



# CORTROL License Warranty

V01302024 v1.2

## Ganz CORTROL Licensed Warranty

The Ganz CORTROL Server license is a subscription-based warranty, offering an initial two years of licensed coverage beginning with the first-time activation.

The two-year licensed warranty coverage includes access and installation of new CORTROL versions released during the coverage period, and support for select licensed editions for channel growth through channel additions (add-ons).

- ZNS-Premier1Ch (Premier single channel addition)
  - *Required a minimum order quantity (MOQ) of no less than six channels or more per order.*
- ZNS-GL-1Ch (Global single channel addition) *(Effective as of January 1<sup>st</sup>, 2024)*
  - *Required a minimum order quantity (MOQ) of no less than six channels or more per order.*

Core licensed warranty status does not affect access to technical support for troubleshooting, installation support, configuration support, documentation access, and or training videos. *Note: Upon core license warranty expiration, the installation and associated channels will continue to function without interruption.*

The following CORTROL Server installations offer an initial primary two-year warranty, with coverage starting upon first-time activation:

- ZNS-Premier9 *(Essentials edition – Channel expansion not supported – Upgradable to ZNS-Premier24)*
- ZNS-Premier16 *(Essentials edition – Channel expansion not supported – Upgradable to ZNS-Premier24)*
- ZNS-Premier24 *(Professional edition – Channel expansion supported with active licensed warranty)*
- ZNS-Premier48 *(Professional edition – Channel expansion supported with active licensed warranty)*
- ZNS-Premier72 *(Professional edition – Channel expansion supported with active licensed warranty)*
- ZNS-Premier96 *(Professional edition – Channel expansion supported with active licensed warranty)*
- ZNS-GStart50 *(Enterprise edition – Channel expansion supported with active licensed warranty)*
- ZNS-GStart100 *(Enterprise edition – Channel expansion supported with active licensed warranty)*

## CORTROL warranty graphic

**GANZ CORTROL - 2-year Core Licensed Warranty**

**Core warranty two years**

- Software updates supported
- Channel additions supported
- Technical resources

**Core warranty expired**

- If "Expired" – No installing software updates
- If "Expired" – No adding additions channels
- Server functions continue
- Existing channels continue
- Technical resources continue

**Core warranty renewal**

- 1, 2, 3, 4, 5, 6, 7, or 8-yr renewals available
- "Support" - Installing software updates
- "Support" - Adding additional channels
- Technical resources continue
- Back-dating not required!!!

GANZ CORTROL Premier <i>Essentials &amp; Professional edition</i>	GANZ CORTROL Global Start <i>Enterprise edition</i>
Premier Server <i>Includes Console &amp; Client</i>	Global Server <i>Includes Console &amp; Client</i>
Management Console <i>Includes Client</i>	Management Console <i>Includes Client</i>
Client <i>Stand alone desktop Client</i>	Client <i>Stand alone desktop Client</i>
	Recording Server <i>Includes Console &amp; Client</i>





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V01302024 v1.2

## CORTROL License Warranty Renewal

When renewing a Premier/Global installation warranty, all existing channels, including all channel add-ons, will require coverage via the warranty renewal license.

### CORTROL warranty renewal options

- CORTROL Premier9 and Premier16 are part of the essential's edition of Premier
  - 2-year renewal option
    - ZNS-2AC9: *ZNS-Premier9 2-year renewal*
    - ZNS-2AC16: *ZNS-Premier16 2-year renewal*
  - 8- year renewal option
    - ZNS-8AC9: *CORTROL Premier 9 update plan for 8 years*
    - ZNS-8AC16: *CORTROL Premier 16 update plan for 8 years*
- Renewal options for Premier24 through Premier96 are in yearly increments from 1 to 8 years
  - ZNS-1ACP1: *ZNS-Premier1Ch 1-year renewal (Per channel)*
  - ZNS-2ACP1: *ZNS-Premier1Ch 2-year renewal (Per channel)*
  - ZNS-3ACP1: *ZNS-Premier1Ch 3-year renewal (Per channel)*
  - ZNS-4ACP1: *ZNS-Premier1Ch 4-year renewal (Per channel)*
  - ZNS-5ACP1: *ZNS-Premier1Ch 5-year renewal (Per channel)*
  - ZNS-6ACP1: *ZNS-Premier1Ch 6-year renewal (Per channel)*
  - ZNS-7ACP1: *ZNS-Premier1Ch 7-year renewal (Per channel)*
  - ZNS-8ACP1: *ZNS-Premier1Ch 8-year renewal (Per channel)*
- Renewal options for Global Start50 and Global Start100 are in yearly increments from 1 to 8 years
  - ZNS-1ACG1: *ZNS-GL-1Ch 1-year renewal (Per channel)*
  - ZNS-2ACG1: *ZNS-GL-1Ch 2-year renewal (Per channel)*
  - ZNS-3ACG1: *ZNS-GL-1Ch 3-year renewal (Per channel)*
  - ZNS-4ACG1: *ZNS-GL-1Ch 4-year renewal (Per channel)*
  - ZNS-5ACG1: *ZNS-GL-1Ch 5-year renewal (Per channel)*
  - ZNS-6ACG1: *ZNS-GL-1Ch 6-year renewal (Per channel)*
  - ZNS-7ACG1: *ZNS-GL-1Ch 7-year renewal (Per channel)*
  - ZNS-8ACG1: *ZNS-GL-1Ch 8-year renewal (Per channel)*

### CORTROL Premier warranty example:

A customer has Premier24 installed with no upgrades and an expired initial two-year warranty. The latest CORTROL release has new features the customer would like to leverage.

- An expired warranty will not allow installation of new CORTROL releases
  - ZNS-1ACP1 is the minimum renewal option
    - ZNS-1ACP1 multiplied by 24 (Premier24)
  - Customer can now install the newest version of CORTROL Premier.

### CORTROL Global warranty example:

A customer has Global Start 50 installed with no upgrades and an expired initial two-year warranty. The latest CORTROL release has new features the customer would like to leverage.

- An expired warranty will not allow installation of new CORTROL releases
  - ZNS-1ACG1 is the minimum renewal option
    - ZNS-1ACG1 multiplied by 50 (GStart50)
  - Customer can now install the newest version of CORTROL Global.





# CORTROL License Warranty

V01302024 v1.2

## CORTROL Premier warranty with upgrades

A customer has a Premier24 installed with (8x) ZNS-Premier1Ch, and an expired initial two-year warranty. The latest CORTROL release has new features the customer would like to leverage.

- An expired warranty will not allow installation of new CORTROL releases
  - ZNS-1ACP1 is the minimum renewal option
    - ZNS-1ACP1 multiplied by 24+8 (Premier24+ (8x)ZNS-Premier1Ch)
  - Customer can now install the newest version of CORTROL Premier.

## CORTROL Global warranty with upgrades

A customer has a Global Start 50 installed with (8x) ZNS-GL-1Ch, and an expired initial two-year warranty. The latest CORTROL release has new features the customer would like to leverage.

- An expired warranty will not allow installation of new CORTROL releases
  - ZNS-1ACG1 is the minimum renewal option
    - ZNS-1ACG1 multiplied by 50+8 (GStart50+ (8x)ZNS-GL-1Ch)
  - Customer can now install the newest version of CORTROL Premier.

## CORTROL License Deactivation/Reactivation

The Ganz CORTROL license requires deactivation when migrating or moving to new hardware.

### CORTROL Premier License Deactivation/Reactivation example:

A customer has Premier24 installed with no upgrades and an expired initial two-year warranty. A server with CORTROL installed has a failed hard drive. A replacement hard drive is on order.

- An expired warranty will not allow “Deactivation” and then “Reactivation” of a CORTROL license.
  - ZNS-1ACP1 is the minimum renewal option
    - ZNS-1ACP1 multiplied by 24 (Premier24)
  - Customer can now deactivate the CORTROL Premier license.
  - Customer can now install CORTROL Premier on the replacement hard drive.
  - Customer can now activate the CORTROL Premier license.

A customer has Premier24 installed with no upgrades and an expired initial two-year warranty.

The customer is planning the migration of the CORTROL installation to a new server / virtual machine.

- An expired warranty will not allow “Deactivation” and then “Reactivation” of a CORTROL license.
  - ZNS-1ACP1 is the minimum renewal option
    - ZNS-1ACP1 multiplied by 24 (Premier24)
  - Customer can now deactivate the CORTROL Premier license.
  - Customer can now install CORTROL Premier on the replacement hard drive.
  - Customer can now activate the CORTROL Premier license.

### CORTROL Global License Deactivation/Reactivation example:

A customer has Global Start 50 installed with no upgrades and an expired initial two-year warranty.

A server with CORTROL installed has a failed hard drive. A replacement hard drive is on order.

- An expired warranty will not allow “Deactivation” and then “Reactivation” of a CORTROL license.
  - ZNS-1ACG1 is the minimum renewal option
    - ZNS-1ACG1 multiplied by 50 (GStart50)
  - Customer can now deactivate the CORTROL Global license.
  - Customer can now install CORTROL Global on the replacement hard drive.
  - Customer can now activate the CORTROL Global license.





# CORTROL License Warranty

V01302024 v1.2

A customer has Global Start 50 installed with no upgrades and an expired initial two-year warranty. The customer is planning the migration of the CORTROL installation to a new server / virtual machine.

- An expired warranty will not allow “Deactivation” and then “Reactivation” of a CORTROL license.
  - ZNS-1ACG1 is the minimum renewal option
    - ZNS-1ACG1 multiplied by 50 (GStart50)
  - Customer can now deactivate the CORTROL Global license.
  - Customer can now install CORTROL Global on the replacement hard drive.
  - Customer can now activate the CORTROL Global license.

## CORTROL Channel Additions

Channel Additions are an add-on expansion to the core channel functionality of the licensed CORTROL service.

Channel Additions licensing is separate from that of the core licensed warranty, not in addition to. This leads to Channel Additions including a two-year grace period (warranty).

The Channel addition grace period must always start within the existing core licensed warranty coverage.

*Example 1: Grace period activated first year of the initial 2yr licensed warranty.*

- *No additional coverage required for the Channel additions*

Core License Warranty – Initial 2 years		
Year 1 - Active	Year 2 - Active	Year 3 - Expired
Channel Addition (Add-on) – 2-year grace period		
Year 1 – Grace Period	Year 2 – Grace Period	Year 3 - Expired

*Example 2: Grace period activated second year of the initial 2yr licensed warranty.*

- *No additional coverage required for the Channel additions*

Core License Warranty – Initial 2 years		
Year 1 - Expired	Year 2 - Active	Year 3 - Expired
Channel Addition (Add-on) – 2-year grace period		
Year 1 – N/A	Year 1 – Grace Period	Year 2 – Grace Period

*Example 3: Grace period activated first year of the 3yr warranty renewal.*

- *1yr of additional coverage to match the 3yr renewal.*

Core License Warranty – 3-year renewal					
Year 1 - Expired	Year 2 - Expired	Year 1 - Renewed	Year 2 – Renewed	Year 3 - Renewed	Year 4 - expired
Channel Addition (Add-on) – 2-year grace period					
Year 1 – N/A	Year 2 – N/A	Year 1 - Renewal	1yr – Grace Period	2yr - Grace Period	Year 4 - expired





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V01302024 v1.2

*Example 4: Grace period activated second year of the 3yr warranty renewal.*

- *No additional coverage required for the Chanel additions*

Core License Warranty – 3-year renewal					
Year 1 - Expired	Year 2 - Expired	Year 1 - Renewed	Year 2 - Renewed	Year 3 - Renewed	Year 4 - expired
Channel Addition (Add-on) – 2-year grace period					
Year 1 – N/A	Year 2 – N/A	Year 3 – N/A	1yr – Grace Period	2yr - Grace Period	Year 4 - expired

*Example 5: Grace period activated third year of the 3yr warranty renewal.*

- *No additional coverage required for the Chanel additions*

Core License Warranty – 3-year renewal					
Year 1 - Expired	Year 2 - Expired	Year 1 - Renewed	Year 2 - Renewed	Year 3 - Renewed	Year 4 - expired
Channel Addition (Add-on) – 2-year grace period					
Year 1 – N/A	Year 2 – N/A	Year 3 – N/A	Year 4 – N/A	1yr – Grace Period	2yr - Grace Period

CORTROL channel add-on graphic

**GANZ CORTROL – Channel Additions**

**Grace period two years**

- *Minimum order quantity of 6 or greater*
- *New Channel additions enjoy a 2yr grace period*
- *Grace period separate from 2yr core licensed warranty*

**Core Licensed Warranty expired**

- *If “Expired” – No adding Channel Additions*
- *Requires an active core licensed warranty*

**Grace period Renewal**

- *Requires matching CORE licensed warranty balance*
- *1, 2, 3, 4, 5, 6, 7, or 8-yr renewals available*
- *Back-dating not required!!!*

**GANZ CORTROL**

**Premier**  
*Essentials & Professional editions*

Premier Server  
*Includes Console & Client*

Management Console  
*Includes Client*

Client  
*Stand alone desktop Client*

**GANZ CORTROL**

**Global Start**  
*Enterprise edition*

Global Server  
*Includes Console & Client*

Management Console  
*Includes Client*

Client  
*Stand alone desktop Client*

Recording Server  
*Includes Console & Client*

