



VIVOTEK VAST License Activation and Deactivation Guide

This guide is written for VIVOTEK's distributors. Distributors can manage and purchase licenses using an account on the VAST License Management System: <http://licensewebsite.vivotek.com>. New distributors are welcome to contact our sales representatives to apply for an account.

Introduction to VAST License

VAST license is counted by camera video stream channels (often shorted as channel or CH). In fact, a "channel" license is a short for convenience. A channel license activates all of a network camera's 3 or 4 video streams. A channel license is activated with the camera's MAC address.

License types:

1. **Dongle license**: Licenses that are delivered in a USB dongle.
2. **Software license**: Licenses activated via emails containing license keys.

NOTE: You cannot use Dongle and Software licenses simultaneously on the same machine. See below for the handling procedure for this situation.

Introduction to the License Lock

When VAST licenses are activated on a server, these licenses cannot be activated on a different server. The licenses are locked to the following information on a server:

1. Main board.

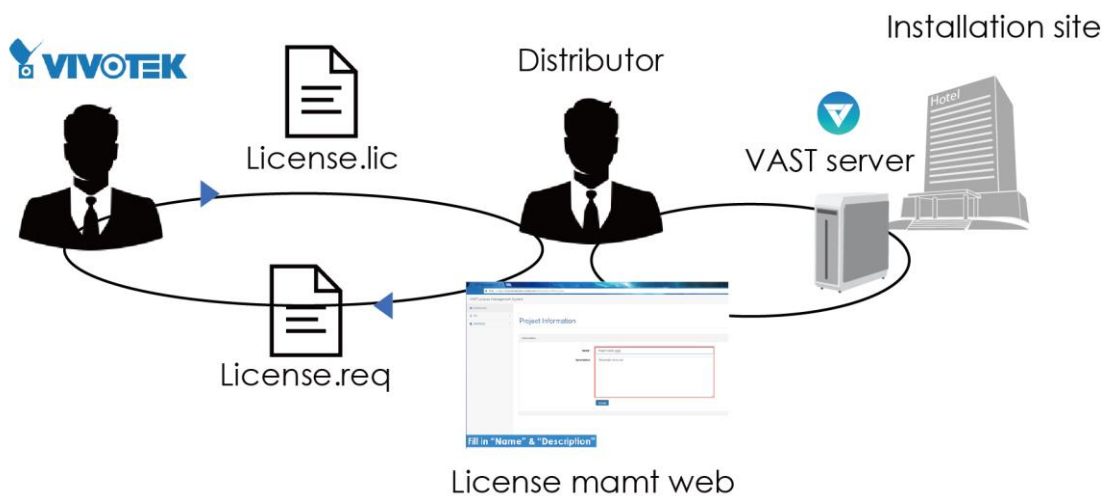
2. Memory size.
3. Ethernet interface card.
4. Display card.
5. CPU.

If a server breaks down or many of the above components fail, the licenses will be deactivated. You cannot use the licenses on a different server. If this situation occurs, please contact your sales representative to purchase licenses.

License Purchase & Activation Procedure

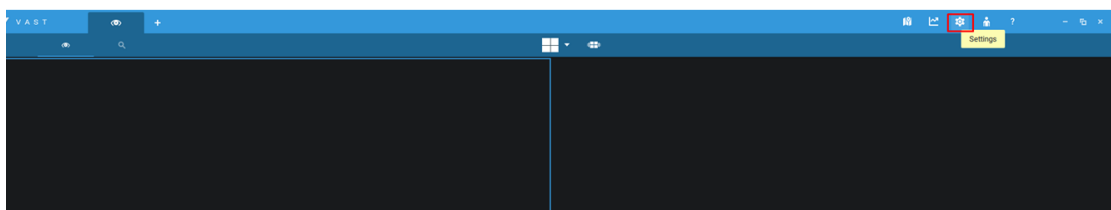
Prerequisites:

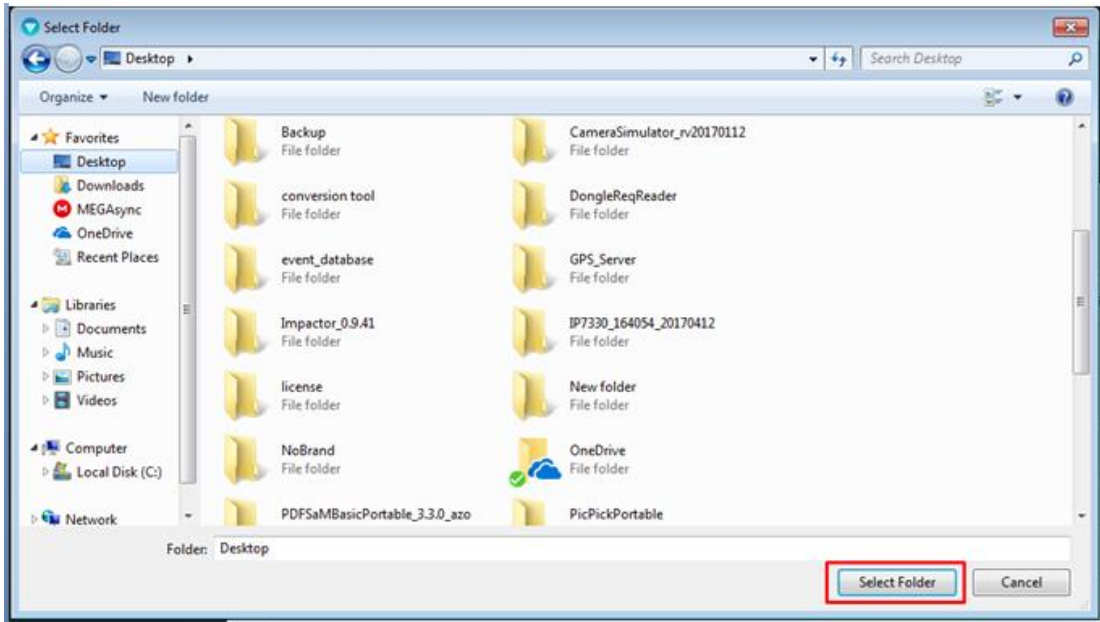
1. You already have a [distributor account](#) (if not, contact VIVOTEK sales representatives)
2. [VAST software installed](#) to the servers at the installation site.



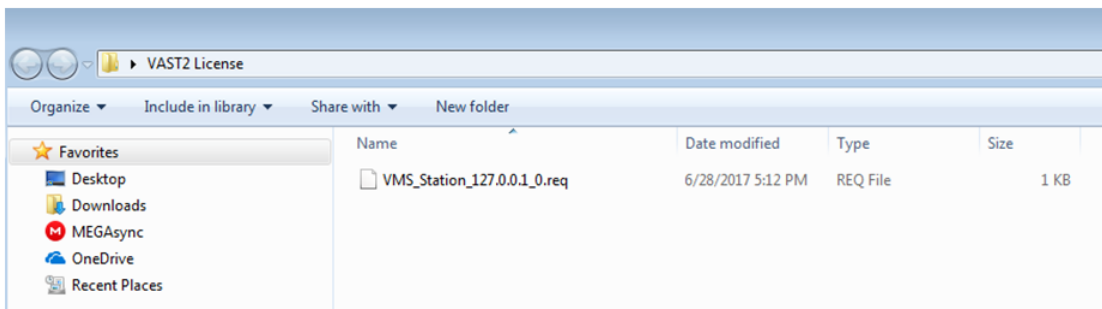
The procedure:

1. Contact VIVOTEK sales to purchase licenses. Your purchased licenses will be added to your account and manageable at <http://licensewebsite.vivotek.com>.
2. Open the VAST software at your installation site and enter **Settings > License** page.

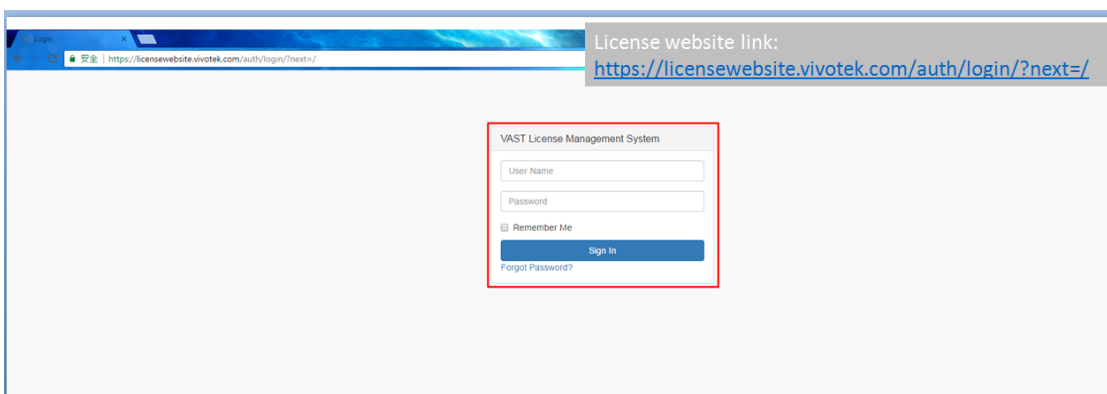




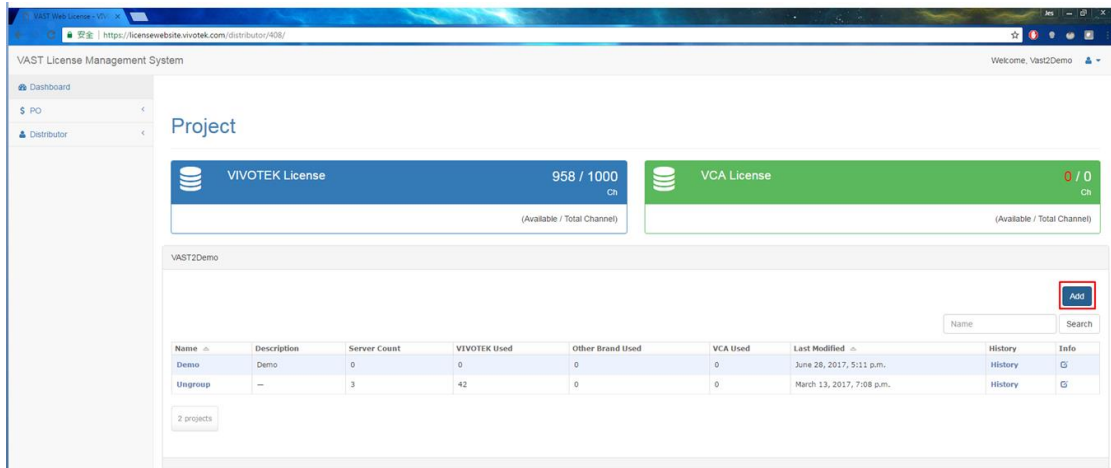
A request file looks like this:



- Use IE or Chrome to enter the license account management website. Enter your credentials to sign in.

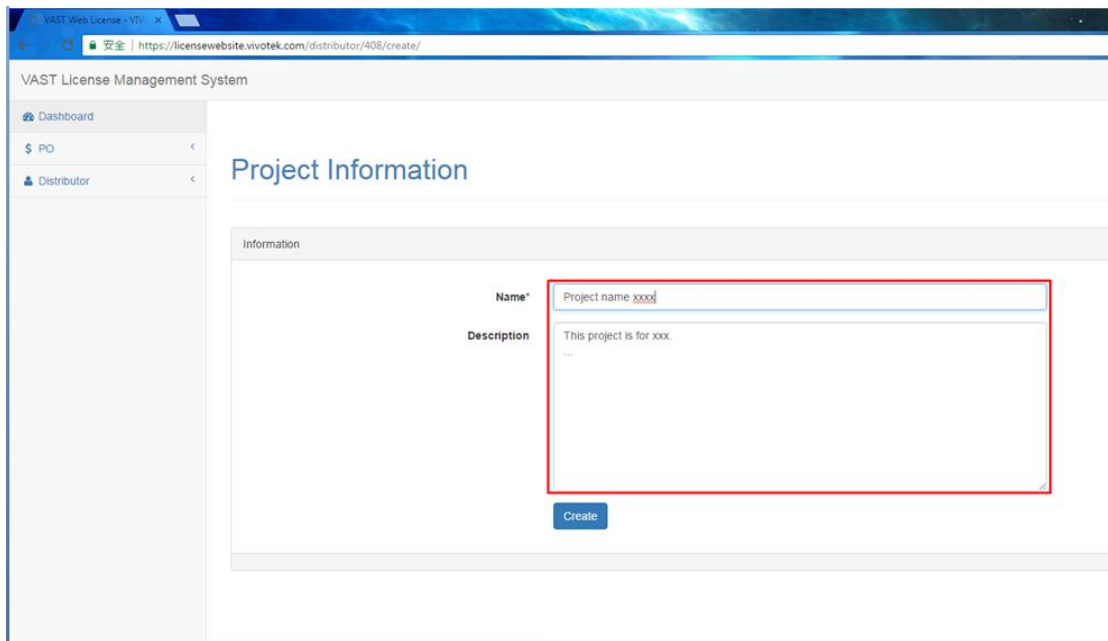


- On this page, you can see the number of your purchased licenses, and the unused licenses at your disposal. Click **Add** to create a project.



Click "Add"

8. Enter a name and a short description for your project. Click the **Create** button to proceed.



Fill in "Name" & "Description"

9. Check to verify the project is successfully created. Click on the project's entry to add one or multiple **servers**.

Project is created...

Project

VIVOTEK License 958 / 1000 Ch (Available / Total Channel)

VCA License 0 / 0 Ch (Available / Total Channel)

VAST2Demo

Name	Description	Server Count	VIVOTEK Used	Other Brand Used	VCA Used	Last Modified	History	Info
Demo	Demo	0	0	0	0	June 28, 2017, 5:11 p.m.	History	Info
Project name xxxx	This project is for xxxx ...	0	0	0	0	June 28, 2017, 5:14 p.m.	History	Info
Ungroup	---	3	42	0	0	March 13, 2017, 7:08 p.m.	History	Info

A new project is created

10. On the [Server Info](#) page, click **Add** to enter server information.

Server Info

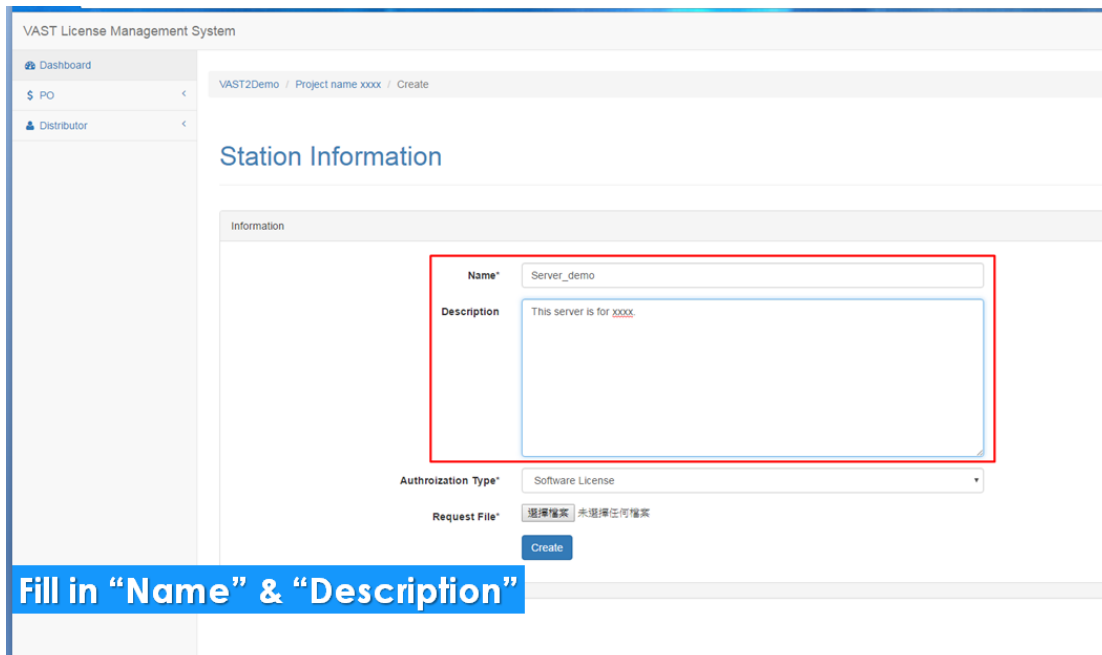
Project name xxxx

Add

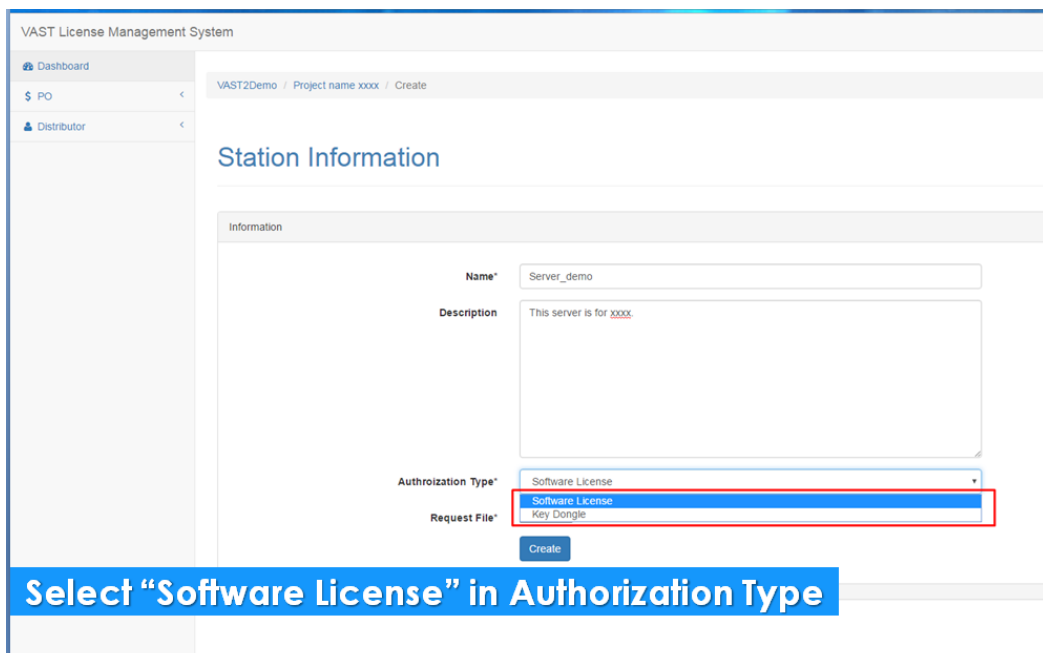
Name	Description	VIVOTEK Used	Other Brand Used	VCA Used	Modified	Authentication Type	License Update	Download	History	Info
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Click "Add"

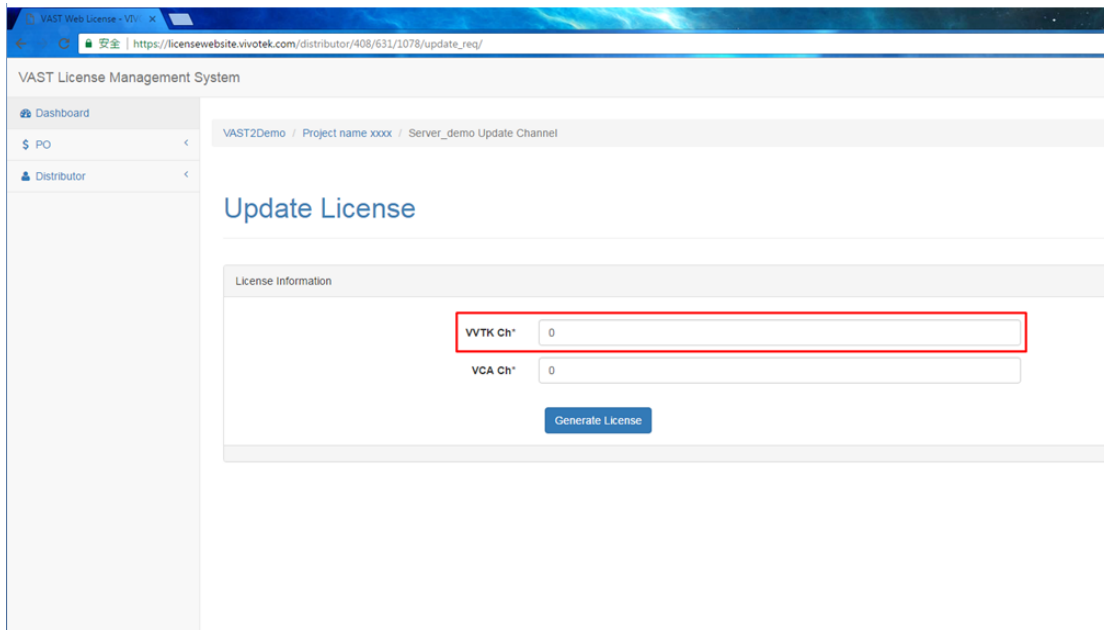
11. Enter the VAST server's information.



12. Select the license type. Click the **Create** button to proceed.

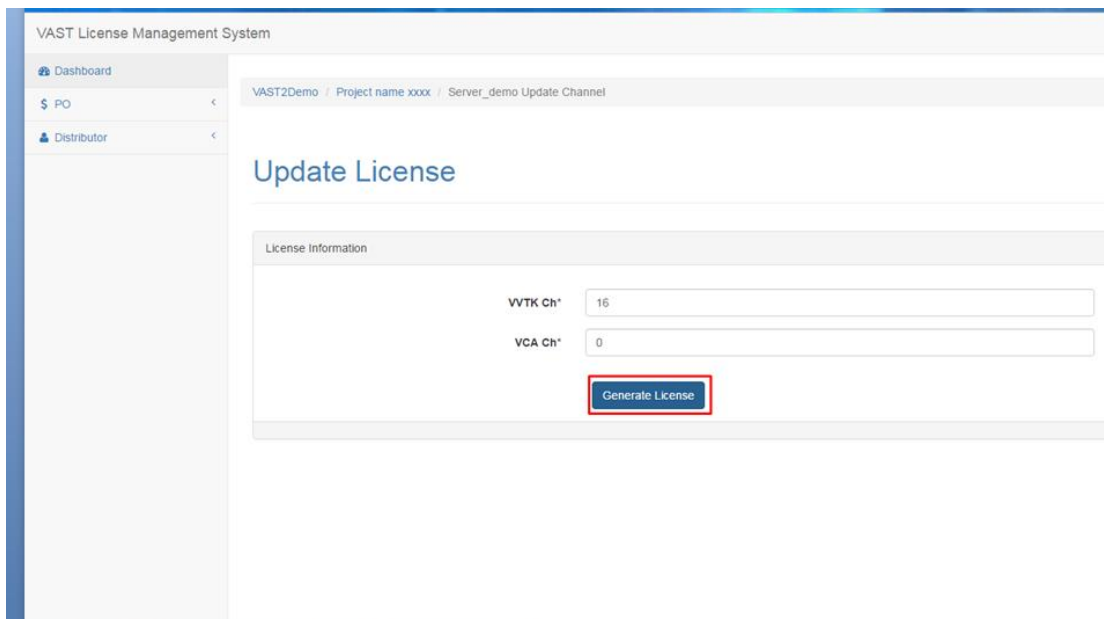


13. You will enter the [Update License](#) page. Enter the total number of licenses required for this server.



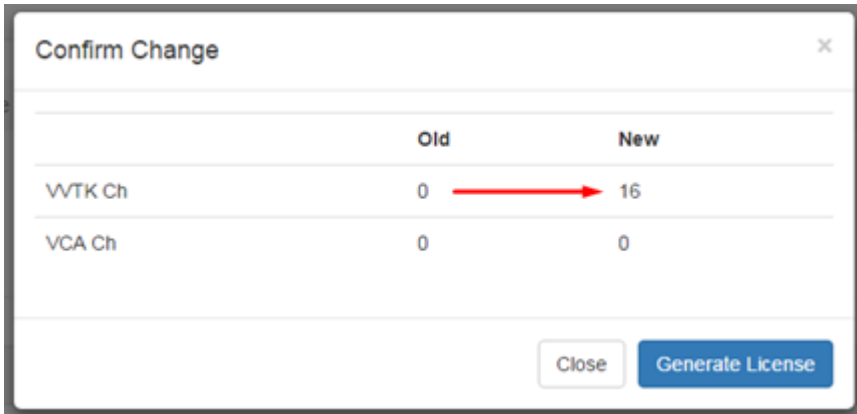
Fill in VTK Ch* = Total channel(s)

14. Click the **Generate license** button.

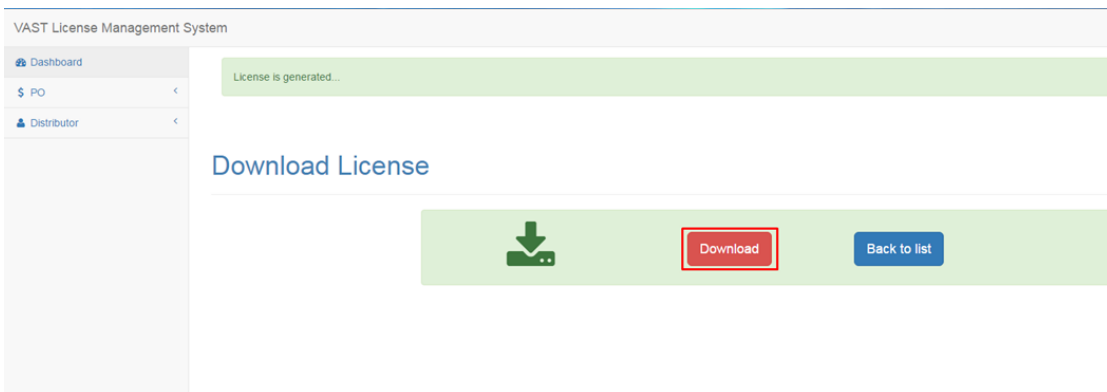


Click "Generate License"

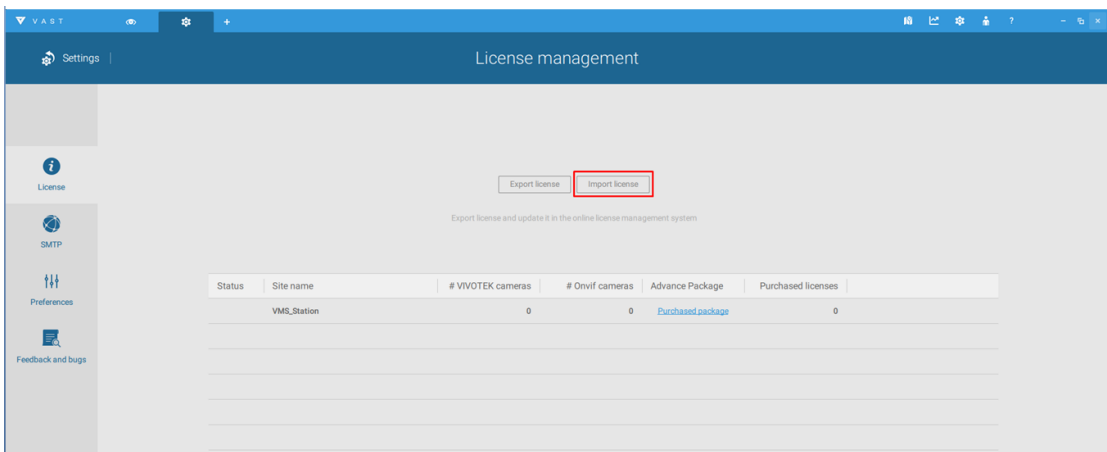
15. A confirm window will prompt. Click on the **Generate license** button to proceed.



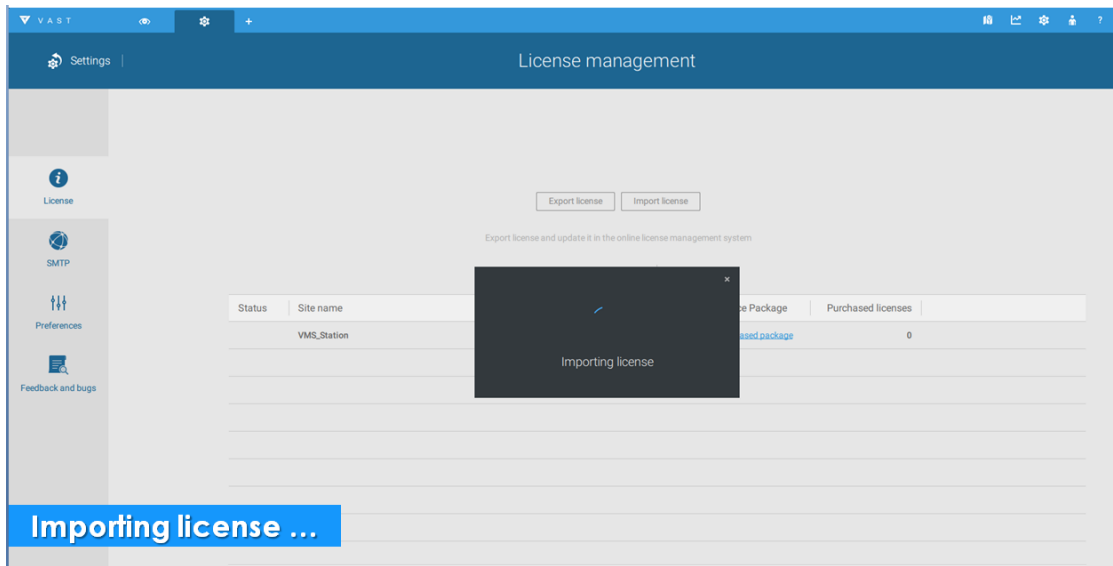
16. Click **Download** to save the license file.



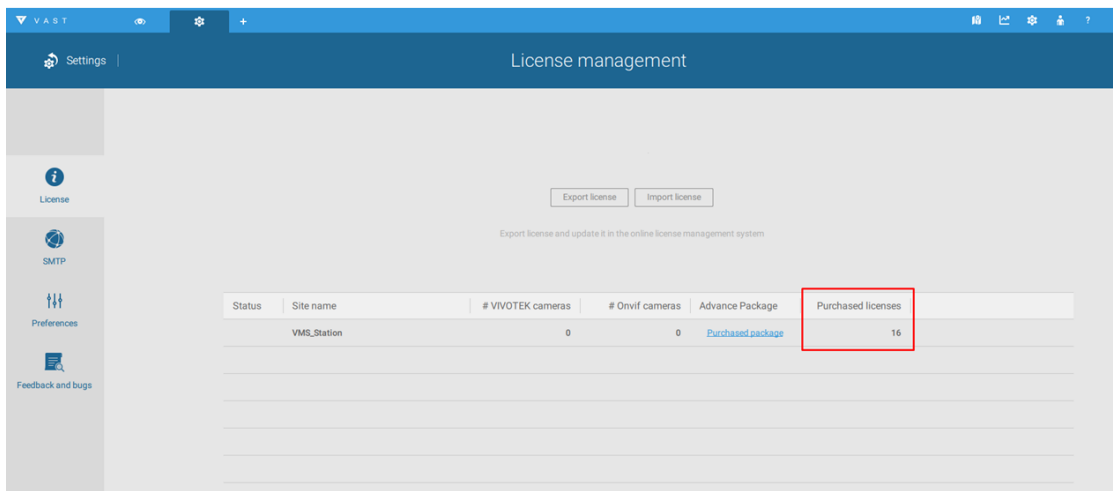
17. Back on the VAST server at your installation site, on the license page, click the **Import License** button.



18. Select the license file you acquired. The import process will take a few seconds.



19. When done, you can see the number of licenses.



20. You can start joining cameras into your VAST configuration.

MAC License (Using Licenses on Virtual Machines)

If you need add camera licenses for servers installed on virtual machines, e.g., VMWare, log in to your account. Make sure the “Can use MAC license” checkbox is selected.

VAST License Management System

Dashboard

\$ PO

Dispatch

Distributor

New

Status

NVR

Package

Analysis

Search

Report

Account Manager

Distributor Information

Distributor List

Name	History	Settings	Email Address	Description	Country	Project Count	Camera Used	Other Brand Used	MAC Used	Google Map Used	GPS Rece Use
Distributor_demo (Distributor_demo)	History	Settings	jimmy.guo@vivotek.com	Distributor_demo	—	9	136001(Return: 58)	180	9	2012	1984

1 distributor

VAST License Management System

Welcome, Martin Liu

Distributor Information

Distributor_demo(Distributor_demo) Information

Email: jimmy.guo@vivotek.com

Description: Distributor_demo

Country: —

Owned Package: Failover

Can use MAC license

Can add sub-distributors

Update

Enter station information > project.

VAST License Management System

- Dashboard
- PO
- Dispatch
- Distributor
- NVR
- Package
- Analysis
- Search
- Report
- Account Manager

Request information

Information

The license currently in use

Revision	Camera	Other Brand	MAC	Google Map	GPS Receiver	TCP Trigger	POS	Data Magnet	Fallover	Authentication Type
1	0	0	0	0	0	0	0	0	0	Software License (Key: 0*A533;1*3CC7;2*2803*A56E;4*6A7A)

The latest license

Revision	Camera	Other Brand	MAC	Google Map	GPS Receiver	TCP Trigger	POS	Data Magnet	Fallover	Authentication Type
2	0	0	1	0	0	0	0	0	0	Software License (Key: 0*A533;1*3CC7;2*2803*A56E;4*6A7A)

Detail station information

Distributor	Project	Description	Name	Camera	Other Brand	MAC	Google Map	GPS Receiver	TCP Trigger	POS	Data Magnet Used	Fallover	Package
Distributor_demo	For VAST normal project	20191008 to end-user 1 mac license by David req...	Support_20191008	0	0	1	0	0	0	0	0	0	

1 station

Select a server and click License Update.

Distributor_demo / For VAST normal project

Server Info

Add Move

For VAST normal project

Name Search

Name	Description	Camera Used	Other Brand Used	MAC Used	Google Map Used	GPS Receiver Used	TCP Trigger Used	POS Used	Data Magnet Used	Fallover Used	Package Used	Modified	Authentication Type	License Update	Download	History	Info
Support_20191008	20191008 to end-user 1 mac license by David req...	0	0	1	0	0	0	0	0	0		10/08/2019 4:16 p.m.	Software License	License Update	Download	History	Info

Enter the MAC addresses of your cameras. Note that each MAC address is on a different line by pressing Enter. Enter the MAC addresses.

Update License

License Information

MAC List

0001BD05E11
0001BD05E12

I

MAC addresses (12-digit hexadecimal number) for each row

No Free Ch

Google Map Ch*

GPS Receiver Ch*

TCP Trigger Ch*

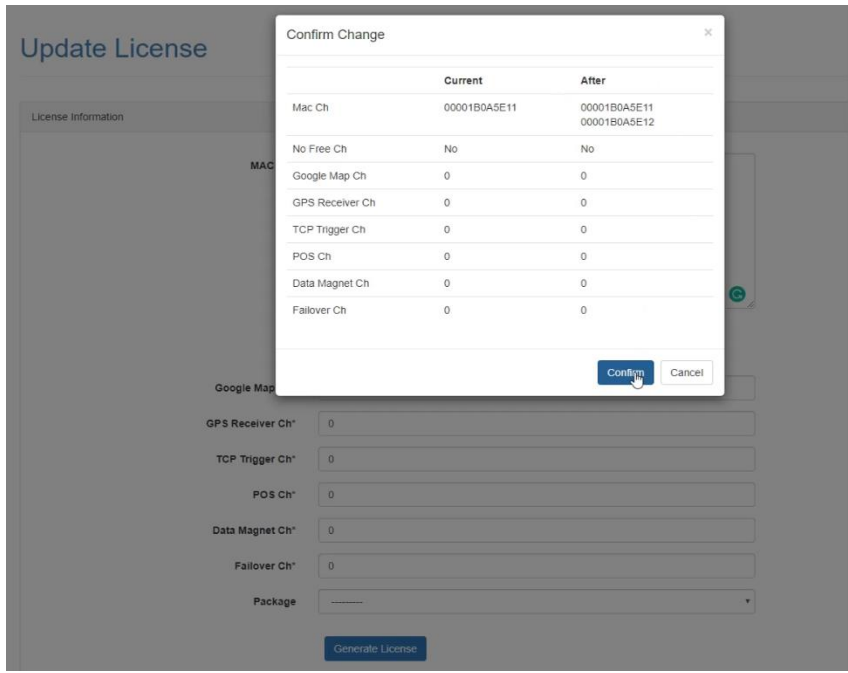
POS Ch*

Data Magnet Ch*

Fallover Ch*

Package

Scroll down and click Generate License. Click Confirm to proceed.



Click Download to download license.

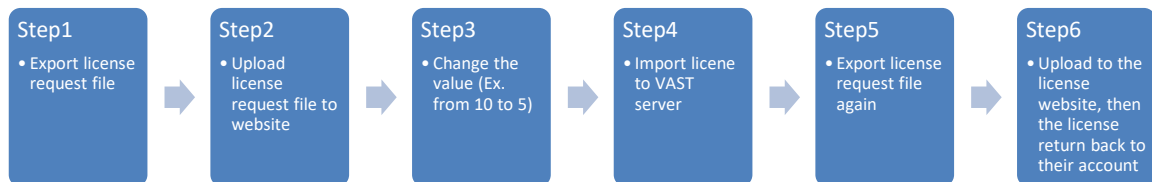


Download License




License Return Flow

Customers may want to return the purchased licenses back to their account due to server stability issue or other reasons. They can proceed with the following flow:

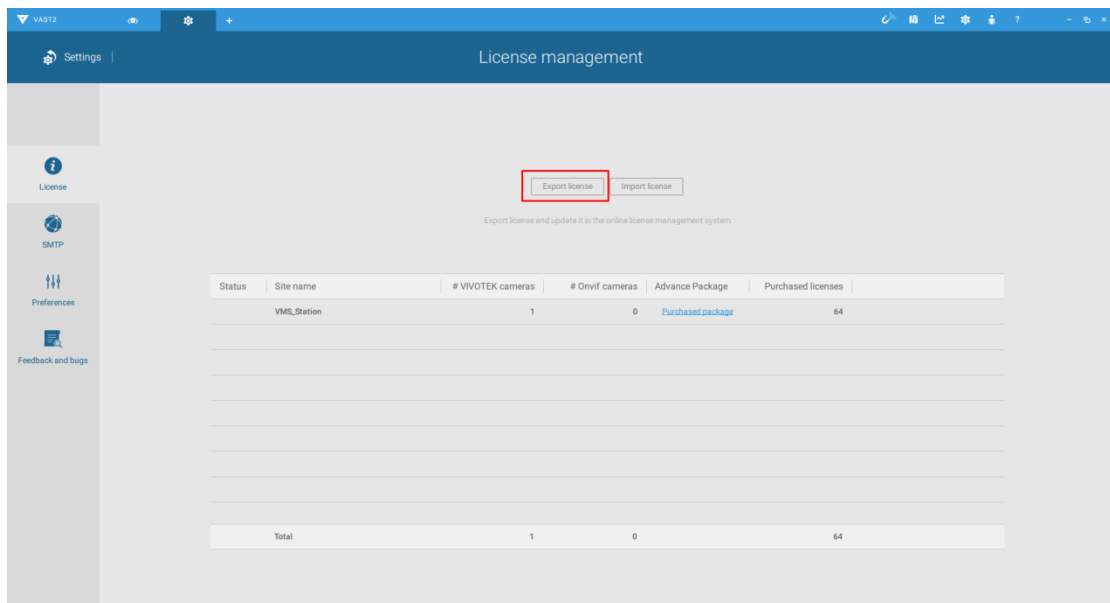


1. Generate the license request file from VAST1 or VAST2.

VAST2:

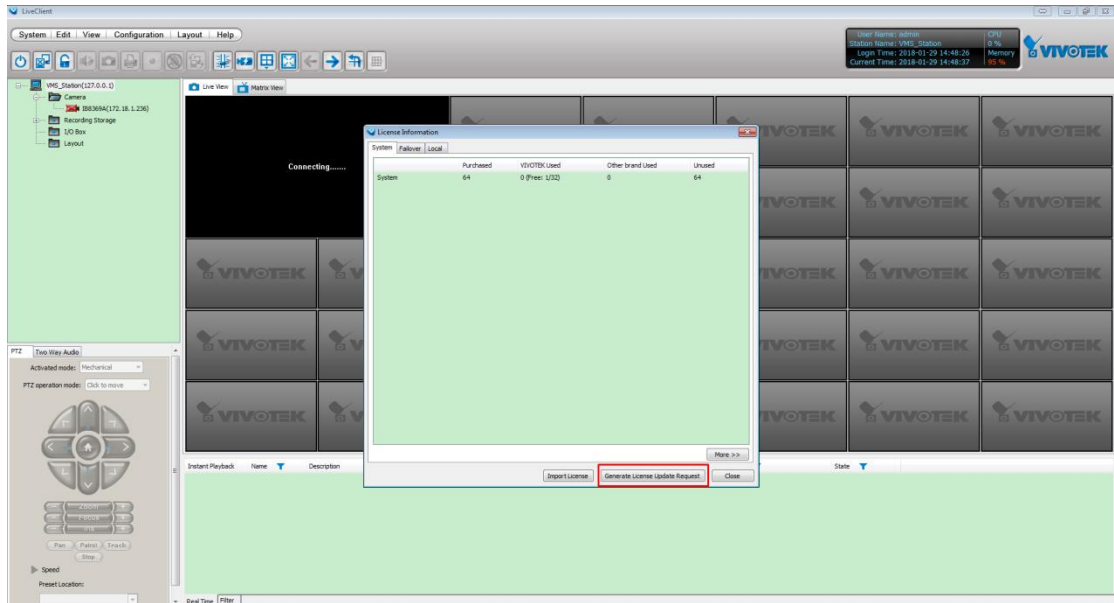
Click “Settings” icon () located on the top-right side.

Settings > License > Export license

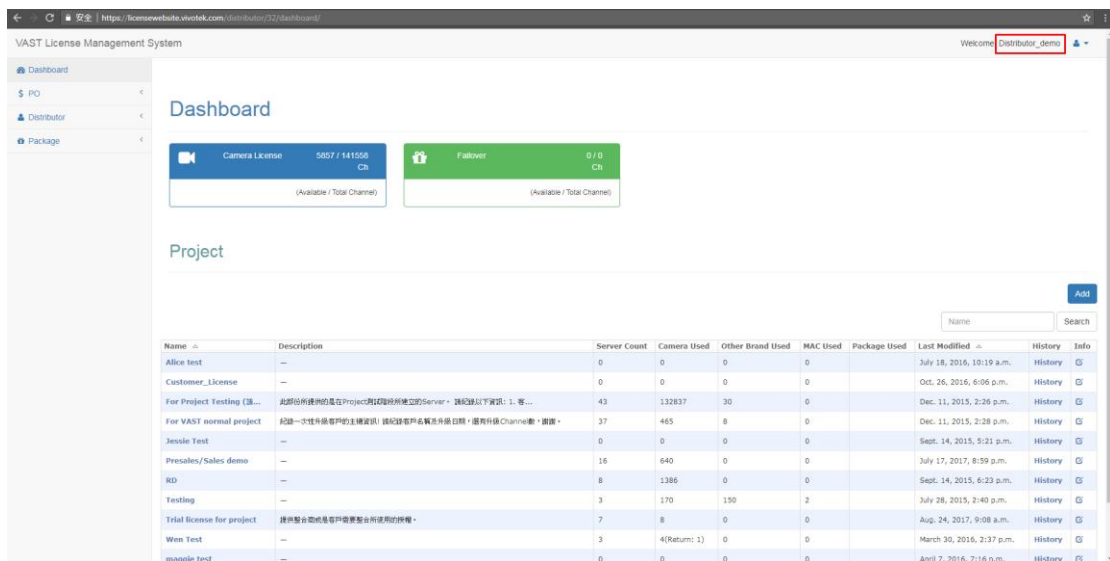


VAST1:

Help > License > Generate License Update Request



2. Customers should log in to their account on the license website. An example account is used in this case.



3. Select the mapping project on the project list, then click the project name. The page will turn to "Server list." Select the mapping server, e.g., "Jess_Laptop."

VAST License Management System Welcome, Distributor_demo

Dashboard

PO

Distributor

Package

Distributor_demo / For Project Testing (請勿刪除)

Server Info

[Add](#) [Move](#)

For Project Testing (請勿刪除)

Name Search

Name	Description	Camera Used	Other Brand Used	MAC Used	Package Used	Modified	Authentication Type	License Update	Download	History	Info
IRIS NB	Demonstration for tradeshow	32	0	0		01/02/2018 4:35 p.m.	Software License			History	
Winfred Test PC	—	32	0	0		12/05/2017 5:31 p.m.	Software License			History	
Jane PC	For testing	16	0	0		11/09/2017 10:42 a.m.	Software License			History	
Zack Presales	For demo / Testing	8	0	0		11/08/2017 10:34 a.m.	Software License			History	
Jess Laptop	—	64	0	0		07/11/2017 6:36 p.m.	Software License			History	
DemoRoom	Add license for Demo Room	128	0	0		07/11/2017 5:14 p.m.	Software License			History	
SalesSupport_Norbain_2...	add 3 channel camera license support Norbain t...	3	0	0		03/01/2017 7:29 p.m.	Software License			History	
日月光測試應用_01	60 channel	60	30	0		01/06/2017 3:57 p.m.	Key Dongle/Serial: 1949J			History	
UK Sales demo used	this is for our technical sales in UK, they hav...	3	0	0		11/04/2016 5:35 p.m.	Software License			History	
Liy's PC	Add 128 channel	128	0	0		10/11/2016 3:32 p.m.	Software License			History	
Andrei PC	Add 64 channel	64	0	0		09/13/2016 11:02 a.m.	Software License			History	
Jesse_20160819_01	Add 2 channel	0	0	0		08/19/2016 8:09 p.m.	Software License			History	

4. Click on the “License Update” icon.

Name	Description	Camera Used	Other Brand Used	MAC Used	Package Used	Modified	Authentication Type	License Update	Download	History	Info
IRIS NB	Demonstration for tradeshow	32	0	0		01/02/2018 4:35 p.m.	Software License			History	
Winfred Test PC	—	32	0	0		12/05/2017 5:31 p.m.	Software License			History	
Jane PC	For testing	16	0	0		11/09/2017 10:42 a.m.	Software License			History	
Zack Presales	For demo / Testing	8	0	0		11/08/2017 10:34 a.m.	Software License			History	
Jess Laptop	—	64	0	0		07/11/2017 6:36 p.m.	Software License			History	
DemoRoom	Add license for Demo Room	128	0	0		07/11/2017 5:14 p.m.	Software License			History	

5. Upload the related license request file.

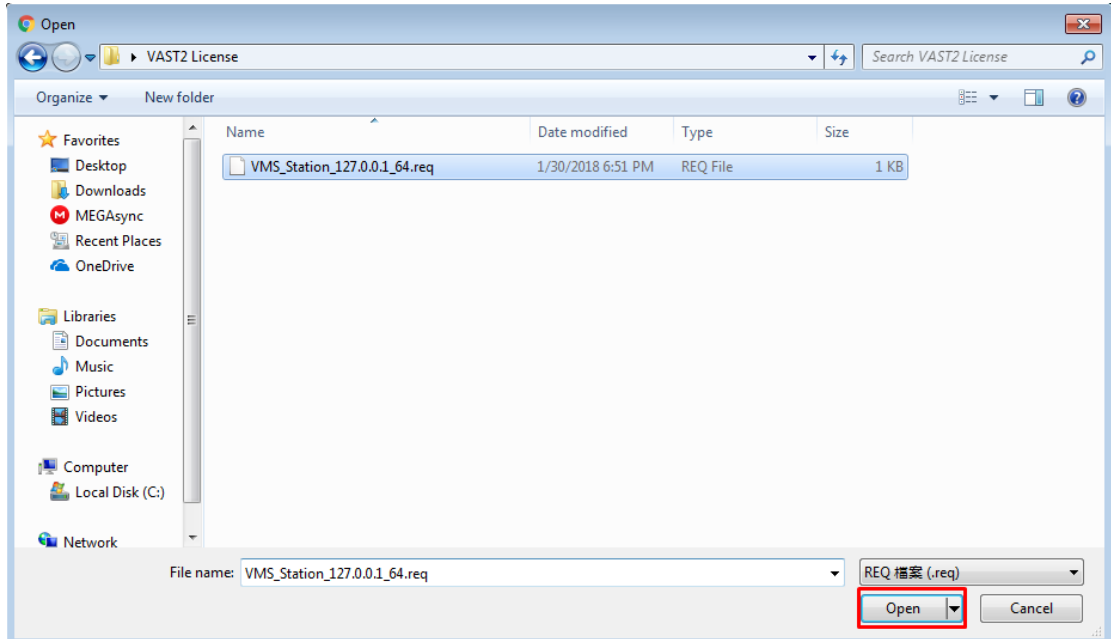
Station Information

Information

Request File* 選擇檔案 未選擇任何檔案

[Update](#)

6. Select file and click the “Open” button.



7. Click the “Update” button.

Station Information

Information

Request File* VMS_Station_...0.0.1_64.req

8. Below is the original license count.

Update License

License Information

Camera Ch*

Package

9. Fill the new count of licenses you want to update with.

Update License

License Information

Camera Ch*

Package

10. Click "Generate License" button.

Update License

License Information

Camera Ch*

Package

11. Confirm the change to licenses, the number of licenses will be reduced from 64 to 32 for this server. Click the "Generate license" button again.

Confirm Change ×

	Current	After
Camera Ch	64	32

12. The license is generated and you can download the file for server.

License is generated...

Download License



Download

Back to list

13. The project list will display “Return: 32” and “Waiting Confirm” messages. The licenses are not returned to the customer account yet.

For Project Testing (請勿刪除)

Name	Description	Camera Used	Other Brand Used	MAC Used	Package Used	Modified	Authentication Type	License Update	Download	History	Info
IRIS NB	Demonstration for tradeshow	32	0	0		01/02/2018 4:35 p.m.	Software License	🔄	📄	History	🔗
Winfred Test PC	—	32	0	0		12/05/2017 5:31 p.m.	Software License	🔄	📄	History	🔗
Jane PC	For testing	16	0	0		11/09/2017 10:42 a.m.	Software License	🔄	📄	History	🔗
Zack Presales	For demo / Testing	8	0	0		11/08/2017 10:34 a.m.	Software License	🔄	📄	History	🔗
Jess Laptop	—	32(Return: 32)	0	0		07/11/2017 6:36 p.m.	Software License	🔄 (Waiting Confirm)	📄	History	🔗
DemoRoom	Add license for Demo Room	128	0	0		07/11/2017 5:14 p.m.	Software License	🔄	📄	History	🔗
SalesSupport_Norbain_2...	add 3 channel camera license support Norbain t...	3	0	0		03/01/2017 7:29 p.m.	Software License	🔄	📄	History	🔗
日月光測試使用_01	60 channel	60	30	0		01/06/2017 3:57 p.m.	Key Dongle(Serial: 1949)	🔄	📄	History	🔗
UK Sales demo used	this is for our technical sales in UK, they hav...	3	0	0		11/04/2016 5:35 p.m.	Software License	🔄	📄	History	🔗
Liya's PC	Add 128 channel	128	0	0		10/11/2016 3:32 p.m.	Software License	🔄	📄	History	🔗
Andres' PC	Add 64 channel	64	0	0		09/12/2016 11:02 a.m.	Software License	🔄	📄	History	🔗
Jesse_20160819_01	Add 2 channel	0	0	0		08/19/2016 8:09 p.m.	Software License	🔄	📄	History	🔗

14. Import the modified license: VAST1 – Select a single file.

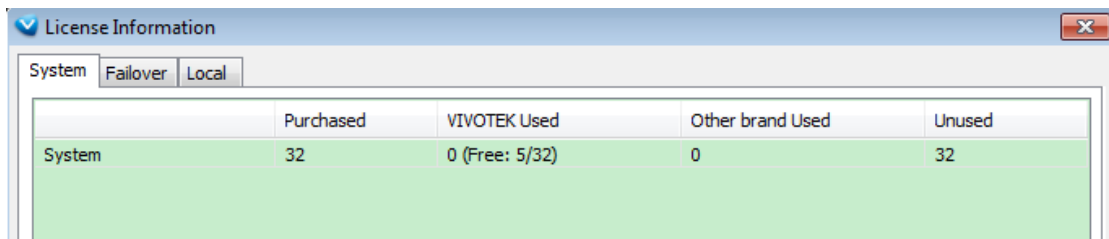
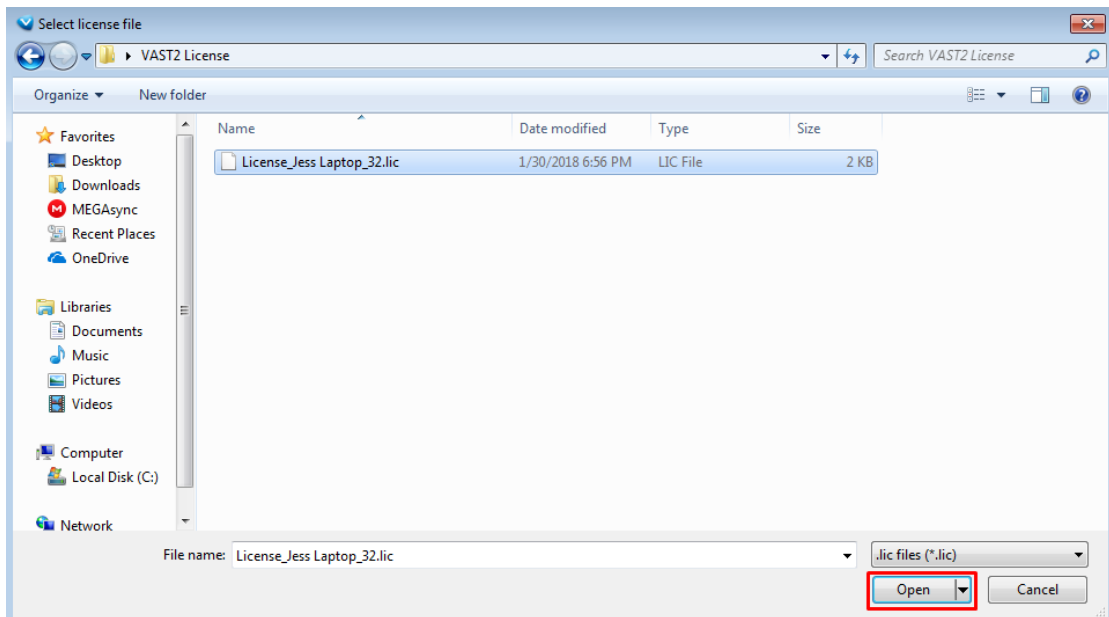
License Information

System Failover Local

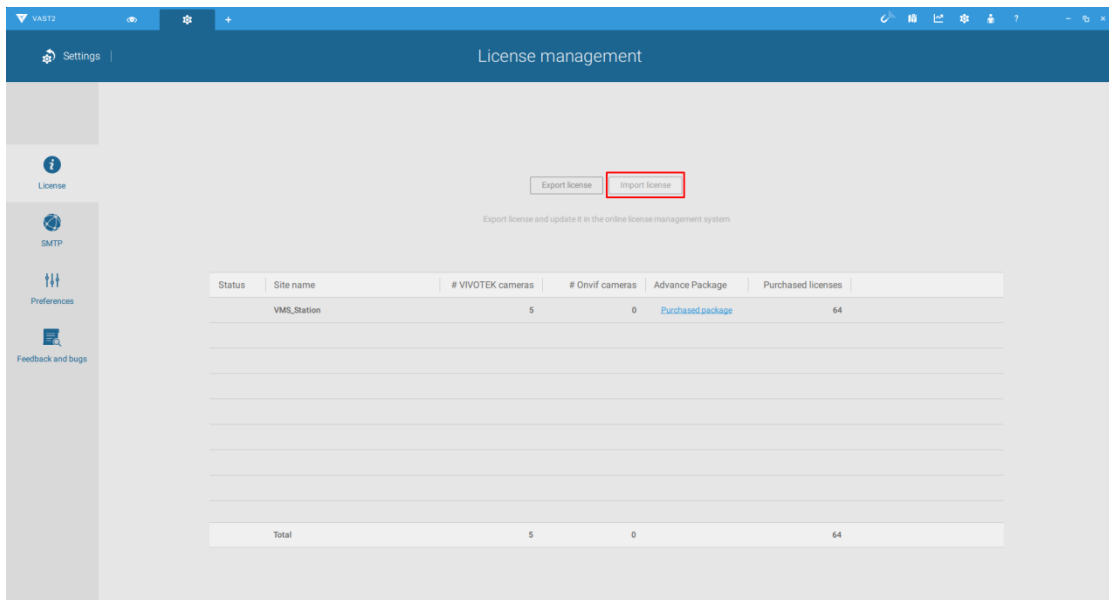
	Purchased	VIVOTEK Used	Other brand Used	Unused
System	64	0 (Free: 5/32)	0	64

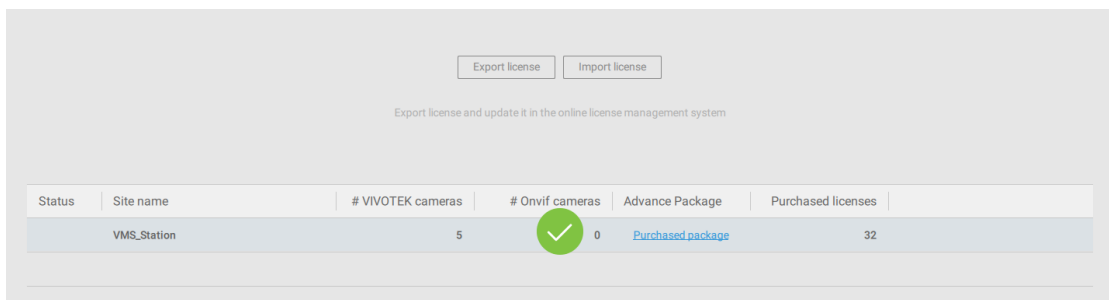
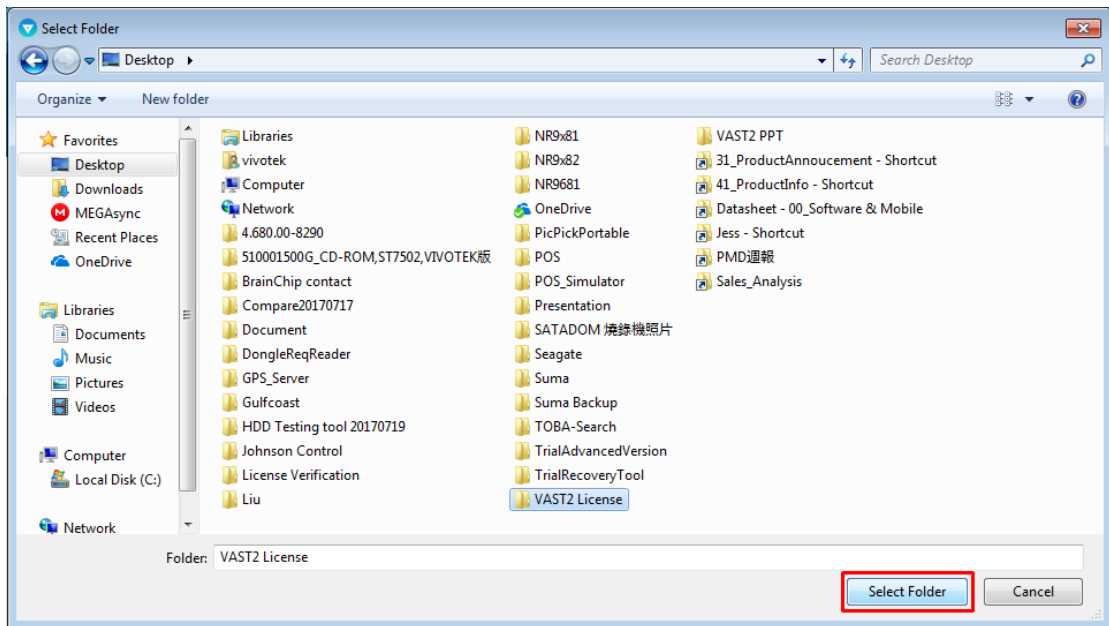
More >>

Import License Generate License Update Request Close



Import the modified license: VAST2 – Select a folder.





15. Re-generate a license request file again (following the steps detailed above).

16. Go back to the license website.

17. Go to the project list to find the server record.

For Project Testing (請勿刪除)

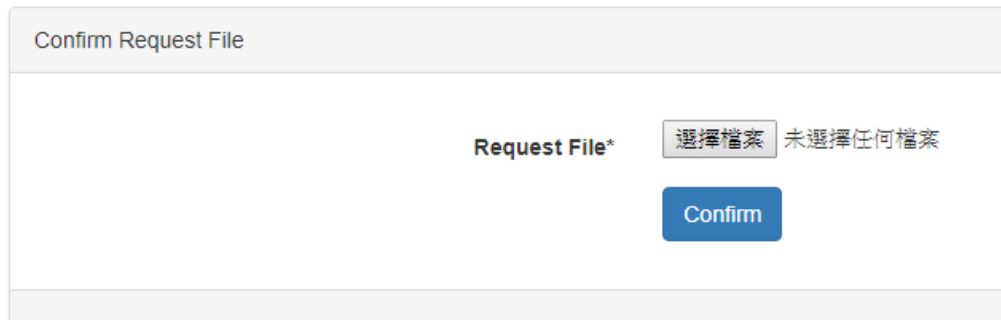
Name	Description	Camera Used	Other Brand Used	MAC Used	Package Used	Modified	Authentication Type	License Update	Download	History	Info
IRIS NB	Demonstration for tradeshow	32	0	0		01/02/2018 4:35 p.m.	Software License			History	
Winfred Test PC	—	32	0	0		12/05/2017 5:31 p.m.	Software License			History	
Jane PC	For testing	16	0	0		11/09/2017 10:42 a.m.	Software License			History	
Zack Presales	For demo / Testing	8	0	0		11/08/2017 10:34 a.m.	Software License			History	
Jess Laptop	—	32(Return: 32)	0	0		07/11/2017 6:36 p.m.	Software License	(Waiting Confirm)		History	
DemoRoom	Add license for Demo Room	128	0	0		07/11/2017 5:14 p.m.	Software License			History	
SalesSupport_Norbain_2...	add 3 channel camera license support Norbain t...	3	0	0		03/01/2017 7:29 p.m.	Software License			History	
日月光測試使用_01	60 channel	60	30	0		01/06/2017 3:57 p.m.	Key Dongle(Serial: 1949)			History	
UK Sales demo used	this is for our technical sales in UK, they hav...	3	0	0		11/04/2016 5:35 p.m.	Software License			History	
Liya's PC	Add 128 channel	128	0	0		10/11/2016 3:32 p.m.	Software License			History	
Andres' PC	Add 64 channel	64	0	0		09/12/2016 11:02 a.m.	Software License			History	
Jesse_20160819_01	Add 2 channel	0	0	0		08/19/2016 8:09 p.m.	Software License			History	

18. Click “Waiting Confirm.”

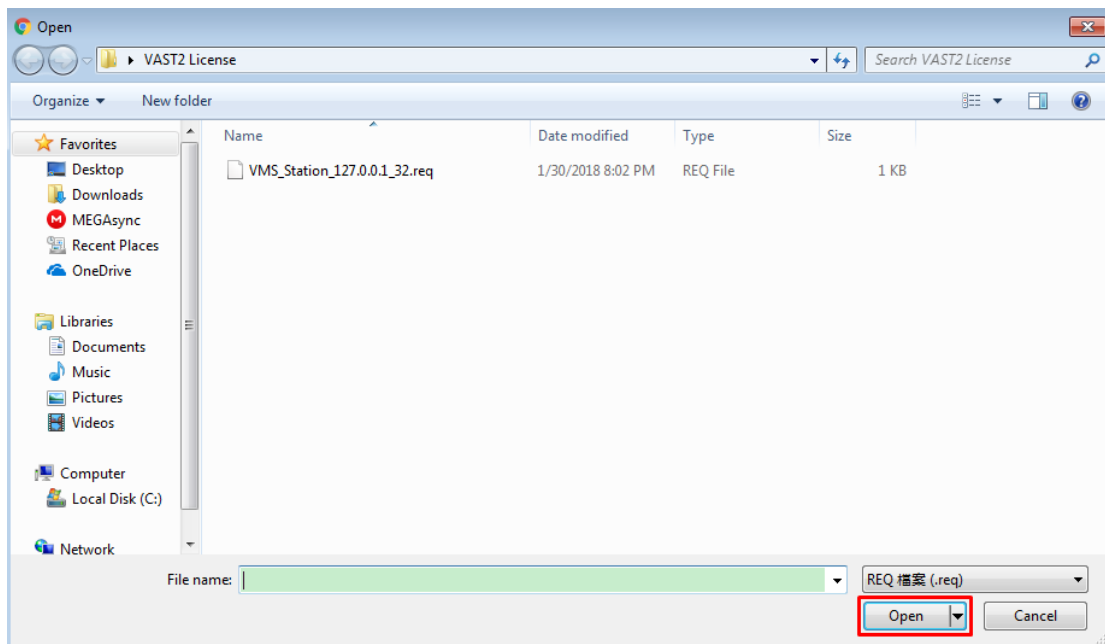
Jess Laptop	—	32(Return: 32)	0	0		07/11/2017 6:36 p.m.	Software License	(Waiting Confirm)		History	
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19. Start the “Return License” flow.

Return License



20. Select a request file (*.req).



21. Click the “Confirm” button.

Return License

Confirm Request File

Request File* VMS_Station_...0.0.1_32.req

22. The below message will display.

Channel returned success...


23. The licenses will be returned to a customer account. In the sample flow, 32 channels have been returned (from 5857 to 5889)

Dashboard

 Camera License 5857 / 141558 Ch

(Available / Total Channel)

Dashboard

 Camera License 5889 / 141558 Ch

(Available / Total Channel)

Responsibilities if Issues Occur

1. Insufficient no. of licenses: Contact sales or responsible PMs.
2. Incorrect license upgrade procedure: Technical support.
3. Licenses not delivered to distributors: Technical support or responsible PMs.
4. Incomplete or damaged license files: RD or technical support.
5. License migration: responsible PM or technical support.