FREQUENTLY ASKED QUESTIONS

AXIS License Manager

November 2023

Frequently asked questions

Q: How do I log into AXIS License Manager?

A: You can log in directly to the web application lm.mysystems.axis.com by using your My Axis account. If you don't have a My Axis account, you need to register an account.

Q: What are the benefits of Axis subscription model?

A: With Axis subscription model, we will offer our customers transparency, ease of use, control, and improved license handling through AXIS License Manager.

Clear ownership:
The end customer is the owner of its organization, and that organization is the legal entity and owner of its licenses. Assigned responsibility can be given to its system integrator.
Transparency:
Customers will have a full overview of and control of current licenses.
Growing value:
As we add new features to existing products, more value is added over time. In other words, the investment value grows.
Customer experience:
Both subscription and AXIS License Manager will give the customer better control and help plan future growth.
Generosity:
Add devices to the product throughout the year without the need for buying additional licenses right away.[1]

Q: How are the licenses connected to an organization?

A: The organization is the entity that ties products, user accounts, applications, and devices together. The organization will become the legal entity and owner of the licenses i.e. signing the End User License Agreement, EULA, including Product specific terms. One organization can have multiple associated products and users.

Q: Why do I need to create an organization to activate and manage licenses?

A: In AXIS License Manager licensing is managed per organization. Each product reports the number of connected devices in the created organization to AXIS License. All connected devices in the organization need to have licenses for the product to become licensed, i.e. the number of connected devices must match the number of licenses.

Q: How do I create an organization?

A: If you don't have an existing organization, you can create one when setting up or install the first software product. Subsequent products can be connected to the same organization.

Q: Will the process to buy licenses be the same as before?

---

[1] *Axis will monitor any potential misuse of the offer to add additional devices during the subscription year to ensure it's used within reason. Axis reserves the right to add a cap limiting the number of devices that can be added in any such cases of abuse.*

A: Yes, Axis will not sell licenses directly to end customers. You will need to buy your software licenses from a system integrator of choice.

Q: Who should I contact if I'm unsure of how to place an order or what to put in it?

A: You can reach out to your local Axis sales office or system integrator of choice who will help you with the process.

Q: How and when will I receive the license key?

A: You place the order with a system integrator. Once this order is processed, the system integrator provides you with a license key that you need to redeem in AXIS License Manager. While you wait for the license key to be delivered, we offer a grace period so that you can start using the product right away.

You can choose if you want the system integrator to manage the entire process. You can also give them full access to AXIS License Manager so that they fully manage your licenses and act as the license administrator on your behalf. You are however always the system owner.

Q: Is it possible to return a license if too many have been bought?

A: Once purchased, no licenses can be returned or refunded.

Q: Is there a free trial available?

A: Some products offer a free trial so they can be explored for a limited trial period. To continue to use the product after the trial period ends, licenses must be purchased.

Q: What is the grace period and what are the benefits?

A: To cover the period between starting a subscription and licensing the product, we offer a 30-day grace period from when the subscription is started, giving access to the product until it's licensed.

Q: Is the grace period part of the annual time frame?

A: The grace period is not a prolonged trial, it's part of the subscription year.

Q: What is the wallet and how does it work?

A: The wallet is where you or the license administrator manage the process of redeeming license keys and where licenses that have been redeemed, but not yet allocated, are stored. The wallet offers a list of all the redeemed, but not yet allocated licenses, in the organization, as well as a list of all redeemed license keys.

Q: Do the licenses and the license keys have an expiration date?

A: The license key will expire five years after it has been created (when the order is placed at Axis) if not redeemed in AXIS License Manager.
The licenses from that license key will expire five years after being added to the wallet, if not allocated to a subscription year before the expiration date.

Q: What's the difference between "redeeming license key" and "licensing the product"?

A: A product is considered fully licensed once the license key has been redeemed and the licenses allocated in AXIS License Manager. The license key is essentially the proof of

purchase.

Redeem the license key: to add licenses connected to a license key, enter the 16-digit license key into the product wallet in AXIS License Manager.

License the product: to **actively license the product** go to the tab "product licensing" and allocate licenses from the wallet. It's possible to allocate licenses for several years in advance.

Q: What does "allocation" of licenses mean?

A: For a seamless subscription experience, it's possible to allocate your 1-year or 5-year licenses for several years in advance in AXIS License Manager. When allocating, you or the licenses administrator specify to which subscription year the licenses will become active for.*

If licenses are allocated in advance, they will automatically be renewed at the annual review without any action required from the end customer or administrator. However, if devices are added to the product; upon the next annual review, new licenses need to be ordered, redeemed, and allocated for the added devices. The product will not be fully functional until all connected devices are licensed.

Example: If the product has 10 devices you can allocate 10 "1-year licenses" in year 1, year 2, year 3, and year 4. To enable this, you need to have 40 redeemed "1-year licenses" in your wallet at the time of allocating.

Q: Is there an "unlimited use" license for a large enterprise?

A: Currently not.

Q: What if I want to buy licenses for several years ahead?

A: There is no limit as to how many licenses you can buy. AXIS License Manager can help store the licenses in the wallet and you or your license administrator can allocate them for several years in advance.

Q: What happens when you want to license another product?

A: If you add another product, you have to start a new subscription in Axis License Manager for that product as well, but it will follow the same annual review date as the previously licensed product. When licensing, the product will only get licensed until the next annual review. Any excess time remaining for the licenses after the annual review date will be added back to the wallet as new licenses.

Example: If the new product has 10 devices and you allocate 10 licenses 6 months before the next annual review date, then product will be licensed until the annual review date and 5 licenses will be added back to your wallet.

Q: Who is the owner of the licenses connected to an organization in AXIS License Manager?

A: You, the end customer, are always the owner of your organization, including your purchases. You can give the system integrator access to fully manage your licenses (start a subscription, redeem, allocate) and act as the license administrator on your behalf.

Q: Can I add more devices during the subscription period?

A: Yes. Once the initial number of licenses are purchased, redeemed, and allocated, we offer you the flexibility to grow your solutions. You or the license administrator can add additional devices to each product throughout the subscription year without the need for buying

additional licenses right away.[2] When it's time for renewal, you only pay for current usage going forward.

Q: Can I remove units during the subscription period?

A: Yes**.** It's possible to remove devices but already allocated licenses for that subscription year will still be active; they can't be placed back in the wallet. When it's time for renewal, you only pay for current usage going forward.

Q: What happens if I want to change my system integrator during the subscription period?

A: The subscription is tied to your organization so it's possible to change to another system integrator during an ongoing subscription year.

Q: What happens if the licenses aren't renewed in time?

A: AXIS License Manager will automatically notify 60, 30, 7, and 1 day(s) before renewal is due. At renewal, a new grace period is initiated to allow for ordering, redeeming, and allocating new licenses. If licenses aren't renewed in time, functionality will be limited to varying degrees depending on the product.

Q: Are there any warnings before the software gets limited functionality?

A: Yes, you will get several reminders that you need to renew your licenses before the functionalities are limited and eventually turned off.

---

[2] *Axis will monitor any potential misuse of the offer to add additional devices during the subscription year to ensure it's used within reason. Axis reserves the right to add a cap limiting the number of licenses that can be added in any such cases of abuse.*