

Milestone Systems

Register software license codes (SLCs) in Milestone
Customer Dashboard

Quick guide



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Introduction

This quick guide introduces Milestone partners to the following processes in Milestone Customer Dashboard:

- Define Milestone Customer Dashboard users and allow them to register SLCs and manage licenses
- Register software license codes (SLCs) for your customers' installations
- Create and manage license groups

Milestone Customer Dashboard is a free online tool for Milestone partners and resellers to manage Milestone software installations and licenses.

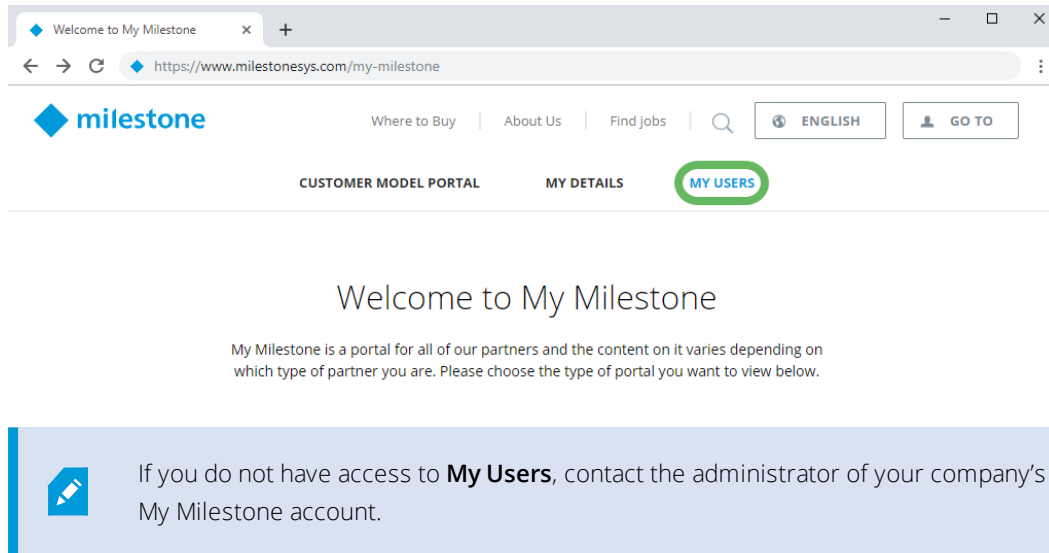


If your company has a My Milestone account and your My Milestone administrator has defined you as a user with the role **License User** or **License Admin**, you can log in to Milestone Customer Dashboard with your My Milestone credentials from any computer with an internet connection either through My Milestone or directly in Milestone Customer Dashboard (<https://online.milestonesys.com/>).

If you do not have a My Milestone account and you are going to be the administrator of your organizations' VMS, you can create one from the Milestone website (<https://www.milestonesys.com/>).

Giving users access to Milestone Customer Dashboard

1. Log in to My Milestone (<https://www.milestonesys.com/my-milestone/>).
2. Select **My Users** in the main menu.



3. Select **Add New User** in the bottom-right of the **User administration** page.

4. In the **User details** page, enter the required contact information, select the appropriate user role, then select **Submit**.

User details

Here you can add, edit and delete users and grant access rights to users who have a My Milestone account within your company.

Add new user

First name*

John

Last name*

Smith

Email*

jsmith@acmeretail.com

User role(s)

☒ License Admin

☐ License User

☐ Marketplace Editor

☐ License Lookup User

☐ Marketplace Admin

☐ MyMilestone Admin

Fields marked with a * are mandatory.

Submit

Back to list

Define a Milestone Customer Dashboard user

As an administrator of a company's My Milestone account, you can use the **User Administration** page on My Milestone to define Milestone Customer Dashboard users and their access permissions. All users have their own login credentials and are linked to your company account.

You can define two user types with different access permissions for tasks related to software licenses:

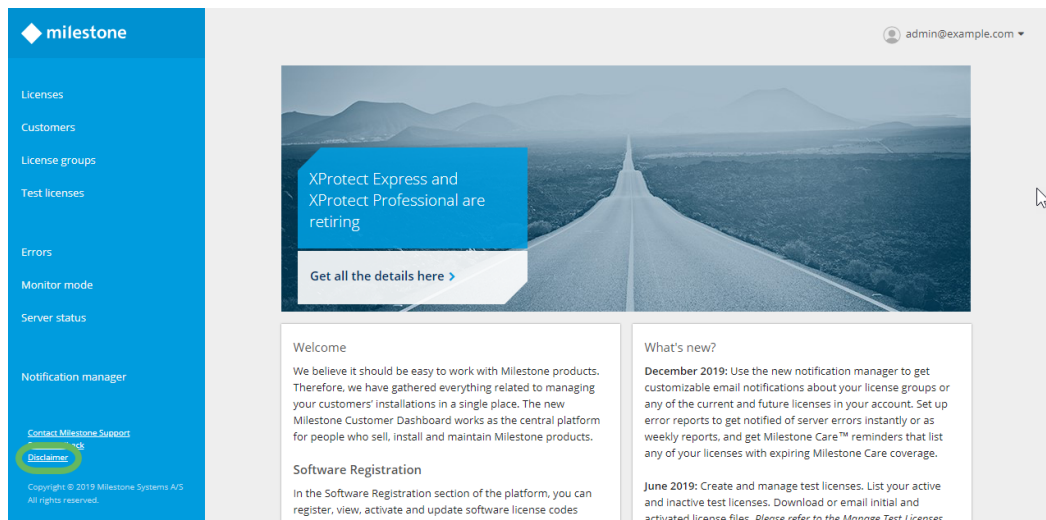
- **License User** - Manages the software licenses to which you have granted permissions in order to:
 - Upload license request files (.lrq) to activate device licenses for a customer
 - Download software license files (.lic) and receive activated license files used to install and update customer installations
 - Set up Milestone Care reminders to send alerts when Milestone Care subscriptions need to be renewed
- **License Admin** - Manages all software license information for all customers associated with your organization

Give access to specific software licenses

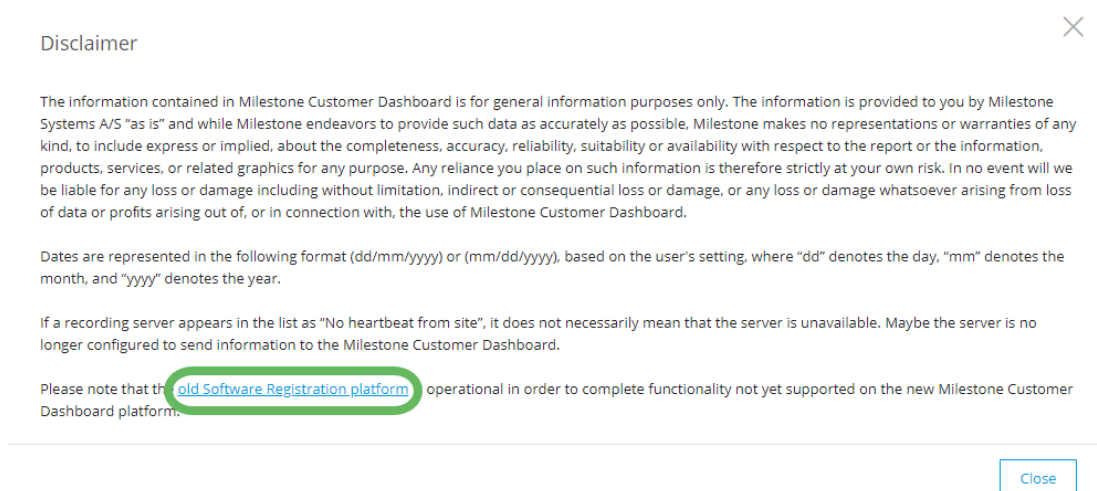
If you have the **License Admin** role for your company account (see Define a Milestone Customer Dashboard user on page 5), you can specify the software licenses that a user can access.

To give users access to all licenses for all customers, or only to specific licenses:

1. Log in to Milestone Customer Dashboard (<https://online.milestonesys.com/>).
2. Select **Disclaimer** in the bottom-left corner of the menu.



3. In the **Disclaimer** dialog box, select the link to go to the legacy software registration platform.



4. On the **Software Registration** tab, in the **Active SLCs** list, select the license.

5. Select the icon next to **Others in your organization that can see this SLC.**

SLC	A01-0ABC-1234	
SLC description	ACME Retail	 
Product info	XProtect Corporate 5.0 XPCOBT/50	
Milestone Care Level 	Plus 2020-12-20	
Milestone Care Plus Expiration 	2020-12-20	
Milestone Care Premium Expiration 	None	
DLKs	342 (304 used and 38 unused)	
Deletions left	68	
Others in your organisation that can see this SLC		

6. In the **SLC visibility** dialog box, select the **SLC is visible to** check box next to the users you would like to manage the license, then select the save icon.

SLC	A01-0ABC-1234	
User	SLC is visible to	
Everyone	☐	
John Smith (Surveillance)	☐	
Will Johnson (Administrator)	☒	
Lidia Anderson (Administrator)	☐	
Ann Miller (Administrator)	☒	
		

Register software license codes (SLCs) in Milestone Customer Dashboard

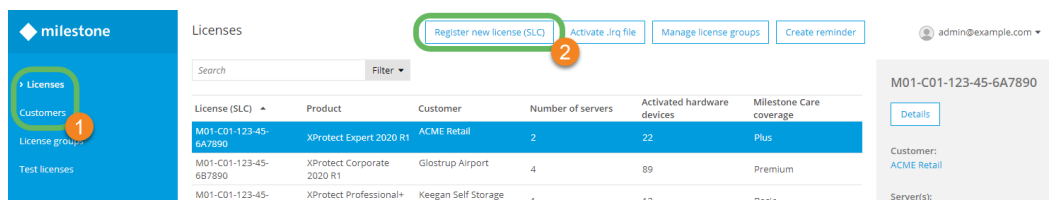
Registering a software license code (SLC) in Milestone Customer Dashboard lets you track the licenses that you sell to customers, choose which customer is associated with a license, and set up monitoring of your customers' VMS installations.



If an SLC has not been registered, you cannot see it in Milestone Customer Dashboard.

To register an SLC:

1. Log in to Milestone Customer Dashboard (<https://online.milestonesys.com/>).
2. Select **Licenses** or **Customers** ¹ in the main menu, then select **Register new license (SLC)** ².



3. In the **Register new software license** dialog box, in the **Software license code** field, enter the SLC.
4. Associate the SLC with a customer in one of two ways:
 - For an existing customer, select a customer in the **Customer** list.
 - For a customer that has not yet been created in Milestone Customer Dashboard, select **Add customer**, enter a new customer name, and select **Save**.
5. Optional: In the **License description** field, enter a custom description of the license.



You can search by license description on the **Licenses** page, in the **Search** field.

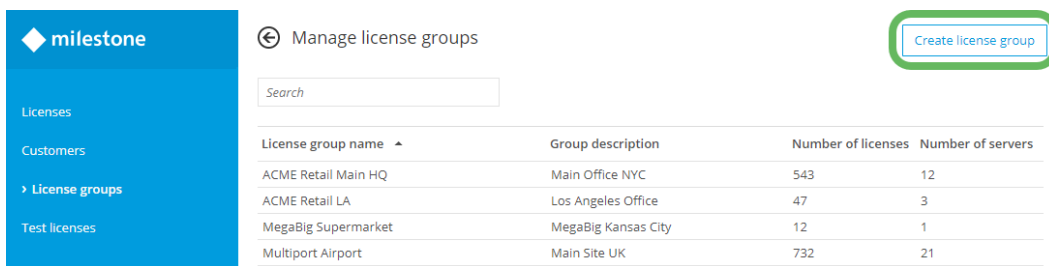
6. Optional: In the **License group** field, assign the SLC to an existing license group.
7. Select **Save**.

License groups

Manage multiple licenses at once by assigning licenses to license groups, which is useful if you have many licenses. A license can belong to more than one license group, based on VMS product, customer, internal contact, and more. You can also search for and create notification profiles by license group name and description.

Create a license group

1. Log in to Milestone Customer Dashboard (<https://online.milestonesys.com/>).
2. Select **License groups** in the main menu.
3. Click **Create license group**.



The screenshot shows the Milestone Customer Dashboard interface. On the left, a blue sidebar contains the 'milestone' logo and a menu with 'Licenses', 'Customers', 'License groups' (highlighted with a right-pointing arrow), and 'Test licenses'. The main content area is titled 'Manage license groups' with a back arrow icon. Below the title is a search bar labeled 'Search'. To the right of the search bar is a button labeled 'Create license group', which is highlighted with a green rounded rectangle. Below the search bar is a table with the following data:

License group name	Group description	Number of licenses	Number of servers
ACME Retail Main HQ	Main Office NYC	543	12
ACME Retail LA	Los Angeles Office	47	3
MegaBig Supermarket	MegaBig Kansas City	12	1
Multiport Airport	Main Site UK	732	21

4. In the **Create license group** dialog box:

1. In the **Name** **1** field, enter a name for the license group.
2. Optional: In the **Group Description** **2** field, enter a description of the group.
3. In the main section of the dialog **3**, select licenses to add them to the group. Remove added licenses from the right-hand side of the dialog **4**, or by selecting them again in the main section.
4. Optional: in the **Search** **5** field, search by license, product, customer, or description.
5. Select **Create** **6**.

Create license group ✕

Name: **1**
Main Group

Group description: **2**
Central office licenses

Search **5**

License (SLC) ▲	Product	Customer	License description
☒ 1A0-1234-0A01	XProtect Expert	ACME Retail	HQ 1
☐ 1A0-1234-0A02	XProtect Expert	ACME Retail	HQ 2
☐ 1A0-1234-0A03	XProtect Expert	ACME Retail	LA Office
☒ 1A0-1234-0A04	XProtect Professional+	MegaBig Supermarket	MAIN
☐ 1A0-1234-0A05	XProtect Professional+	MegaBig Supermarket	
☒ 1A0-1234-0A06	XProtect Corporate	Glostrup Airport	Central Office
☐ 1A0-1234-0A07	XProtect Corporate	Glostrup Airport	TERMINAL 1
☐ 1A0-1234-0A08	XProtect Corporate	Glostrup Airport	TERMINAL 2
☐ 1A0-1234-0A09	XProtect Corporate	Glostrup Airport	TERMINAL 3
☐ 1A0-1234-0A10	XProtect Go 2.1	Avalanche Co.	Demo

Licenses included:

- 1A0-1234-0A01
- 1A0-1234-0A04
- 1A0-1234-0A06

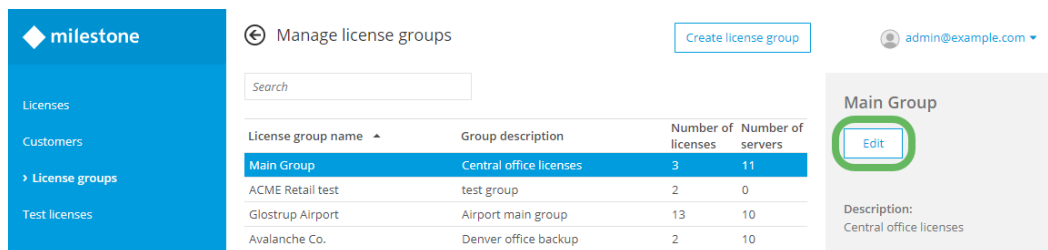
4

Previous 1 ... 18 **19** 20 ... 25 Next **3**

Create **6** Cancel

Edit or delete a license group

1. Select an existing license group and select **Edit**.



The screenshot shows the 'Manage license groups' interface. On the left is a blue sidebar with the 'milestone' logo and navigation links: 'Licenses', 'Customers', 'License groups' (highlighted), and 'Test licenses'. The main area has a header 'Manage license groups' with a 'Create license group' button and a user profile 'admin@example.com'. Below the header is a search bar and a table of license groups. The 'Main Group' is highlighted in blue. To the right of the table is a details panel for the 'Main Group' showing an 'Edit' button (circled in green) and a description: 'Central office licenses'.

License group name	Group description	Number of licenses	Number of servers
Main Group	Central office licenses	3	11
ACME Retail test	test group	2	0
Glostrup Airport	Airport main group	13	10
Avalanche Co.	Denver office backup	2	10

2. In the **Edit license group** dialog box, you can edit the name and description of the license group and add or remove licenses in the group.
3. Select **Save** to save your changes or select **Delete** to delete the license group.

About Milestone

Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone Systems enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 150,000 sites worldwide. Founded in 1998, Milestone Systems is a stand-alone company in the Canon Group. For more information, visit <https://www.milestonesys.com/>.