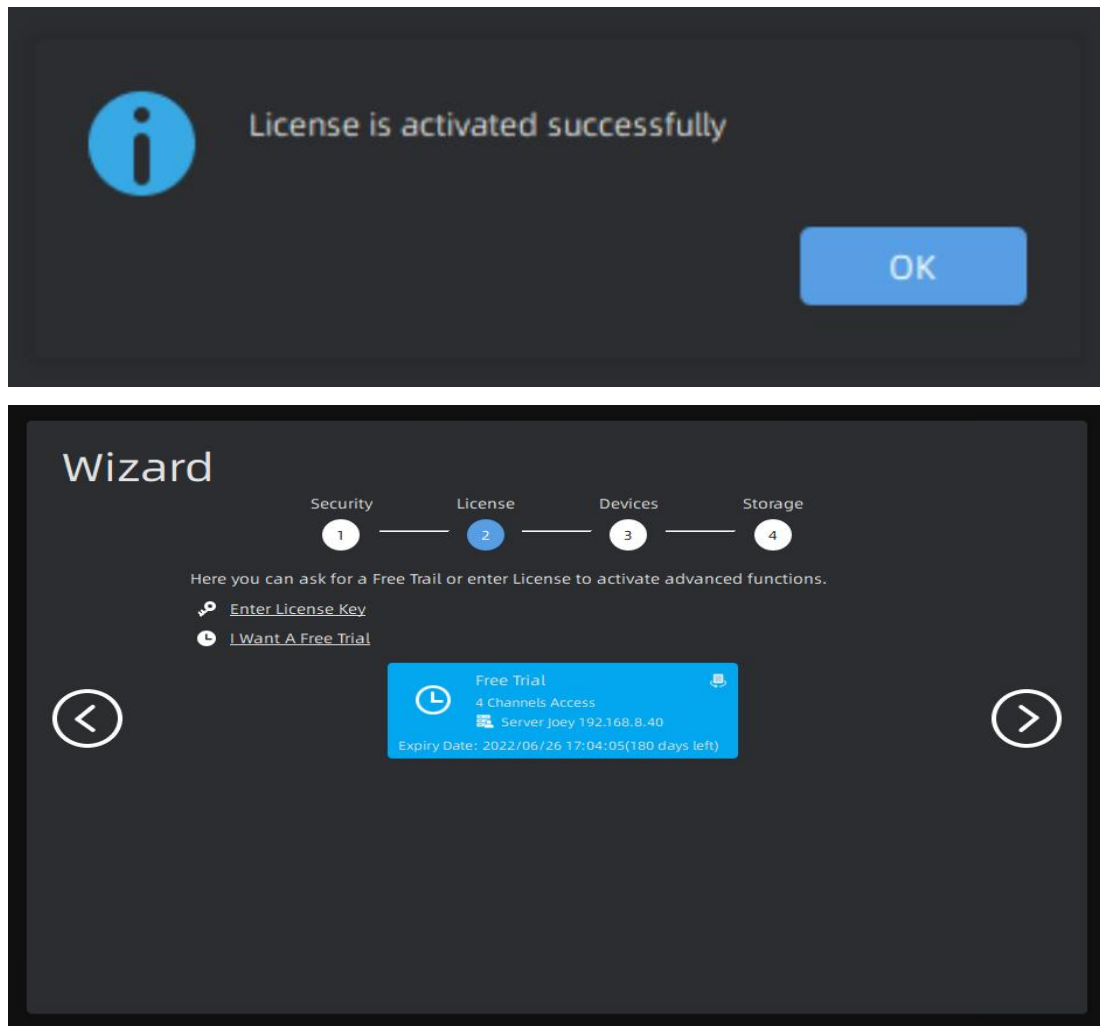
Note: Now Milesight VMS only supports camera access license.

①: Free Trial Activation

Step1: Click  button. If this is the first time you use the VMS software, then a window will pop up as shown below:

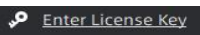


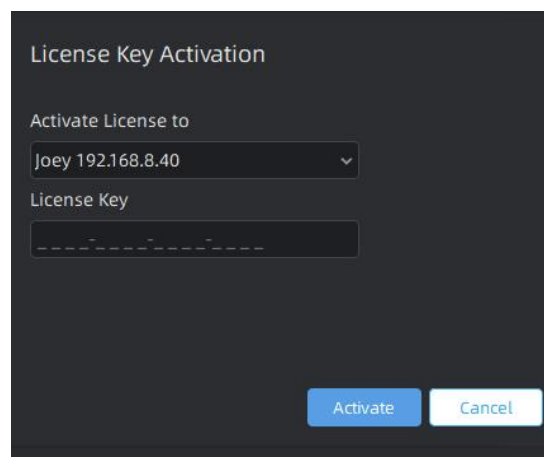
Step2: Select server which a license is registered to and click  button, then a Free Trail information card will show in the License wizard interface as shown below:



Note: The Free Trial with 4 camera access is a time-limited experience license that expires in 6 month after activation. You can contact our sales to purchase our license to access more channels.

②: Online Activation

Step1: Click  button and wait for several seconds, a window will pop up as shown below:



The dialog box is titled 'License Key Activation'. It contains a dropdown menu labeled 'Activate License to' with the value 'Joey 192.168.8.40'. Below this is a text input field labeled 'License Key' with a placeholder '-----'. At the bottom right, there are two buttons: 'Activate' and 'Cancel'.

Step2: Select server and input activation code, then click the **Activate** button;

Note:

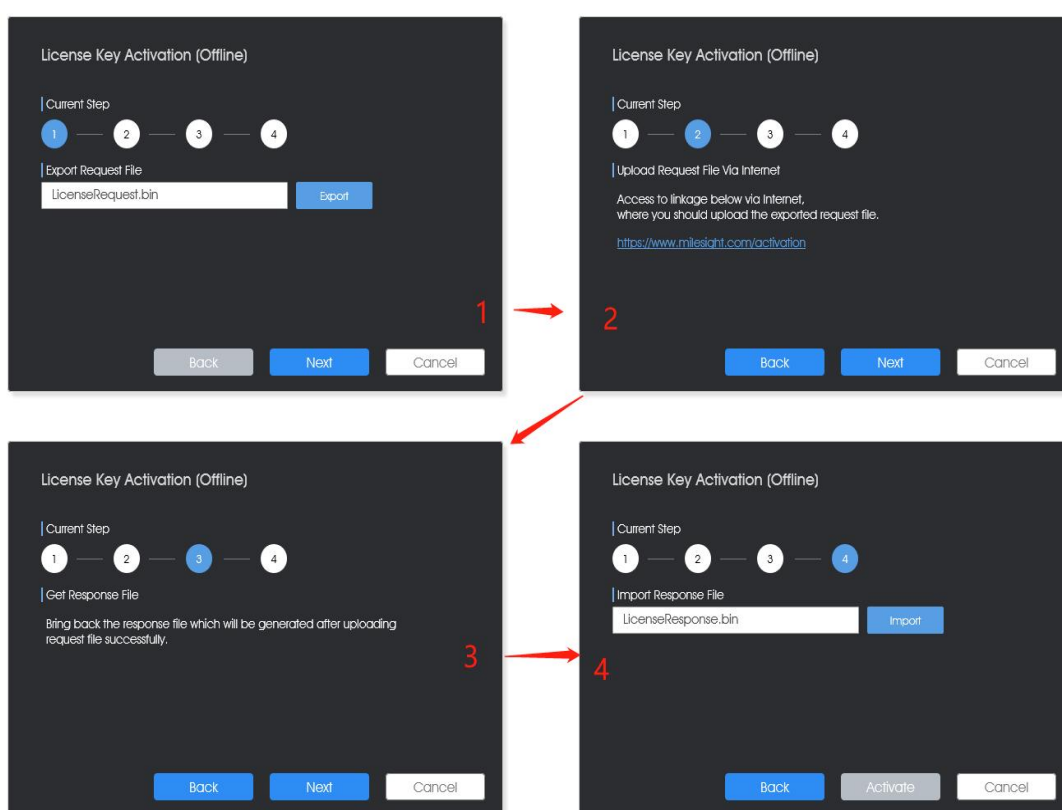
The format of the activation code is 16-digit hexadecimal, and the letters in it are all lowercase letters.

Step3: After you verify the activation code successfully, the license information card will show in the License wizard interface.

③: Offline Activation

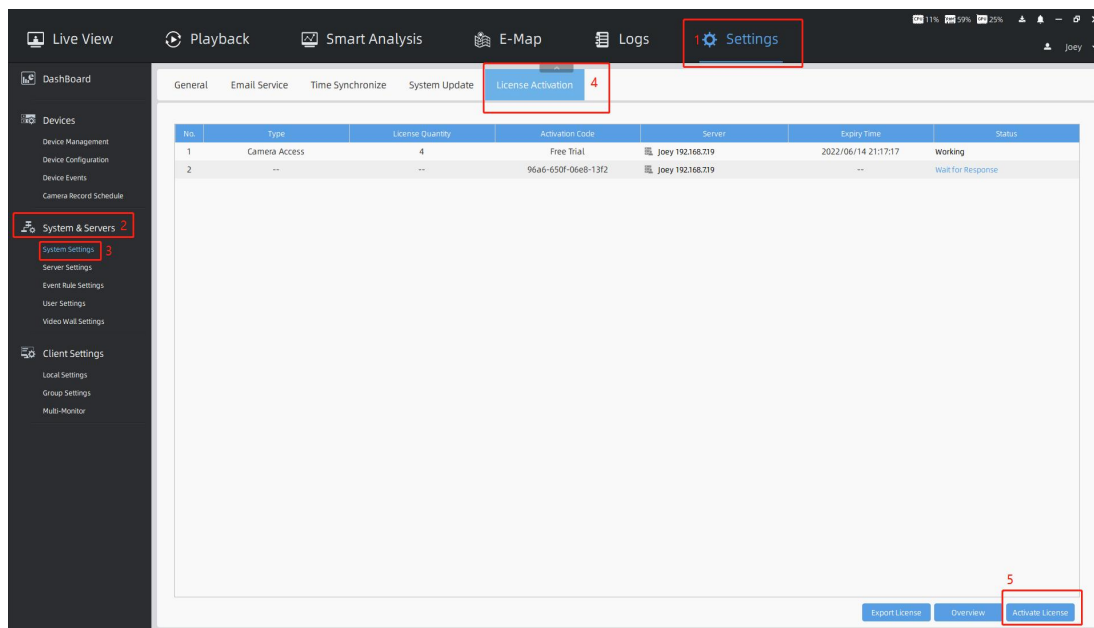
Step1: Click **Enter License Key** button. If neither target server nor client computer is not connected to the Internet, then licenses can be activated offline.

Step2: Select server and Input Activation Code, then click **Next** button. Here you can operate according to current step tips.



1.2 How to activate in the Settings interface

Except activate license in the wizard, you also can activate license in the Settings interface, the steps are basically the same as in the "Wizard". It could be found in the: "Settings -> System&Servers -> System Settings -> License Activation":

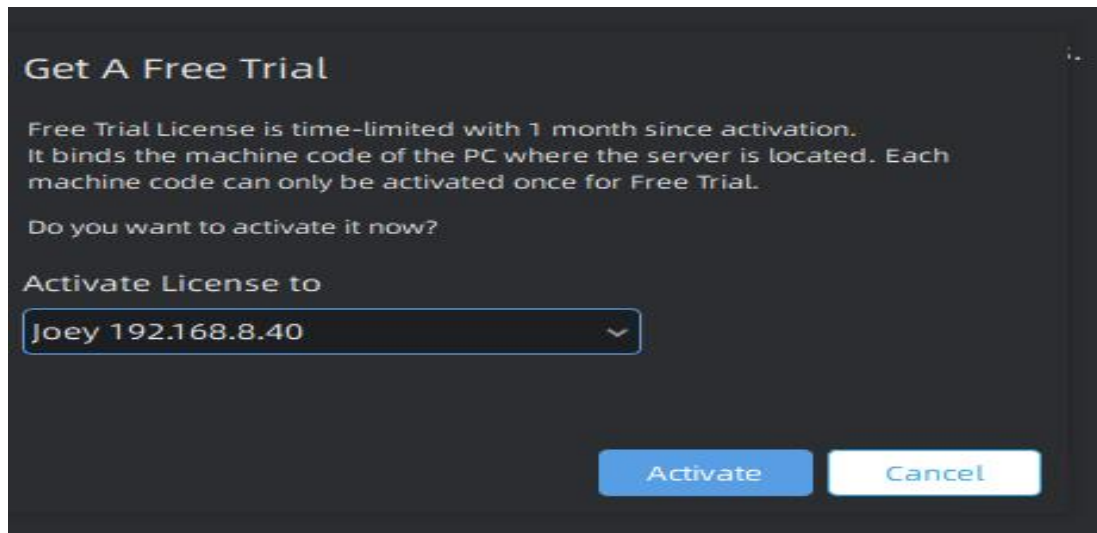



Click the **Activate License** button, then the window will pop up as shown below, in this interface, you also can choose “Free Trial” , “Online Activation” or “Manual Activation”.

The 'Activate New License' dialog box is shown. It has a title bar with a close button (X). The dialog contains two input fields: 'License to' with a dropdown menu showing 'Joey 192.168.719' and 'Activation Code' with a text input field. At the bottom, there are three buttons: 'Free Trial' (red), 'Online' (blue), and 'Manual' (blue).

①: Free Trial

Step1: Click **Free Trial** button. If this is the first time you use the VMS software, then a window will pop up as shown below:



Step2: Select server which a license is registered to and click  button, then a Free Trail information card will show in the License wizard interface and as shown below:

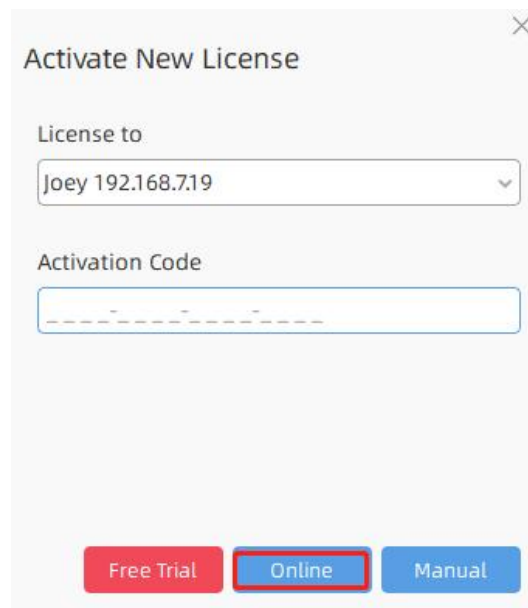


Note: The Free Trial with 4 camera access is a time-limited experience license that expires in 6 month after activation.

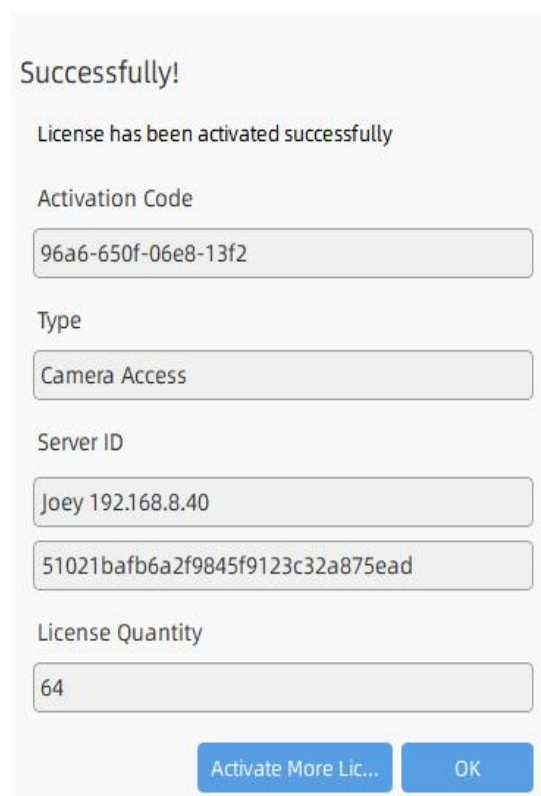
After trying the free trial, you can choose to contact our sales to purchase the license to obtain the activation code, and add the license in the following steps to directly expand your layouts to 64 channels.

②: Online Activation

Step1: Select server and Input Activation Code, then click the  button;



Step2: After you verify the activation code successfully, the license information will show in the interface, and you can continue to add more license by clicking [Activate More Lic...](#) button.



③: Manual Activation

Step1: Click [Manual](#) button. If neither target server nor client computer is not connected to the Internet, then licenses can be activated offline.

×

Activate New License

License to

Joey 192.168.7.19

Activation Code

Free TrialOnlineManual

Step2: Here you can operate according to “current step” tips as shown below:

×

Activate New License

License to

Joey 192.168.7.19

Activation Code

Free TrialOnlineManual

×

Activate New License Manually

Current Step

1 --- 2 --- 3

Export Request File

Request96a6-650f-06e8-13f2.bin

Export

BackNext

Activate New License Manually

Current Step: 1 --- 2 --- 3

Upload Request File Via Internet

Access to linkage below via Internet, where you should upload the exported request file.

<https://www.milesight.com/activation>

Back Next

Activate New License Manually

Current Step: 1 --- 2 --- 3

Get Response File

Bring back the response file which will be generated after uploading request file successfully.

Import Response File

s/Support/Desktop LicenseResponse.bin

Back Import Later Activate

- 1) Click **Export** button to export the "LicenseRequest.bin" file and save to your local storage path or flash memory, then click **Next** button. The window will change as step tip2;
- 2) Copy the address to another online server URL search box and the Milesight License Activation website will show as below. You can upload the previous exported "LicenseRequest_ xxxx-xxxx-xxxx-xxxx.bin" here;

Milesight License Activation

Activate License in Manual Mode

Here, you can perform the Step 2 of the license activation in manual mode.

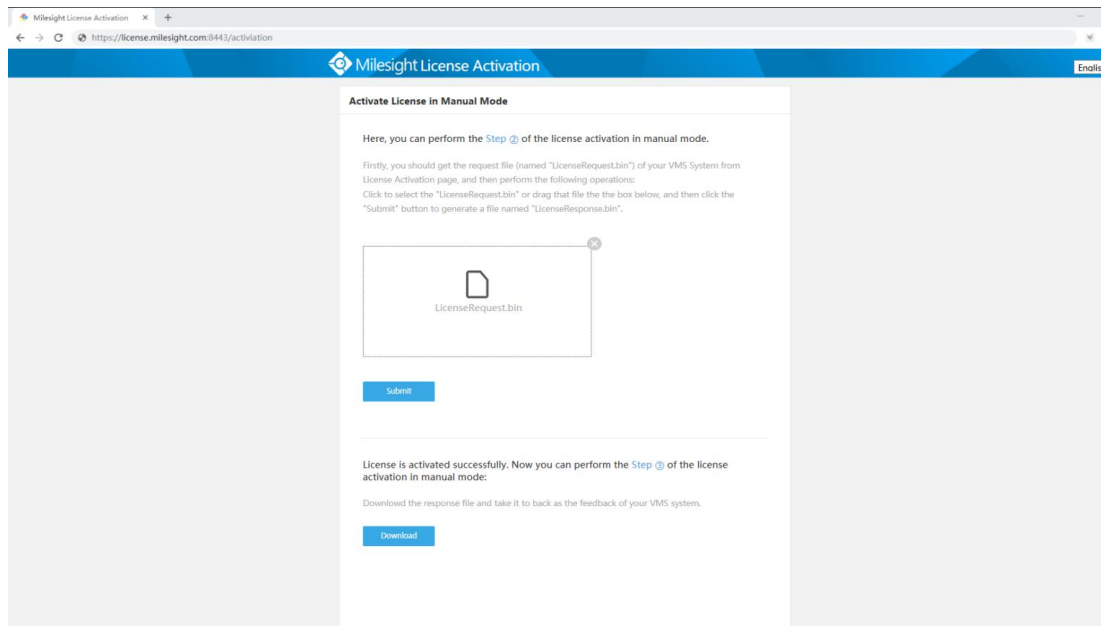
Firstly, you should get the request file (named "LicenseRequest.bin") of your VMS System from License Activation page, and then perform the following operations:

Click to select the "LicenseRequest.bin" or drag that file to the box below, and then click the "Submit" button to generate a file named "LicenseResponse.bin".

Select the request file
File Type: .bin

Submit

- 3) If the activation code is correct and valid, then the website will show as below. You can click **Download** button to download the response file;



- 4) Import the downloaded license response file from activation website, and click [Activate](#) button to activate the license. If you want to import the response file later, you can click [Import Later](#) button.

Successfully!

License has been activated successfully

Activation Code

96a6-650f-06e8-13f2

Type

Camera Access

Server ID

Joey 192.168.8.40

51021bafb6a2f9845f9123c32a875ead

License Quantity

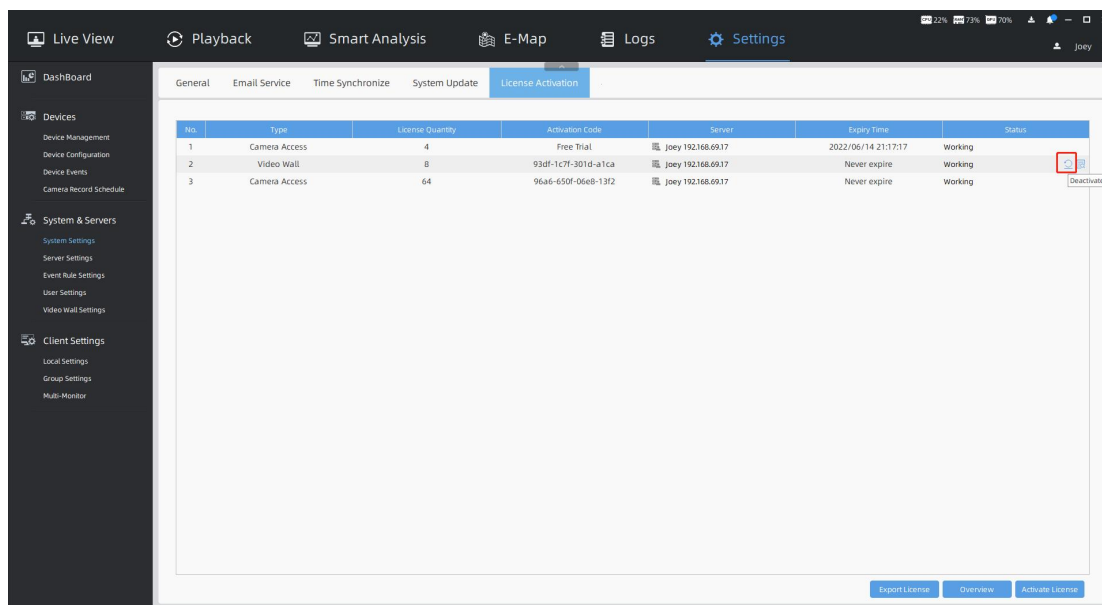
64

[Activate More Lic...](#) [OK](#)

Finally the license has been activated successfully.

Note:**①: How to deactivate in the Settings interface**

You can also choose to deactivate your license in the Settings interface and activate it on another computer. For example, when replacing a server: if you want to use this license on another computer, you could deactivate it from this server, and then activate it on another server.



The 'Deactivate License' dialog box displays the following information:

- Type: Camera Access
- Activation Code: 96a6-650f-06e8-13f2
- License Quantity: 64

An 'Online' button is located at the bottom right of the dialog.

After the operation is successful, a prompt interface will pop up, you can choose to **“Reactivate”** on this computer, or click **“OK”** to deactivate the license from your computer.

Successfully!

License has been deactivated successfully

Activation Code

96a6-650f-06e8-13f2

Type

Camera Access

License Quantity

64

Reactivate Now

OK

②: Multiple Activations

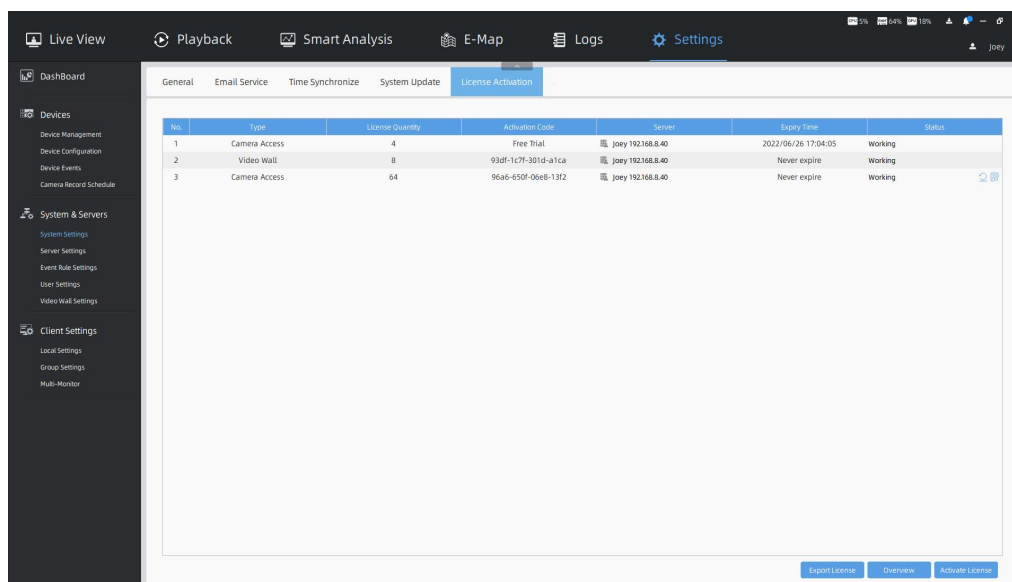
If you want more channels, you can contact the sales to buy the license again, and then activate it directly, the total number of channels will be superimposed on the previous number.

General Email Service Time Synchronize System Update License Activation						
No.	Type	License Quantity	Activation Code	Server	Expiry Time	Status
1	Camera Access	16	4f2b-183a-2167-7367	Joey 192.168.69.17	Never expire	Working
2	Camera Access	4	Free Trial	Joey 192.168.69.17	2022/06/14 21:17:17	Working
3	Video Wall	8	93df-1c7f-301d-a1ca	Joey 192.168.69.17	Never expire	Working
4	Camera Access	64	96a6-650f-06e8-13f2	Joey 192.168.69.17	Never expire	Working





Export License Overview Activate License

2. Status

After you activate the license successfully, the license will be added to the License Activation list and the working status will be displayed.



There are some other operations as below:

- ①: Click  button to import the response file to activate the license.
- ②: Click  button to deactivate the license. After deactivation, this activation code can be reactivated or activated and used on other servers. The free trial license does not have this option.
- ③: Click  button to delete the license. This option is only for the license whose status is not Working.
- ④: Click  button to check each license details.
- ⑤: Click [Export License](#) button to export the license list in the system.
- ⑥: Click [Overview](#) button to overview usage condition of activated licenses.

Note: Each License can only be registered to one server because license is bound with hardware information (Including: CPU serial number, motherboard serial number, BIOS serial number and the MAC address of the first physical network card) of computer on which server resides. If there is an exceptional occurrence of server, all licenses of the computer on which server resides will become invalid. And once the server starts to run, the licenses will automatically become valid and restore working status.

—————END—————