

Updating a locked license file



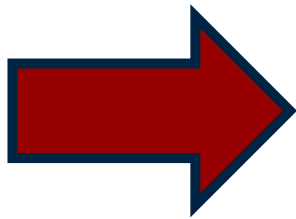
If you do not already have the latest license file, go to the PTC website and request the latest license file.

Information on how to get the latest license file can be found on the INNEO support page:


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


Open the license pack email and save the license.zip file to the license local Creo workstation

- Unzip the file to extract the two license files



[RMX:AL] License Pack for A0-B1-C2-D3-E4-F5 , PTC Support Case Number - 123456

 do_not_reply@ptc.com
To : CUSTOMER

 License.zip
47 KB

Dear PTC Customer,

Attached you will find the requested license file for the PTC HOSTID A0-B1-C2-D3-E4-F5

Please read the instructions carefully before attempting to use the license files as this email contains information and links to instructions for multiple PTC products.

New PTC customers are encouraged to consult the PTC FlexNet Licensing and Installation FAQ page https://support.ptc.com/appserver/wcms/standards/freefull_cs.jsp?&im_dbkey=116182&im_language=en.

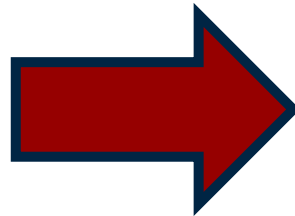
TECHNICAL SUPPORT



For assistance installing these licenses, please contact PTC Technical Support via the Web or Phone at <https://support.ptc.com/appserver/support/csguide/csguide.jsp>

Two files from the zip file

- Use license file:
 - Im_<number>.txt to allow license borrowing **(not applicable to locked licenses)**
 - Im_<number>_standard.txt to not allow license borrowing

Example:

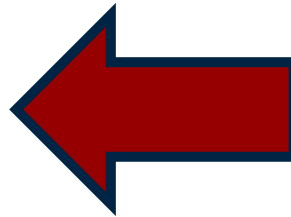


Name	
 Im_16726193_3937799.txt	
 Im_16726193_3937799_standard.txt	

Verify that the host ID (mac address) in the license file and server machine is the same.

- Open the license file and find the host ID (mac address)

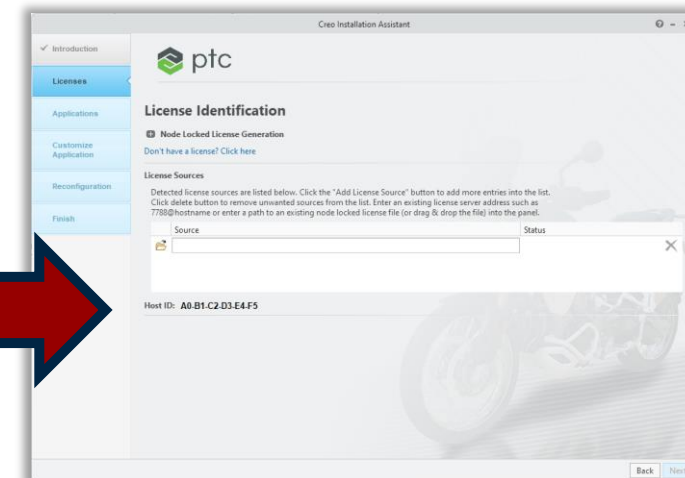
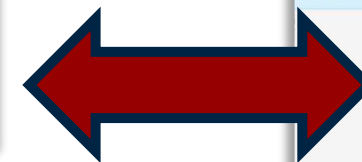
```
#-----  
#Your call number is 000000000  
#-----  
#-----  
#License Pack for Request ID 0000000  
#This License pack was requested by: PTC Host ID A0-B1-C2-D3-E4-F5  
#-----
```



- Compare the host ID in the license file to the server host ID by following any of the steps below:

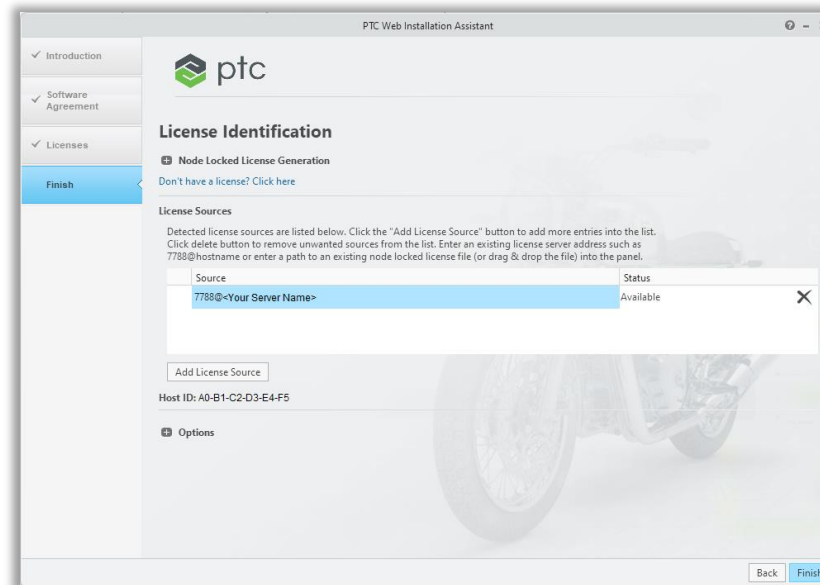
- Run command prompt and type **ipconfig /all** and compare or
- Open existing license file in Windows Notepad / WordPad and compare or
- Run the reconfigure.exe command
 - Located in the C:\Program Files\PTC\

Host ID: **A0-B1-C2-D3-E4-F5**



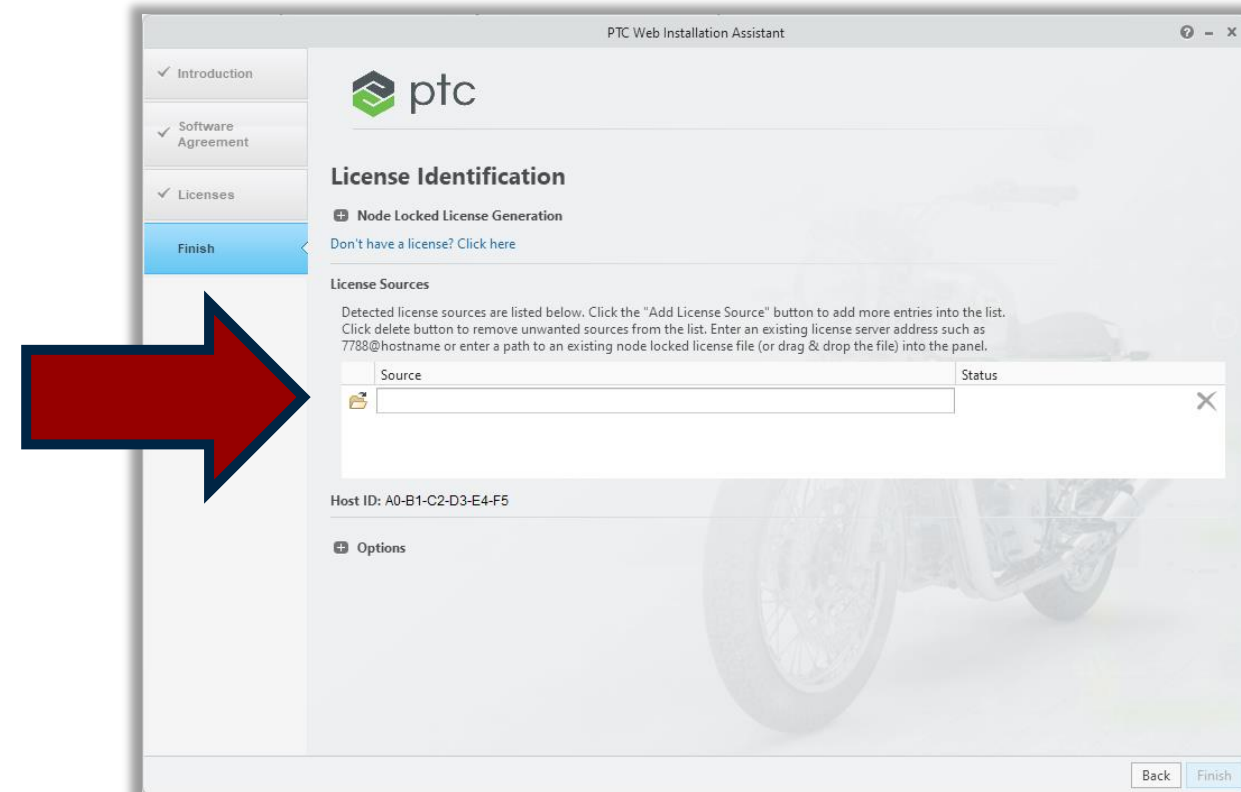
To load the new license file

- Run the reconfigure.exe command
 - Located in the C:\Program Files\PTC\<Creo version>\Parametric\bin folder
- Click on Next, accept the license agreement if needed and click on Next again until the page below is displayed
- Click on the remove button next to the status option as shown



Updating a locked license file

- Click on the open icon and browse to the new license file.
- If successful, the status will show **Available**
- Click on Next, Next.....Finish to close the window





Thank you!