

Operation - Licensing

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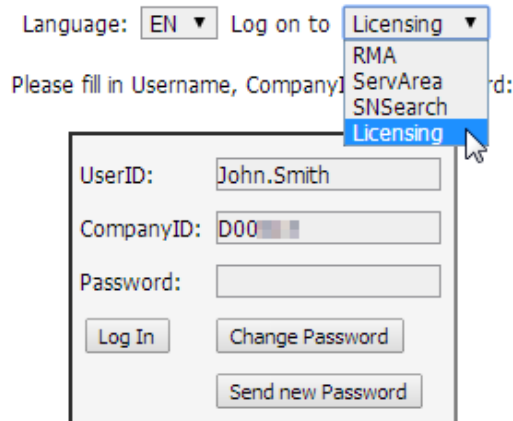
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Operation - Licensing

1. Licensing - login

The login to the Licensing Platform can be found at the already known RMA platform, reachable via the following link:

<https://service.dallmeier.com/RMALogin.aspx>



Language: EN Log on to Licensing

Please fill in Username, CompanyID and Password:

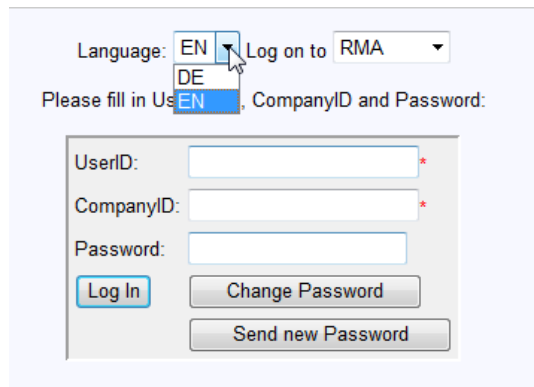
UserID: John.Smith

CompanyID: D00

Password:

Log In Change Password Send new Password

The language can be chosen before the login:



Language: EN Log on to RMA

Please fill in Username, CompanyID and Password:

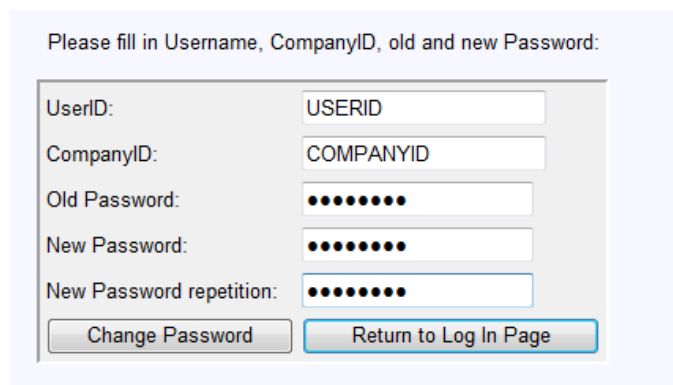
UserID:

CompanyID:

Password:

Log In Change Password Send new Password

You can change your password only when you are logged off.



Please fill in Username, CompanyID, old and new Password:

UserID: USERID

CompanyID: COMPANYID

Old Password: ●●●●●●

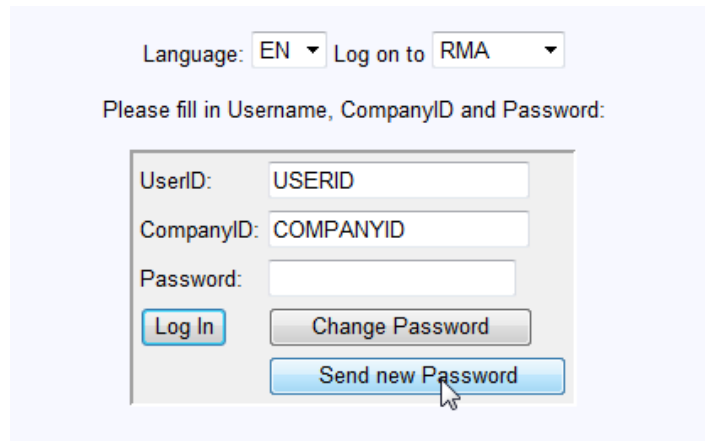
New Password: ●●●●●●

New Password repetition: ●●●●●●

Change Password Return to Log In Page

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In case you don't remember your password, you can always have it reset. Just click on the button 'Send new Password', while your UserID and CompanyID are stated in the concerning fields of the login screen. The new dummy-password will be sent to you by e-Mail.



Language: EN Log on to RMA

Please fill in Username, CompanyID and Password:

UserID: USERID

CompanyID: COMPANYID

Password:

Log In Change Password Send new Password

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2. Finding your devices

Devices for Customer ID D00

Search for Device:

Actions for chosen Device

Already bought licenses are being displayed when you select your device:

Devices for Customer ID D00

Search for Device:

	Item Type	Serialnumber	Device ID	Item ID	SW-Version
Choose Device	DAE8	00099	PP-549275	000059	7.1.4 SP I

Actions for 00099

Bought Licenses for 00099

	Itemid	Itemname	Generated Code
Choose License	000062	DLC - 4 Analogue Channels (DLS 4/DLS 4 Bank) (VA)	S0-EG

License Code:

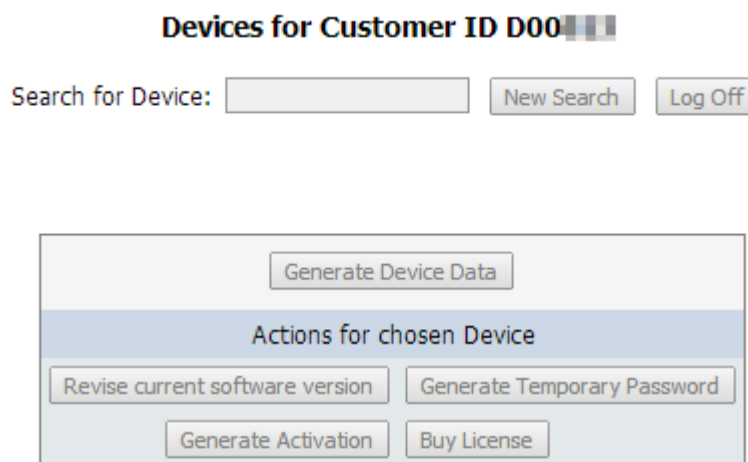
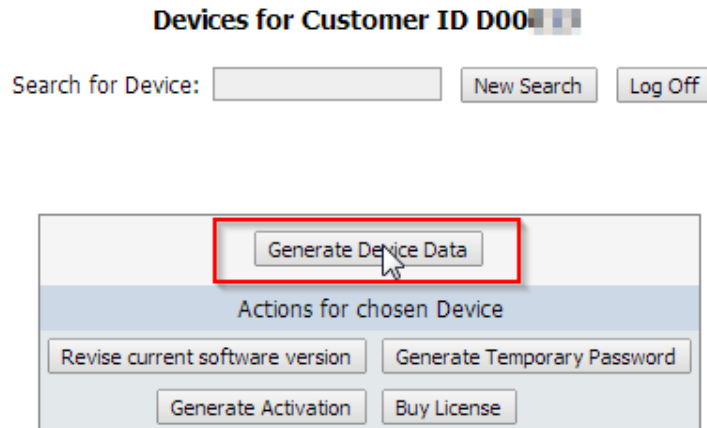
Sales ID:

Created at:

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3. Creating device data that cannot be found via the search functionality

In case you cannot find your device via the search functionality, you've got the possibility to create data for your device via the button "Generate Device Data". You may need this especially for older devices.



Please state the serialnumber of the device you cannot find via the search function.

Serialnumber:

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4. Revise your device's SW-Version

To make sure you get correct License Codes for your device, it's vital to state your current SW-Version at the Licensing platform prior to any further actions. For changing the SW-Version and for any further actions concerning your device, the device must be selected in the grid above.

Devices for Customer ID D00■■■■

Search for Device:

	Item Type	Serialnumber	Device ID	Item ID	SW-Version
Choose Device	DAX4	00137■■■■	PP-789354	003811	8.7.3

Actions for 00137■■■■

Revise current software version

Please choose the current software version of your device.

Current Software Version: ▼

Confirm

All available SW-Versions can be chosen from the DropDown-List

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5. Generate a temporary password

Devices for Customer ID D00

Search for Device:

	Item Type	Serialnumber	Device ID	Item ID	SW-Version
Choose Device	DAX4	00137	PP-789354	003811	8.7.3

Actions for 00137

Please enter a comment before generating a temporary password for your device.

Comment:

For generating a temporary password it's necessary to enter a comment.
The display of your generated data will immediately occur in your browser window:

Please enter a comment before generating a temporary password for your device.

Comment:

Generated Temporary Passwords:

04.09.2014	=>	07	[blurred]
05.09.2014	=>	330	[blurred]
06.09.2014	=>	003	[blurred]
07.09.2014	=>	130	[blurred]
08.09.2014	=>	A-1	[blurred]
09.09.2014	=>	1A8	[blurred]
10.09.2014	=>	36	[blurred]

Generated for Software Version: 8.7.3

A temporary password for this device had already been generated.
The transaction will be reviewed by our support team.

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6. Generate Hardware activation

For activating your hardware, please submit your Hardware ID, as well as the reason of the activation:

Devices for Customer ID D00

Search for Device:

	Item Type	Serialnumber	Device ID	Item ID	SW-Version
Choose Device	DAX4	00137	PP-789354	003811	8.7.3

Actions for 00137

Please state the required information for your Hardware Activation.

HW-ID: : : : : :

Reason:

Comment:

Devices for Customer ID D00

Search for Device:

	Item Type	Serialnumber	Device ID	Item ID	SW-Version
Choose Device	DAX4	00137	PP-789354	003811	8.7.3

Actions for 00137

Please state the required information for your Hardware Activation.

HW-ID: : : : : :

Reason:

- Please Choose
- Type Error HW-ID
- Type Error Serialnumber
- HW Exchange
- Reinstallation

Comment:

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7. Purchase additional licenses

All for your device and SW-Version available Licenses can be chosen from the DropDown-List:

Devices for Customer ID D00

Search for Device:

	Item Type	Serialnumber	Device ID	Item ID	SW-Version
Choose Device	DAX4	00137	PP-789354	003811	8.7.3

Actions for 00137

Please choose the license you want to buy.

Purchase of license <input type="text" value="Please Choose"/>	<div style="border: 1px solid #ccc; padding: 5px;"> Please Choose 003782 - DLC - 1 Additional Client Access 003783 - DLC - 1 Additional Recording Channel 003784 - DLC - 2 Additional Recording Channel 003785 - DLC - 4 Additional Recording Channel 003786 - DLC - 8 Additional Recording Channel 003801 - DLC - PRemote-HD 003803 - DLC - ViProxy 003804 - RAID 6 003805 - RAID 5 004068 - DLC - 5 Additional Client Access 004069 - DLC - 10+ Additional Client Access (Unlimited) 004079 - DLC - 12 Additional Recording Channel 004080 - DLC - 16 Additional Recording Channel 004412 - DLC - 3rd Party Package for 1 IP Channel 004413 - DLC - 3rd Party Package for 2 IP Channels 004414 - DLC - 3rd Party Package for 4 IP Channels 004415 - DLC - 3rd Party Package for 8 IP Channels 004416 - DLC - 3rd Party Package for 12 IP Channels 004417 - DLC - 3rd Party Package for 16 IP Channels </div>	terms and conditions of the cancellation and return policy. <input style="border: 2px solid red;" type="button" value="Confirm"/>
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For purchasing your license, it may be necessary to submit your HW-ID or the current amount of channels of your device. In these cases you will be asked for the additional input.

You will get the generated Information via E-Mail immediately after pressing the “confirm”-Button. The invoicing will be processed by our Sales Department afterwards.

