

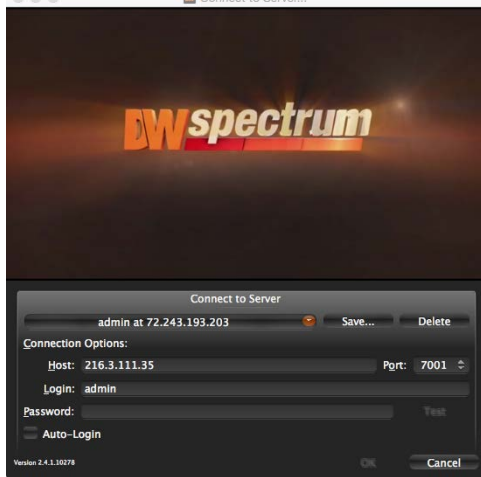


Troubleshooting Guide

AUTOMATIC (ONLINE) AND MANUAL (OFFLINE) LICENSE ACTIVATION

NOTE: Automatic license activations requires an active Internet connection for the DW Spectrum client

1. Launch the DW Spectrum IPVMS Client and login to your DW Spectrum System. Make sure you login as an **Administrator**.



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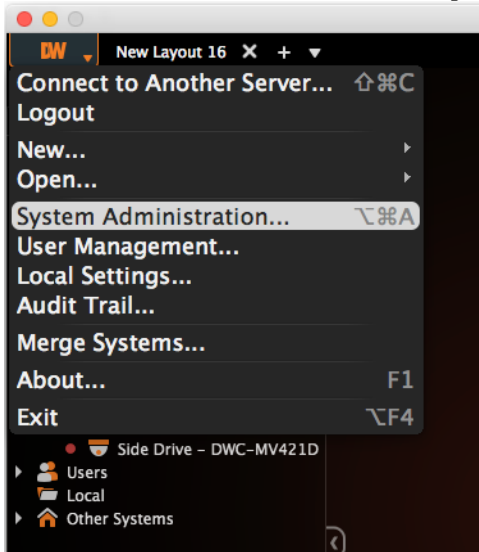
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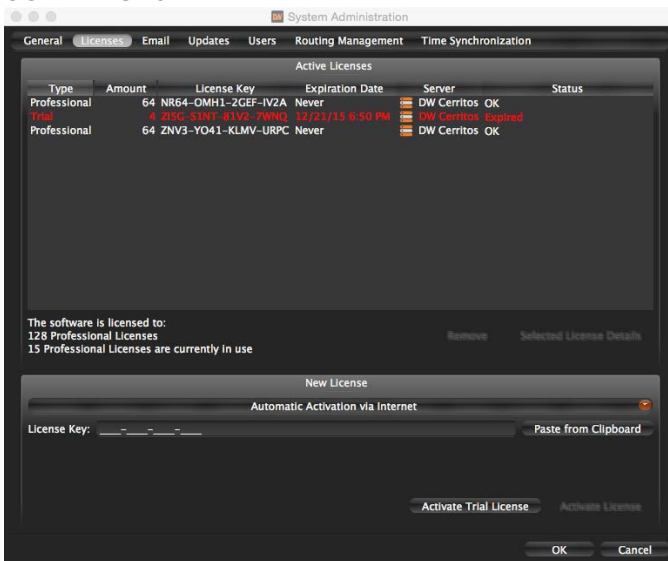
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AUTOMATIC (ONLINE) AND MANUAL (OFFLINE) LICENSE ACTIVATION

- From the **Main Menu** choose **System Administration**.



- Navigate to Licenses, and choose **Automatic Activation via Internet** from the drop-down menu.



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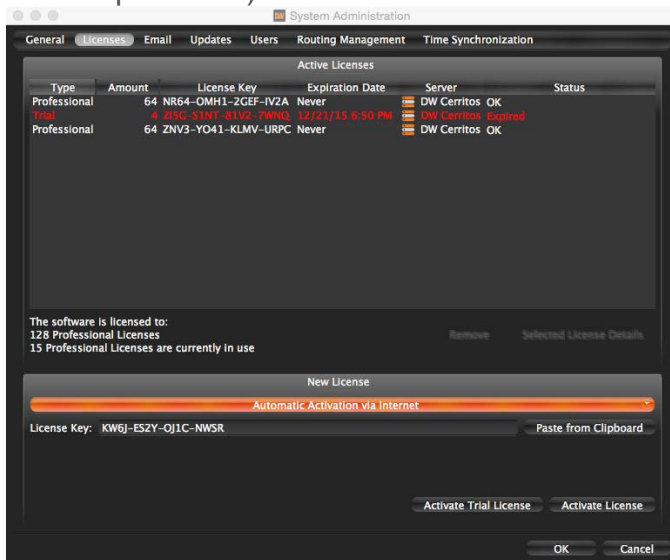
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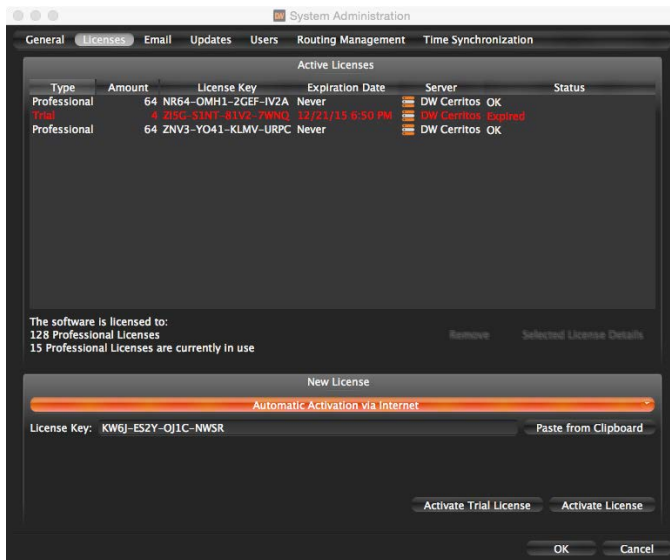
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AUTOMATIC (ONLINE) AND MANUAL (OFFLINE) LICENSE ACTIVATION

4. Input your License number (the 16 digit alpha-numeric key emailed to you with your license purchase).



5. Press Activate License.



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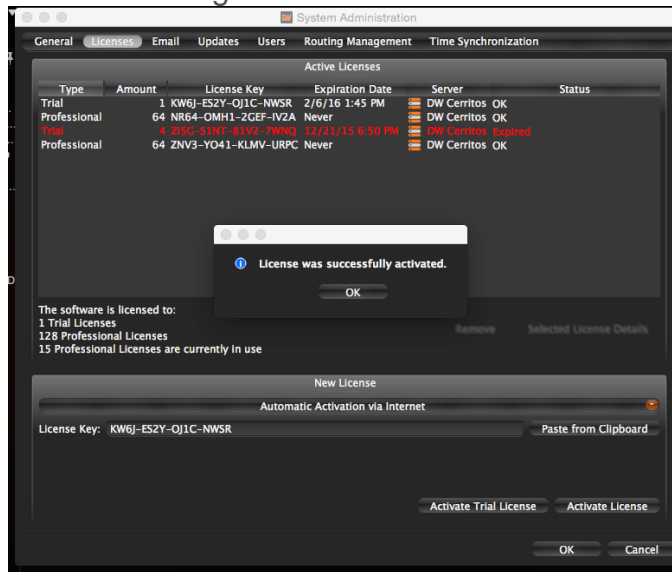
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Troubleshooting Guide

AUTOMATIC (ONLINE) AND MANUAL (OFFLINE) LICENSE ACTIVATION

When you have completed the license activation, you will see the related licenses, their expiration date, and the server to which the licenses have been applied in the Licenses dialog.



To obtain additional licenses, contact sales@dwcc.tv.

Manual License Activation (offline)

Manual license activations do not require an active Internet connection but do require communication with Digital Watchdog in order to confirm the hardware ID of the device the license is being applied to.

1. Launch the DW Spectrum IPVMS Client and login to your DW Spectrum System. Make sure you login as an **Administrator**.

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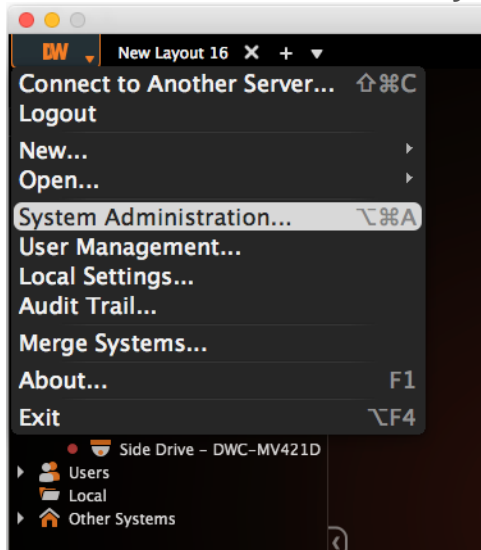


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AUTOMATIC (ONLINE) AND MANUAL (OFFLINE) LICENSE ACTIVATION



2. From the **Main Menu** choose **System Administration**.



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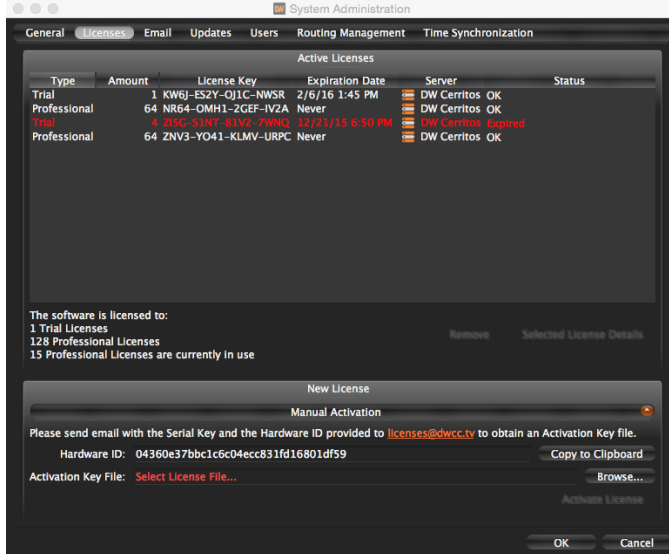
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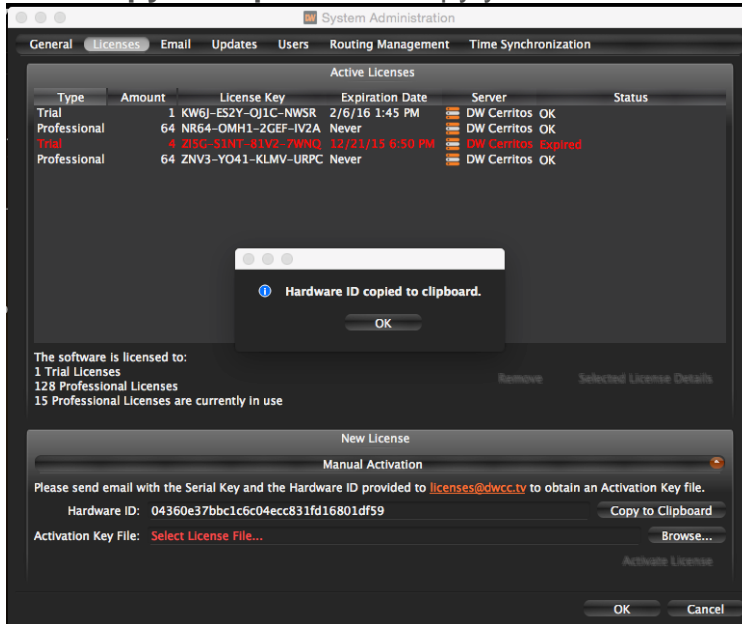
Troubleshooting Guide

AUTOMATIC (ONLINE) AND MANUAL (OFFLINE) LICENSE ACTIVATION

3. Navigate to Licenses, and choose **Manual Activation** from the drop-down menu.



4. Click **Copy to Clipboard** to copy your **Hardware ID** to your clipboard.



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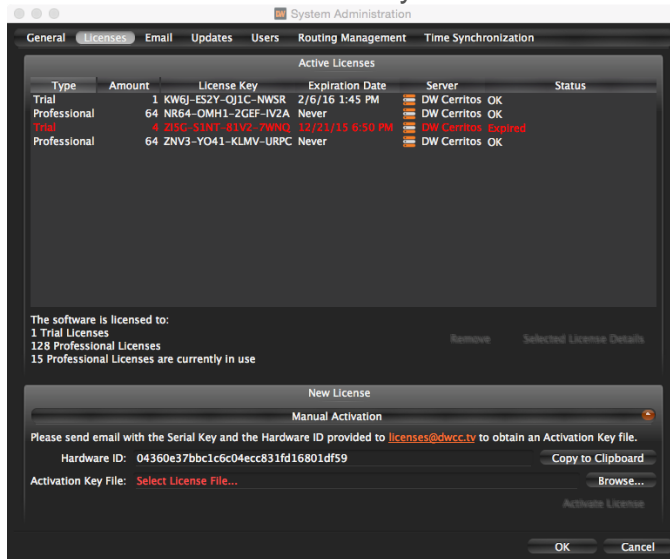
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Troubleshooting Guide

AUTOMATIC (ONLINE) AND MANUAL (OFFLINE) LICENSE ACTIVATION

5. Paste the results in an email to licenses@dwcc.tv with the subject "Manual License Activation". The Digital Watchdog support team will send you an Activation Key.
6. Save the Activation Key file to your desktop or other easily-retrieved location.
7. Browse to the Activation Key file from the **Licenses** dialog and select.



8. Press **Activate License**. When you have completed the license activation you should now see the related licenses, their expiration date, and the server on which the licenses have been applied in the Licenses dialog.

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