Xchange2

Licensing application

Release 2.0.6.21

User Guide

Honeywell

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CHAPTER

1 OVERVIEW OF XCHANGE2

The Xchange2 desktop application allows customers to manage product licenses. Xchange2 is the successor to Xchange1 (the earlier Xchange tool) with a completely new approach to license management. Xchange2 simplifies managing licenses for the surveillance products. The product licenses are applied using the Voucher Code. Xchange2 connects with the products and the Xchange Cloud. A copy of the license applied to the product remains on the Xchange cloud.

Xchange2 can discover ADPRO XO devices from the network and can detect the XO NVR model. It offers license management and also firmware upgrade for the ADPRO XO devices, and license management for the HeiTel and M3000 devices and the Honeywell cameras with Edge Analytics.

The new software version and associated documentation are available on the My Honeywell Building University (MyHBU) site, and if you do not already have an account, please create a new one at https://myhoneywellbuildingsuniversity.com/



Warning: Upgrade the XO 4.3.6 devices to XO 4.3.7 before connecting to Xchange2, without which the device could reboot.
Apply the XO 4.3.7 firmware upgrade to the XO 4.3.6 device from the XO Client. Connect the upgraded device to Xchange2 and apply license synchronization.

Note: Reassociate the Video Analytics licenses after the iFT Gateway connects with Xchange2. The reassociation is required as the LoiterTrace and IntrusionTrace licenses change to VCA licenses after connecting with Xchange2.

Xchange2 functionality

The table below provides an overview of the available functionality for the various devices and applications:

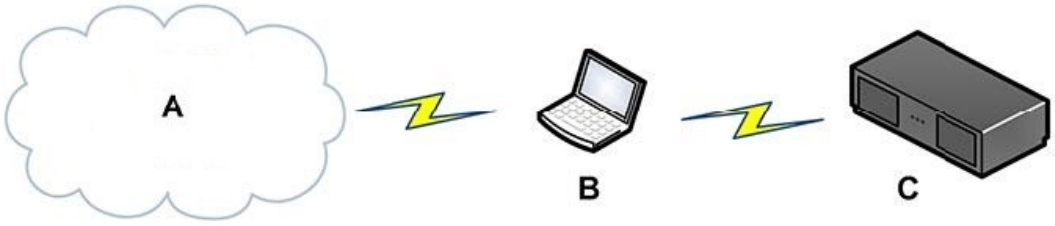
Device	Functionality
ADPRO XO devices: FT2E, iFT, iFTE, iFT Gateway, eFT	• Application license management for IntrusionTrace, LoiterTrace, VehicleTrace, IP channels, and PIR-HLI. • System license management: backup, restore, and upgrade. • Firmware upgrade.
iFTE (with PH10FEU motherboard and 8th gen CPU)	• deep learning LoiterTrace
Edge Analytics devices	Application license activation: IntrusionTrace Edge, LoiterTrace Edge, VehicleTrace Edge
HeiTel	Application license management: IntrusionTrace.h, LoiterTrace.h
M3000	System and application license management

The Xchange2 can license ADPRO XO, Edge, HeiTel, and M3000 devices, and can upgrade ADPRO XO devices. The following table illustrates the same:

Device	Apply licenses	Upgrade
ADPRO XO (FastTrace 2, iFT, iFTE, eFT, and iFT Gateway)	Yes	Yes
Honeywell and Axis cameras supporting Edge analytics	Yes	No
HeiTel	Yes	No
M3000	Yes	No

Connection to Xchange2

In the ideal situation, you can connect your PC installed with Xchange2 (B) to the Xchange cloud (A) and the device (C) at the same time. In real life, you may not have both connections simultaneously. In many cases, Xchange2 allows you to work even if you have no internet connection (A–B) or no device connection (B–C).



The table below lists the tasks that you can perform in Xchange and which connection is required. All tasks are described in detail further in this user manual.

Task	Internet Connection	Device Connection
Add products	Not required	Not required

Task	Internet Connection	Device Connection
Import products (from Xchange1)	Not required	Not required
Discover products from the network	Not required	Required
Product licensing	Required	Required
Upgrade Products (only for XO)	Required	Required

Xchange1 vs. Xchange2

The following image illustrates the difference in the functioning of Xchange1 and Xchange2.



The Xchange2 has a different workflow from that of the Xchange1.

Xchange1 workflow

Installing Xchange1



Licensing a product in Xchange1



Xchange2 workflow

Installing Xchange2



Licensing a product in Xchange2



[1]In Xchange1, a device must be registered to an Xchange user account to be licensed. It is not possible to license devices using licenses from another user's account.

[2]In Xchange2 licenses are linked to devices but not to any account. The MyHBU account is only needed for downloading technical material, including the Xchange2.

Why migrate to Xchange2?

The quantity and variety of licenses available now has made it necessary to transition the licensing process from the Xchange License Portal which has been in service for many years. All the new licenses and existing unallocated licenses are being transferred to the new service – Xchange2.

This new service will provide an easier and more streamlined licensing capability based on the MAC address of the NVR in place of licenses being based on accounts. The existing licenses will be fixed to the device MAC address where they currently reside and the licenses will not be transferable between the devices. This will provide a saving in management time of keeping data records and license allocations.

In addition, the Xchange2 will support eFT NVR licensing and also bulk updates for XO devices.

Different from Xchange1

The following table lists the Xchange1 features versus the Xchange2 features:

Xchange1	Xchange2
Account bound licenses	Device bound licenses
Revocable licenses	Non-revocable licenses ***Note:*** *Most regular licenses are device bound, but the ability to apply and revoke makes it easier to reuse analytics across cameras. The XO 5.2 firmware supports fixed and floating type licenses, and the 2.0.6.21 and higher versions of Xchange2 allow revoking floating licenses. For details, see* *What's New on page 15.*
RMA and non-RMA license transfer	RMA license transfer

Xchange1	Xchange2
Supported devices: • ADPRO XO devices: FT2E, iFT, iFTE • Edge Analytics devices • HeiTel • M3000 • Vesda	Supported devices: • ADPRO XO devices: FT2E, iFT, iFTE, iFT Gateway, eFT • Edge Analytics devices • HeiTel • M3000
Two-step start-up license activation	NA

Benefits of Xchange2

The following table compares the Xchange1 and Xchange2 features and lists the benefits from Xchange2:

Xchange1	Xchange2	Benefits of Xchange2
Licenses bound to devices and user accounts	Licenses bound to devices only – Xchange accounts do not exist	The license bound to the device frees you from the need to known which accounts licensed the unit previously. You will not have to know the credentials of the previous account holders.
Credit tokens redeemed to an account then used	Voucher codes used directly (no account step)	The Xchange2 will not need you to redeem tokens to an account first before using them. The voucher codes are used directly without the need for an Xchange login.
Licenses can be revoked from a device to an account	Licenses cannot be revoked – they stay with the device	The licenses that stay with the device - simplify licenses management.
Can transfer licenses from one device to another	Cannot transfer licenses – they stay with the device	Non-transferrable licenses - simplify licenses management.
A commissioning tool is required for iFT Gateway	Xchange2 supports iFT Gateway directly	Fewer tools needed - iFT Gateway doesn't need the commissioning tool.
Supports FT2E, iFT, iFTE, eFT -, Edge, Heitel, Vesda*, M3000	Supports FT2E, iFT, iFT Gateway, iFTE, edge, Heitel^, M3000^	There is no loss of compatibility - All the products supported in Xchange1 are now supported in Xchange2 as well.
Supports start-up licenses, but not pre-installed licenses	Supports pre-installed licenses, but not start-up licenses	The licenses pre-installed at the factory reduces the installation time.
Can upgrade one device at a time	Can upgrade multiple devices with the multi-site upgrade feature	Can upgrade multiple devices with the multi-site upgrade feature - streamlines the upgrade, freeing up time for other tasks.

*These were never used so support has now been removed

^Legacy support only

Migration to Xchange2

The new license system no longer requires installers to register for an account to enable licenses. Account-less license management has many benefits, and this is especially true in the case of larger organizations with multiple users.

Note: *The crux of the shift from Xchange1 to Xchange2 is in the new licensing model. It has changed licensing from account bound to device bound, resulting in a simplified license management process.*

License migration

After migrating to the Xchange2, any of the remaining Xchange1 Credit Tokens will be exchanged with Voucher Codes. All licensed devices with active licenses will continue to work. All the Edge devices with activation codes created for them before the migration can continue to use the same activation codes.

The following table illustrates the utilization of device bound licenses and free licenses when you migrate from Xchange1 to Xchange2:

Device	Bound License	Free Licenses
ADPRO XO (FastTrace 2, iFT, iFTE, eFT, and iFT Gateway)	Moved to the system license as an extension	Converted to credit (Voucher Code)
Honeywell and Axis cameras supporting Edge analytics	Linked to the Hardware ID	Converted to credit (Voucher Code)
HeiTel	Linked to the Hardware ID	Converted to credit (Voucher Code)
M3000	Linked to the Hardware ID	Converted to credit (Voucher Code)

Migration steps

Migration to Xchange2 involves the following steps which are detailed in the sub-sequent sections.

Step 1. Download Xchange2

Step 2. Install Xchange2

Step 3. Import products to Xchange2

Step 4. Apply Voucher Code to activate licenses

For the quick migration instructions, see *Xchange2 migration QSG*

Document scope

This document describes the following:

- Migration from Xchange1 to Xchange2

- Usage of Xchange2.

Document overview

This document contains the following sections:

- Installation and usage beginning on page 17 - describes how to download and install Xchange2 and how to use the product.
- Manage Products beginning on page 25 - describes how to import devices from Xchange1, and how to discover the XO devices from the network and how to add the products.
- Activate Licenses beginning on page 37 - describes how to activate licenses using the Voucher Code.
- Upgrade firmware beginning on page 49 - describes how to download firmware and upgrade XO products.

CHAPTER

2 WHAT'S NEW

New in Xchange2 release 2.0.6.21

The Xchange2 architecture is remarkably different from the earlier Xchange, referred to as Xchange1. The Xchange2 introduced device-bound licenses for the user's convenience.

Xchange2 has gone through some updates since its first release, and the XO firmware is also evolving parallelly. The XO 5.2 firmware supports both fixed and floating licenses, and revoking floating licenses is allowed in the Xchang2 2.0.6.21 release.

For more details, see the following documents:

- ADPRO XO 5.2 User Release Notes
- Xchange2 Release Notes-Release 2.0.6.21
- Xchange2 License Portability Guide

Note: *License revoke is supported only with XO 5.2.x firmware and Xchange2 version 2.0.6.21.*

CHAPTER

3 INSTALLATION AND USAGE

System Requirements

The recommended system settings to install and run Xchange2:

- Windows 10 Professional 64-bit

Note: *Installing Xchange2 on Windows 7 Operating System is not supported.*

- 2.6 GHz Quad-Core processor or higher (suitable: Q9400, better: i5-4670, best: i7-4820K)
- 4GB RAM (minimum), 8GB (recommended)
- .NET 4.0 (The PC connected to the internet will automatically download and install the .NET framework while installing Xchange2.)
- C++ 2015 x86 and x64 versions

Note: *Download the C++ 2015 (32-bit/64-bit) files from the Download Center on* ***MyHBU*** *(Download Center > Video > Xtralis > XChange2 > Xchange2 - 2.0.6.21 > Xchange2 2.0 – Dependencies) or visit https://www.microsoft.com/en-in/download/confirmation.aspx?id=48145 to automatically download and install the C++ 2015 version needed by your machine.*

Download Instructions

To download Xchange2

Step 1. Create a My Honeywell Buildings University (MyHBU) account (https://myhoneywellbuildingsuniversity.com/training/login).

Step 2. Login to the *Download Center*.

Note: *Use Internet Explorer 11. Add the following sites to trusted sites, and set the security level for the trusted sites to low.*

- https://acshsgdownloadcenter.blob.core.windows.net
- https://myhoneywellbuildingsuniversity.com

Step 3. Select the **Video** product line.

Step 4. Select **Xtralis** and download the Xchange installer.

Installation Instructions

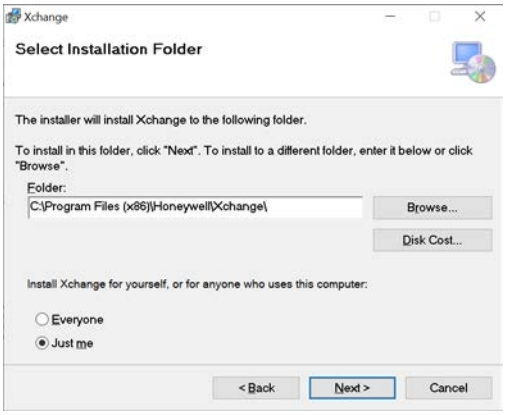
To install Xchange2 on your PC

Step 1. Double-click **setup.exe** (preferred) or **Xchange.Setup.msi**.

Note: *When you run setup.exe, it internally runs the Windows Installer file (Xchange.Setup.msi). You can run the Windows Installer file for installing Xchange2, but it is recommended to run the exe as it checks for the required components and the msi doesn't.*

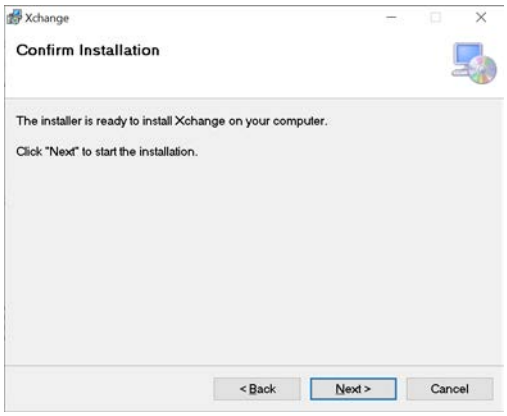


Step 2. Click **Next**.

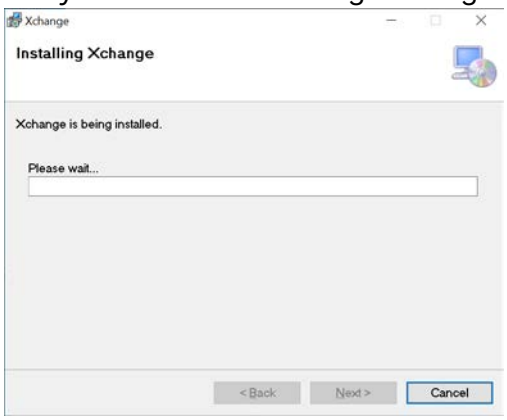


Step 3. Set the permission level for using the application on the PC by selecting **Everyone** or **Just me**.

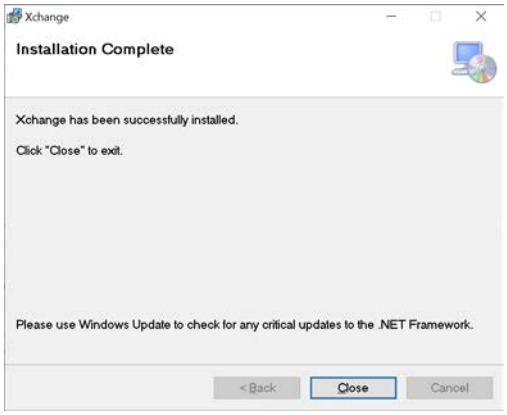
Step 4. Click **Next**.



Step 5. Click **Next**. The system starts installing Xchange2 on your PC.



Wait for the installation to complete.

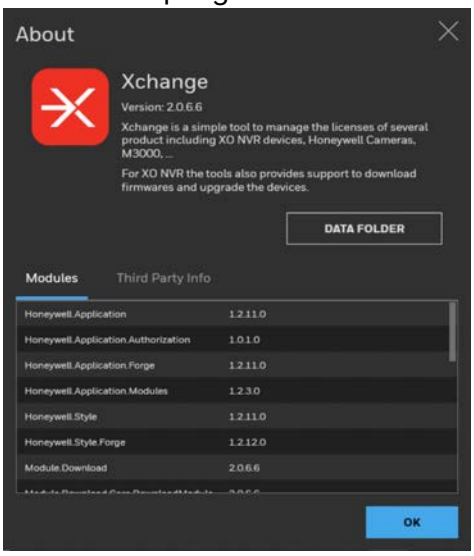


Step 6. Click **Close**.

Verify the Xchange2 Version

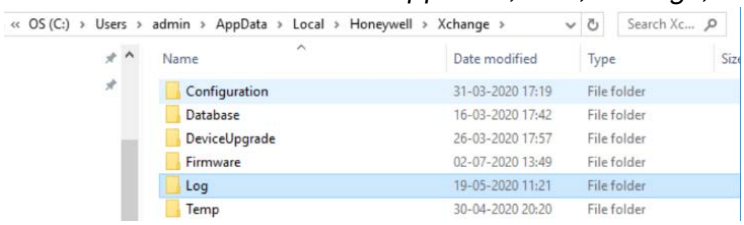
To check the Xchange2 version

Step 1. Click the icon at the top-right corner of the Xchange screen.



Step 2. Click **OK**.

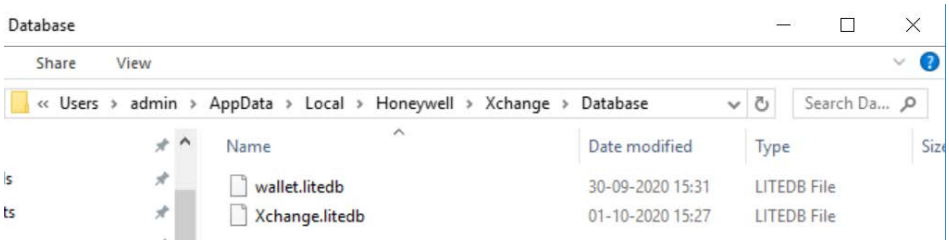
Note: *Click the **Data Folder** to check the app data, files, settings, and logs.*



Backup and upgrade

Click **Data Folder** on the **About** page and Backup the *Database* folder or the entire *Data Folder* (default path: *C:\Users\Admin\AppData\Local\Honeywell\Xchange*).

Recommended to backup **wallet.litedb** and **Xchange.litedb** to OneDrive/cloud storage.



Close the application and run the installer of the upgraded version.

Uninstallation Instructions

Xchange2 has no uninstallation option on the **Start** menu.

To uninstall Xchange2

Step 1. Choose **Programs and Features** from the **Control Panel**.

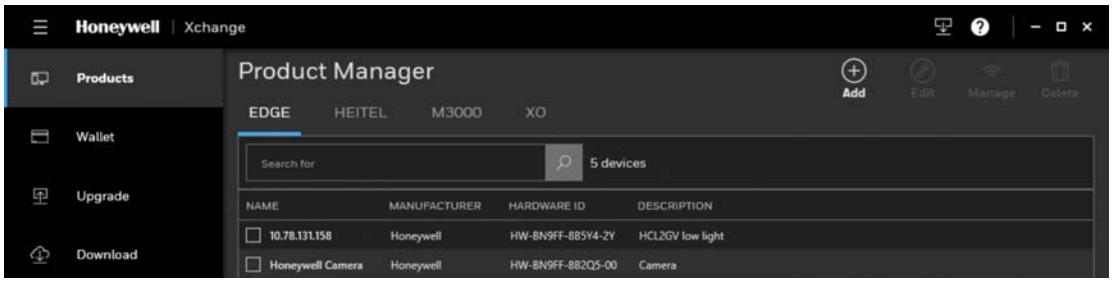
Step 2. Right-click on **Xchange** and select **Uninstall**.

Launch the Application

Xchange2 is a standalone desktop application that connects with the Xchange cloud to manage product licenses and ADPRO XO firmware.

To launch Xchange2

Step 1. Double-click the icon or choose **Xchange** from the start menu.



The following menu options are available on the left menu:

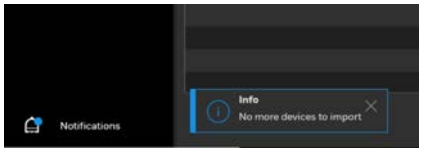
Products	The **Product Manager** screen allows you to add and manage licenses for ADPRO XO, HeiTel, M3000, and Edge devices.
Wallet	The **Wallet** screen allows you to add and manage Voucher Codes.
Upgrade	The **Upgrade** screen allows you to upgrade firmware for the added and connected ADPRO XO devices.
Download	The **Download** screen allows you to download firmware for the ADPRO XO device variants.

Check Notifications

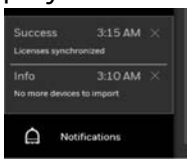
You can check all the new alerts for the current session of Xchange2 from notifications.

To check the Xchange2 notifications

Step 1. Click the bell icon at the bottom-left corner of Xchange2 screen.



Step 2. The notifications are displayed.

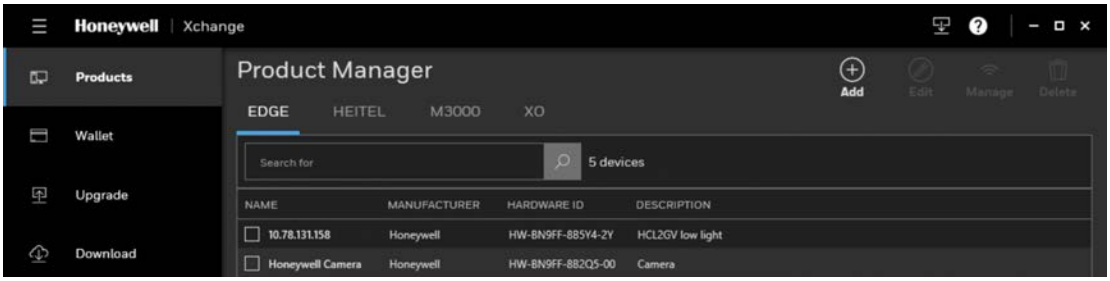


Step 3. Close notifications after checking. The bell icon for notifications disappears after closing all the notifications.

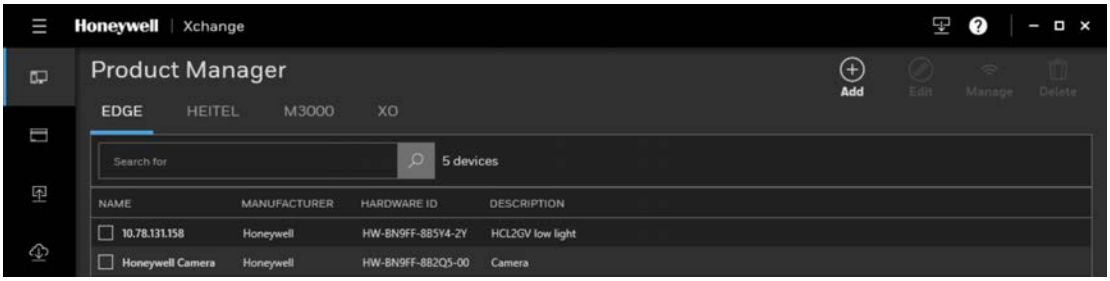
Toggle Menu Display

Click the ☰ icon to adjust the screen layout on a PC monitor with the low screen resolution.

- Normal view



- Toggled view



CHAPTER

4 MANAGE PRODUCTS

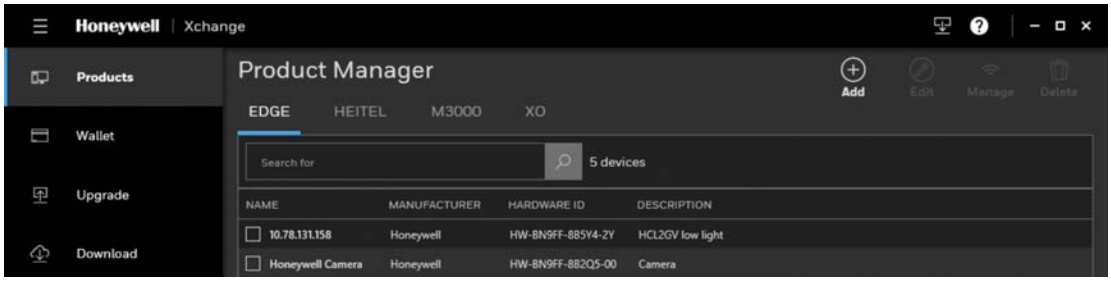
The **ADPRO XO**, **Edge**, **HeiTel**, and **M3000** devices that you can manage using Xchange2 are referred to as ***Products***.

About Managing Products

The **Product Manager** screen allows you to add products, edit products, manage licenses for products, backup and restore product data, and delete the obsolete products from Xchange2.

To manage Xchange2 products

Step 1. Click **Products** on the left menu.



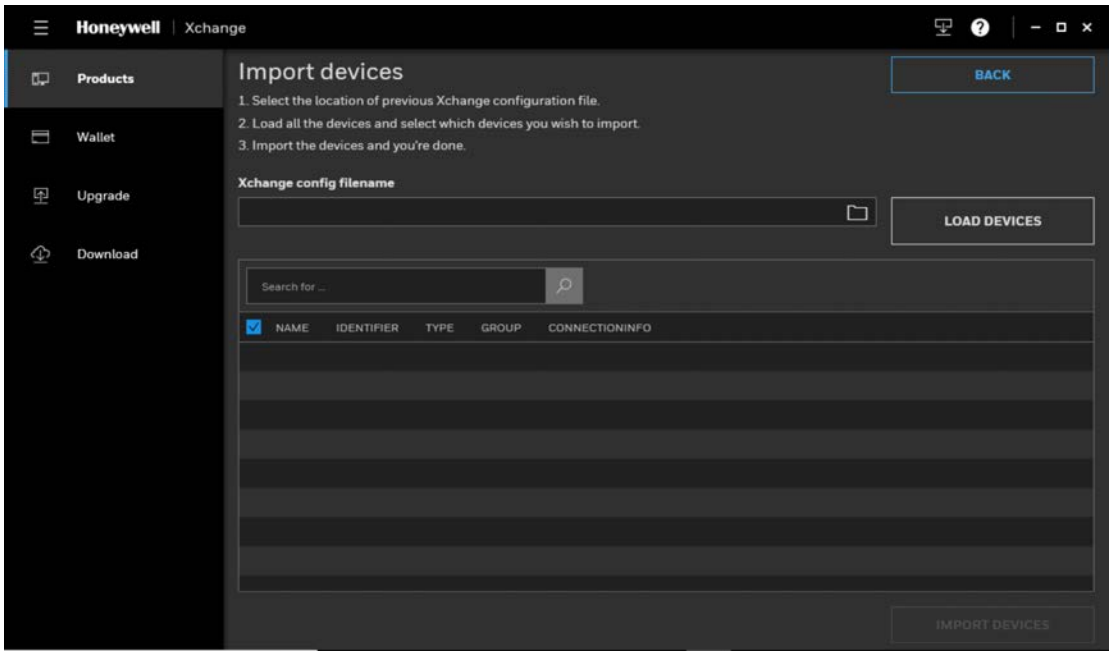
The following table lists the options available for adding products to Xchange2:

To import products from Xchange1	See Importing Products from Xchange1
To discover XO products	See Discovering ADPRO XO Products
To add products manually	See Adding Products

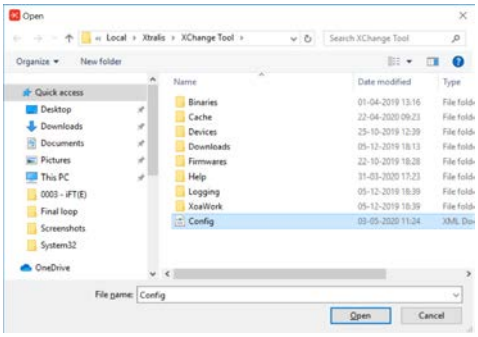
Importing Products from Xchange1

To import products from Xchange1

Step 1. Click the icon at the top-right corner of the Xchange screen.

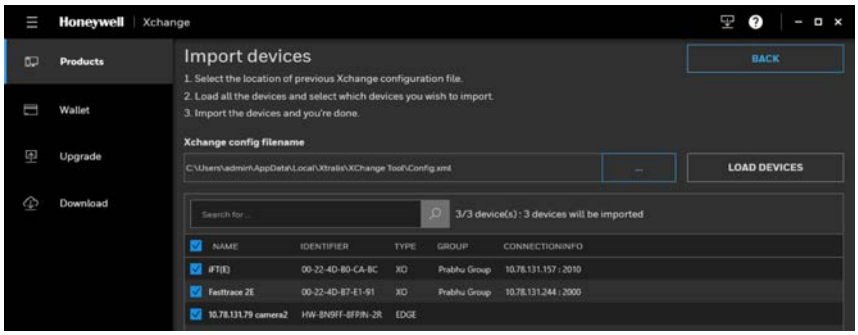


Step 2. Click .

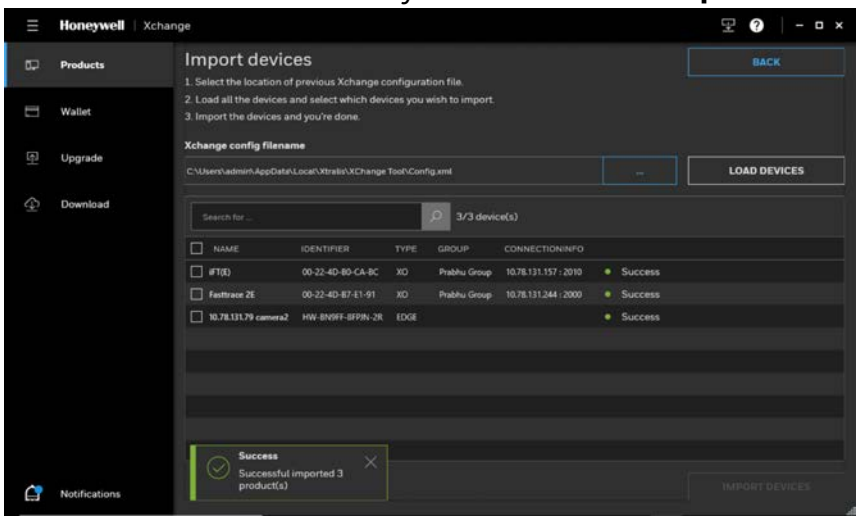


Step 3. Select **Config.xml** (the Xchange1 device configuration file) and click **Open**.

Step 4. Click the **Load Devices** button.



Step 5. All the devices are selected by default. Click the **Import Devices** button.

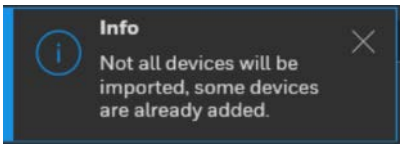


Note: *Xchange2 cannot import hidden devices unless you unhide them before performing the import operation.*

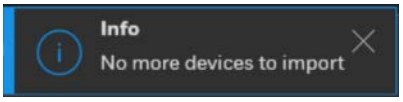
Troubleshoot Import Issues

You may see one of the following warning messages while performing an import:

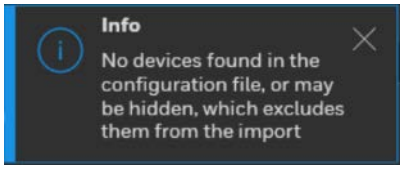
Some of the devices in the Config.xml are already imported



All the devices in the Config.xml are already imported



The file not is selected or the file has no devices or has hidden devices



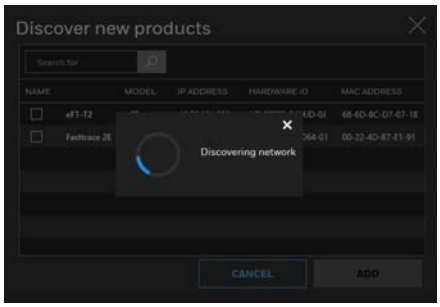
Discover ADPRO XO products

Xchange2 discovers XO devices from the network.

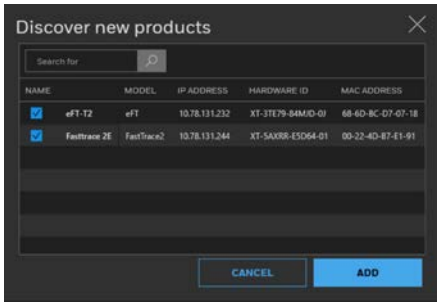
To discover XO products

Step 1. Click **Products** on the left menu, and click **XO**.

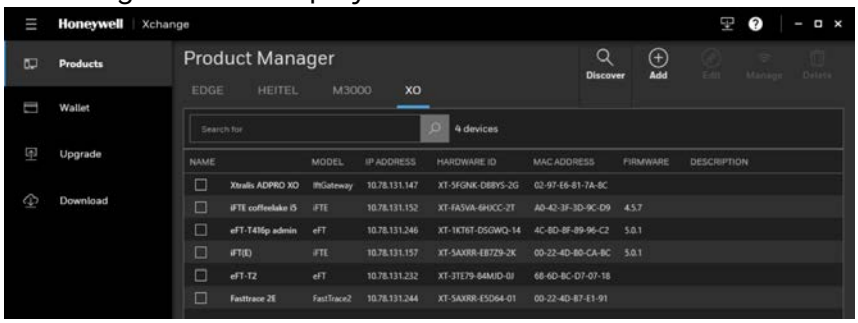
Step 2. Click the Discover icon. Xchange2 runs the *Discover network* process and lists all the XO devices discovered from the network.



Step 3. Select the devices and click **Add**. You can use the search function to search a device by name, model, IP address, hardware ID, or MAC address.



The Product Manager screen displays the discovered and added XO devices.



Note: *Before connecting to the device, make sure that the control port, user name, and password details are correct.*

Add products

The Xchange2 allows adding Edge, HeiTel, M3000, and XO products. It is recommended to add devices to Xchange when you can connect to the device. This allows the system to check the device identifier. If you cannot connect to the device, create the device with some basic information, and complete the process later when the connection is established.

Note: *You may need to refresh the page after adding a product.*

About Edge analytics

Edge analytics is the video analytics which runs on the client-side. Some of the Honeywell and Axis cameras support Edge analytics and these devices are called Edge devices. Edge analytics supports IntrusionTrace, LoiterTrace, and VehicleTrace (LPR). The Edge devices can be plugged into an ADPRO XO NVR.

Just like any other product, you need a license to activate applications on an Edge device. You can add Edge devices to Xchange2 and deploy licenses using voucher codes. Xchange2 cannot connect to an Edge device, and therefore cannot directly activate the license on the Edge device. Instead, when you assign a license to an edge device, Xchange2 generates an activation code that you have to enter in the Edge application's activation screen. If you run Xchange2 and connect to the Edge application from the same PC, you can easily copy-paste the activation code from Xchange2 into the edge application.

Edge device list

The following table lists the Honeywell Edge cameras and the licenses supported by them:

Camera	IntrusionTrace	LoiterTrace	VehicleTrace(LPR)
H4L2GR1V	Yes*	Yes*	NA
HCL2GV	Yes*	Yes*	NA
HBL2GR1V	Yes*	Yes*	NA
H4D8GR1	Yes	Yes	NA
H4L6GR2	Yes	Yes	NA
HBD8GR1	Yes	Yes	NA
HBL6GR2	Yes	Yes	Yes*
HCD8G	Yes	Yes	NA
HCPB302	Yes	NA	NA
HDZ302D	Yes	Yes	NA
HDZ302DE	Yes	Yes	NA
HDZ302DIN	Yes	Yes	NA
HEPB302W01A04	Yes	NA	NA

Camera	IntrusionTrace	LoiterTrace	VehicleTrace(LPR)
HEPZ302W0	Yes	Yes	NA
HFD6GR1	Yes	Yes	NA
HFD8GR1	Yes	Yes	NA

*Going to be available soon

Apply Edge analytics

To apply Edge analytics for a camera

Step 1. Upload the Edge Analytics software into the camera.

Step 2. Configure the firmware using the camera web page.

Step 3. Apply Edge Analytics licenses to the camera using Xchange2.

Note: *Re-apply the licenses whenever you upgrade the camera firmware.*

Add Edge products

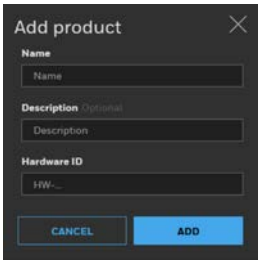
The cameras supporting Edge Analytics licenses link with Xchange2 using the Hardware ID.

To add Edge products

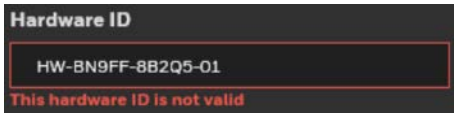
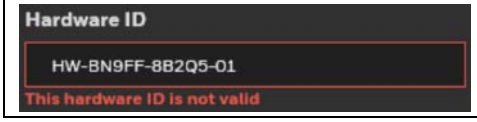
Step 1. Click **Products** on the left menu.

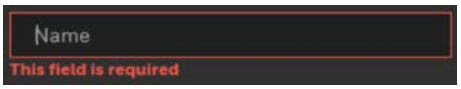
Step 2. Select the product type (Edge) and click the Add icon.

Step 3. Specify the camera name and the Hardware ID in the **Add product** window.



Note: *The **Name** and **Hardware ID** fields are required.*

	The message displayed when the hardware ID is already in use by a camera added to Xchange2.
	The Hardware ID field is validated. The message displayed when the hardware ID is invalid.

	The message displayed when a required field is missing.

Step 4. Click **Add**.

Note:

- The Axis Hardware ID starts with **AX_**.
- The Honeywell Hardware ID starts with **HW_**.

Add HeiTel products

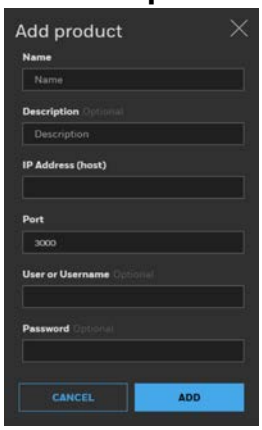
You can add HeiTel products with software version XOh 4.36 or above.

To add HeiTel products

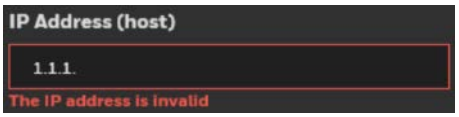
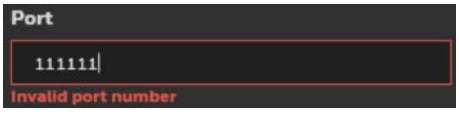
Step 1. Click **Products** on the left menu.

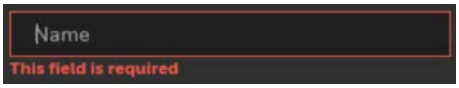
Step 2. Select the product type (HeiTel) and click the  icon.

Step 3. Specify the HeiTel product name, host IP address, port number, user name, and password in the **Add product** window.



Note: *The **Name**, **IP Address**, and **Port** fields are mandatory.*

	The message displayed when the IP address is in an invalid format.
	The message displayed when the port number is invalid. The allowed values are between 1 and 65535.
	The message displayed when the port field is empty or invalid.

	The message displayed when a required field is missing.

Step 4. Click **Add**.

Add M3000 products

M3000 license management requires M3000 software version 4.17 or above.

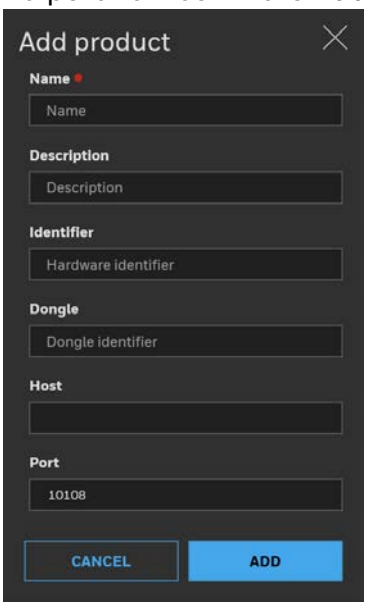
Note: *The machine with Xchange2 must establish an IP connection over a 10108 port to the M3000 server to add a license for M3000.*

To add M3000 products

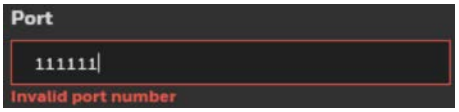
Step 1. Click **Products** on the left menu.

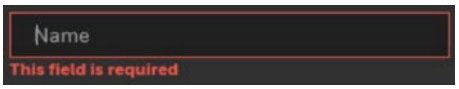
Step 2. Select the product type (M3000) and click the  icon.

Step 3. Specify the M3000 product name, hardware identifier, dongle identifier, host IP address, and port number in the **Add product** window.



Note: *The **Name** field is mandatory.*

	The message displayed when the port number is invalid. The allowed values are between 1 and 65535.
	The message displayed when the port field is empty or invalid.

	The message displayed when a required field is missing.

Step 4. Click **Add**.

Add XO products

To add ADPRO XO products

Step 1. Click **Products** on the left menu.

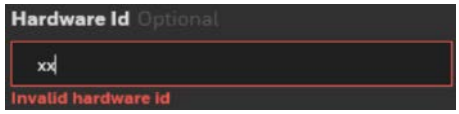
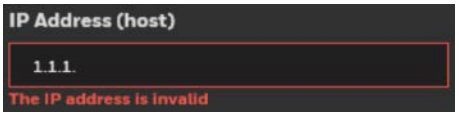
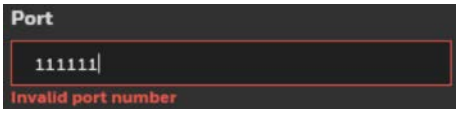
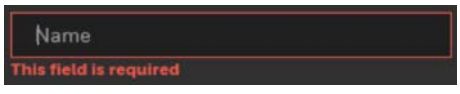
Step 2. Select the product type (XO) and click the Add icon.

Step 3. Specify the ADPRO XO product name, hardware ID, host IP address, port number, user name, and password in the **Add product** window.

Note: *The hardware ID is auto-filled on connecting to the device.*



Note: *The **Name**, **IP Address**, **Port**, **User or Username**, and **Password** fields are mandatory.*

	The message displayed when the hardware ID is invalid.
	The message displayed when the IP address is in an invalid format.
	The message displayed when the port number is invalid. The allowed values are between 1 and 65535.
	The message displayed when the port field is empty or invalid.
	The message displayed when a required field is missing.

Step 4. Click **Add**.

Note:

Tips for finding product information from the XO Client:

- The **About** page has the Hardware ID.
- The **Ethernet / PPP** page has the IP address.

Editing products

Edit a product to change the IP address, port number, or any other device information.

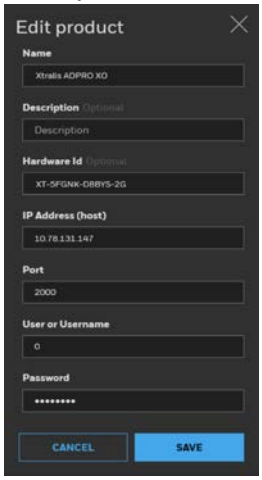
To edit a product

Step 1. Click **Products** on the left menu.

Step 2. Select the product type such as **XO**.

Step 3. Select the product.

Step 4. Click the Edit icon. The Edit product window is displayed.



Step 5. Make changes as required and click **Save**.

Deleting products

Delete a product from Xchange2 when it is returned or replaced.

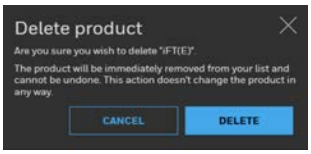
To delete a product

Step 1. Click **Products** on the left menu.

Step 2. Select the product type.

Step 3. Select the product you want to delete and click the 

icon.



Note: *The delete operation can delete only one product at a time.*

Step 4. Click **Delete**.

CHAPTER

5 ACTIVATE LICENSES

The licenses for ADPRO XO, Edge, HeiTel, and M3000 products are activated using Xchange2.

About managing licenses

The **Manage** option allows you to activate vouchers and manage licenses for the added products. This section provides detailed instructions for managing the XO products. Similarly, you can manage Edge, HeiTel, and M3000 products. See Activating Voucher for the steps to activate the license vouchers.

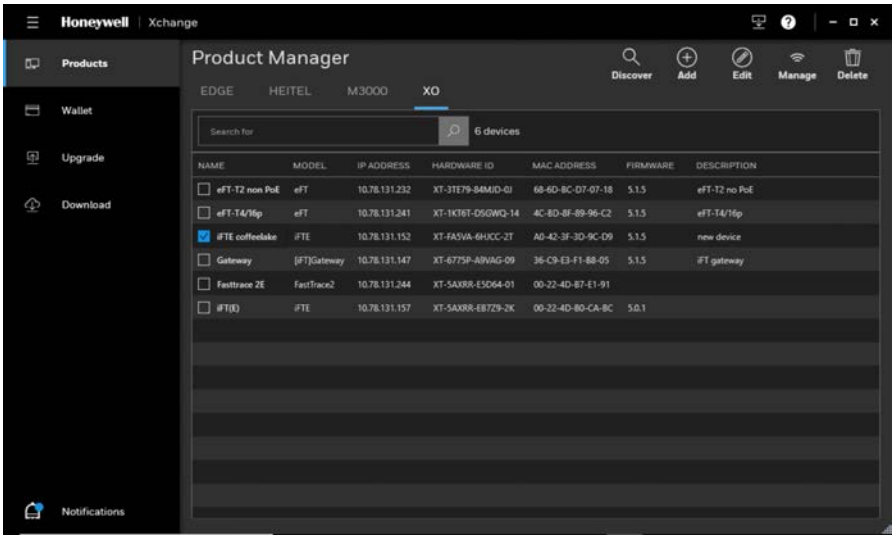
To manage products

Step 1. Click **Products** on the left menu.

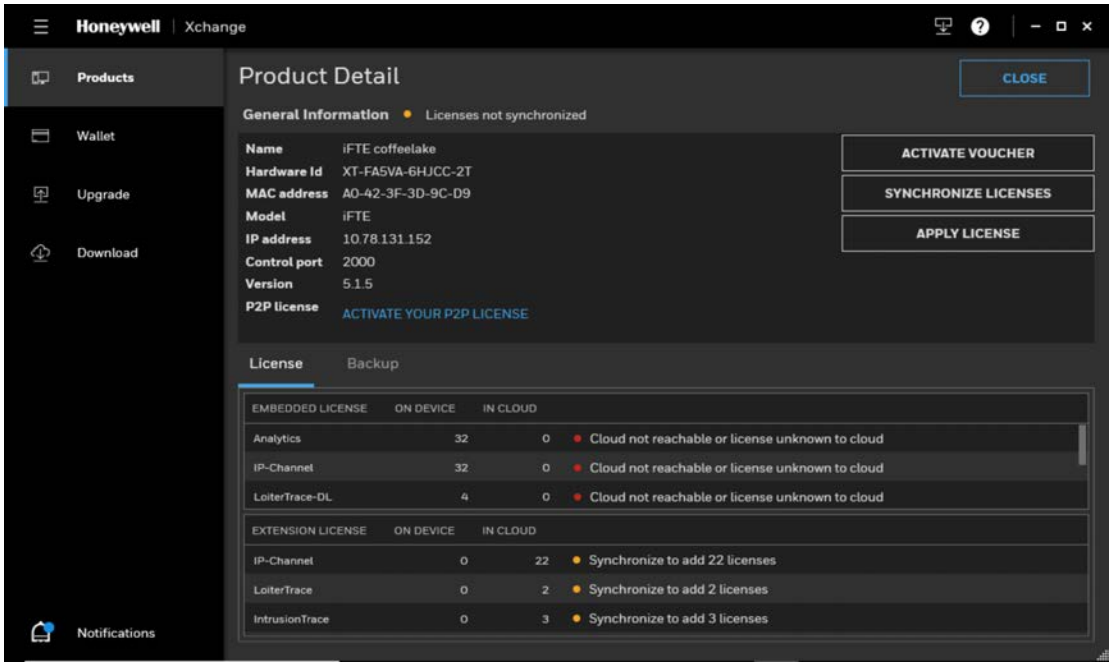
Step 2. Select the product type such as **XO**.

Step 3. Select the product and click the Manage icon.

Note: *Only one product can be selected at a time.*



The **Product Detail** screen appears.



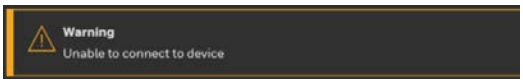
P2P license	Click **Activate your P2P license** to get a TUTK license code. Click the text icon next to the license code key to copy it to the clipboard and use it for the device connection, which enables you to connect with P2P instead of IP. ***Note:*** *XO5 firmware is required for P2P.*
Embedded license	The licenses embedded with the device such as IP channels (only for the ADPRO XO device types)
Extension license	The extension licenses such as LoiterTrace and IntrusionTrace.

Note: *The license are activated using the Voucher Code. Be economical in using Voucher Codes. For example, up to 4 LoiterTrace-DL licenses are supported on an iFTE device with latest configurations such as PH10EFU motherboard and 8th gen CPU. The excess licenses will remain unused. For example, only 4 LoiterTrace-DL licenses will be used even if 7 are applied.*

Troubleshoot Device Issues

You may see one of the following warning messages on the Product Detail screen:

Unable to connect to the device



- Recheck the IP address, Control Port, username, and password details
- Correct any errors and then reconnect

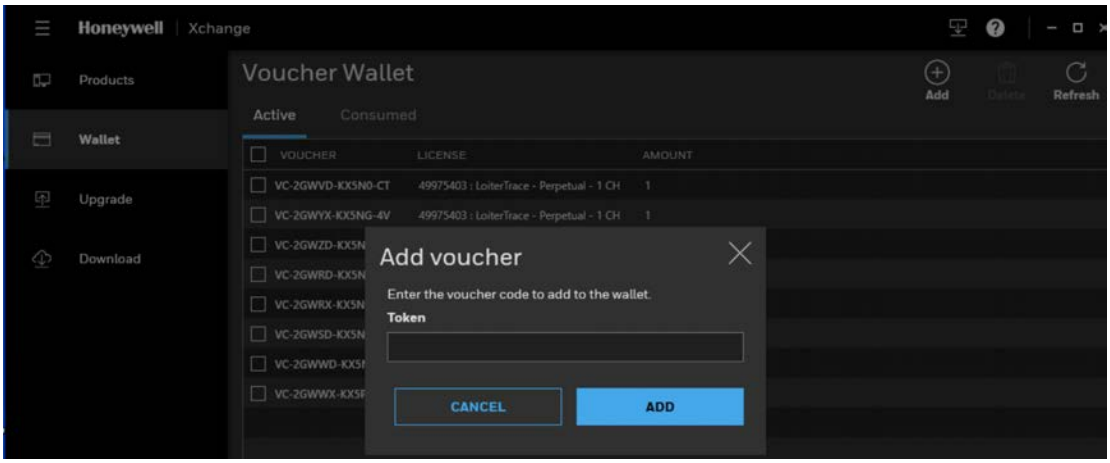
Time out of sync



- Synchronize time between the device and Xchange2

Add Vouchers to the Wallet

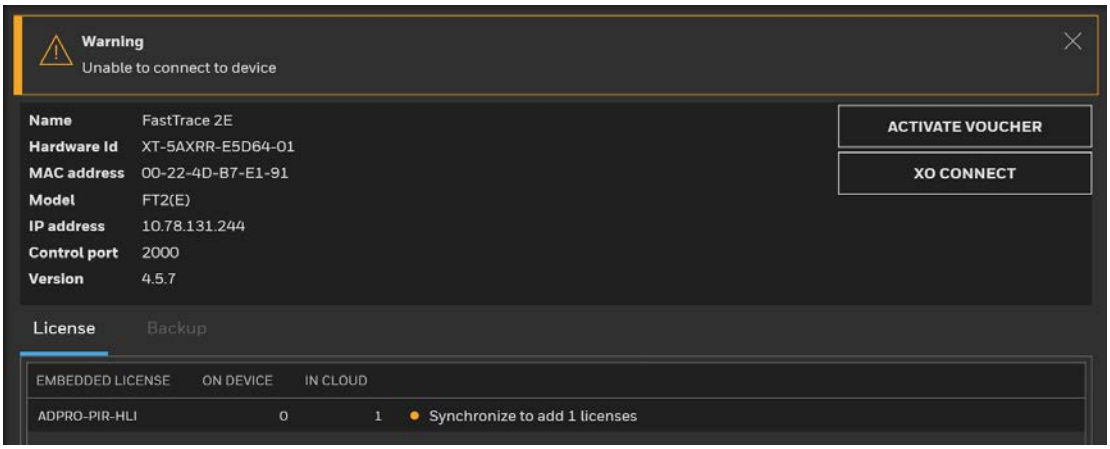
Step 1. Select **Wallet** and click the **Add** button.



Step 2. Enter a voucher code and click **Add**.

Activating Vouchers

You can activate a voucher to apply one or more licenses on a device. You can activate the voucher even when the device is not connected.



To activate a voucher

Step 1. Click **Products** on the left menu.

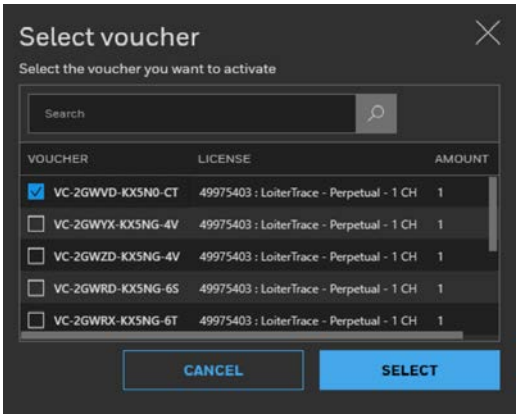
Step 2. Select the product type such as **XO**.

Step 3. Select the product and click the Manage icon.

Step 4. Click **Activate Voucher**.

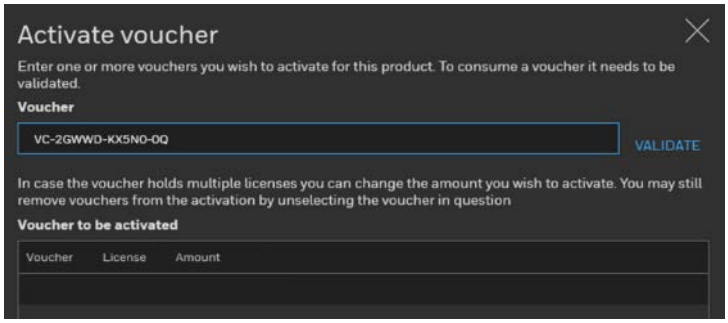
Step 5. Enter the voucher code or click the search button and select a voucher available in the Wallet.

Note: *Vouchers containing one or more licenses are added to the **Wallet**. The search function displays the **Active** (not yet consumed) vouchers available in the Wallet. Keep the voucher codes safe and confidential.*



Step 6. Select a voucher and click **Select**.

- The validation is performed automatically when the voucher is selected from the wallet.



- If the voucher is entered manually, click **Validate**. If the voucher is valid, the voucher details are displayed under **Voucher to be activated**.

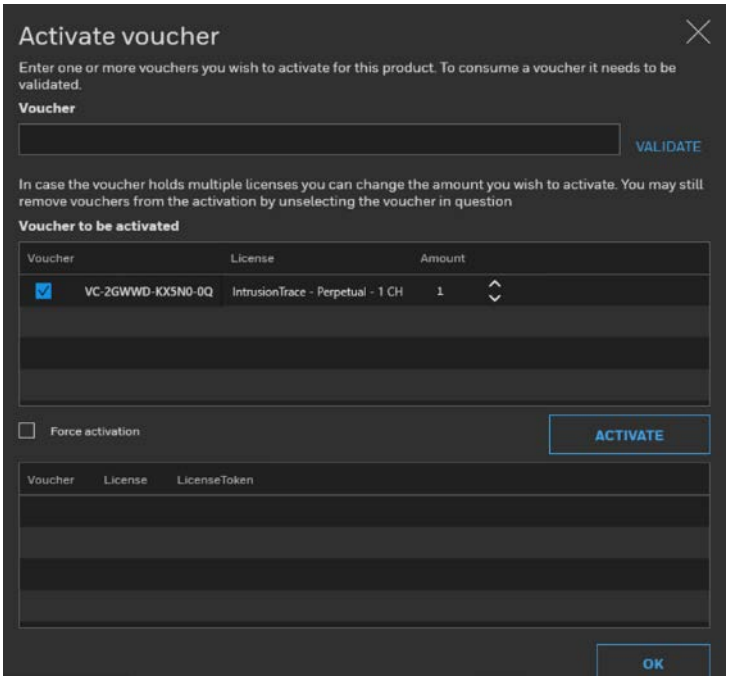
Note:

The following can be the reasons for why a voucher code is not valid:

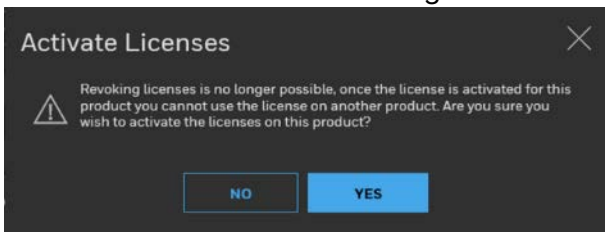
- invalid code
- valid code, but not for the selected product type (M3000 licenses will not work for XO)
- depleted voucher

Step 7. Select the voucher and click **Activate**.

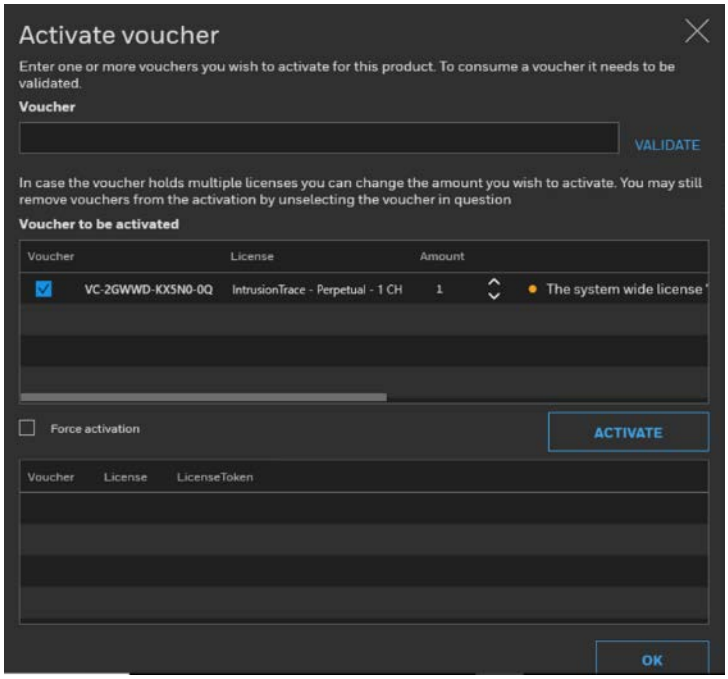
Note: *Several vouchers can be activated together. You can activate multiple licenses by changing the amount.*



Step 8. Click **Yes** in the **Activate Licenses** dialog box.



The license voucher is activated.



- Use **Force activation** when you want to add more licenses to a product. For example, if a unit has its full complement of licenses (i.e. all Intrusion Trace) and you need to add a Loiter Trace license. Since you will not be able to remove the license, you will 'force' the activation through accepting you will not be able to remove any of these.
- Before you activate licenses, you can make changes such as changing the amount (depending on the number of licenses) and unselecting the vouchers that do not need activation.

Note: *An error message is displayed if the voucher code has already been consumed or when it is invalid.*

Apply Licenses

The licenses must be applied in a separate step if the device was not connected or was offline while activating the voucher.

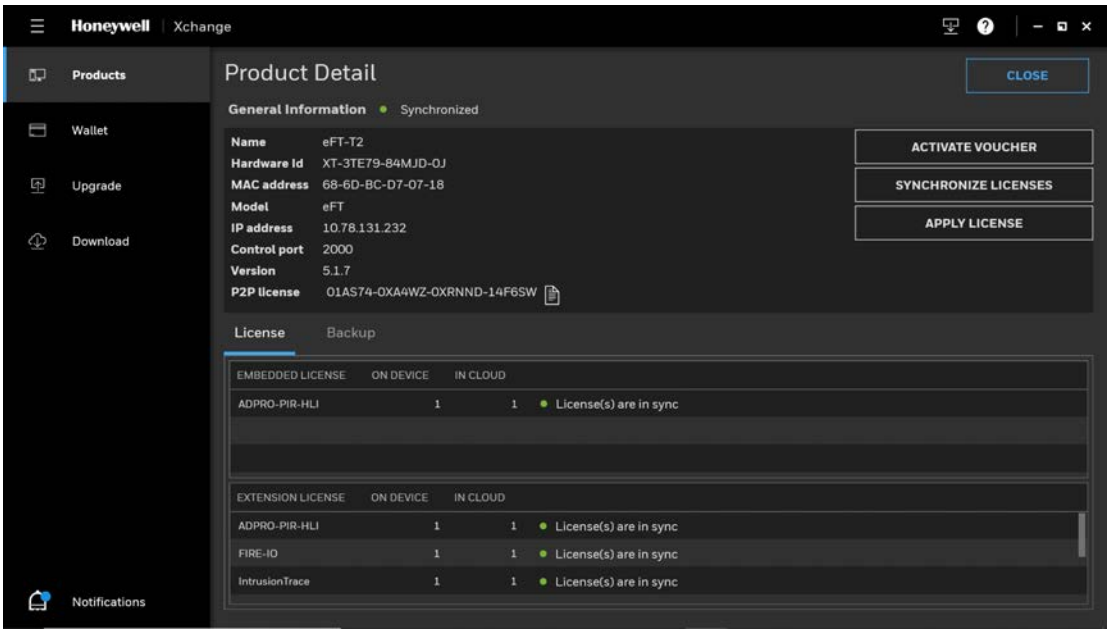
To deploy the licenses

Step 1. Click **Products** on the left menu.

Step 2. Select a product type such as **XO**.

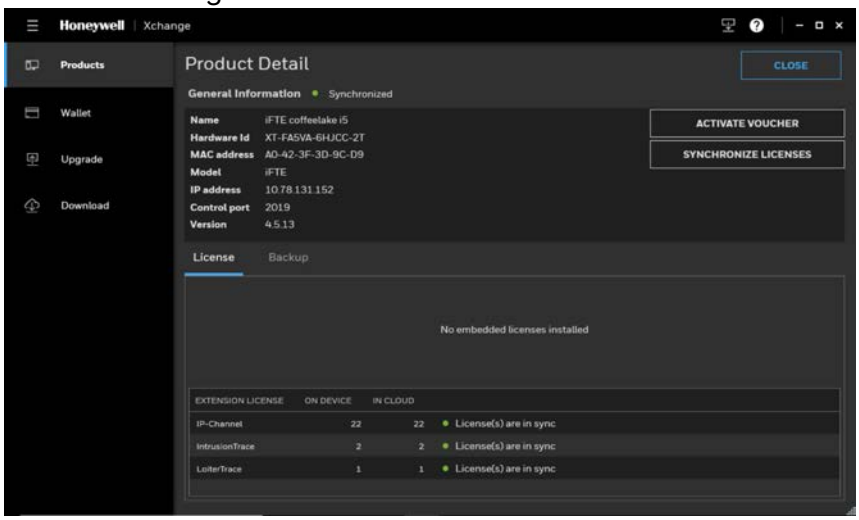
Step 3. Select a product and click the Manage icon.

Step 4. Click **Apply License**.



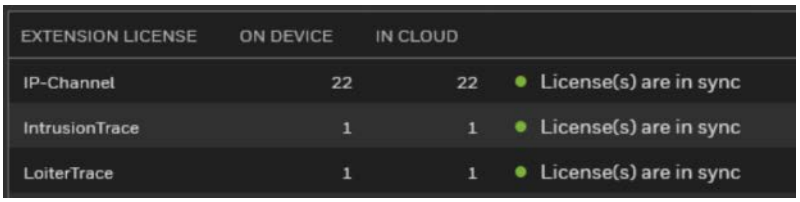
Synchronize Licenses

A device is out of sync when the license information on the device and the license information in the Xchange Cloud are different.

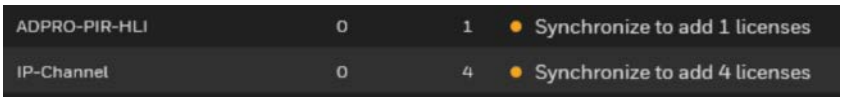


Note: *The Synchronize Licenses button is not displayed when the device is not connected.*

A synchronized device has the same number of licenses as the number of licenses on the Xchange cloud, and the synchronization status message has a green status icon.



The synchronization status message has a yellow status icon when the licenses are not synchronized.



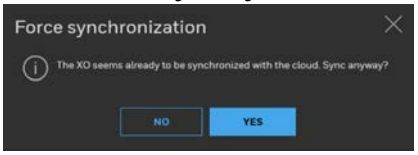
To synchronize licenses

Step 1. Click **Products** on the left menu.

Step 2. Select a product type such as **XO**.

Step 3. Select a product and click the Manage icon.

Step 4. Click **Synchronize Licenses**. The following warning message is displayed when the licenses are already in synchronized (status green):



Step 5. Confirm synchronization.

Backup and Restore

Backup	You can backup product data to Xchange Tool. The backup consists of parts with single files for each configuration, such as license and camera calibrations.
Restore	If your ADPRO system has lost its license (for example after a full reset), you can easily restore its system license via the backup(s) available in Xchange. You can restore the entire backup or only the selected files. If there are multiple backup versions available, you can check the content of the system license and decide which one is suitable for restoring.

Create Backup

To create a backup for the product data

Step 1. Click **Products** on the left menu.

Step 2. Select the product type such as **XO**.

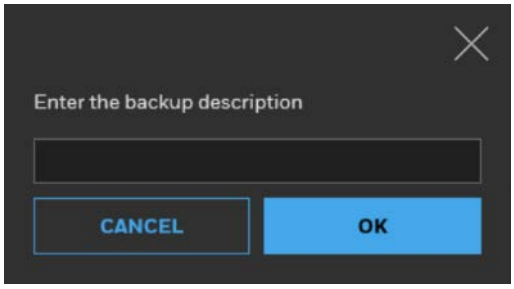
Step 3. Select the product and click the 

icon.

Step 4. Wait for the **Product Details** to load.

Step 5. Click **Backup** (next to **License**).

Step 6. Click **Create**.



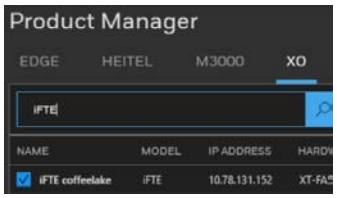
Step 7. Enter a name for the backup and click **OK**.

Restore Configurations from the Backup

Restoring configurations from the backup becomes necessary only when the device no longer has the same IP and Port settings as those configured in Xchange2.

To restore configurations from the backup

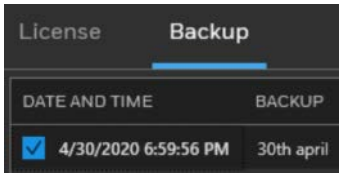
Step 1. Set the IP address of the XO device to match the IP address in Xchange2.



Step 2. Click the Manage icon.

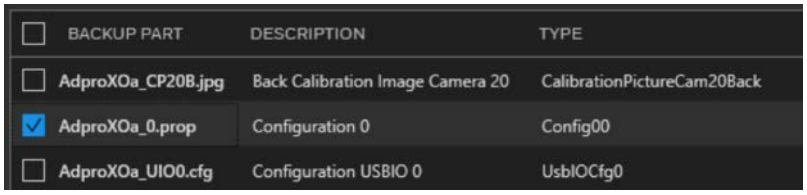
Step 3. Select the **Backup** tab.

Step 4. Select the Backup to be restored.

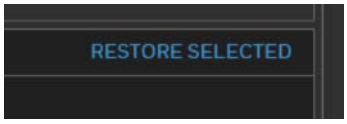


Step 5. Select the files under the **Backup Part** to restore the required parts of the backup.

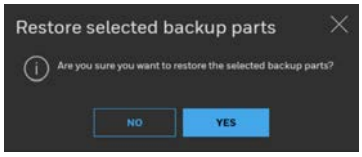
Note: *Selecting the root folder to restore the entire backup can take considerably longer, and the program may appear to become unresponsive. Restoring only the selected files is preferred.*



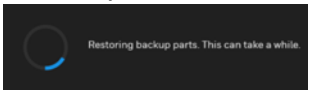
Step 6. Click **Restore Selected**.



Step 7. Confirm selection.



Step 8. Wait for the selected Backup to be restored.



Once the Restoring Backup has disappeared, the process is complete.

Delete Backup

To delete backup for the product data

Step 1. Click **Products** on the left menu.

Step 2. Select the product type such as **XO**.

Step 3. Select the product and click the Manage icon.

Step 4. Select the **Backup** tab.



Step 5. Select the backup file and click the icon.

CHAPTER

6 UPGRADE FIRMWARE

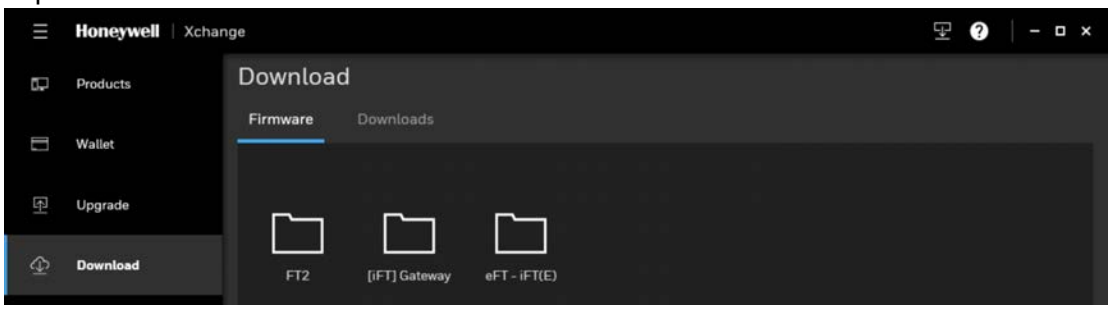
If a new firmware is available, you can use Xchange2 to upgrade the firmware on the ADPRO XO device. The Download and Upgrade options on the left menu allow you to download the firmware for XO and upgrade the XO devices. You can upgrade XO firmware 4.5.7 and later versions.

Downloading XO Firmware

To download the latest XO firmware from the Xchange cloud

Step 1. Click **Download** on the left menu.

Step 2. Select the **Firmware** tab.



Step 3. Move the cursor over a firmware folder.

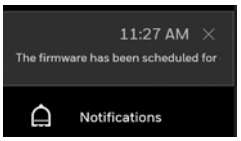
- The download icon is displayed when none of the firmware files are downloaded. Clicking on the download icon at the folder level will download all the missing firmware files in that folder.



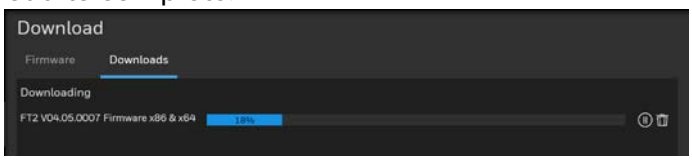
- The download icon is not displayed when some or all the firmware files are downloaded.



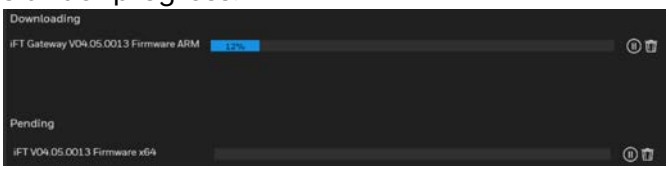
Step 4. Click the download icon. A download notification is displayed.



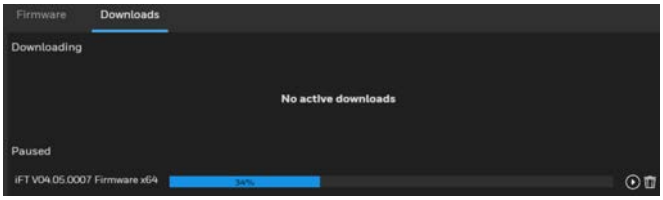
Step 5. Check the download progress from the **Downloads** tab and wait for the download to complete.



- The firmware download will remain pending when the download for another firmware file is under progress:



- Click  if you need to pause download. Click  if you need to restart firmware download.



- Click  if you need to delete the download task.

Firmware Download Status

The firmware file color indicators:









- The firmware file in blue color indicates that the download is under progress.
- The firmware file in green color indicates that the download is completed.
- The firmware file in white color indicates that the firmware is yet to be downloaded.
- The firmware file in yellow color indicates that the firmware download is paused.

Move cursor over the firmware file:

- The download icon is displayed when the firmware is not yet downloaded.
- The delete icon is displayed when the firmware download is complete.
- The paused status is indicated by not displaying any icons.
- The under progress status is indicated by not displaying any icons.

Confirm the Firmware for Upgrade

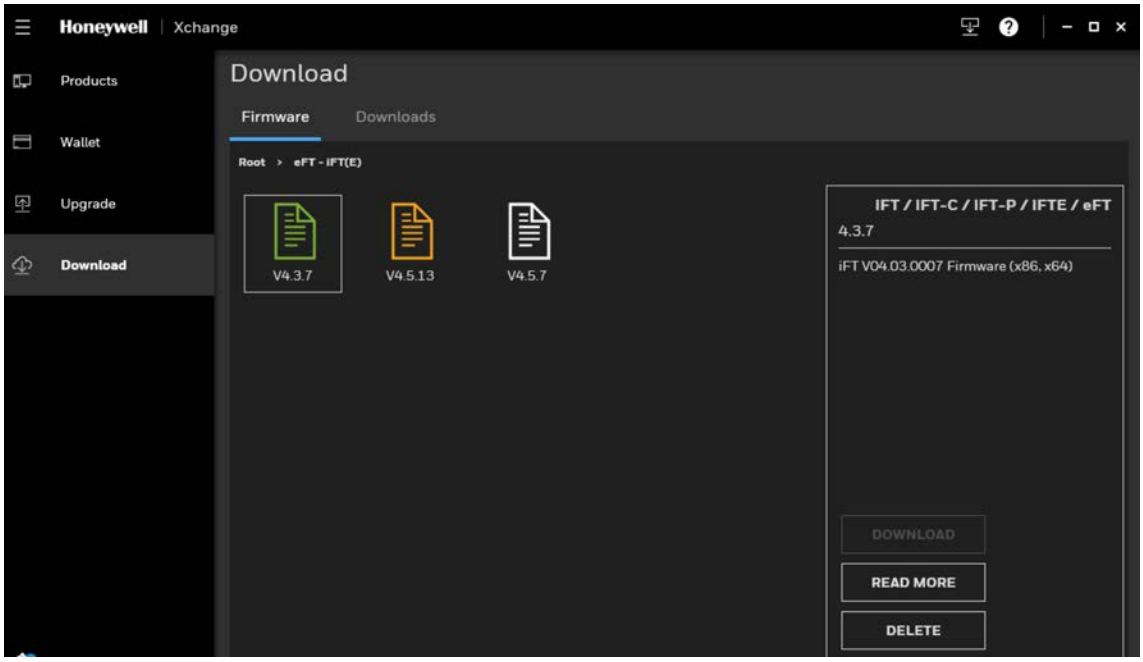
To verify the firmware for the upgrade

Step 1. Click **Download** on the left menu.

Step 2. Select the **Firmware** tab (selected by default).

Step 3. Click the firmware folder.

Step 4. Click the firmware file to view details.



Selecting the Products for Upgrade

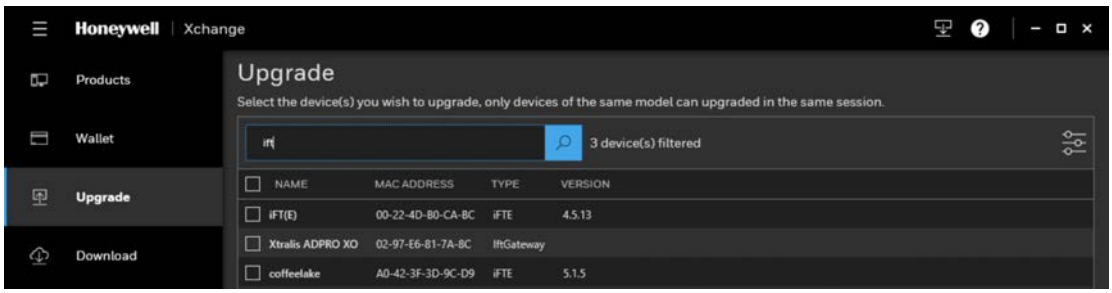
The search and filter options make it easy to select the products for the upgrade. You can refine your selection by applying search and filter options in conjunction.

Search

To search the products for the upgrade

Step 1. Click **Upgrade** on the left menu.

Step 2. Enter a search value consisting of **Name**, **MAC address**, or **Type** in the search devices.



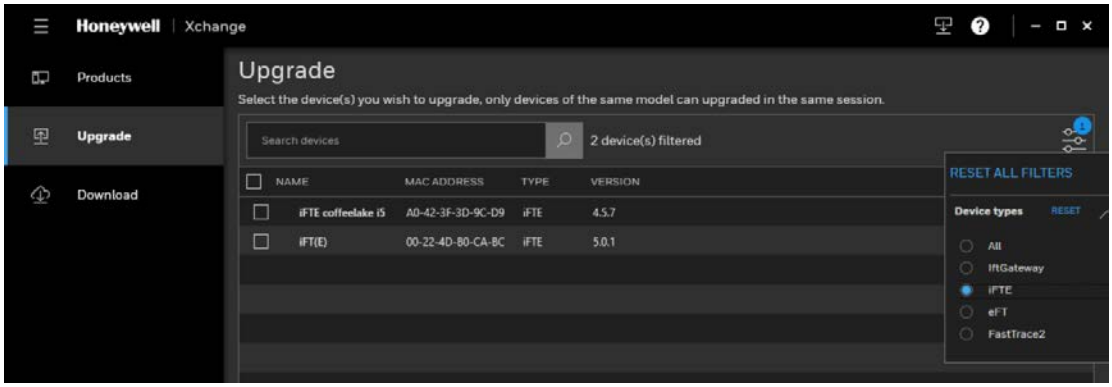
Note: *Applying the filter changes the filter icon to*  *. The filter can be applied before the search when there are a large number of products.*

Filter

To filter by device type

Step 1. Click **Upgrade** on the left menu.

Step 2. Click the  icon.



Step 3. Select a device radio button to apply the filter.

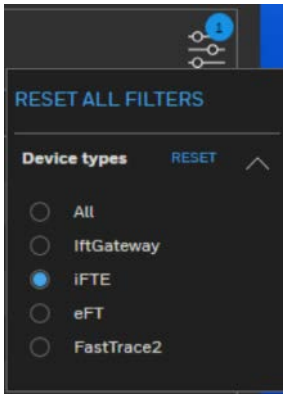
Remove Filter

To remove a device filter

Step 1. Click **Upgrade** on the left menu.

Step 2. Click the  icon.

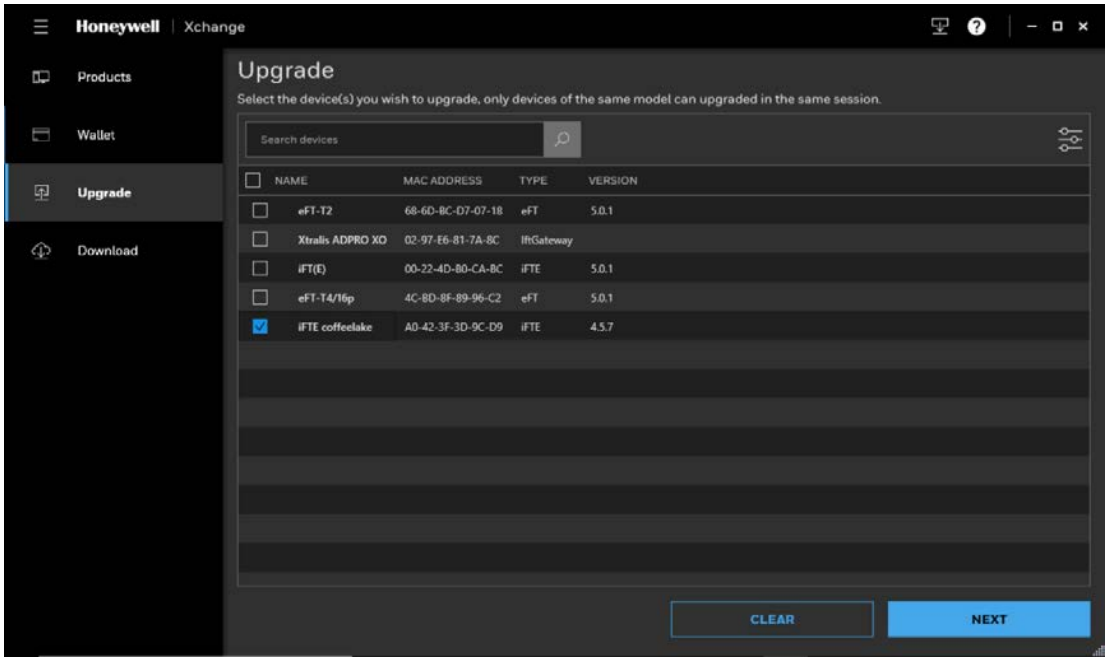
Step 3. Click **reset**.



Upgrading XO Products

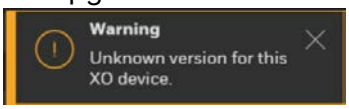
About Upgrade using Xchange Tool

You can upgrade ADPRO XO products using Xchange2. Verify the connection details and credentials, as well as the firmware version number before upgrading a product.

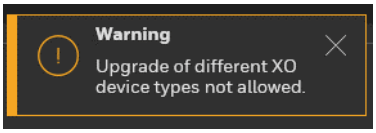


Troubleshoot Upgrade Issues

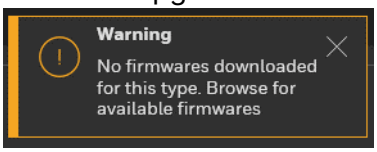
You may see one of the following warning messages while selecting the products for upgrade:



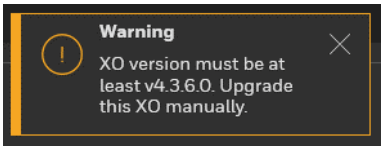
- The above message is displayed when Xchange2 is unable to identify the firmware version of the XO product selected for upgrade.



- The above message is displayed when you select different product types in the same upgrade.



- The above message is displayed when the product firmware is not yet downloaded.



- The above message is displayed when the device selected for the upgrade has a firmware version lower than the minimum supported.

Upgrade XO Products

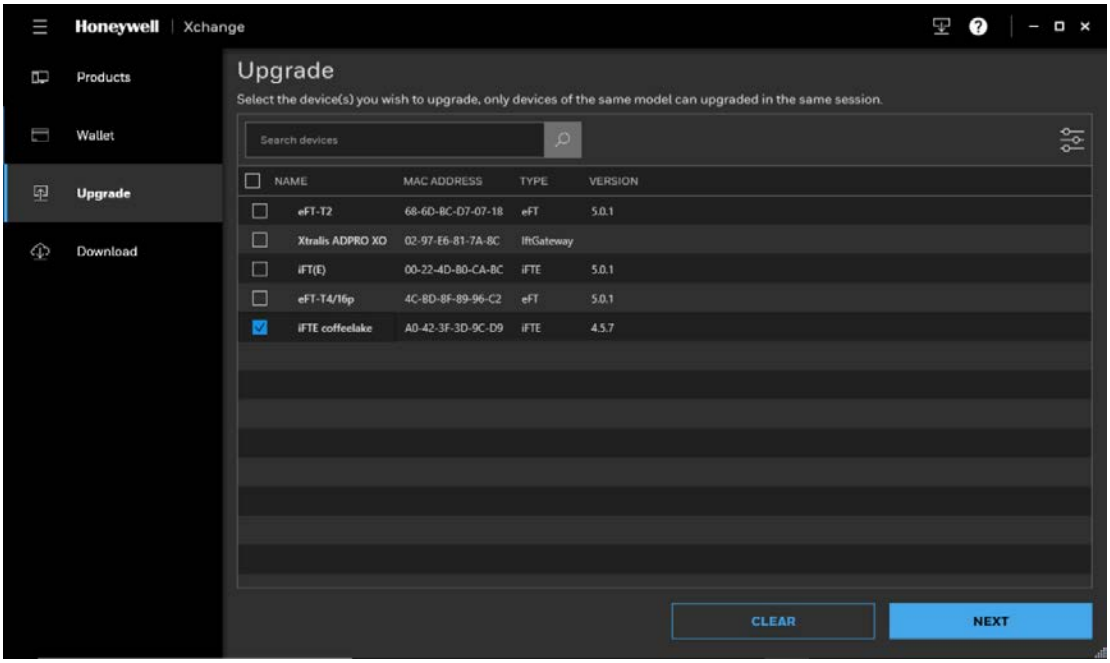
To upgrade products

Step 1. Click **Upgrade** on the left menu.

Step 2. Select the **XO** product.

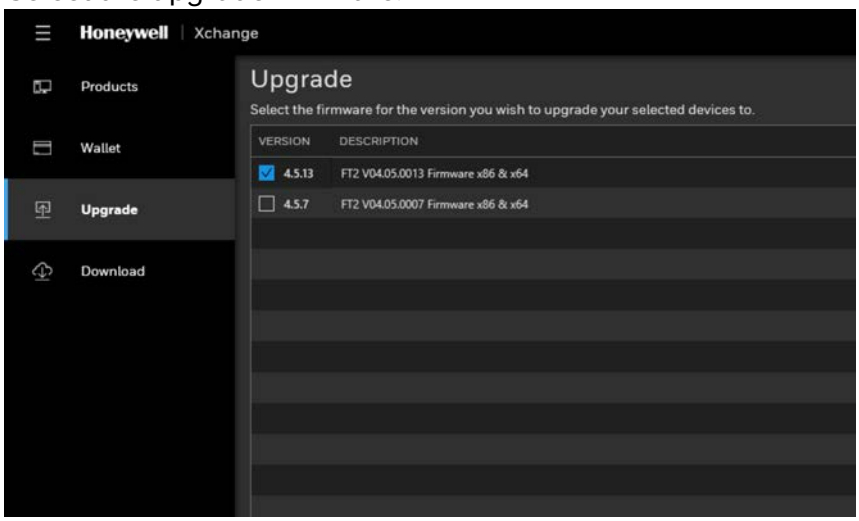
Step 3. Select the product for the upgrade.

Note: *The concurrent upgrade is allowed for devices of one product type only, for example, all iFT devices, all iFTE devices, and so on. See Concurrent Upgrade.*

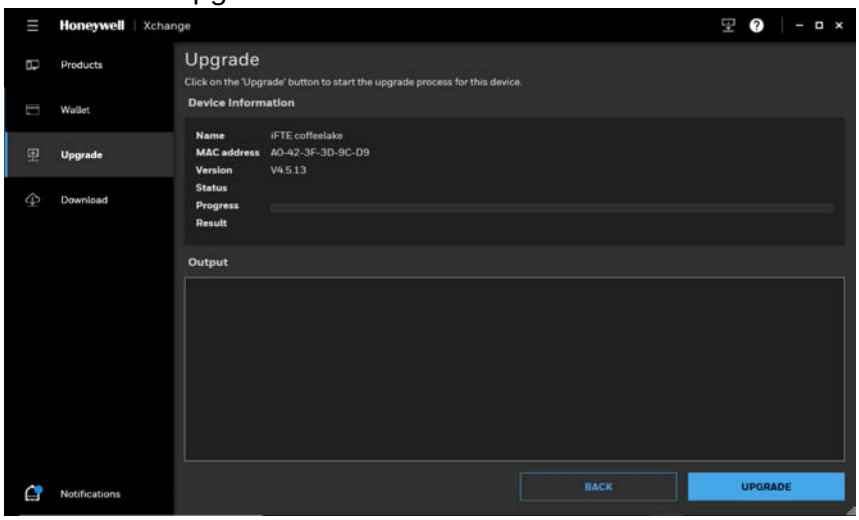


Step 4. Click **Next**.

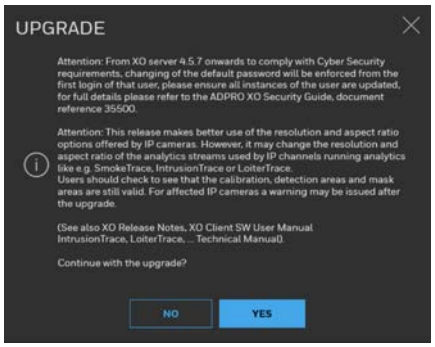
Step 5. Select the upgrade firmware.



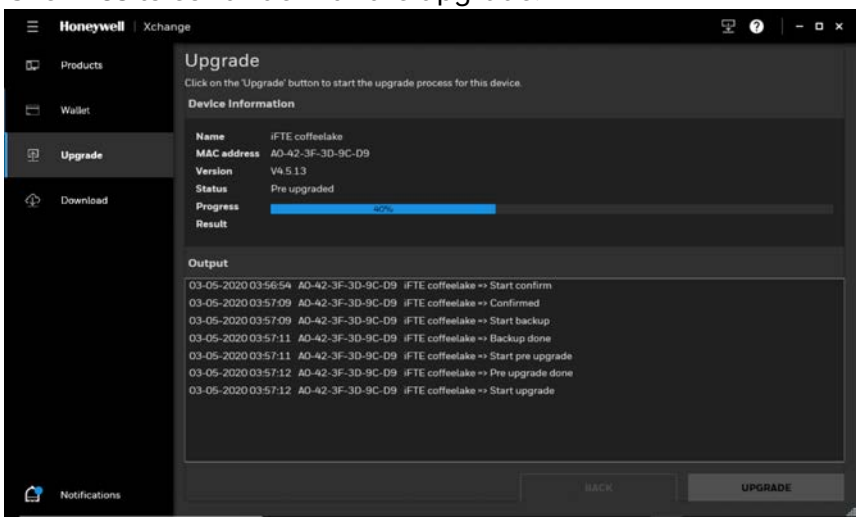
Step 6. Click **Next**. The device details are displayed depending on the products selected for upgrade.



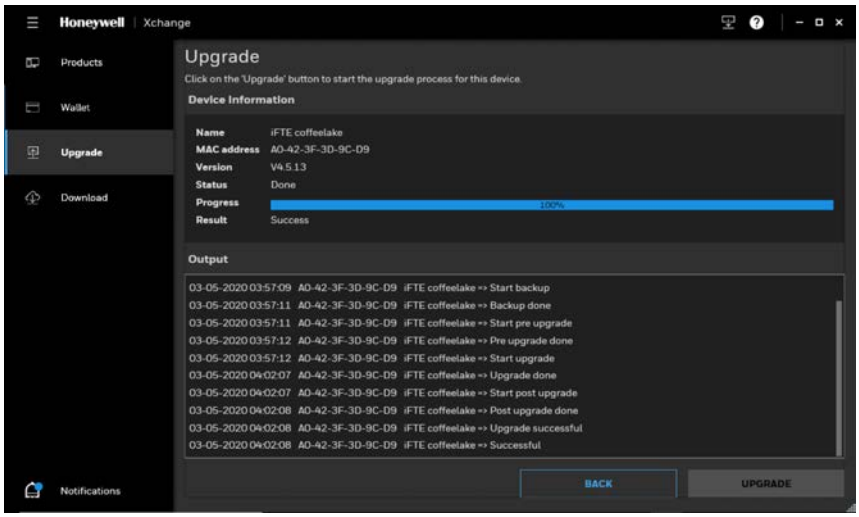
Step 7. Click **Upgrade**.



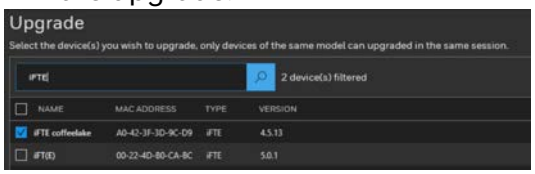
Step 8. Click **Yes** to continue with the upgrade.



The **Back** button is enabled when the upgrade is completed (progress is 100 percent).



Step 9. Verify the firmware upgrade.



Concurrent Upgrade

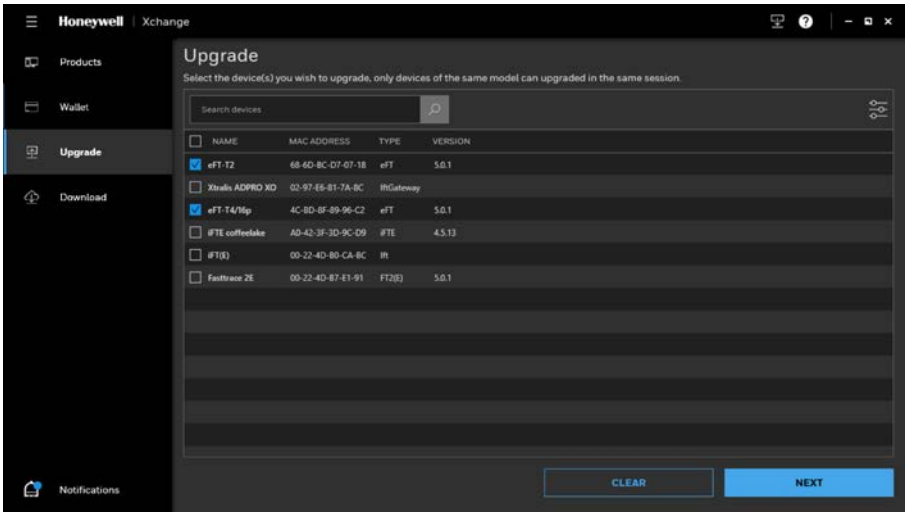
Upgrade multiple XO devices with the same firmware type using a concurrent upgrade, which starts upgrade sessions in batches of five devices, with parallel sessions for upgrading five devices. The active sessions will not allow pause. The Pause button enables you to stop upgrade for the devices which are not in an active session. Consider that ten XO devices are selected. Click the **Pause** button while upgrade for the first five devices is under progress; the five devices will continue to upgrade, and the remaining devices will not upgrade.

To upgrade multiple products concurrently

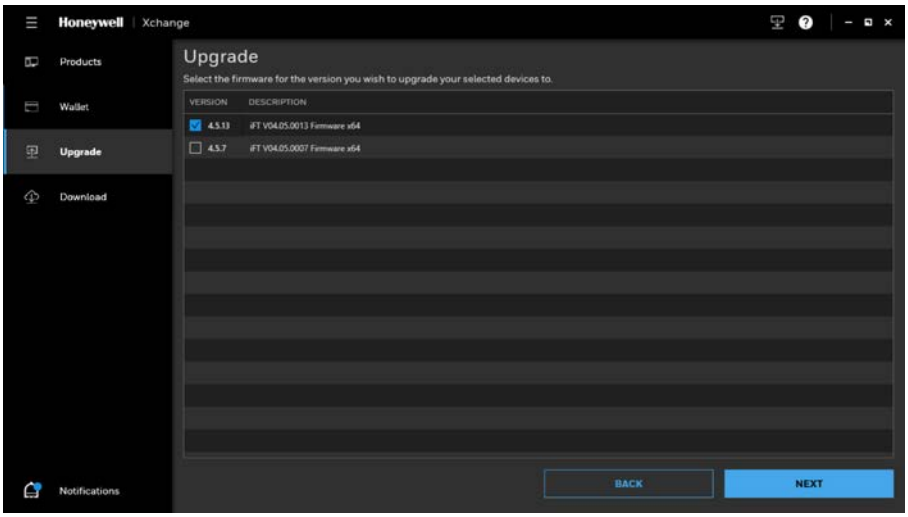
Step 1. Click **Upgrade** on the left menu.

Step 2. Select the **XO** product.

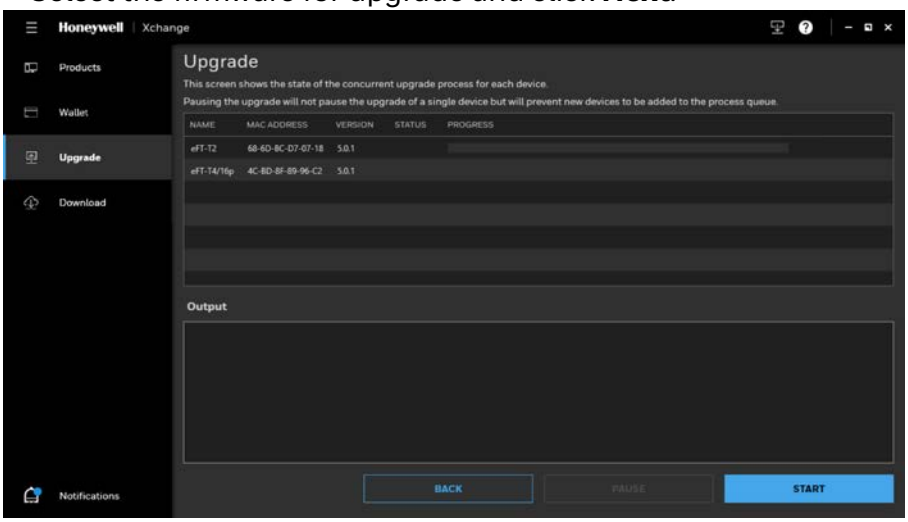
Step 3. Select multiple products of one single type for upgrade, such as all eFT devices.



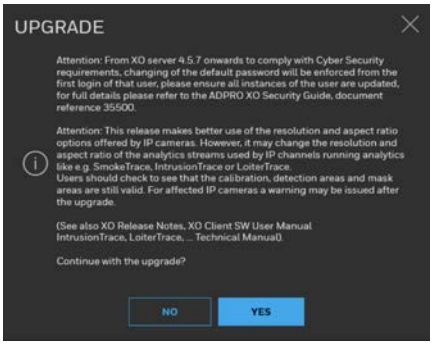
Step 4. Click **Next**.



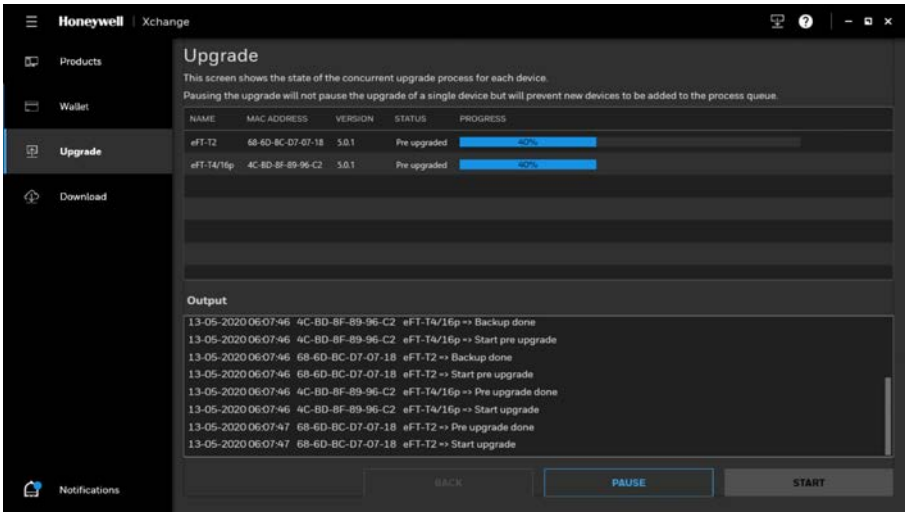
Step 5. Select the firmware for upgrade and click **Next**.



Step 6. Click **Start**.



Step 7. Click **Yes**.



Step 8. The concurrent upgrade session begins. You can use the Pause button to limit the devices in the upgrade process queue. Wait for the upgrade process to complete.

CHAPTER

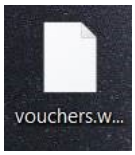
7 XCHANGE2 USAGE HELP

This section explains some of the useful customer scenarios.

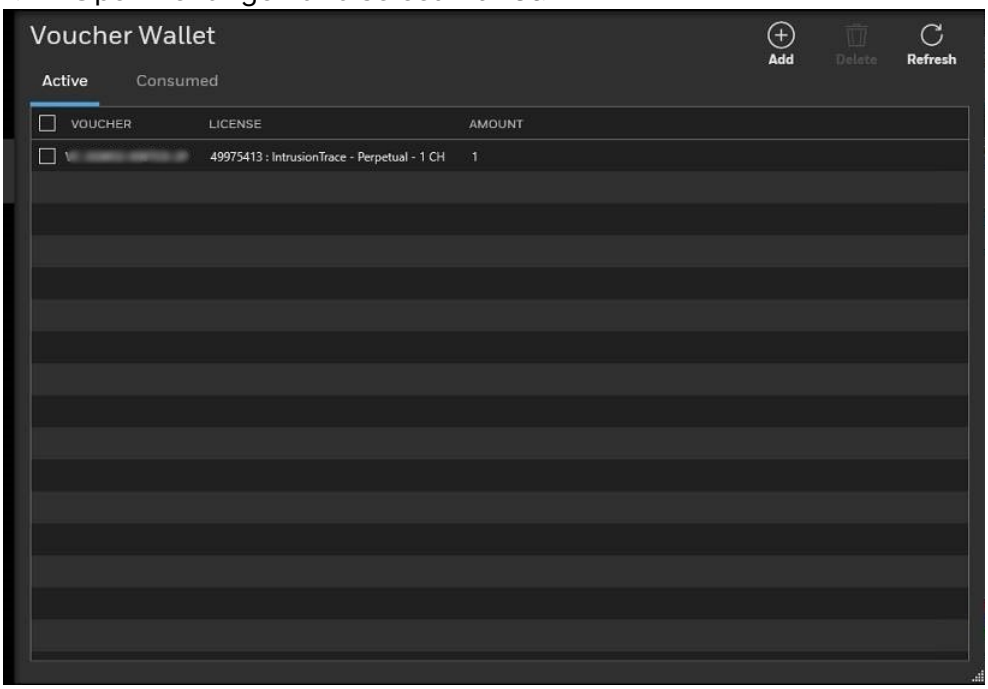
How do I reclaim unallocated licenses?

You can reclaim their unallocated licenses from Xchange1. The unallocated licenses are converted to Voucher Wallets and sent to the customers by email, which involves the following steps:

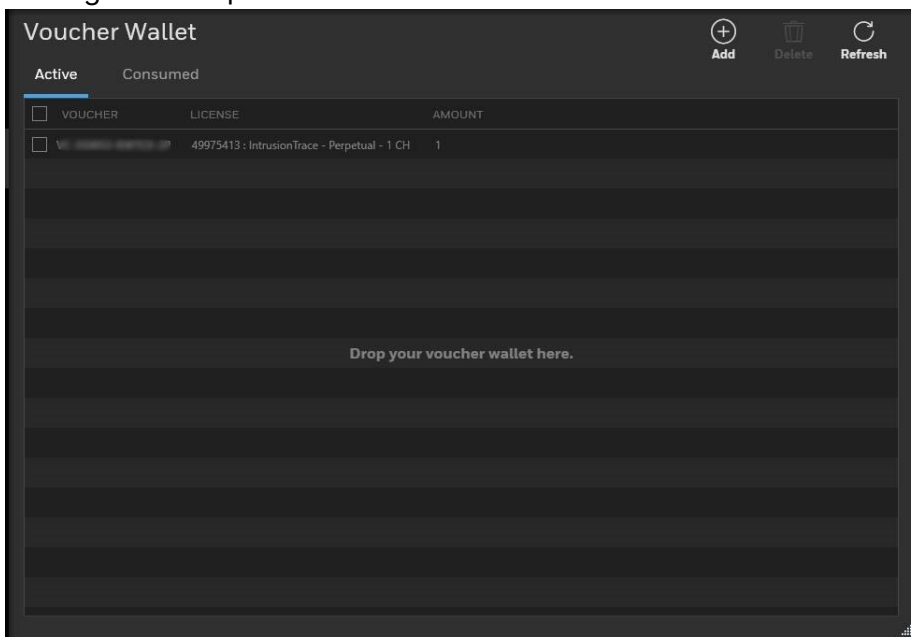
Step 1. The customer receives an email with the Voucher Wallet file attached.



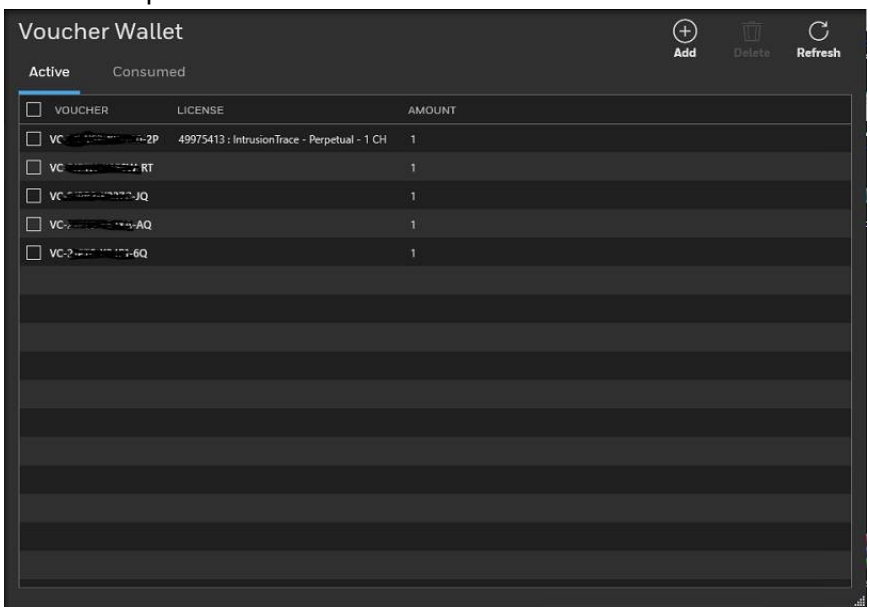
Step 2. Open Xchange2 and select **Wallet**.



Step 3. Drag-and-drop the voucher wallet from the email.



The vouchers are imported.



How to use Xchange2 with XO5?

Upgrade from XO 4.5.7 to XO 5.1.9 is allowed, and Xchange2 allows connection with eFT, iFT, iFT Gateway, and FastTrace2 devices with XO 5.1.9 firmware. Upgrade the device by sending the XO 5.1.9 firmware bin file to the XO device by using the **Transfer** option on the XO Client, and connect the device with Xchange2.

Activate P2P

The devices with XO5 firmware support P2P connections. Click **Activate your P2P license** to generate the P2P license key, which consists of alphanumeric characters. Copy the P2P license code.

Use P2P

Enable P2P on the XO server from **System** > **Connections** > **Ethernet / PPP** > **P2P configure** and enter the P2P license key got from Xchange2 in the **P2P License UID** field while connecting to the device from the XO Client and select the **Use P2P** checkbox.

Unable to get high-resolution streaming

A fault may develop while syncing a device with Xchange2 which could result in reduced streaming resolution.

Suggested workaround:

This issue doesn't affect the recording, but consider doing one of the following to get high resolution streaming:

- Reboot the device
- Manually get streaming image from the XO Client

Issue while applying LPR license for HBL6GR2

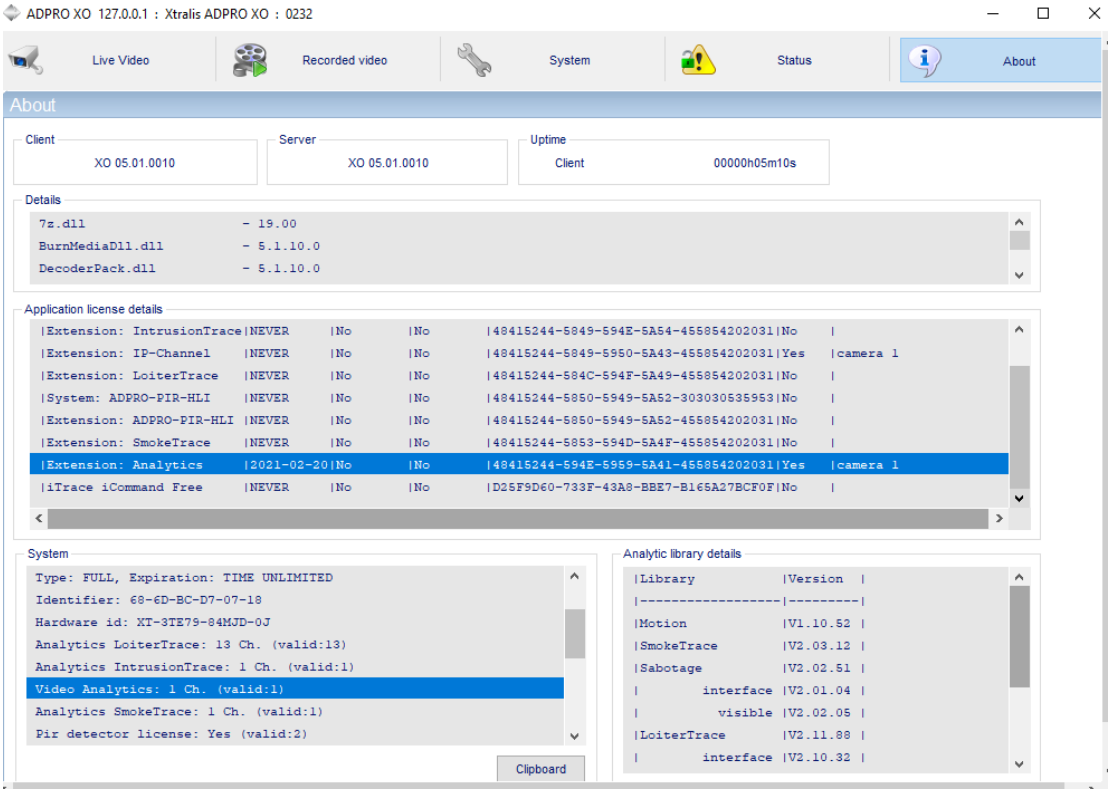
While applying LPR license to the HBL6GR2 camera from Xchange2, you may get the "*Internal code error: undefined error*" invalid activation code for the camera. This issue is happening because of not setting the date and time from the camera web page. For the instructions to configure the date and time for the camera, see *HBL6GR2-LPR Quick Start Guide*.

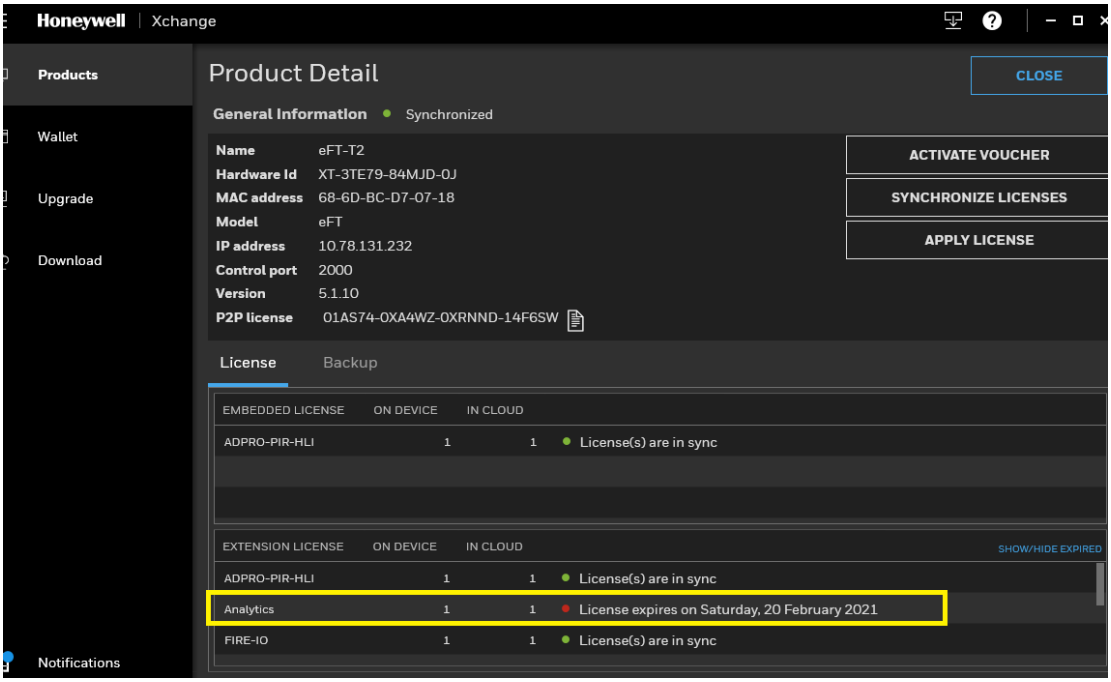
Can we switch between LoiterTrace and IntrusionTrace?

IntrusionTrace helps in intruder detection in defined areas creating virtual fences. LoiterTrace helps in the detection of persons Loitering beyond a pre-set time in defined areas. The newly ordered Voucher Codes for Analytics licenses (new SKUs) with XO5.1 and Xchange2 allow switching between LoiterTrace and IntrusionTrace.

Note: *See Appendix A for SKU numbers of Analytics licenses.*

The following snaps show Analytics licenses applied in XO and Xchange2:

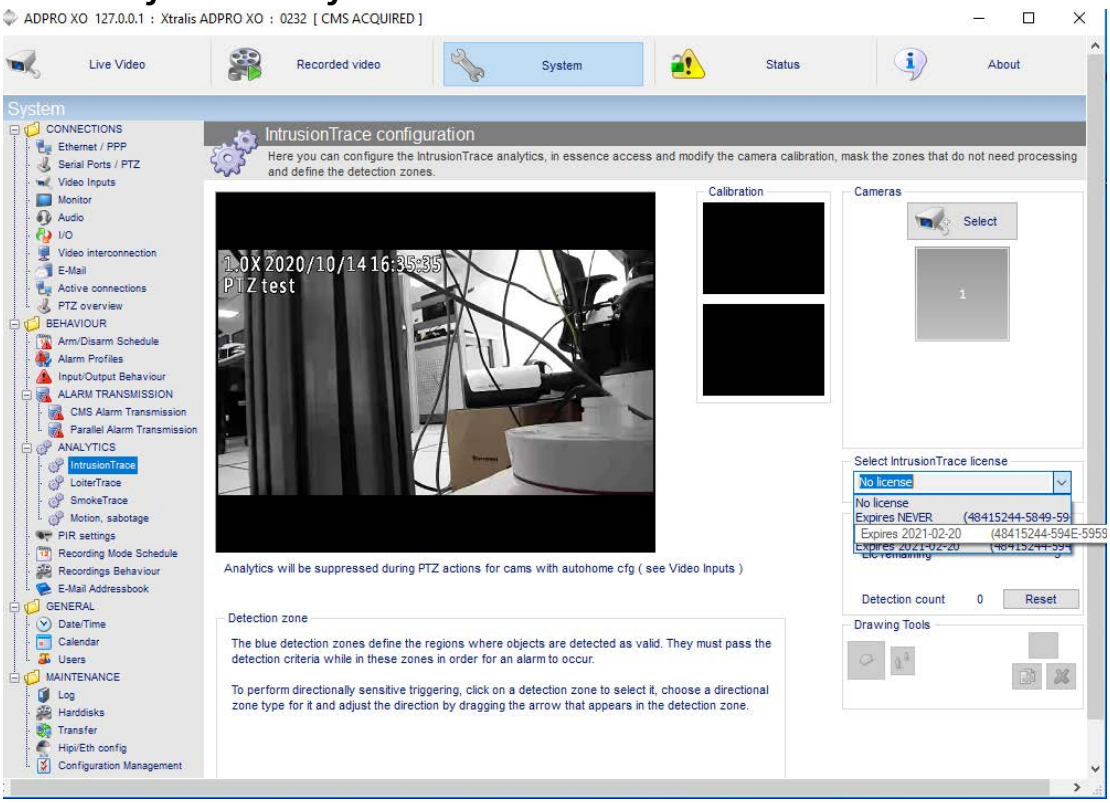




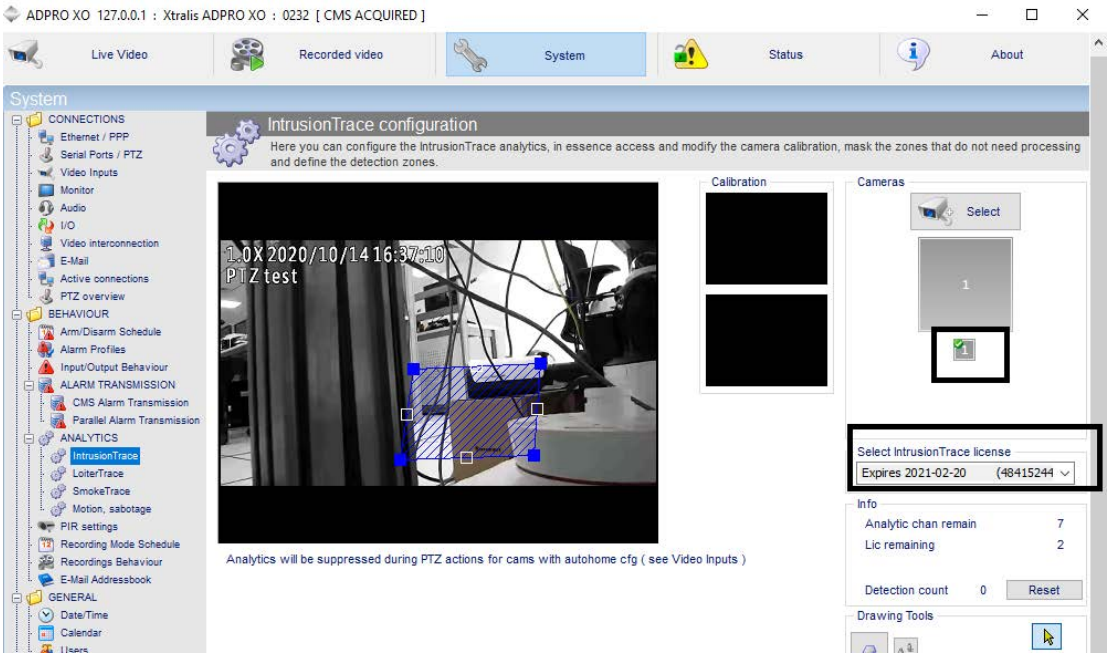
How to switch Analytics license between IT and LT?

The following steps illustrate switching an Analytics license between IntrusionTrace and LoiterTrace (applicable only for new SKUs):

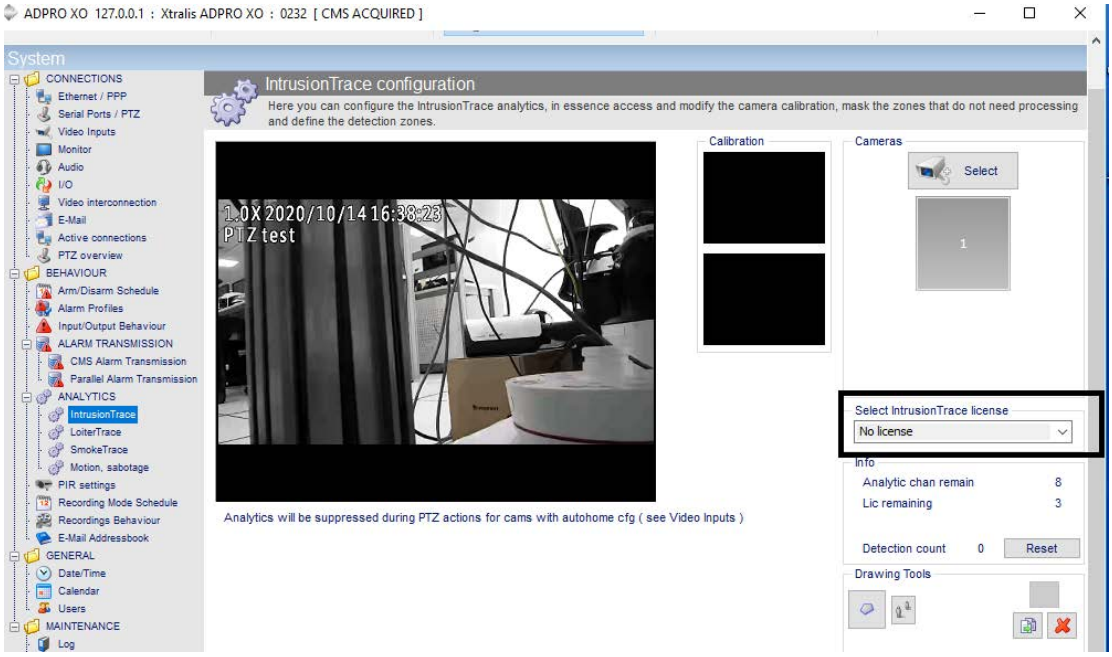
1. Select **System** > **Analytics** > **IntrusionTrace** on the XO Client.



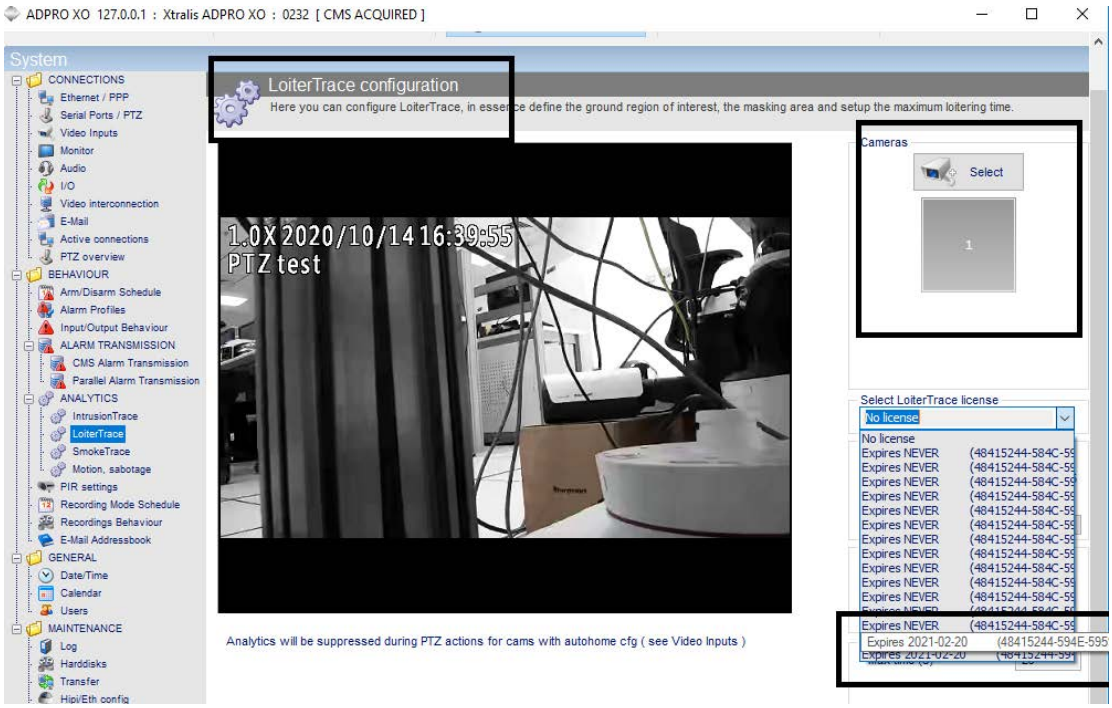
2. Select a camera and select a Analytics license in **Select IntrusionTrace license**.



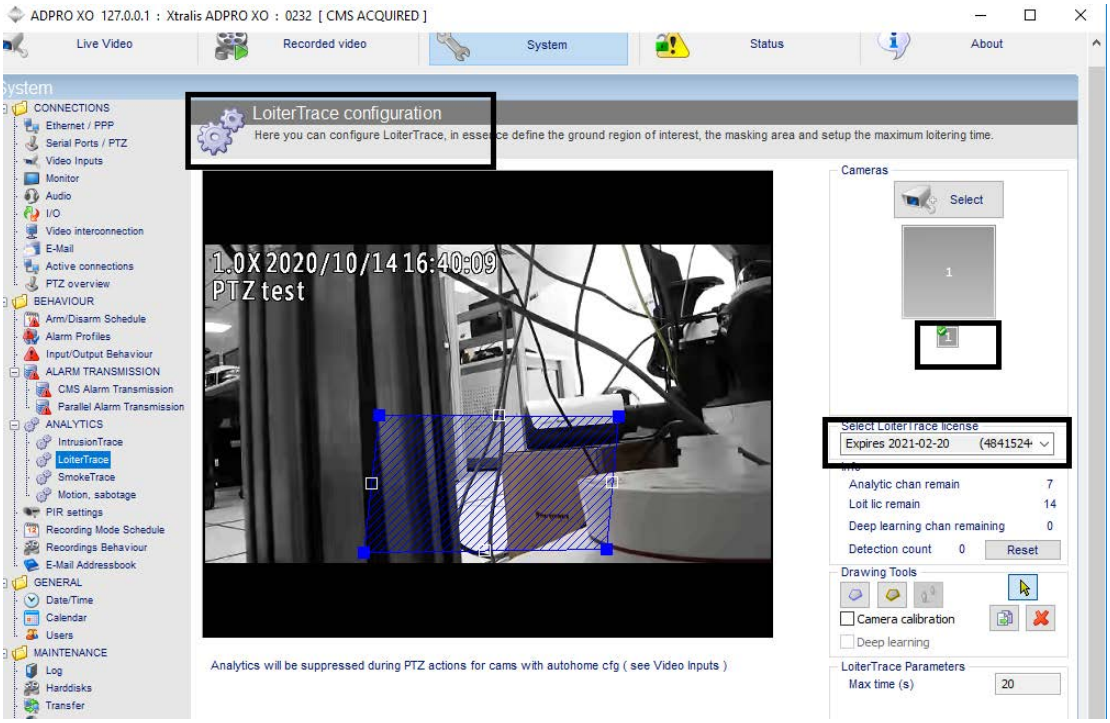
3. Click **Save**. The Analytics license is applied for **IntrusionTrace**.
4. To switch the license, select the **No license** option and click **Save**.



5. Select the **LoiterTrace** page. The Analytics license revoked from the IntrusionTrace page is displayed here.



6. Select the Analytics license to apply it for LoiterTrace.



How to contact ADPRO XO?

Check the Technical Support contact number from security.honeywell.com.

The following are the first line support contact numbers:

Europe

Country	Phone	Email
France	+33 3 66 88 01 42	hsgfrtechsupport@honeywell.com
Italy	+39 0399 301 301	hsgittechsupport@honeywell.com
Netherlands and Nordics	+31 108 080 688	hsgnltechsupport@honeywell.com
Spain	+34 911 238 038	hsgestechsupport@honeywell.com
UK	+44 1 344 238 266	hsguktechsupport@honeywell.com

US

Phone: 1800-323-4576

Email: No direct email inbox. Customers will use our Honeywell Discover portal to send email/ticket requests. https://honeywelldiscovertraining.com/login/discover/default.asp

APPENDIX

A ACTIVE SKU LIST

Part Number	Description	Status
IFT series		
60021310	ADPRO iFT 8 IP-2TB-8I-4O	Existing
60041610	ADPRO iFT 16 IP-6TB-8I-4O	Existing
60041810	ADPRO iFT 16 IP-10TB-8I-4O	Existing
60001620	ADPRO iFT 0IP-6TB-20I-8O	Existing
60040020	ADPRO iFT 16IP-NO HDD-20I/8O	Existing
60041520	ADPRO iFT 16IP-4TB-20I/8O	Existing
60081020	ADPRO iFT 32IP-NO HDD-20I/8O	New
60081620	ADPRO iFT 32IP-6TB-20I/8O	Existing
60081820	ADPRO iFT 32IP-10TB-20I/8O	Existing
60045710	ADPRO iFT 16 IP-8TB-SED-8I-4O	New
60045720	ADPRO iFT 16IP-8TB-SED-20I/8O	New
60086720	ADPRO iFT 32IP-2X8TB-SED-20I/8O	New
IFT E series		
63021510	ADPRO iFTE 8 IP-4TB-8I-4O	Existing
63041610	ADPRO iFTE 16 IP-6TB-8I-4O	Existing
63041810	ADPRO iFTE 16 IP-10TB-8I-4O	Existing
63001820	ADPRO iFTE 0IP-10TB-20I/8O	Existing
63040020	ADPRO iFTE 16IP-NO HDD-20I/8O	Existing
63041620	ADPRO iFTE 16IP-6TB-20I/8O	Existing
63081020	ADPRO iFTE 32IP- no HDD-20IN/8OUT	New
63081820	ADPRO iFTE 32IP-10TB-20I/8O	Existing
63082620	ADPRO iFTE 32IP-2x6TB-20I/8O	Existing
63045720	ADPRO iFTE 16IP-8TB-SED-20I/8O	New
63086720	ADPRO iFTE 32IP-2X8TB-SED-20I/8O	New
eFT (non-US)		
670001360	ADPRO eFT 0IP-2TB-4I/2O	Existing
670020060	ADPRO eFT 8IP-NO HDD-4I/2O	Existing
670021360	ADPRO eFT 8IP-2TB-4I/2O	Existing
672020060	ADPRO eFT 8IP-NO HDD-4I/2O-8PoE	New
672021360	ADPRO eFT 8IP-2TB-4I/2O-8PoE	Existing
674040070	ADPRO eFT 16IP-NO HDD-16I/4O-16PoE	New

Part Number	Description	Status
674041570	ADPRO eFT 16IP-4TB-16I/4O-16PoE	Existing
672025760	ADPRO eFT 8IP-8TB-SED-4I/2O-8PoE	New
674045770	ADPRO eFT 16IP-8TB-SED-16I/4O-16PoE	New
iFT Gateway		
66000000	iFT Gateway 4 IP-NO HDD-0I-0O	Existing
66000004	iFT Gateway 4 IP-NO HDD-0I-0O 4 Analysis	New
Universal HDD Extension kits for RMG (iFT/iFTE)		
39544250	ADPRO Univ Ext HDD kit 1TB,	Existing
39544260	ADPRO Univ Ext HDD kit 2TB	Existing
39544262	ADPRO Univ Ext HDD kit 4TB	Existing
39544263	ADPRO Univ Ext HDD kit 6TB	Existing
39544264	ADPRO Univ Ext HDD kit 8TB	Existing
39544266	ADPRO Univ Ext HDD kit 10TB	Existing
Universal HDD Extension for RMG(iFT/iFTE)		
19150240	ADPRO Universal HDD 1TB, without Mounting Kit	Existing
19150250	ADPRO Universal HDD 2TB, without Mounting Kit	Existing
19150270	ADPRO Universal HDD 4TB, without Mounting Kit	Existing
19150280	ADPRO Universal HDD 6TB, without Mounting Kit	Existing
19150290	ADPRO Universal HDD 8TB, without Mounting Kit	Existing
19150300	ADPRO Universal HDD 10TB, without Mounting Kit	Existing
19150440	ADPRO SED HDD 8TB, without Mounting Kit	new
Accessories		
49841000	ADPRO External Ethernet PoE module	Existing
49841010	ADPRO External Ethernet PoE Extension module	Existing
39544030	XO/RMG DOM 4GB, Upgrade kit for FT2/iFT series	Existing
49840600	ADPRO XO USB 20I/8O,Interface I/O module	Existing
49840610	ADPRO XO USB 40I/16O,Interface I/O module	Existing
INTRUSION TRACE ON XO		
49975699	IntrusionTrace XO, License Demo 60 Days	Existing
49975413	IntrusionTrace XO, LICENSE - 1 CHANNEL	Existing
49975415	IntrusionTrace XO, LICENSE - 2 CHANNELS	Existing
49975412	IntrusionTrace XO, LICENSE - 4 CHANNELS	Existing
49975414	IntrusionTrace XO, LICENSE - 8 CHANNELS	Existing
49975416	IntrusionTrace XO, LICENSE - 16 CHANNELS	Existing
49975417	IntrusionTrace XO, LICENSE - 32 CHANNELS	Existing
49975418	IntrusionTrace XO, LICENSE - 64 CHANNELS	Existing
49975419	IntrusionTrace XO, LICENSE - 128 CHANNELS	Existing
LOITER TRACE ON XO		
49975698	LoiterTrace XO, License Demo 60 Days	Existing
49975403	LoiterTrace XO, LICENSE - 1 CHANNELS	Existing
49975405	LoiterTrace XO, LICENSE - 2 CHANNELS	Existing
49975402	LoiterTrace XO, LICENSE - 4 CHANNELS	Existing

Part Number	Description	Status
49975404	LoiterTrace XO, LICENSE - 8 CHANNELS	Existing
49975406	LoiterTrace XO, LICENSE - 16 CHANNELS	Existing
49975407	LoiterTrace XO, LICENSE - 32 CHANNELS	Existing
49975408	LoiterTrace XO, LICENSE - 64 CHANNELS	Existing
49975409	LoiterTrace XO, LICENSE - 128 CHANNELS	Existing
INTRUSION/LOITER TRACE ON XO (Analytics license which can interchange between IT and LT)		
49978000	IT/LT -XO - 1 CH-60 D Demo	New SKU
49978001	IntrusionTrace/LoiterTrace -XO - 1 CH	New SKU
49978002	IntrusionTrace/LoiterTrace -XO - 2 CH	New SKU
49978004	IntrusionTrace/LoiterTrace -XO - 4 CH	New SKU
49978008	IntrusionTrace/LoiterTrace -XO - 8 CH	New SKU
49978016	IntrusionTrace/LoiterTrace -XO - 16 CH	New SKU
49978032	IntrusionTrace/LoiterTrace -XO - 32 CH	New SKU
49978064	IntrusionTrace/LoiterTrace -XO - 64 CH	New SKU
49978128	IntrusionTrace/LoiterTrace -XO - 128 CH	New SKU
Deep Learning LOITER TRACE ON XO		
49980000	DL LT - XO - 1 CH-60 D Demo	New SKU
49980001	DeepLearning LoiterTrace - XO - 1 CH	New SKU
49980002	DeepLearning LoiterTrace - XO - 2 CH	New SKU
49980004	DeepLearning LoiterTrace - XO - 4 CH	New SKU
49980008	DeepLearning LoiterTrace - XO - 8 CH	New SKU
49980016	DeepLearning LoiterTrace - XO - 16 CH	New SKU
49980032	DeepLearning LoiterTrace - XO - 32 CH	New SKU
49980064	DeepLearning LoiterTrace - XO - 64 CH	New SKU
49980128	DeepLearning LoiterTrace - XO - 128 CH	New SKU
Channel Licenses		
49977010	IP License-XO-1 CH	Existing
49977011	IP License-XO-2 CH	Existing
49977012	IP License-XO-4 CH	Existing
49977013	IP License-XO-8 CH	Existing
49977014	IP License-XO-16 CH	Existing
49977015	IP License-XO-64 CH	Existing
49977016	IP License-XO-128 CH	Existing
49975600	PRO Pir HLI License, support up to 32 PRO PIR Detectors	Existing
ADPRO CENTRAL MONITORING SOFTWARE		
202449	VCPSW-1,VIDEOCENTRAL PLATINUM SOFTWARE	Existing

Please contact customer care for pricing details.

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