

# Access Control Manager™ Virtual Getting Started Guide



## 1. Obtain the Activation ID

When you purchase a license for your Access Control Manager Virtual appliance, Avigilon generates a unique Activation ID for your license.

The Activation ID is sent to you in:

- A confirmation email
- A package

All your Activation IDs are permanently stored in your FNO account with Avigilon.

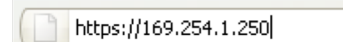
## 2. Download the ACM Virtual Files

1. In a web browser connected to the internet, go to the Avigilon Support Community: [support.avigilon.com](https://support.avigilon.com)
2. Log in or register.  
**Note:** To register, click **Register**, complete the registration form and click **Submit**. A temporary password is emailed to the provided address.
3. In the top menu bar of the Avigilon Support Community, click the Avigilon logo and select **Support Community**.
4. Click **Software Downloads**. In **Category**, select **ACM 6**.
5. Scroll down the list of assets to the **Virtual Machine** section and select the most recent **ACM 6.x.x Virtual Image** for your virtualization platform.
6. Click the **Download** button and save the .zip file to a location accessible to your VM instance.
7. Extract the ACM Virtual files.
8. Install the files according to your virtualization platform instructions.

**Note:** The Virtual Machine console is not available for customer use. Customers will connect to their ACM Virtual Machine via the web browser only.

## 3. Open Web Browser

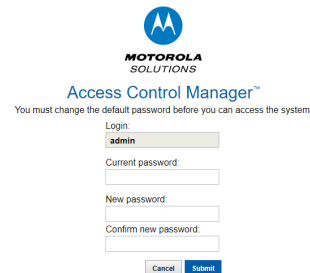
Open the web browser on the connected PC and type this IP address: **169.254.1.250**



If a message indicates a connection or security error, refer to *Access Control Manager Troubleshooting Browser Issues* overleaf.

## 4. Log in to the Application

When the login screen appears, enter **admin** for both **Login** and **Password**. Click **Sign in**. You must change the default password as shown:



The Access Control Manager application main menu appears.

## 5. Edit Hostname

The default hostname for each appliance is **ACM**. If you need to set a specific hostname for the appliance, do so at this point before the ACM appliance is connected to the network.

1. From the top-right corner, select > **Appliance** to display the Appliance: Edit page on the Appliance tab.
2. On the Appliance tab, enter a new **Host Name**.
3. Click the **Save** button.

The ACM appliance automatically restarts.



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## 6. Accept EULA

After you log in the second time, accept the end user license agreement (EULA).

1. Click the link below **End user license must be accepted. Accept EULA to stay in compliance**.
2. Review the EULA and then select the **I accept the terms of the License Agreement** check box.
3. Click **Submit**.

## 7. License the Application

Enter the Activation ID provided in the email from Avigilon that is marked "IMPORTANT - DO NOT DISCARD":

1. From the top-right corner, click > **Appliance**.
2. Click the **About** tab.
3. Click **Add License** to display the Add Licenses dialog.

If the appliance has internet access:

1. Click the **Automatic** tab.
2. Enter the Activation ID.
3. Click **Activate Licenses**.

If the appliance does not have internet access:

1. Click the **Manual** tab.
2. Enter the Activation ID.
3. Click **Save File...** to generate the activation file.
4. Complete the on-screen instructions to upload the file to ACM and receive a valid license file using a computer connected to the internet.

The activation file name is:  
**Activation File.key**

The license file name is:  
**capabilityResponse.bin**

5. Upload the license file to the ACM system and click **Activate Licenses**.

## 8. Configure Port Settings

For static IP configuration:

1. Click the **Ports** tab and then select **Port-1**.
2. Uncheck the **Enable DHCP** checkbox.
3. Enter the required values: **Name**, **IP Address**, **Netmask** and **Network Gateway**.
4. Click the **Save** button.

The appliance automatically restarts.

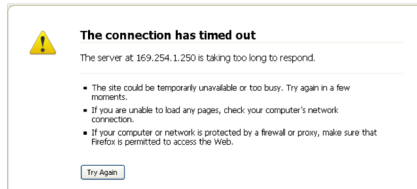
# Access Control Manager Troubleshooting Browser Issues



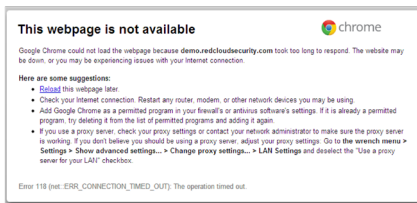
If the Access Control Manager application site is not found and one of these messages appears...



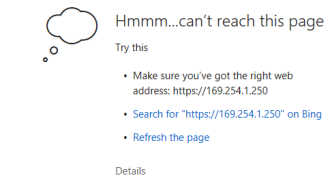
When using Firefox:



When using Chrome™:



When using Edge:



**Tip:** If you are using Edge, update your browser version before trying the following steps.



When using Safari:



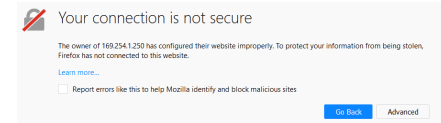
Try the following steps:

1. If the Link LED on your router is not lit, ensure the Ethernet cable is connected.
2. If one of the messages shown above appears, ensure the network IP address is *not* set to 169.254.1.250 which is the default IP address for the appliance port in Access Control Manager.
3. To ensure the cable is connected and no conflict occurs with the IP address, type **ping 169.254.1.250** at a DOS command prompt. If there is no response, double check the connection and IP address. If the connection and IP address are correct, call Avigilon Technical Support for assistance.

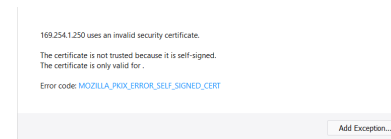
If a security exception screen appears...



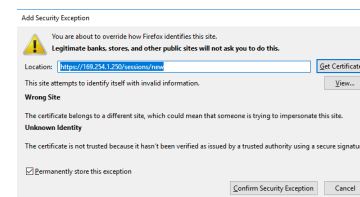
When using Firefox:



1. Click the **Advanced** button.



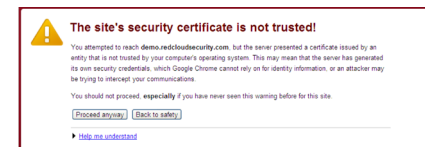
2. Click the **Add Exception...** button.



3. Click the **Get Certificate** button.
4. Check **Permanently store this exception**.
5. Click the "Confirm Security Exception" button.



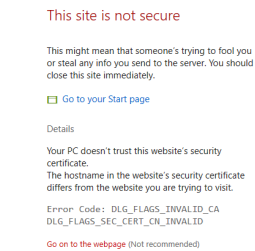
When using Chrome:



Click **Proceed anyway**.



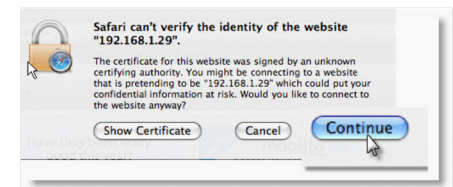
When using Edge:



Click **Go on to the webpage (Not recommended)**.



When using Safari:



Click the **Continue** button.