

# Avigilon Control Center<sup>TM</sup> 7 Upgrade Guide

**Important:** Upgrade to the latest version of ACC<sup>TM</sup> 5 or ACC 6 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 ACC 5 software.

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

See the following table to determine if you are eligible for a complimentary upgrade, or if you need to purchase a new license.

Original License	ACC 7 License
<b>ACC 6 license</b> Purchased on or after Nov. 15, 2018	<b>Complimentary upgrade</b>
<b>ACC 6 license</b> Purchased before Nov. 15, 2018	<b>Paid upgrade license required</b> Number of channels must be greater or equal to the number of cameras recording video
<b>ACC 5 to 6 upgrade license</b> Purchased on or after Oct. 4, 2018	<b>Complimentary upgrade</b>
<b>ACC 5 license</b>	<b>Paid upgrade license required</b> Number of channels must be greater or equal to the number of licensed ACC 5 channels
<b>ACC Core Edition license</b>	<b>Complimentary upgrade</b>



## Download and Install the Software

1. Download the latest version of ACC 7 software from [avigilon.com/support-and-downloads](https://avigilon.com/support-and-downloads).
2. Close the ACC Client application and install the ACC 7 software on all NVRs and Windows-based workstations and servers.
3. On the Admin Tool Set Up Storage Configuration page, click **Use This Configuration**.
4. For Avigilon ES recorders and appliances, download and apply the firmware upgrade .fip file.

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

## License the Site

**Important:** Upgrade all servers and appliances to the ACC 7 software before licensing the site.

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

**Note:** You will need a [licensing.avigilon.com](https://licensing.avigilon.com) account. Contact your organization's Technical Contact for access.

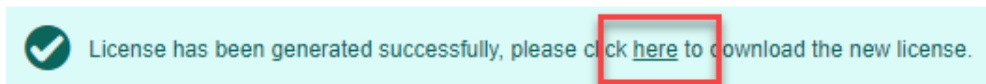
Offline licensing involves transferring files between a computer running the ACC Client software and a computer with Internet access.

#### 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 [licensing.avigilon.com/activate](https://licensing.avigilon.com/activate) and log in.
2. Select the Upload Type **Generate License**, then click **Choose File**.
3. Select the .key file, then click **Upload**.
4. In the success message, click **here** to download the license file capabilityResponse.bin.



5. Copy the .bin file to a computer running the ACC Client software or it will save to your Downloads folder.

#### 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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