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1. Online License Activation in MxManagementCenter

1st Option:

- Go to MOBOTIX License Portal
- Click on "List Entitlements" and copy the Activation-ID of your End-Customers Entitlement Line Item which you want to activate in MxMC

MOBOT	IX									MOBOTIX Help EN DE
Home Activation & Entitlements List Entitlements Entitlements are listed below. Sort by clicking a column heading. Select specific entitlements to view or perform actions on them. Devices Devices Devices Create Device View v Action v Export v									Tier Two 🔻 🕝	
Upload Capability Request	Page 1 of 1			(Activation ID	\$	Contains	\$		Q 🐼 Advanced Search
Accounts & Users Accounts	Activation ID	Entitlement ID	Sold to	Product		Version	Available quantity	Total quantity	Expiration	Maintenance
List related accounts Search accounts	Oee3-9278-66af-4fe2-a0d2- ed35-84be-79fc Show upgrades	255 140 2012 1700 Ddo5 15. 01197701	End Customer GmbH Type: End Customer TierTwo AG Type: MOBOTIX Partner	MxMC POS		1.7	1	1	PERMANENT	
List users List related users Search users	fff6-b6ab-702c-4649-8ff1-47c7- 2731-e6dd Show upgrades	3478-7a60-fca0-4ff6-81eb- e75b-9749-a596	Information Not Available Type: End Customer TierTwo AG Type: MOBOTIX Partner	MxMC POS		1.7	2	2	PERMANENT	
	6518-f0cd-f65e-474b-8f55-fd5e b3ad-0d11 Show upgrades	 9e4f-1db9-5cf6-493e-986b- 1f0d-4dfd-3ed2 	End Customer GmbH Type: End Customer TierOne GmbH Type: Distributor TierTwo AG Type: MOBOTIX Partner	MxMC POS		1.7	1	1	PERMANENT	

2nd Option:

• Open the Email which was sent from Installer to End Customer to copy Activation-ID(s)

Dear MOBOTIX License Portal User,

This is an automatically generated Email with the Activation ID for your ordered Products.

IMPORTANT: Please keep this Email with your activation code in a safe place so that you can repeat activation if necessary.

MOBOTIX grants

Partner Tier Name: End Customer Org Display Name: End Customer GmbH Org Name: End Customer GmbH Contact Name: End Customer

Partner Tier Name: MOBOTIX Partner Org Display Name: TierTwo AG Org Name: TierTwo AG Contact Name: Tier Two

the right to activate the following product(s):

ActivationID: 0ee3-9278-66af-4fe2-a0d2-ed35-84be-79fc

Product Name: MxMC POS Product Description:

Order ID: A123456 Quantity: 1 Start Date: Jan 18, 2018 Expiration Date: Permanent: Yes Duration : Length: Units:

If you have any problems with the activation, please contact the MOBOTIX Partner you have ordered the products from.

Best regards,

Your MOBOTIX Team

- Go to End Customers MxManagementCenter to activate the Licenses on his device
- Click on "Windows" "Licenses"



Click on "Activate Licenses"



- Enter the Activation-ID and quantity
- You can add more Activation-ID ´s by clicking "+"
- Click "Activate"

MxManagementCenter	?
 Activate Licenses Via Activation ID Please enter your Activation IDs and for each Activation ID the corresponding quantity of licenses that you want to use on this computer. Dee3-9278-66af-4fe2-a0d2-ed35-84be-79fc 1 4 4 	
Via Capability Response File If you have already created or received a capability response file (<deviceid>.bin), you can load it here. (Load Capability Response File)</deviceid>	

- Your licenses have been activated
- You need to Restart your MxMC to activate all features

• • •	License Info		
	MxManagementCenter	?	
	Licenses successfully activated		
	Your activation ids have been successfully installed. Please restart the application and check for new features		
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w.mobotix.com • Vertra	aulich/Confidential	MOBO	TI

• New Product is now visible in the license overview and all features are activated

	MxManagementCenter		?
Licenses			Device ID: A45E60E77B6B
Product	Expiration	Quantity	
MxMC POS	Permanent	1	_
		Update	Activate Licenses

2. Offline License Activation in MxManagementCenter

---> Activation as described in the online activation above: Enter Activation-ID and click on "Activate"

- If the license server is not reachable, you receive the following message
- Click on "Save Capability Request File"

MxManagementCenter	?
License server is not reachable!	
Please check your internet connection and retry. Alternatively you can save a capability request file.	
Save Capability Request File) (Retry) (Cancel)	

- Save the file on your desktop
- Copy the file to an USB Stick. Go to a device with internet connection and login to the License Portal
- Click on "Devices" "Upload Capability Request"

MOBOTIX

Home Activation & Entitlements List Entitlements	License & Delive	ery Portal			
Devices Devices Create Device	Recent Entitlements	Product	See all	((y) Announcements None Today	
Upload Capability Request Accounts & Users Accounts List accounts List related accounts Search accounts	aa54 950c-4910-8231-094e-159f-dfce 5d46-5a82-bff9-48ae-ba31-1958-401b-a706 71e7-00bd-8c02-4a49-b3cc-550b-b4b8-c0ad 6e89-2cb4-ce24-46cb-b842-7187-6476-1073 026e-8af0-e1c1-4169-98b2-99a4-0b7c-89e3	MMC POS Cash Register MxMC POS Cash Register MxMC Core MxMC Core MxMC Core	Dec 21, 2017 Dec 21, 2017 Dec 20, 2017 Dec 20, 2017 Dec 20, 2017 Dec 20, 2017		
List users					

MOBOTIX

Search users

- Click on "Choose a file" ("Datei auswählen") to add the capability request to the license portal
- Click "Upload"

MOBOT	IX
Home Activation & Entitlements List Entitlements	Offline Device Management
Devices Devices Offline Device Management Accounts & Users List accounts List related accounts Users	Manually upload either a Capability Request or Synchronization History Files for offline processing. The application will offer you a response file to download. Upload type: Generate license Upload synchronization history Datei auswählen Keine ausgewählt
List users List related users Search users	

• Download the Response File



- Copy the Response File to the USB Stick and go to customers MxManagementCenter within one week
- Click on "Import Capability Response File" and select the file

MxManagementCenter	?
< ACTIVATE LICENSES	
Enter Activation ID	
Please enter your Activation IDs and for each Activation ID the corresponding quantity of items that you want to use on this computer.	
1 +	
Activate	
Activate via License File	
If you have already created or received a capability response file (<deviceid>.bin), you can load it here.</deviceid>	
Import Capability Response File	

- Licenses successfully updated
- Click on "Restart" to activate all features

MxManagementCenter	?
Licenses successfully updated	
Please restart the application to make the changes take effect.	
License Overview Restart	

• Licenses including its features have been activated

	MxManagementCente	?	
Licenses Product	Expiration	Quantity	Device ID: A45E60E77B6B
MxMC POS Cash Register	Permanent	1	
		Updat	Activate Licenses



3. Online Activation of Camera Apps in MxMC

IMPORTANT: For online activation your CAMERA has to have connection to the internet! If this is not the case, please follow section 4: "Offline Activation of Camera Apps in MxMC".

1st Option:

- Go to MOBOTIX License Portal
- Click on "List Entitlements" and copy the Activation-ID of your End-Customers Entitlement Line Item which you want to activate in MxMC

MOBOTIX									MOBOTIX Help EN	IDE	
Home Activation & Entitlements List Entitlements List Entitlements are listed below. Sort by clicking a column heading. Select specific entitlements to view or perform actions on them.										Ø	
Devices Devices Create Device	View v Action v	Export 🔻								0.0.1	
Offline Device	Page 1 of 3				Activation ID	÷	Contains	÷		Advance	d Search
Management	Activation ID	Entitlement ID	Sold to	Product		Version	Available quantity	Total quantity	Expiration	Maintenance	
Accounts List accounts List related accounts	xxxx-xxxx-xxxx-xxxx-xxxx-xxxx- xxxx-xxxx Show upgrades	6-42ff-baf9-8970- 6-8e-fb28	Name withheld Type: End Customer Tier2 (Tier2) Type: MOBOTIX Partner	Visage Technol Recognition 1	logies Face Year	1.0	1	1	Nov 30, 2020		

2nd Option:

• Open the Email which was sent from Installer to End Customer to copy Activation-ID(s)

Dear MOBOTIX License Portal User,

This is an automatically generated Email with the Activation ID for your ordered Products.

IMPORTANT: Please keep this Email with your activation code in a safe place so that you can repeat activation if necessary.

MOBOTIX grants

End Customer Account-ID: Name Withheld Account Name: Name Withheld Contact: End Kunde

MOBOTIX Partner Account-ID: Tier2 Account Name: Tier2 Contact: Tier Two

End Customer Account-ID: Name Withheld Account Name: Name Withheld Contact: End Kunde

the right to activate the following product(s):

Activation-ID: xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx

Part Number: Mx-APP-VIS-FR-1 Product Name: Visage Technologies Face Recognition 1 Year Product Description: Visage Technologies Face Recognition 1 Year License Product Version: 1.0 Order ID: 12345678 Quantity: 1 Duration of the Activation-ID: Start Date: Oct 30, 2019 Expiration Date: Nov 30, 2020

If you have any problems with the activation, please contact the MOBOTIX Partner you have ordered the products from.

MOBOTIX

The latest version of the general terms of use for MOBOTIX-Software can be found here: https://www.mobotix.com/en/support/download-center/software-downloads/eula

Best regards,

Your MOBOTIX Team

- Go to End Customers MxManagementCenter to activate Licenses
- Click on "Windows" "Camera App Licenses"

(Note: You have to be a Administrator-User to be able to activate/ edit Camera App Licenses)



- Select the camera you want to activate a license
- Click on "Select"

•••	Camera App Licenses	
	MxManagementCenter	?
		_
Name	Url	Serial Number
mx10-32-0-164	10.32.0.164	10.32.0.164
		Select
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Click on "Activate Licenses"



- Enter the Activation-ID and quantity
- You can add more Activation-ID's by clicking "+"
- Click on "Activate License Online"



- Your licenses have been activated
- You need to Restart your MxMC to activate all features

000	Camera App Licenses	
	MxManagementCenter	?
		Serial Number: 10.32.0.164
	Licenses successfully undated	
	Rank	
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• New Product is now visible in the license overview and all features are activated





4. Offline Activation of Camera Apps in MxMC

1st Option:

- Go to MOBOTIX License Portal
- Click on "List Entitlements" and copy the Activation-ID of your End-Customers Entitlement Line Item which you want to activate in MxMC

MOBOTIX						MOBOTIX Help EN DE			
Home Activation & Entitlements List Entitlements Register for Trial	List Entitlem	DENTS by clicking a column heading. Se	elect specific entitlements to vie	w or perform actions on them.					Tier Two 🔻 🕜
Devices Devices	View v Action v	Export *							
Create Device Offline Device	【 【 Page 1 of 3 📘			Activation ID	\$	Contains	+		Q 😵 Advanced Search
Management	Activation ID	Entitlement ID	Sold to	Product	Version	Available quantity	Total quantity	Expiration	Maintenance
Accounts List accounts List related accounts	xxxx-xxxx-xxxx-xxxx-xxxx-xxxx- xxxx-xxxxx Show upgrades	558e-fb28	▶ Name withheld Type: End Customer Tier2 (Tier2) Type: MOBOTIX Partner	Visage Technologies Face Recognition 1 Year	1.0	1	1	Nov 30, 2020	

2nd Option:

• Open the Email which was sent from Installer to End Customer to copy Activation-ID(s)

Dear MOBOTIX License Portal User,

This is an automatically generated Email with the Activation ID for your ordered Products.

IMPORTANT: Please keep this Email with your activation code in a safe place so that you can repeat activation if necessary.

MOBOTIX grants

End Customer Account-ID: Name Withheld Account Name: Name Withheld Contact: End Kunde

MOBOTIX Partner Account-ID: Tier2 Account Name: Tier2 Contact: Tier Two

End Customer Account-ID: Name Withheld Account Name: Name Withheld Contact: End Kunde

the right to activate the following product(s):

Activation-ID: xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx

Part Number: Mx-APP-VIS-FR-1 Product Name: Visage Technologies Face Recognition 1 Year Product Description: Visage Technologies Face Recognition 1 Year License Product Version: 1.0 Order ID: 12345678 Quantity: 1 Duration of the Activation-ID: Start Date: Oct 30, 2019 Expiration Date: Nov 30, 2020

If you have any problems with the activation, please contact the MOBOTIX Partner you have ordered the products from.

The latest version of the general terms of use for MOBOTIX-Software can be found here: https://www.mobotix.com/en/support/download-center/software-downloads/eula

Best regards,

Your MOBOTIX Team

- Go to End Customers MxManagementCenter to activate the Licenses on his device
- Click on "Windows" "Camera App Licenses"



- · Select the camera you want to activate a license at
- Click on "Select"

•••	Camera App Licenses			
	MxManagementCent	er ?		
Cameras				
ି Search				
Name	Url	Serial Number		
mx10-32-0-164	10.32.0.164	10.32.0.164		
		Select		
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Click on "Activate Licenses"



- Enter the Activation-ID and quantity
- You can add more Activation-ID's by clicking "+"
- Click on "Download Capability Request File"



• Save Request File on your PC

		Save License Request	File		_
	Save As:	10.32.0.164-14-06.lic			
	Tags:]	
< > ः ≡ □		Applications	0	Q Search	
avorites		Adobe Acrobat Reader DC App Store			
evices	4	Automator			
hared		Calculator Calendar			
	4	Chess			
		Contacts			
	6	Cyberduck			
		Dictionary			
		DownloadManager			

• You get a download confirmation

Camera App Licenses	
MxManagementCenter	?
Request File successfully downloaded Please send the downloaded Request File to your MOBOTIX partner/installer Back	Serial Number: 10.32.0.164
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- Copy the file to an USB Stick. Go to a device with internet connection and login to the License Portal
- Click on "Devices" "Offline Device Management"
- Click on "Choose file" to add the capability request to the license portal
- Click "Upload"



Beyond Human Vision	
	Contact Imprint Disclaimer & Data Protection Download Center (EN) Kontakt Impressum Haftung und Datenschutz Download Center (DE)

• Download the Response File

	iii mobotix-uat.flexnetoperations.com	0	₾	đ
Device	es - FlexNet Operations Producer Portal Offline Device Management - FlexNet Operations End-Us	ser Portal:		+
мовот	TIX .	IOBOTIX Hel	p <u>EN </u>	DE
Home Activation & Entitlements Register for Trial Devices Devices Create Device Offine Device Management Accounts & Users List accounts List related accounts Users List users List users List related users Search users Search users	Concession of the selected successfully, please click here to download the new license. Official Decicle Management Upload either a Capability Request or Synchronization History Files for offline processing. The application will offer you are as upload type: Opload synchronization history Upload synchronization history	Tier On	down	lload.
Beyond Human V i	ision			
	Contact Imprint Disclaimer & Data Protection Download Center (EN) Kontakt Impressum Haftung und Datenschutz Download Center (DE)			

- Copy the Response File to the USB Stick and go to customers MxManagementCenter within one week
- Click on "Load Capability Response File" and select the file

•	Camera App Licenses	
	MxManagementCenter	?
< Activate Ca	mera App Licenses: mx10-32-0-164	
		Serial Number: 10.32.0.164
via Activation ID		
Please enter your Activati	ion IDs and for each Activation ID the corresponding quantity of licenses that you want to us	•
	1 +	
Download Capability Re	quest File	
final bana already greated	ONSE FILE $\frac{1}{2} \sum_{i=1}^{n} \frac{1}{2} \sum_{i=1$	
ir you nave already created		
Load Capability Respons	e File)	
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• Licenses successfully updated

• •	Camera App Licenses	
	MxManagementCenter	?
		Serial Number: 10.32.0.164
	Licenses successfully updated	
	Back	
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• Make a restart to activate all features

000	Camera App Licenses					
	MxManagementCente	r	?			
< Camera App Licenses S	< Camera App Licenses Status: mx10-32-0-164					
Product	Expiration	Quantity				
Visage Technologies Face Recognition Demo	Sun Nov 1 2020	Unlimited				
Liberad						
			Activate License			
Mobotix + Kaiserstrasse D-67722 Langmeil + info@mobotix.com + www.mobotix.com						

• Licenses including its features have been activated



5. Error Messages

- In case of a Request failure you will get the following message
- For more specific information please click on the "i" button
- If you need to contact Mx to resolve the issue, this information + the Serial Number are very important

• • •	Camera App Licenses	
Ν	/IxManagementCenter	?
		Serial Number: 10.32.0.164
Some of	Request fail () your activations could not be processed as requested. Retry Back	
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6. Removal of Licenses

- You can remove licenses from your MxMC or camera.
- Therefore please enter the Activation ID in the same way as for Activation
- Enter the quantity of Licenses which should stay activated (e.g. if you want to remove all licenses to activate them on another device please enter "0")
- You can activate the removed licenses on another/ same device at a later point of time again

•••	Camera App Licenses	
	MxManagementCenter	?
 Activate Camera via Activation ID Please enter your Activation IDs ar xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx Download Capability Request Fill 	App Licenses: mx10-32-0-164 and for each Activation ID the corresponding quantity of licenses that you want to use	Serial Number: 10.32.0.164
Via Capability Response F If you have already created or receiv Load Capability Response File	:ile ed a capability response file (<deviceid>.bin), you can load it here.</deviceid>	
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