

# **FREQUENTLY ASKED QUESTIONS**

## **AXIS License Manager**



## Frequently asked questions

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

**A:** Yes, Axis will not sell licenses directly to end customers. You 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 activate your license in AXIS License Manager 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 the system integrator fully manages your licenses and acts as the system administrator on your behalf.

### **Q: Is there a free trial available?**

**A:** We offer you a free trial to explore the software for a limited trial period. The trial version is no different from the fully licensed version. To continue using the software after the trial period ends, a license must be purchased. Once the license is purchased and activated, the software can be used in full during the grace period until the license has been redeemed (before the grace period ends).

Trial ends → license purchased → license activated → activation date is set → grace period starts → license key received → license redeemed → software fully licensed 1 year

For a free trial or to place an order, please get in touch with a system integrator of choice.

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

**A:** To cover the period between activating the license and redeeming it, while you wait for the license key to be delivered, we have added a generous feature in AXIS License Manager - the grace period.

We offer a 30-day grace period from when the license is activated, giving the system owner and administrator full access to the software/service until it's redeemed with a license key. The license expiration date will be based on when the grace period started (when the license was activated).

License purchased → license activated → activation/expiration date is set → grace period starts

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**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 annual subscription time frame. We offer a 30-day grace period to allow sufficient time for the system owner to order a license and receive and redeem the license key.

**Q: What's the difference between license activation and redeeming the license?**

**A:** Each software requires a license and is only considered fully licensed once the license has been redeemed in AXIS License Manager. Redeeming the license requires a license key which essentially is your proof of purchase. Before any license key can be added, the software license needs to be activated in AXIS License Manager. This makes it possible to start using the software right away instead of having to wait for the license key to be delivered. The software version is no different from the fully licensed version.

License activation - gives full access to the software until the license is redeemed. The activation date determines the license expiration date.

Redeeming the license - software is fully licensed and the license key is added to the wallet in AXIS License Manager.

**Q: What are the benefits of an annual subscription model?**

**A:** The advantages of subscription-based licensing are many. A subscription buys the right to use continuously updated and supported software and lowers the risk. It can also increase cash flow because it stretches payment for the software over many quarters.

With Axis annual subscription, we will offer you added cost control, transparency, an easy and cost-efficient way to grow your solutions, and an altogether better user experience.

**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 limitation on how many licenses you can buy. AXIS License Manager can help store the licenses in the wallet, a feature built specifically for this scenario.

**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: 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 (activation, overview, renewal) and act as the system administrator on your behalf.

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**Q: Can I add more licenses during the annual subscription period?**

**A:** Once the initial number of licenses are purchased and redeemed, we offer you the flexibility to grow your solutions. A system owner or administrator can add additional licenses to each software throughout the annual subscription period at no extra cost.<sup>1</sup> New licenses are added to each software in AXIS License Manager which will confirm the software status. If the software has an active annual subscription license, it's free to add licenses up until your annual subscription renewal date thanks to our generous license model. When it's time for renewal, you only pay for the additional licenses from the renewal date onwards. So, all the licenses that have been added throughout the annual subscription period, and the initial number of licenses purchased at the start of it, make up the total number of licenses that need to be purchased for the following subscription period. Each software license is calculated separately. This information is summarized and sent to you with a reminder that it's time to renew your licenses.

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

**A:** At the heart of AXIS License Manager is a feature called the wallet. It's where the system owner and administrator manage all software licenses added to an organization. It's also where they can manage the process of redeeming license keys and see a list of all redeemed license keys in the organization. Once the license key is received, adding it to the wallet is easy; simply enter the 16-digit number and click on the 'Redeem license key' button.

The wallet can also help store licenses that have been purchased but not yet redeemed.

**Q: How do I log into AXIS License Manager?**

**A:** You log in to your My Axis account and navigate to the AXIS License Manager.

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

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

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

**A:** At renewal, a new grace period is initiated. If you don't renew your licenses during the grace period, AXIS License Manager will alert all software. Depending on the software the action taken can vary but, in most cases, the software functionality will be limited.

**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.

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<sup>1</sup> Axis will monitor any potential misuse of the offer to add additional licenses during the annual subscription period 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.