

## FAQs REGARDING ACCESS LICENSE EXPIRATION DATES

### HOW DO I RENEW A RECORDER'S ACCESS TO OPENEYE WEB SERVICES?

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1. Create a Purchase Order (PO) for OE-OWS1Y for the number of channels on the recorder which you are renewing OWS access.
  - a. The OE-OWS1Y (1 year access) or OE-OWS4Y (4 years access) part numbers are used to renew access.
    - One access license is required per recording channel on the recorder.
  - b. Your PO must include the system serial number of the recorder which you are renewing.
    - When renewing multiple recorders please clearly specify which expansions are applied to which recorder.
2. Submit your purchase orders to your approved distributor or, if your account is directly through OpenEye, to [purchaseorders@openeye.net](mailto:purchaseorders@openeye.net).
  - a. Questions about the renewal process should be directed to OpenEye Sales at 888.542.1103 or email [sales@openeye.net](mailto:sales@openeye.net).

### WHAT HAPPENS WHEN AN OWS SUBSCRIPTION EXPIRES?

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Continued access and compatibility with OpenEye Web Services requires an active OWS subscription and is limited to recorders running software within two releases of the current version. If a device's OWS subscription expires the device will lose all enhanced functionality provided by OWS such as cloud-based user IDs, alert triggers, health reports, software updates, and so on. The recorder will appear as "Expired" in all OWS software interfaces. This will in no way impact the core recording capabilities of the device. A user may continue to access the device locally or by connecting directly to the device's IP address with the appropriate remote client software.

### CAN I RENEW AN OWS SUBSCRIPTION AFTER IT HAS EXPIRED?

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Yes, an OWS subscription may be renewed at any time though a onetime reconnection charge may apply. If over 90 days have passed since expiration, any prior service data will be lost.