PTC LICENSE MANAGEMENT
-WEB TOOLS GUIDE-

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Contact License Management

You can either log a case on our Website, email us or call the License Management Department to make license configuration related requests, obtain a software license report, or to follow up a previous case.

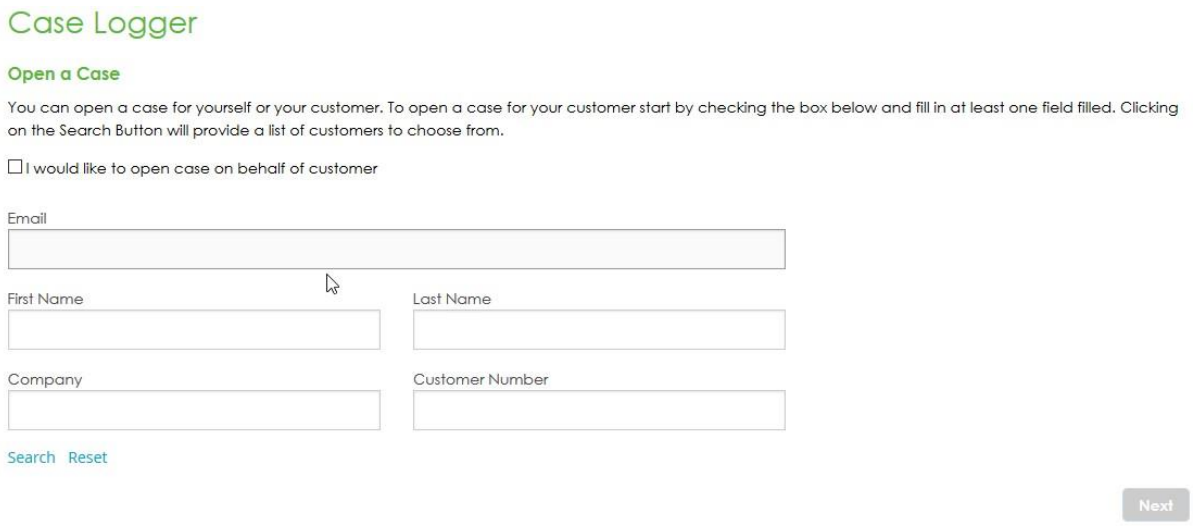
Case Logger

Cases can be logged online via the Case logger (can be also found on the main page).

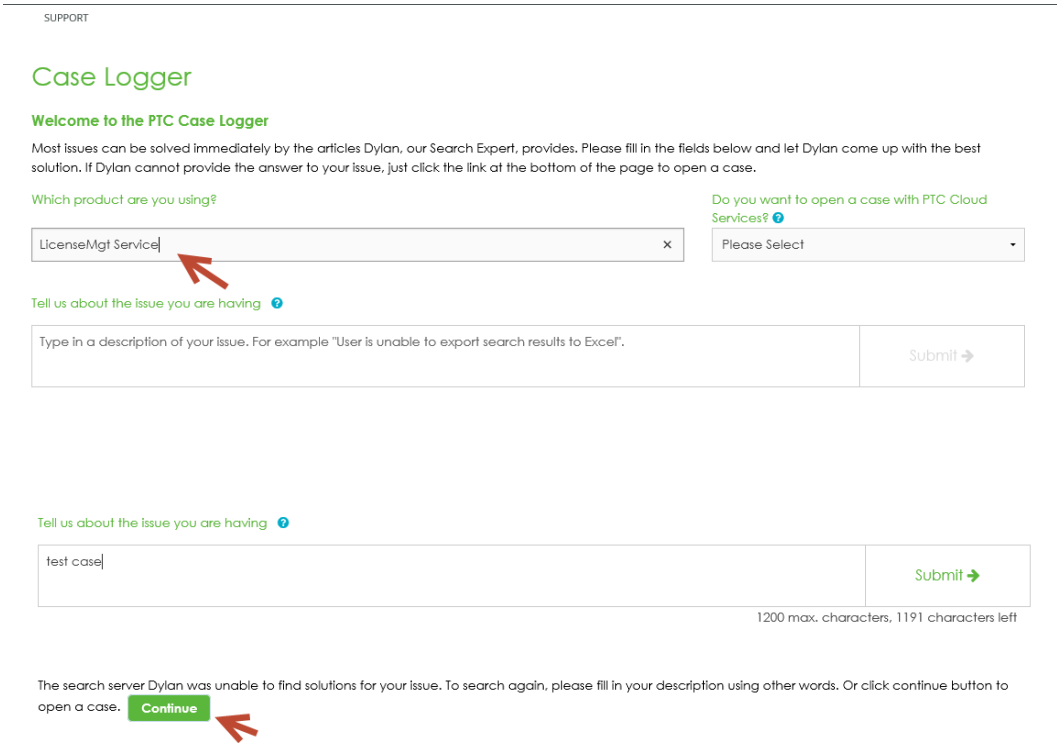
https://support.ptc.com/apps/case_logger_viewer/cs/auth/ssl/log

You should provide as much information as possible to help us understand your inquiry.

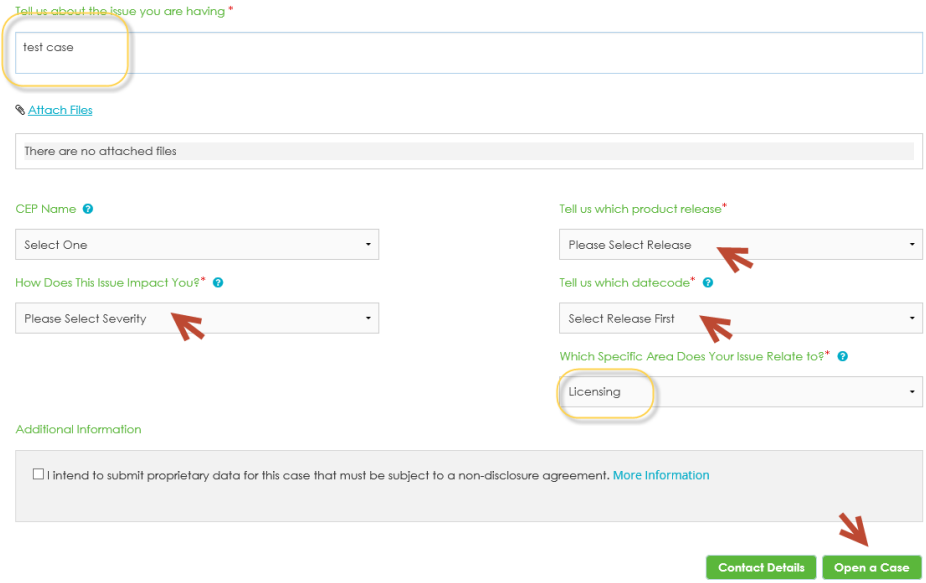
For products, such as Creo Elements Direct (former CoCreate), Integrity Modeler or Integrity Requirements Connector (former Atego), it is recommended to add your previous license file as well (Attachment area).



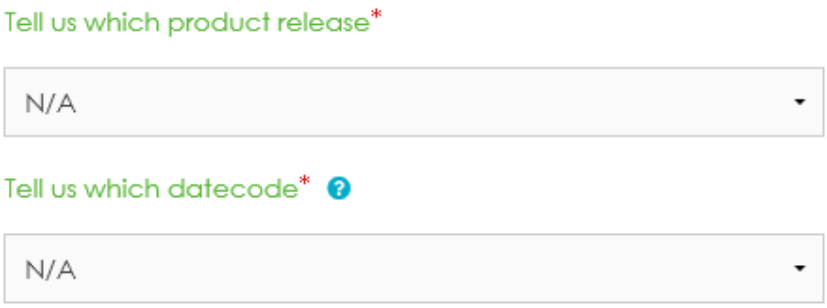
Choose LicenseMgt Service only if your request pertains to license delivery topics.

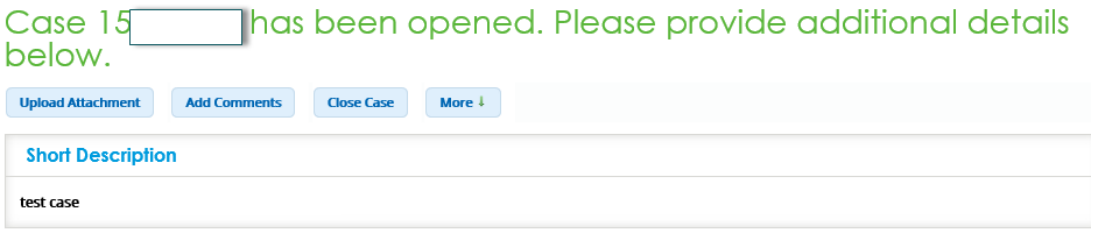


In case any article was found, based on the words entered in the issue description, please take the time to review the article, as information captured there might help you to troubleshoot the issue.



In case you are unsure about the product/version to select, please choose N/A.





License Management can also be reached via email at wwlm@ptc.com, it is best to have a case number to refence in your communication, to ease the investigations.

Preparing for your Call

In addition to Web tools, PTC provides phone support for license management requests. Before you make your call to License Management, gather critical information for the LM representative. Preparing this information in advance ensures a quicker and more efficient session.

The License Management representative will ask you for the following information to log a case:

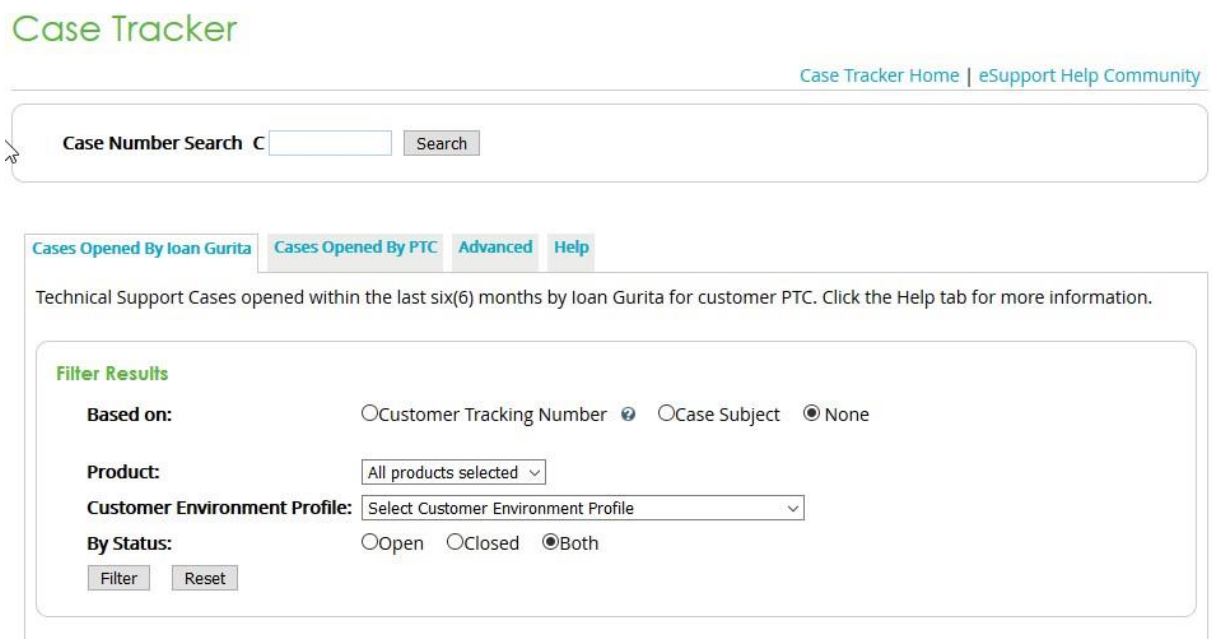
- SCN (Service Contract Number) or SON (Sales Order Number)
- PTC Host ID
- Priority of the issue

Phone Support numbers are listed here:

http://support.ptc.com/appserver/support/csguide/csguide.jsp#150258-131282

Tracking Cases on the PTC Website

You can also use the PTC Website to track your License Management cases by using Case Tracker located in the Technical Support section of the PTC Website. This application allows you to view cases placed by your company to PTC Customer Service. Case Tracker provides searching, tracking, and sorting capabilities. It also allows you to add your own comments to a case. When comments are added, the LM representative assigned to your case is notified automatically.
https://support.ptc.com/appserver/cs/track/casetracker.jsp



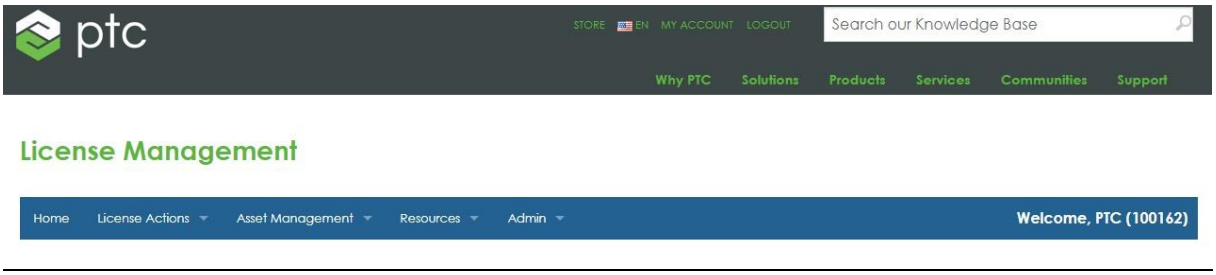
Create and Manage a PTC Web Account

Please follow the steps presented here:
http://support.ptc.com/WCMS/files/166782/en/eSupport-Portal_CreatingaNewAccount_V1.0_en_April_2015.pdf

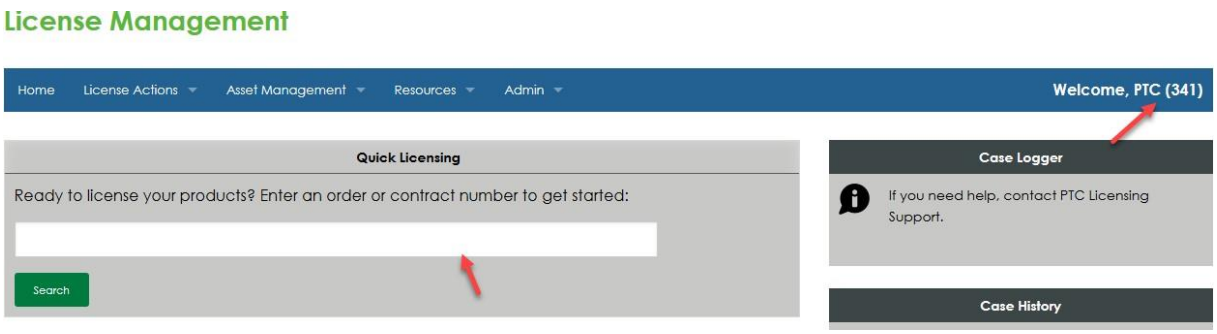
Install available software licenses

Go to PTC site, License Management page:
https://support.ptc.com/apps/licensePortal/auth/ssl/index

Make sure the correct customer number is associated with your web account.
You can manage your current web account using My Account section (top of the page).

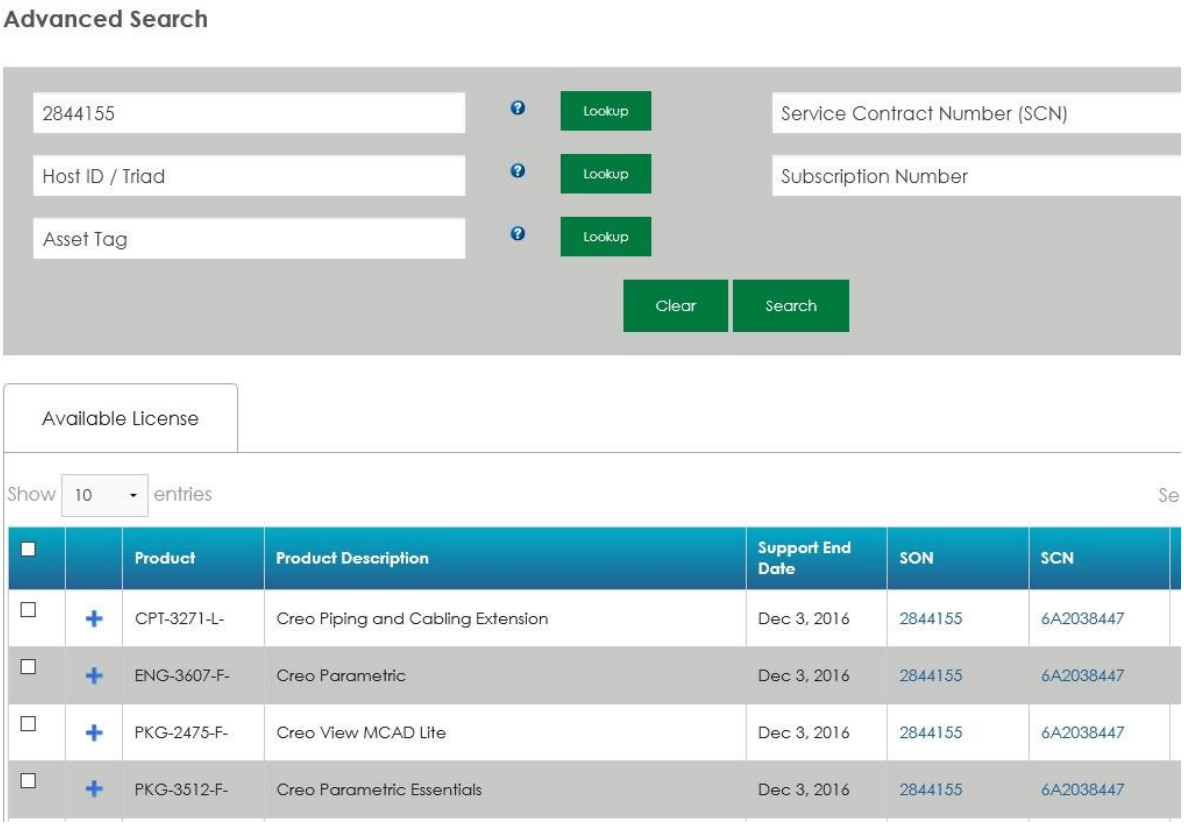


Enter the Sales Order Number in the Quick Licensing section.
This information can be found in the Shipment Confirmation Letter.

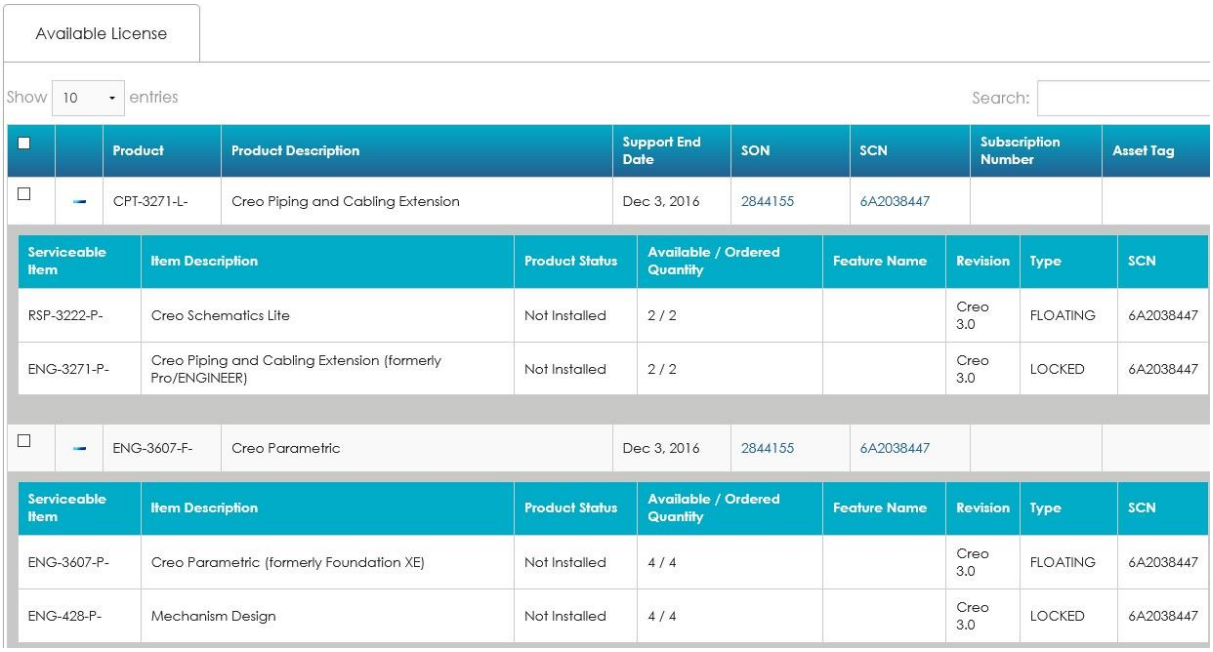


The products included in the sales order number are returned. The products are returned at package level (orderable). To see their full components, you can choose to expand the package.

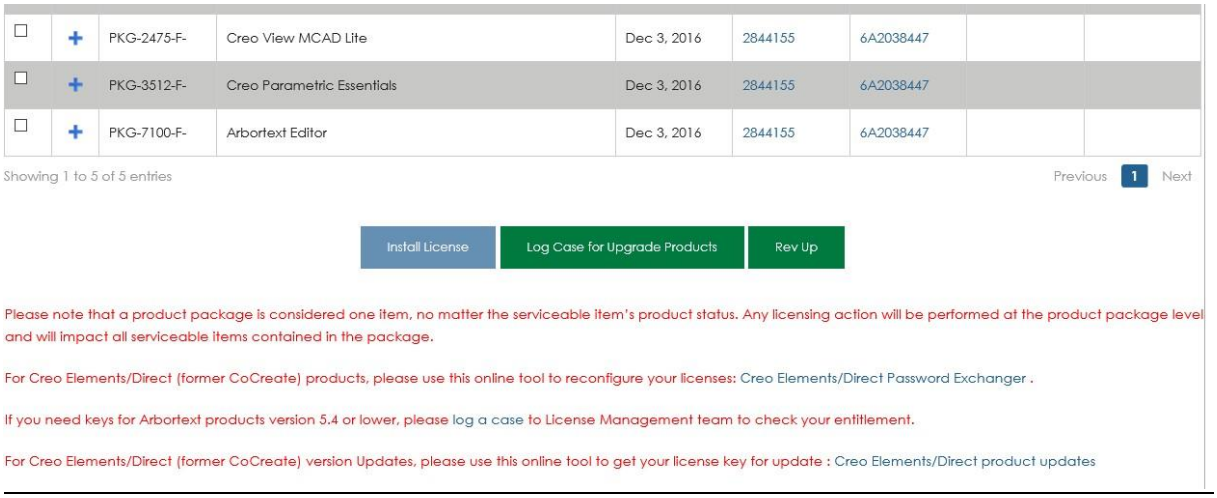
Depending on their status, the packages are categorized and returned in different tabs: Available, Installed or Expired. Each tab has a different set of licensing actions available.



Review the components (serviceable) within a package. The type of the package, quantity, support end date and all related information is returned based on the main component of the package.



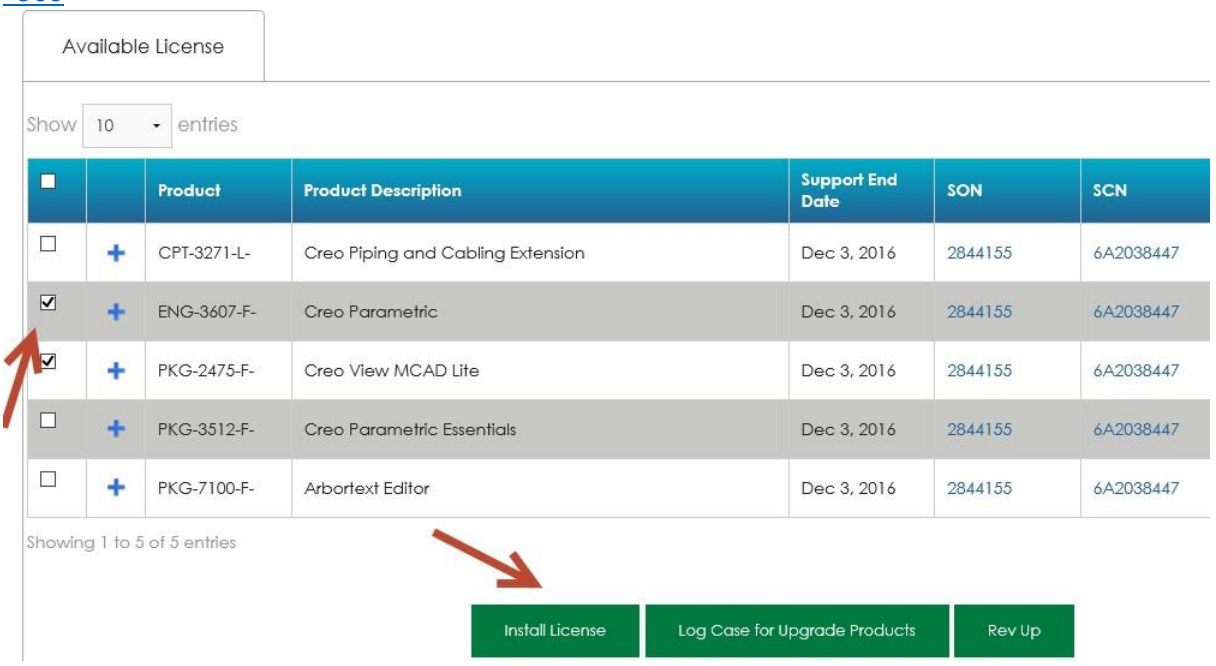
Please read the important notes listed at the bottom of the page.



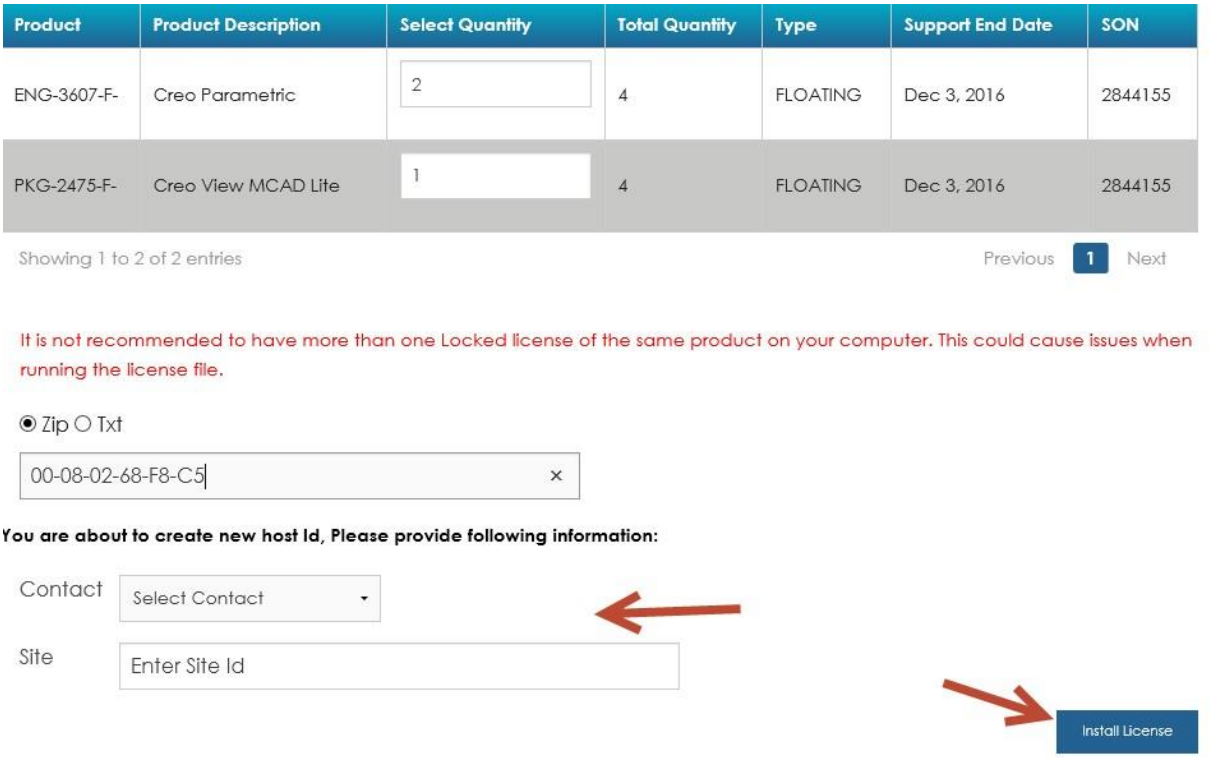
Select the available packages that you want to install on your computer. The computer is identified by a Host id (Mac address). Please make sure you have this information on hand.

To identify your Host ID (MAC address) correctly, please check the following steps:
START -> run -> cmd (ENTER) -> ipconfig/all (ENTER) and the Physical Address listed under the Ethernet Adapter Local Area Connection header is the Host ID.

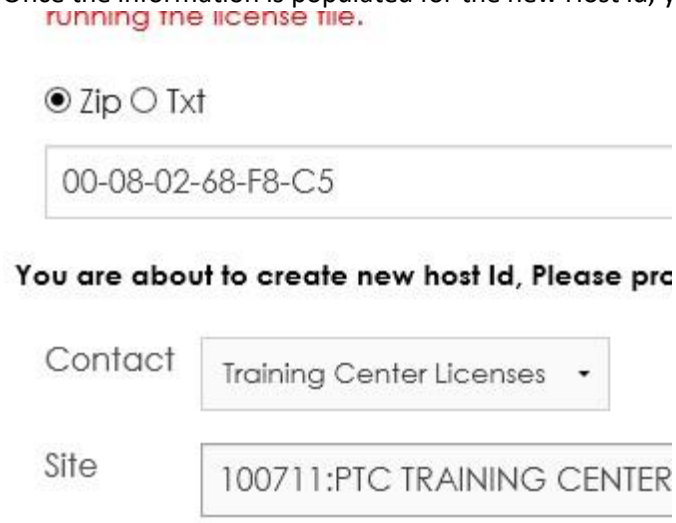
More information can be found here:
http://support.ptc.com/appserver/wcms/standards/freefull_cskdb.jsp?im_dbkey=90575&icg_dbkey=900



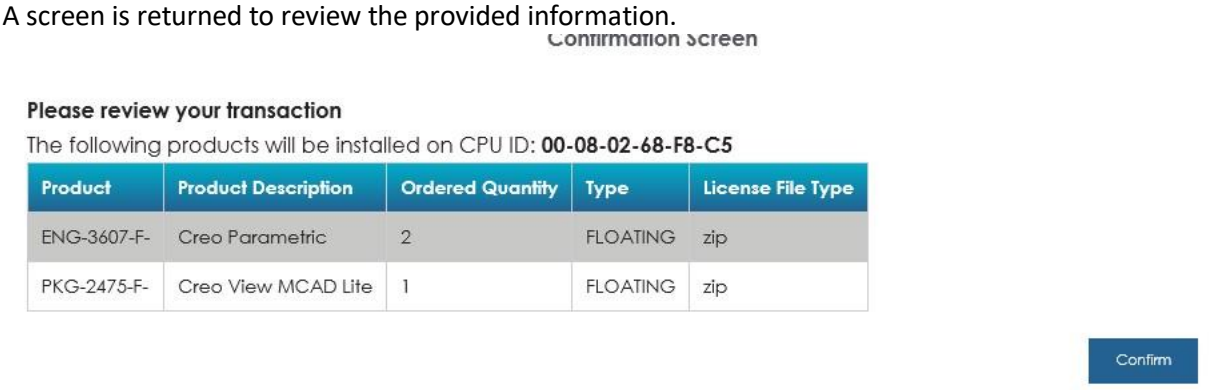
The quantity to be installed and the Host ID (MAC address) must be confirmed. In case you are entering a new Host id (that doesn't exist in PTC system), you are asked to confirm the Contact person and the Site address by choosing from an existing list of values.



Once the information is populated for the new Host id, you can press Install License.

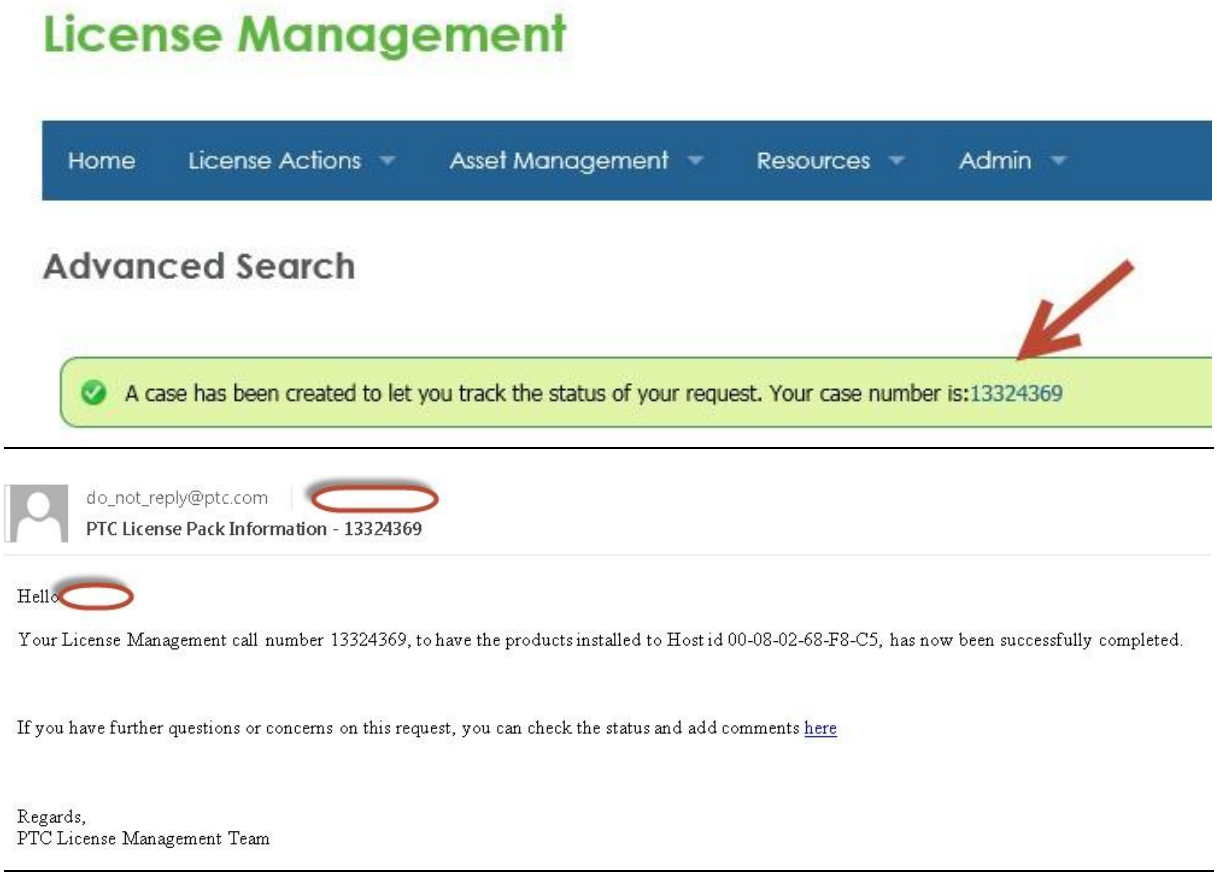


A screen is returned to review the provided information.



A confirmation screen is displayed with your case number. Please write it down for future reference.

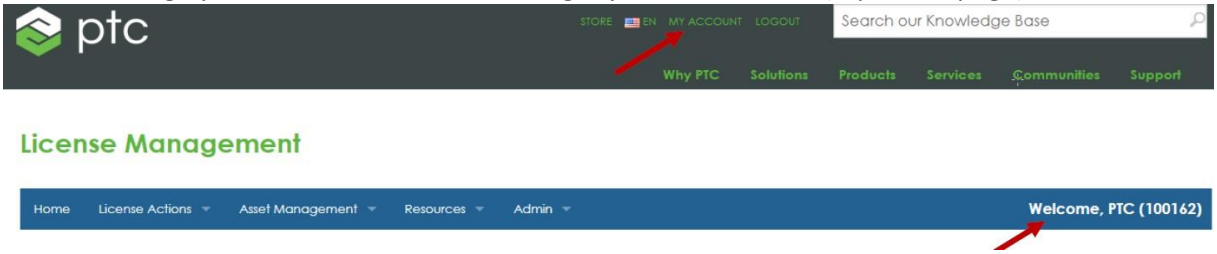
The License File should be received within a couple of hours.
Note that a confirmation email is also sent to your email address.



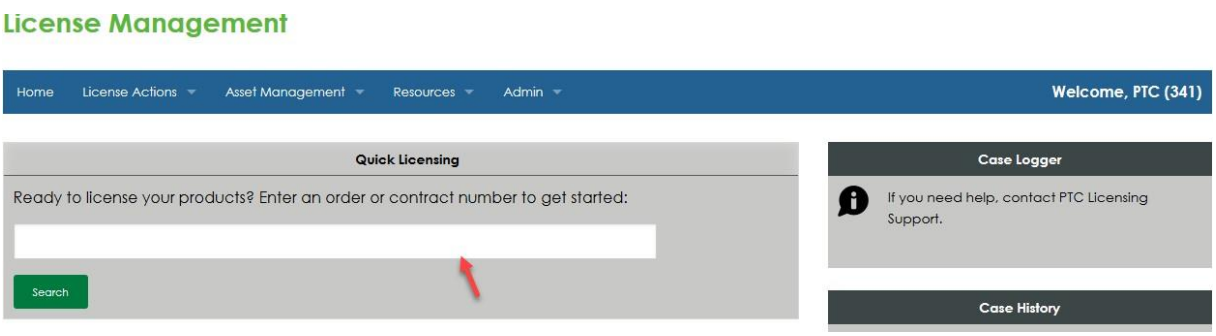
Move Licenses to a new Host ID

Go to PTC site, License Management page:
https://support.ptc.com/apps/licensePortal/auth/ssl/index

Make sure the correct customer number is associated with your web account.
You can manage your current web account using My Account section (top of the page).

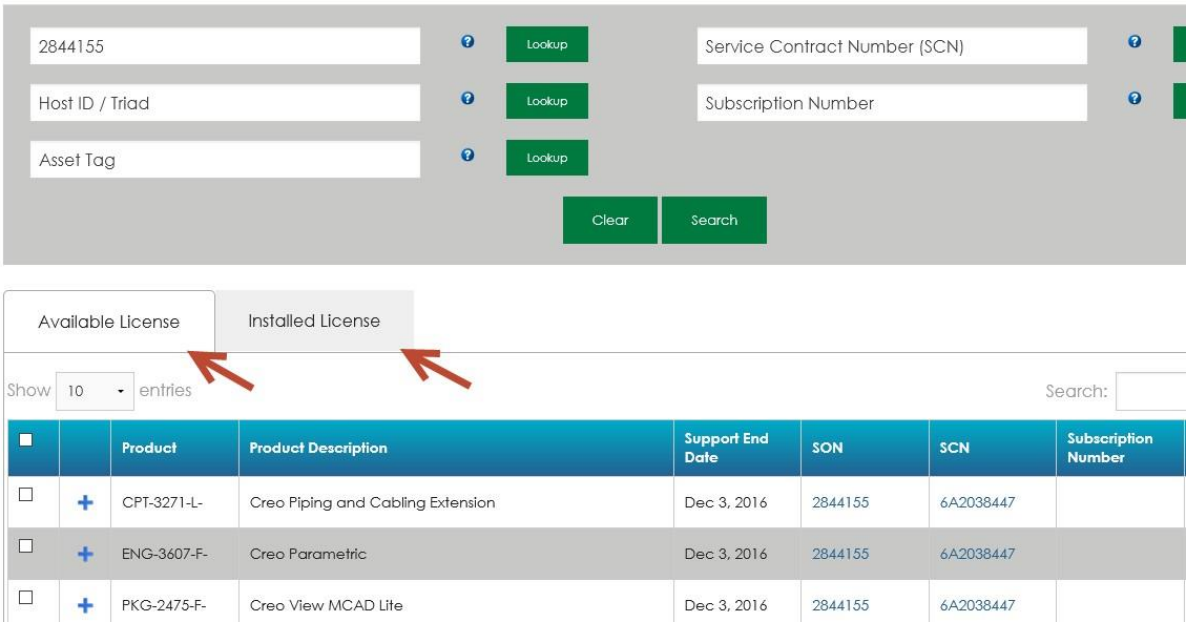


Enter the Sales Order Number in the Quick Licensing section.
This information can be found in the Shipment Confirmation Letter.



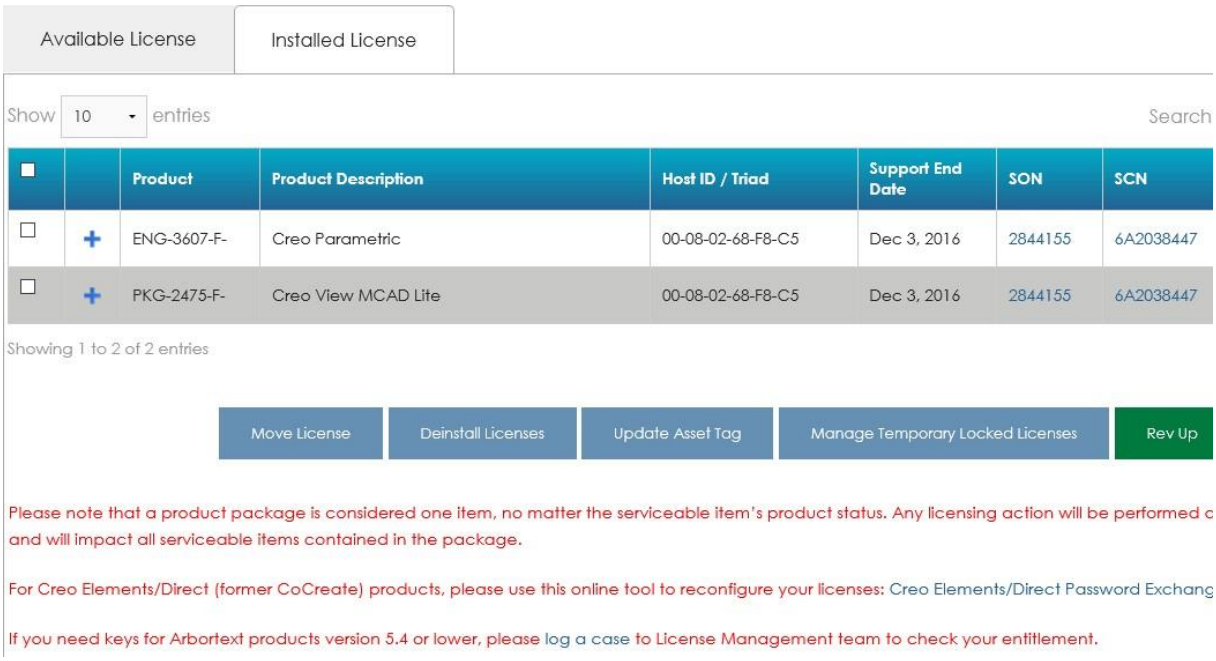
The products included in the sales order number are returned. The products are returned at package level (orderable), to see their full components, you can choose to expand the package.

Depending on their status, the packages are categorized and returned in different tabs: Available, Installed or Expired. Each tab has a different set of licensing actions available.



Review the components (serviceable) within a package. The type of the package, quantity, support end date and all related information is returned based on the main component of the package.

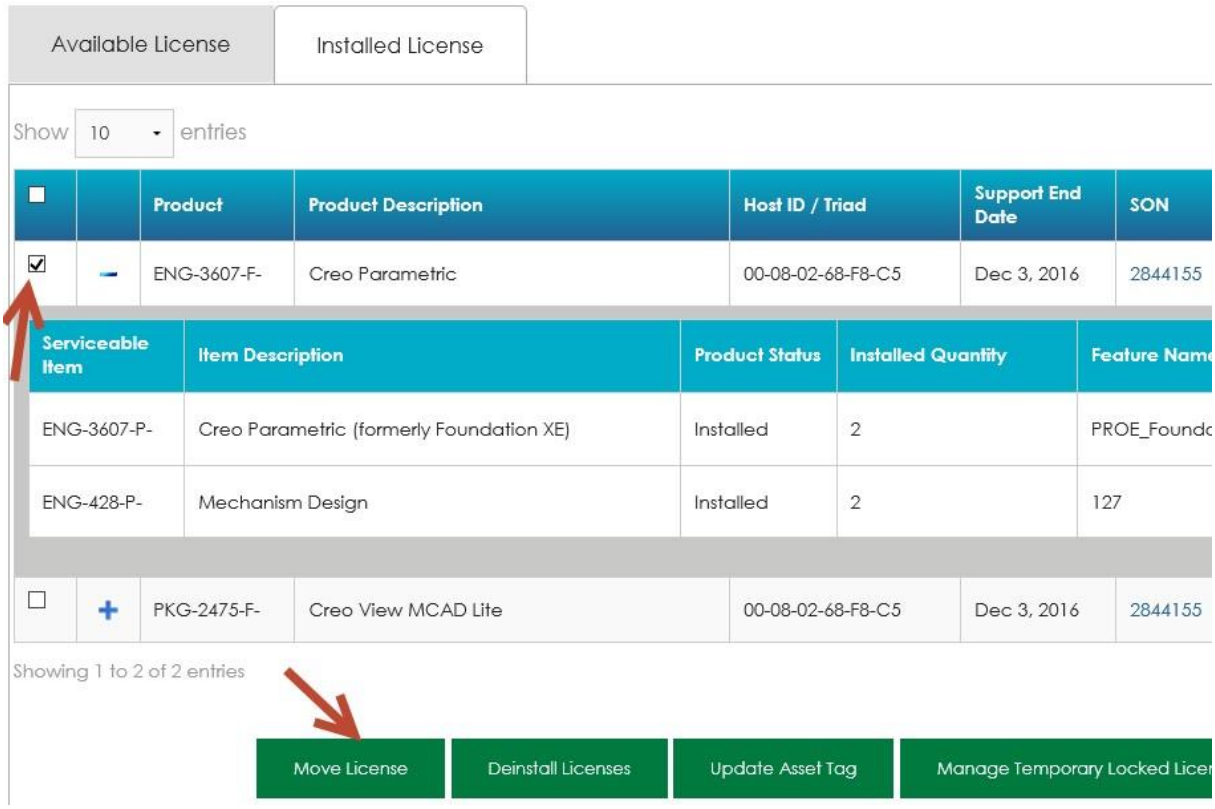
Please read the important notes listed at the bottom of the page.



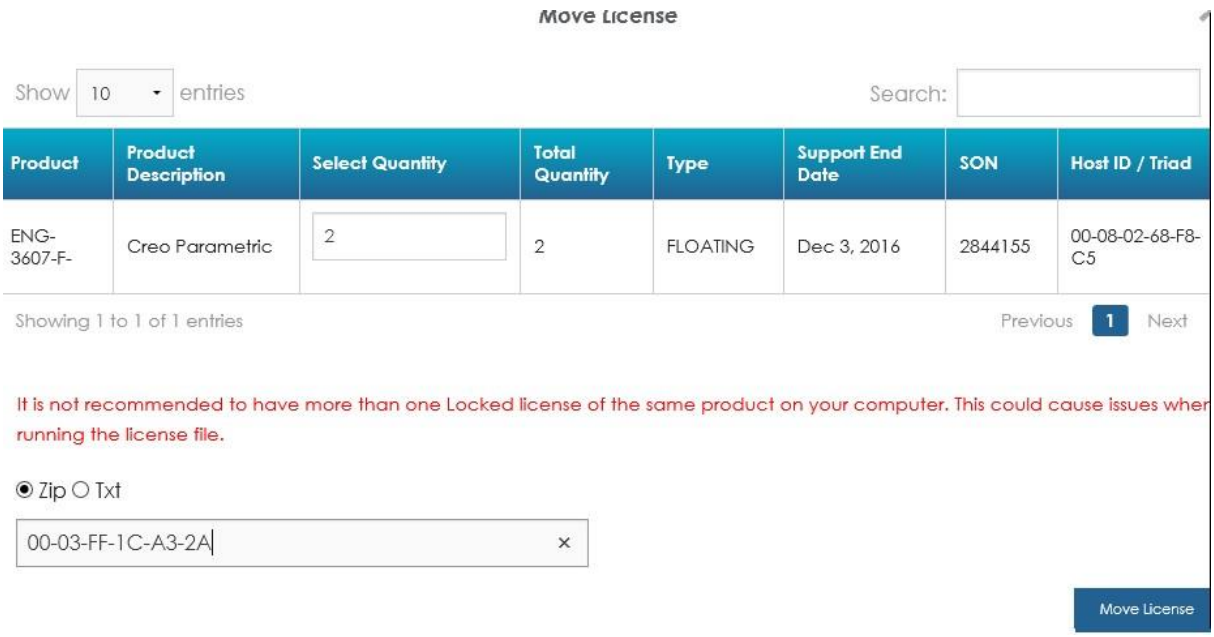
Select the available packages that you want to move onto the new computer. The computer is identified by a Host id (Mac address). Please make sure you have this information on hand. To identify your Host ID (MAC address) correctly, please check the following steps:

START -> run -> cmd (ENTER) -> ipconfig/all (ENTER) and the Physical Address listed under the Ethernet Adapter Local Area Connection header is the Host ID).

More information can be found here:
http://support.ptc.com/appserver/wcms/standards/freefull_cskdb.jsp?im_dbkey=90575&icg_dbkey=900



The quantity to be moved and the Host ID (MAC address) must be confirmed. In case you are entering a new Host id (that doesn't exist in PTC system), you are asked to confirm the Contact person and the Site address by choosing from an existing list of values.



You must agree to Software Deinstallation Agreement's terms.

Software Deinstallation Agreement

By accepting this agreement, you acknowledge that you have completely deinstalled software from the source machine(s) and optionally reinstalled on the destination machine(s) using one of the procedures described belo

Option 1:	All executable files for the software have been deleted from customers disk files accessed by the CPU.
Option 2:	The license.dat file (codes file) for the CPU has been deleted from this server machine.
Option 3:	The license.dat file (codes file) for the CPU will be updated for this server machine with a new license.dat file to refl licensing changes.
Customer warrants that the software will not be reinstalled on the CPU without first obtaining a proper license for its use from Par Technology Corporation.	

The above being certified by a duly authorized officer of PTC.	
Name	
Phone	
Email	
Date	

A screen is returned to review the provided information.

Confirmation Screen

Please review your transaction

The following products will be moved to CPU ID: **00-03-FF-1C-A3-2A**

Product	Product Description	Ordered Quantity	Type	License File Type
ENG-3607-F-	Creo Parametric	2	FLOATING	zip

Confirm

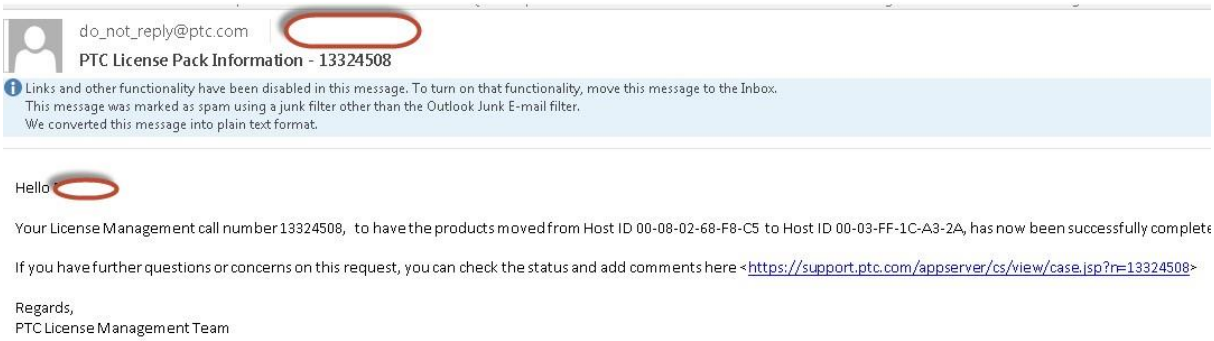
A confirmation screen is displayed with your case number. Please write it down for future reference.
The License File should be received within a couple of hours.
Note that a confirmation email is also sent to your email address.

License Management

Home | License Actions | Asset Management | Resources | Admin

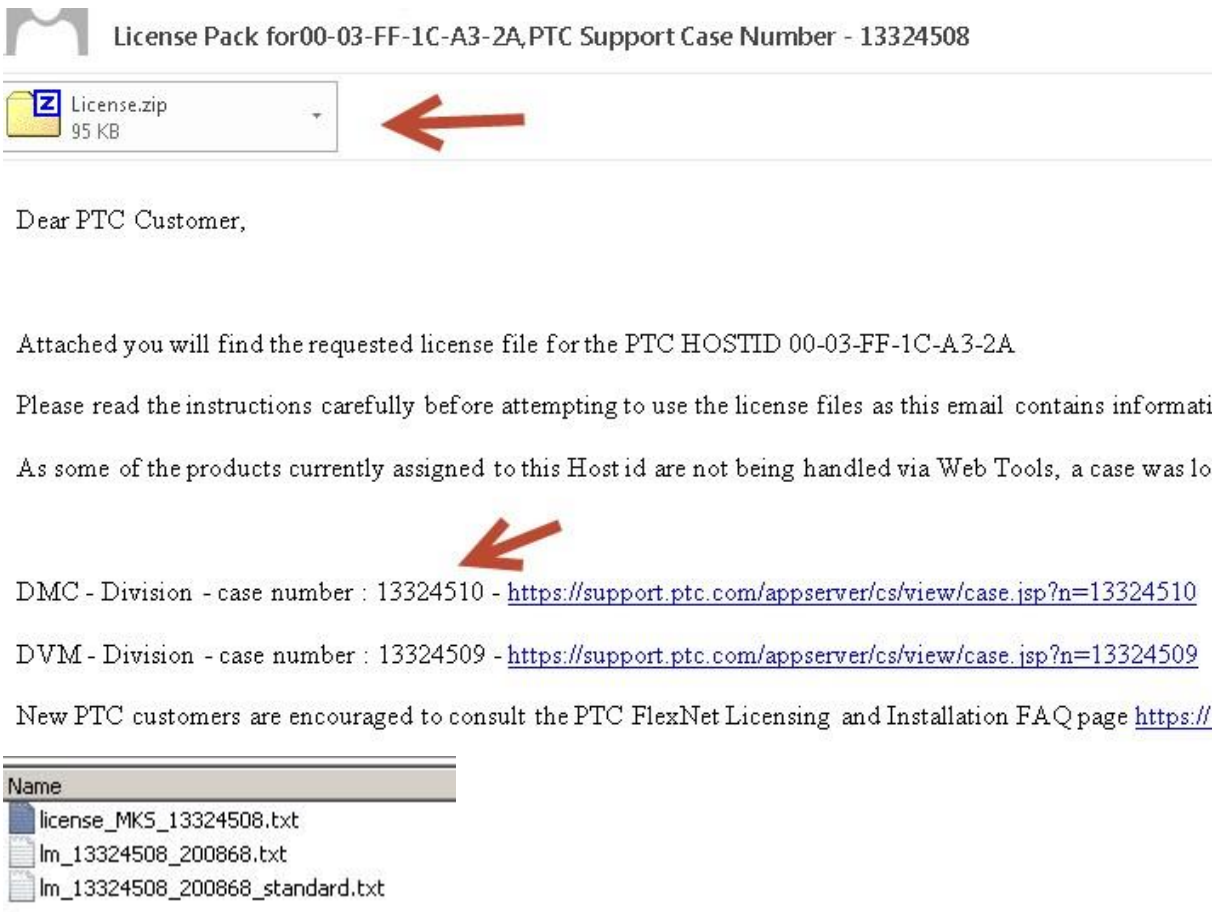
Advanced Search

A case has been created to let you track the status of your request. Your case number is:13324508



In the body of the email, you may notice that for each family product that can't be handled online, a case is logged to License Management team.

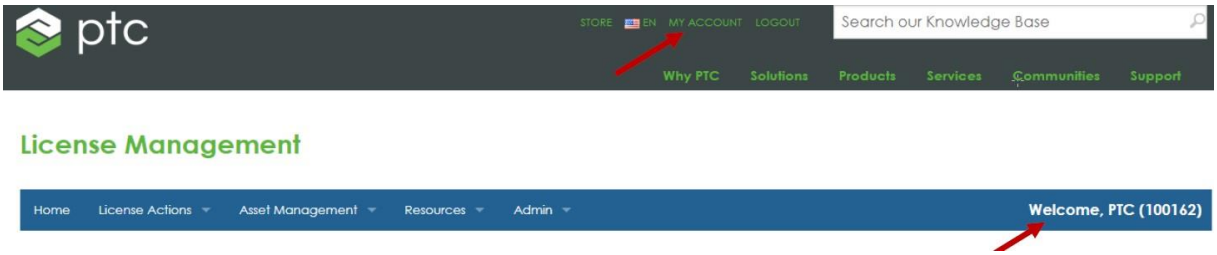
Also in case there are both Creo and Integrity products installed on the same Host id, the .zip archive contains both types of files.



Download License File for an existing computer

Go to PTC site, License Management page:
https://support.ptc.com/apps/licensePortal/auth/ssl/index

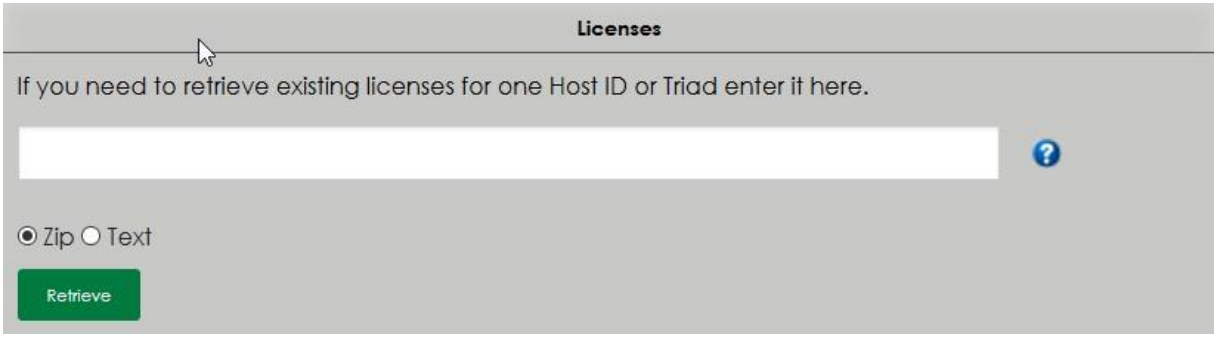
Make sure the correct customer number is associated with your web account.
You can manage your current web account using My Account section (top of the page).

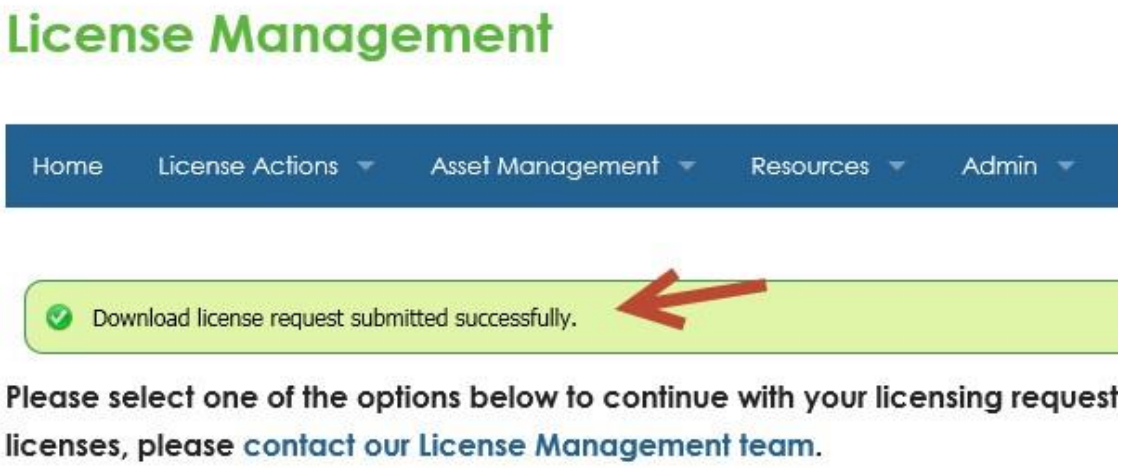


Enter the Host id (Mac address) for which you need to retrieve the license file and press Download button.

If the transaction is successful, you will receive a confirmation message.

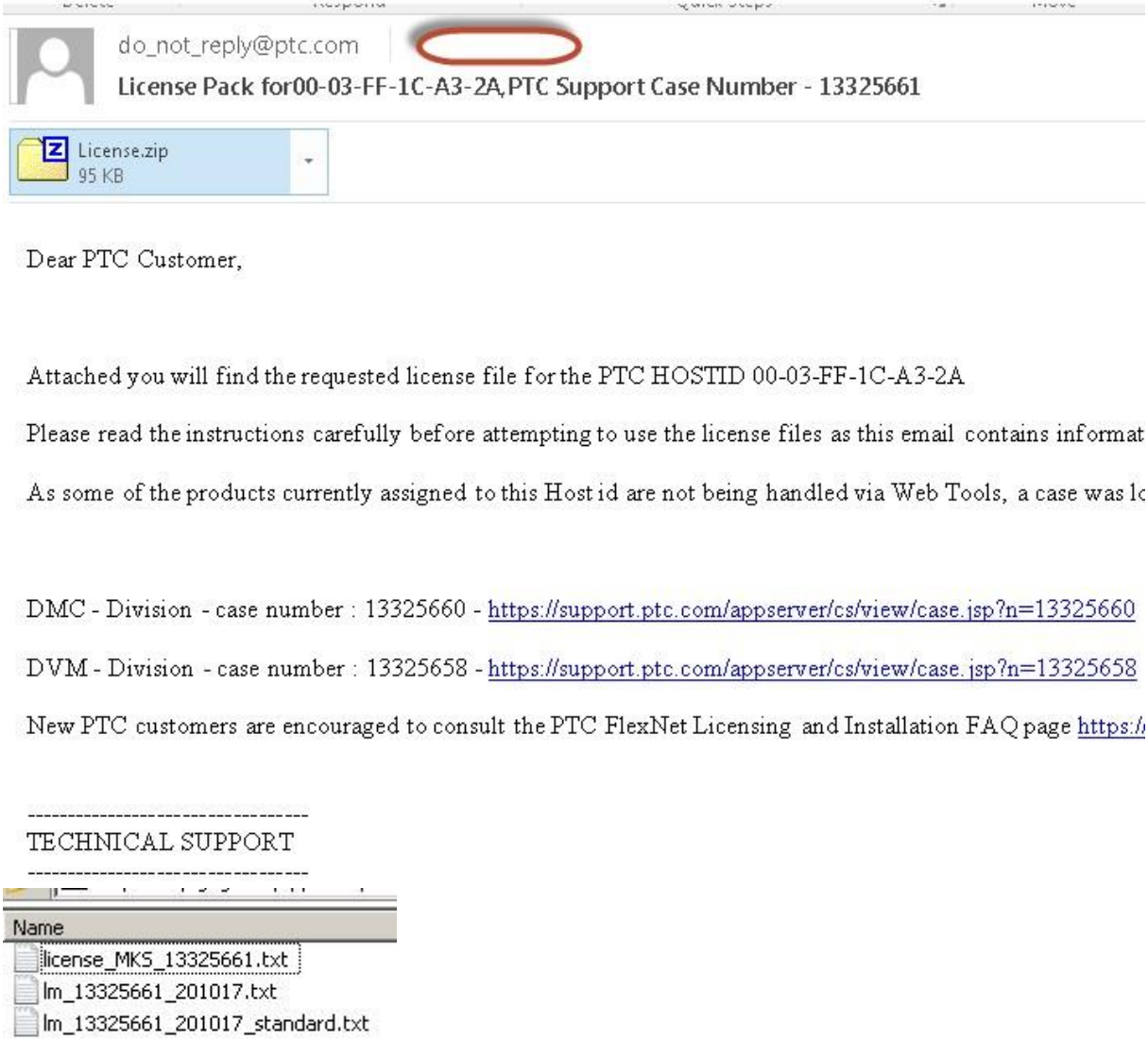
In case an error occurs, a case is logged to License Management team.





The license file is usually delivered within a couple of hours. In the body of the email, you may notice that for each family product that can't be handled online, a case is logged to License Management team.

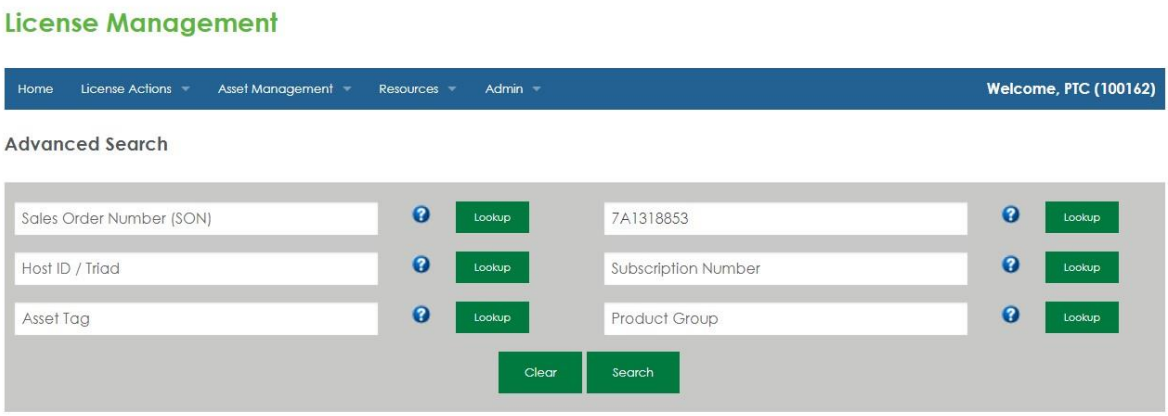
Also in case there are both Creo and Integrity products installed on the same Host id, the .zip archive contains both types of files.



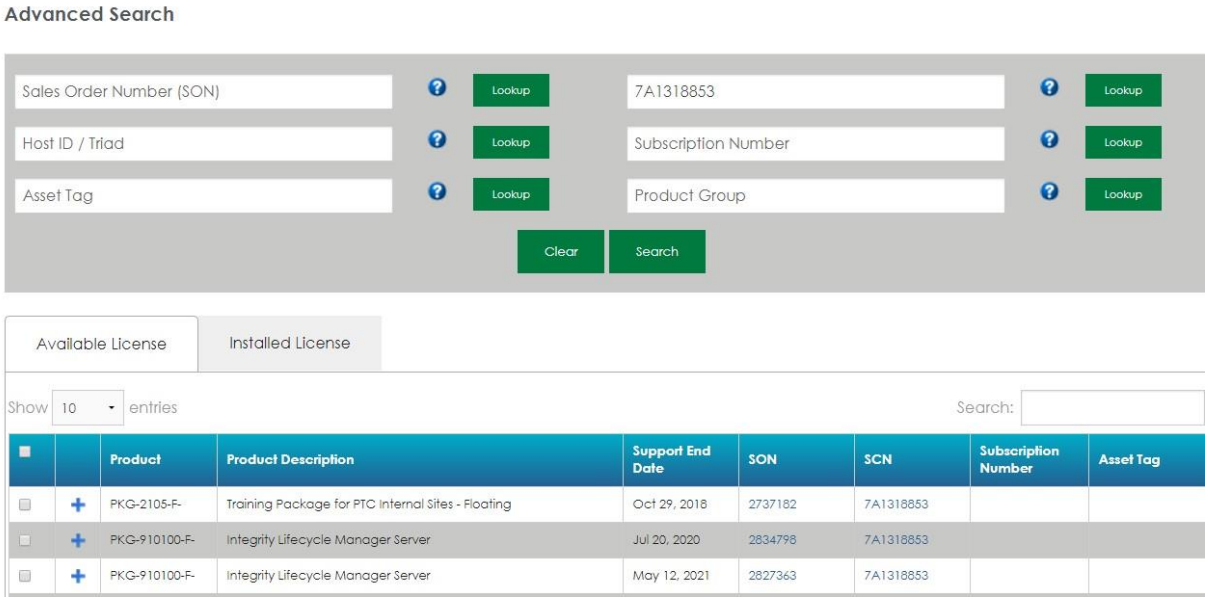
Advanced Search

Advanced Search section can be accessed from the main page and gives you the option to search, review existing license configurations and perform different licensing actions on your products:

You have the option to run a search based on different criteria such as: Sales Order Number, Host id, Asset tag, Service Contract Number, Subscription number or Product Group.

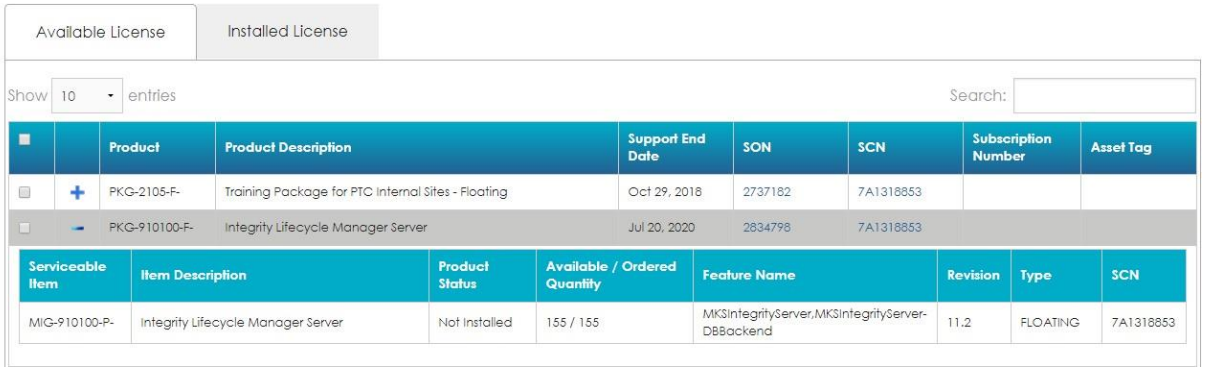


All products associated with the entered value are returned and split in different tabs, depending on their status (Available, Installed or Expired):



You may notice that additional information related to products is returned, such as Feature Name.

This piece of information can be correlated with the details from your license file and can make the license file's features easier to understand and match. Feature Name is only visible for products that are currently or have been previously installed on a Host id.



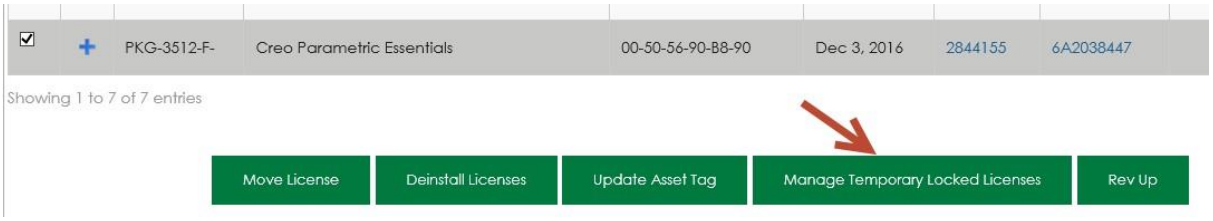
More information on Feature Name can be found here:
http://support.ptc.com/appserver/wcms/standards/freefull_cs.jsp?&im_dbkey=116182&icg_dbkey=896#13

Temporary Locked

Floating Licenses can be converted to templock status – temporary locked. This change is applied and maintain as long as the user decides to keep it. This templock flag can be removed once the user decides the license can be switched back to Floating type.

Locked licenses can't be converted to Floating using the same mechanism. The customer must contact Sales/PTC reseller and purchase an Upgrade to allow him to change Locked licenses to Floating.

More information on the type of licenses can be found here:
http://support.ptc.com/appserver/wcms/standards/freefull_cs.jsp?&im_dbkey=116182&icg_dbkey=896#10



The product (package) is selected:

You can review the information entered in the Confirmation Screen:

Confirmation Screen

Orderable Item	Product Description	Serviceable Item	Serviceable Item Description	SON	Host ID / Triad	Revision	Type	SCN
PKG-3512-F-	Creo Parametric Essentials	ENG-3512-P-	Creo Essentials	2844155	00-50-56-90-B8-90	Creo 3.0	FLOATING	6A20384

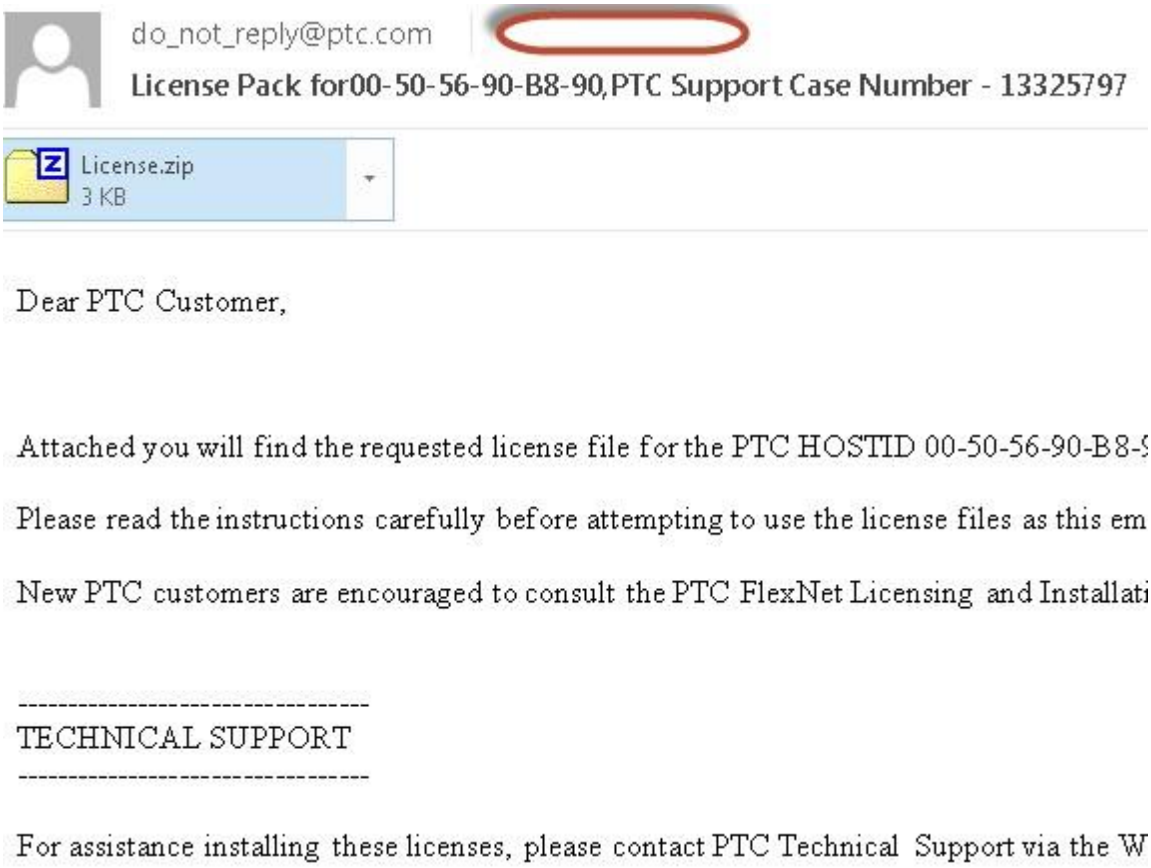
Confirm

A confirmation message is returned:

Advanced Search

ENG-3512-P- - Creo Essentials : Request Submitted successfully

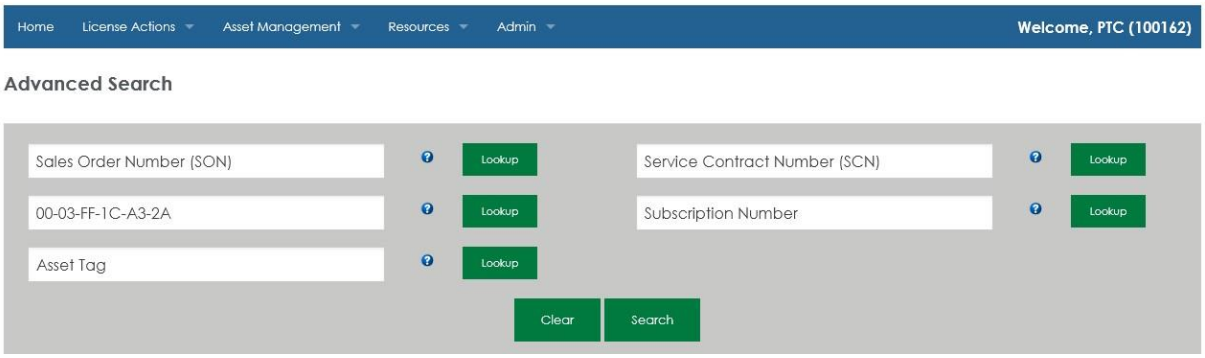
Updated license file is sent via email and should be received within a couple of hours.



Rev UP (revision up)

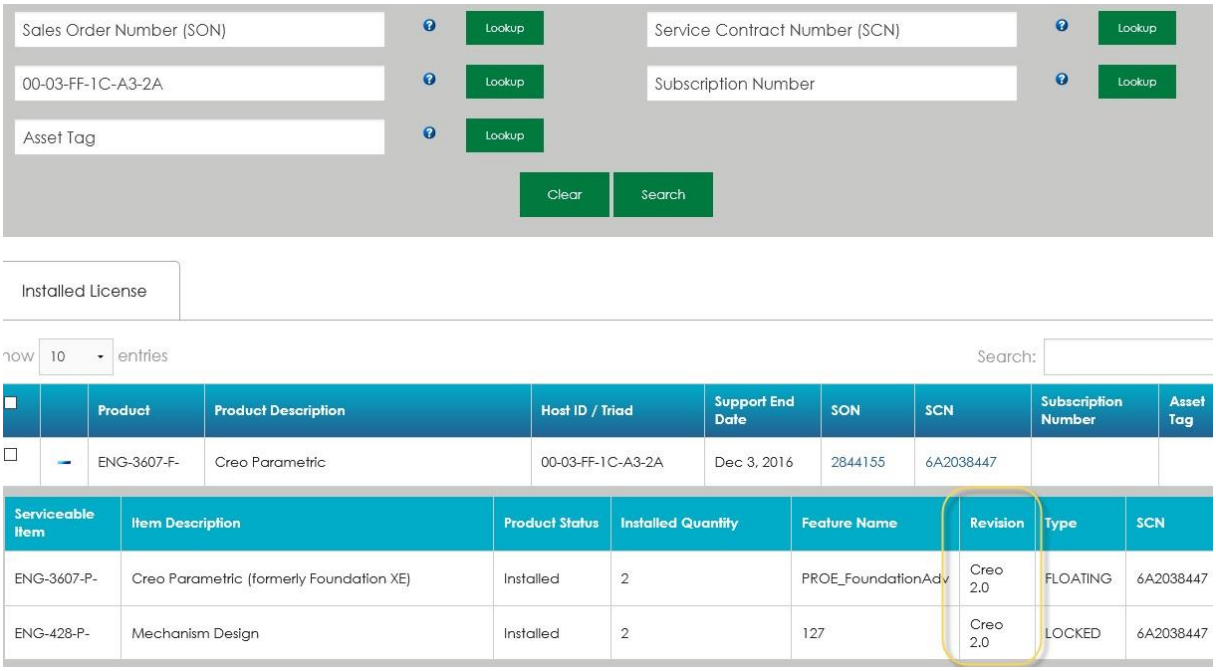
Enter the search criteria that you have at hand:

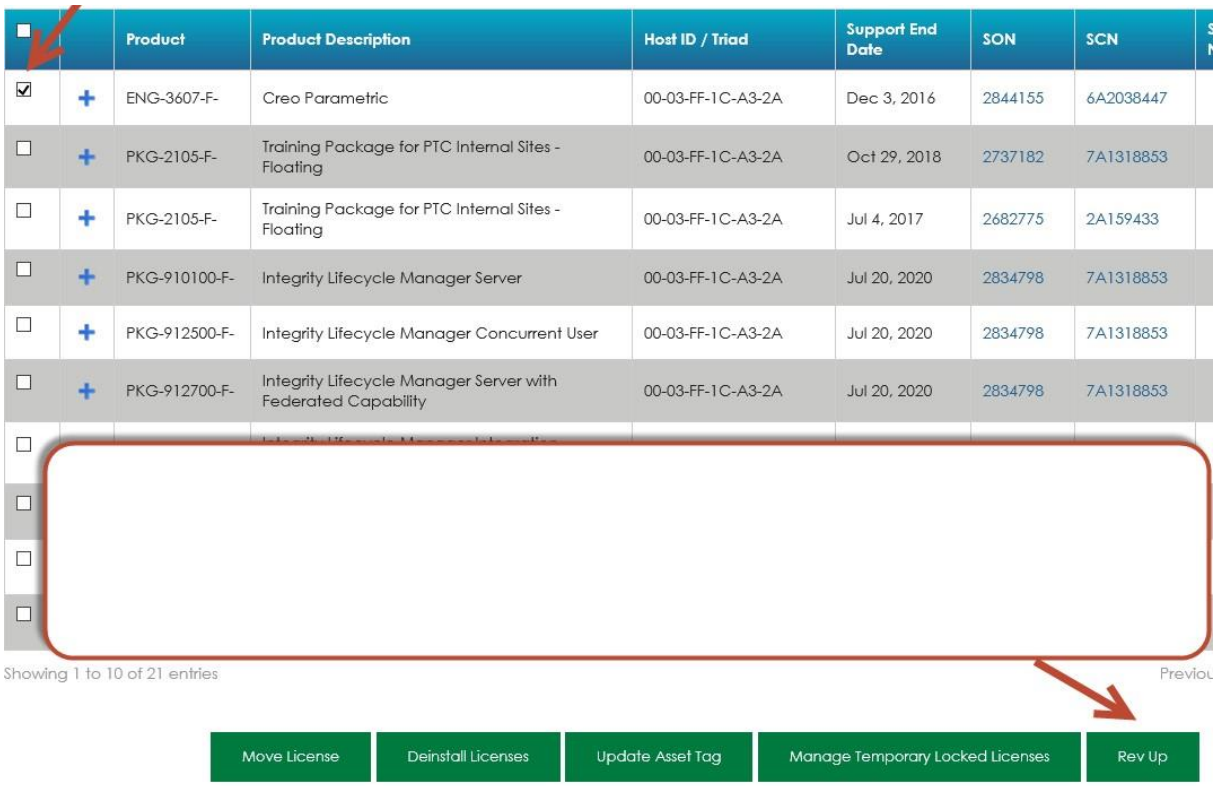
License Management



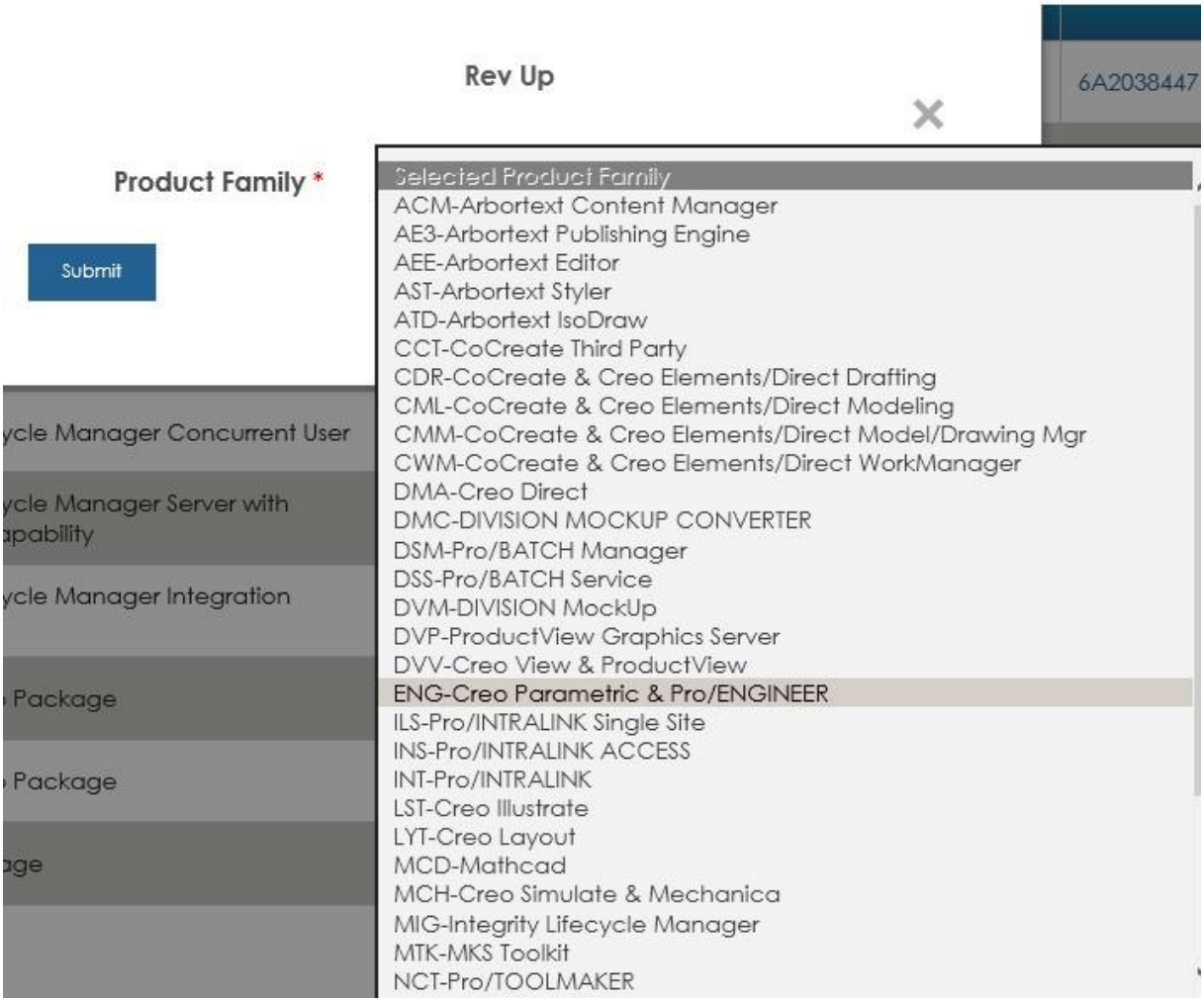
All the products associated with the value entered are returned. You may notice that some products are not in the latest available version.

If the respective products are active on support, you can update their version to the latest released one by selecting the packages and pressing the Rev Up option.



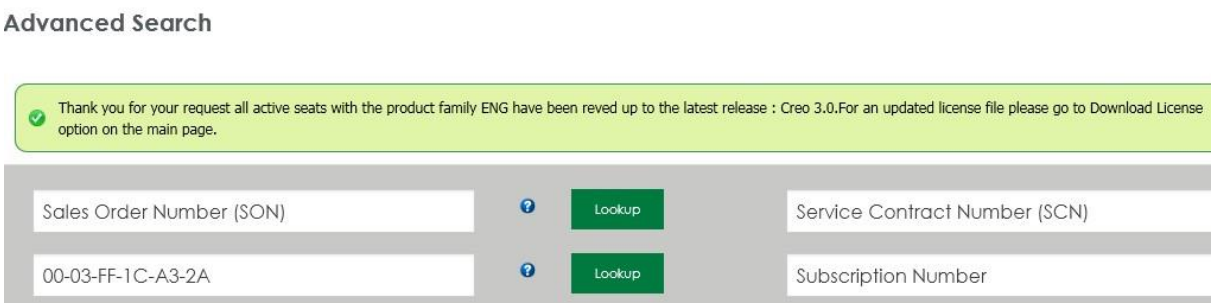


All available product families are displayed; you must select the one you are interested to update:



The latest release version corresponding to the selected product family is returned. Press Submit.

A confirmation message is returned. The new license file(s) is(are) NOT automatically generated. The Rev UP action is always performed at customer number level and affects all licenses of the selected family product that are active on support. As the changes are not incautiously applied at customer's site, however a new license file can be generated from the Download option on the main page as needed.

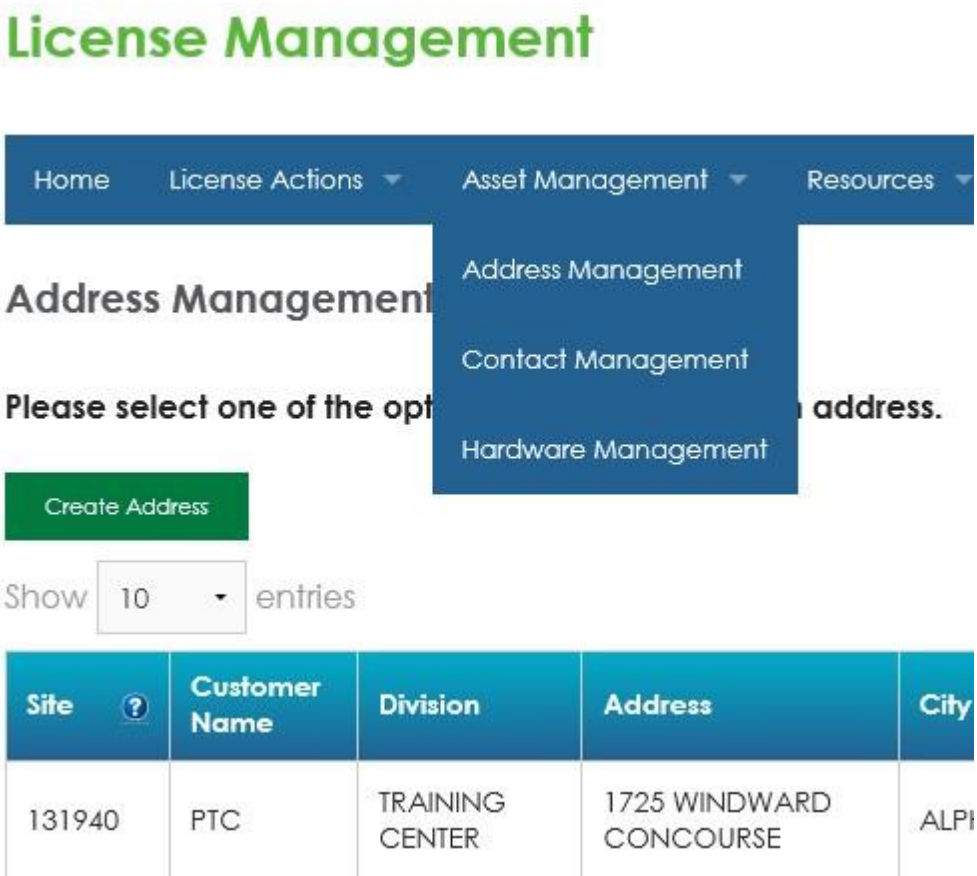


More information on what a major release of software entails can be found here:

http://support.ptc.com/appserver/wcms/standards/freefull_cs.jsp?&im_dbkey=116182&icg_dbkey=896#19

Asset Management

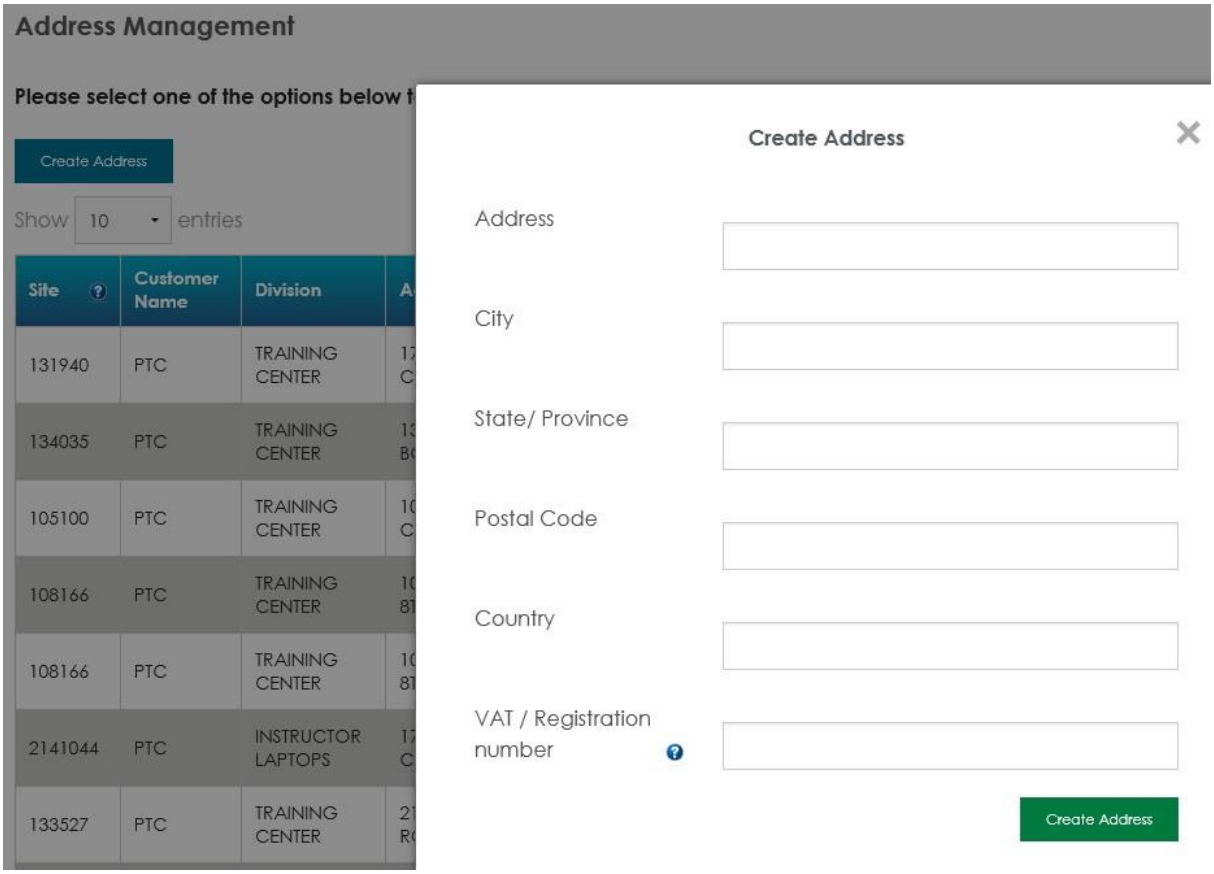
This section offers you the option of managing (create/edit/inactivate) your addresses, contact persons and Host ids.



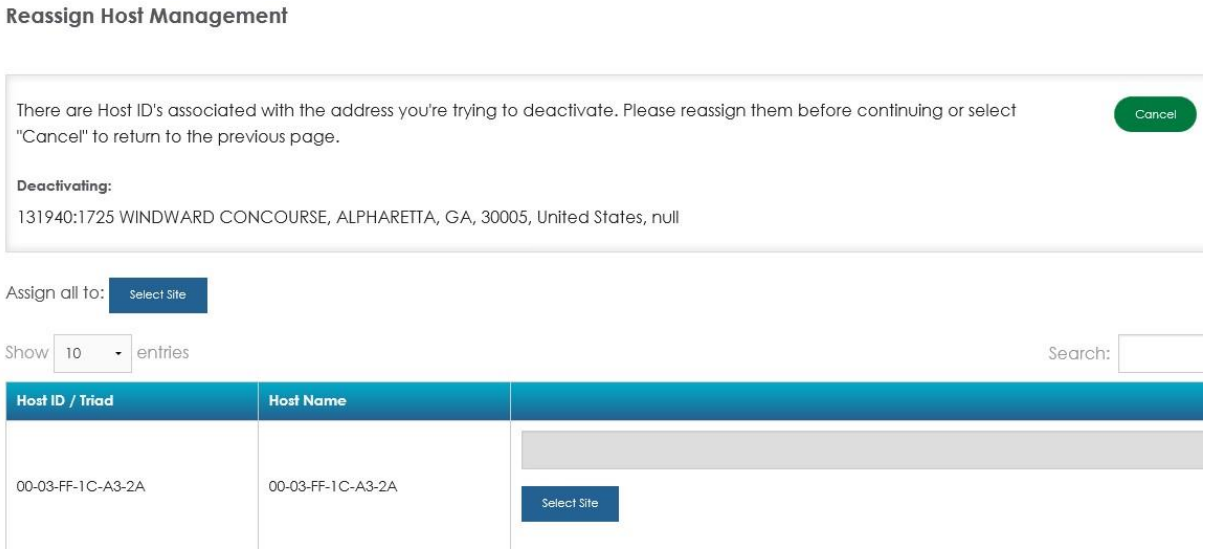
Address Management

You can create, edit or inactivate an address by selecting the corresponding button on the page. Note that for every action performed on an address (existing or new), a case will be created and assigned to Customer Registration team for validation.

If you choose to Create an Address, you must fill in all necessary fields as displayed below. It is not recommended to use special characters, only letters and numbers.



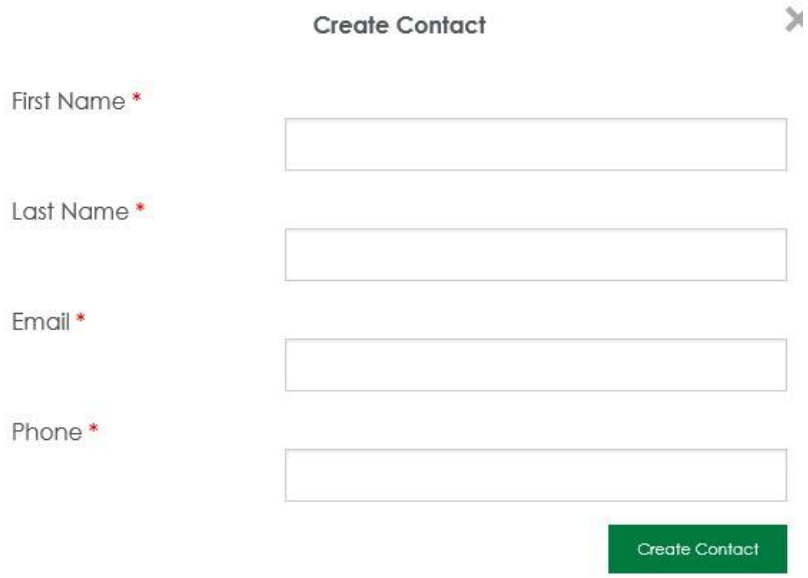
If you choose to inactivate a site, a confirmation message pops up. In case there is a Host id currently associated with that site, another address (from the existing list) must be selected and assigned to the respective Host id.



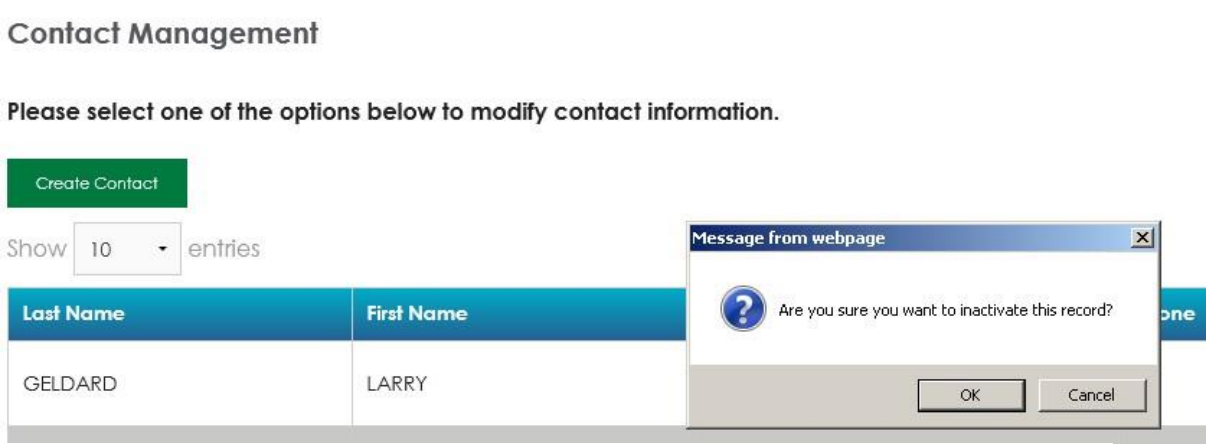
Contact Management

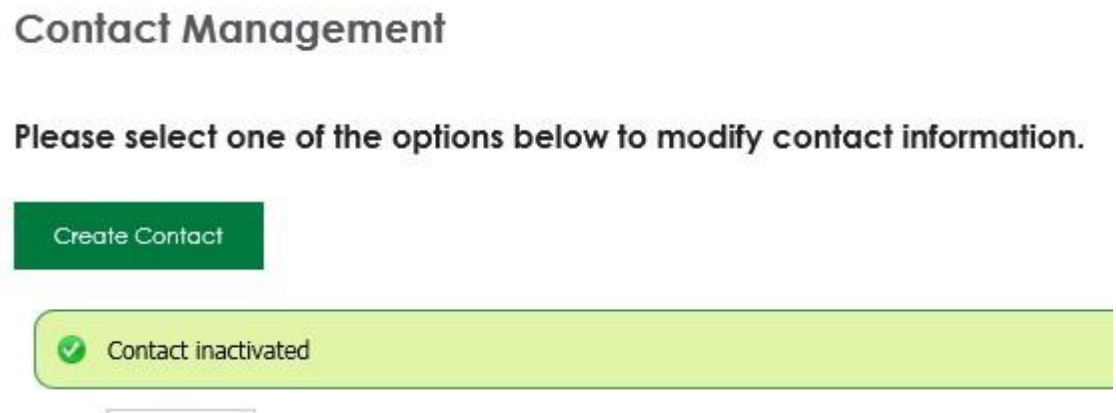
You can create, edit or inactivate a contact person by selecting the corresponding button on the page.

If you choose to create a new person, contact details have to be provided:



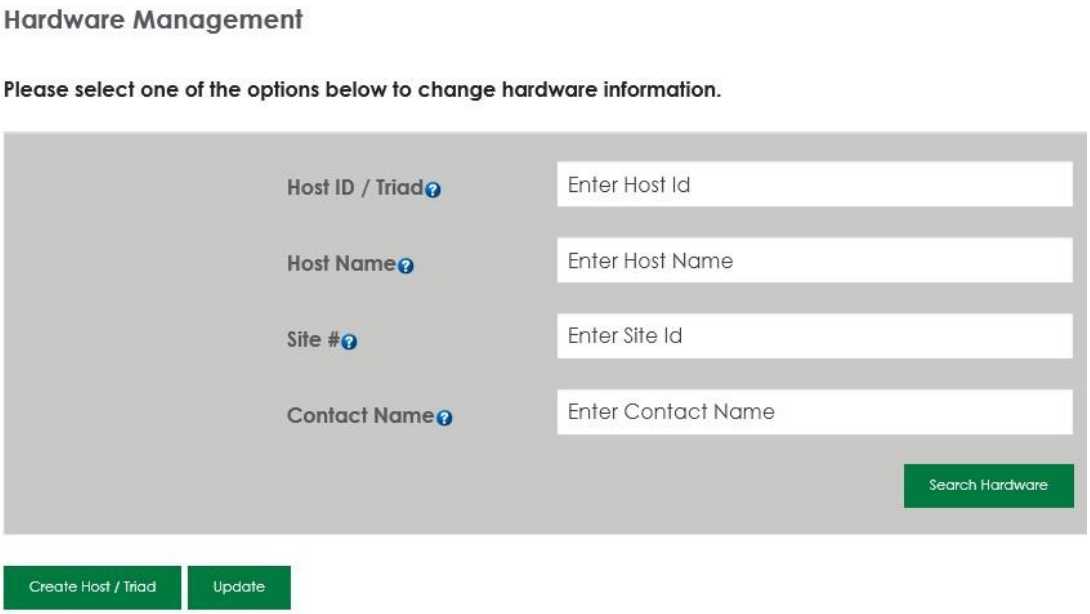
If you choose to inactivate a contact, a confirmation message pops up:



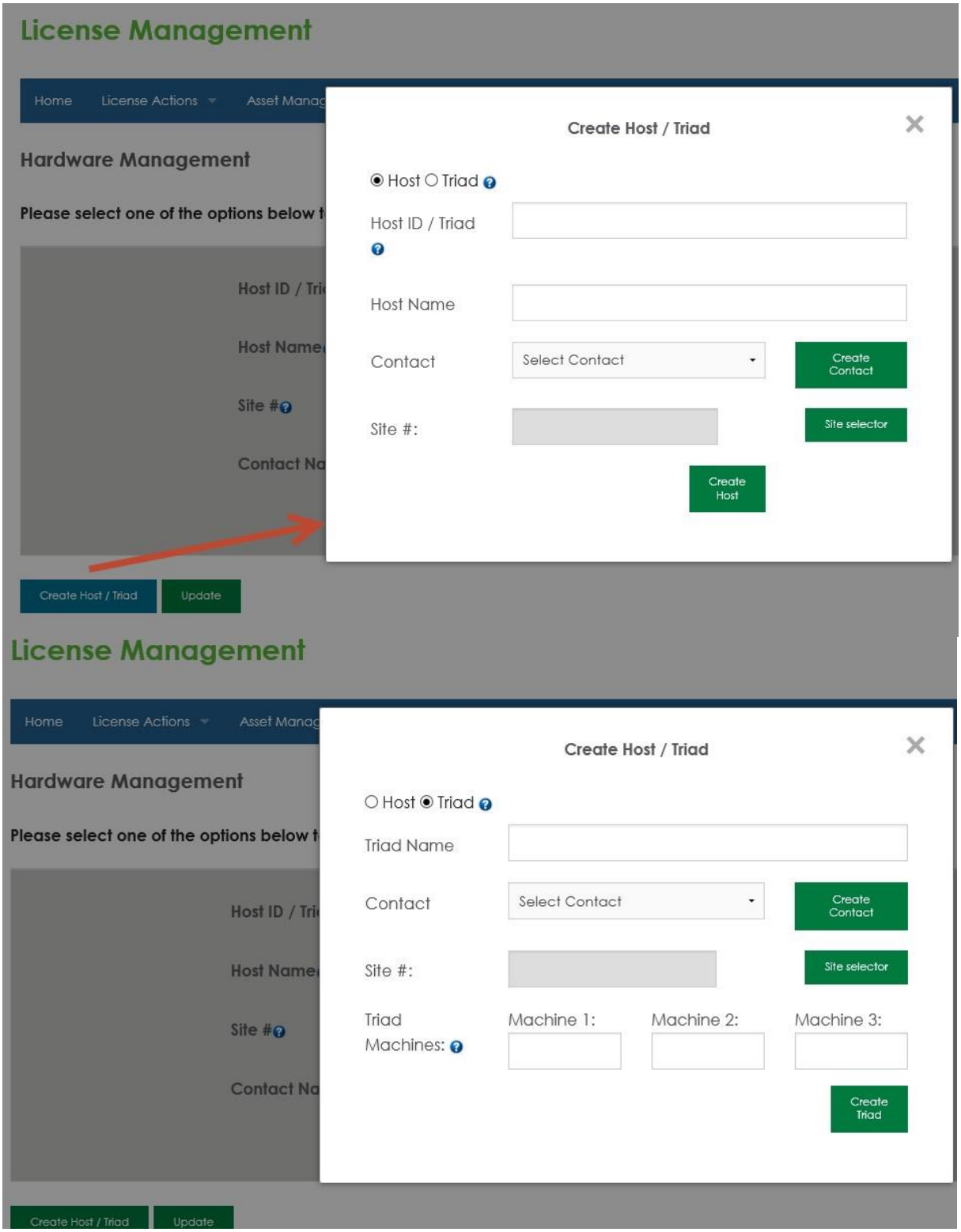


Hardware Management

You can create, search for and edit a Host id using the options on this page.



In case you want to create a Host id, all fields displayed below must be populated.
In case you want to create a Triad, different information has to be filled in. Once done, Create Host id/Create Triad button must be pressed.


License Management
Home
License Actions
Asset Manag
Hardware Management
Please select one of the options below t
Host ID / Tri
Host Name
Site #
Contact Na
Create Host / Triad
Update
Create Host / Triad
Host Triad
Host ID / Triad
Host Name
Contact
Select Contact
Create Contact
Site #:
Site selector
Create Host
License Management
Home
License Actions
Asset Manag
Hardware Management
Please select one of the options below t
Host ID / Tri
Host Name
Site #
Contact Na
Create Host / Triad
Update
Create Host / Triad
Host Triad
Triad Name
Contact
Select Contact
Create Contact
Site #:
Site selector
Triad Machines:
Machine 1:
Machine 2:
Machine 3:
Create Triad

Licensing Instructions for ThingWorx, ThingWorx Navigate and Windchill

ThingWorx 8.1+ and up & ThingWorx Navigate 1.6+ and License Allocation

The steps described in this document are for a disconnected state when the ThingWorx instance cannot make a connection to the PTC Support portal to retrieve a license automatically.

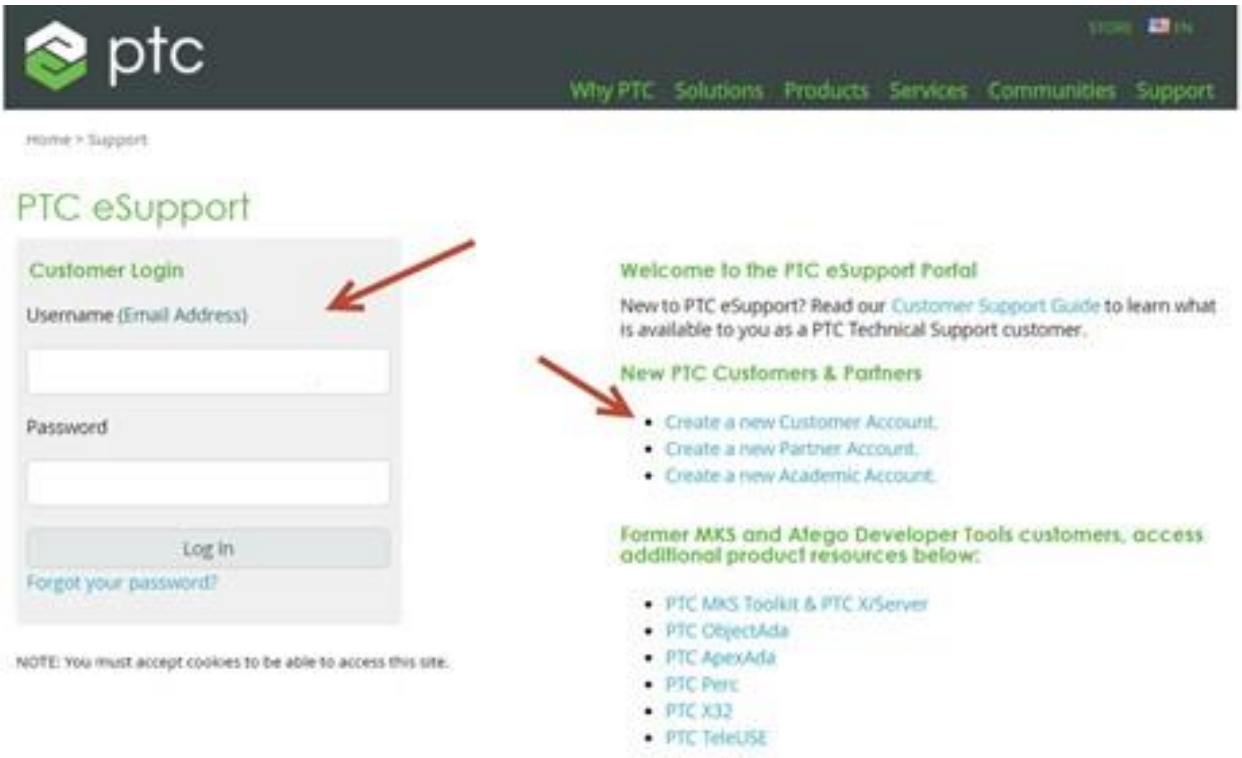
The following licensing actions may not be available for non-administrator users. This access is not determined by PTC. Contact your administrator if you require access.

ThingWorx Installation Guide Links

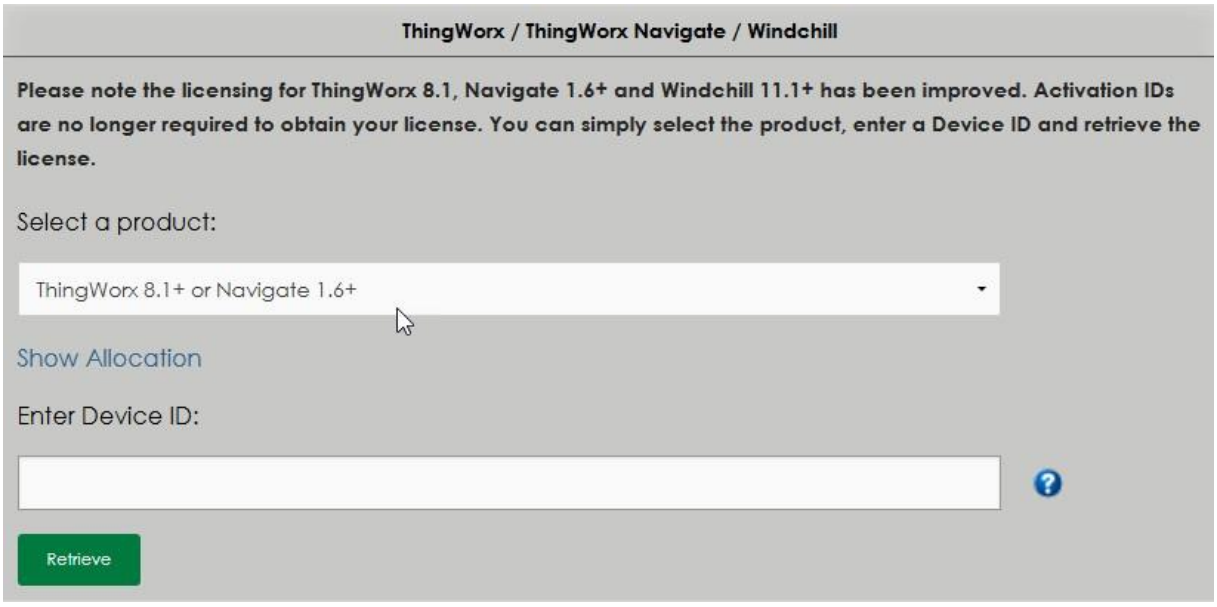
1. In the ThingworxPlatform folder created during Thingworx setup, open the licenseRequestFile.txt file

2. Copy the Device Id value

3. Log into the PTC Support site using your existing credentials or create a new account.



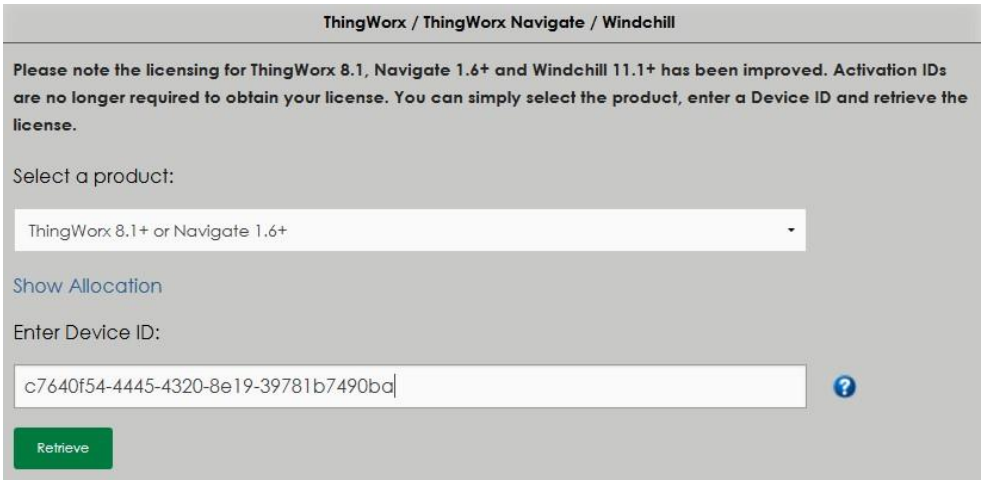
4. Go to https://support.ptc.com/apps/licensePortal/auth/ssl/index and select Product from the dropdown option



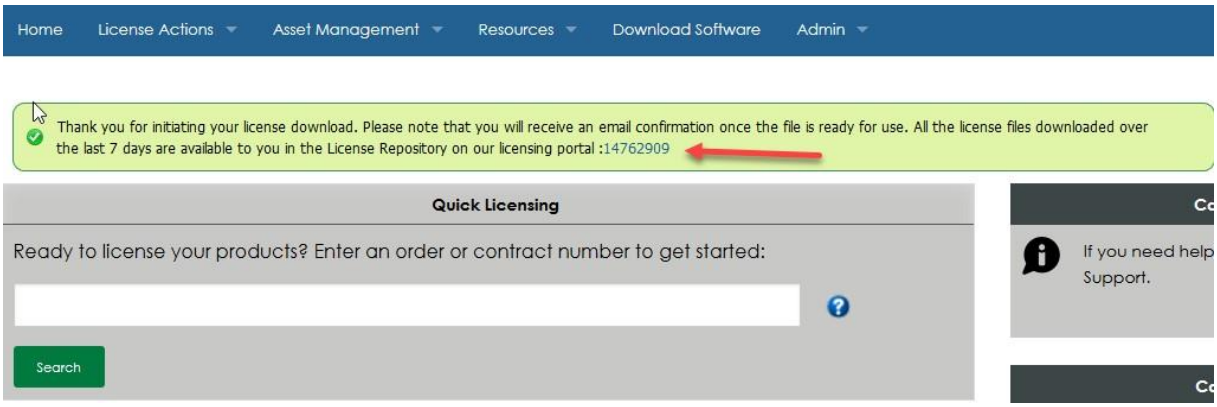
NOTE: By not clicking the Show Allocation link and just selecting the requested Product will return a licensecapabilityresponse.bin file with all the licenses available and active on that particular account.

5. Paste the Device Id value from the file into the Device Id field

"Device ID or Host ID uniquely identifies a PTC product specific instance. Device ids are used to link entitlements to a specific instance of a PTC product, for example a Thingworx server."

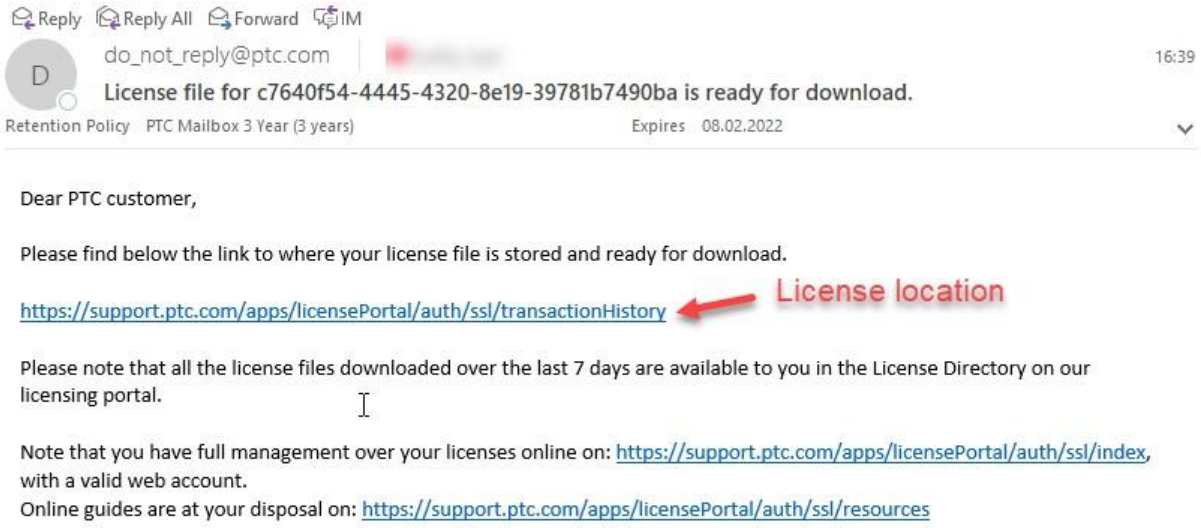


6. Click "Retrieve".

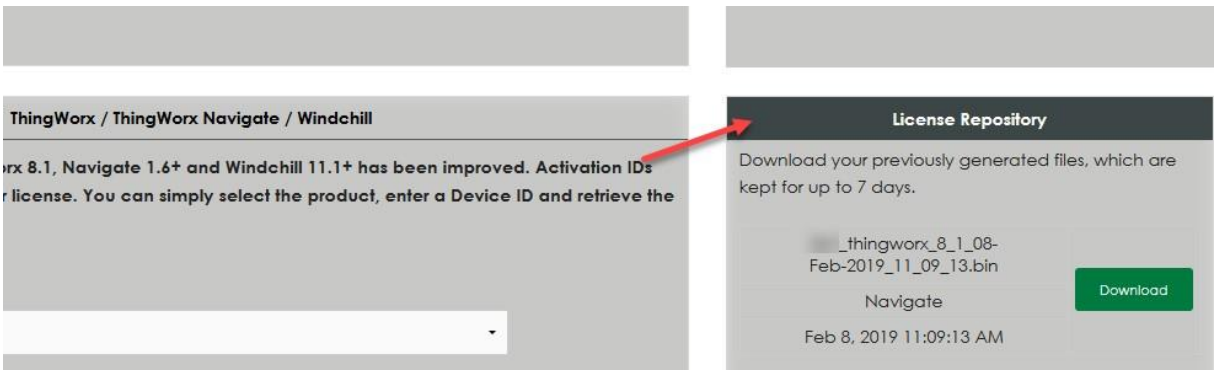


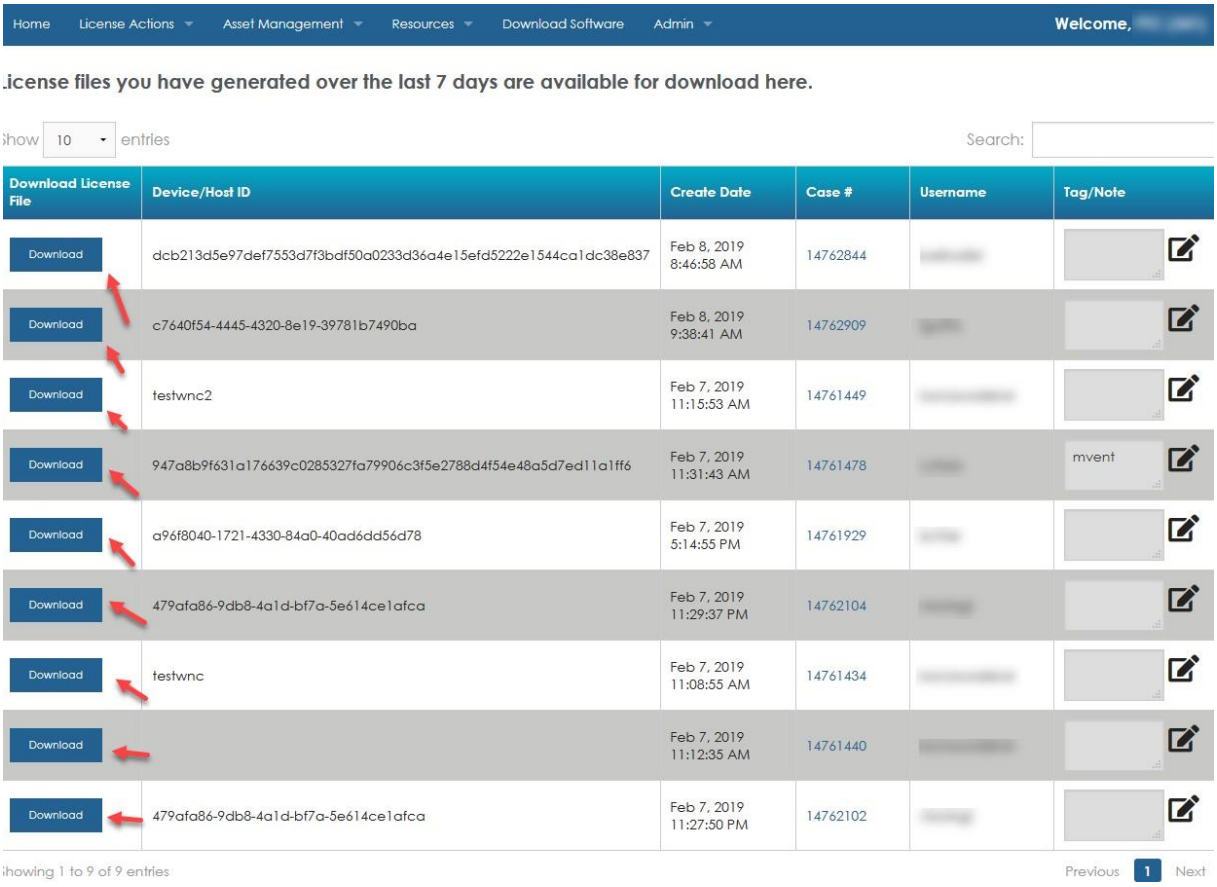
7. A banner will appear with the following message" Thank you for initiating your license download. Please note that you will receive an email confirmation once the file is ready for use. All the license files downloaded over the last 7 days are available to you in the License Repository on our licensing portal" and a case is opened regarding your request

8. The license Download will be functioning in to the background and one the lciense is ready for download the requestor will get a email notification with the appropriate links to where you can find your licenses.



9. By clicking the link mentioned in the email notification above you will be directed to the License Repository page.
10. The License Repository can also be accessed from the License Management page.

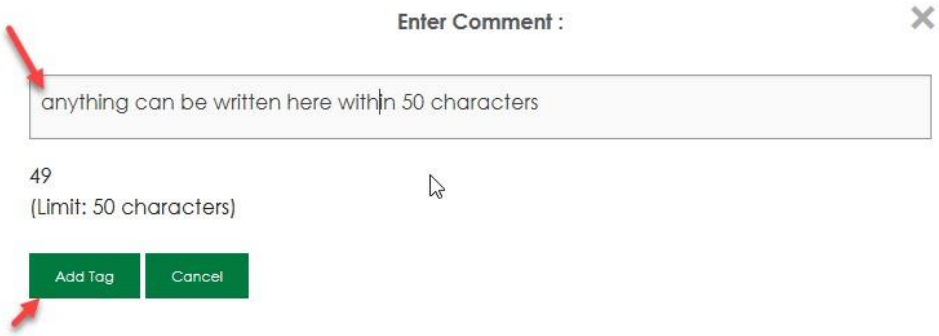




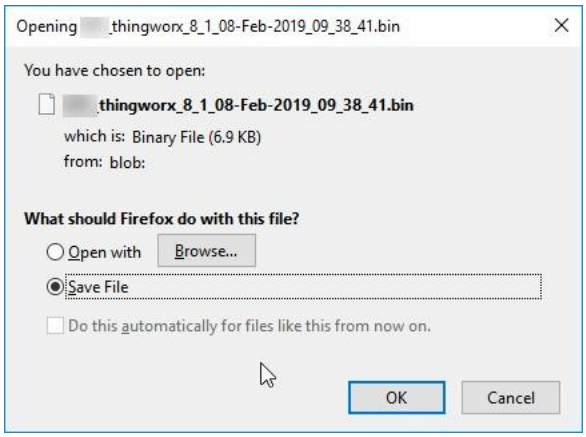
NOTE: In this license Repository tab you will be able to see the following information that will be available for 7 days:

- What user downloaded the license file.
- What Device ID was used.
- When it was requested.
- The Case number that gets assigned to your request
- Tag/Note field that is mandatory to be completed once the Download button is clicked (here you can see a note or tag of your preference that will help you manage through the licenses available in the Repository)

11. Click the Download button on the license that corresponds to your user and a window will appear for the Tag/Note to be added.



12. Once a Tag/Note is added click Add Tag and download pop up window will show up.



13. Click OK and the download will start.
14. Go to location where license is downloaded
15. Copy license file to ThingworxPlatform folder
16. Rename to “license_capability_response.bin”
17. Either restart Thingworx or run “AcquireLicense” API from Licensing Subsystem

For more information please access the [ThingWorx Help Center]

Windchill Guide and License Allocation for For Version 11.1+

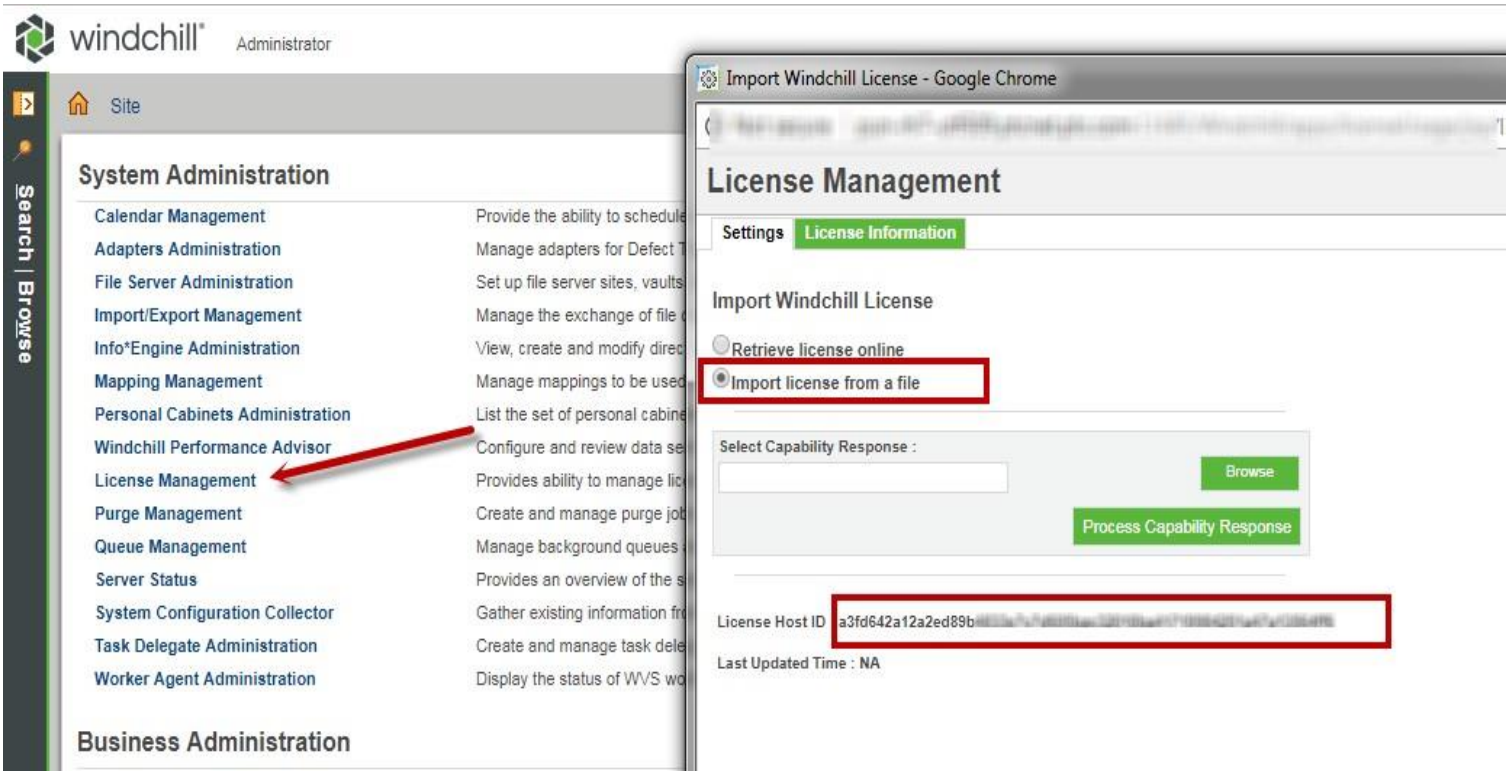
The steps described in this document are for a disconnected state when the Windchill instance cannot make a connection to the PTC Support portal to retrieve a license automatically.

The following licensing actions may not be available for non-administrator users. This access is not determined by PTC. Contact your administrator if you require access.

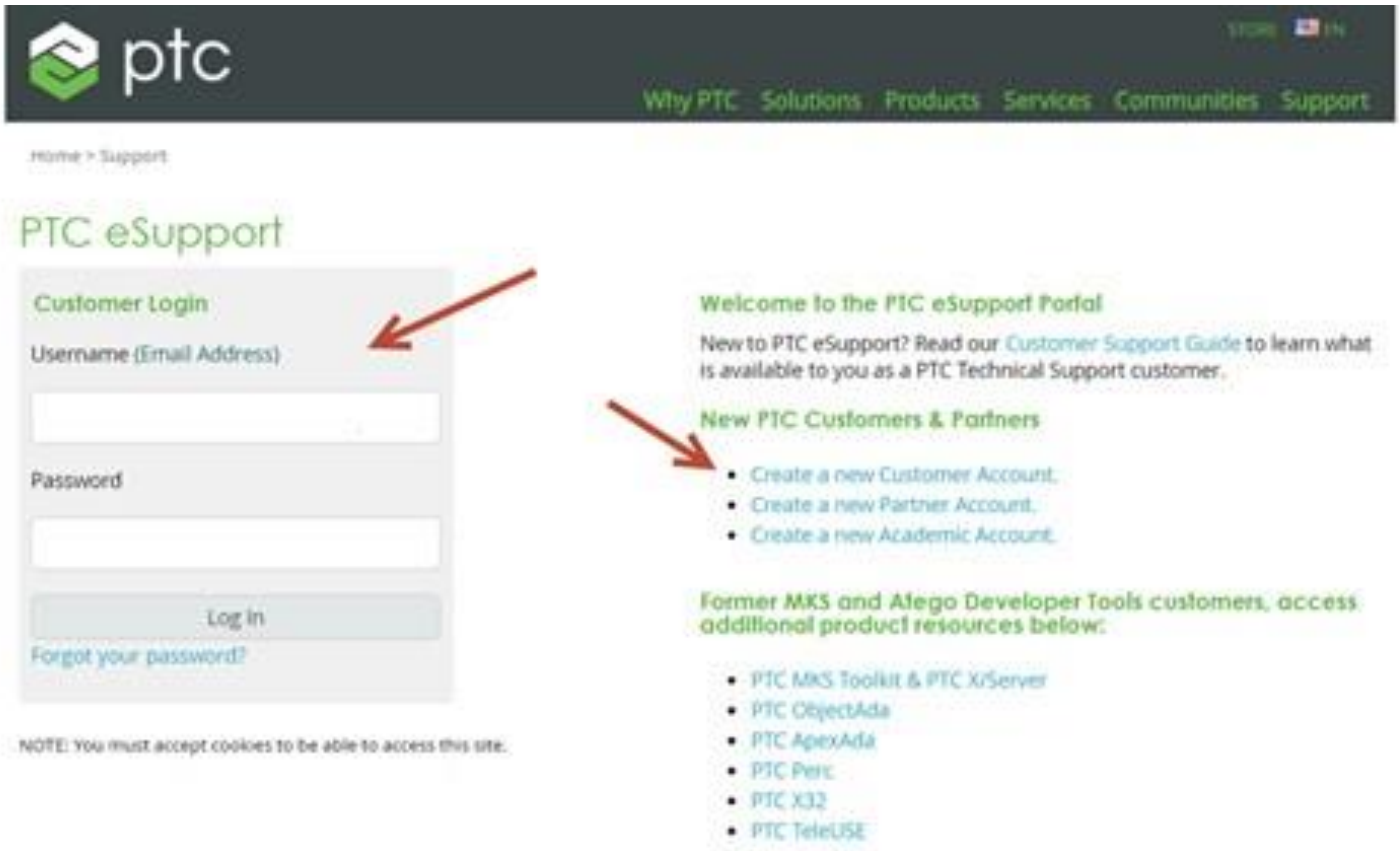
1. Login to Windchill as site administrator

2. Go to Site, Utilities, License Management

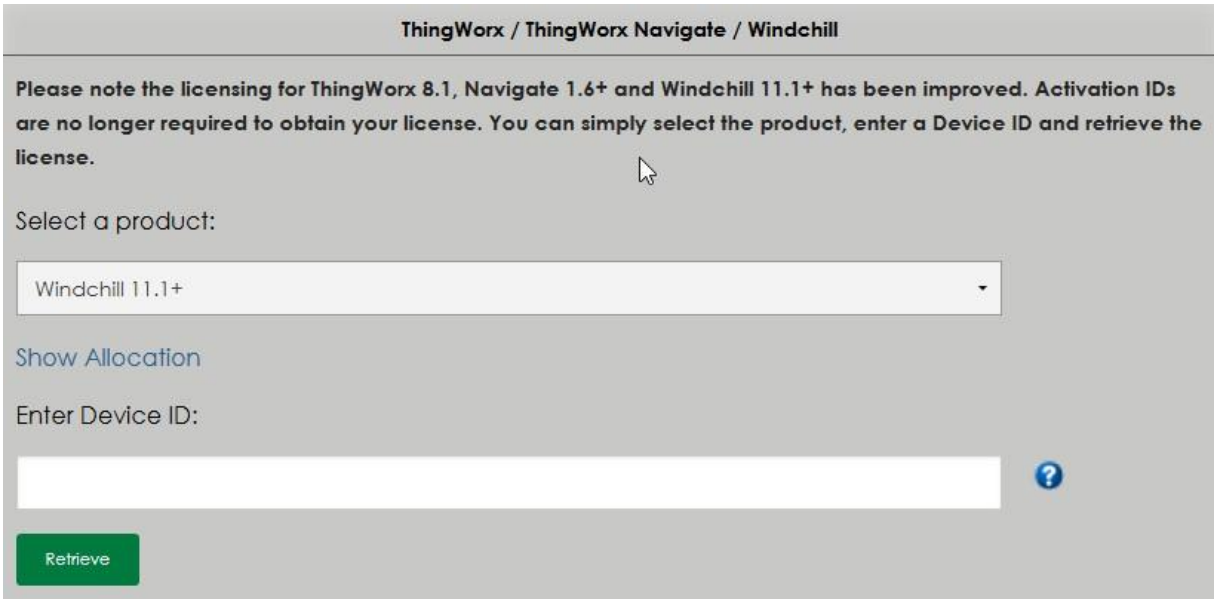
3. Under Settings tab, copy value assigned to HostID



4. Log into the [PTC Support site using your existing credentials or create a new account.]



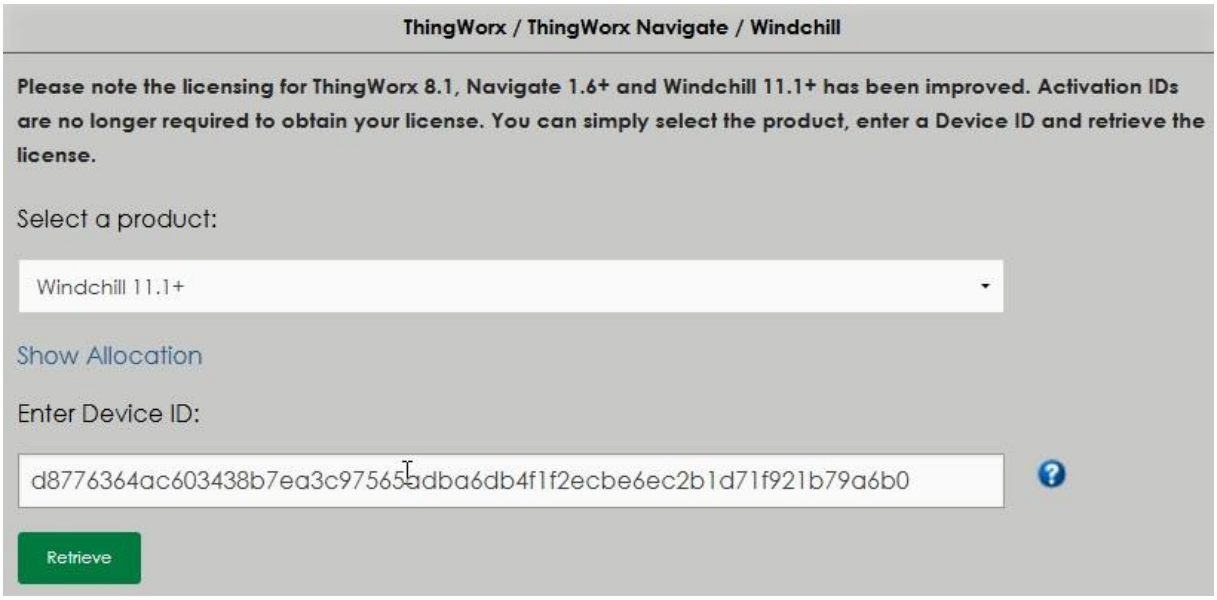
5. Go to https://support.ptc.com/apps/licensePortal/auth/ssl/index and select Product from the dropdown option



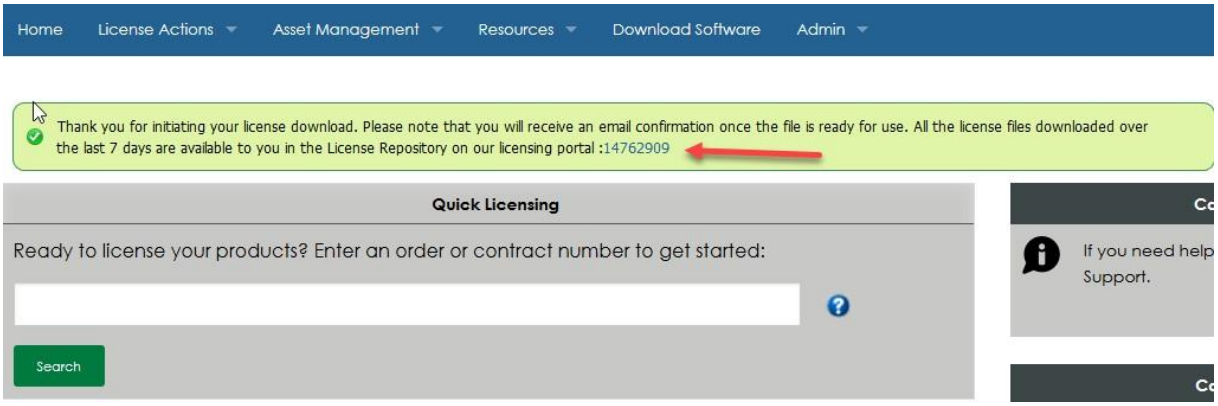
NOTE: By not clicking the Show Allocation link and just selecting the requested Product will return a licensecapabilityresponse.bin file with all the licenses available and active on that particular account.

6. Paste the Device Id value from the file into the Device ID found in the Settings tab at step 3 in to the Enter Device ID field.

"Device ID or Host ID uniquely identifies a PTC product specific instance. Device ids are used to link entitlements to a specific instance of a PTC product, for example a Windchill server."

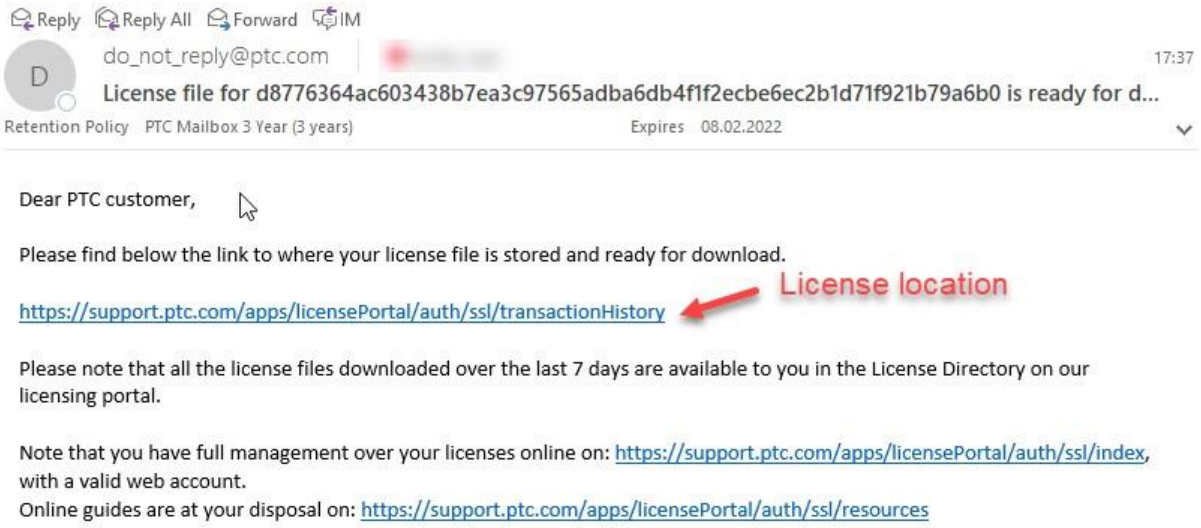


7. Click "Retrive".



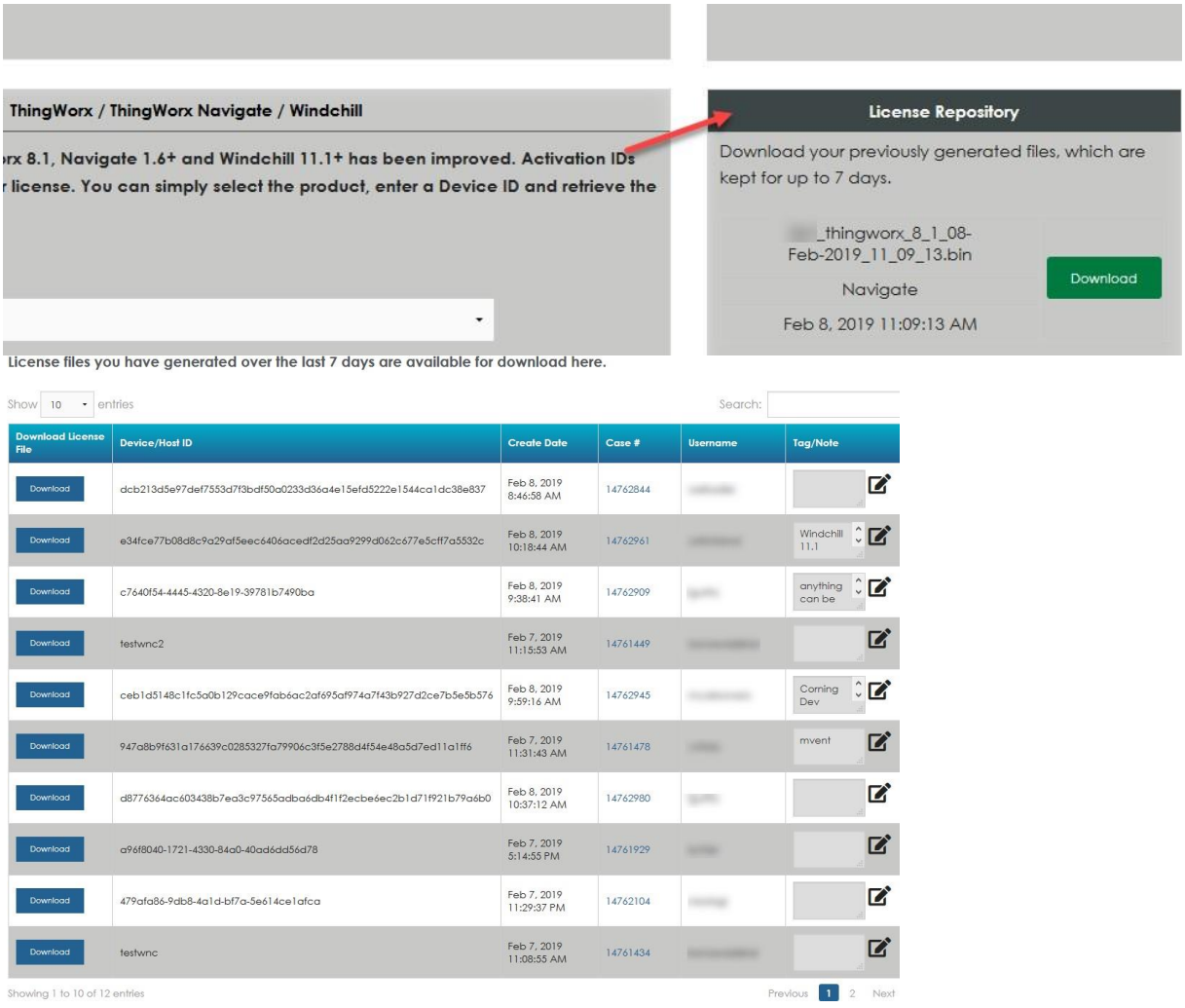
8. A banner will appear with the following message" Thank you for initiating your license download. Please note that you will receive an email confirmation once the file is ready for use. All the license files downloaded over the last 7 days are available to you in the License Repository on our licensing portal" and a case is opened regarding your request

9. The license Download will be functioning in to the background and one the lciense is ready for download the requestor will get an email notification with the appropriate links to where you can find your licenses.



10. By clicking the link mentioned in the email notification above you will be directed to the License Repository page.

11. The License Repository can also be accessed from the License Management page.



NOTE: In this license Repository tab you will be able to see the following information that will be available for 7 days:

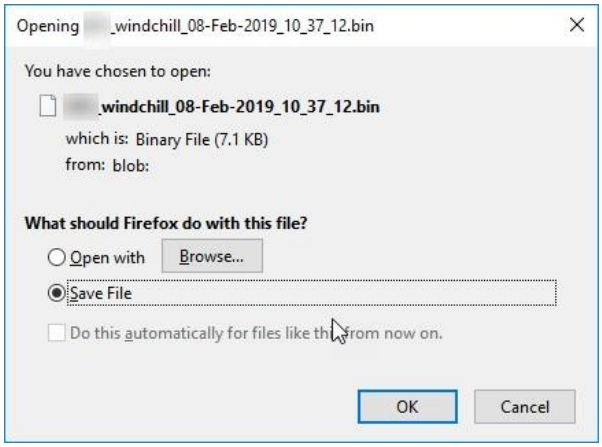
- What user downloaded the license file.
- What Device ID was used.
- When it was requested.
- The Case number that gets assigned to your request
- Tag/Note field that is mandatory to be completed once the Download button is clicked (here you can see a note or tag of your preference that will help you manage through the licenses available in the Repository)

12. Click the

button on the license that corresponds to your user and a window will appear for the Tag/Note to be added.

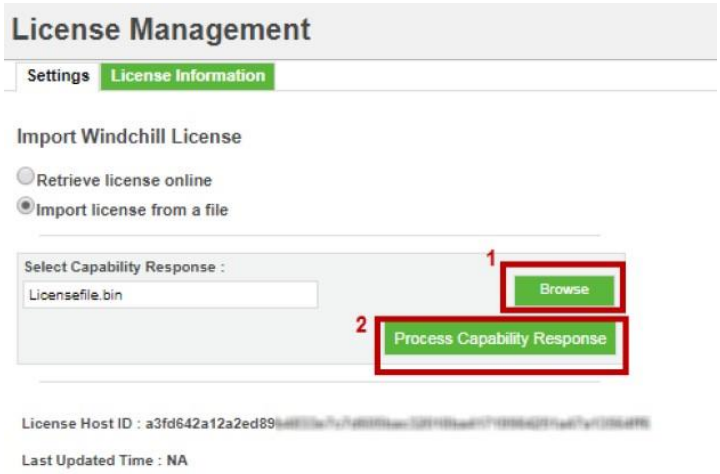
13. Once a Tag/Note is added click

and download pop up window will show up.



14. Browse to the location where the license has been downloaded.
15. Go back to Windchill and under the Settings tab browse to the location of the license file.

16. Select process capability response



How to use the Show Allocation table to manage your licenses with exact the exact quantity usage needed

NOTE: By selecting the requested Product and by clicking the Show Allocation link a table will be Populated on the Manage License page in the ThingWorx/ThingWorx Navigate/Windchill BOX

Select a product:

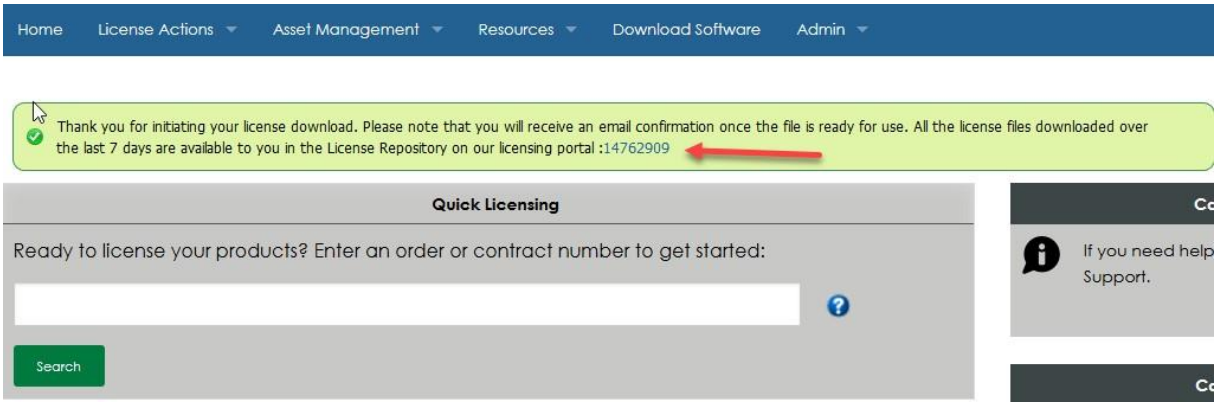
Windchill 11.1+

Hide Allocation

License	Available	*Allocate
Windchill Supplier Management	326	326
BoM Management	160	160
PTC Windchill MCAD Data Management I	160	160
PTC Windchill Component Supplier Management	185	185
Windchill for ThingWorx Navigate Author ADK	185	185
Windchill PartsLink Re-Use Edition - Light User License	50	50
Windchill PDMLink - Heavy User License	206	206
PTC PLM View and Print Only License	167	167
Windchill PartsLink Design Re-Use Edition - Heavy User	10	10
Windchill for ThingWorx Navigate View	50	50
Windchill ProjectLink - Heavy User License	201	201
Windchill for ThingWorx Navigate Contribute	265	265
Windchill PDMLink - Light User License	169	169

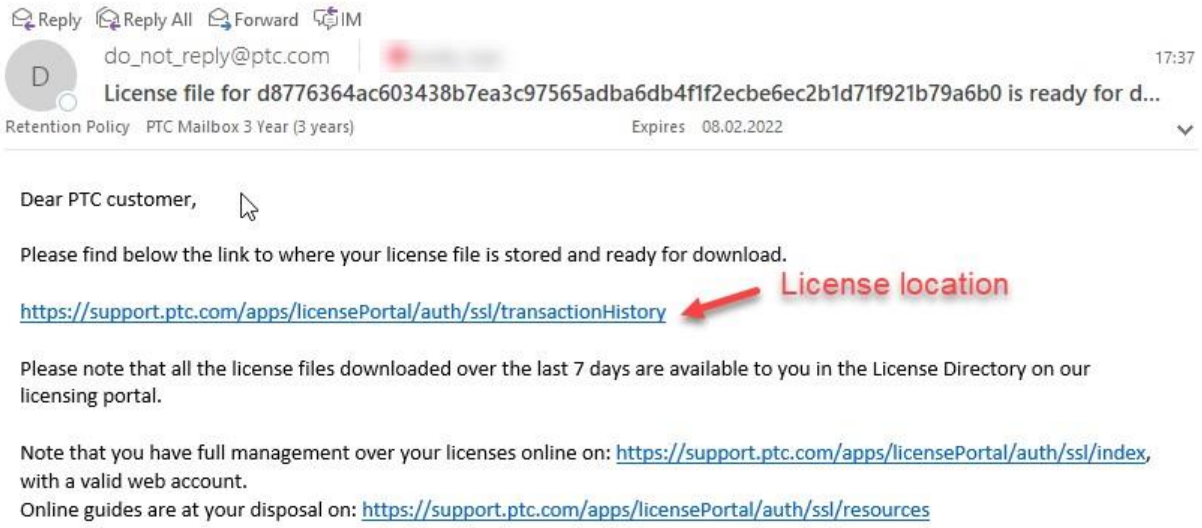
Here you can manage all your licenses regarding Windchill by inserting the necessary quantity needed for each Windchill Product.

- The *Allocate column allows the user to edit the quantity of Windchill Products as desired.

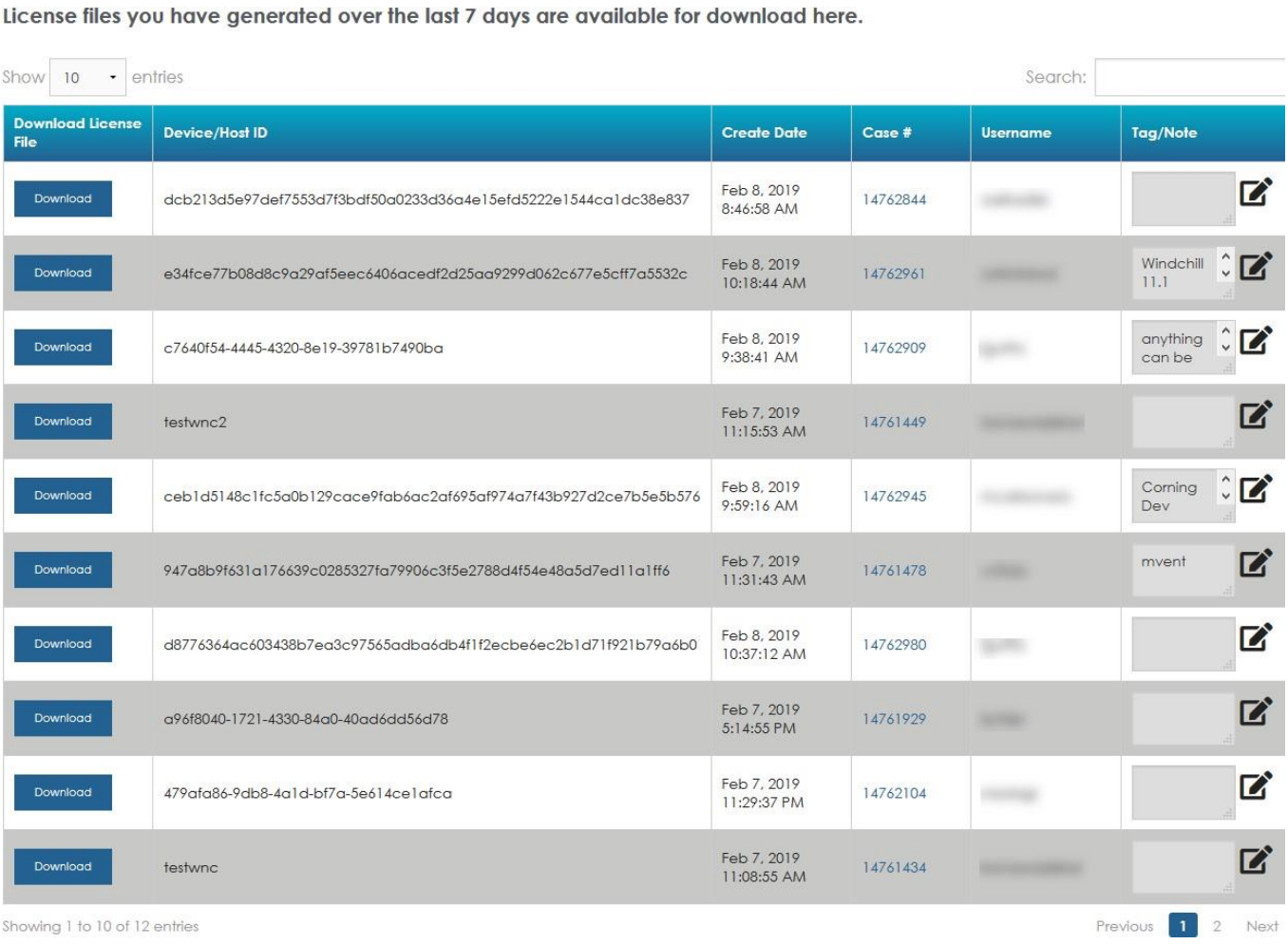


1. A banner will appear with the following message" Thank you for initiating your license download. Please note that you will receive an email confirmation once the file is ready for use. All the license files downloaded over the last 7 days are available to you in the License Repository on our licensing portal" and a case is opened regarding your request

2. The license Download will be functioning in to the background and one the lciense is ready for download the requestor will get an email notification with the appropriate links to where you can find your licenses.



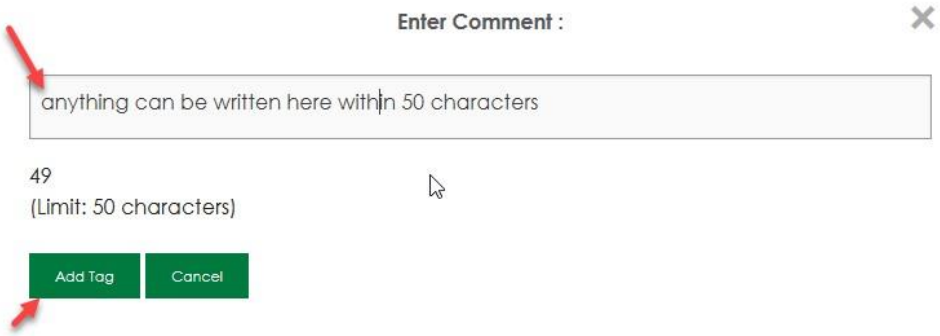
3. By clicking the link mentioned in the email notification above you will be directed to the License Repository page.



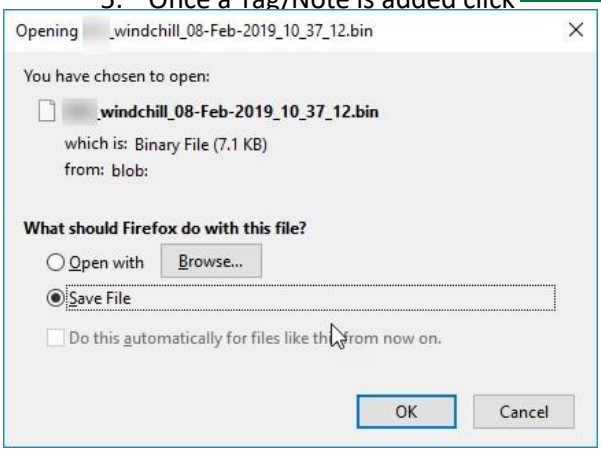
NOTE: In this license Repository tab you will be able to see the following information that will be available for 7 days:

- The user who downloaded the license file.
- What Device ID was used.
- When it was requested.
- The Case number that gets assigned to your request
- Tag/Note field that is mandatory to be completed once the Download button is clicked (here you can see a note or tag of your preference that will help you manage through the licenses available in the Repository)

4. Click the Download button on the license that corresponds to your user and a window will appear for the Tag/Note to be added.



5. Once a Tag/Note is added click and download pop up window will show.

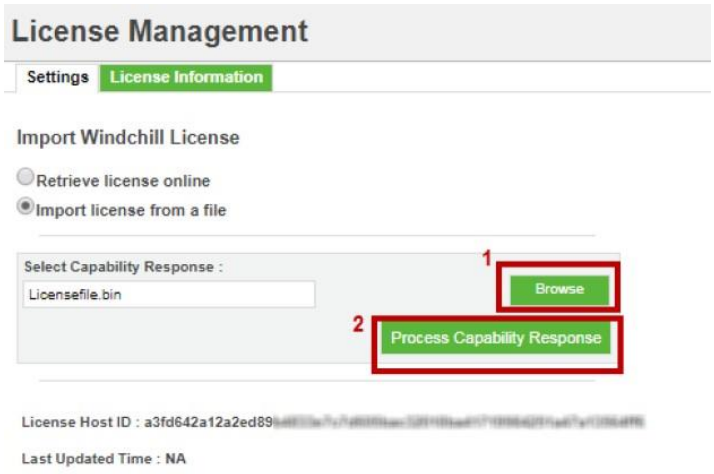


6. Browse to the location where the license has been downloaded.

7. Select process capability response

8. Go back to Windchill and under the Settings tab browse to the location of the license file.

9. Select process capability response.



For more Technical Information on Windchill please visit the [Windchill Help Center]