IndigoVision

License Server

Administrator's Guide

IndigoVision®

a Motorola Solutions Company

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1 ABOUT THIS GUIDE

This guide is written for users of IndigoVision License Server. It provides installation and configuration information for the system, as well as a description of the hardware and details of operation.

Please ensure you read the instructions provided in the guide before using the system.

Safety notices

This guide uses the following formats for safety notices:

⚠️
Warning

Indicates a hazardous situation which, if not avoided, could result in death or serious injury.

⚠️
Caution

Indicates a hazardous situation which, if not avoided, could result in moderate injury, damage the product, or lead to loss of data.

Notice

Indicates a hazardous situation which, if not avoided, may seriously impair operations.

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Additional information relating to the current section.

2   LICENSE SERVER OVERVIEW

The Control Center suite is made up of multiple products which work together to provide a complete end-to-end IP security solution. The IndigoVision License Server stores the Control Center suite license and allows the other components, such as the NVR-AS and the Control Center front-end application to operate.

Licensing Overview

To operate the Control Center suite, you must have a Control Center license. A Control Center license covers the number of cameras, encoders and NVR-AS that can be used and the level of software functionality allowed.

The Control Center license is stored on a License Server and contains the following information:

- **Software tier**

  This defines the level of software functionality and the maximum number of device connection licenses allowed.

- **Number of device connections**

  This defines the number of cameras or encoders which can be connected to the Control Center.

  When a camera or encoder is connected to Control Center, you can do the following:

  - View live video
  - Play back video
  - Trigger alarms
  - Record video on an unlimited number of NVR-AS servers

  You can change the NVR-AS server on which video from a camera or encoder is recorded without needing the license to be altered.

- **Number of third party Windows NVR-AS connections**

  This defines the number of Windows servers which can run the IndigoVision NVR-AS software.

  A third party Windows NVR-AS connection license allows a single Windows server to run an instance of IndigoVision NVR-AS software.

  - An NVR-AS running on a third party server without a third party Windows NVR-AS connection license cannot record video from a camera or encoder or manage alarms.
  - IndigoVision NVR-AS 4000 appliances do not require any additional license.

Workstations running the Control Center front-end application and servers running NVR-AS must be connected to the License Server to operate.

The Control Center front-end application and NVR-AS maintain a 30-day rolling backup of their license.

- If connectivity to the License Server is lost, for example due to routine maintenance, then this backup is automatically used, and the Control Center front-end application and NVR-AS continue to operate for 30 days.
- Once connectivity to the License Server is restored, the Control Center front-end application and NVR-AS revert to using the License Server.

3 INSTALLATION

This section details how to install a License Server for a Control Center site.

To install the License Server, you must do one of the following:

- Use the License Server on an IndigoVision NVR-AS 4000 appliance
- Install the standalone License Server software on a Windows server

NVR-AS 4000 appliance License Server

NVR-AS 4000 Windows appliance

The License Server is an optional item which can be installed by the First Boot Wizard when the Windows appliance is first commissioned.

If this option was not selected during commissioning, the License Server can be installed by doing one of the following:

- Running *C:\Program Files (x86)\IndigoVision\NVR-AS 4000\LicenseServer\setup.exe*.
- Downloading the Control Center CD image from the support section of the IndigoVision website.

► In both cases, *see " License Server installation " on page 9*.

► For more information, refer to the appropriate Enterprise NVR-AS 4000 Windows Appliances User Guide.

NVR-AS 4000 Linux appliance

The License Server is an integral part of the system software image on the Compact and Enterprise Linux appliances.

The License Server is disabled by default. To enable it, do as follows:

1. On the appliance web configuration page, enter your login.
2. From the menu, select *License*.
3. Select the *Make this NVR-AS 4000 the License Server for your Control Center site* option.
4. Select *Submit*.
5. Check that a suitable license is installed on the appliance.

► For more information, refer to the appropriate NVR-AS 4000 Linux Appliances User Guide.

Standalone Licence Server

System requirements

You can install the License Server on one of the following Windows operating systems:

- Windows Server 2019
- Windows Server 2016 (recommended)
- Windows Server 2012 R2
- Windows Server 2012
- Windows 11
- Windows 10 64-bit

IndigoVision recommends that you install the License Server on a server-style system, with a server network adaptor, and the following minimum requirements:

- Server class PC
- 4 GB of RAM

The License Server is compatible with common virtualisation software, including VMWare ESXi and Microsoft Hyper-V.

Notice | *The License Server is a critical component of the IndigoVision Control Center suite. It is recommended that it is installed on a robust and highly available server.*

License Server installation

The License Server must be installed and running with a valid license before installing the Site Database Server, Control Center or the NVR-AS software. If this is not the case you will be unable to install any of these products.

Notice | *Do not install the License Server on a PC on which IndigoVision integration modules are already installed.*

The License Server can be installed on a PC that is also running the Control Center and/or the NVR-AS software, however this is only recommended for smaller sites.

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1. To install the Licence Server, do one of the following:
   - Insert the IndigoVision Control Center CD-ROM.
   - Download the CD image from the support section of the IndigoVision website.

   If the IndigoVision Control Center install screen does not open, do as follows:

   a. Open Windows Explorer.
   b. Navigate to the downloaded image, or CD-ROM drive.
   c. Double-click the *Installer.exe* file.
2. Click *Install* for the License Server component.
3. Click *Next*.

   The **End-User License Agreement** dialog opens.
4. Read the agreement, select the check box to accept the agreement, and click *Next*.

The **Custom Setup** dialog opens.

5. Select how you want to install features, and click *Next*.

The **Ready to Install** dialog opens.

6. Click *Install*.

The License Server installation begins.

7. Click *Finish*.

The installation is complete.

After the installation process has been completed, the License Server runs as a service. To stop and start the service, use the Windows Service control panel.

License management

The IndigoVision License Server comes with a 45-day trial of an IndigoUltra license. This allows you to access all features and use up to five cameras and one third-party Windows NVR-AS in your site.

Use the following steps to upgrade to a full license:

1. Create a fingerprint file and send it to IndigoVision with your IndigoVision order acknowledgment number.
2. Apply the license file from IndigoVision to the License Server.

For both of these steps, use the *License Manager* tool, which comes with the License Server standard installation.

Create and send a fingerprint file

Create a fingerprint file using the *License Manager* tool.

1. In the **License Manager**, select *Request a new or updated IndigoVision license* and click *Next*.
2. Select where you want the **License Manager** to save a fingerprint file, and click *Next*.

The **License Manager** displays the following:
   • The location of the new fingerprint file
   • The contact details for IndigoVision Sales Orders
3. Send the fingerprint file to IndigoVision Sales Order with your IndigoVision order acknowledgment number.

IndigoVision then provides a license file.

Apply a license file

Use the *License Manager* tool to apply your IndigoVision license file to the License Server.

1. In the **License Manager**, select *Apply a new or updated IndigoVision license* and click *Next*.
2. Select the IndigoVision license file, and click *Next*.

The **License Manager** displays a confirmation notification.

3. Click *Finish*.

The new license is applied.

4 LICENSE FEDERATION

Overview

Federation of licenses allows multiple License Servers, each with their own license, to be combined into a single system. When License Servers are combined in this way their Camera and NVR license counts are accumulated.

A federated licensing system consists of a single Central License Server and multiple Edge License Servers.

In order for a License Server to be configured as the Central License Server for a federation it must satisfy the following requirements:

- It must have an IndigoUltra, IndigoPro or Integra View license
    - License Servers with IndigoLite licenses cannot be part of a federated system
    - License Servers with Integra Appliance licenses (Integra8, 16 or 24) can only be Edge License Servers; they cannot be configured as a Central License Server
- Its license must be perpetual, it can't be a trial or demo license that has an expiry date
- It can't already be part of a federation

In order for a License Server to be added to a federation as an Edge License Server it must satisfy the following requirements:

- It must have a license of the required tier
    - If the Central License Server has an IndigoUltra or IndigoPro then the Edge License Server must have a license with a greater or equal Indigo license
    - If the Central License Server has an Integra View license the Edge License Server must have an Integra Appliance license (this can be an Integra8, 16 or 24 license)
    - License Servers with IndigoLite licenses cannot be part of a federated system
    - License Servers with an Integra View license can only be Central License Servers; they cannot be added to a federation as an Edge License Server.
- Its license must be perpetual, it can't be a trial or demo license that has an expiry date
- It can't already be part of this or another federation

Notice   *When a License Server is added to a federation as an Edge License Server it will no longer function as a standalone License Server. This means you MUST reconfigure any clients (Control Center, NVR-AS, etc.) that were using it as a License Server to use the federations Central License Server instead. Failure to do so will result in clients failing to get a license when their current license lease expires. See documentation for the product to find how to change which License Server it uses.*

Removing an Edge License Server from a federation will allow it to act as a standalone License Server once more.

In a federated system using an Integra View Mini Workstation, the maximum federated Camera count that can be accumulated is 24. Once this limit has been reached, adding additional Edge License Servers to the federation will not increase the Camera count unless the Central License Server is replaced.

Table 1Camera limits for different bands

Type	Max Camera Count
Integra View Mini	24
Integra View Mid	Unlimited

Notice   *In systems where the Central License Server has an IndigoPro license, upgrading its tier to an IndigoUltra license can actually reduce your federated Camera count if the Edge License Servers do not also have IndigoUltra licenses.*

Configuration

Configuration of License Federation is done using the License Server Administrator tool running on the Central License Server. This tool allows Edge License Servers to be added to or removed from the federated system.
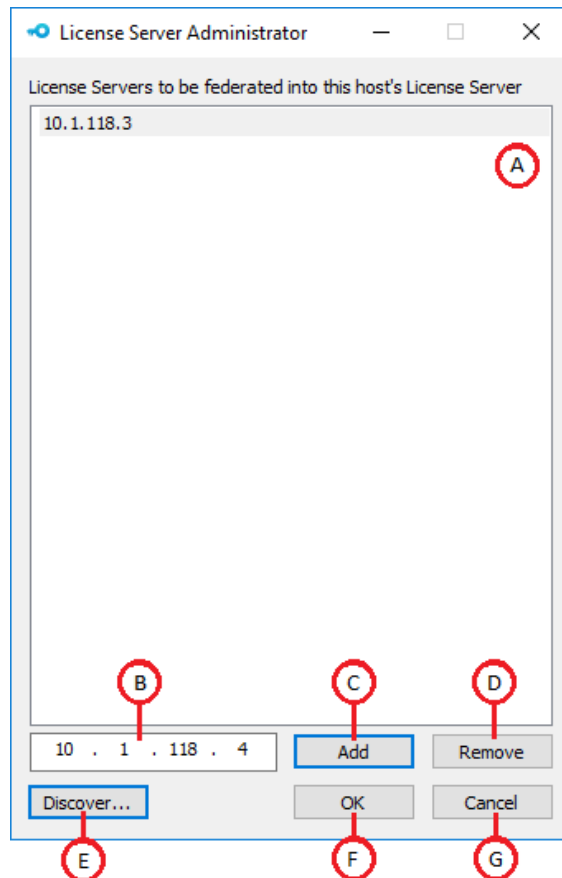
Figure 1: License Server Administrator tool

- **A**: Shows the Edge License Servers that are currently in the federation.
- **B**: Field to enter the IP address of a License Server to be added to the federation.
- **C**: Add the License Server with the specified IP address (B) to the federation.
- **D**: Remove the License Servers selected in the list of servers (A) from the federation. Multi-selection is possible with Ctrl + click.
- **E**: Discover License Servers available on the network and allow them to be added to the federation.
  - ► For more information, *see "License Server Discovery dialog" on page 14*
- **F**: Apply the current configuration to the federation then close the License Server Administrator tool.
- **G**: Exit the License Server Administrator tool without applying any changes to the federation.
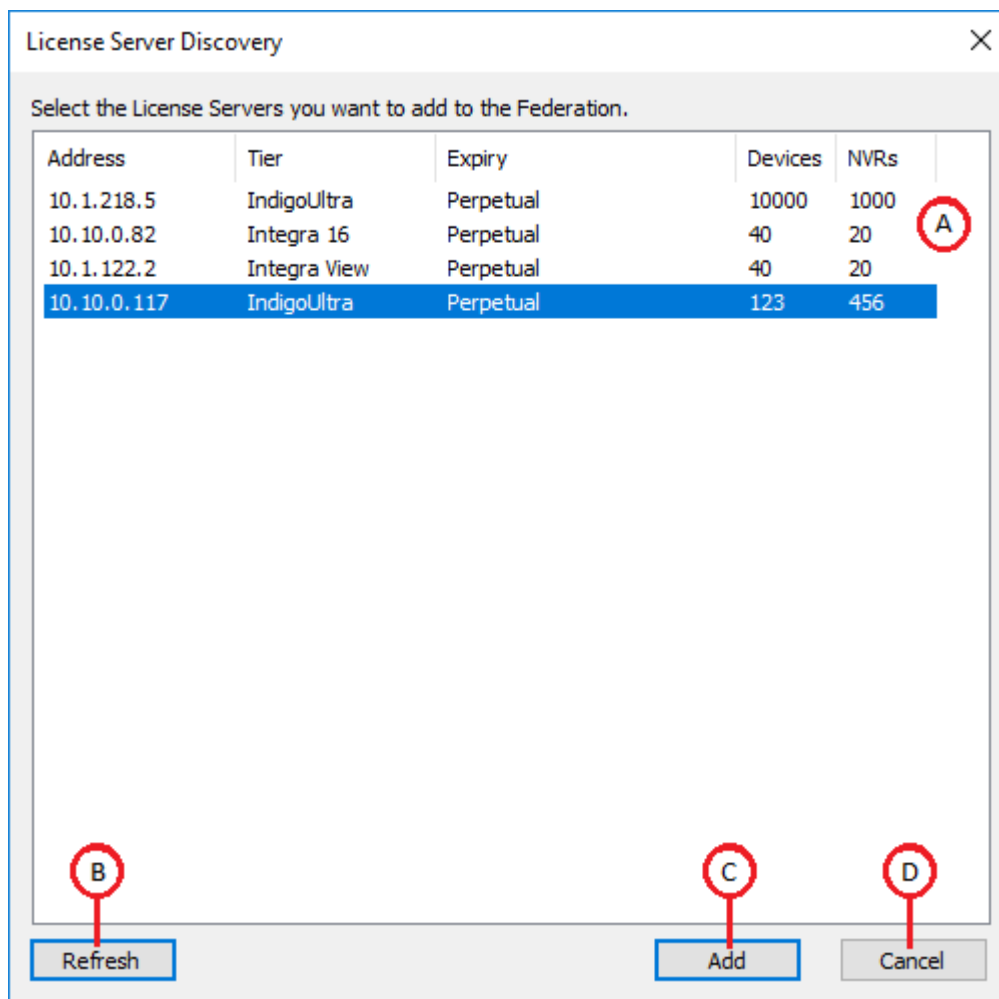
Figure 2: License Server Discovery dialog

- **A**: Shows the details of the License Servers available on your network. Note that License Servers which are already part of the federation will not be shown.
- **B**: Scan the network for available License Servers, any which are found will be added to the list of available servers (A).
- **C**: Add the License Servers selected in the list of servers (A) to the federation then close the License Server Discovery dialog. Multi-selection is possible with Ctrl + click.
- **D**: Close the License Server Discovery dialog without adding any servers to the federation.

Notice   *Applying changes to the federation requires a restart of the Central License Server. This will be performed automatically by the License Server Administrator. Clients using the licensing system should be unaffected.*

5 TROUBLESHOOTING

This section provides troubleshooting information to resolve common issues.

If you experience problems, you can find additional information in the License Server logs, at *C:\ProgramData\IndigoVision\License Server\Logs*.

My trial license has expired

You can upgrade to a full license.

► For more information, *see "License management" on page 10*.

I've installed the License Server, but I don't have a trial license

If you have previously used the trial license, then you will not get access to another trial if you reinstall the License Server.

To use Control Center, you can upgrade to a full license.

► For more information, *see "License management" on page 10*.

Part of the Control Center suite reports it is unable to contact the License Server

- Check that the License Server service is running and has a valid license.
- Check that TCP port 8133 on the License Server is not being blocked by a firewall on the License Server PC, or the PC running the Control Center software which is reporting the issue.