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

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.

Note: Smart Assurance Plan upgrade licenses entitle you to upgrade to any release that becomes available before the expiry date of the plan. The licenses themselves do not expire, and will retain entitlement to upgrade to any release that becomes available before the expiry date of the plan, even if the licenses are not renewed.

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**.
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.

Online Licensing

In the ACC Client software, log in to the site:

1. In the New Task menu , click **Site Setup**.
2. Select your new site, then click .
3. Click **Add License...**.
4. Enter your product keys.

   If you copy and paste more than one comma-separated product key, the system will format it automatically.

   - To remove the last product key, click **Remove Last Key**.
   - To clear all the product keys, click **Clear**.
5. Click **Activate Now**.
6. 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.

1. In the New Task menu , click **Site Setup**.
2. Select your new site, then click .
3. Click **Add License...**.
4. Select the **Manual** tab.
5. Enter your product keys.

   If you copy and paste more than one comma-separated product key, the system will format it automatically.

   - To remove the last product key, click **Remove Last Key**.
   - To clear all the product keys, click **Clear**.
6. Click **Save File...** and choose where you want to save the `.key` file. You can rename the file as required.
7. Copy the `.key` file to a computer with Internet access:
   a. In a browser, go to **activate.avigilon.com**.
   b. Click **Choose File** and select the `.key` file.
   c. Click **Upload**.

      A `capabilityResponse.bin` file should download automatically. If not, allow the download to proceed when you are prompted.

   d. Complete the product registration page to receive product updates from Avigilon.
   e. Copy the `.bin` file to the computer running the ACC Client software.
8. In the License Management dialog box, click **Apply...**.
9. Select the `.bin` file and click **Open**.
10. Click **OK** to confirm your changes.

If there are any errors, contact Avigilon Technical Support.

© 2019 - 2022, Avigilon Corporation. All rights reserved. AVIGILON, the AVIGILON logo, AVIGILON CONTROL CENTER, and ACC are trademarks of Avigilon Corporation. Other names or logos mentioned herein may be the trademarks of their respective owners. The absence of the symbols ™ and ® in proximity to each trademark in this document or at all is not a disclaimer of ownership of the related trademark.

This document has been compiled and published using product descriptions and specifications available at the time of publication. The contents of this document and the specifications of the products discussed herein are subject to change without notice. Avigilon Corporation reserves the right to make any such changes without notice. Neither Avigilon Corporation nor any of its affiliated companies: (1) guarantees the completeness or accuracy of the information contained in this document; or (2) is responsible for your use of, or reliance on, the information. Avigilon Corporation shall not be responsible for any losses or damages (including consequential damages) caused by reliance on the information presented herein.

Avigilon Corporation
avigilon.com

QSG-ACC7-UPG-G

Revision: 8 - EN

20221215