

Install Your OnGuard Software License

Installing Your OnGuard Software License

Complete the following instructions to install and activate your new OnGuard software license. For more information, refer to *Install Your OnGuard License* in the OnGuard Installation Guide.

Note: All customers upgrading to OnGuard 7.5 and later from earlier versions must return their Software License. A license check dialog is shown during the upgrade process from OnGuard 7.4 and earlier to OnGuard 7.5 and later. This dialog is not shown if upgrading from OnGuard 7.5 and later to a newer version. The OnGuard subscription software license does not require activation, but is associated to the OnGuard license activation through the System ID.

Installation

1. Obtain a new license file from [Partner Center](#). Alternatively, non-EMEA customers can email sig@Carrier.com. EMEA customers can email sig.emea@Carrier.com.
2. Log into License Administration.
3. Click **Install New License**.
4. Under **Main License File** and/or **Subscription License File**, click [Choose File] and then locate the license file.
5. Click [Next].
6. Examine the license details to ensure the license is correct. If so, scroll down to the bottom of the window, and then click [Next].
7. Read the terms of the license agreement and click [Yes] if you agree with the terms of the license.
8. Click [Finish]. You must now activate the license to use OnGuard.

Activation

You must activate the software license to have a functioning system.

Note: All customers upgrading to OnGuard 7.5 and later from earlier versions must return their Software License. A license check dialog is shown during the upgrade process from OnGuard 7.4 and earlier to OnGuard 7.5 and later. This dialog is not shown if upgrading from OnGuard 7.5 and later to a newer version. The OnGuard subscription software license does not require activation, but is associated to the OnGuard license activation through the System ID.

There are three ways to activate a license:

- Online (which requires an Internet connection)
- Text message (SMS)
- Phone

To activate, you will need the **System ID** and the **Activation Code**. The System ID is the 5- or 6-digit System ID associated to the license being activated, and the Activation Code is a 24-digit alphanumeric code.

Online Activation

OnGuard 8.3 and later: Your Internet browser must allow the URL <https://activate.lenels2.com:443> to activate and return licenses. In addition, port 443 is required for online activation and revocation.

OnGuard 8.2 and earlier: Your Internet browser must allow the URL <http://licensing.lenel.com:8888> to activate and return licenses. In addition, port 8888 is required for online activation and revocation.

1. In License Administration, view the license you have installed.
2. Click **Activate**.
3. Choose **Online** activation.
4. Click [Activate].
5. Click [Close] once the license has activated.

Text Message (SMS) Activation

1. In License Administration, view the license you have installed.
2. Click **Activate**.
3. Choose **Phone** activation.
4. Click [Activate].
5. Send a text message to 585-673-7750. EMEA customers should text +44 7937 947945. Use the following format in your text message:
[**System ID**][required space][**Activation Code**]
Note: Activation Codes are case-sensitive. For additional assistance, text the word **HOWTO**.
6. You will receive a **confirmation code** in seconds. Enter the confirmation code in License Administration. The license will activate.
7. Click [Close] once the license has activated.

Phone Activation

1. In License Administration, view the license you have installed.
2. Click **Activate**.
3. Choose **Phone** activation.
4. Before calling, have your **System ID** and **Activation Code** ready.
5. Call 1-866-788-5095 option (5), or email sig@Carrier.com with the **System ID** and **Activation Code**. EMEA customers should call +48 5832 62240, or email sig.emea@Carrier.com.
6. Click [Close] once the license has activated.

Returning an OnGuard Software License

There are three ways to return an activated license before moving it to another server:

- Online (which requires an Internet connection)
- Text message (SMS)
- Phone

To return, you will need the **System ID** and the **Return Code**. The System ID is the 5- or 6-digit System ID associated to the license being activated, and the Return Code is a 24-digit alphanumeric code.

Online Returning

OnGuard 8.3 and later: Your Internet browser must allow the URL <https://activate.lenels2.com:443> to activate and return licenses. In addition, port 443 is required for online activation and revocation.

OnGuard 8.2 and earlier: Your Internet browser must allow the URL <http://licensing.lenel.com:8888> to activate and return licenses. In addition, port 8888 is required for online activation and revocation.

1. In License Administration, view the license you have installed.
2. Click **Return**.
3. Choose **Online** revocation.
4. Click [Return].
5. Click [Close] once the license is returned.

Text Message (SMS) Returning

1. In License Administration, view the license you have installed.
2. Click **Return**.
3. Choose the **Phone** method.

4. Click [Return].
5. Send a text message to 585-673-7750. EMEA customers should text +44 7937 947945. Use the following format in your text message: **[System ID][required space][Return Code]**
Note: Return Codes are case-sensitive. For additional assistance, text the word **HOWTO**.
6. You will receive a **confirmation code** in seconds. Enter the confirmation code in License Administration.
7. Click [Close] once the license is returned.

Phone Returning

1. In License Administration, view the license you have installed.
2. Click **Return**.
3. Choose the **Phone** method.
4. Before calling, have your **Activation ID** and **Return Code** ready.
5. Call 1-866-788-5095 option (5), or email sig@Carrier.com with the **Activation ID** and **Return Code**. EMEA customers should call +48 5832 62240, or email sig.emea@Carrier.com.
6. Click [Close] once the license is returned.

Troubleshooting License Activation

In the event of a software license failure, a message is displayed with the date and time the OnGuard application will close if the license is not repaired.

License Administration provides two additional options: **Repair** and **Update**. These options are not used during normal license operation and are there to help you more easily correct specific issues with your software license. If you need to use them, they operate similar to the Activate and Return options, so please follow the prompts in the interface.

- Repair is used to repair/restore the license activation on the current server in the event of a failure of the software license.

The Repair option IS NOT visible unless the license server detects your software license is broken (signature or trust failure).

- Update is used to cause the license server to refresh the Support Subscription (SUSP) information for your OnGuard Server (after the renewal/update of a SUSP contract).

You may need to wait 24 to 48 hours after updating your SUSP contract for the information to propagate to our licensing server.

Activation Code is Blank When Activating the License

Resolution

1. Stop LS License Server and FLEXnet Licensing Service.
2. Browse to the following location: **C:\ProgramData\FLEXnet**.
3. Delete all of the existing files in that location.
4. Start the FLEXnet Licensing Service and LS License Service. You should now see an activation code.

If the above process does not work, do the following:

1. Open the command prompt on the License Server.
2. Change directories until you are at the root of the OnGuard directory (typically **C:\Program Files\OnGuard** for 32-bit systems and **C:\Program Files(x86)\OnGuard** for 64-bit systems).
3. Type the following and then press [Enter]:
appactutil.exe -shortcode OnGuard.asr -return SCASR_FID_1_OnGuard
4. A code is provided. Give that code to Tech Support or SIG. Tech Support or SIG will then provide you with a Return Code that will allow your software license to be returned.
5. Once the license is returned, you can activate it on a new machine online or over the phone.

For other OnGuard license installation issues, please consult the LenelS2 Knowledgebase online (<https://kb.lenels2.com>).