

# Avigilon Control Center™ 7 Upgrade Guide

Upgrade all servers and appliances to the ACC 7 software and then license your site. Licenses must be applied within 30 days.

## Complimentary Upgrade Eligibility

See if you are eligible for a complimentary upgrade or need to purchase a new license from your Avigilon partner.

Original License	ACC 7 License
<b>ACC 6 license</b> Purchased between Nov. 15, 2018 and Dec. 31, 2019 or built-in to an ACC ES Appliance	<b>Complimentary upgrade</b> No purchase necessary.
<b>ACC 5 to 6 upgrade license</b> Purchased between Oct. 4, 2018 and Dec. 31 2019	
<b>ACC 5 or 6 Core Edition license</b>	
<b>ACC 6 feature license</b> Including LPR, Point of Sale and Failover licenses	
<b>ACC 6 license*</b> Purchased before Nov. 15, 2018 or after Dec. 31, 2019	<b>Paid upgrade license required</b> Number of channels must be greater or equal to the number of cameras recording video
<b>ACC 5 license</b>	

These complimentary upgrades apply only to ACC 7 licenses. For later versions of ACC software, check the corresponding upgrade guide to determine which licenses are eligible for a complimentary upgrade.



# Upgrade the Software

1. *ACC 5 only.* Upgrade to the latest version of ACC 5 software before upgrading to ACC 7 software to avoid losing data. If you're using version 5.4, upgrade to version 5.6.2.28 first, and then to the latest version of 5.10 software. Versions prior to 5.8 do not support remote site upgrade.
2. Download the latest version of ACC 7 software from [avigilon.com/support](http://avigilon.com/support).
3. Close the ACC Client application and install the ACC 7 software on all NVRs and Windows-based workstations and servers.
4. On the Admin Tool Set Up Storage Configuration page, click **Use This Configuration**.
5. For Avigilon ES recorders and appliances, download and apply the firmware upgrade .fp file.

For information on upgrading servers remotely, see the *Avigilon Control Center Client User Guide*.

## License the Site

This must be done within 30 days of upgrading the software or you will lose features such as video recording.

1. In the ACC Client software, log in to the site.
2. In the New Task menu , click **Site Setup**.
3. Select the site, then click **License Management** 
  - For complimentary upgrades — Click **Upgrade Licenses...** If you have Internet access, click **Upgrade Licenses**.
  - For paid upgrades — Click **Add License...** If you have Internet access, enter the product key and click **Activate Now**.

Some sites may have a combination of complimentary and paid upgrades.

4. In the following dialog box, verify the license information is correct and then click **OK**.

If there are any errors, contact Avigilon Technical Support.

## Offline Licensing

Offline licensing involves transferring files between a computer running the ACC Client software and a computer with Internet access.

### In the ACC Client:

1. In the licensing dialog box, select the **Manual** tab.
2. If prompted, enter a product key.
3. Click **Save File...** and select a location to save the .key file.
4. Copy the .key file to a computer with Internet access.

#### In a browser:

1. Go to [activate.avigilon.com](https://activate.avigilon.com).
2. Click **Choose File** and select the .key file.
3. Click **Upload**. A capabilityResponse.bin file should download automatically.  
If not, allow the download to occur when you are prompted.
4. Complete the product registration page to receive product updates from Avigilon.
5. Copy the .bin file to a computer running the ACC Client software.

#### In the ACC Client:

1. In the License Management dialog box, click **Apply....**
2. Select the .bin file and click **Open**.
3. In the following dialog box, verify the license information is correct and then click **OK**.  
If there are any errors, contact Avigilon Technical Support.

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