Upgrading from Nx Witness Pro to Enterprise (System Already Connected to Nx Cloud)

1. Check Cloud Connection

If your system is already connected to the cloud, go to nxvms.com.

2. Access the System

In the dashboard, select **My Systems** and locate the system you want to upgrade.
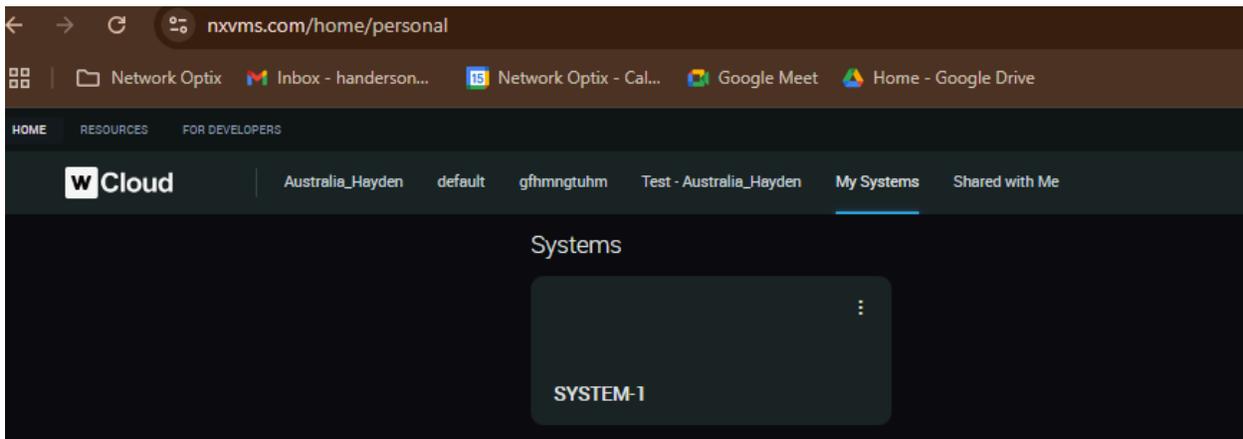
3. Initiate Ownership Transfer

Under the system name, click **Change** next to **Owner**.
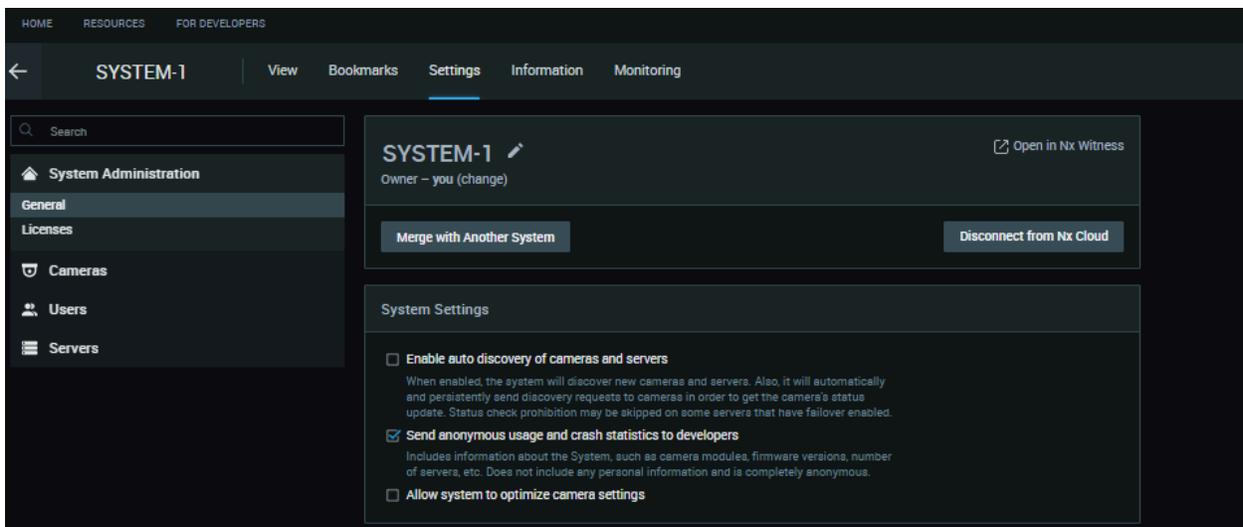
4. Transfer Ownership

The **Transfer Ownership** window will open. Choose **Organization** to upgrade to the Enterprise version (note: ensure your organization has been created in connect.nxvms.com beforehand).

Selecting **User** will transfer ownership of the Pro system to another user without upgrading to Enterprise.
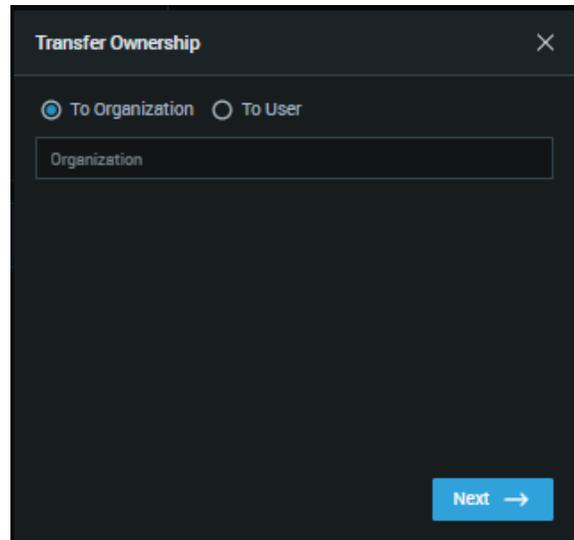
5. Select Your Organization

From the pop-up window, choose your organization, then click **Transfer** to proceed. If your organization does not appear in the list, you will need to create a new organization in Nx Connect. Follow the instructions here or contact your distributor for assistance with access.
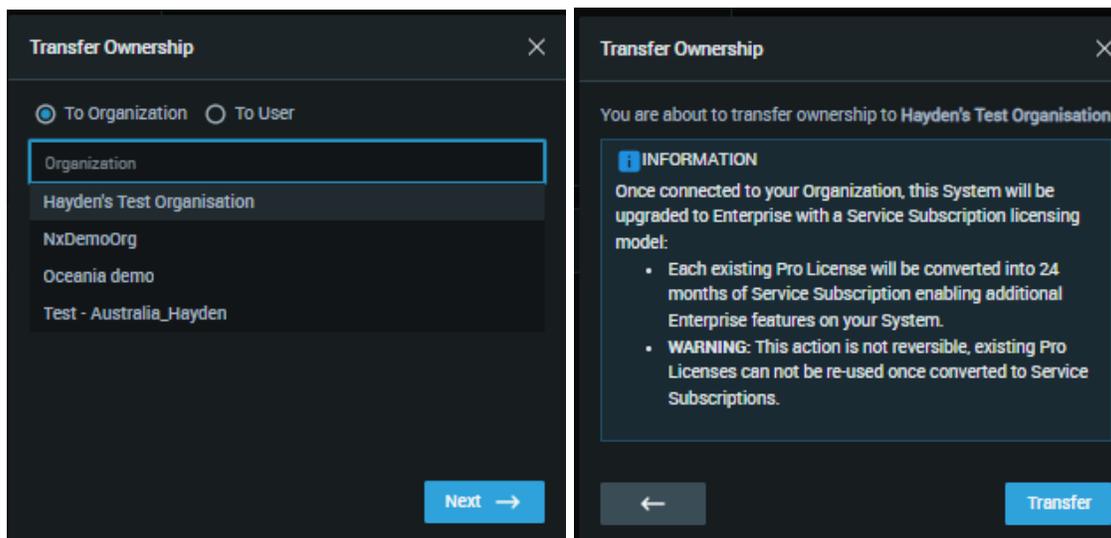
6. Confirm with Credentials

Re-enter your credentials and complete 2FA if enabled. Wait for confirmation of the transfer.
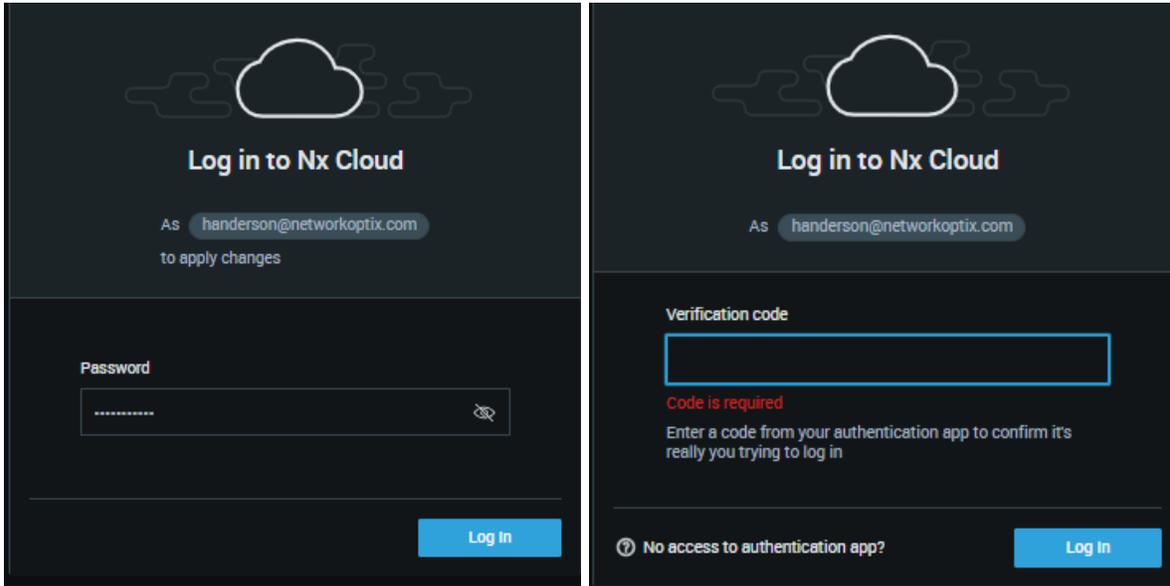
7. Organization System Setup

Your system will now appear in the organization view in nxvms.com. You can organize it by creating folders and dragging the system into your desired location.
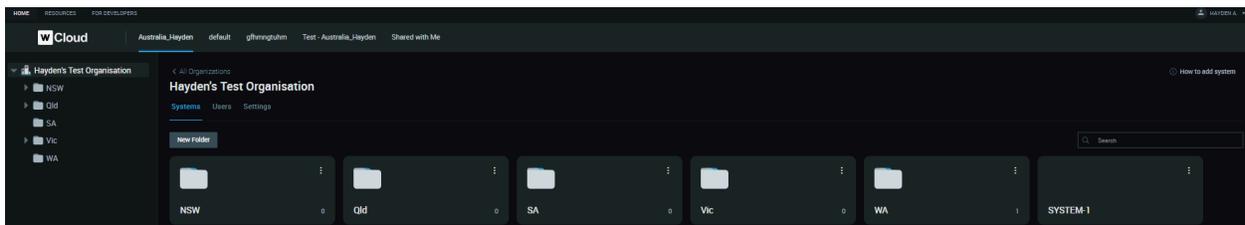
8. Retained Users

All cloud and local users from the Pro system are retained.

9. Add Core Licenses

Visit connect.nxvms.com to add licenses to the upgraded system.

Upgrading to an Enterprise System if Not Currently Connected to Nx Cloud

1. Connect to Nx Cloud

Open the Nx Witness client software.

Navigate to **System Administration** > **Nx Cloud**.

Select **Connect System to Nx Cloud**.
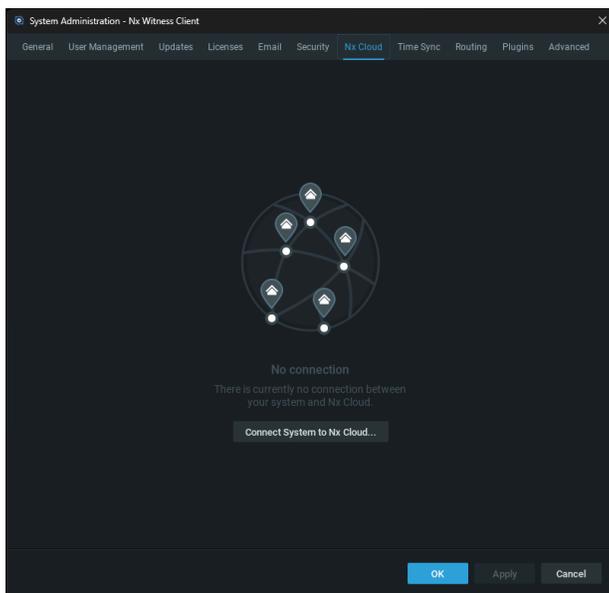
2. Enter Nx Cloud Credentials

Log in using your Nx Cloud credentials.
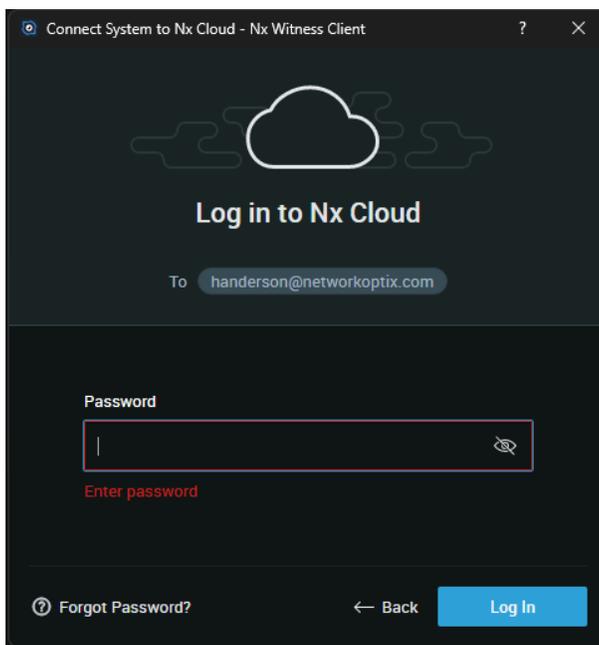
3. Choose System Type

After logging in, you'll see the following options:

- **My Account**: Keeps the system as a Professional (Pro) system.
- **Organizations**: Upgrades the system to Enterprise.

If your organization does not appear in the list, you will need to create a new organization in Nx Connect. Follow the instructions here or contact your distributor for assistance with access.
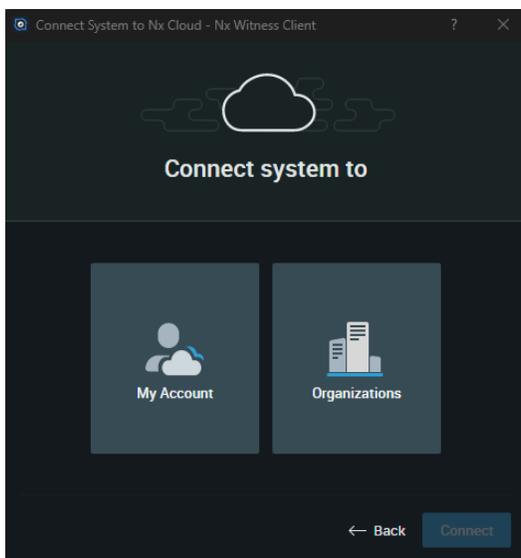
4. Select Organization

Choose the organization you previously created in connect.nxvms.com and press **Connect**.
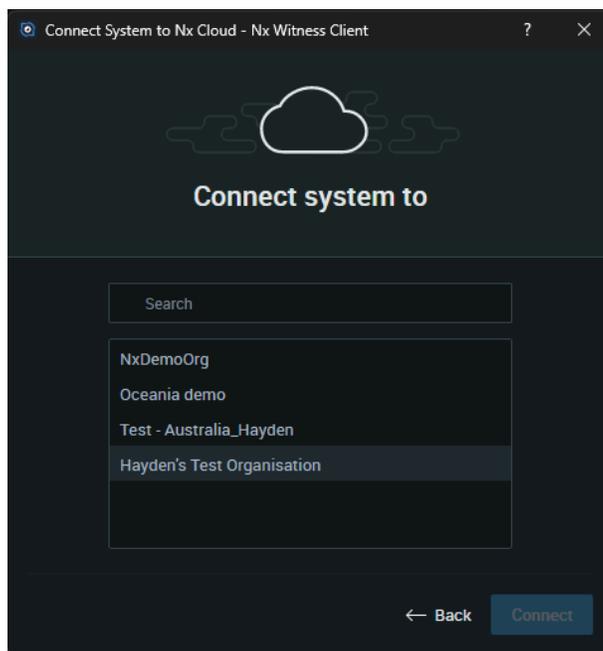
5. Confirm with Local Admin Credentials

Enter your local admin credentials to complete the process.
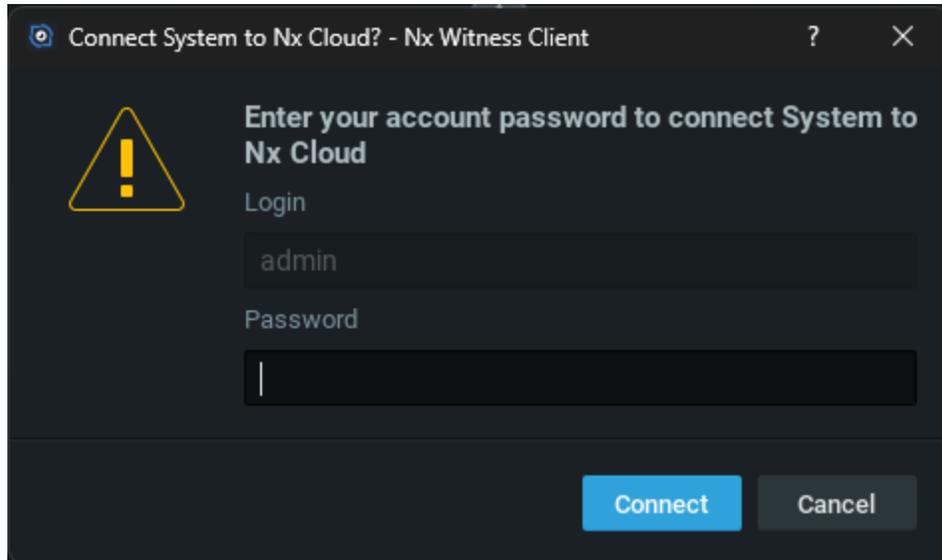
6. Connection Confirmation

You'll receive confirmation that the system is successfully connected to Nx Cloud.
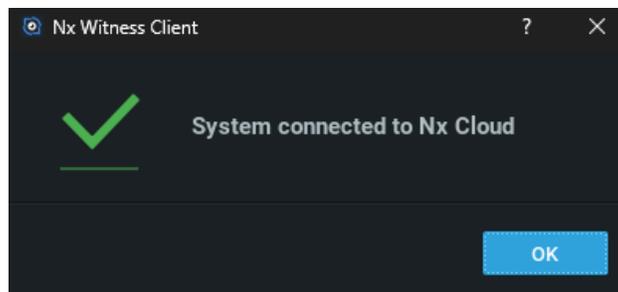
7. Organization System Setup

Your system will now appear in the organization view in nxvms.com. You can organize it by creating folders and dragging the system into your desired location.
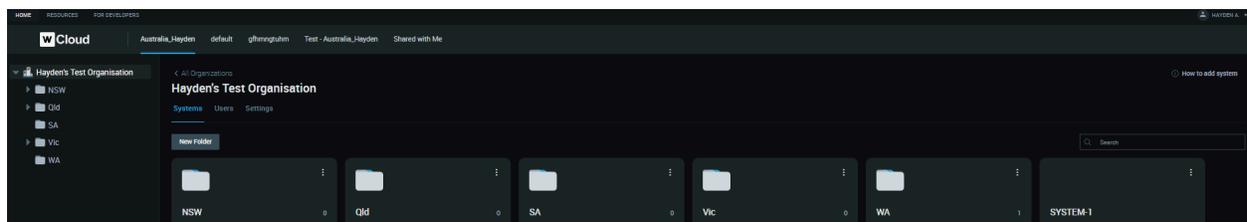
8. Add Core Licenses
Visit connect.nxvms.com to add licenses to the upgraded system.

For more details on Nx Connect please see link to the training manual here!

If you have any questions, please don't hesitate to reach out.

Thanks!

Hayden Anderson | Oceania Regional Manager