Retrieve your latest license file

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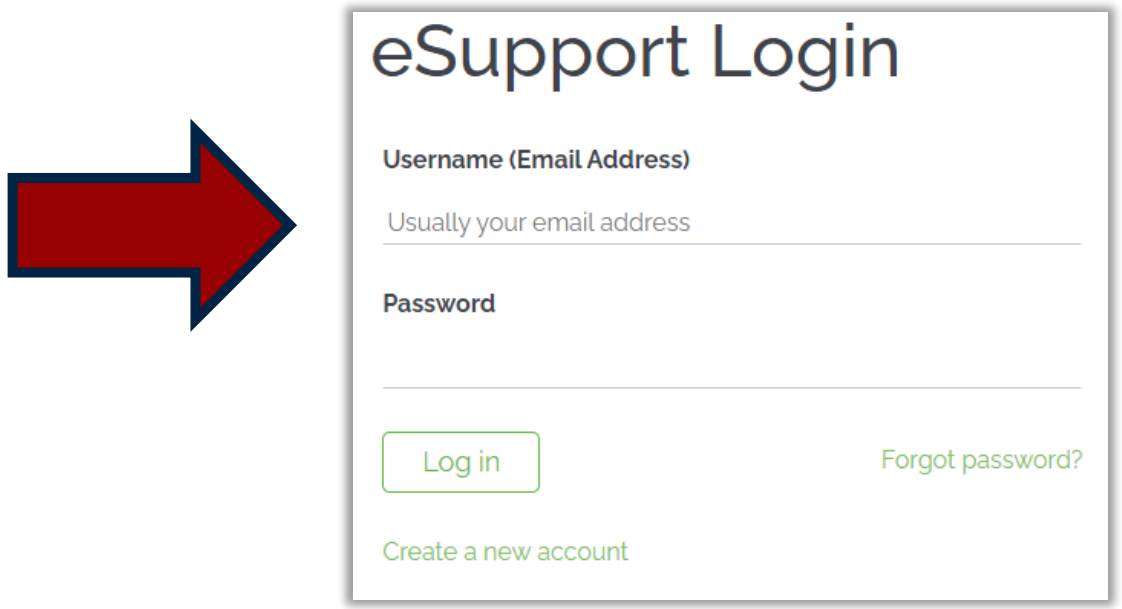
License retrieval

On the INNEO support page:

- See the document on how to set up a PTC account if you do not have one

Open https://www.ptc.com/en/support website

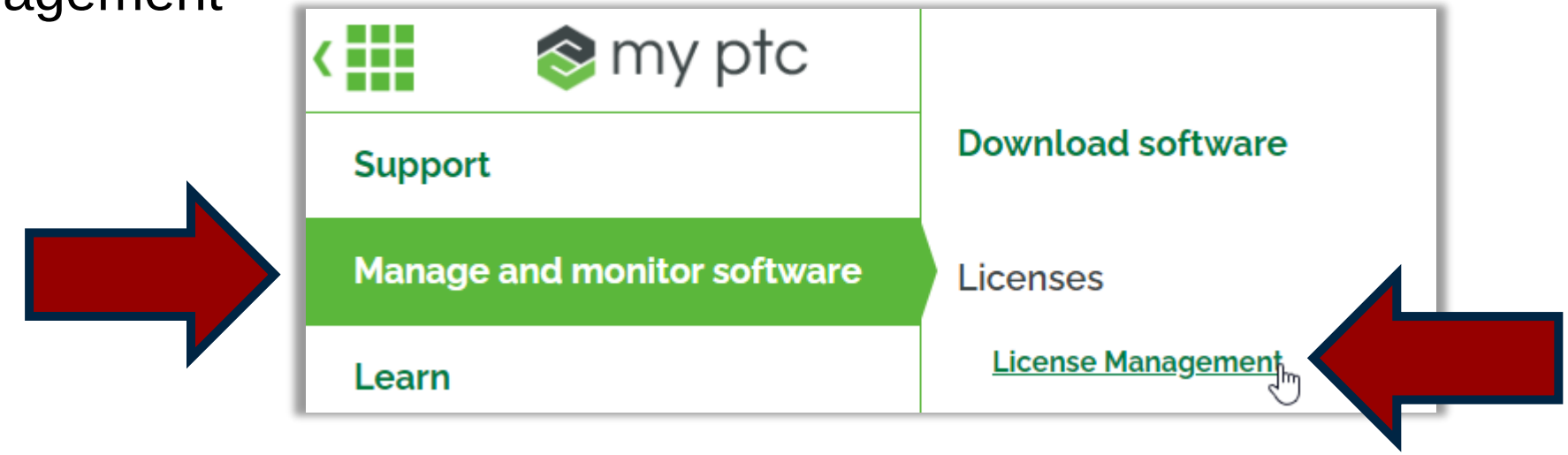
- Log in with your PTC account details.
  - (If you do have a PTC account but cannot access it, click on the link below to log a web account problem) https://support.ptc.com/support/feedback/web-account.htm



License retrieval

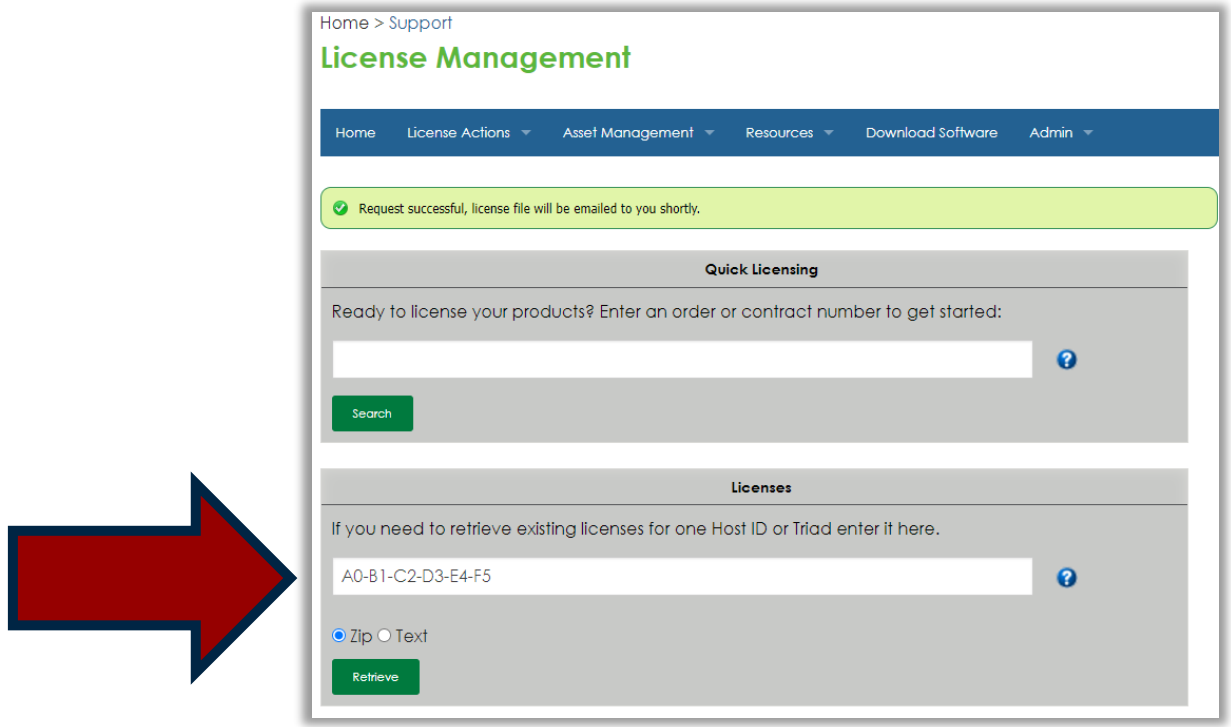
- Click on the Menu icon in the top left corner to expand the option.

- Click on Manage and monitor software
- Click on License Management



License retrieval

- Enter your host ID in the Licenses field at the bottom, and click on Retrieve.
- This will generate a PTC request an a new license file will be send to you.



- **If you do not know how to get the host ID:** please see the next four slides for information to get your host ID (mac address)
- If any of the steps are not clear to you, please contact us at support@inneo.com

License retrieval

Steps to find the host ID

(Host ID is also referred to as the mac address)

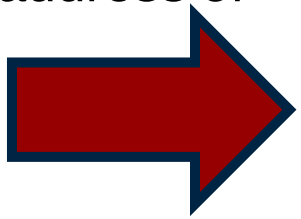
Example: A0-B1-C2-D3-E4-F5

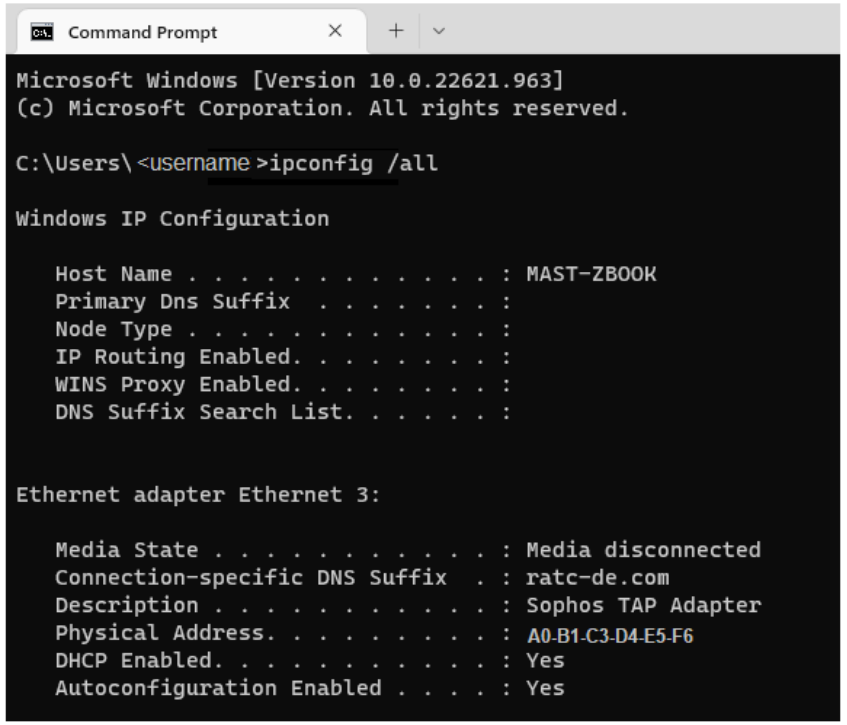
- **The host ID can be obtained from:**
  A. The existing license server or workstation
  B. Existing license file for the server or workstation
  C. Run the reconfigure command
    - On license server for floating licenses
    - On workstation for locked licenses

License retrieval

(A) Finding the host ID on the existing license server or workstation

- **Floating license:** Run the command below on the license server machine
- **Locked license:** Run the command below on the workstation with the Creo license
- Open a command prompt window
  - Click on windows icon and type command in the search area
  - This will show the command prompt option.
- Type **ipconfig /all** and press enter
  - The required host ID is normally the first physical address of the first network card





License retrieval

(B) Existing license file for the server or workstation

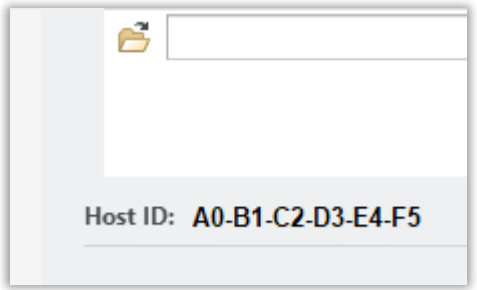
(items in red can be used to create account)

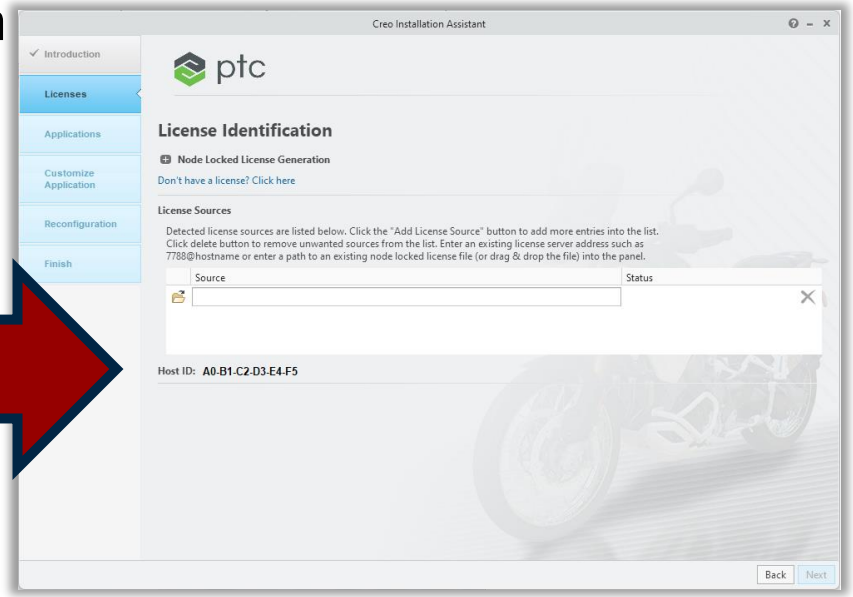
#----------
#Your call number is 000000000
#----------
#----------
#License Pack for Request ID 0000000
#This License pack was requested by: PTC Host ID A0-B1-C2-D3-E4-F5
#----------
PTC License Pack
IMPORTANT SOFTWARE LICENSING INFORMATION
Retain this for your records.
#Customer: Customer name.
#Site: Customer address line 1
Customer address line 2
Customer address line 3
Customer address line 4
#
#Contact: Main Contact Person at customer
#Email: Main Contact email address
#Customer Number : 123456
#Install Site No : 222222
#********** Summary Table**********
PTC Host ID A0-B1-C2-D3-E4-F5
#FeatureName Qty Product Expiration Contract
#**********
#259 1 License name 9.0 Ext 00/00/000 8A1367213

License retrieval

(C) Run the reconfigure command

- For a floating license:
  - Run C:\Program Files\PTC\FLEXnet Admin License Server\bin\reconfigure.exe on the license server machine
- For a locked license:
  - Run C:\Program Files\PTC\<creo version>\parametric\bin\reconfigure.exe
- Click on next and accept the license agreement if required.
- Click on next until the host ID is show at the bottom of the screen





Thank you!

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