

# PTC lisenssin haku

Ennen näiden ohjeiden käyttöä varmista, että olet luonut ensin PTC-käyttäjätilin. Enemmän tietoa tästä saat **Miten luodaan PTC eSupport tili** ohjeista.

Ennen lisenssin hakemista tarvitaan:

- PTC-tilin käyttäjätunnus ja salasana
  - Sen koneen Mac-osoite, jolle lisenssi haetaan
  - Service Contract Number tai Sales Order Number sekä Site Number
- Nämä löytyvät sähköpostiin toimitetusta Shipment Info -PDF:stä (PTC Software Order Fulfillment Confirmation Letter), joka on liitteenä PTC:ltä tulevassa tilauksen vahvistusviestissä. Jos Shipment Info -sähköposti on kadonnut, ota yhteyttä Zenex Computing Oy:hyn.



## Software/eLearning Order Fulfillment Letter

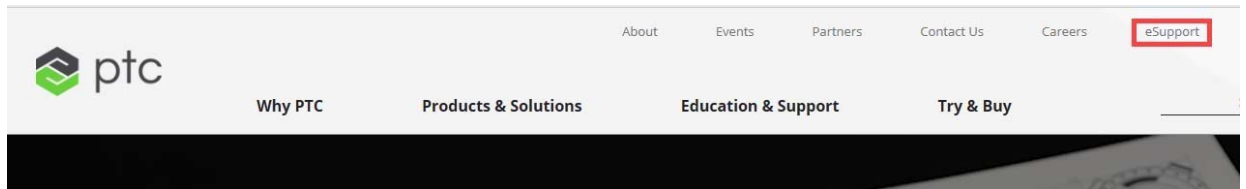
**Important!** To access this information, you must first [Create a new PTC.com Account](#). You need to include your Customer Number and one of the following items - SCN, SON, or Site Number - in the web account form in order to access the customer area of our [eSupport Portal](#).

*The numbers listed below are necessary for all members of your company who will be using PTC software and creating PTC.com Accounts. Please ensure that the appropriate team leads receive this information so individuals can create their own PTC.com Accounts as needed:*

Customer Number : 613217  
Service Contract Number (SCN): 76288726  
Sales Order Number (SON): 201446  
Site Number: 762879

# Uuden lisenssin haku

- 1) Mene PTC:n sivulle [ptc.com](http://ptc.com) ja valitse **eSupport**.



- 2) Kirjaudu PTC:n tilin tunnuksillasi.

A screenshot of the PTC eSupport login page. At the top left is the PTC logo. Below it is the breadcrumb 'Home > Support'. The main heading is 'PTC eSupport'. Underneath is a 'Customer Login' section. It contains a 'Username (Email Address)' label above a text input field, and a 'Password' label above another text input field. Both input fields are enclosed in a red rectangular box. Below the password field is a 'Log In' button and a link for 'Forgot your password?'.

3) Etusivulta klikkaa **Manage Licenses** kohtaan.

ptc Tools Resources

[Revert to previous portal](#)

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**Take a quick tour of our new eSupport Portal**  
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**New FAQ Article Available: New eSupport Portal**  
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**Search The Knowledge Base**

Search Technical Support, Documentation, Community & Articles

Download Software

Browse Documentation

Find Training

Product Calendar

**Manage Licenses**

- 4) Kirjoita **Service Contract Number (SCN)** tai **Sales Order Number(SON)** kohtaan **Quick Licensing** ja klikkaa **Search**. SCN ja SON löytyy **Shipment Info** -PDF:stä.

## License Management

Home License Actions ▾ Asset Management ▾ Resources ▾

*Please note the licensing for ThingWorx 8.1 and ThingWorx Navigate 1.5 has been improved. Activation ids are no longer Product, enter a Device Id and retrieve the license.*

### Quick Licensing

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

### ThingWorx / ThingWorx Navigate / Windchill

Select a product:

Enter Device ID:

### Licenses

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

Zip  Text

For legacy products (see [FAQ](#)), please create a support case.

### Creo Elements Direct

Formerly CoCreate: [Click Here](#)

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- 5) Valitse haluamasi lisenssi **Available License** välilehdessä laittamalla ruksi sen viereen ja sen jälkeen klikkaa **Install License**.

Available License Installed License Expired License

Show 10 entries Search:

|                                     | Product | Product Description | Support End Date                  | SON | SCN | Subscription Number | Asset Tag |
|-------------------------------------|---------|---------------------|-----------------------------------|-----|-----|---------------------|-----------|
| <input type="checkbox"/>            | +       | PKG-7502-L-         | Mathcad Professional - Individual |     |     |                     |           |
| <input type="checkbox"/>            | +       | PKG-REPMCD-F-       | Mathcad REP Package               |     |     |                     |           |
| <input checked="" type="checkbox"/> | +       | PKG-REPMCD-F-       | Mathcad REP Package               |     |     |                     |           |
| <input type="checkbox"/>            | +       | PKG-REPMCD-F-       | Mathcad REP Package               |     |     |                     |           |
| <input type="checkbox"/>            | +       | PKG-REPMCD-F-       | Mathcad REP Package               |     |     |                     |           |
| <input type="checkbox"/>            | +       | PKG-REPMCD-L-       | Mathcad REP Locked Package        |     |     |                     |           |

Showing 1 to 6 of 6 entries Previous 1 Next

Install License Log Case for Upgrade Products Rev Up Update Asset Tag

- 6) Kirjoita montako lisenssiä haetaan **Select Quantity** laatikkoon. Anna sitten **Mac-osoite**. Voit valita, tuleeko lisenssi pakattuna **.zip** tiedostona tai suoraan **.txt** tiedostona. Tarkista tiedot ja valitse **Install License**.

Install License

Show 10 entries Search:

| Product     | Product Description               | Select Quantity | Total Quantity | Type   | Support End Date | SON |
|-------------|-----------------------------------|-----------------|----------------|--------|------------------|-----|
| PKG-7502-L- | Mathcad Professional - Individual | 1               | 1              | LOCKED | Feb 13, 2012     |     |

Showing 1 to 1 of 1 entries Previous 1 Next

Is Triad

[LAITA MAC-OSOITE TÄHÄN]

Zip  Txt

Install License


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- 7) Jos kyseessä oli uuden vapaan lisenssin asennus, saat viestin lisenssin lähettämisestä.


### Advanced Search

✓ A case has been created to let you track the status of your request. Your case number is: **11041732**

Sales Order Number (SON)  

Sähköpostiin pitäisi jonkin ajan kuluttua tulla viesti, jossa lisenssitiedosto on liitteenä joko **.zip** tai **.txt** muodossa.

 ma 18.12.2017 15.30  
do\_not\_reply@ptc.com  
License Pack for [REDACTED], PTC Support Case Number - [REDACTED]  
Vastaanottaja [REDACTED]

 License.zip  
4 KB

#### Action Items

Dear PTC Customer,

Attached you will find the requested license file for the PTC HOSTID [REDACTED]

Please read the instructions carefully before attempting to use the license files as this email contains

New PTC customers are encouraged to consult the PTC FlexNet Licensing and Installation FAQ page [ht](#)

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# Olemassa olevan lisenssin haku

- 1) Seuraa samat ohjeet kuin **uuden lisenssin haussa** mutta kohdassa **5)** kirjoita haettavan lisenssin **HOST ID (MAC-osoite)** Licenses hakukenttään ja klikkaa **Retrieve**.

## License Management

Home License Actions ▾ Asset Management ▾ Resources ▾

Please note the licensing for ThingWorx 8.1 has been improved. Activation ids are no longer required to obtain your licenses. Please retrieve the license.

### Quick Licensing

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

[?](#)

Search

### ThingWorx / ThingWorx Navigate / Windchill

Select a product:

ThingWorx 8.1+ ▾

Enter Device ID:

[?](#)

Retrieve

### Licenses

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

[?](#)

Zip  Text

Retrieve

For legacy products (see [FAQ](#)), please create a support case.

### Creo Elements Direct

Formerly CoCreate: [Click Here](#)

- 2) Saat viestin joka ilmoittaa, että lisenssitiedosto lähetetään sähköpostiisi.

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