

Retrieve your latest license file



## On the INNEO support page:

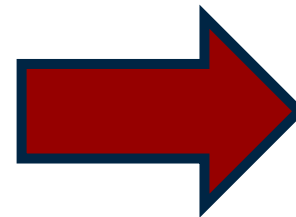
- See the document on how to set up a PTC account if you do not have one

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>



## eSupport Login

**Username (Email Address)**  
Usually your email address

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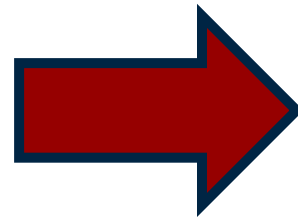
**Password**

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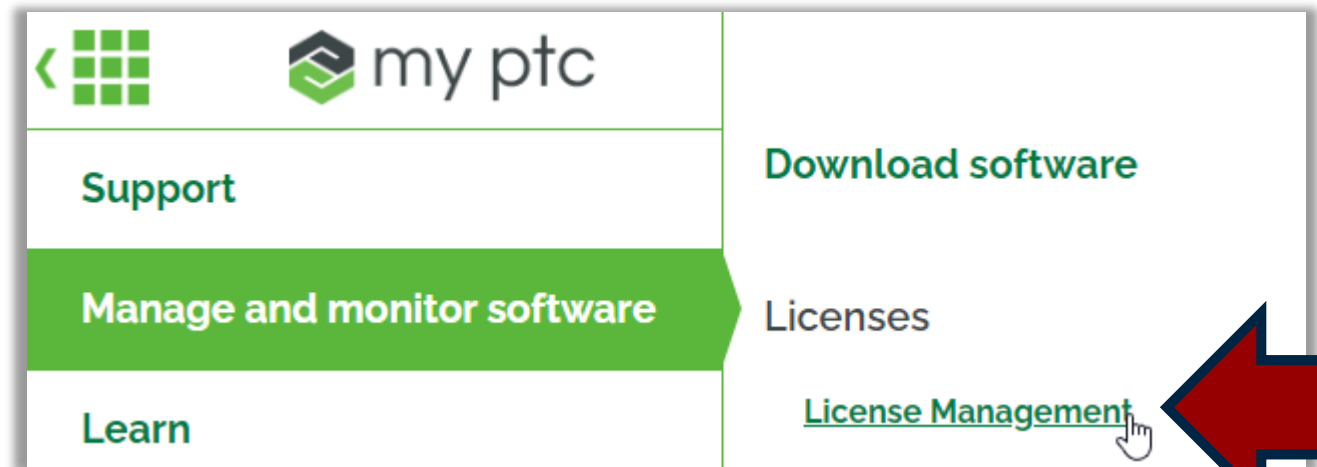
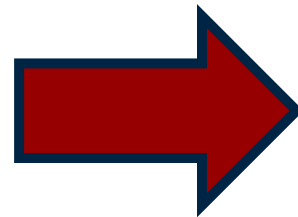
[Log in](#) [Forgot password?](#)

[Create a new account](#)

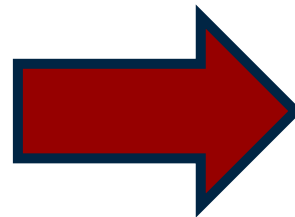
- Click on the Menu icon in the top left corner to expand the option.



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



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



Home > Support

## License Management

Home License Actions Asset Management Resources Download Software Admin

✔ Request successful, license file will be emailed to you shortly.

### Quick Licensing

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

Search

### Licenses

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

Zip  Text

Retrieve

- **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](mailto:support@inneo.com)

## Steps to find the host ID

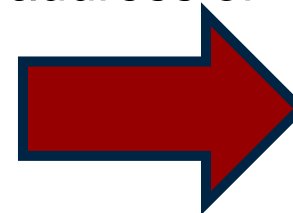
(Host ID is also referred to as the mac address)

**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

## (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



```
Command Prompt
Microsoft Windows [Version 10.0.22621.963]
(c) Microsoft Corporation. All rights reserved.

C:\Users\>ipconfig /all

Windows IP Configuration

Host Name . . . . . : MAST-ZBOOK
Primary Dns Suffix . . . . . :
Node Type . . . . . :
IP Routing Enabled. . . . . :
WINS Proxy Enabled. . . . . :
DNS Suffix Search List. . . . . :



Ethernet adapter Ethernet 3:

Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . : ratc-de.com
Description . . . . . : Sophos TAP Adapter
Physical Address. . . . . : A0-B1-C3-D4-E5-F6
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
```

## (B) Existing license file for the server or workstation

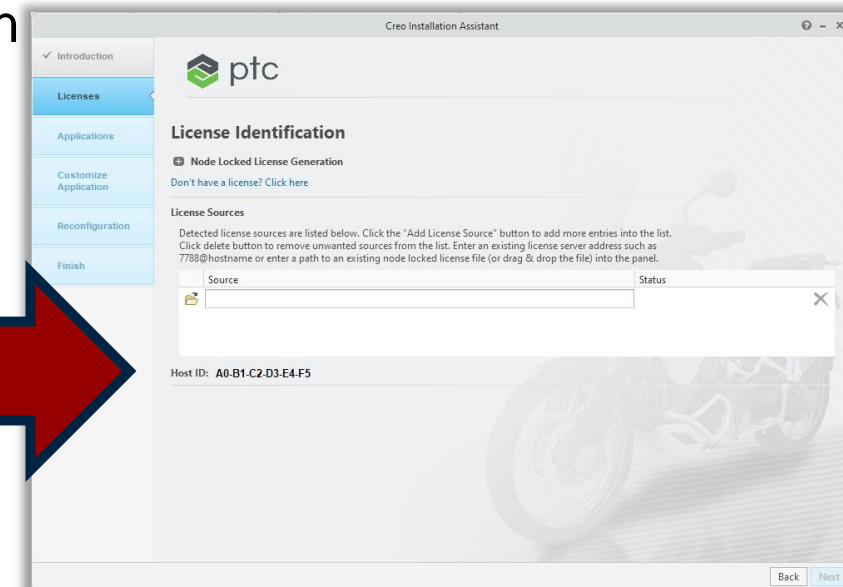
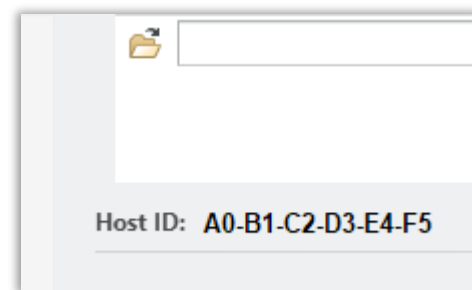
(items in red can be used to create account)

```
#-----  
#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 00/00/00             8A1367213
```



## (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!