

# Return an OnGuard Software License Using LenelS2 Connect Portal

Last Modified on 06/10/2025 10:28 am EDT

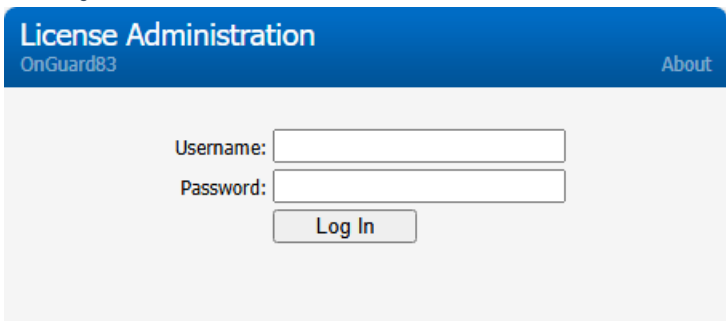
An OnGuard license can now be returned using the following methods:

- 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**.



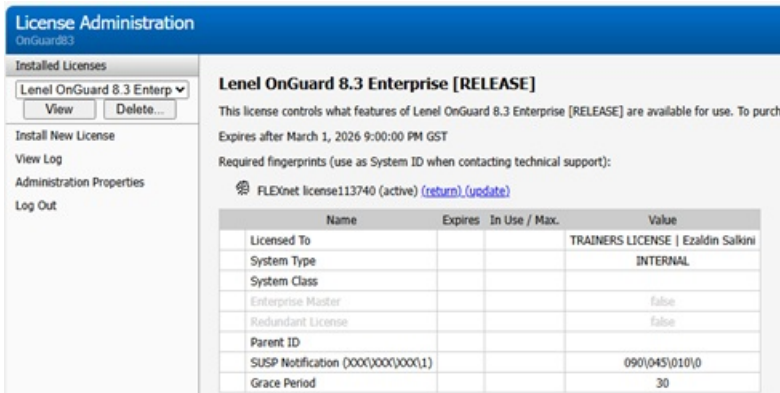
License Administration  
OnGuard83

Username:

Password:

Log In

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



License Administration  
OnGuard83

Installed Licenses

Lenel OnGuard 8.3 Enterprise [RELEASE]

This license controls what features of Lenel OnGuard 8.3 Enterprise [RELEASE] are available for use. To purchase this license, contact your account manager.

Expires after March 1, 2026 9:00:00 PM GST

Required fingerprints (use as System ID when contacting technical support):

FLEXnet license113740 (active) (return) (update)

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**.

**License Administration**  
OnGuard83

**Installed Licenses**  
Lenel OnGuard 8.3 Enterp ▼  
View Delete...

Install New License  
View Log  
Administration Properties  
Log Out

**Phone Return**  
Only phone based return is available for licenses activated over the phone. Select Return to continue.

Return Cancel

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

**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 the 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:

Back Next Cancel

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

**LENEL:S2 Dashboard** My Company ▼ My Customers Case Management Resources ▼ Search

HI, Ezaldin Salkini, welcome to LenelS2 Connect

Advanced Services RFQ  
Communications  
Downloads  
Knowledge Base  
LenelS2 APIs  
Microsoft Security Updates  
Resource Guide  
**OnGuard License Activation**  
FAQ

Customer Information OnGuard Tech Support Cases My Expired Contracts

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

**OnGuard License Activation**

\* System ID: 113740 \* Short Code: E4ZPNT-3YXT1Y-TC6NHT-KJA6AZ

\* Action: Return ▼

Response Code:

Cancel Complete Request

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 HV24RJNR9KZ

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

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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:

HV24RJNR9KZ

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