

1 Self-service License Reset

In general, the software license and the client's server correspond to each other, it means that once a license has been registered, it cannot be used on any other server. However, in special cases, customers need to perform server migration. For example, the performance of the original server is too low or the original server is damaged, etc., the customer needs to migrate the license to the new server.

At this point, customers can use the self-service license reset function, which allows users to reset the original server license and reactivate it on the new server, improving the efficiency of license migration and more importantly, eliminating the need for users to purchase new licenses.

1.1 Online Deactivation + Online Activation

Description:

Online deactivate original server, and online activate the new server.

Preconditions:

Both original server and new server are connect to network.

Steps:

1. Click **Admin > About > Online Deactivation**.

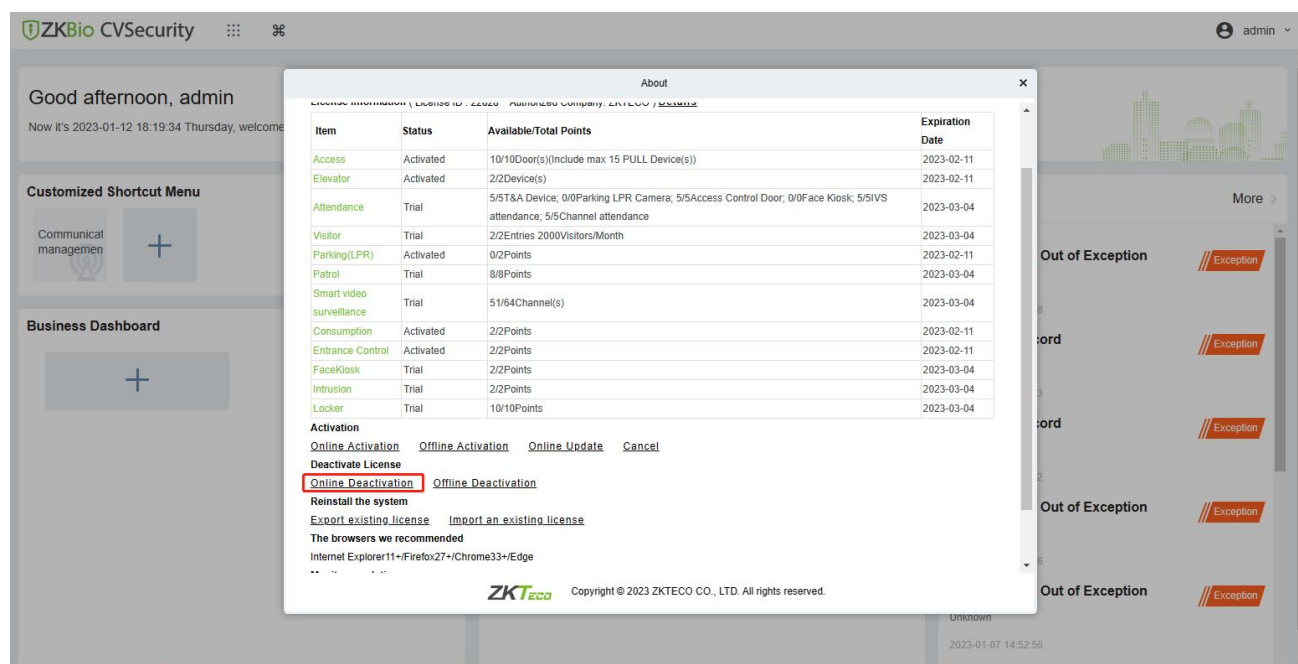


Figure 1- 1 Online Deactivation.

2. Click **OK**.

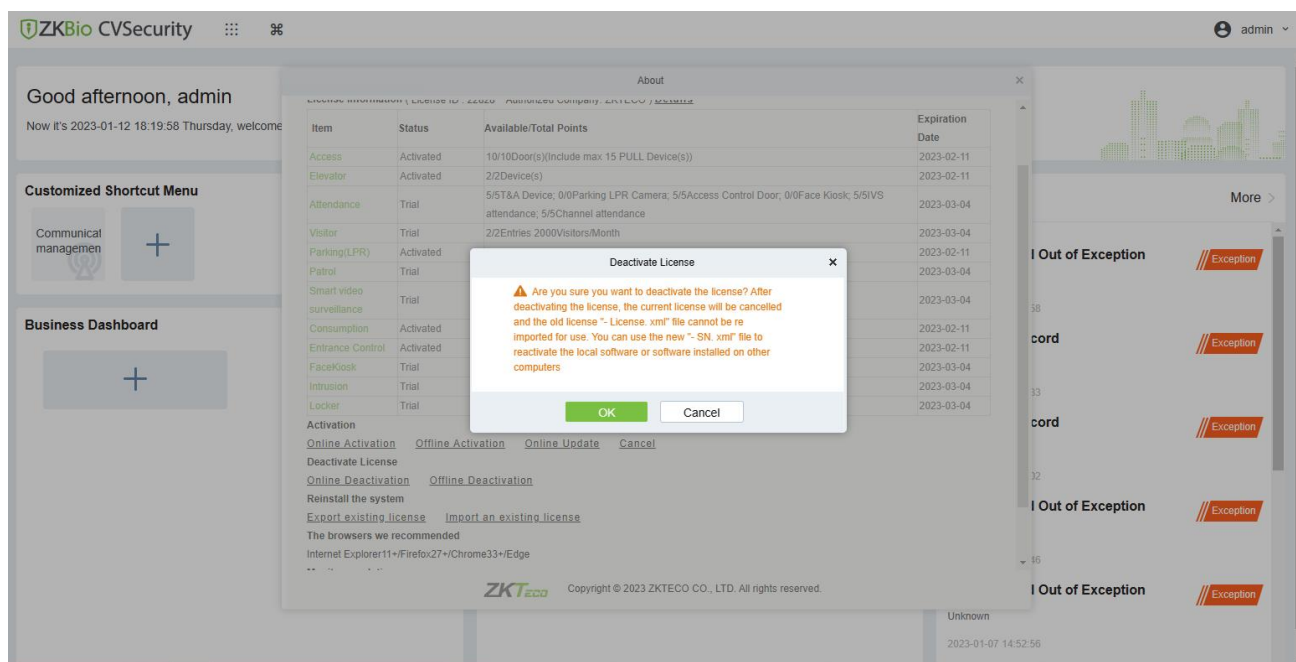


Figure 1- 2 Online Deactivation Confirm.

3. Click **Download**, then will a license file with a suffix of **SN.xml** will be downloaded.

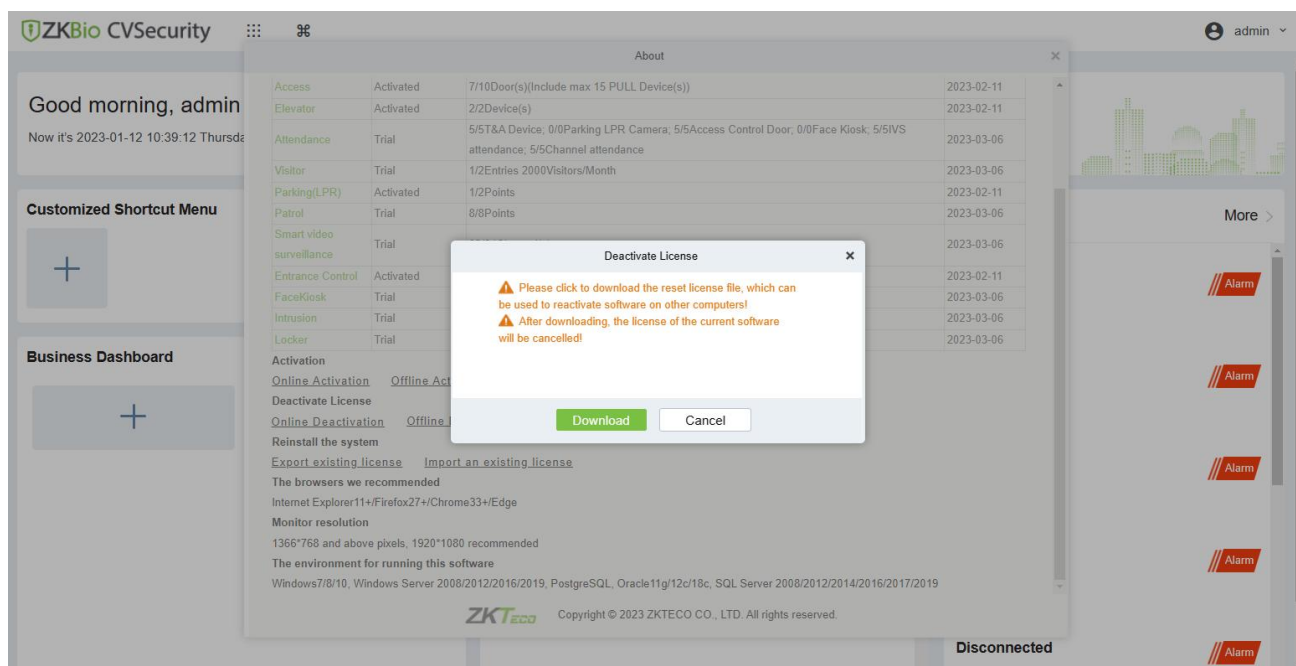
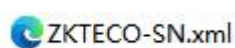


Figure 1- 3 Online Deactivation File Download.

4. Save the license file with a suffix of **SN.xml** you just downloaded.



5. Log in to a new server.

6. Click **Admin > About > Online Activation**. Fill in the relevant information, then click **Browse** to upload the file you just downloaded with the **SN.xml** suffix

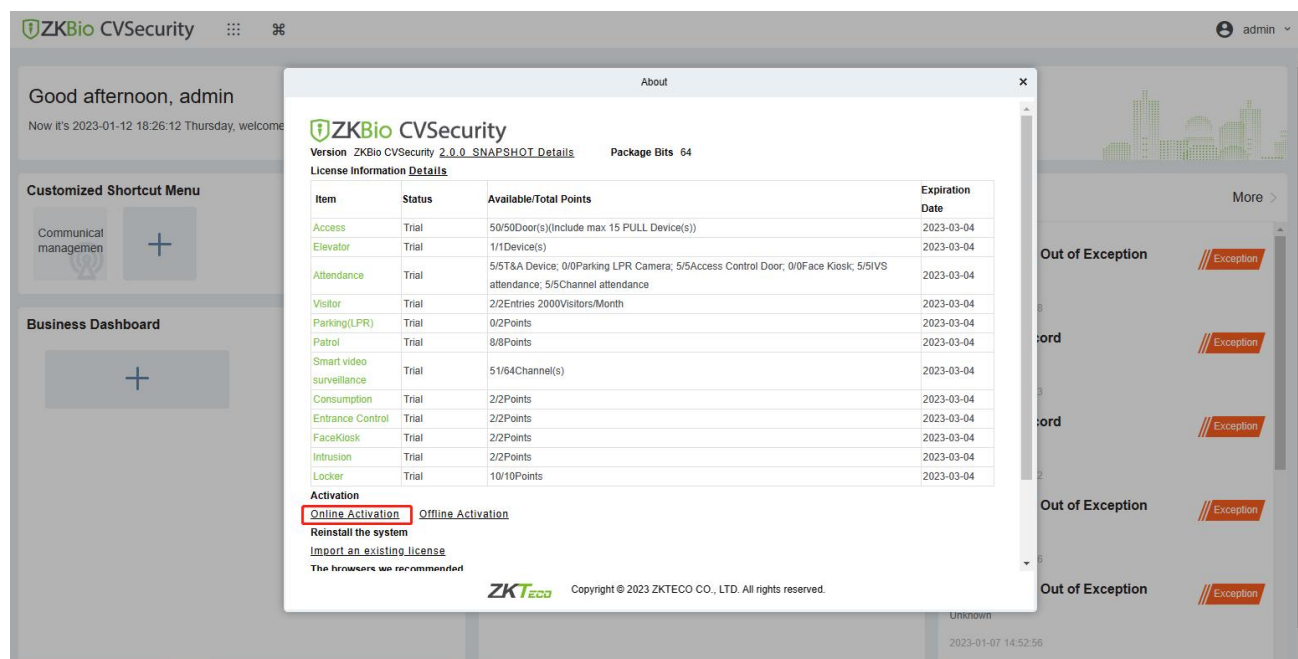


Figure 1- 4 Online Activation

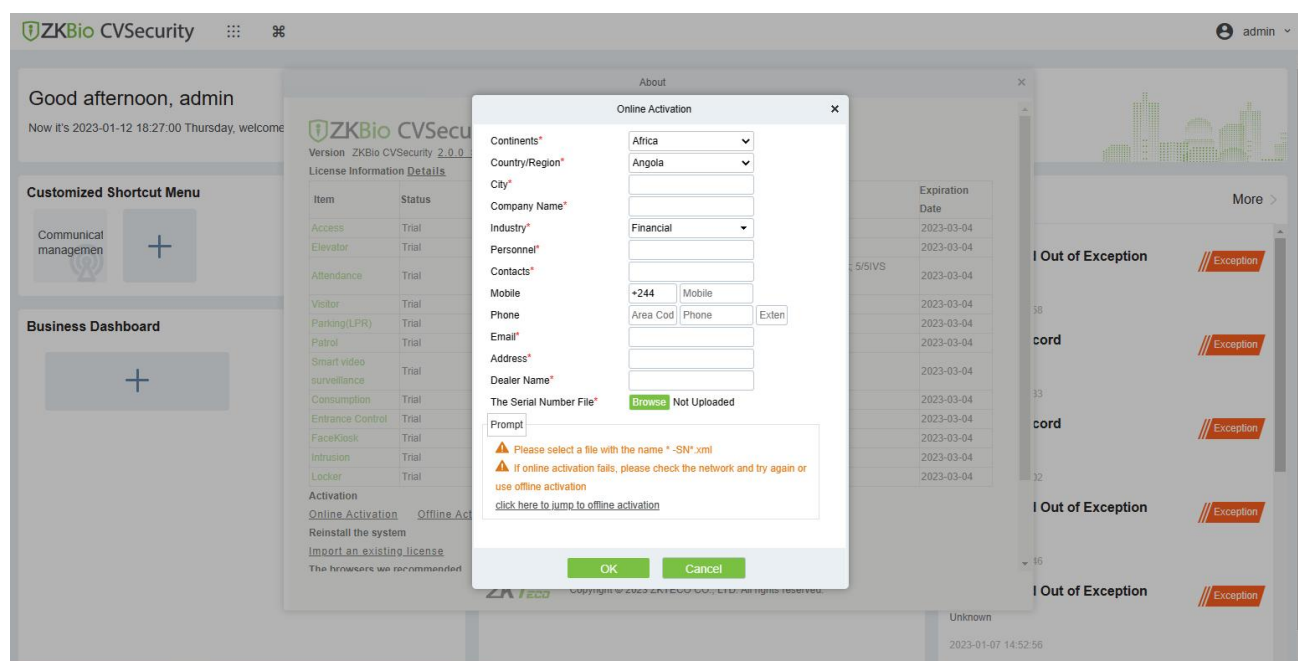


Figure 1- 5 Online Activation Confirm

7. The activation is successful. The following is the successful activation interface:

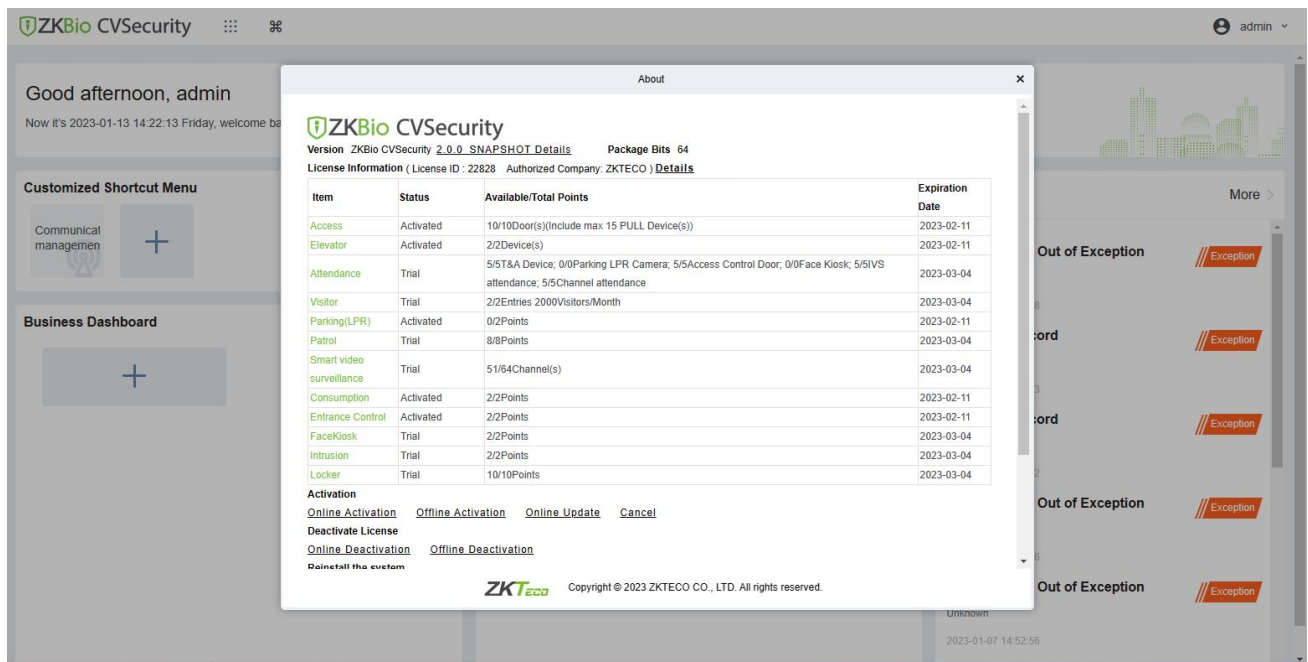


Figure 1- 6 License Activation Succeeded

1.2 Offline Deactivation + Online Activation

Description:

Offline deactivate original server, and online activate the new server.

Preconditions:

Original server if not connect to network, and new server is connect to network.

Steps:

1. Click **Admin > About > Offline Deactivation**.

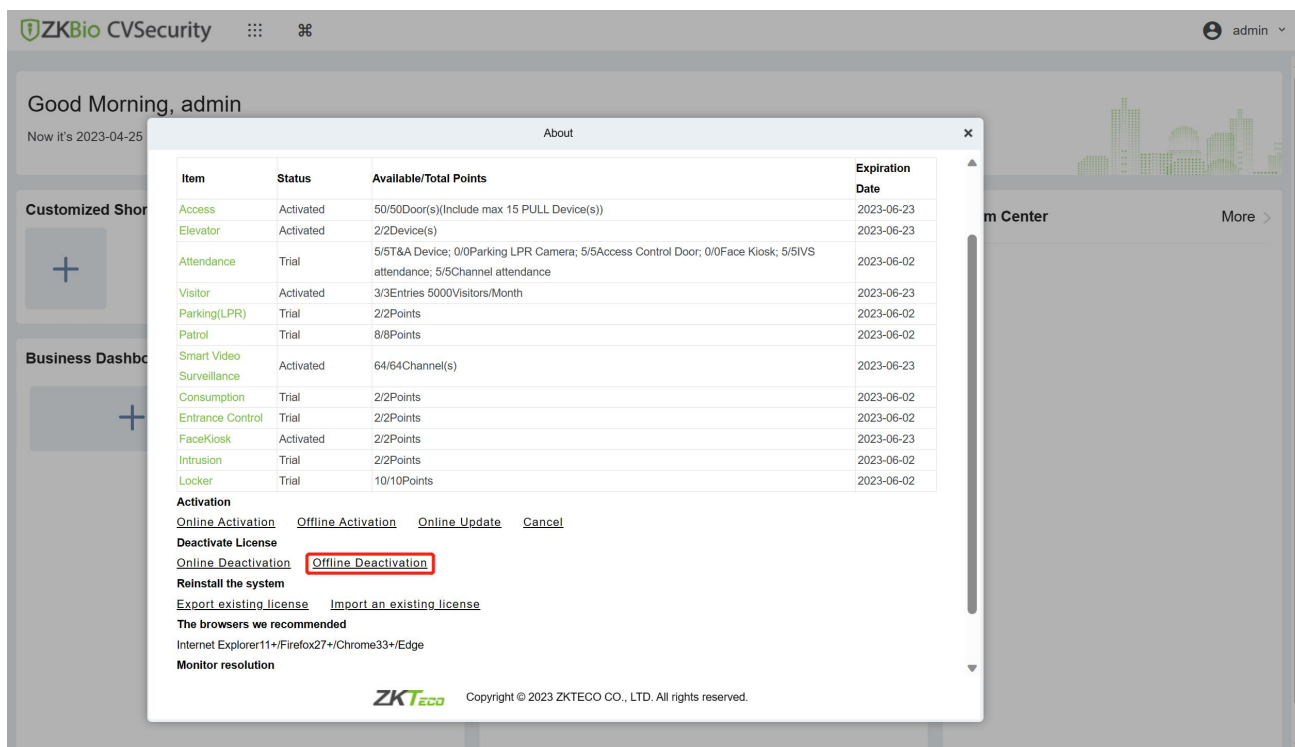


Figure 1- 7 Offline Deactivation

2. Click **OK**.

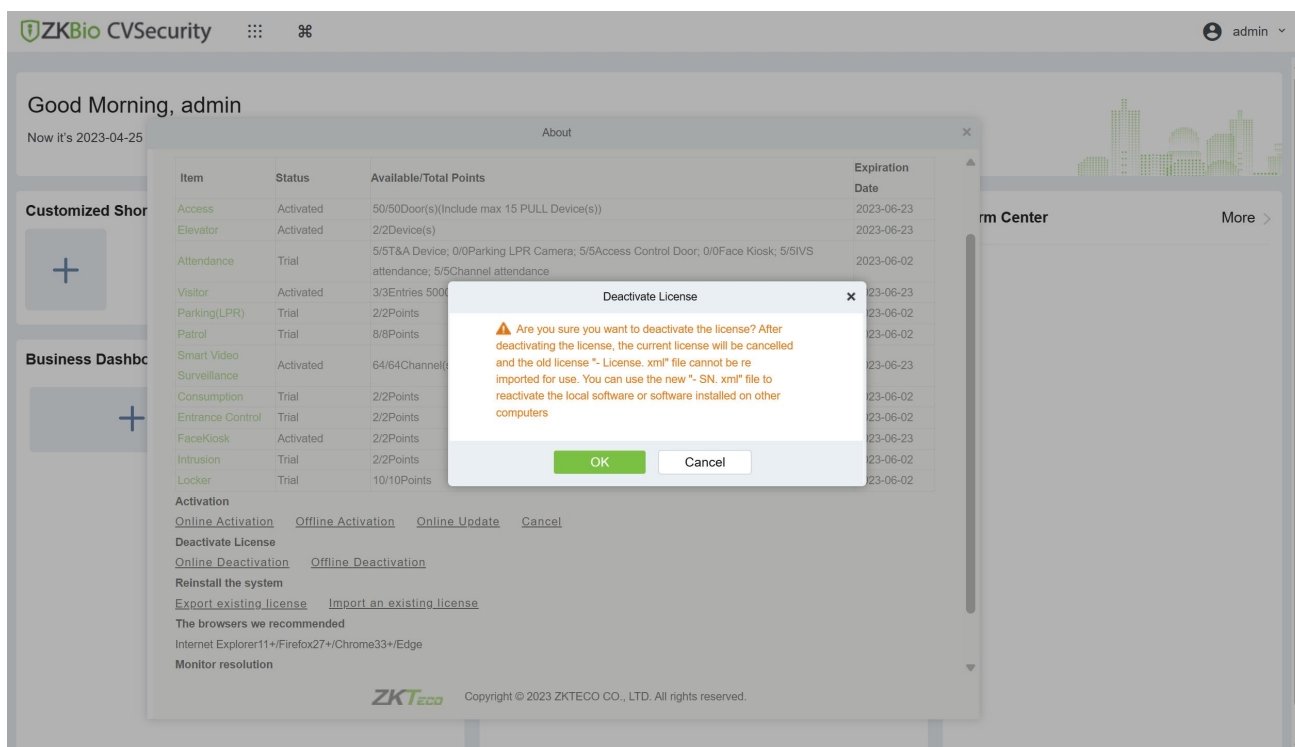


Figure 1- 8 Offline Deactivation Confirm

3. Click **Download**, then will a license file with a suffix of **BackActi.xml** will be downloaded.

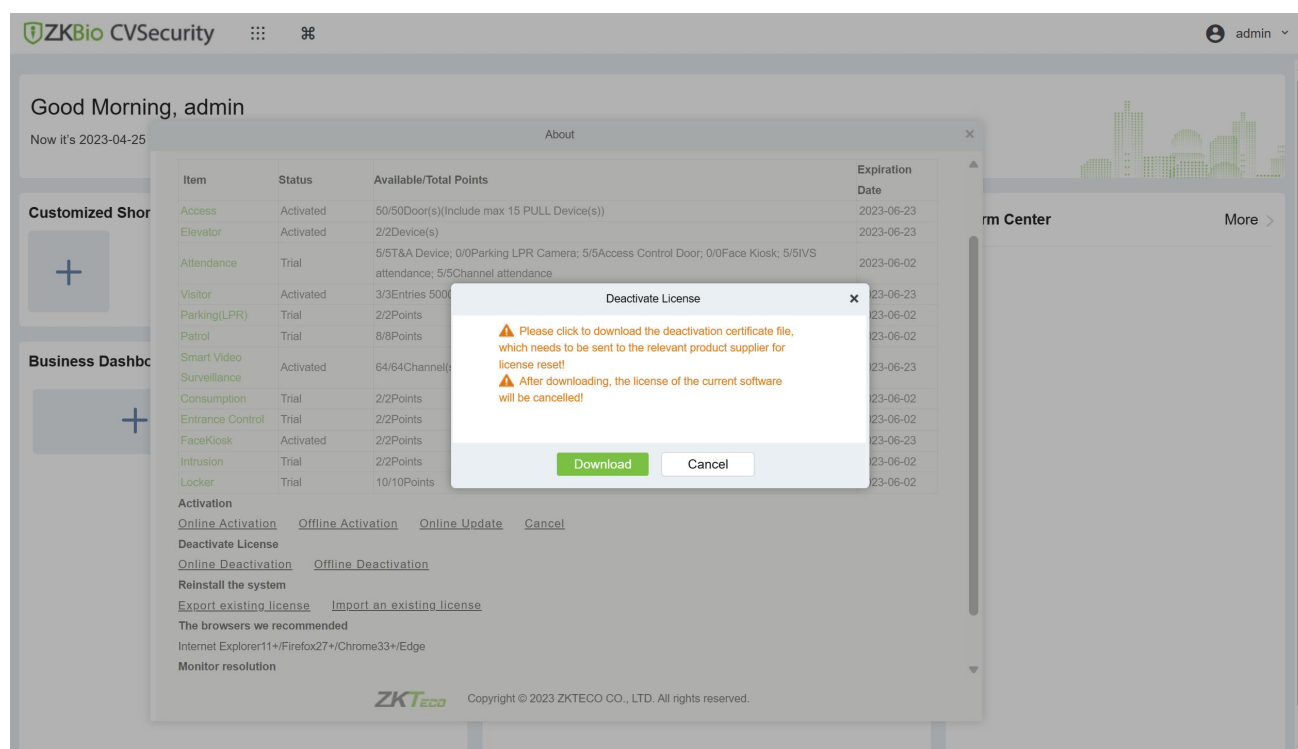
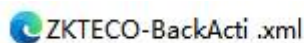


Figure 1- 9 Offline Deactivation File Download

4. Save the license file with a suffix of **BackActi.xml** you just downloaded.



5. Open the ZKBio CVSecurity License Deactivate page

Web Link: [ZKBio CVSecurity License Deactive \(zkteco.com\)](http://zkteco.com)

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SN File

BackActi File

Download
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Notes

1. SN file and BackActi file need to be uploaded at the same time to get the License file.
2. Make sure SN hasn't been activated by online mode before in your software.
3. SN file format is XX-SN.xml, Please contact your sales to get SN file.
4. BackActi file format is XXX_BackActi.xml, it is generated from software offline Deactivation mode.
5. Ensure that you are using a matching SN and BackActi file.

6. Follow the instructions on the page to upload the **SN file** and the **BackActi** file downloaded in **step 4** in turn

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Selected: 139011-ZKBioCV-L
icenseRest-50AC-2ELE-3VIS-S
N.xml

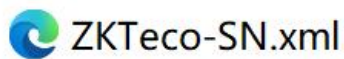
Selected: ZKTECO-BackActi.
xml

Download
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Notes

1. SN file and BackActi file need to be uploaded at the same time to get the License file.
2. Make sure SN hasn't been activated by online mode before in your software.
3. SN file format is XX-SN.xml, Please contact your sales to get SN file.
4. BackActi file format is XXX_BackActi.xml, it is generated from software offline Deactivation mode.
5. Ensure that you are using a matching SN and BackActi file.

7. Click the **Download** button to download the activation file



8. Log in to a new server.
9. Click **Admin** > **About** > **Online Activation**. Fill in the relevant information, then click **Browse** to upload the file you just downloaded with the **SN.xml** suffix.

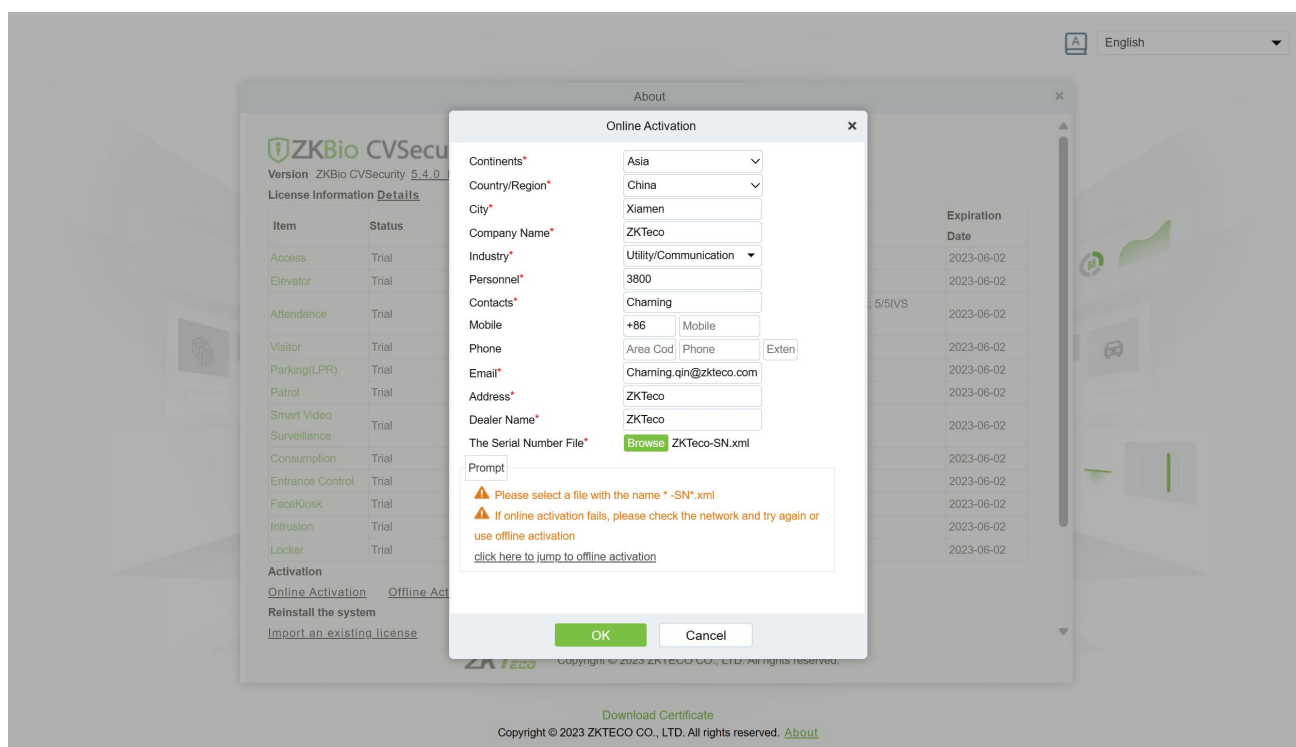


Figure 1- 10 Information Filling and File Uploading

8. The activation is successful. The following is the successful activation interface:

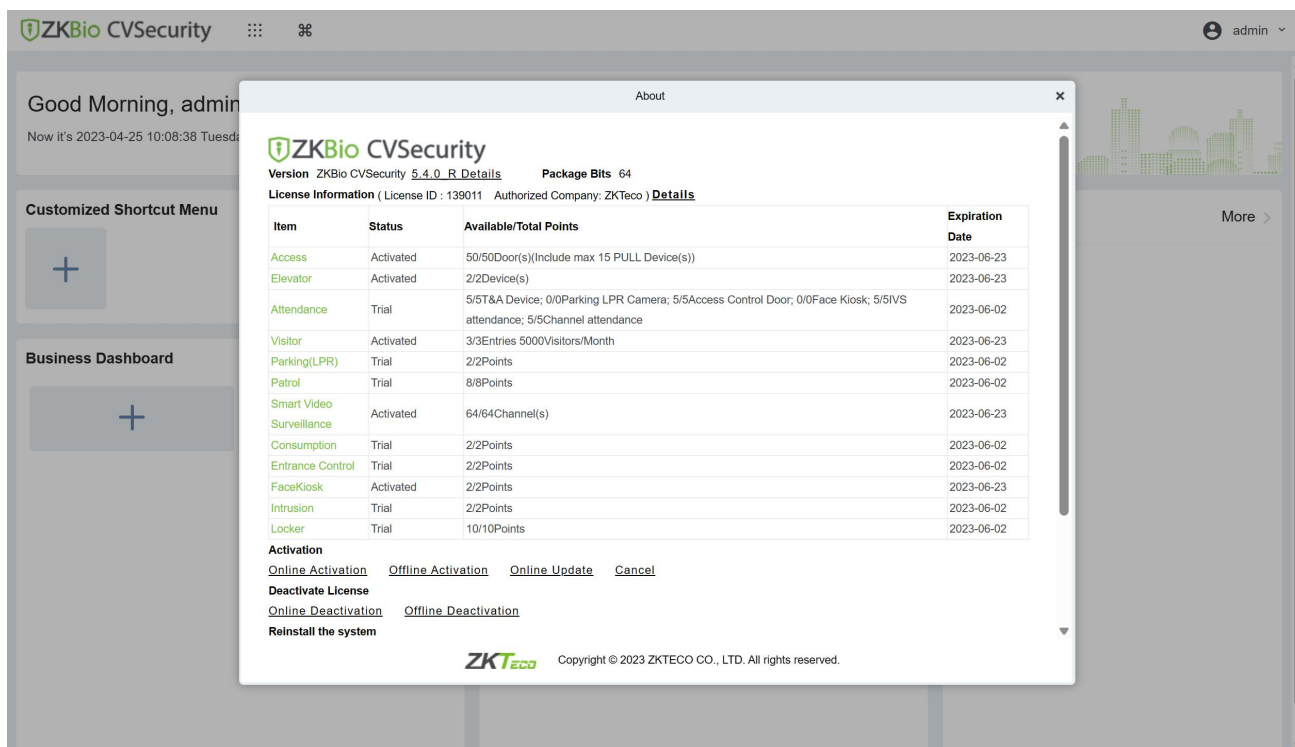


Figure 1- 11 License Activation Succeeded

1.3 Online Deactivation + Offline Activation

Description:

Online deactivate original server, and offline activate the new server.

Preconditions:

Original server if connect to network, and new server is not connect to network.

Steps:

1. Click **Admin > About > Online Deactivation**.

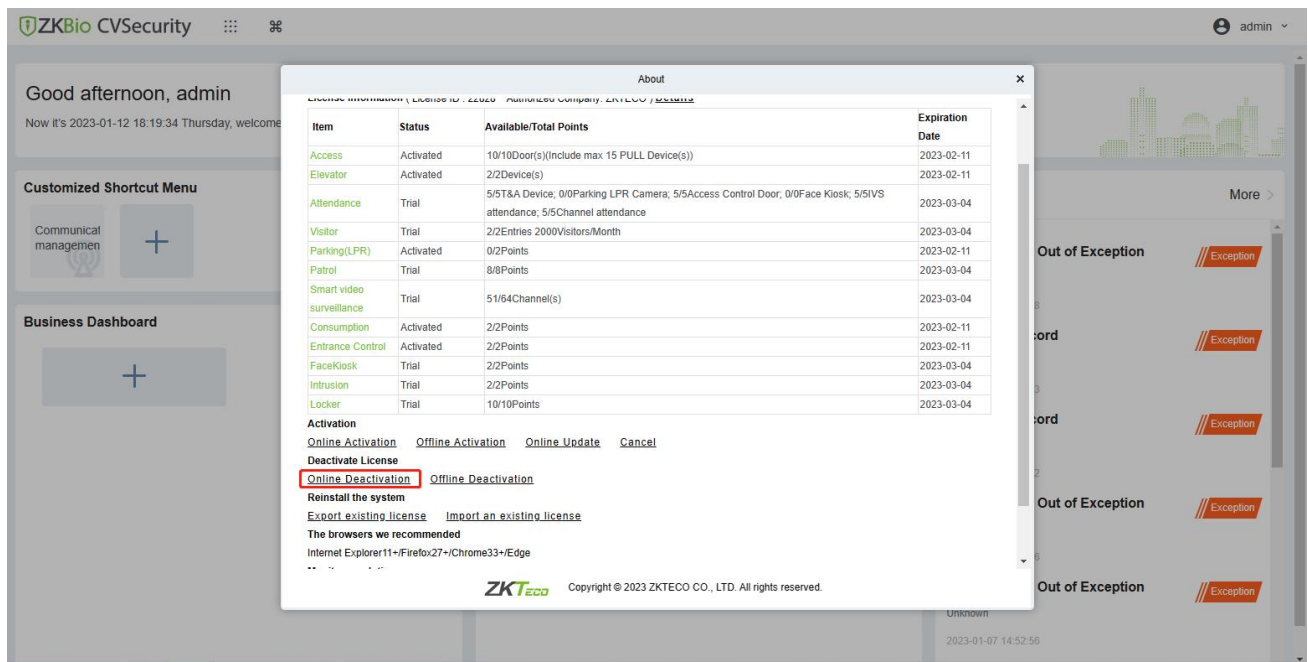


Figure 1- 12 Online Deactivation

2. Click **OK**.

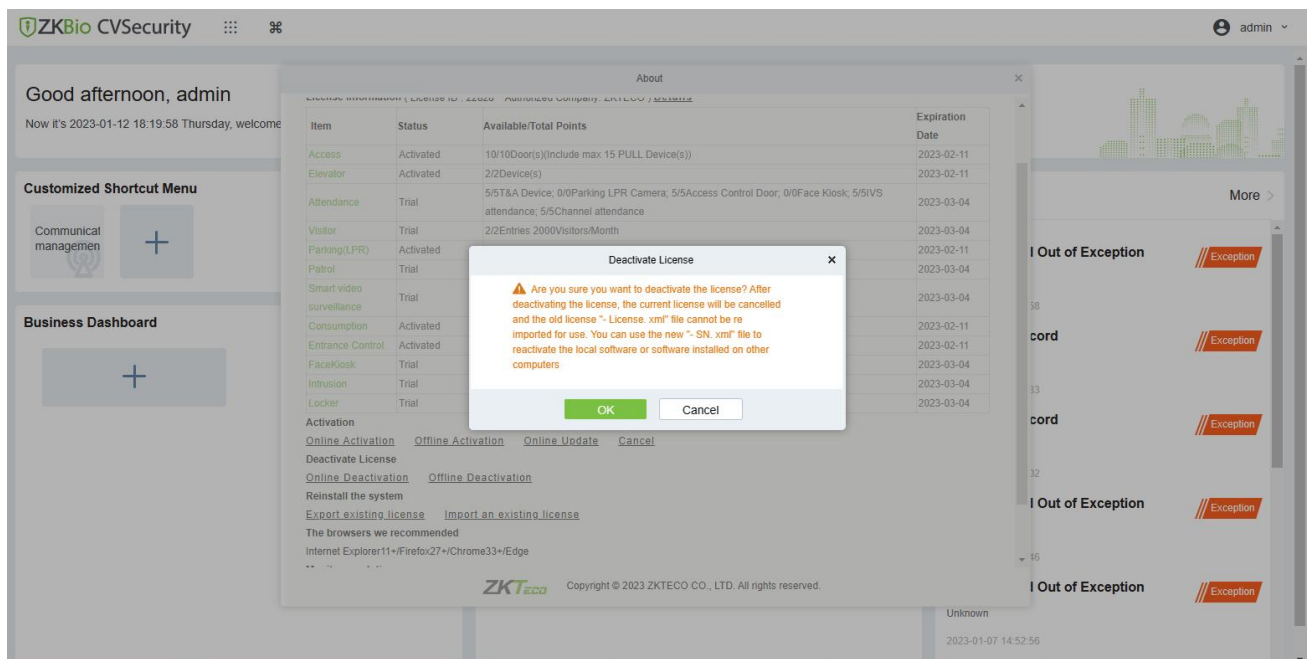


Figure 1- 13 Online Deactivation Confirm

3. Click **Download**, then will a license file with a suffix of **SN.xml** will be downloaded.

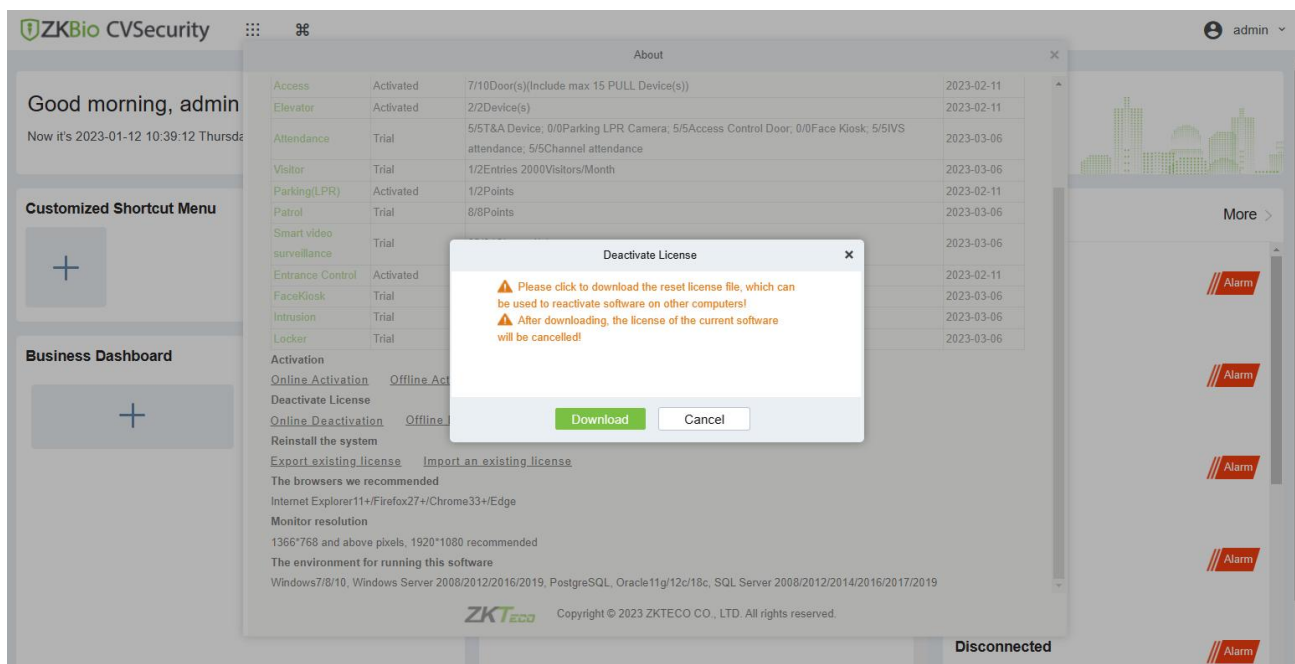
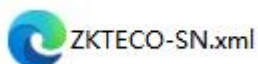


Figure 1- 14 Online Deactivation File Download

4. Save the license file with a suffix of **SN.xml** you just downloaded.



5. Log in to a new server.

6. Click **Admin > About > Offline Activation**. Fill in the relevant information, then click **Browse** to upload the file you just downloaded with the **SN.xml** suffix.

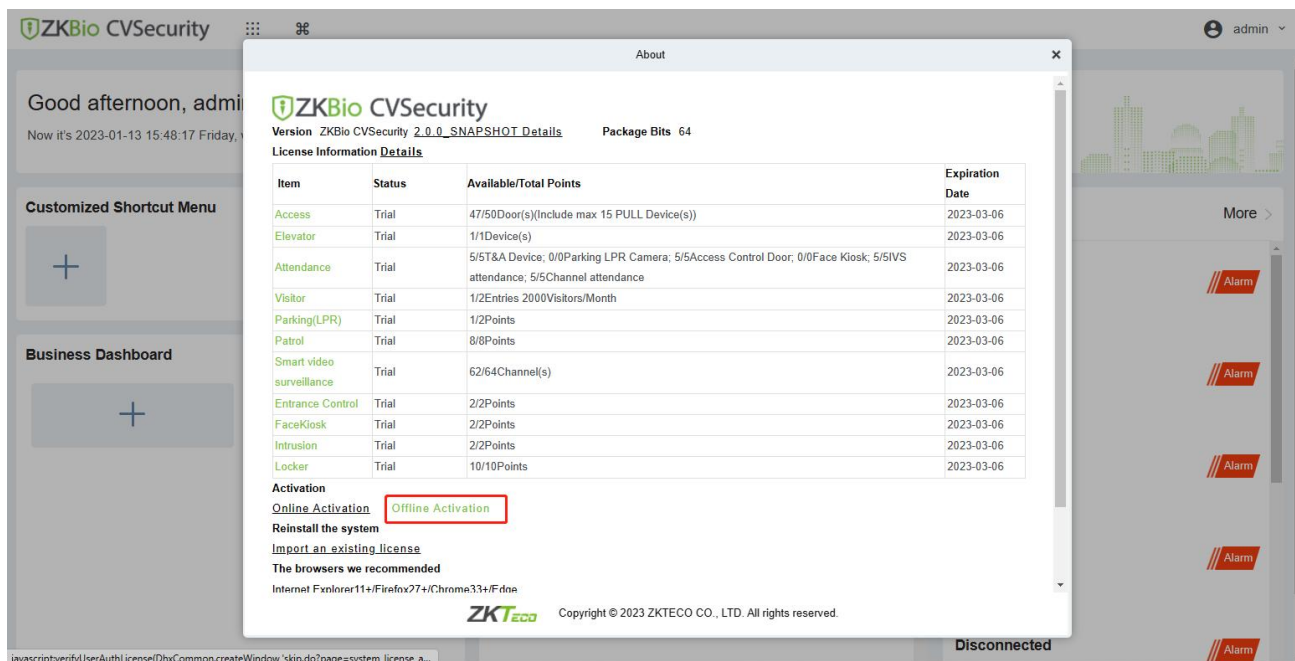


Figure 1- 15 Online Activation

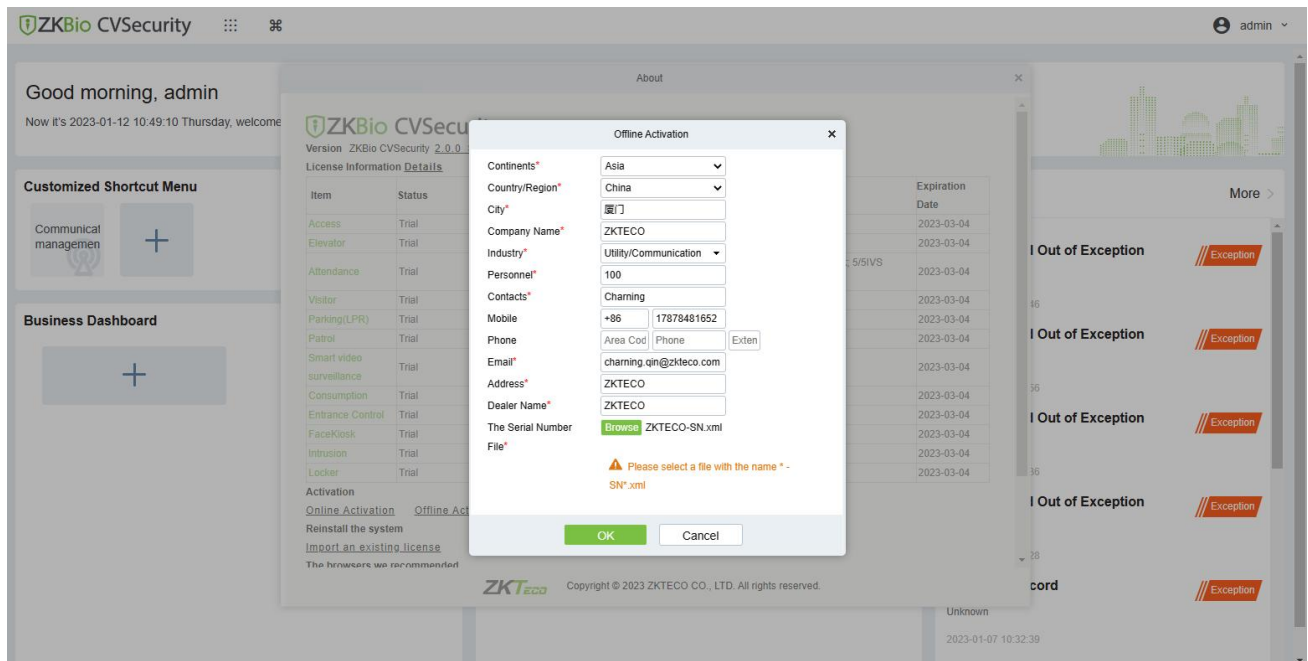


Figure 1- 16 Information Filling and File Uploading

7. Click **Download**, then will a license file with a suffix of **upk.xml** will be downloaded.

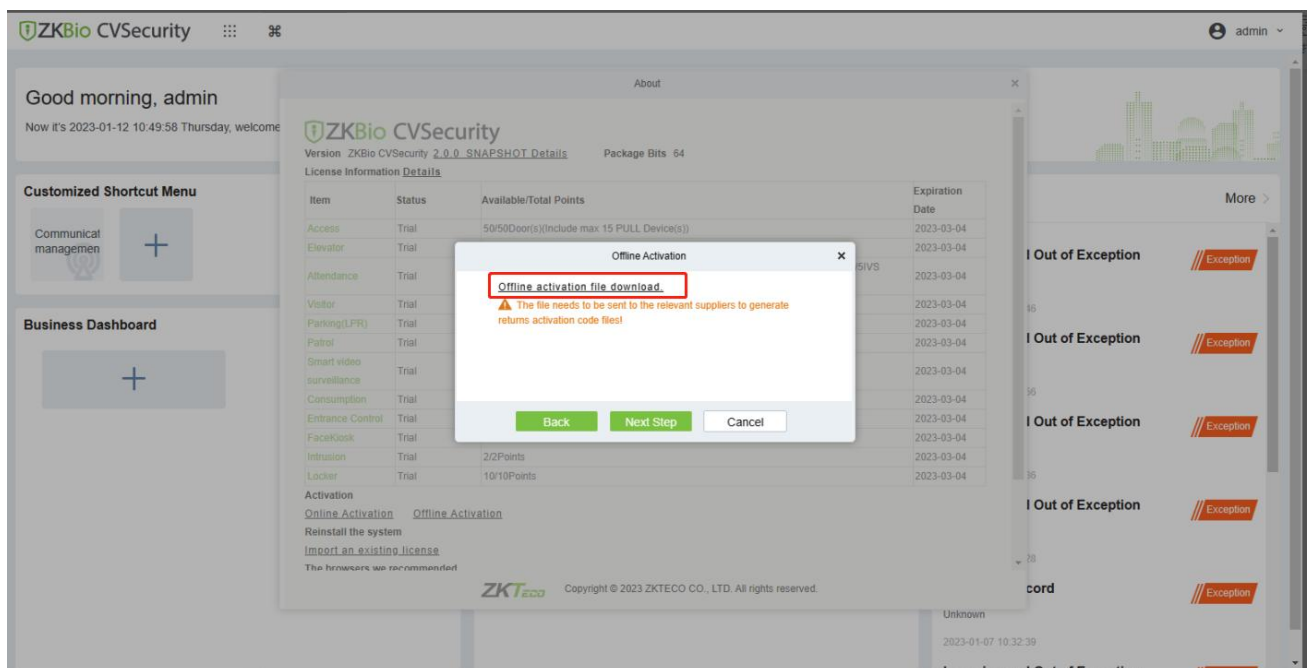


Figure 1- 17 Offline Activation File Download

8. Save the license file with a suffix of **upk.xml** you just downloaded.

 ZKTECO_lic_upk.xml

9. Go to the website to create the xxx-**License.xml** file:

Web Link: [ZKBio CVSecurity Offline Activation License \(zkteco.com\)](https://zkteco.com)

 22828-ZKBioCV-HQ-Sales-20230111-2Park-License.xml

10. Back to the the new server, click **Admin > About > Offline Activation > Yes**, and upload the file you get from previous step with the **License.xml** suffix

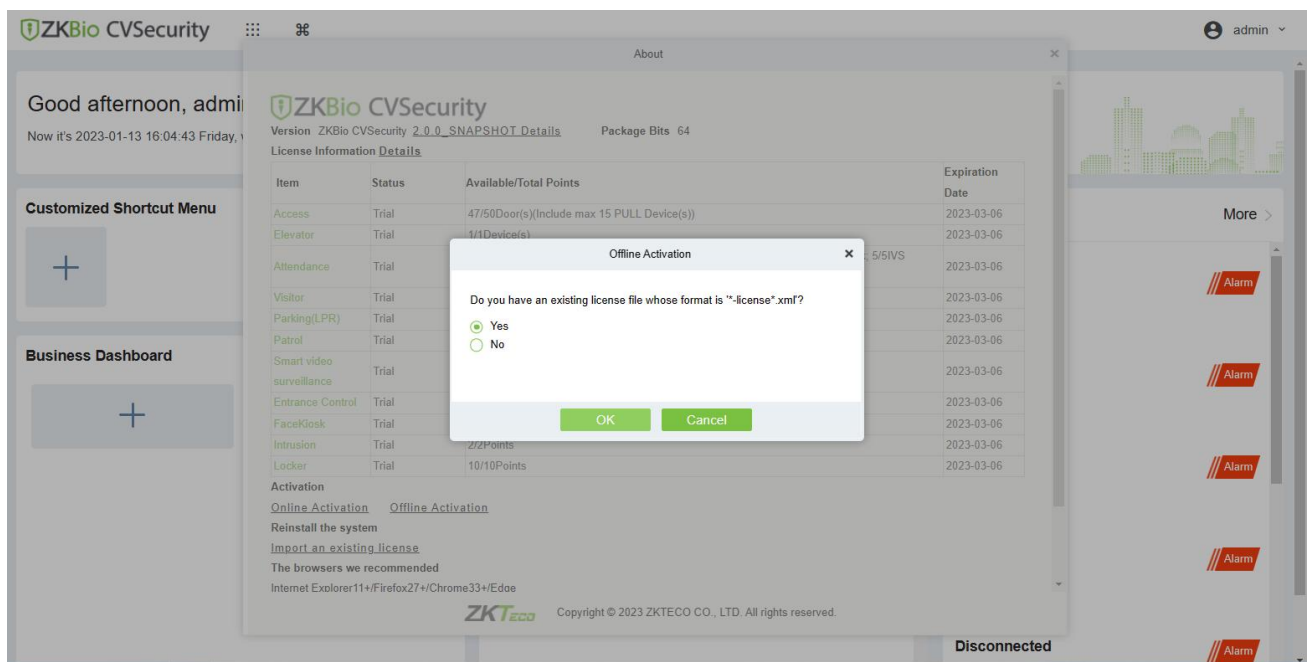


Figure 1- 18 Offline Activation File Upload

The activation is successful. The following is the successful activation interface:

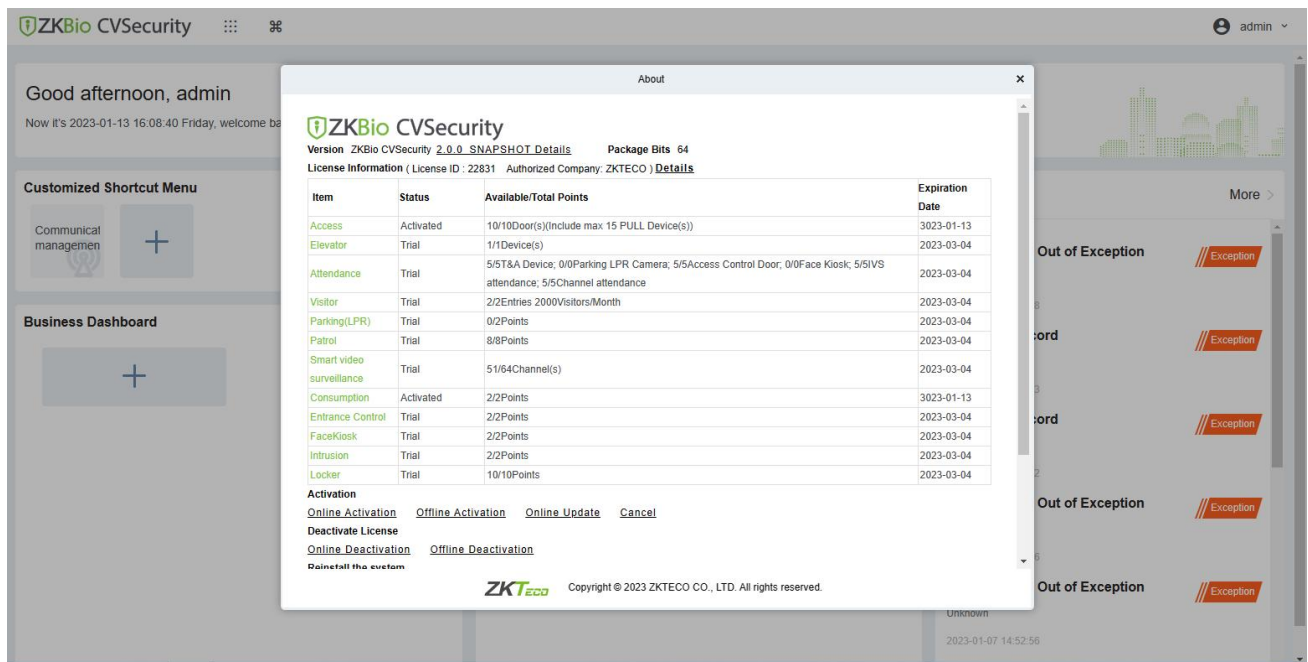


Figure 1- 19 License Activation Succeeded

1.4 Offline Deactivation + Offline Activation

Description:

Offline deactivate original server, and offline activate the new server.

Preconditions:

Both original server and new server are not connect to network.

Steps:

1. Click **Admin > About > Offline Deactivation**.

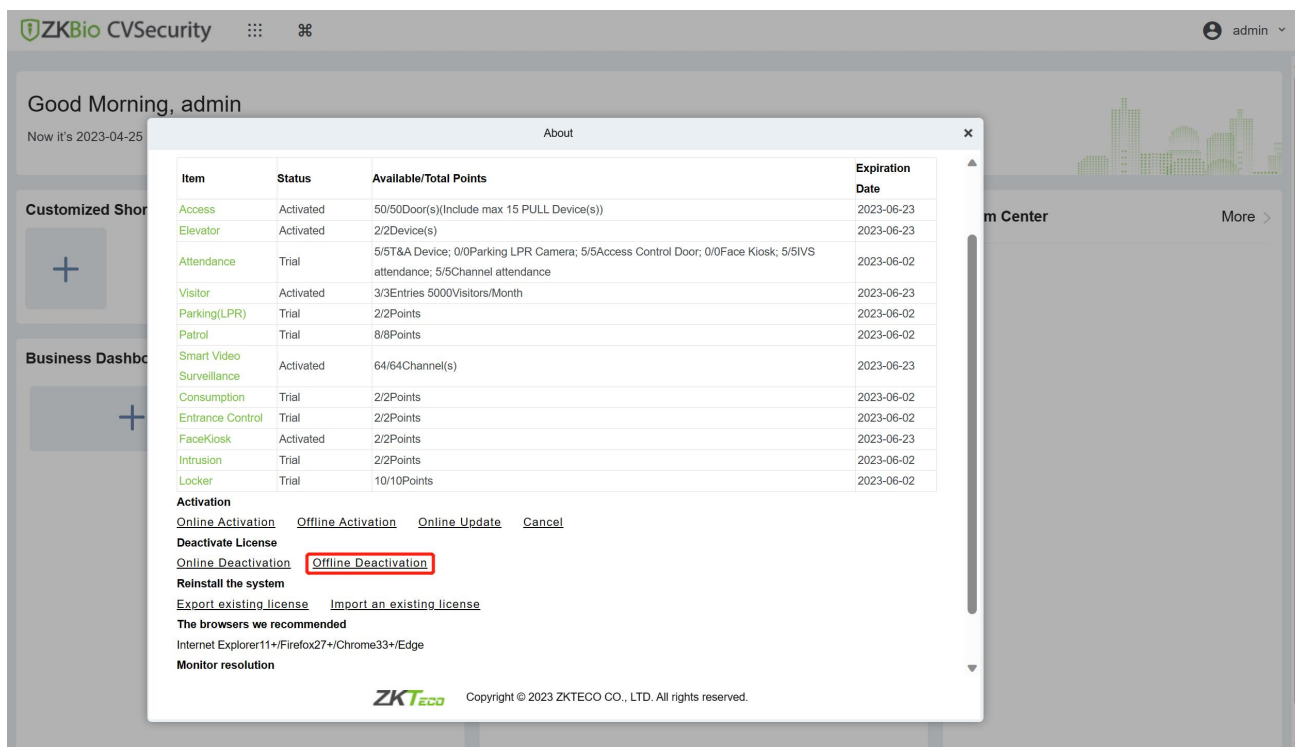


Figure 1- 20 Offline Deactivation

2. Click **OK**.

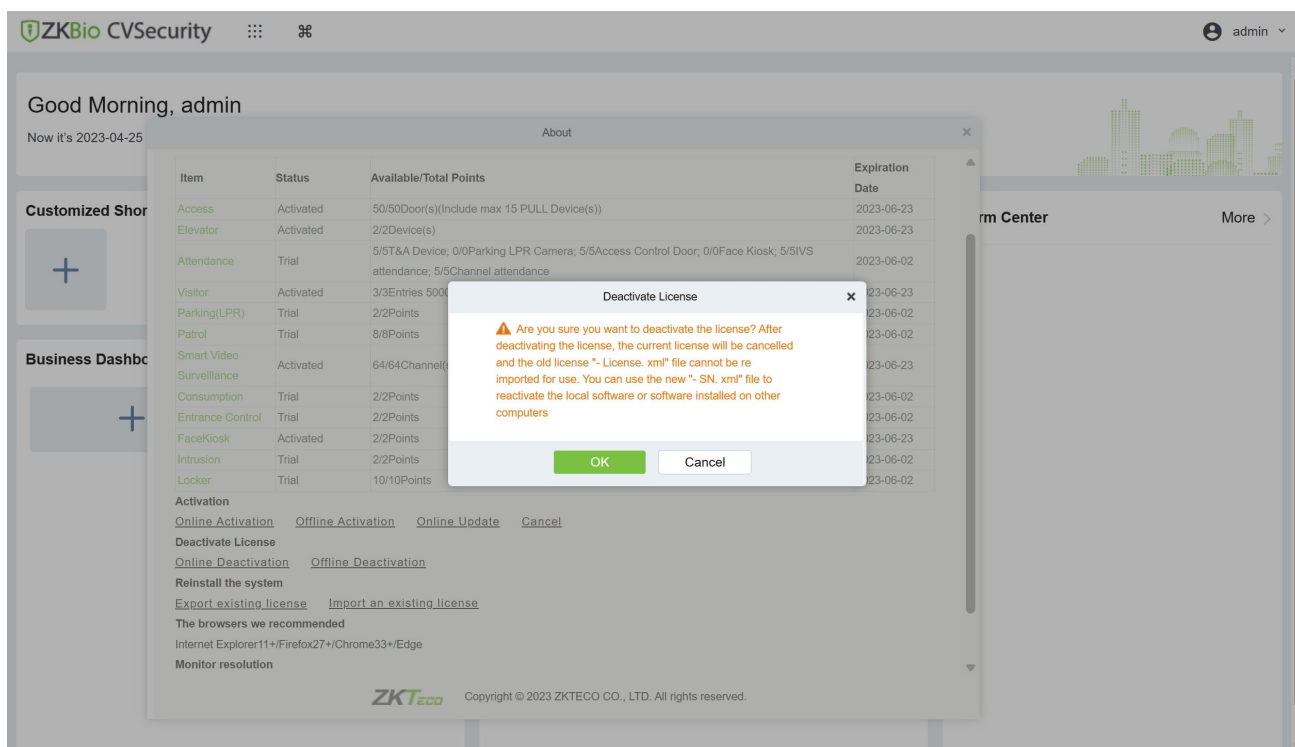


Figure 1- 21 Offline Deactivation Confirm

3. Click **Download**, then will a license file with a suffix of **BackActi.xml** will be downloaded.

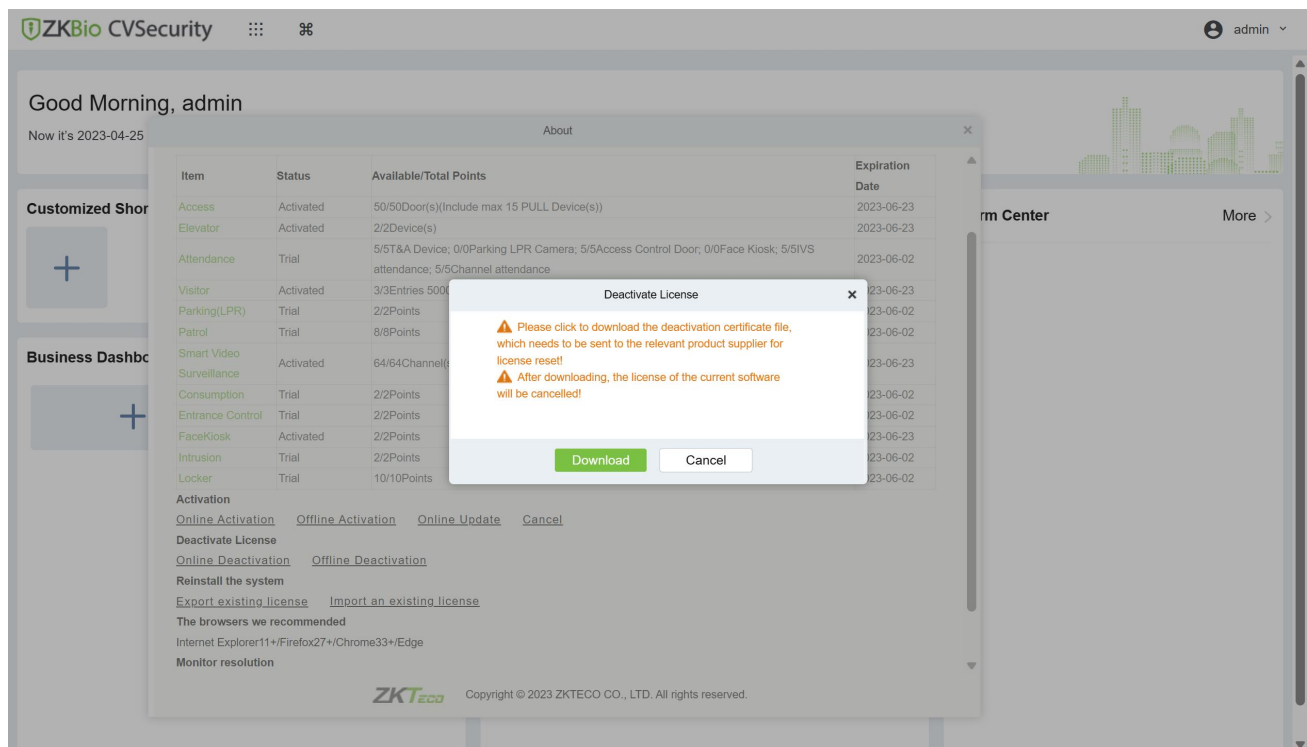
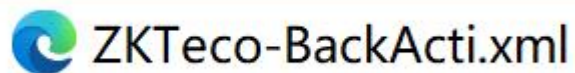


Figure 1- 20 Offline Deactivation File Download

4. Save the license file with a suffix of **BackActi.xml** you just downloaded.



5. Open the ZKBio CVSecurity License Deactivate page

Web Link: [ZKBio CVSecurity License Deactive \(zkteco.com\)](http://zkteco.com)

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SN File

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BackActi File

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1. SN file and BackActi file need to be uploaded at the same time to get the License file.
2. Make sure SN hasn't been activated by online mode before in your software.
3. SN file format is XX-SN.xml, Please contact your sales to get SN file.
4. BackActi file format is XXX_BackActi.xml, it is generated from software offline Deactivation mode.
5. Ensure that you are using a matching SN and BackActi file.

6. Follow the instructions on the page to upload the **SN file** and the file downloaded in **step 4** in turn

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ZKBio CVSecurity License Deactive



Selected: 139011-ZKBioCV-L
icenseRest-50AC-2ELE-3VIS-S
N.xml

Download



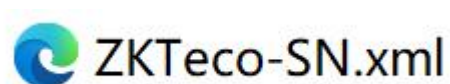
Selected: ZKTeco-BackActi.x
ml

Cancel

Notes

1. SN file and BackActi file need to be uploaded at the same time to get the License file.
2. Make sure SN hasn't been activated by online mode before in your software.
3. SN file format is XX-SN.xml, Please contact your sales to get SN file.
4. BackActi file format is XXX_BackActi.xml, it is generated from software offline Deactivation mode.

7. Click the **Download** button to download the activation file



8. Log in to a new server.

Click **Admin** > **About** > **Offline Activation**. Fill in the relevant information, then click **Browse** to upload the file you get from previous step with the **SN.xml** suffix.

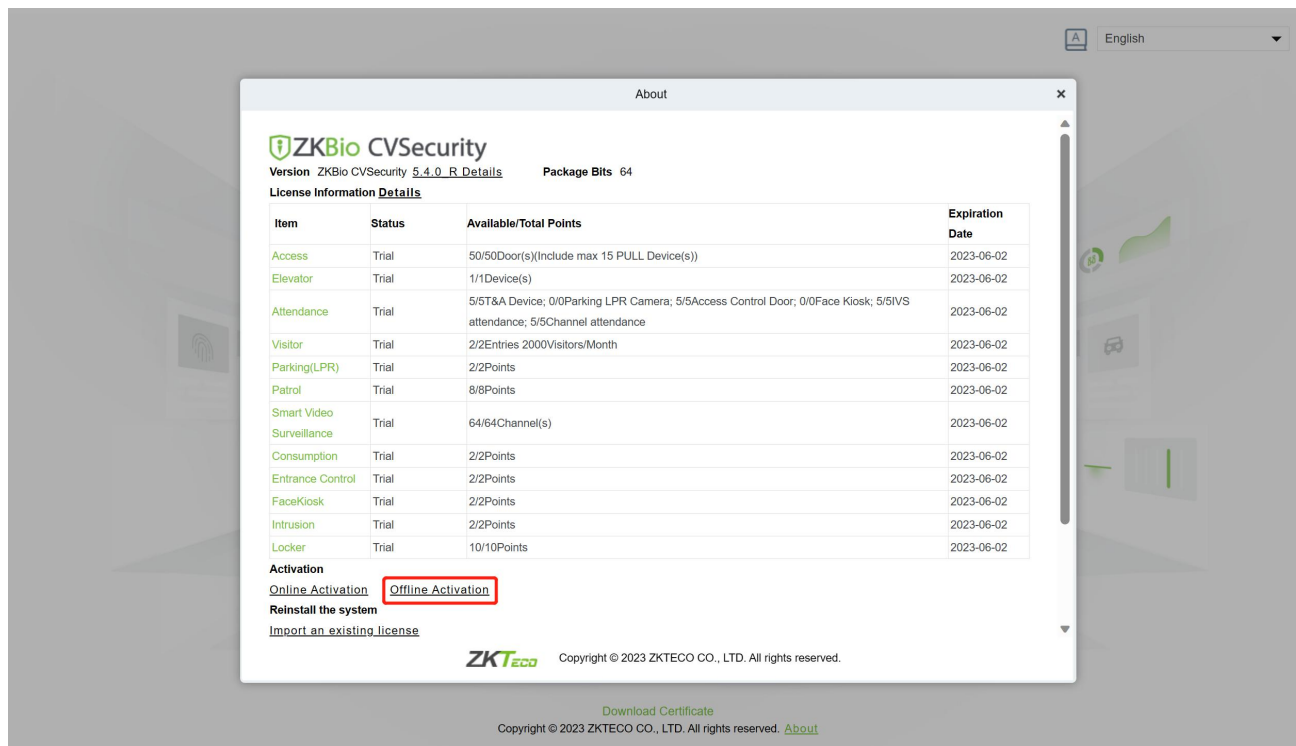


Figure 1- 21 Offline Activation

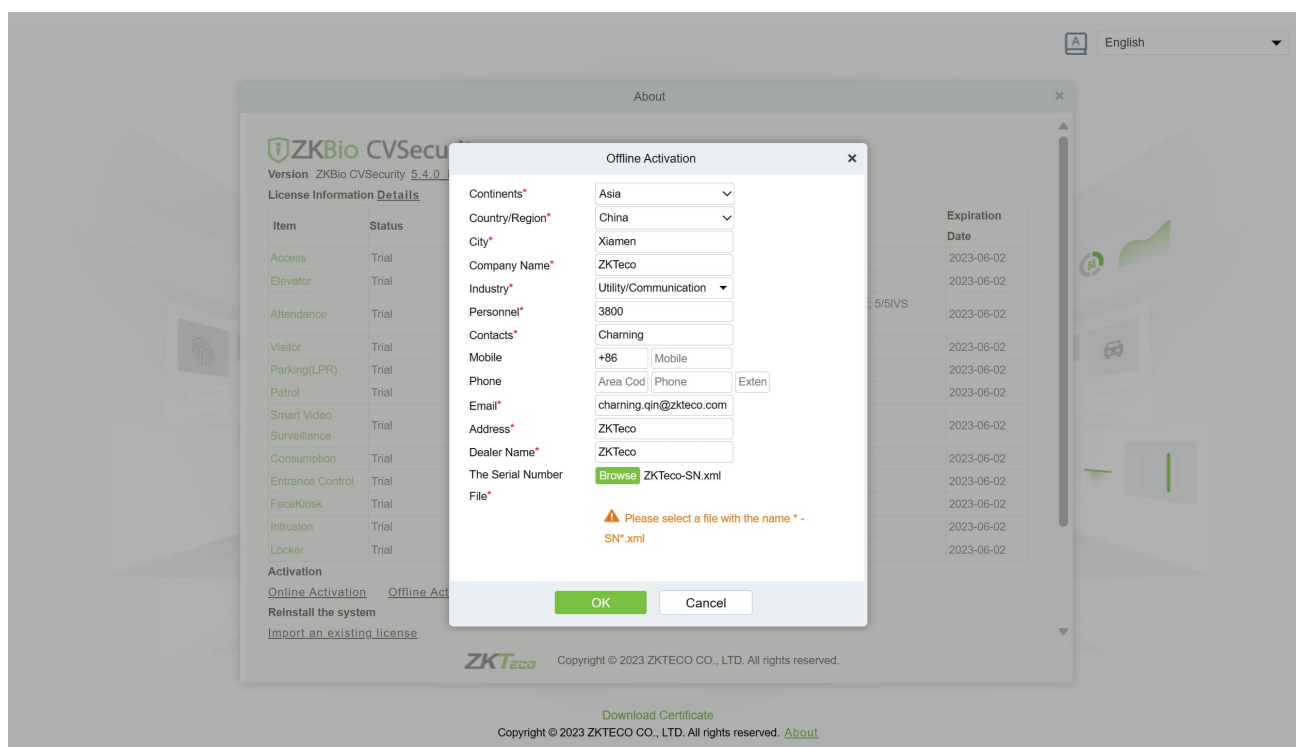


Figure 1- 22 Offline Activation Information Filling

9. Click **Download**, then will a license file with a suffix of **upk.xml** will be downloaded.

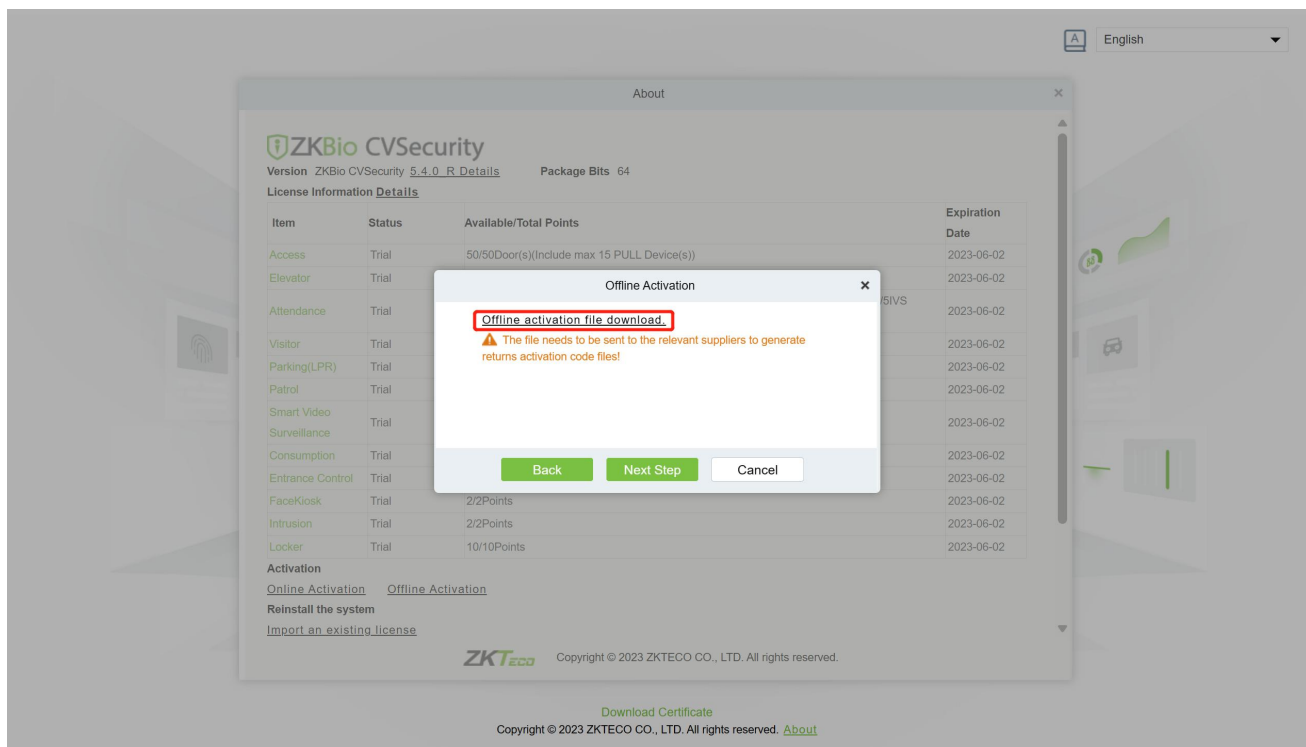
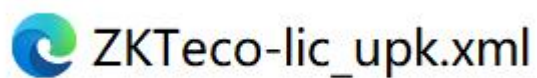


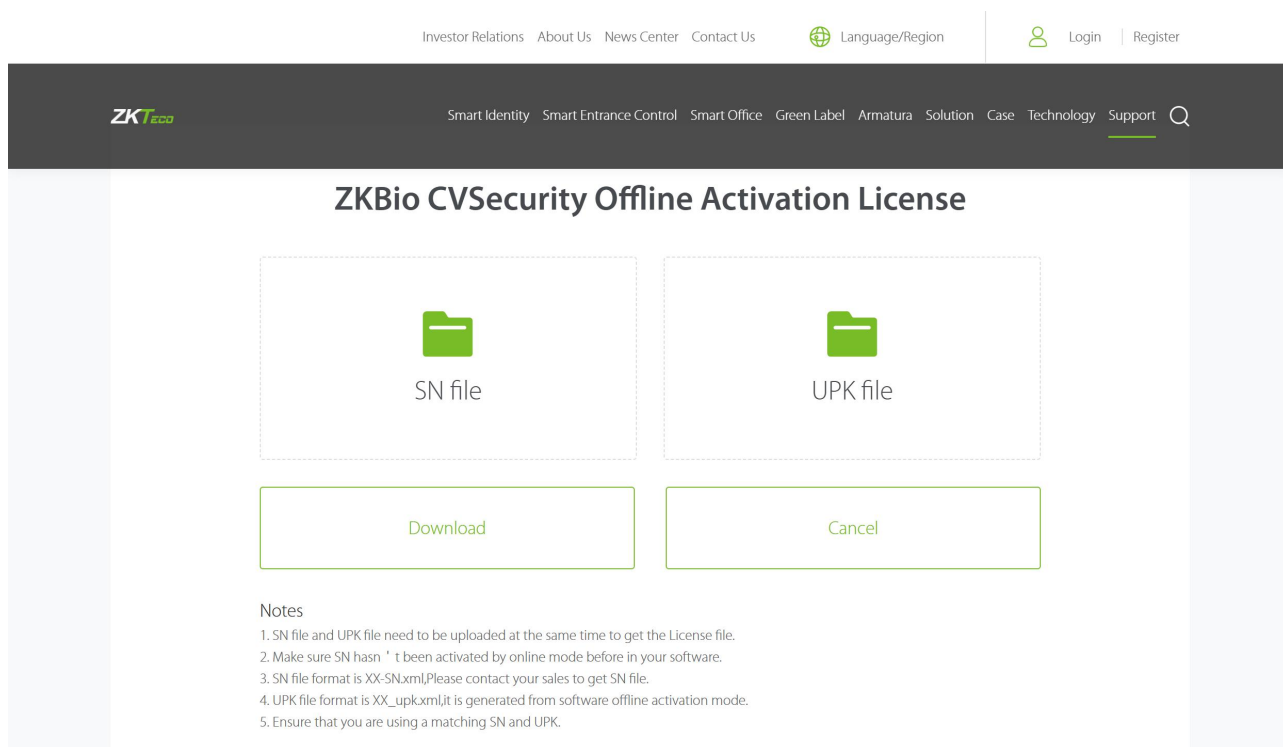
Figure 1- 23 Offline Activation File Download

10. Save the license file with a suffix of **upk.xml** you just downloaded.

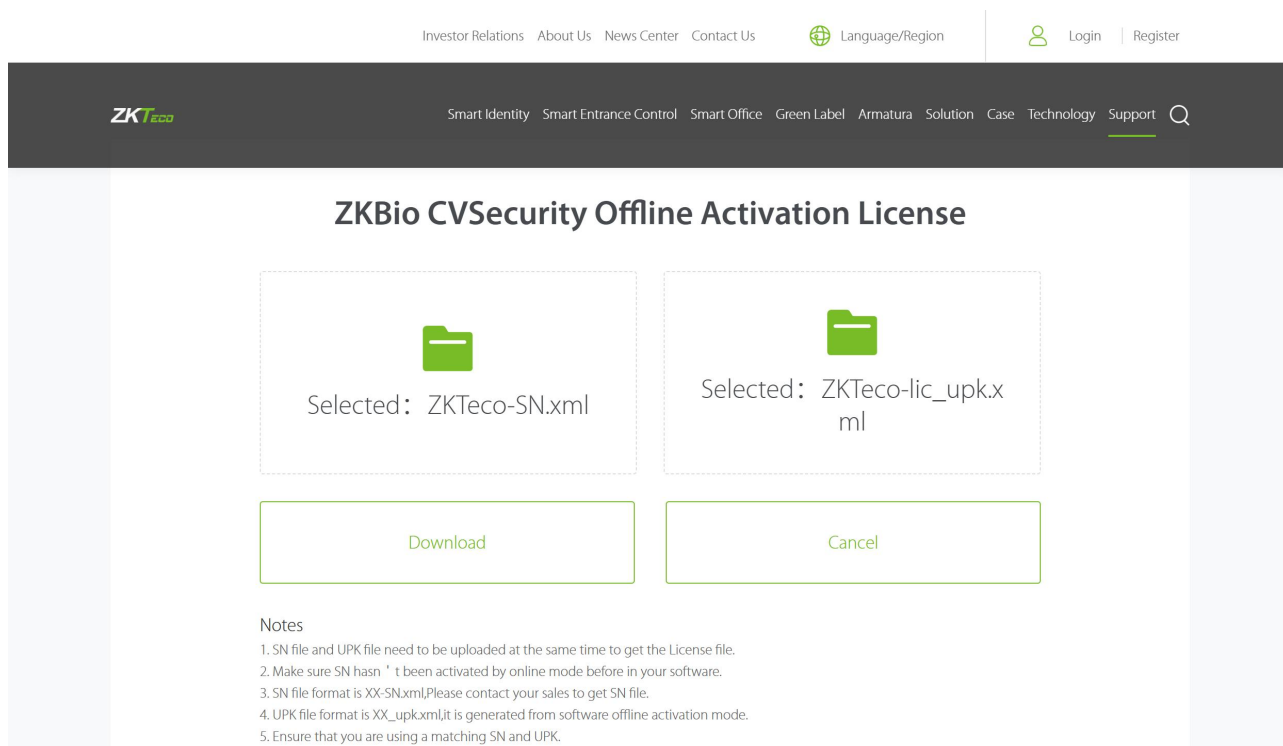


11. Open the ZKBio CVSecurity Offline Activation License page.

Web Link: [ZKBio CVSecurity Offline Activation License \(zkteco.com\)](https://www.zkteco.com/zkbio-cvsecurity-offline-activation-license)



12. Follow the instructions on the page to upload the files downloaded in **step 7** and **step 11** in turn



13. Click the **Download** button to download the offline activation file

Back to the new server, click **Admin > About > Offline Activation > Yes**, and upload the file you get from previous step with the **License.xml** suffix

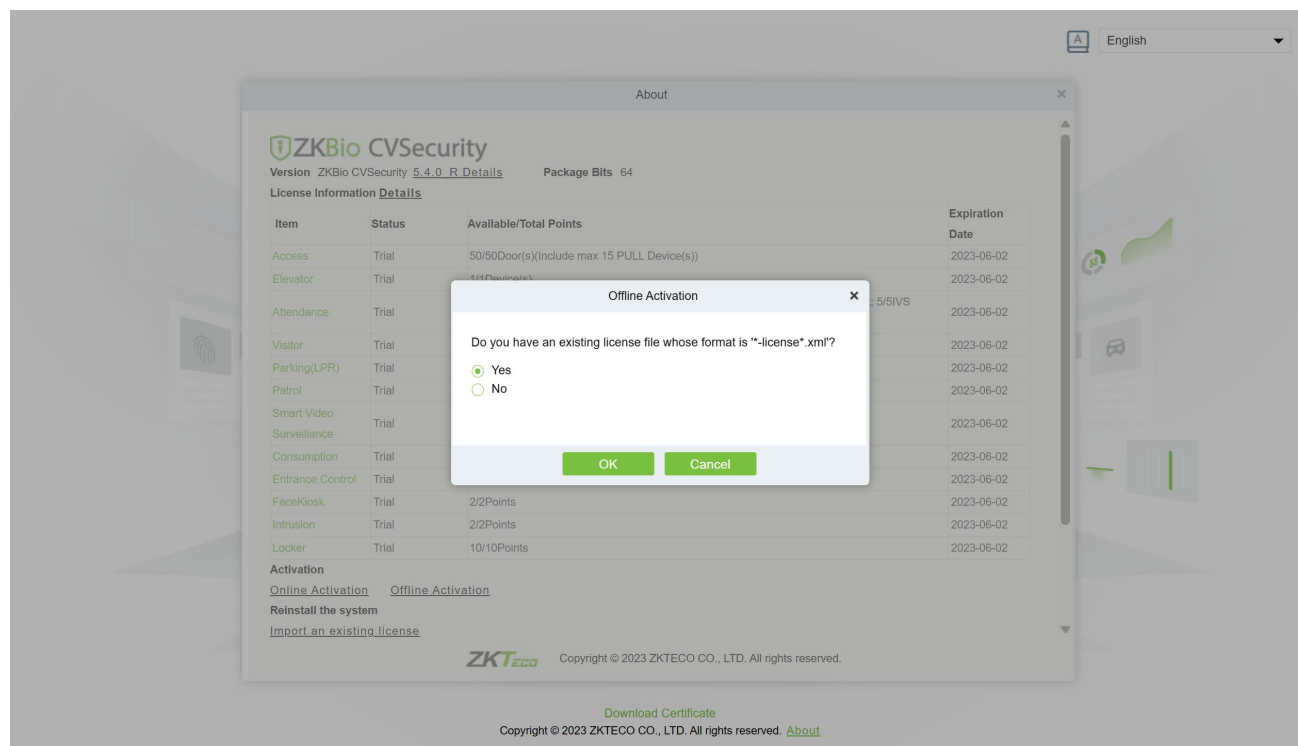


Figure 1- 24 Offline Activation File Download Confirm

14. The activation is successful. The following is the successful activation interface:

ZKBio CVSecurity

admin

Good Morning, admin

Now it's 2023-04-25 10:08:38 Tuesday

Customized Shortcut Menu

Business Dashboard

About

ZKBio CVSecurity

Version ZKBio CVSecurity 5.4.0 R [Details](#) Package Bits 64

License Information (License ID : 139011 Authorized Company: ZKTeco) [Details](#)

Item	Status	Available/Total Points	Expiration Date
Access	Activated	50/50Door(s)(Include max 15 PULL Device(s))	2023-06-23
Elevator	Activated	2/2Device(s)	2023-06-23
Attendance	Trial	5/5T&A Device; 0/0Parking LPR Camera; 5/5Access Control Door; 0/0Face Kiosk; 5/5IVS attendance; 5/5Channel attendance	2023-06-02
Visitor	Activated	3/3Entries 5000Visitors/Month	2023-06-23
Parking(LPR)	Trial	2/2Points	2023-06-02
Patrol	Trial	8/8Points	2023-06-02
Smart Video Surveillance	Activated	64/64Channel(s)	2023-06-23
Consumption	Trial	2/2Points	2023-06-02
Entrance Control	Trial	2/2Points	2023-06-02
FaceKiosk	Activated	2/2Points	2023-06-23
Intrusion	Trial	2/2Points	2023-06-02
Locker	Trial	10/10Points	2023-06-02

Activation

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Deactivate License

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Reinstall the system

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Figure 1- 25 License Activation Succeeded