

Installing Flexnet license server



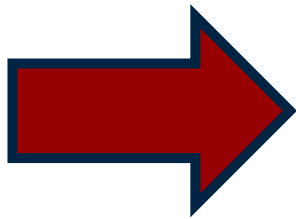
If you do not already have the latest license file, go to the PTC website and request the latest license file.

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 server machine

- 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.

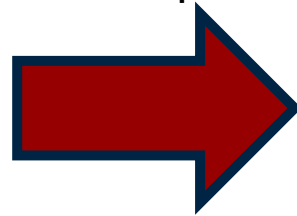
TECHNICAL SUPPORT



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
 - Im_<number>_standard.txt to not allow license borrowing

Example:

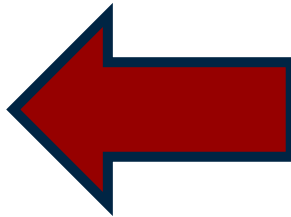


Name
 Im_16726193_3937799.txt
 Im_16726193_3937799_standard.txt

Verify that the host ID (mac address) in the license file and Creo workstation 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 workstation host ID by following any of the steps below:
 - Run command prompt and type **ipconfig /all** and compare

Download the latest version of the FlexNet license server software from the PTC website at the link below

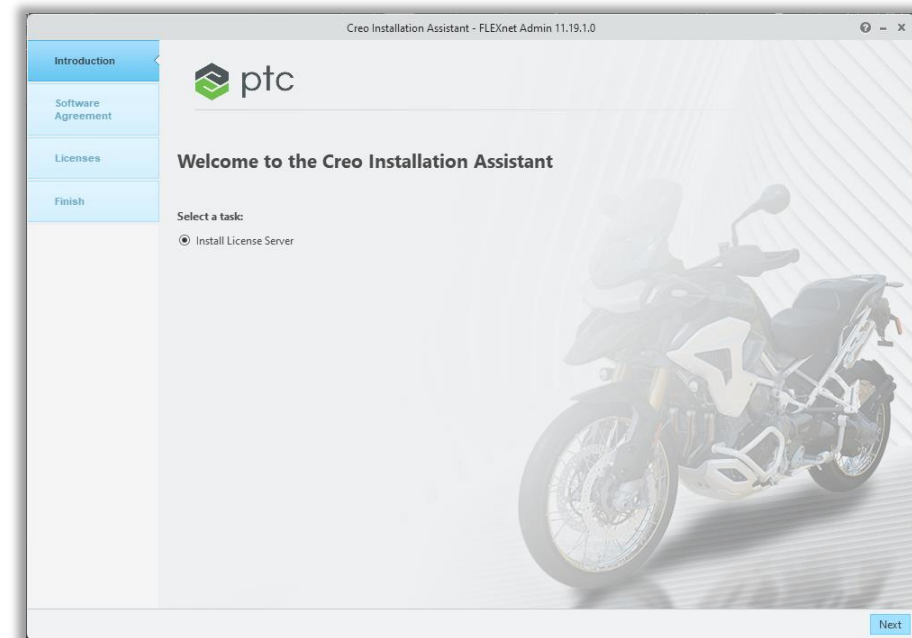
- Select the Lmadmin (highest version number) for your server operating system
- [Download Flexnet](#)

The license server software is also part of the Creo setup files.

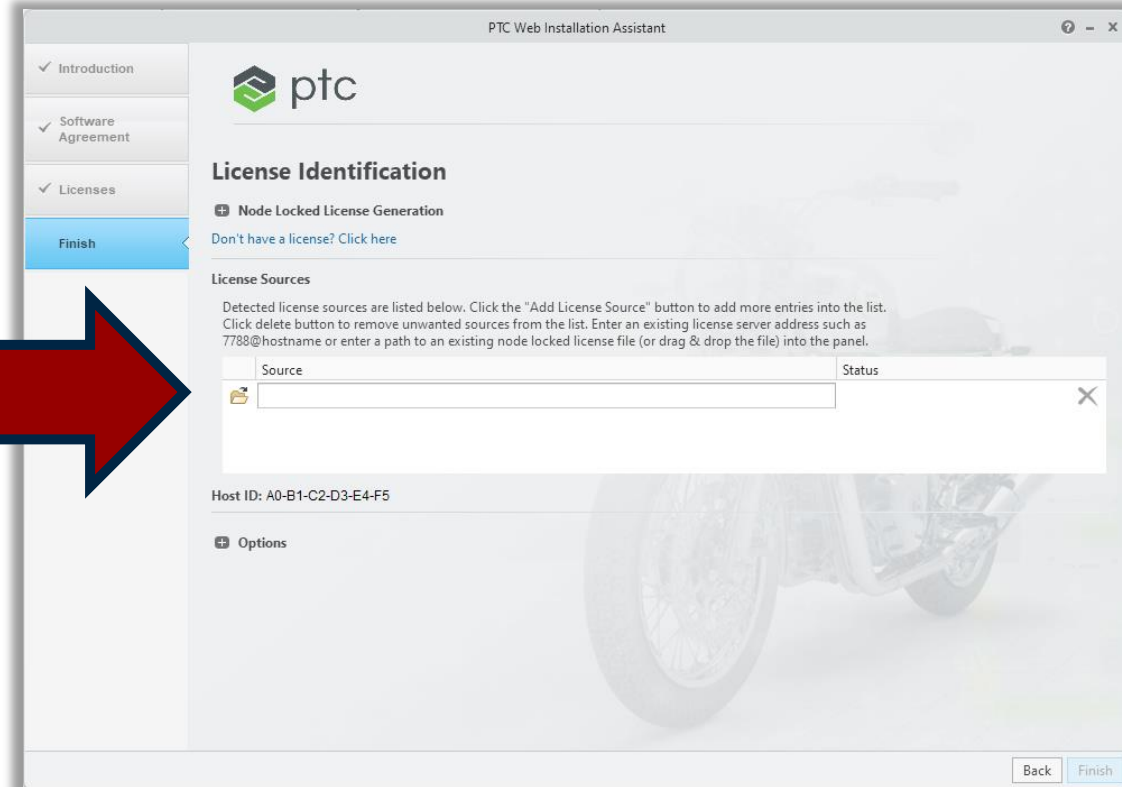
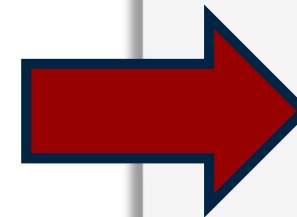
- (see the document on how to install Creo Parametric to get the download link)

Flexnet installation (You need administrative rights to install the software)

- From the Flexnet license server installation files
 - Run the **setup.exe** or
- From the Creo Parametric installation files
 - For Creo 4.0 to 7.0, run the setup.exe and select the Setup License option
 - For Creo 8.0 and later, run the **install_license_server.exe**
- Click on Next
- Accept the license and the export agreement
- Click on Next



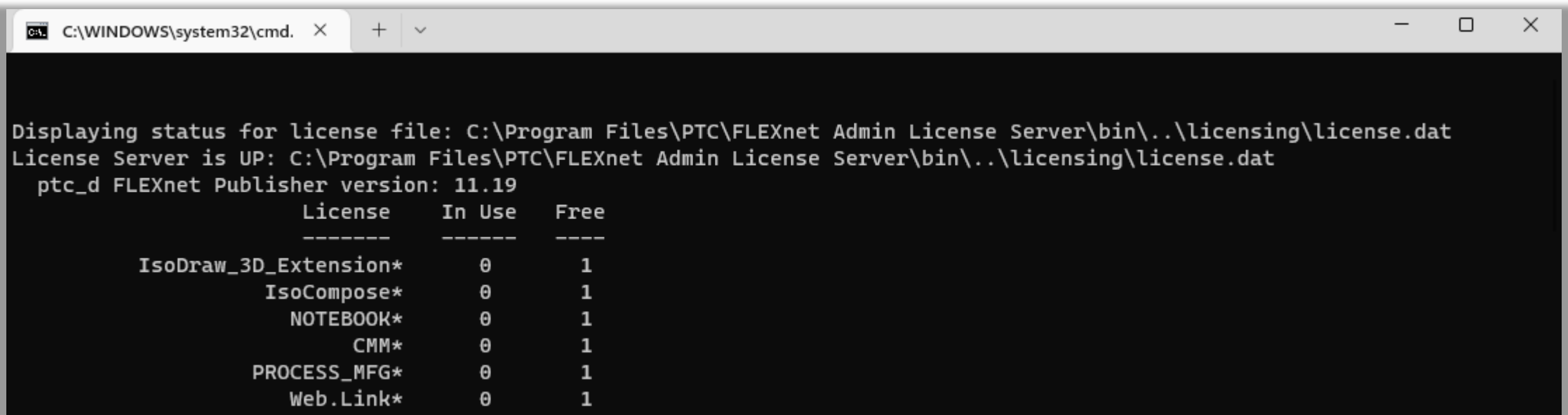
- Click on the open icon and browse to the new license file.
- If the host ID in the license match the host ID of the server, the software will start the installation automatically
- If successful, the status will show **Available**
- Click on Finish to close the window



Verify that the license server is working

- Run the **PTCSTATUS.bat** file from the following directory.
 - C:\Program Files\PTC\FLEXnet Admin License Server\bin

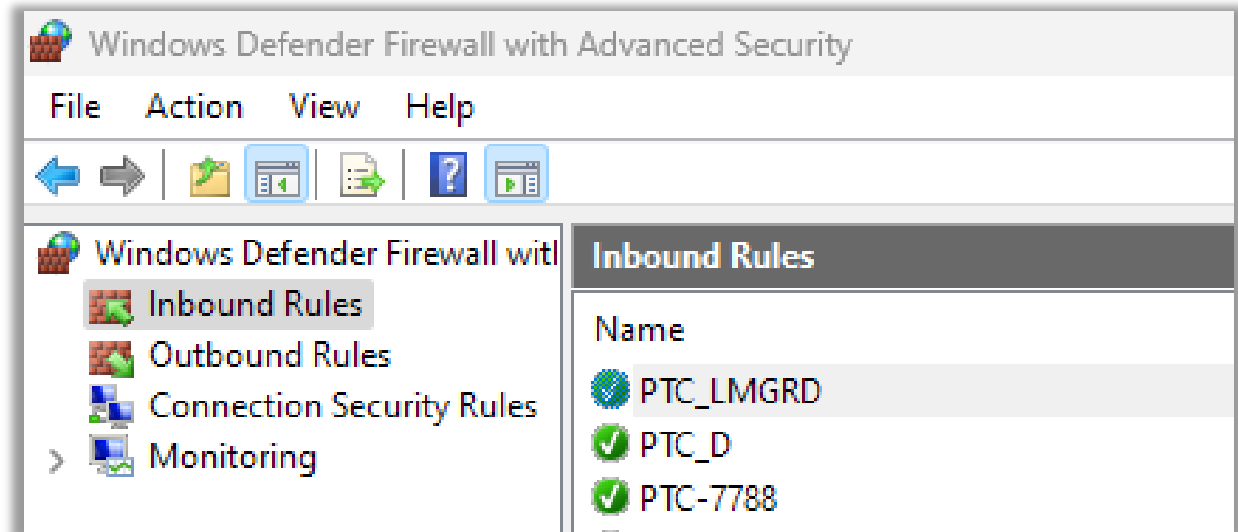
If the license server is running correctly, the window will show you a list of available licenses for your company. Close the window.



```
C:\WINDOWS\system32\cmd. x + v
Displaying status for license file: C:\Program Files\PTC\FLEXnet Admin License Server\bin\..\licensing\license.dat
License Server is UP: C:\Program Files\PTC\FLEXnet Admin License Server\bin\..\licensing\license.dat
ptc_d FLEXnet Publisher version: 11.19
      License      In Use      Free
      -----      -
IsoDraw_3D_Extension*      0      1
  IsoCompose*      0      1
    NOTEBOOK*      0      1
      CMM*      0      1
PROCESS_MFG*      0      1
  Web.Link*      0      1
```

Set these firewall options on the server.

- Add exception to TCP port 7788
- Add exception for application
 - "C:\Program Files\PTC\FLEXnet Admin License Server\x86e_win64\obj\ptc_d.exe"
- Add exception for application
 - "C:\Program Files\PTC\FLEXnet Admin License Server\x86e_win64\obj\lmgrd.exe"





Thank you!