

## Detailed Process for Licensing MAXPRO® NVR or MAXPRO® VMS Software

### STEP ONE: Generate an HID File

For MAXPRO NVR and VMS licensing you will need the Server Hardware ID (HID File) which is only available after the base software is installed. MAXPRO NVR or VMS software is shipped on DVD. After you have installed the MAXPRO software, launch it to obtain the HID file:



1. In the **ADMINISTRATOR** drop-down menu, click **About**.
2. On the **About MAXPRO** dialog box, click **License**.
3. On the **License Management Console** dialog box, in the **License** drop-down list, select **Generate Host ID File**.
4. In the **Browse for Folder** dialog box, select the path where you want to generate the Host ID file, then click **OK**.

### STEP TWO: Obtain your License

1. Log in to the **Honeywell Software Licensing Delivery Tool** through this link: <https://honeywell-licensing.subscribenet.com/> or go to [www.honeywellvideo.com](http://www.honeywellvideo.com) and select **Customer Resources**, then select **Register Products**.
  - o If you don't have an ID and password, contact [software-licensing.support@honeywell.com](mailto:software-licensing.support@honeywell.com) or call Customer Service at 1 800 323 4576.
  - o If you have lost your password, use the "Password Finder" link at the bottom of the **Honeywell Software Licensing Delivery Tool**'s main page, enter your email address and your password and a login ID will be emailed to you.
2. If your order to Honeywell was placed through a Distributor, follow the steps below to register your order; otherwise skip to Step 3.

On the **Order History** screen, select the **Register Order** link on the Left Navigation Menu.

- a. Type in your Order ID and Authorization Code (refer to the Order Information that you have received).
  - b. Click **Submit**. You will receive a message thanking you for registering your device.
  - c. Click on the **"Order History"** link on the Left Navigation Menu.
3. On the **Order History** screen, select the **Order Number** (refer to the Order Information that you have received).
  4. Click **Licenses for this Order**.
  5. On the **Generate License** screen, select the product that you wish to register, then click **Generate**.  
**Note:** For orders with multiple products, ensure that you use the correct Host ID file for each selected product.
  6. On the **Upload Host ID File** screen, in the **System ID** field, select either:
    - o The existing **System ID** to upgrade, OR
    - o **New Host**.
  7. For a **New Host** option, type a description in the **Host System Name** field  
**TIP:** Recommend using an easily identifiable descriptive name for reference later such as the unit serial number or site name etc.,
  8. Next to the **Host ID File** field, click **Browse** to locate the HID file generated in STEP ONE, then click **Next**.
  9. On the **License Details** screen, fill out the required information, then click **Generate**.
  10. On the **View Licenses by Host** screen, click **Download License Certificate**. Click **Save** and select the folder where you want to save your license file to load it on your system.

### STEP THREE: License your Software

1. In the MAXPRO software, navigate to **ADMINISTRATOR > About > License**.
2. In the **License** drop-down list, select **Install License**.
3. On the **New License Configuration Wizard** dialog box, click **Next**.
4. On the **Locate Your License File** dialog box, click **Browse** to locate your license certificate, then click **Open** followed by **Next**.
5. The **New License Review and Comparison** dialog box displays the details of the current license and the newly procured license. Compare the **Current License** and **New License** columns for the **General Features, Devices, and Video Analytics**. After verifying the changes are correct, click **Next**.
  - o **Note:** Any discrepancy in the license must be communicated to Honeywell Sales Support .

For example, the **Maximum supported cameras** row under the **New License** column displays the number of cameras for which the license was purchased. If the number of cameras is less or more than number of cameras for which the license was purchased, contact Honeywell Sales Support (1 800 323 4576 in North America) immediately.
6. On the **System Configuration Changes** dialog box, check the details are correct, then click **Next**.
7. On the **Confirm Your New License** dialog box appears, click **Next**.
8. On the **New License Configuration Wizard** dialog box, click **OK** to complete the software licensing on your system.

**Note:** Any configuration related to unlicensed devices will be permanently deleted when you apply a new license.

# Honeywell

[www.honeywellvideo.com](http://www.honeywellvideo.com)

+1 800 323 4576 (North America only)

<https://www.honeywellsystems.com/ss/techsupp/index.html>

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