Return an OnGuard Software License Using LenelS2 Connect Portal
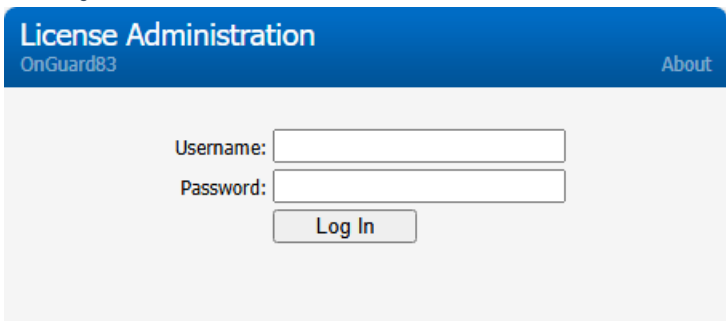
An OnGuard license can now be returned using the following methods:

- Online (which requires an Internet connection and uses License Administration)
- Text message (SMS)
- Phone
- LenelS2 Connect Portal (which requires an Internet connection)

For instructions on returning your OnGuard software license online using License Administration, by text message (SMS), or by phone, refer to the "Install Your OnGuard Software License" document available in LenelS2 Connect at https://connect.lenels2.com/s/downloads.

To return your OnGuard software license using the LenelS2 Connect™ portal:

1. On the OnGuard Server, open License Administration. (License Administration will open in the default browser.)
2. Enter your **Username** and **Password**, and then select **Log In**.
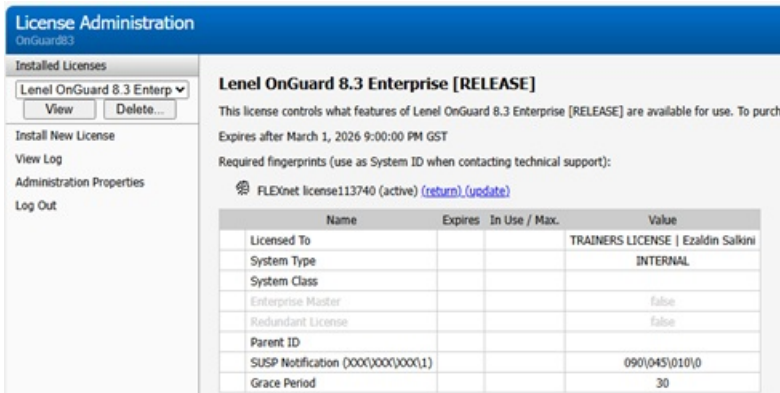

3. From the drop-down list select the main OnGuard license, and then select **View**.

4. Select **Return**.

5. Select **Return** and a short **Return Code** will be generated. Copy that short **Return Code**.

6. Log into LenelS2 Connect and select **OnGuard License Activation** from **Resources** menu.

7. Enter the **System ID** and **Short Return Code** that was generated in previous step.

8. Select "Return" from **Action** drop-down list then select **Complete Request** and a **Response Code** will be generated.

OnGuard License Activation

* System ID
113740

* Short Code
E4ZPNT-3YXT1Y-TC6NHT-KJA6AZ

* Action
Return

Response Code
Success. Return confirmation code is HV24RJNJR9KZ

Cancel   Complete Request

9. Copy the generated **Response Code** and paste the **Response Code** into the **Confirmation Code** field in License Administration, and then select **Next**.

License Administration
OnGuard83

Installed Licenses
Lenel OnGuard 8.3 Enterp ⌄
View   Delete...
Install New License
View Log
Administration Properties
Log Out

Return your license over the phone

Please contact LenelS2 by calling 1-800-631-6046(US/Canada) or 1-585-248-8742 (Toll/Intl) an (585) 673-7750 from the US and Canada, or to +44 7937 947945 from everywhere else. Use th

See the Installation Guide for details.

Once you receive the Confirmation Code, enter it below. Select *Next* to complete return.

System Id: 113740
Return Code: E4ZPNT-3YXT1Y-TC6NHT-KJA6AZ
Confirmation Code: HV24RJNJR9KZ
Back   Next   Cancel

10. The OnGuard license will be returned on this server. Select **Finish**.

License Administration
OnGuard83

Installed Licenses
Lenel OnGuard 8.3 Enterp ⌄
View   Delete...
Install New License
View Log
Administration Properties
Log Out

License Returned

The license has been successfully returned.

Finish