Software Download Portal FAQ

Question 1

The Emerson Network Power software download portal has replaced the former ACE portal. How do I register and use the new portal?

Answer

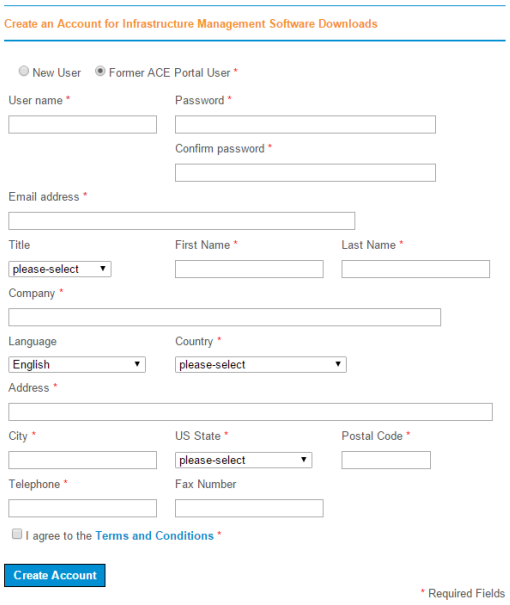
The download portal for Avocent® DSView™ Management Software can be accessed using the following link: http://www.EmersonNetworkPower.com/DSViewDownloads

To register and activate an account:

1. Select the New User or Former ACE Portal User checkbox.

   NOTE: You must select Former ACE Portal User if you have previously registered tokens in the former ACE portal.

2. Enter your username and complete all remaining required fields.
3. Review and Accept the Terms and Conditions and click *Create Account*.



To Contact Avocent Technical Support: Visit www.avocent.com.

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NOTE: An Activation Code will be emailed to the email address specified in the account creation process.

4. Enter the Activation Code on the portal page to activate the account.

To download the software:

1. Log in with your account credentials.
2. Download the release notes and software.

NOTE: If you are downloading any of the Avocent DSView™ software installers, you must have at least one previously registered token and your account must be currently under maintenance.

To view registered License Keys:

Click your username (located in the top left corner) to access the Account Management page and view all previously generated License Keys and corresponding maintenance dates.

To update the profile:

1. Click your username (located in the top left corner) to access the Account Management page.
2. In the profile section, click *Edit Profile* to update any of the profile fields.
3. Click *Update Profile* to save your changes.

To change password:

1. Click your username (located in the top left corner) to access the Account Management page.
2. In the profile section, click *Change Password*.
3. Enter your current and new password.
4. Click *Change Password* to save your changes.

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Question 2

I am a former ACE portal user and I have forgotten my username.

Answer

In October 2015, all former ACE portal users were contacted via email with the announcement about the new software download portal. Former ACE portal usernames were communicated in the same correspondence. If you have not received the email or have forgotten your username, please contact Tech Support to retrieve your former ACE account username.

Question 3

Registration page does not have a selection for Canadian provinces.

Answer

The state field does not direct to Canadian provinces, but you can register using the following procedure.

To register Canadian provinces:

1. Leave the State field as the default **please-select**.
2. Enter your street address and zip code.

   NOTE: The postal code should be seven characters with a space, such as **M5H 3T9**.

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Question 4

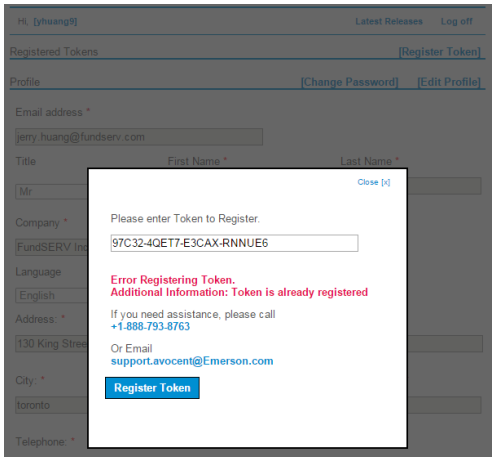
I am locked out of my account. How can I access it?

Answer

When registering in the software download portal, the default setting locks an account after five incorrect login attempts. If you are locked out, click 'Forgotten Username or Password?' to reset your password.

Question 5

My activation token is not accepted. What should I do?



Answer

The activation token you are entering is already registered and the License Key is generated under another portal account. Only one account is allowed to use a specific License Key. If you wish to transfer the License to your account, email a scanned letter with your company's letterhead to Tech Support with the following information:

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- Customer's name, signature and email address
- Supervisor's name and signature
- Master License Code for the DSView™ management software
- Company telephone number
- Telephone number where the customer can be reached (if different)
- Brief explanation for the record change

Tech Support will transfer the new License Key under your account and you will be able to view it on the portal.

Question 6

What products are available for download on the software download portal?

Answer

Registration is required on the software download portal. After registration, you can access the following download links:

1. Avocent® DSView™ software: **www.EmersonNetworkPower.com/DSViewDownloads**
2. *Trellis*™ Power Insight application: **www.EmersonNetworkPower.com/TrellisDownloads**
3. *Trellis*™ Real-Time Infrastructure Optimization platform and Quick Start Solutions: **www.EmersonNetworkPower.com/TrellisDownloads**
4. Avocent® Data Center Planner: **www.EmersonNetworkPower.com/DCPDownloads**
5. Avocent® Rack Power Manager: **www.EmersonNetworkPower.com/RPMDownloads**
6. ACS v6000 Advanced Console Server: **www.EmersonNetworkPower.com/ACSv6000Downloads**
7. Avocent® Matrix Manager software:

   www.EmersonNetworkPower.com/MatrixManagerDownloads

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Question 7

Do I need to create a separate account on each product portal page?

Answer

No, a single registration from any portal page is valid for all product pages.

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