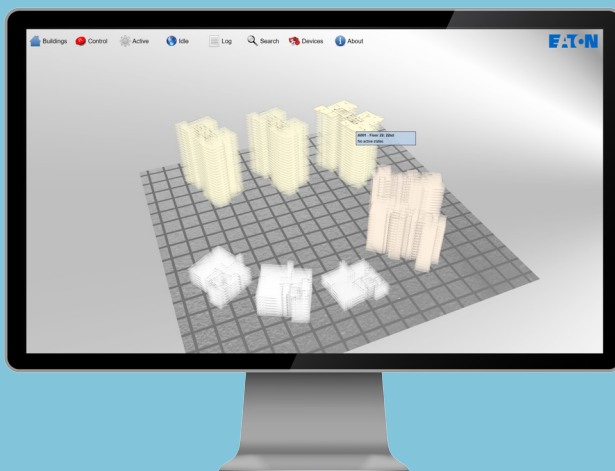# Eaton fire site monitor and graphical visualisation software license installation guide

F·T·N

Powering Business Worldwide

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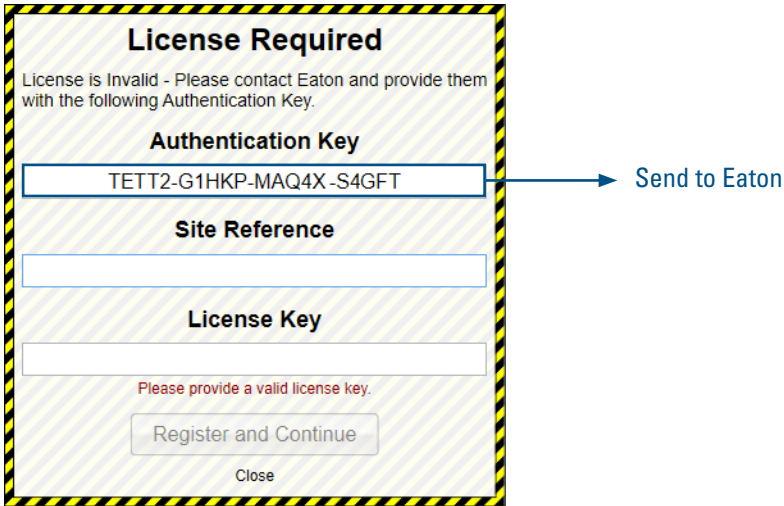
Contents

Material code	Description
EF-SITEMONITOR	Monitoring software license without graphical visualisation maps including an EC0232 interface
EFGVS1-2	Graphical visualisation software license 1-2 panels including an EC0232 interface
EFGVS3-6	Graphical visualisation software license up to 6 panels including an EC0232 interface
EFGVS7-10	Graphical visualisation software license up to 10 panels including an EC0232 interface
EFGVS11-PLUS	Graphical visualisation software license above 10 panels including an EC0232 interface
EFGVS7-10-TCPIP	Graphical visualisation software license up to 10 panels with TCP/IP Interlink
EFGVS11-PLUS-TCPIP	Graphical visualization software license above 10 panels with TCP/IP Interlink
EFGVS-DESIGN	Graphical visualisation designer software license - no panel connectivity
EFGVS-PREMIUMDESGN	Graphical visualisation premium designer software license including an EC0232 interface

EFGVS License installation guide

1. Initial key installation

1.1. Obtain your authentication key

After downloading the software from the Eaton website (http://www.cooperfire.com/fire-community), when you first run the Designer, Viewer or Site Monitor software variant, you will be prompted for a license key. The popup window will resemble the following:

License Required

License is Invalid - Please contact Eaton and provide them with the following Authentication Key.

Authentication Key

TETT2-G1HKP-MAQ4X-S4GFT → Send to Eaton

Site Reference

License Key

Please provide a valid license key.

Register and Continue

Close

An important element here is the **Authentication Key**, which is an alpha-numeric sequence required by the Eaton employee to produce your eventual license key. **This key is linked to a given computer and is automatically generated by the computer.**

Before you contact Eaton, please ensure you have this key available, either written down on paper or displayed on your computer screen nearby. It should be noted that, every time you load the software, this key will change. This is normal and any of the Authentication Keys produced will still be acceptable by Eaton, providing they come from the same computer, were produced recently and that you pass other verification.

1.2. Contact Eaton

The next step is to contact Eaton to get a Site Reference and a License Key provided for the computer on which the software is installed. We suggest you send an email message to **MVDO-Fire-TechSupport@Eaton.com** with your license key request, including the Authentication Key mentioned in section 2.

In order to accelerate the process, you should also provide the following information:

- Your company name and customer ID reference (on the order acknowledgment)
- Your company address
- The order reference
  - The order date (format YYYY-MM-DD)
- The order code(s) for the license(s) you have purchased with the quantity for each reference if several.
  - Site/Project name

If your request is urgent, you can place a phone call to **+44 (0)1302 303350.**

Note: Note: If you have any question related to this section please contact your local Eaton representative who can liaise with our central technical support team. They will insure that your software license key is generated rapidly.
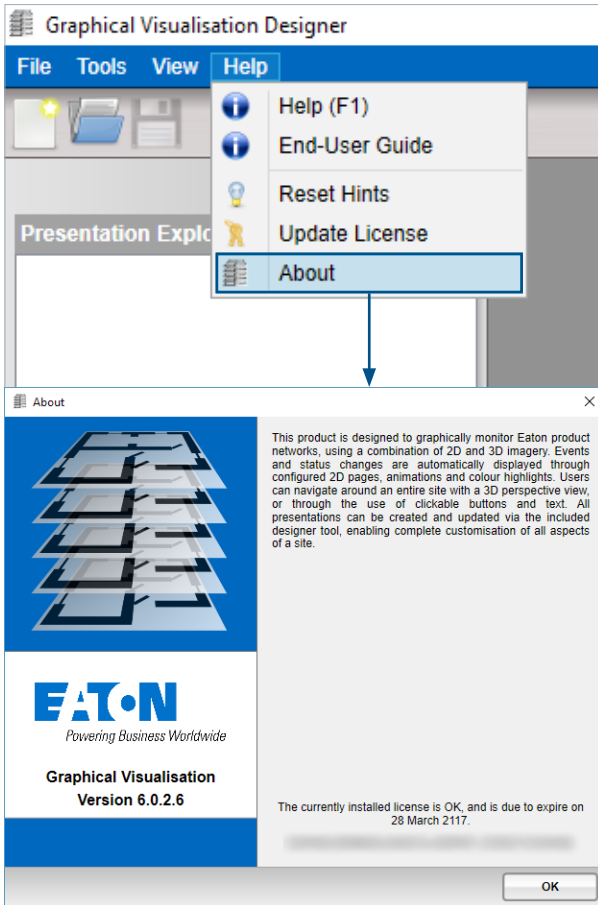

1.3. Installing your license key

Once you have received your actual License Key and Site Reference, you should enter them as shown below:

Please ensure you enter the site reference and license key precisely in the same format you were provided. We recommend these are copied and pasted (from the email message) into the software if possible. Remember, it is OK if the Authentication Key is different from the one you sent to Eaton.

When done, please click on **Register and Continue**. The software will now load and can be used.

2. Checking your existing license

If you want to check the status of your existing license, you can do this by selecting the **About** option in the **Help** drop down menu. This is available in all three applications (Designer, Viewer and Site Monitor) and in the same location. On this screen, you will see your current license key along with other details about your license. Any time you contact Eaton regarding your current license, you will be asked for your license key. If you need to send your license key by email, you can select the key with your mouse like normal text and then copy and paste it into an email.

3. Updating your License

If your license expires, you will be automatically prompted for a new license key. However, if you request a new license key, or are issued with a new license, you can change your existing license key by selecting the **Update License** option in the **Help** drop down menu. This is available in all three applications (Designer, Viewer and Site Monitor) and in the same location. Similar to the method of installing your first license key, you will be provided a **Site Reference** and **License Key** by Eaton.

Generally, you will need to provide Eaton with your current license key, so please refer to the previous section on how to achieve this.

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