RETRIEVING PRODUCT ID

COMPLETEVIEW 5.X+

SALIENT

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CompleteView License Management

CompleteView systems are licensed on a per camera basis. Every Recording Server in a CompleteView must be provisioned with a License Key. The server License Key includes Feature Keys for IP Cameras recording to that server, as well as Feature Keys to enable system-wide functionality common to all Recording Servers in the system. **Note:** Systems with CompleteView pre-installed are pre-licensed. If upgrading from CompleteView 4.X and the new Feature Key has been applied, you may skip this step.

In a deployed system, the CompleteView licensing schema requires camera licenses to be allocated among CV Recording Servers.

- Each Recording Server is provisioned with a License Key.
- Every License Key incorporates a set of Feature Keys.
- The Feature Keys within a License Key enable the set of cameras allocated to that Recording Server.
- The Feature Keys within an individual server License Key also enable any other VMS capabilities or features allocated to that server.

Typically, all Recording Servers in a system incorporate a uniform set of capabilities and features, but each handles a different group of cameras

In a system that employs a single machine hosting the Recording and Management servers, all cameras and features are maintained in a single License Key located on the server.

In a system that employs multiple Recording Servers, the cameras and features included in the system are maintained in multiple license keys where one license key is allocated to each Recording Server.

For each Recording Server in this scenario, the set of cameras and features contained in its License Key agrees with its own configuration. In addition, client configurations must agree with the sum of server configurations.

In a multiple server system, all servers should incorporate the same set of VMS features, but each will manage a different set of cameras.

Obtaining and Applying a License Key

Note: If you purchased a PowerProtect server with CompleteView pre-installed, you may skip this section.

License keys are generated at the time of installation, are private, and cannot be transferred from one server to another.

Prior to server software installation, an email should be received from licensing@salientsys.com . Contact Salient Systems at 512-617-4800, 1-844-725-4368, or the email address above for licensing assistance.

General Steps

1. All components of CompleteView must be installed first, per the instructions detailed in this manual.
2. Obtain the server Product ID (also referred to as a GUID), as shown below.
3. Reply to licensing@salientsys.com with the Product ID (GUID).

4. An email will be sent from **licensing@salientsys.com** with the "cvserver.lic" file attached.
5. When received, each unique license file should be saved or copied to the `C:\Program Files\Salient Security Platform\CompleteView 2020\Recording Server\` directory for each Recording Server.
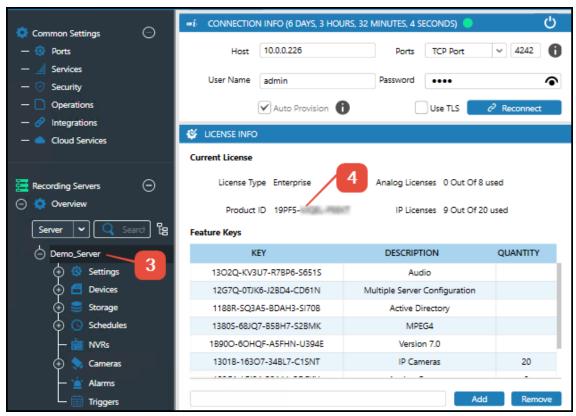
Each Recording Server is required to have a unique license file. Only one Management Server should be installed for a given deployment. The Desktop Client may be installed on as many machines as desired, but only one instance is required.

Obtaining the Product ID (GUID)

After all components of CompleteView have been installed:

1. Log into the Desktop Client.
2. Select the Configure module.
3. Select the desired Recording Server from the left pane.
4. Select and copy the Product ID.

For more information, see the Product ID and Feature Keys Job Aid video at: **https://support.salientsys.com/knowledgebase/training-resources/**

5. Send the Product ID to **licensing@salientsys.com**.

Additional Resources

Visit the Salient website, **www.salientsys.com**, for additional support and CompleteView training:

- Software downloads (**https://support.salientsys.com/knowledgebase/software-downloads/**) – For current and legacy software.
- Manuals & Documentation (**https://support.salientsys.com/**) – Includes all relevant manuals.
- Online Tech Support (**https://support.salientsys.com/**) – Get quick access to online tech support modules that cover the most frequently asked product questions, such as "Adding IP Camera Licenses."

- Training (**https://support.salientsys.com/training/)**) – we offer both online and classroom training.

  ° CompleteView™ Online Certification - Register online and access the interactive training modules. Certification is valid for one year.
  ° CompleteView™ Classroom Certification – Instructor led 2-day course, held in a regional classroom setting, designed to provide you with certification on CompleteView video management software. Certification is valid for two years.
  ° CompleteView™ Remote Certification – Instructor directed 2-day course, that the student accesses through their own computer, designed to provide you with certification on CompleteView video management software. Certification is valid for two years.
  ° Please visit the Salient website to see the training calendar, agenda, and registration. Contact **training@salientsys.com** for questions.

Salient Systems
4616 W. Howard Ln.
Building 1, Suite 100
Austin, TX 78728
512.617.4800
512.617.4801 Fax
www.salientsys.com