

Avigilon Control Center™ 6 Software Upgrade

When upgrading to the ACC™ 6 software, your software and licenses will need to be upgraded.

NOTE: You can only upgrade ACC 5.x software to the ACC 6 software. If you are running an older version of the ACC software, install the most recent version of the ACC 5.10 software from the Avigilon website:

<http://avigilon.com/support-and-downloads/for-software/software-updates-and-downloads/>.

In the ACC 6 software, licenses are managed through the ACC Client instead of the Admin Tool. Licenses are activated for sites instead of servers. Each site can have multiple licenses and are managed individually. They can each be activated and deactivated separately from other licenses on the site.

For assistance upgrading to the ACC 6 software, please contact Avigilon Technical Support: <http://avigilon.com/contact-us/>.

NOTE: This procedure is specific to Avigilon network video recorders and other Windows based servers.

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Downloading the Software

Before you can upgrade your ACC software, download the latest ACC 6 software from the Avigilon website: <http://avigilon.com/support-and-downloads/for-software/software-updates-and-downloads/>.

NOTE: Once you begin the upgrade process, you may not be able to reinstall the previous version.

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Upgrading ACC 5.0 - 5.6.2 Software to ACC 6 Software

If you are running ACC software version 5.0 - 5.6.2, the ACC Server software must be upgraded by logging into Windows on the physical server.

The ACC Client software will also need to be upgraded. The ACC Client software will be automatically upgraded with the server if they are on the same machine. If the ACC Client is installed on a separate machine, download and install a copy of the ACC 6 Client software from the Avigilon website.

1. On the server you want to upgrade, run the ACC 6 Server installer. The installer may take several minutes to unpack.
2. Continue through the installation wizard and follow the prompts.
3. When the installation is complete, the ACC Server automatically restarts.
4. Repeat this procedure on each server in your system.

For information on licensing your ACC 6 software, see *Upgrading the License* on the next page.

Upgrading ACC 5.8 or Later Software to ACC 6 Software

If you are running ACC 5.8 or later software, the software can be upgraded through the Remote Site Upgrade feature. This allows you to upgrade all the servers in your site through the Client software rather than upgrading each server manually at their physical location.

1. Start the ACC Client software and log in to the sites with the servers that you want to upgrade.

2. In the site Setup tab, click  .

The Site Upgrade dialog box is displayed. The dialog box lists all the servers that are in the site.

3. In the top-right corner of the dialog box, click **Upload**.
4. In the Open dialog box, locate the installer you downloaded from the Avigilon website.
5. In the Confirm Selected Installer dialog box, confirm that you have selected the correct installer then click **OK**.

The dialog box displays the installer details in the Installer Info area and lists the servers that can be upgraded by the selected installer.

The new installer is uploaded to one server then distributed to other affected servers in the site. It may take several moments before the installer is fully uploaded.

When the installer has been distributed to each server in the system, the **Upload** is displayed beside the servers that can be upgraded by the new installer. The button is disabled until the installer has been distributed to all servers.

6. Click **Upload** beside a server.
 - a. When the confirmation dialog box is displayed, click **OK** to allow the server to reboot as part of the upgrade process.

When the server restarts, it will disappear from the list then reappear after it reconnects with the system.

To facilitate the failover connections, it is recommended that you wait for each server to complete the upgrade process before upgrading the next server.

- b. Repeat this process for each server in the site.

Upgrading the License

In the ACC 6 software, licenses are managed through the site. After upgrading the software, the ACC 5 licenses must be upgraded to use ACC 6 features.

NOTE: You have 30 days to upgrade your licenses after upgrading your software. If licenses are not upgraded within 30 days, licensed features such as video recording will no longer be available.

If you purchased ACC 5 licenses *after* July 1, 2016, you can upgrade ACC 6 licenses for free. If you purchased ACC 5 licenses *before* July 1, 2016, you must purchase ACC 6 upgrade licenses.

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Upgrading Licenses Purchased After July 1, 2016

If you purchased your licenses after July 1, 2016, complete the following procedure:

1. Start the ACC Client and log in.
2. In the site Setup tab, click .

The License Management window is displayed. The ACC 5 licenses are displayed in a grouped list.

Product Key	Class	Cameras	POS	LPR	Integration Support	License Id	Expiry Date
Active							
⊟ Demo Site 38FRA-6ZJ5T-C6XHA-VPZ5S-6T8CZH I38WI-XZTJD-SHPVM-4E8SP-2VK97C S8F3X-RJAWI-2NMPA-HCZH4-65KSFF	Enterprise	41	0	0	No	81480122	1/6/2017
⊟ Demo Site JELK7-UM2PP-2KUKF-A9GUD-R3DI5G	Enterprise	24	0	0	No	51728246	1/6/2017
Total		65	0	0			

Figure 1: The ACC 5 licenses that need to be upgraded

3. Click **Upgrade Licenses...**
4. From the top of the window, select **Automatic** or **Manual**.
 - If you selected the Automatic tab, click **Upgrade Licenses**.

The licenses are upgraded automatically. If some licenses did not upgrade, those licenses were purchased *before* July 1, 2016. You will need to purchase an upgrade license for the remaining licenses. For more information, see *Upgrading Licenses Purchased Before July 1, 2016* on page 5.

- If you selected the Manual tab, complete the following steps:
 - a. Click **Save File...**
 - b. From the Save As window, select where you want to save the activation file that is generated by the system. You can also rename the activation file.
 - c. Open a web browser and go to <http://activate.avigilon.com>.

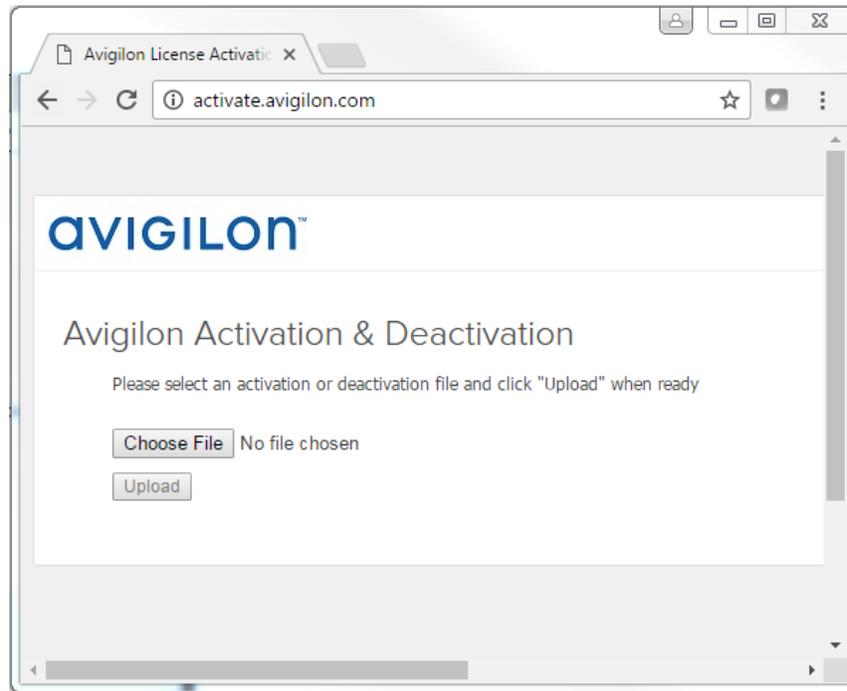


Figure 2: The Avigilon License Activation web page

- d. Browse to the location of your activation file then click **Upload**.

The activated license file should download automatically. If it does not, allow the download to occur when you are prompted.

- e. Complete the product registration page to receive product updates from Avigilon, then click **Register**.

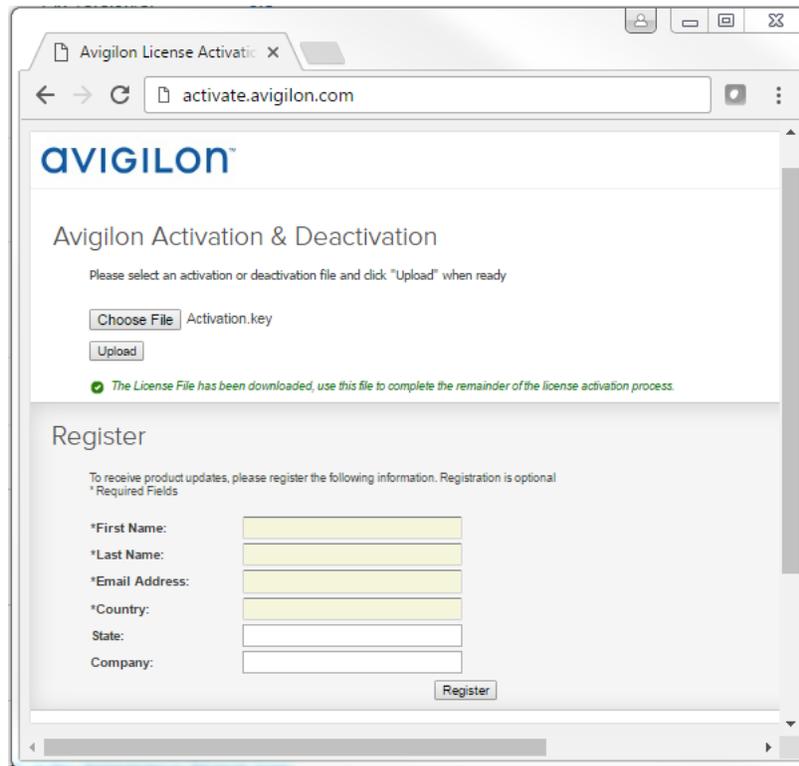


Figure 3: The product registration web page

- f. Return to the ACC Client License Management window and click **Apply....**
- g. Locate the license file and click **Open**.
- h. When the Confirm Licenses window displays, click **OK**.

The licenses are upgraded for the site.

Upgrading Licenses Purchased Before July 1, 2016

If you purchased your licenses before July 1, 2016, complete the following procedure:

1. Start the ACC Client and log in.
2. In the site Setup tab, click .

The License Management window is displayed. The ACC 5 licenses are displayed in a grouped list.

Product Key	Class	Cameras	POS	LPR	Integration Support	License Id	Expiry Date
Active							
Demo Site 38FRA-62J5T-C6XHA-VP255-6T8CZH IJ8NI-XZTJD-SHPVM-4E8SP-2VK97C S8F3X-RJAWI-2N8PA-HCZH4-65KSFF	Enterprise	41	0	0	No	81480122	1/6/2017
Demo Site JELK7-UW2PP-2KUKF-A9GUD-RJDI5G	Enterprise	24	0	0	No	51728246	1/6/2017
Total		65	0	0			

Figure 4: The ACC 5 licenses that need to be upgraded

3. Purchase a ACC 5 to ACC 6 upgrade license from your Avigilon representative.
4. Click **Add License...**
5. From the top of the window, select **Automatic** or **Manual**.
 - If you selected the Automatic tab, complete the following steps:
 - a. Enter the product key. A check mark will appear if the product key is valid.
 - b. If you have multiple product keys, click **Add Key** and enter the next product key.
 - c. When all the licenses for this site have been added, click **Activate Now**.

The licenses are upgraded automatically.
 - If you selected the Manual tab, complete the following steps:
 - a. Enter the product key. A check mark will appear if the product key is valid.
 - b. If you have multiple product keys, click **Add Key** and enter the next product key.
 - c. When all the product keys for this site have been added, click **Save File...**
 - d. From the Save As window, choose where you want to save the activation file that is generated by the system. You can rename the activation file.
 - e. Click **Save**.

- f. On a computer with internet access, open a web browser and go to <http://activate.avigilon.com>.

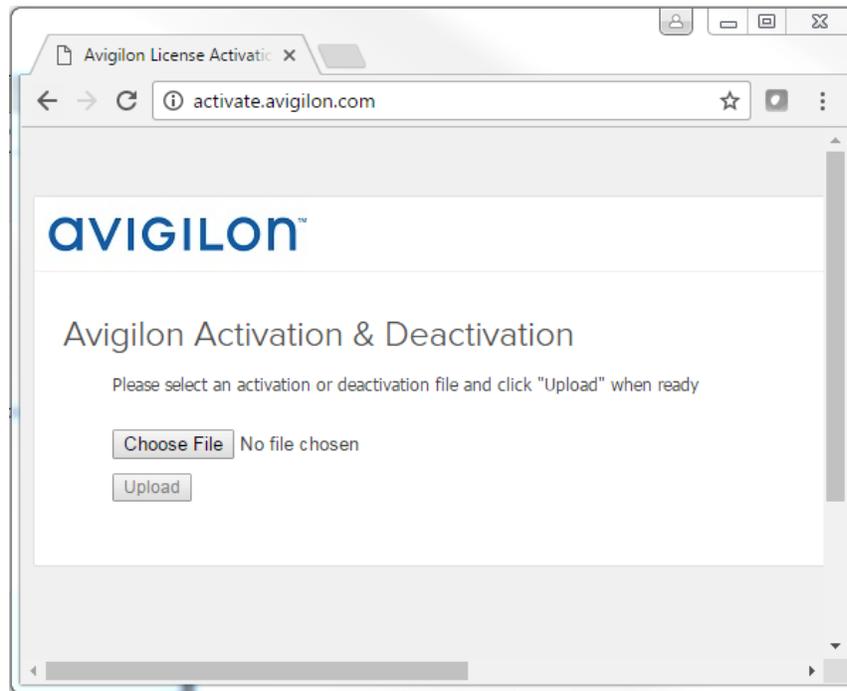


Figure 5: The Avigilon License Activation web page

- g. Browse to the location of your activation file then click **Upload**.

The activated license file should download automatically. If it does not, allow the download to occur when you are prompted.

- h. Complete the product registration page to receive product updates from Avigilon, then click **Register**.

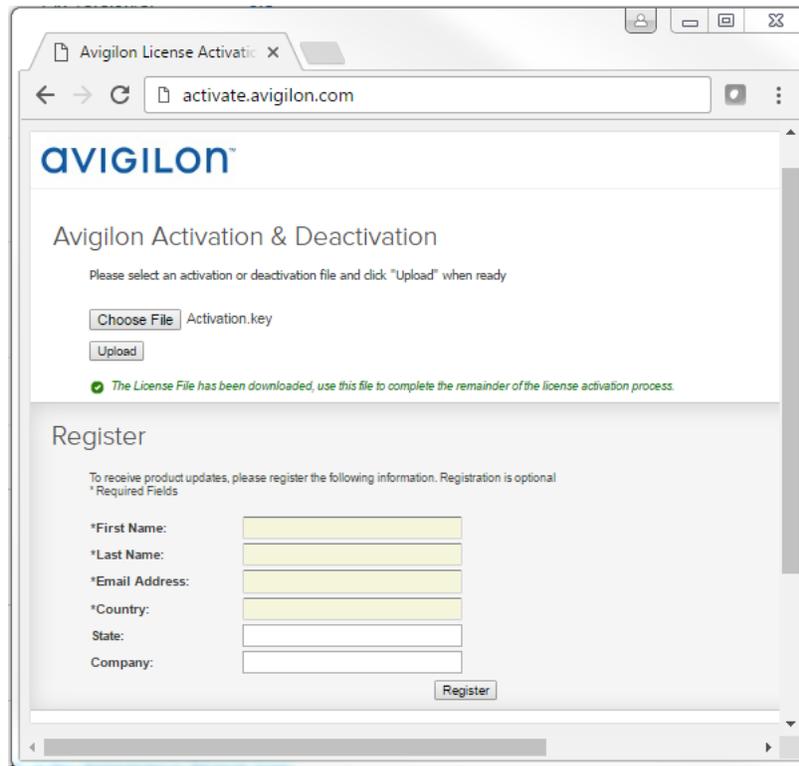


Figure 6: The product registration web page

- i. Return to the ACC Client License Management window and click **Apply....**
- j. Locate the downloaded license file and click **Open**.
- k. When the Confirm Licenses window displays, click **OK**.

The licenses are activated for the site.

Be aware that ACC ES HD Recorder and ACC ES HD Camera software must be upgraded to use ACC 6 software before they can join an upgraded site. The licenses for these devices are automatically upgraded for free.

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QSG-ACC6-UPG

Revision: 1 - EN

20170110