

# Retrieving your latest Windchill license files

**INNEO**<sup>®</sup>

That's IT.

## On the INNEO support page:

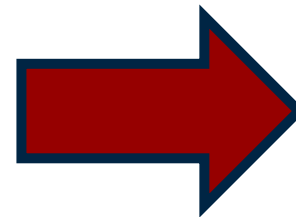
- See the document on how to set up a PTC account if you do not have one

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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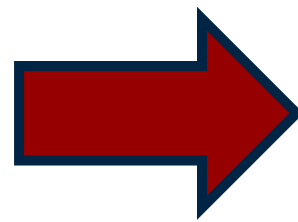
**Password**

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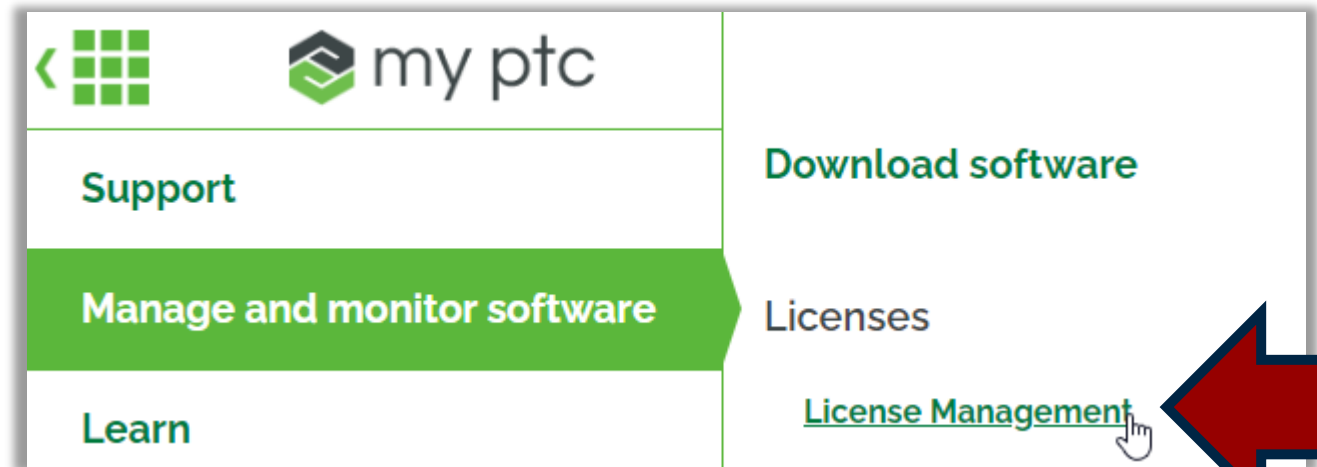
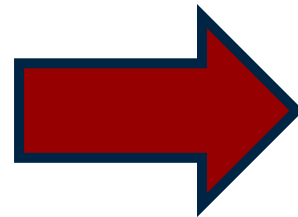
[Forgot password?](#)

[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



1. Select product Field: click pulldown arrow for selection of product type.
2. Enter device ID

Home > Support  
License Management

Home License Actions Asset Management Resources Download Software Admin

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

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.

License usage data collection update including China exemptions

Select a product:

Show Allocation

Enter Device ID:

Retrieve

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.

License usage data collection update including China exemptions

Select a product:

Show Allocation

Enter Device ID:

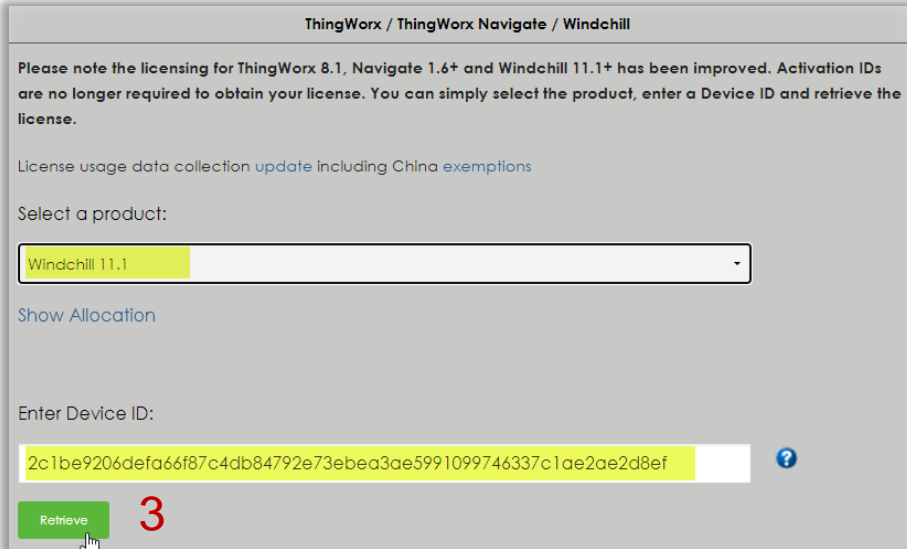
Retrieve

ThingWorx 8.0 or Navigate 1.5  
ThingWorx 8.1+ or Navigate 1.6+  
Windchill 11.1  
Windchill 11.2  
Windchill 12.0 or Windchill 12.0.1  
Windchill 12.0.2+

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



1. Go back to the PTC license portal. Ensure correct product is selected.
2. Now enter (paste) the Host ID
3. Select Retrieve



The screenshot shows a web interface for license retrieval. At the top, it says "ThingWorx / ThingWorx Navigate / Windchill". Below that is a notice: "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." There is also a link for "License usage data collection update including China exemptions".

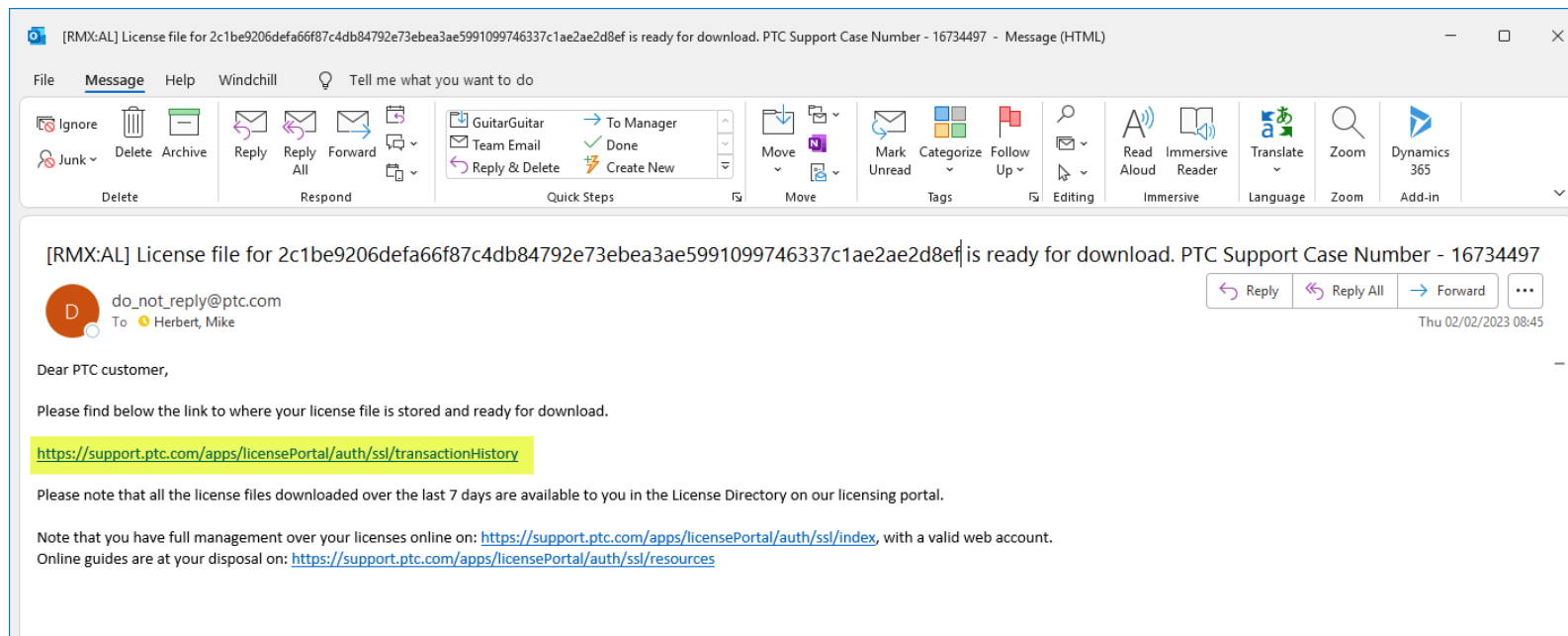
The interface has a "Select a product:" dropdown menu with "Windchill 11.1" selected. A red number "1" is next to this dropdown. Below it is a "Show Allocation" link.

There is an "Enter Device ID:" label above a text input field containing the alphanumeric string "2c1be9206defa66f87c4db84792e73ebea3ae5991099746337c1ae2ae2d8ef". A red number "2" is next to the input field. To the right of the input field is a blue question mark icon.

At the bottom left is a green "Retrieve" button with a mouse cursor over it. A red number "3" is next to the button.

- If any of the steps are not clear to you, please contact us at [support@inneo.com](mailto:support@inneo.com)

1. The PTC license portal will acknowledge your retrieve request with a message stating you will be emailed with a link inviting you to download your new license file.
2. Open the email and select the link (highlighted)



1. The link takes you to the license repository page.
2. Your new license pack will be at the top of the list ready to download.
3. After selecting the download button, you will be asked to add reason for download (Tag). Then the download will begin.

Home > Support

## License Management 1

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  entries Search:

Download License File	Device/Host ID	Create Date	Case #	Username	Tag/Note
<span style="border: 2px solid red; padding: 2px;">Download</span>	2c1be9206defa66f87c4db84792e73ebea3ae5991099746337c1ae2ae2d8ef	Jan 10, 2023 8:56:11 AM	16701613	<input type="text"/>	downlo
Download Unavailable	7ece25323f65d43e22360418de4c3c5a1566facd4a759dc0977858e29fa89	Jan 10, 2023 4:15:28 AM	16701006	<input type="text"/>	
Download Unavailable	72f2c52f-282c-4480-b803-d5a48a855e95	Mar 10, 2022 6:45:57 AM	16290434	<input type="text"/>	Nav 9.3
Download Unavailable	9bb93474-a84a-477b-8a71-7b6faa936db0	Mar 3, 2022 5:51:58 AM	16280439	<input type="text"/>	Sandbo

2



# License retrieval

**License Management 1**

Settings License Information License Notifications Report

Import Windchill License

Retrieve license online  
 Import license from a file

Select Capability Response: Browse Process Capability Response

License Host ID : 2c1be9206defa66f87c4db84792e73e3bea3ae5991099746337c1ae2ae2d8ef  
Last Updated Time : 24/08/2022 12:00:45 GMT

Open

Winchill Managed Services > License pack

273326\_WINDCHILL\_...\_03\_45\_04.bin

File name: 273326\_WINDCHILL\_...\_03\_45\_04.bin

All Files (\*.\*)

Open Cancel

1. After the download go back to Windchill, Go to Site>Utilities>License management.
2. Select “Browse” and navigate to where the new license pack is stored. Select the file and “Open”.
3. This will load the file into the “Select Capability Response” field.
4. Now select “Process Capability Response” to process and load the new license pack.
5. Refer to the “license Information” tab to confirm new licenses have been loaded.

**License Management 5**

Settings License Information License Notifications Report

**License Details** (4 features)

License Name	License Feature	License Group	License Type	Total Quantity	Available Quantity	Enforced	Latest Expiration Date
PTC View and Print Only License	ptc_wnc_navigate_view_named	PTC View and Print Only License	Named User	14	7	Yes	07/09/2023 23:59:59 GMT
PTC Project Management License	ptc_proj_mgmt_named	PTC Project Management License	Named User	3	0	Yes	07/09/2023 23:59:59 GMT
PTC Mechanical Design I License	ptc_mech_design_1_named	PTC Mechanical Design I License	Named User	3	0	Yes	07/09/2023 23:59:59 GMT
PTC Author License	ptc_wnc_navigate_author_named	PTC Author License	Named User	3	0	Yes	07/09/2023 23:59:59 GMT



# Thank you!