

Return an OnGuard Software License Using LenelS2 Connect Portal

Last Modified on 10/29/2024 4:37 pm EDT

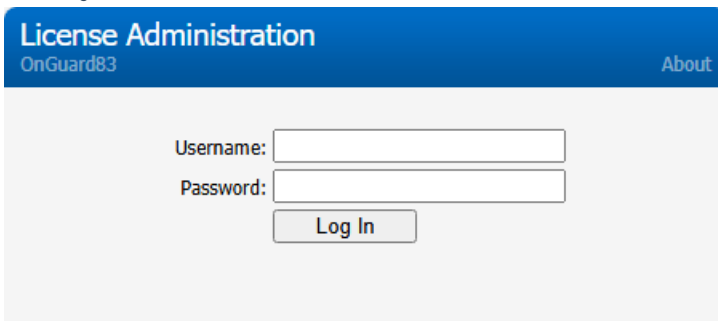
An OnGuard license can now be returned using the following methods:

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

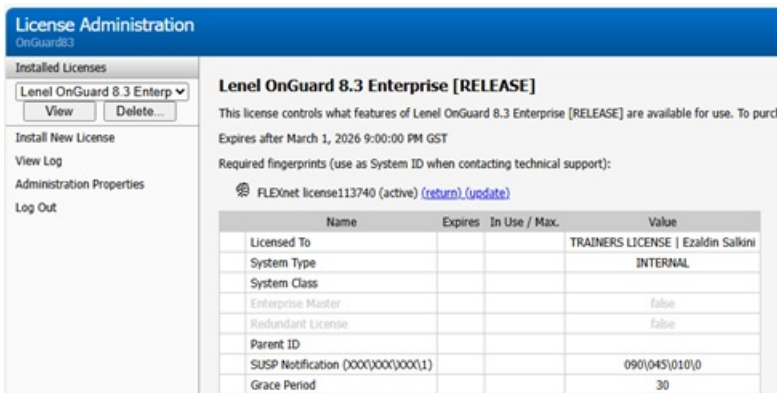
For instructions on returning your OnGuard software license online using License Administration, by text message (SMS), or by phone, refer to the "Install Your OnGuard Software License" document available in LenelS2 Connect at <https://connect.lenels2.com/s/downloads>.

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**.

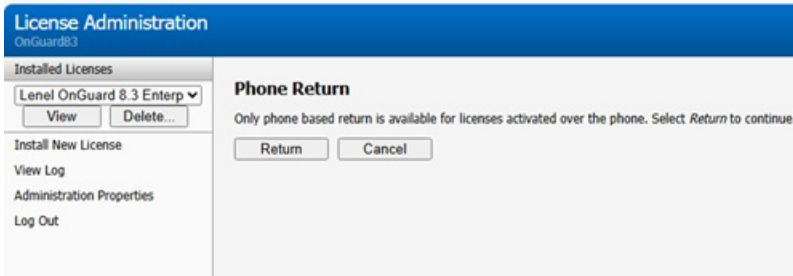


3. From the drop-down list select the main OnGuard license, and then select **View**.

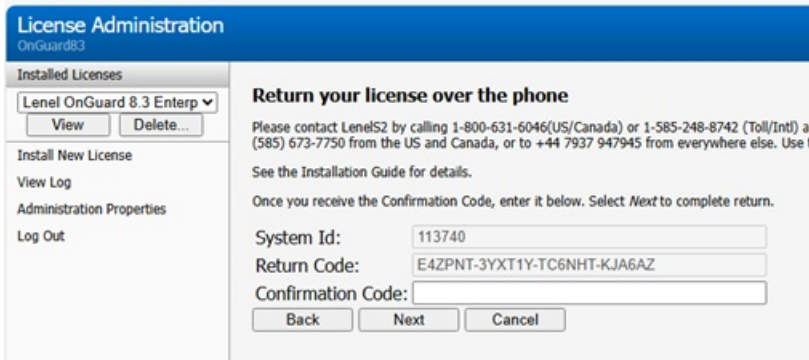


| Name | Expires | In Use / Max. | Value |
|-----------------------------------|---------|---------------|------------------------------------|
| Licensed To | | | TRAINERS LICENSE Ezaldin Salkini |
| System Type | | | INTERNAL |
| System Class | | | |
| Enterprise Master | | | false |
| Redundant License | | | false |
| Parent ID | | | |
| SUSP Notification (XXX\XXX\XXX,1) | | | 090\045\010\0 |
| Grace Period | | | 30 |

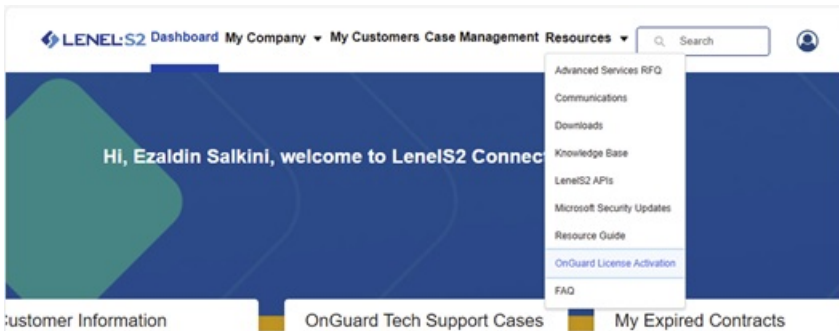
4. Select **Return**.



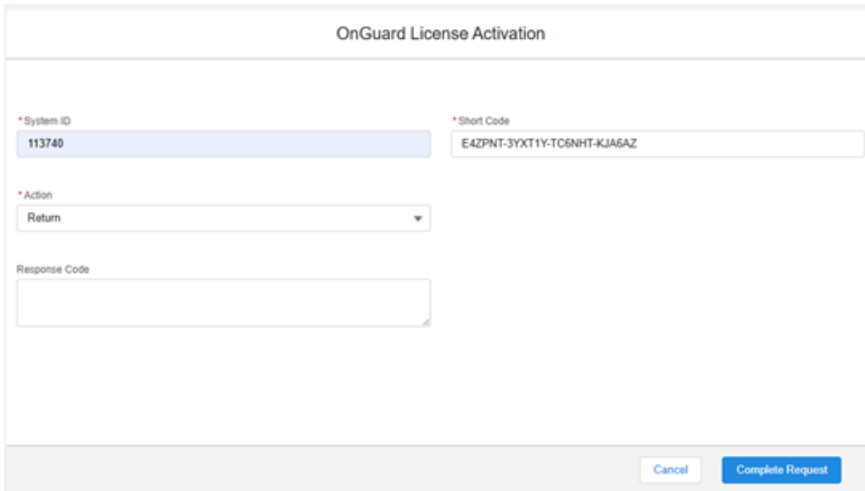
5. Select **Return** and a short **Return Code** will be generated. Copy that short **Return Code**.



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: *Short Code:

*Action:

Response Code:

9. Copy the generated **Response Code** and past 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

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

System Id:
Return Code:
Confirmation Code:

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

License Administration
OnGuard83

Installed Licenses
Lenel OnGuard 8.3 Enterp

Install New License
View Log
Administration Properties
Log Out

License Returned
The license has been successfully returned.