



PTC LICENSE MANAGEMENT -WEB TOOLS GUIDE-

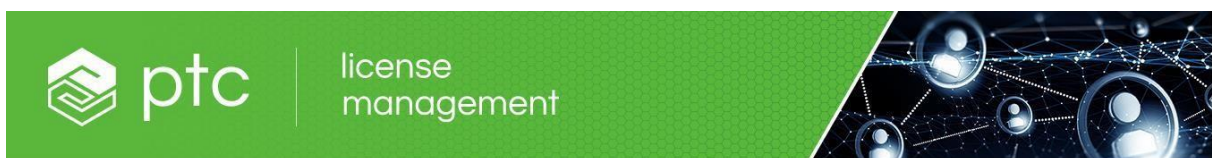


Table of Contents

Contact License Management	1
Create and Manage a PTC Web Account	5
Install available software licenses	5
Move Licenses to a new Host ID	10
Download License File for an existing computer	15
 Advanced Search	 15
 Temporary Locked	 17
 Rev UP (revision up)	 18
 Asset Management	 21
 Address Management	 22
 Contact Management	 23
 Hardware Management	 24
 ThingWorx 8.1+ and up & ThingWorx Navigate 1.6+ and License Allocation	 26
 Windchill Guide and License Allocation for Version 11.1+	 29
 ThingWorx Help Center	 28
 Windchill Help Center	 34

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).

Case Logger

Open a Case

You can open a case for yourself or your customer. To open a case for your customer start by checking the box below and fill in at least one field filled. Clicking on the Search Button will provide a list of customers to choose from.

☐ I would like to open case on behalf of customer

Email

First Name Last Name

Company Customer Number

[Search](#) [Reset](#)

Next

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

SUPPORT

Case Logger

Welcome to the PTC Case Logger

Most issues can be solved immediately by the articles Dylan, our Search Expert, provides. Please fill in the fields below and let Dylan come up with the best solution. If Dylan cannot provide the answer to your issue, just click the link at the bottom of the page to open a case.

Which product are you using?

LicenseMgt Service

Do you want to open a case with PTC Cloud Services? [?](#)

Please Select

Tell us about the issue you are having [?](#)

Type in a description of your issue. For example "User is unable to export search results to Excel".

[Submit](#)

Tell us about the issue you are having [?](#)

test case

[Submit](#)

1200 max. characters, 1191 characters left

The search server Dylan was unable to find solutions for your issue. To search again, please fill in your description using other words. Or click continue button to open a case.

[Continue](#)

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.

Tell us about the issue you are having *

test case

[Attach Files](#)

There are no attached files

CEP Name ?

Select One

How Does This Issue Impact You? * ?

Please Select Severity

Tell us which product release *

Please Select Release

Tell us which datecode * ?

Select Release First

Which Specific Area Does Your Issue Relate to? *

Licensing

Additional Information

☐ I intend to submit proprietary data for this case that must be subject to a non-disclosure agreement. [More Information](#)

[Contact Details](#) [Open a Case](#)

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

Tell us which product release *

N/A

Tell us which datecode * ?

N/A

Case 15 [] has been opened. Please provide additional details below.

[Upload Attachment](#) [Add Comments](#) [Close Case](#) [More ↓](#)

Short Description

test case

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>

Case Tracker

[Case Tracker Home](#) | [eSupport Help Community](#)

Case Number Search C

Search

Cases Opened By loan Gurita

Cases Opened By PTC

Advanced

Help

Technical Support Cases opened within the last six(6) months by loan Gurita for customer PTC. Click the Help tab for more information.

Filter Results

Based on:

☐Customer Tracking Number

☐Case Subject

☒None

Product:

All products selected

Customer Environment Profile:

Select Customer Environment Profile

By Status:

☐Open

☐Closed

☒Both

Filter

Reset

Create and Manage a PTC Web Account

Please follow the steps presented here:

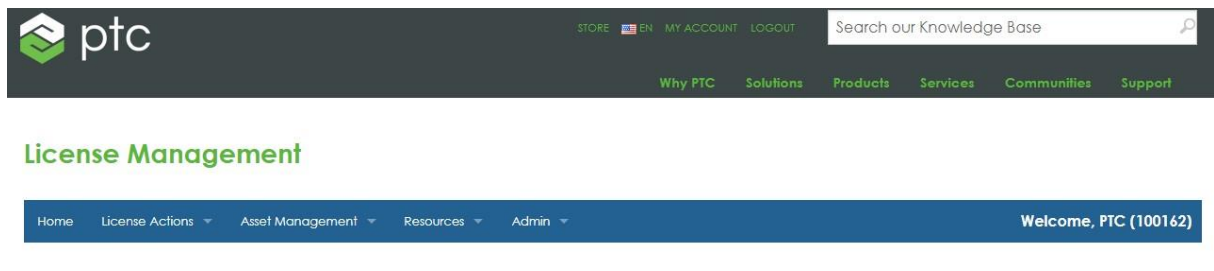
http://support.ptc.com/WCMS/files/166782/en/eSupport-Portal_CreatingaNewAccount_V1.0_en_April_2015.pdf

Install available software licenses

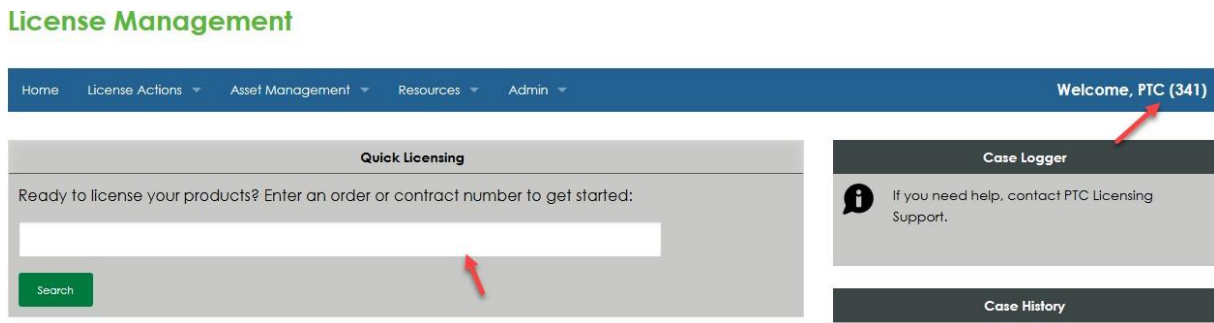
Go to PTC site, License Management page:

<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.

Advanced Search

2844155	?	Lookup	Service Contract Number (SCN)
Host ID / Triad	?	Lookup	Subscription Number
Asset Tag	?	Lookup	
		Clear	Search


Available License						
Show	10	entries				
		Product	Product Description	Support End Date	SON	SCN
<input type="checkbox"/>	+	CPT-3271-L-	Creo Piping and Cabling Extension	Dec 3, 2016	2844155	6A2038447
<input type="checkbox"/>	+	ENG-3607-F-	Creo Parametric	Dec 3, 2016	2844155	6A2038447
<input type="checkbox"/>	+	PKG-2475-F-	Creo View MCAD Lite	Dec 3, 2016	2844155	6A2038447
<input type="checkbox"/>	+	PKG-3512-F-	Creo Parametric Essentials	Dec 3, 2016	2844155	6A2038447

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.


Available License

Show 10 entries

Search:

		Product	Product Description	Support End Date	SON	SCN	Subscription Number	Asset Tag
<input type="checkbox"/>		CPT-3271-L-	Creo Piping and Cabling Extension	Dec 3, 2016	2844155	6A2038447		

Serviceable Item	Item Description	Product Status	Available / Ordered Quantity	Feature Name	Revision	Type	SCN
RSP-3222-P-	Creo Schematics Lite	Not Installed	2 / 2		Creo 3.0	FLOATING	6A2038447
ENG-3271-P-	Creo Piping and Cabling Extension (formerly Pro/ENGINEER)	Not Installed	2 / 2		Creo 3.0	LOCKED	6A2038447

<input type="checkbox"/>		ENG-3607-F-	Creo Parametric	Dec 3, 2016	2844155	6A2038447		
--------------------------	---	-------------	-----------------	-------------	---------	-----------	--	--

Serviceable Item	Item Description	Product Status	Available / Ordered Quantity	Feature Name	Revision	Type	SCN
ENG-3607-P-	Creo Parametric (formerly Foundation XE)	Not Installed	4 / 4		Creo 3.0	FLOATING	6A2038447
ENG-428-P-	Mechanism Design	Not Installed	4 / 4		Creo 3.0	LOCKED	6A2038447

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

<input type="checkbox"/>	+	PKG-2475-F-	Creo View MCAD Lite	Dec 3, 2016	2844155	6A2038447		
<input type="checkbox"/>	+	PKG-3512-F-	Creo Parametric Essentials	Dec 3, 2016	2844155	6A2038447		
<input type="checkbox"/>	+	PKG-7100-F-	Arbortext Editor	Dec 3, 2016	2844155	6A2038447		

Showing 1 to 5 of 5 entries

Previous **1** Next

[Install License](#)
[Log Case for Upgrade Products](#)
[Rev Up](#)

Please note that a product package is considered one item, no matter the serviceable item's product status. Any licensing action will be performed at the product package level and will impact all serviceable items contained in the package.

For Creo Elements/Direct (former CoCreate) products, please use this online tool to reconfigure your licenses: [Creo Elements/Direct Password Exchanger](#).

If you need keys for Arbortext products version 5.4 or lower, please log a case to License Management team to check your entitlement.

For Creo Elements/Direct (former CoCreate) version Updates, please use this online tool to get your license key for update : [Creo Elements/Direct product updates](#)

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

Available License						
Show 10 entries						
<input type="checkbox"/>		Product	Product Description	Support End Date	SON	SCN
<input type="checkbox"/>	+	CPT-3271-L-	Creo Piping and Cabling Extension	Dec 3, 2016	2844155	6A2038447
<input checked="" type="checkbox"/>	+	ENG-3607-F-	Creo Parametric	Dec 3, 2016	2844155	6A2038447
<input checked="" type="checkbox"/>	+	PKG-2475-F-	Creo View MCAD Lite	Dec 3, 2016	2844155	6A2038447
<input type="checkbox"/>	+	PKG-3512-F-	Creo Parametric Essentials	Dec 3, 2016	2844155	6A2038447
<input type="checkbox"/>	+	PKG-7100-F-	Arbortext Editor	Dec 3, 2016	2844155	6A2038447

Showing 1 to 5 of 5 entries

[Install License](#)
[Log Case for Upgrade Products](#)
[Rev Up](#)

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.

Product	Product Description	Select Quantity	Total Quantity	Type	Support End Date	SON
ENG-3607-F-	Creo Parametric	<input type="text" value="2"/>	4	FLOATING	Dec 3, 2016	2844155
PKG-2475-F-	Creo View MCAD Lite	<input type="text" value="1"/>	4	FLOATING	Dec 3, 2016	2844155

Showing 1 to 2 of 2 entries

Previous **1** Next

It is not recommended to have more than one Locked license of the same product on your computer. This could cause issues when running the license file.

☒ Zip ☐ Txt

x

You are about to create new host Id, Please provide following information:

Contact

Site



Install License

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

☒ Zip ☐ Txt

You are about to create new host Id, Please provide following information:

Contact

Site

A screen is returned to review the provided information.

Confirmation screen

Please review your transaction

The following products will be installed on CPU ID: 00-08-02-68-F8-C5

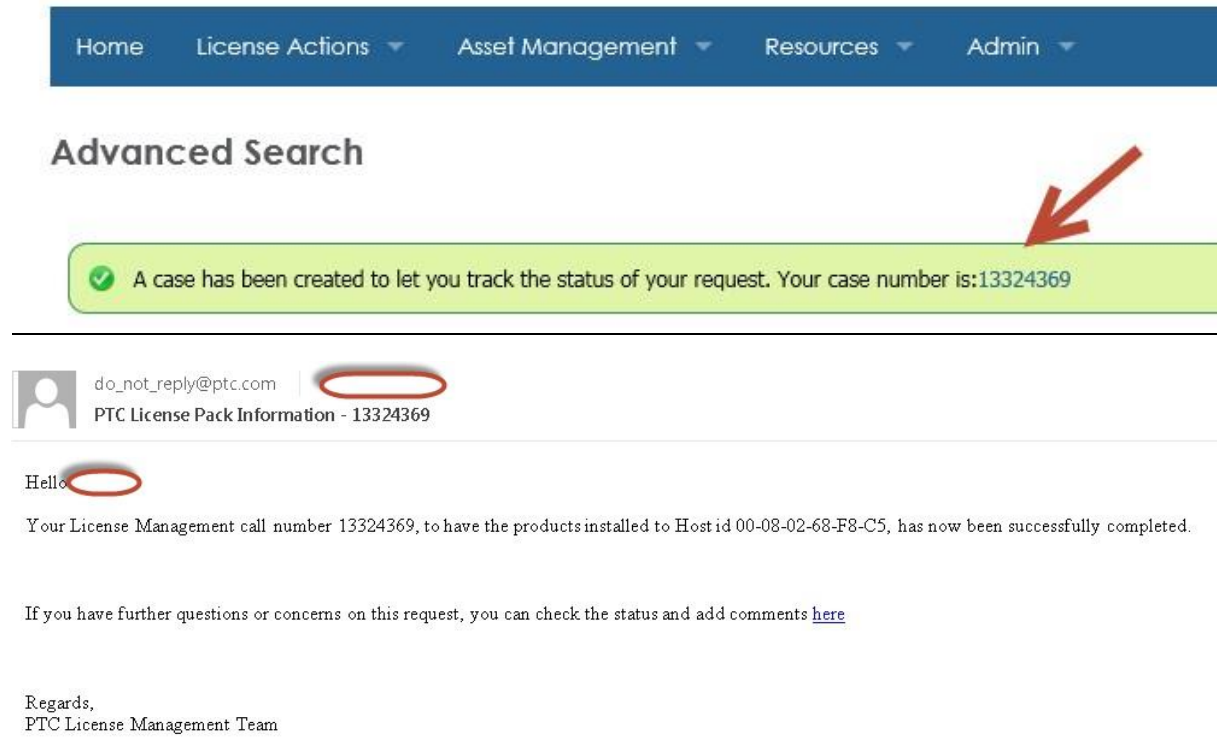
Product	Product Description	Ordered Quantity	Type	License File Type
ENG-3607-F-	Creo Parametric	2	FLOATING	zip
PKG-2475-F-	Creo View MCAD Lite	1	FLOATING	zip

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



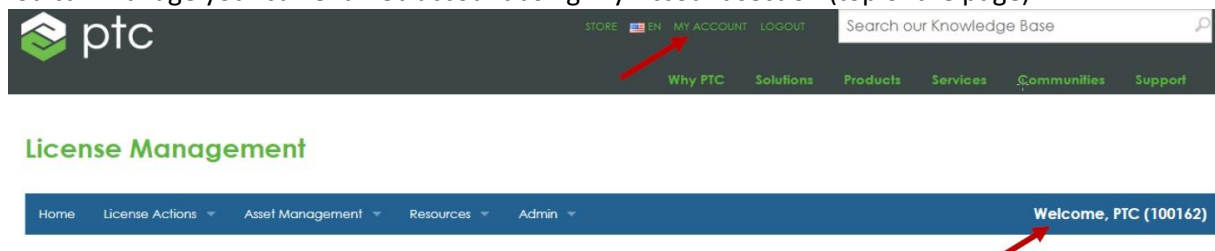
Move Licenses to a new Host ID

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.

License Management

[Home](#) [License Actions](#) [Asset Management](#) [Resources](#) [Admin](#) Welcome, PTC (341)

Quick Licensing

Ready to license your products? Enter an order or contract number to get started:

Case Logger

i If you need help, contact PTC Licensing Support.

Case History

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.

Available License

Installed License

Show 10 entries

Search:

	Product	Product Description	Support End Date	SON	SCN	Subscription Number
<input type="checkbox"/>	+ CPT-3271-L-	Creo Piping and Cabling Extension	Dec 3, 2016	2844155	6A2038447	
<input type="checkbox"/>	+ ENG-3607-F-	Creo Parametric	Dec 3, 2016	2844155	6A2038447	
<input type="checkbox"/>	+ PKG-2475-F-	Creo View MCAD Lite	Dec 3, 2016	2844155	6A2038447	

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.

Available License

Installed License

Show 10 entries

Search

<input type="checkbox"/>		Product	Product Description	Host ID / Triad	Support End Date	SON	SCN
<input type="checkbox"/>	+	ENG-3607-F-	Creo Parametric	00-08-02-68-F8-C5	Dec 3, 2016	2844155	6A2038447
<input type="checkbox"/>	+	PKG-2475-F-	Creo View MCAD Lite	00-08-02-68-F8-C5	Dec 3, 2016	2844155	6A2038447

Showing 1 to 2 of 2 entries

Move License

Deinstall Licenses

Update Asset Tag

Manage Temporary Locked Licenses

Rev Up

Please note that a product package is considered one item, no matter the serviceable item's product status. Any licensing action will be performed on and will impact all serviceable items contained in the package.

For Creo Elements/Direct (former CoCreate) products, please use this online tool to reconfigure your licenses: [Creo Elements/Direct Password Exchange](#)

If you need keys for Arbotext products version 5.4 or lower, please [log a case](#) to License Management team to check your entitlement.

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

Available License

Installed License

Show 10 entries

<input type="checkbox"/>		Product	Product Description	Host ID / Triad	Support End Date	SON
<input checked="" type="checkbox"/>		ENG-3607-F-	Creo Parametric	00-08-02-68-F8-C5	Dec 3, 2016	2844155

Serviceable Item	Item Description	Product Status	Installed Quantity	Feature Name
ENG-3607-P-	Creo Parametric (formerly Foundation XE)	Installed	2	PROE_Found
ENG-428-P-	Mechanism Design	Installed	2	127

<input type="checkbox"/>	+	PKG-2475-F-	Creo View MCAD Lite	00-08-02-68-F8-C5	Dec 3, 2016	2844155
--------------------------	---	-------------	---------------------	-------------------	-------------	---------

Showing 1 to 2 of 2 entries

Move License

Deinstall Licenses

Update Asset Tag

Manage Temporary Locked Lic

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.

Move License

Show 10 entries

Search:

Product	Product Description	Select Quantity	Total Quantity	Type	Support End Date	SON	Host ID / Triad
ENG-3607-F-	Creo Parametric	2	2	FLOATING	Dec 3, 2016	2844155	00-08-02-68-F8-C5

Showing 1 to 1 of 1 entries

Previous 1 Next

It is not recommended to have more than one Locked license of the same product on your computer. This could cause issues when running the license file.

☒ Zip
☐ Txt

00-03-FF-1C-A3-2A

Move License

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 below

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 reflect licensing changes.
Customer warrants that the software will not be reinstalled on the CPU without first obtaining a proper license for its use from PTC Technology Corporation.	

The above being certified by a duly authorized officer of PTC.	
Name	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text"/>
Date	<input type="text"/>

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

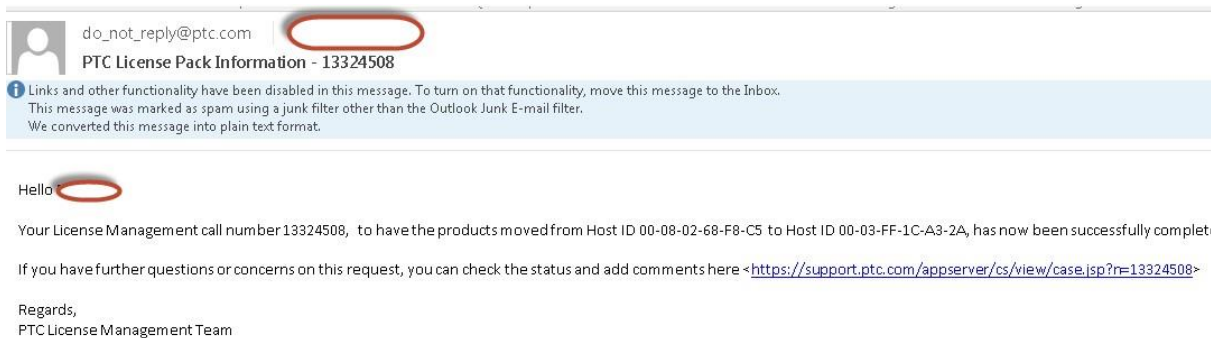
A confirmation screen is displayed with your case number. Please write it down for future reference. The License File should be received within a couple of hours. Note that a confirmation email is also sent to your email address.

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.



Dear PTC Customer,

Attached you will find the requested license file for the PTC HOSTID 00-03-FF-1C-A3-2A

Please read the instructions carefully before attempting to use the license files as this email contains informati

As some of the products currently assigned to this Host id are not being handled via Web Tools, a case was lo

DMC - Division - case number : 13324510 - <https://support.ptc.com/appserver/cs/view/case.jsp?n=13324510>

DVM - Division - case number : 13324509 - <https://support.ptc.com/appserver/cs/view/case.jsp?n=13324509>

New PTC customers are encouraged to consult the PTC FlexNet Licensing and Installation FAQ page <https://>

Name
license_MK5_13324508.txt
lm_13324508_200868.txt
lm_13324508_200868_standard.txt

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).

License Management

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.

Licenses

If you need to retrieve existing licenses for one Host ID or Triad enter it here.

☒ Zip ☐ Text

[Retrieve](#)

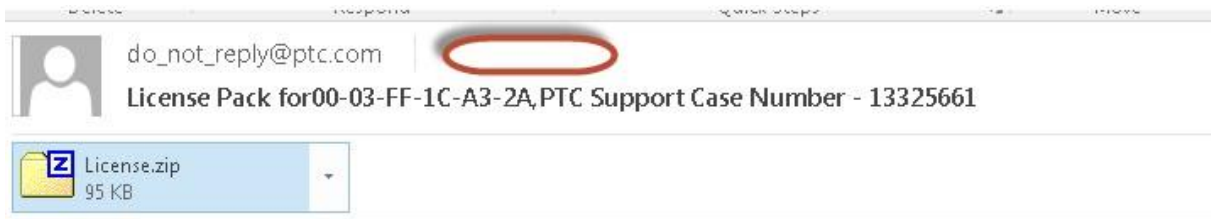
License Management

✓ Download license request submitted successfully.

Please select one of the options below to continue with your licensing request licenses, please [contact our 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.



Dear PTC Customer,

Attached you will find the requested license file for the PTC HOSTID 00-03-FF-1C-A3-2A

Please read the instructions carefully before attempting to use the license files as this email contains informat

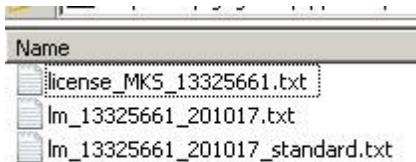
As some of the products currently assigned to this Host id are not being handled via Web Tools, a case was lo

DMC - Division - case number : 13325660 - <https://support.ptc.com/appserver/cs/view/case.jsp?n=13325660>

DVM - Division - case number : 13325658 - <https://support.ptc.com/appserver/cs/view/case.jsp?n=13325658>

New PTC customers are encouraged to consult the PTC FlexNet Licensing and Installation FAQ page <https://>

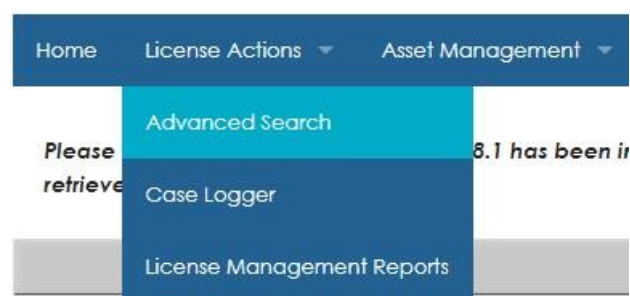
TECHNICAL SUPPORT



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:

License Management



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.

License Management

Home
License Actions
Asset Management
Resources
Admin
Welcome, PTC (100162)

Advanced Search

?

?

?

?

?

?

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

Advanced Search

?

?

?

?

?

?

Available License		Installed License						
Show	10	entries		Search: <input type="text"/>				
		Product	Product Description	Support End Date	SON	SCN	Subscription Number	Asset Tag
<input type="checkbox"/>	+	PKG-2105-F-	Training Package for PTC Internal Sites - Floating	Oct 29, 2018	2737182	7A1318853		
<input type="checkbox"/>	+	PKG-910100-F-	Integrity Lifecycle Manager Server	Jul 20, 2020	2834798	7A1318853		
<input type="checkbox"/>	+	PKG-910100-F-	Integrity Lifecycle Manager Server	May 12, 2021	2827363	7A1318853		

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.

Available License

Installed License

Show

10

entries

Search:

<input type="checkbox"/>		Product	Product Description	Support End Date	SON	SCN	Subscription Number	Asset Tag
<input type="checkbox"/>	+	PKG-2105-F-	Training Package for PTC Internal Sites - Floating	Oct 29, 2018	2737182	7A1318853		
<input type="checkbox"/>	-	PKG-910100-F-	Integrity Lifecycle Manager Server	Jul 20, 2020	2834798	7A1318853		

Serviceable Item	Item Description	Product Status	Available / Ordered Quantity	Feature Name	Revision	Type	SCN
MIG-910100-P-	Integrity Lifecycle Manager Server	Not Installed	155 / 155	MKSIntegrityServer,MKSIntegrityServer-DBBackend	11.2	FLOATING	7A1318853

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

<input checked="" type="checkbox"/>	+	PKG-3512-F-	Creo Parametric Essentials	00-50-56-90-B8-90	Dec 3, 2016	2844155	6A2038447
Showing 1 to 7 of 7 entries							
<div> Move License Deinstall Licenses Update Asset Tag Manage Temporary Locked Licenses Rev Up </div>							

The product (package) is selected:

Manage Temporary Locked Licenses									
Show	5	entries				Search:			
<input type="checkbox"/>	Orderable Item	Product Description	Serviceable Item	Serviceable Item Description	SON	Host ID / Triad	Revision	L/F	SCN
<input checked="" type="checkbox"/>	PKG-3512-F-	Creo Parametric Essentials	ENG-3512-P-	Creo Essentials	2844155	00-50-56-90-B8-90	Creo 3.0	FLOATING	6A2038447
Showing 1 to 1 of 1 entries									
								Previous	1 Next
Update Floating / Locked Status									

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.



do_not_reply@ptc.com



License Pack for 00-50-56-90-B8-90, PTC Support Case Number - 13325797



License.zip
3 KB

Dear PTC Customer,

Attached you will find the requested license file for the PTC HOSTID 00-50-56-90-B8-90.

Please read the instructions carefully before attempting to use the license files as this email contains sensitive information.

New PTC customers are encouraged to consult the PTC FlexNet Licensing and Installation Guide.

TECHNICAL SUPPORT

For assistance installing these licenses, please contact PTC Technical Support via the Web.

Rev UP (revision up)

Enter the search criteria that you have at hand:

License Management

Advanced Search

Sales Order Number (SON)	?	Lookup	Service Contract Number (SCN)	?	Lookup
00-03-FF-1C-A3-2A	?	Lookup	Subscription Number	?	Lookup
Asset Tag	?	Lookup			
		Clear	Search		

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.

Sales Order Number (SON)	?	Lookup	Service Contract Number (SCN)	?	Lookup
00-03-FF-1C-A3-2A	?	Lookup	Subscription Number	?	Lookup
Asset Tag	?	Lookup			
		Clear	Search		

Installed License									
now 10 entries Search:									
	Product	Product Description	Host ID / Triad	Support End Date	SON	SCN	Subscription Number	Asset Tag	
<input type="checkbox"/>	ENG-3607-F-	Creo Parametric	00-03-FF-1C-A3-2A	Dec 3, 2016	2844155	6A2038447			
Serviceable Item	Item Description	Product Status	Installed Quantity	Feature Name	Revision	Type	SCN		
ENG-3607-P-	Creo Parametric (formerly Foundation XE)	Installed	2	PROE_FoundationAdv	Creo 2.0	FLOATING	6A2038447		
ENG-428-P-	Mechanism Design	Installed	2	127	Creo 2.0	LOCKED	6A2038447		

<input type="checkbox"/>		Product	Product Description	Host ID / Triad	Support End Date	SON	SCN	
<input checked="" type="checkbox"/>	+	ENG-3607-F-	Creo Parametric	00-03-FF-1C-A3-2A	Dec 3, 2016	2844155	6A2038447	
<input type="checkbox"/>	+	PKG-2105-F-	Training Package for PTC Internal Sites - Floating	00-03-FF-1C-A3-2A	Oct 29, 2018	2737182	7A1318853	
<input type="checkbox"/>	+	PKG-2105-F-	Training Package for PTC Internal Sites - Floating	00-03-FF-1C-A3-2A	Jul 4, 2017	2682775	2A159433	
<input type="checkbox"/>	+	PKG-910100-F-	Integrity Lifecycle Manager Server	00-03-FF-1C-A3-2A	Jul 20, 2020	2834798	7A1318853	
<input type="checkbox"/>	+	PKG-912500-F-	Integrity Lifecycle Manager Concurrent User	00-03-FF-1C-A3-2A	Jul 20, 2020	2834798	7A1318853	
<input type="checkbox"/>	+	PKG-912700-F-	Integrity Lifecycle Manager Server with Federated Capability	00-03-FF-1C-A3-2A	Jul 20, 2020	2834798	7A1318853	
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								

Showing 1 to 10 of 21 entries

Previous

Move License Deinstall Licenses Update Asset Tag Manage Temporary Locked Licenses Rev Up

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

6A2038447

Rev Up
✕

Product Family *

Submit

ycle Manager Concurrent User

ycle Manager Server with capability

ycle Manager Integration

Package

Package

age

Selected Product Family

- ACM-Arbortext Content Manager
- AE3-Arbortext Publishing Engine
- AEE-Arbortext Editor
- AST-Arbortext Styler
- ATD-Arbortext IsoDraw
- CCT-CoCreate Third Party
- CDR-CoCreate & Creo Elements/Direct Drafting
- CML-CoCreate & Creo Elements/Direct Modeling
- CMM-CoCreate & Creo Elements/Direct Model/Drawing Mgr
- CWM-CoCreate & Creo Elements/Direct WorkManager
- DMA-Creo Direct
- DMC-DIVISION MOCKUP CONVERTER
- DSM-Pro/BATCH Manager
- DSS-Pro/BATCH Service
- DVM-DIVISION MockUp
- DVP-ProductView Graphics Server
- DVV-Creo View & ProductView
- ENG-Creo Parametric & Pro/ENGINEER
- ILS-Pro/INTRALINK Single Site
- INS-Pro/INTRALINK ACCESS
- INT-Pro/INTRALINK
- LST-Creo Illustrate
- LYT-Creo Layout
- MCD-Mathcad
- MCH-Creo Simulate & Mechanica
- MIG-Integrity Lifecycle Manager
- MTK-MKS Toolkit
- NCT-Pro/TOOLMAKER

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

Rev Up
✕

Product Family *

ENG-Creo Parametric & Pro/ENGINEER

Latest Version

Creo 3.0

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.

Advanced Search

Thank you for your request all active seats with the product family ENG have been reved up to the latest release : Creo 3.0.For an updated license file please go to Download License option on the main page.

Sales Order Number (SON)

00-03-FF-1C-A3-2A

?

Lookup

Service Contract Number (SCN)

Subscription Number

?

Lookup

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.

License Management

Home

License Actions

Asset Management

Resources

Address Management

Contact Management

Hardware Management

Please select one of the options to manage your address.

Create Address

Show 10 entries


Site	Customer Name	Division	Address	City
131940	PTC	TRAINING CENTER	1725 WINDWARD CONCOURSE	ALPI

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.

Address Management

Please select one of the options below to modify an address.

Create Address 

Show entries

Search:

Site	Customer Name	Division	Address	City	State/ Province	Postal Code	Country	Action
131940	PTC	TRAINING CENTER	1725 WINDWARD CONCOURSE	ALPHARETTA	GA	30005	United States	<input type="button" value="Edit"/> <input type="button" value="Inactivate"/>
134035	PTC	TRAINING CENTER	1300 POST OAK BOULEVARD	HOUSTON	TX	77056	United States	<input type="button" value="Edit"/> <input type="button" value="Inactivate"/>

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.


Address Management

Please select one of the options below to modify an address.

Create Address

Show entries

Site	Customer Name	Division	Address	City	State/ Province	Postal Code	Country	Action
131940	PTC	TRAINING CENTER	1725 WINDWARD CONCOURSE	ALPHARETTA	GA	30005	United States	<input type="button" value="Edit"/> <input type="button" value="Inactivate"/>
134035	PTC	TRAINING CENTER	1300 POST OAK BOULEVARD	HOUSTON	TX	77056	United States	<input type="button" value="Edit"/> <input type="button" value="Inactivate"/>
105100	PTC	TRAINING CENTER	105100					
108166	PTC	TRAINING CENTER	108166					
108166	PTC	TRAINING CENTER	108166					
2141044	PTC	INSTRUCTOR LAPTOPS	2141044					
133527	PTC	TRAINING CENTER	133527					

Create Address 


Address

City

State/ Province

Postal Code

Country

VAT / Registration number 

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.

Reassign Host Management

There are Host ID's associated with the address you're trying to deactivate. Please reassign them before continuing or select "Cancel" to return to the previous page.

Cancel

Deactivating:

131940:1725 WINDWARD CONCOURSE, ALPHARETTA, GA, 30005, United States, null

Assign all to:

Select Site

Show 10 entries

Search:

Host ID / Triad	Host Name	
00-03-FF-1C-A3-2A	00-03-FF-1C-A3-2A	Select Site

Contact Management

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

Contact Management

Please select one of the options below to modify contact information.

Create Contact

Show 10 entries

Search:

Last Name	First Name	Email	Phone	Action
GELDARD	LARRY	lgeldard@ptc.com		Edit Inactivate
BERNSVARD	DIANA	dbernsvard@ptc.com	8 590 956 46	Edit Inactivate

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

Create Contact ✕

First Name *

Last Name *

Email *

Phone *

Create Contact

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

Contact Management

Please select one of the options below to modify contact information.

Create Contact

Show 10 entries

Last Name	First Name
GELDARD	LARRY

Message from webpage

Are you sure you want to inactivate this record?

OK

Cancel

Contact Management

Please select one of the options below to modify contact information.

Create Contact

✓

Contact inactivated

Hardware Management

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

Hardware Management

Please select one of the options below to change hardware information.

Host ID / Triad?	<input type="text" value="Enter Host Id"/>
Host Name?	<input type="text" value="Enter Host Name"/>
Site #?	<input type="text" value="Enter Site Id"/>
Contact Name?	<input type="text" value="Enter Contact Name"/>

Search Hardware

Create Host / Triad

Update

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 Management

Hardware Management

Please select one of the options below to

Host ID / Triad

Host Name

Site #?

Contact Name

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 Management

Hardware Management

Please select one of the options below to

Host ID / Triad

Host Name

Site #?

Contact Name

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

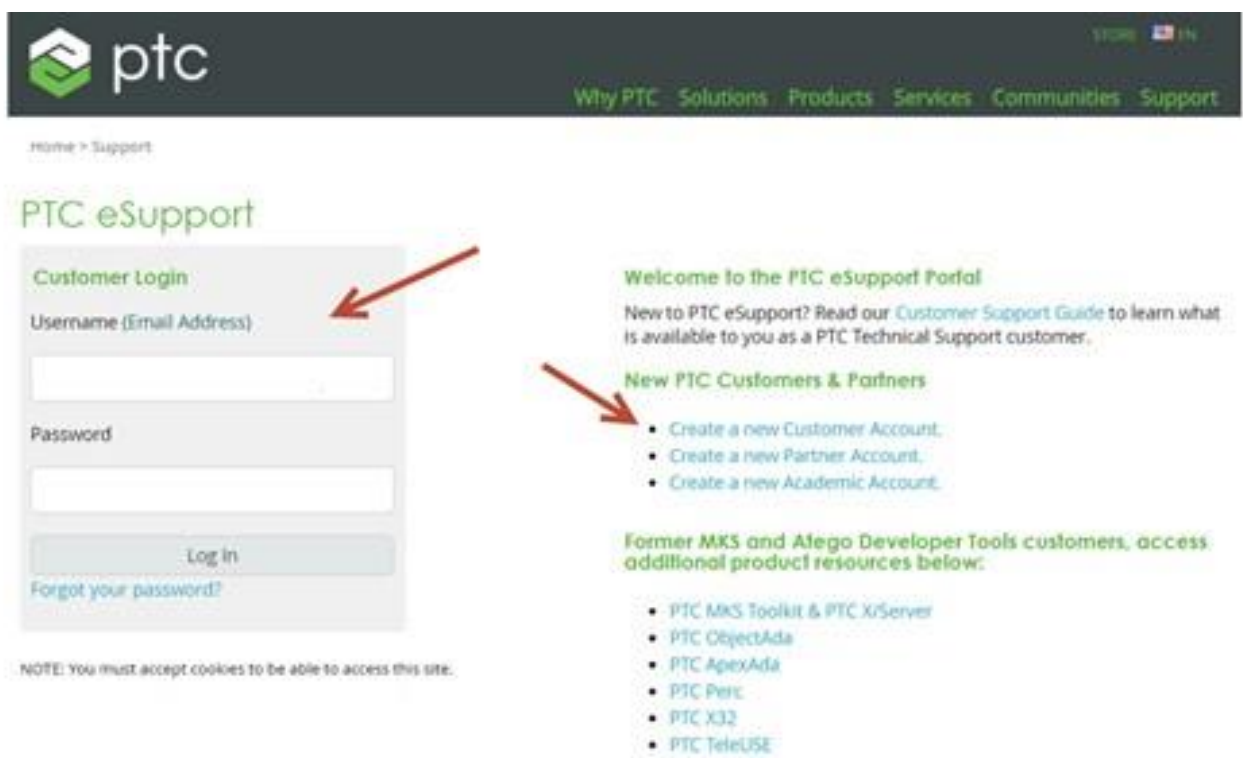
ThingWorx 8.1+ and up & ThingWorx Navigate 1.6+ and License Allocation

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.

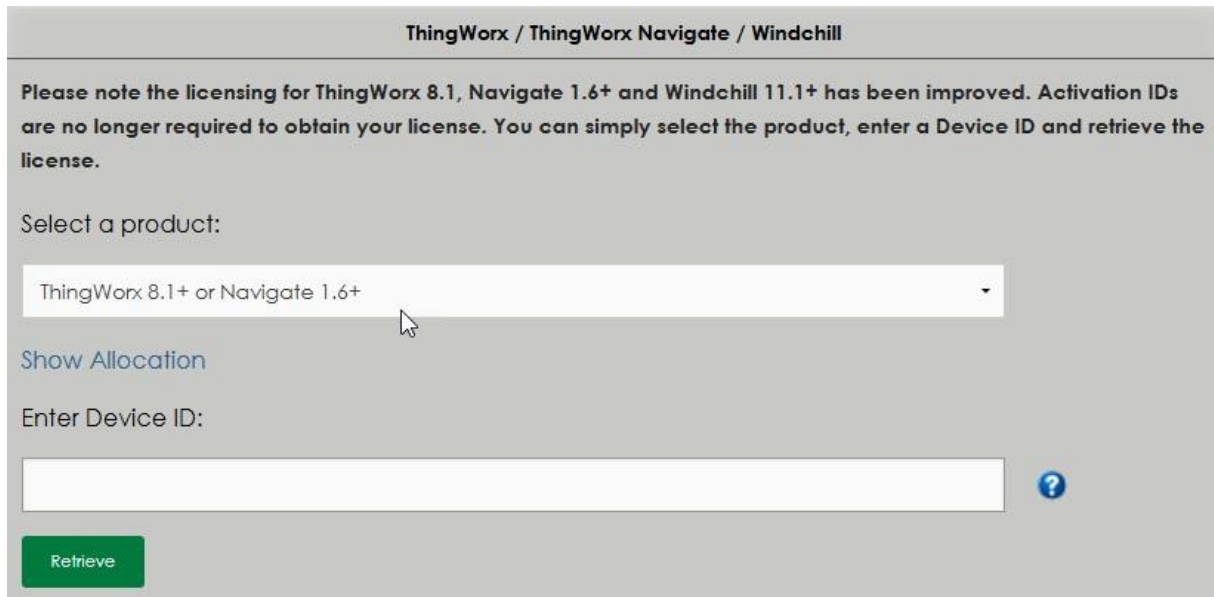
The following licensing actions may not be available for non-administrator users. This access is not determined by PTC. Contact your administrator if you require access.

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

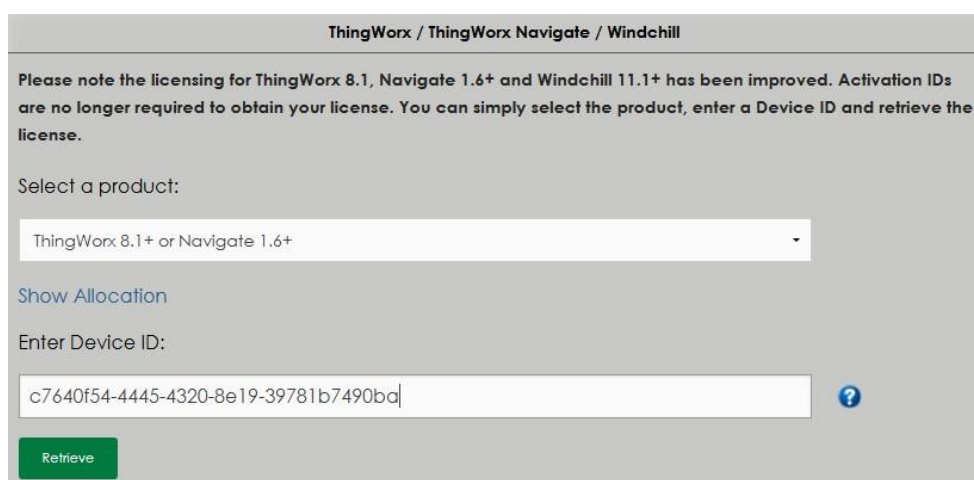


The screenshot shows the PTC license portal interface. At the top, there is a header bar with the text "ThingWorx / ThingWorx Navigate / Windchill". Below the header, a message states: "Please note the licensing for ThingWorx 8.1, Navigate 1.6+ and Windchill 11.1+ has been improved. Activation IDs are no longer required to obtain your license. You can simply select the product, enter a Device ID and retrieve the license." Below this message, there is a section titled "Select a product:" with a dropdown menu showing "ThingWorx 8.1+ or Navigate 1.6+". Below the dropdown, there is a link "Show Allocation". Below the link, there is a section titled "Enter Device ID:" with a text input field. A green "Retrieve" button is located at the bottom left of the form. A blue question mark icon is located to the right of the text input field.

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.

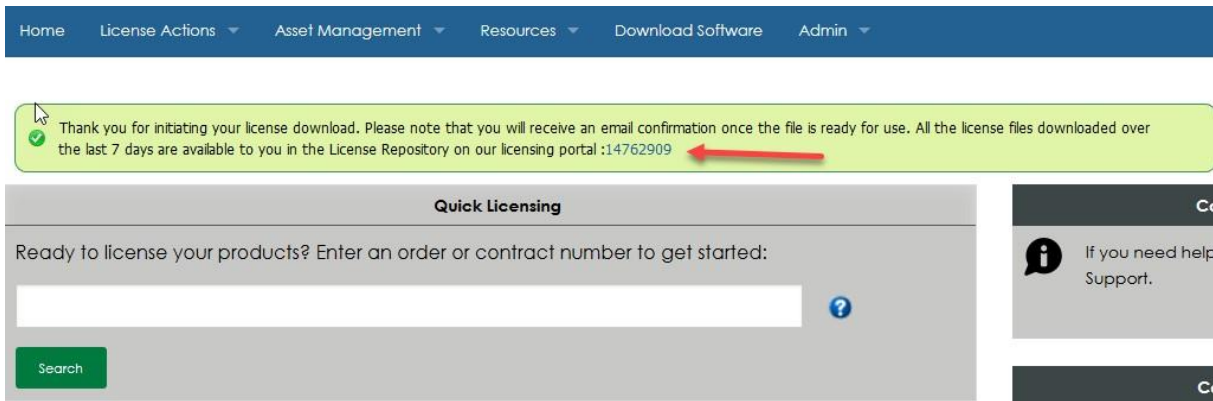
5. Paste the Device Id value from the file into the Device Id field

“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.”



The screenshot shows the PTC license portal interface, similar to the previous one, but with the Device ID input field filled with the value "c7640f54-4445-4320-8e19-39781b7490ba". The "Retrieve" button is still visible at the bottom left.

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.



Dear PTC customer,

Please find below the link to where your license file is stored and ready for download.

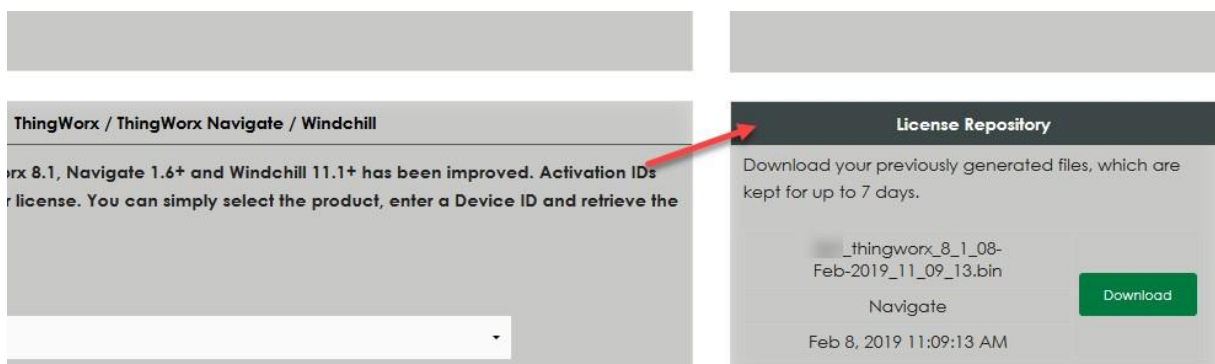
<https://support.ptc.com/apps/licensePortal/auth/ssl/transactionHistory> License location

Please note that all the license files downloaded over the last 7 days are available to you in the License Directory on our licensing portal.

Note that you have full management over your licenses online on: <https://support.ptc.com/apps/licensePortal/auth/ssl/index>, with a valid web account.

Online guides are at your disposal on: <https://support.ptc.com/apps/licensePortal/auth/ssl/resources>


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.



Home License Actions ▼ Asset Management ▼ Resources ▼ Download Software Admin ▼						Welcome,
.license files you have generated over the last 7 days are available for download here.						
show	10	entries	Search: <input type="text"/>			
Download License File	Device/Host ID	Create Date	Case #	Username	Tag/Note	
Download	dcb213d5e97def7553d7f3bdf50a0233d36a4e15efd5222e1544ca1dc38e837	Feb 8, 2019 8:46:58 AM	14762844			
Download	c7640f54-4445-4320-8e19-39781b7490ba	Feb 8, 2019 9:38:41 AM	14762909			
Download	testwnc2	Feb 7, 2019 11:15:53 AM	14761449			
Download	947a8b9f631a176639c0285327fa79906c3f5e2788d4f54e48a5d7ed11a1ff6	Feb 7, 2019 11:31:43 AM	14761478		mvent	
Download	a96f8040-1721-4330-84a0-40ad6dd56d78	Feb 7, 2019 5:14:55 PM	14761929			
Download	479afa86-9db8-4a1d-bf7a-5e614ce1afca	Feb 7, 2019 11:29:37 PM	14762104			
Download	testwnc	Feb 7, 2019 11:08:55 AM	14761434			
Download		Feb 7, 2019 11:12:35 AM	14761440			
Download	479afa86-9db8-4a1d-bf7a-5e614ce1afca	Feb 7, 2019 11:27:50 PM	14762102			
Showing 1 to 9 of 9 entries						Previous 1 Next

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

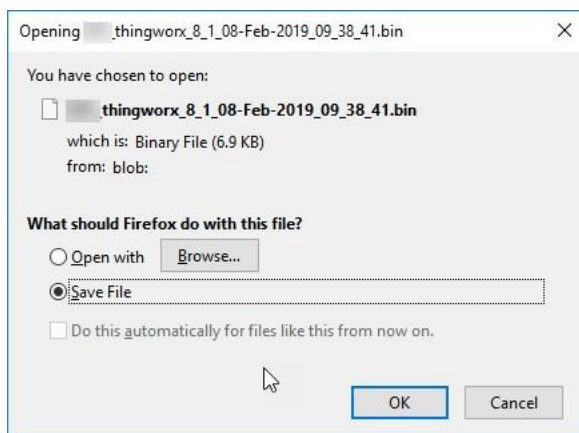
Enter Comment :

anything can be written here with in 50 characters

49
(Limit: 50 characters)

Add Tag Cancel

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

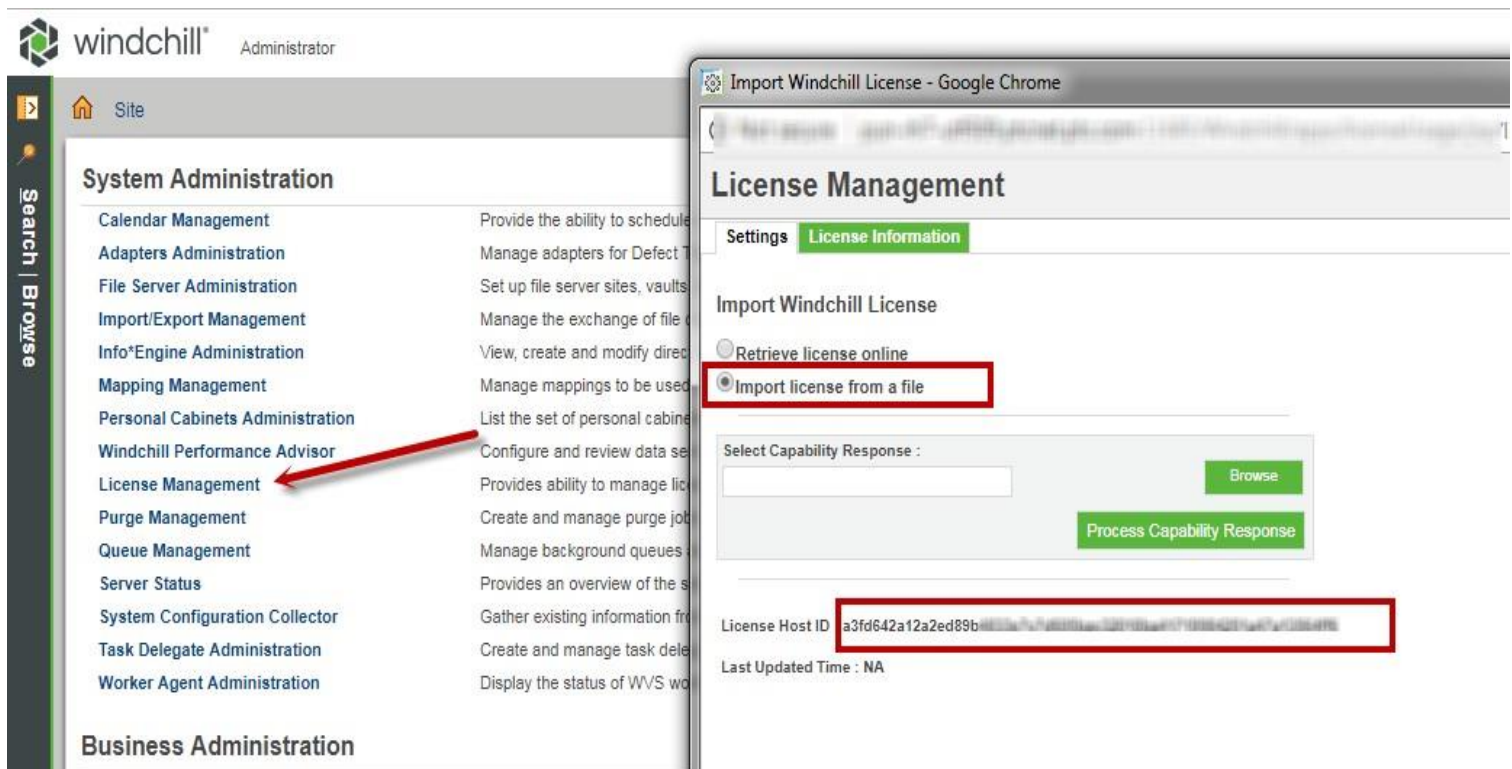
For more information please access the [ThingWorx Help Center](#)

Windchill Guide and License Allocation for For Version 11.1+

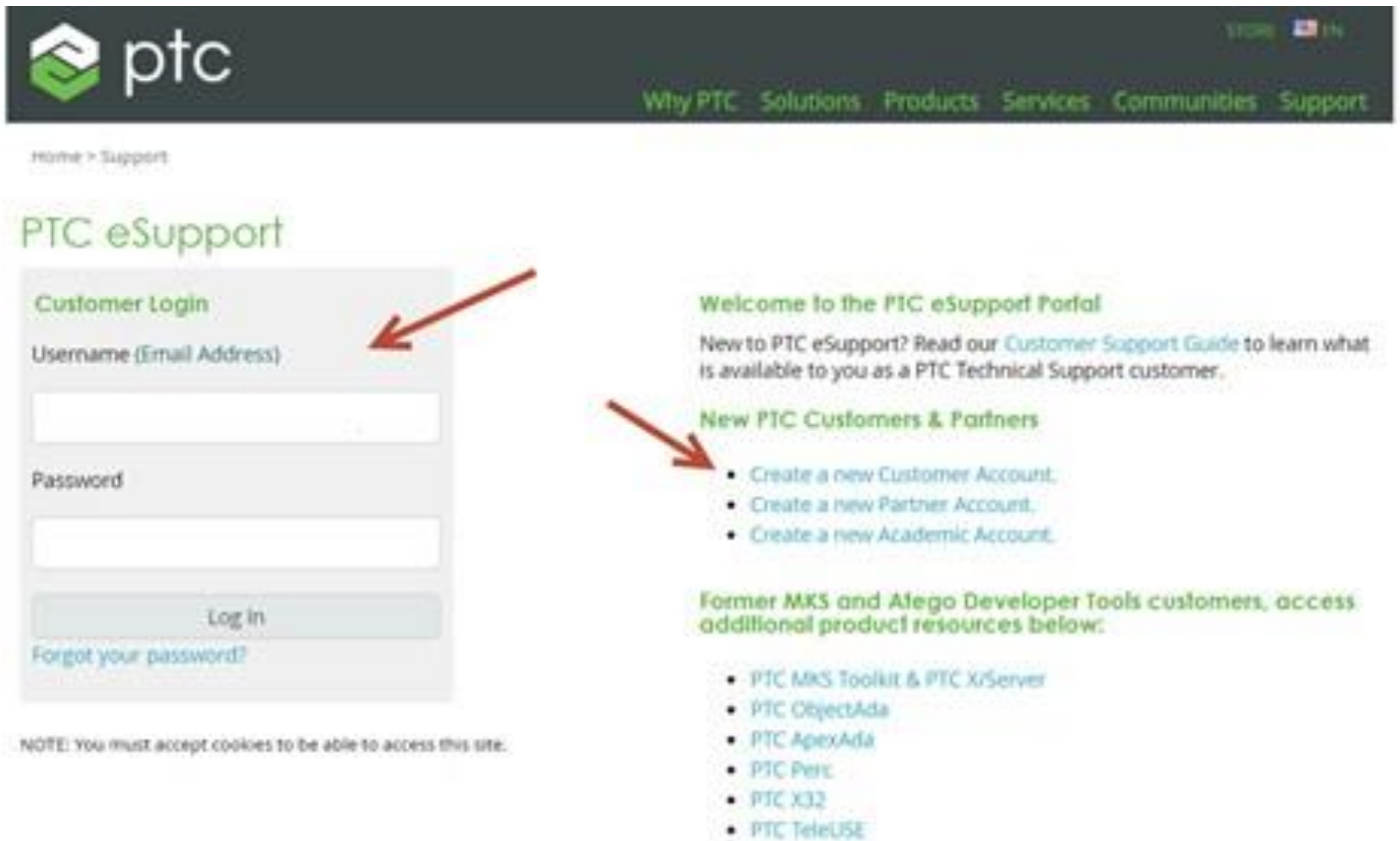
The steps described in this document are for a disconnected state when the Windchill instance cannot make a connection to the PTC Support portal to retrieve a license automatically.

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

ThingWorx / ThingWorx Navigate / Windchill

Please note the licensing for ThingWorx 8.1, Navigate 1.6+ and Windchill 11.1+ has been improved. Activation IDs are no longer required to obtain your license. You can simply select the product, enter a Device ID and retrieve the license.

Select a product:

Windchill 11.1+

Show Allocation

Enter Device ID:

Retrieve

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.”

ThingWorx / ThingWorx Navigate / Windchill

Please note the licensing for ThingWorx 8.1, Navigate 1.6+ and Windchill 11.1+ has been improved. Activation IDs are no longer required to obtain your license. You can simply select the product, enter a Device ID and retrieve the license.

Select a product:

Windchill 11.1+ ▼

Show Allocation

Enter Device ID:

d8776364ac603438b7ea3c97565adba6db4f1f2ecbe6ec2b1d71f921b79a6b0 ?

Retrieve

7. Click “Retrive”.

Home License Actions ▼ Asset Management ▼ Resources ▼ Download Software Admin ▼

✓ 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 :14762909

Quick Licensing

Ready to license your products? Enter an order or contract number to get started:

Search


Co

If you need help Support.

Co

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.

[Reply](#) [Reply All](#) [Forward](#) [IM](#)

 do_not_reply@ptc.com | 17:37

License file for d8776364ac603438b7ea3c97565adba6db4f1f2ecbe6ec2b1d71f921b79a6b0 is ready for d...

Retention Policy PTC Mailbox 3 Year (3 years) Expires 08.02.2022

Dear PTC customer,

Please find below the link to where your license file is stored and ready for download.

<https://support.ptc.com/apps/licensePortal/auth/ssl/transactionHistory>

License location

Please note that all the license files downloaded over the last 7 days are available to you in the License Directory on our licensing portal.

Note that you have full management over your licenses online on: <https://support.ptc.com/apps/licensePortal/auth/ssl/index>, with a valid web account.

Online guides are at your disposal on: <https://support.ptc.com/apps/licensePortal/auth/ssl/resources>

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

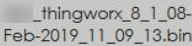
11. The License Repository can also be accessed from the License Management page.

ThingWorx / ThingWorx Navigate / Windchill

ThingWorx 8.1, Navigate 1.6+ and Windchill 11.1+ has been improved. Activation IDs for license. You can simply select the product, enter a Device ID and retrieve the

License Repository

Download your previously generated files, which are kept for up to 7 days.


 Navigate
 Feb 8, 2019 11:09:13 AM

[Download](#)

License files you have generated over the last 7 days are available for download here.


Show 10 entries Search:

Download License File	Device/Host ID	Create Date	Case #	Username	Tag/Note
Download	dcb213d5e97def7553d7f3bdf50a0233d36a4e15efad5222e1544ca1dc38e837	Feb 8, 2019 8:46:38 AM	14762844		
Download	e34fce77b08d8c9a29af5eeca604cedf2d25aa9299d062c677e5c1f7a5532c	Feb 8, 2019 10:18:44 AM	14762961		Windchill 11.1
Download	c7640f54-4445-4320-8e19-39781b7490ba	Feb 8, 2019 9:38:41 AM	14762909		anything can be
Download	testwnc2	Feb 7, 2019 11:15:53 AM	14761449		
Download	ceb1d5148c1fc5a0b129cace9fab6ac2af695af974a7143b927d2ce7b5e5b576	Feb 8, 2019 9:59:16 AM	14762945		Coming Dev
Download	947a8b9f631a176639c0285327fa79906c3f5e2788d4f54e48a5d7ed11a1ff6	Feb 7, 2019 11:31:43 AM	14761478		mvent
Download	d8776364ac603438b7ea3c97565adba6db4f1f2ecbe6ec2b1d71f921b79a6b0	Feb 8, 2019 10:37:12 AM	14762980		
Download	a96f8040-1721-4330-84a0-40ad6dd56d78	Feb 7, 2019 5:14:55 PM	14761929		
Download	479afa86-9db8-4a1d-bf7a-5e614ce1afca	Feb 7, 2019 11:29:37 PM	14762104		
Download	testwnc	Feb 7, 2019 11:08:55 AM	14761434		

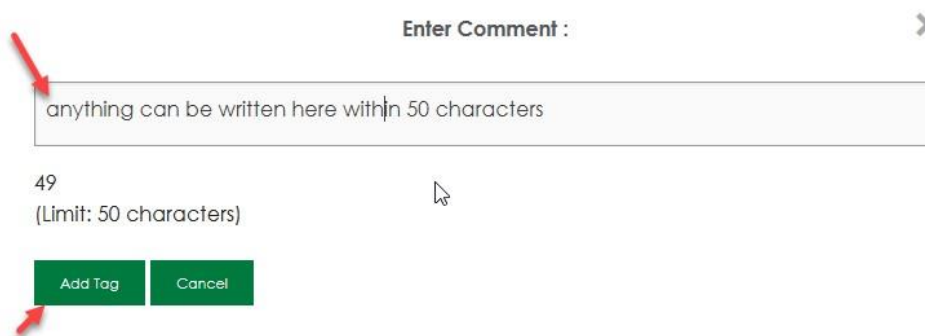
Showing 1 to 10 of 12 entries Previous 1 2 Next

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

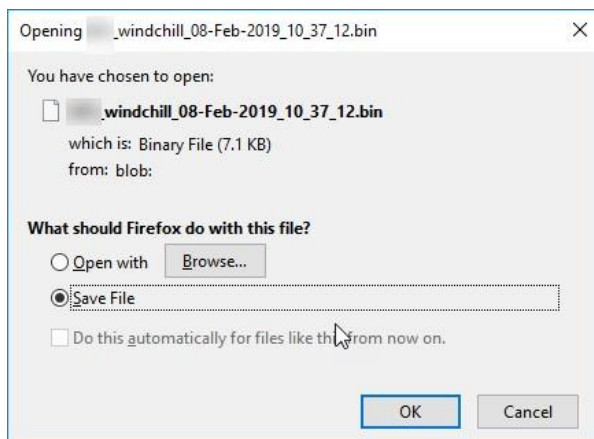
appear for the Tag/Note to be added.



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

License Management

Settings
License Information

Import Windchill License

☐ Retrieve license online
☒ Import license from a file

Select Capability Response :

Licensefile.bin

1
Browse

2
Process Capability Response

License Host ID : a3fd642a12a2ed89

Last Updated Time : NA

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.

* Select the amount to allocate to the host/device id

Clear All

Enter Device ID:

d8776364ac603438b7ea3c97565adba6db4f1f2ecbe6ec2b1d71f921b79a6b0

Retrieve

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

Home License Actions Asset Management Resources Download Software Admin

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 :14762909

Quick Licensing

Ready to license your products? Enter an order or contract number to get started:

Search

If you need help Support.

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.

Reply Reply All Forward IM

do_not_reply@ptc.com

License file for d8776364ac603438b7ea3c97565adba6db4f1f2ecbe6ec2b1d71f921b79a6b0 is ready for d...

Retention Policy PTC Mailbox 3 Year (3 years) Expires 08.02.2022

Dear PTC customer,

Please find below the link to where your license file is stored and ready for download.

<https://support.ptc.com/apps/licensePortal/auth/ssl/transactionHistory> License location

Please note that all the license files downloaded over the last 7 days are available to you in the License Directory on our licensing portal.

Note that you have full management over your licenses online on: <https://support.ptc.com/apps/licensePortal/auth/ssl/index>, with a valid web account.

Online guides are at your disposal on: <https://support.ptc.com/apps/licensePortal/auth/ssl/resources>

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

License files you have generated over the last 7 days are available for download here.

Show entries

Search:

Download License File	Device/Host ID	Create Date	Case #	Username	Tag/Note
Download	dcb213d5e97def7553d7f3bdf50a0233d36a4e15efd5222e1544ca1dc38e837	Feb 8, 2019 8:46:58 AM	14762844		
Download	e34fce77b08d8c9a29af5eec6406acedf2d25aa9299d062c677e5cff7a5532c	Feb 8, 2019 10:18:44 AM	14762961		Windchill 11.1
Download	c7640f54-4445-4320-8e19-39781b7490ba	Feb 8, 2019 9:38:41 AM	14762909		anything can be
Download	testwnc2	Feb 7, 2019 11:15:53 AM	14761449		
Download	ceb1d5148c1fc5a0b129cace9fab6ac2af695af974a7f43b927d2ce7b5e5b576	Feb 8, 2019 9:59:16 AM	14762945		Coming Dev
Download	947a8b9f631a176639c0285327fa79906c3f5e2788d4f54e48a5d7ed11a1ff6	Feb 7, 2019 11:31:43 AM	14761478		mvent
Download	d8776364ac603438b7ea3c97565adba6db4f1f2ecbe6ec2b1d71f921b79a6b0	Feb 8, 2019 10:37:12 AM	14762980		
Download	a96f8040-1721-4330-84a0-40ad6dd56d78	Feb 7, 2019 5:14:55 PM	14761929		
Download	479afa86-9db8-4a1d-bf7a-5e614ce1afca	Feb 7, 2019 11:29:37 PM	14762104		
Download	testwnc	Feb 7, 2019 11:08:55 AM	14761434		

Showing 1 to 10 of 12 entries

Previous **1** 2 Next

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)

- Click the [Download](#) button on the license that corresponds to your user and a window will appear for the Tag/Note to be added.

Enter Comment :

anything can be written here with in 50 characters

49
(Limit: 50 characters)

Add Tag Cancel

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

Opening _windchill_08-Feb-2019_10_37_12.bin

You have chosen to open:

_windchill_08-Feb-2019_10_37_12.bin
which is: Binary File (7.1 KB)
from: blob:

What should Firefox do with this file?

☐ Open with **Browse...**

☒ **Save File**

☐ Do this automatically for files like this from now on.

OK Cancel

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.

License Management

Settings **License Information**

Import Windchill License

☐ Retrieve license online

☒ Import license from a file

Select Capability Response :

Licensefile.bin

1 **Browse**

2 **Process Capability Response**

License Host ID : a3fd642a12a2ed89b4d8733e7c7f480393aee72291433a4d1713398a22914a472a47295

Last Updated Time : NA

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