



Software Download Portal

Frequently Asked Questions (FAQ)

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1.0 QUESTIONS RELATED TO THE ACE PORTAL

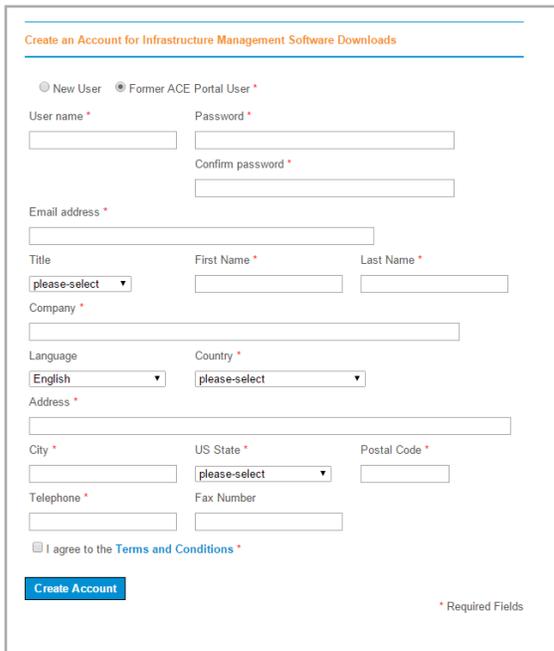
The former ACE portal has been replaced by the Vertiv software download portal. The following questions are commonly asked in regards to this transition.

1.1 How do I register and use the new portal?

The download portal for the Avocent® DSView™ management software can be accessed at <http://www.vertivco.com/DSViewDownloads>.

To register and activate your account:

1. Select the New User or Former ACE Portal User checkbox.
NOTE: You must select the Former ACE Portal User checkbox if you have any previously registered tokens in the former ACE portal. Also, you must enter Former ACE Portal Username.
2. Enter your username, then complete all remaining required fields.
3. Review your information, then check the box to indicate you accept the Terms and Conditions.
4. Click *Create Account*.
NOTE: An Activation Code will be emailed to the address specified in the account creation process.



Create an Account for Infrastructure Management Software Downloads

New User Former ACE Portal User *

User name * Password *

Confirm password *

Email address *

Title First Name * Last Name *
 please-select

Company *

Language Country *
 English please-select

Address *

City * US State * Postal Code *
 please-select

Telephone * Fax Number

I agree to the [Terms and Conditions](#) *

* Required Fields

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

To download the 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.

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

To view registered license keys:

Click your username on the portal (located in the top-left corner) to access the Account Management page and view all previously generated license keys and their corresponding maintenance dates.

To update the profile:

1. Click your username on the portal (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 your password:

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

1.2 What should I do if I am a former ACE portal user and I've forgotten my username?

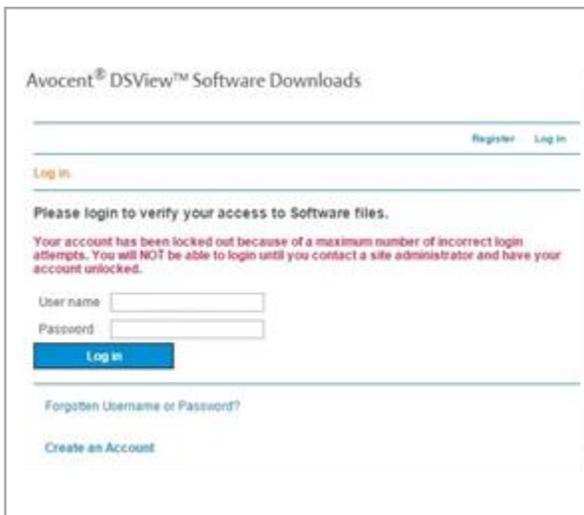
In October 2015, ACE portal users were contacted via email to receive notification about the new software download portal as well as any ACE portal usernames. If you did not receive the email or have misplaced it, please visit <https://www.vertivco.com/AvocentSupport> to contact Technical Support and have them retrieve your former ACE account username.

2.0 GENERAL ACCOUNT QUESTIONS

The following questions address issues with accessing your account, activation token issues and questions regarding separate account creation.

2.1 What should I do if I'm locked out of my account?

When registering in the software download portal, the default setting locks an account after five incorrect login attempts. Contact Technical Support to reset the password by visiting <https://www.vertivco.com/AvocentSupport>.



Avocent® DSVIEW™ Software Downloads

[Register](#) [Log In](#)

[Log in.](#)

Please login to verify your access to Software files.

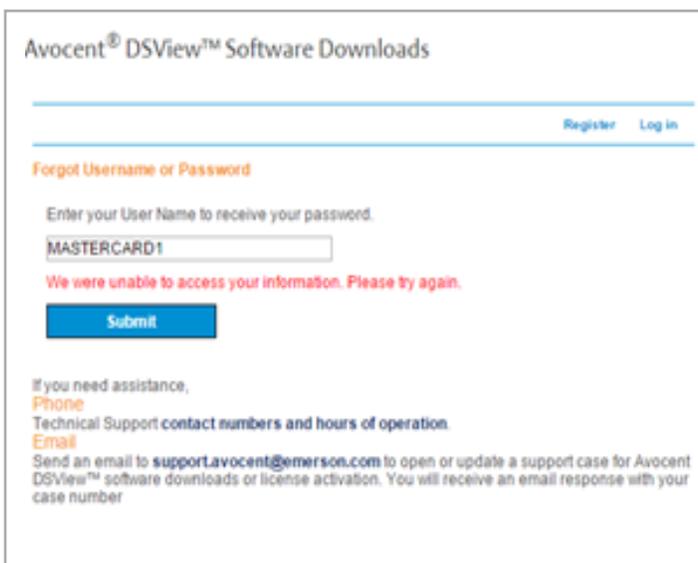
Your account has been locked out because of a maximum number of incorrect login attempts. You will NOT be able to login until you contact a site administrator and have your account unlocked.

User name:

Password:

[Forgotten Username or Password?](#)

[Create an Account](#)



Avocent® DSVIEW™ Software Downloads

[Register](#) [Log In](#)

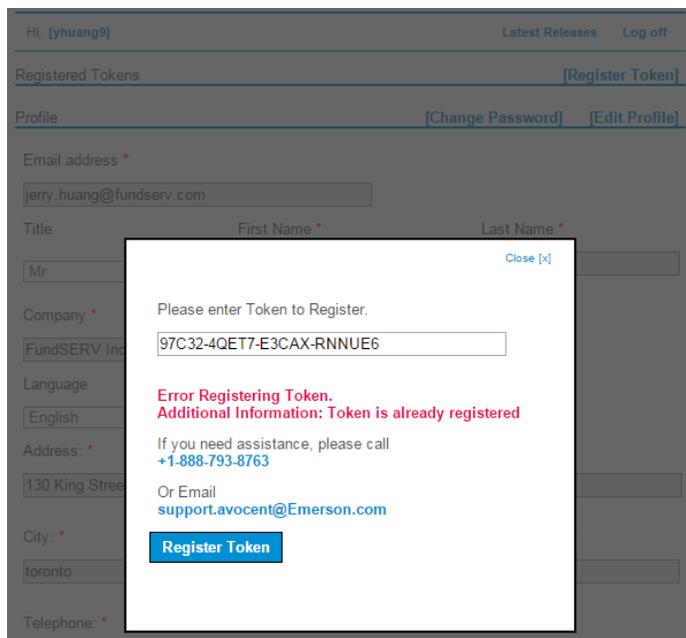
Forgot Username or Password

Enter your User Name to receive your password.

We were unable to access your information. Please try again.

If you need assistance,
Phone
 Technical Support contact numbers and hours of operation.
Email
 Send an email to support.avocent@emerson.com to open or update a support case for Avocent DSVIEW™ software downloads or license activation. You will receive an email response with your case number.

2.2 What should I do if my activation token is not accepted?



Most likely, the activation token you are attempting to enter is already registered and the license key is generated under another portal account. Only one account is allowed to use a specific token/license key. If you wish to transfer the license to your account, email a scanned letter (on your company letterhead) to the Technical Support team at support.avocent@vertivco.com. In your letter, include the following information:

- Customer's name, signature and email address
- Supervisor's name and signature
- Master license code for the Avocent® DSView™ management software
- Company telephone number and another number where the customer can be reached (if different)
- Brief explanation for the record change.

Technical Support will transfer the new license key under your account and then you will be able to view it on the portal.

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

No. A single registration from any portal page is valid for all other portal pages.

3.0 GENERAL REGISTRATION QUESTIONS

NOTE: To use the software download portal, registration is required.

3.1 How do I register Canadian provinces?

The Registration page does not have a selection for Canadian provinces (in the state field), but the following procedure details the workaround for this issue.

To register Canadian provinces:

1. Leave the State field listed as please-select, which is the default.
2. Enter your street address and zip code.

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

3.2 After registration, what product portal pages can I access for software downloads?

When you have fully registered, you can access the following portal pages in order to download product software.

- Avocent® DSView™ management software (www.vertivco.com/DSViewDownloads)
- Trellis™ Power Insight application (www.vertivco.com/TrellisApplicationDownloads)
- Trellis™ real-time infrastructure optimization platform and Quick Start solutions (www.vertivco.com/TrellisDownloads)
- Avocent® Data Center Planner (www.vertivco.com/DCPDownloads)
- Avocent® Rack Power Manager (www.vertivco.com/RPMDownloads)
- Avocent® ACS v6000 advanced console server (www.vertivco.com/ACSV6000Downloads)
- Avocent® Matrix Manager software (www.vertivco.com/MatrixManagerDownloads)

