

PTC lisenssin haku †

#

26.3.2018

rev.3

PTC lisenssin haku

Ennen näiden ohjeiden käyttöä varmista, että olet luonnut 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:

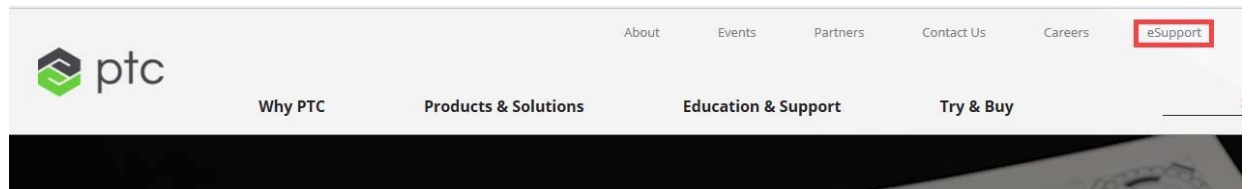
Customer Number :	613217
Service Contract Number (SCN):	762000726
Sales Order Number (SON):	2011406
Site Number:	3124119

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Uuden lisenssin haku

- 1) Mene PTC:n sivulle ptc.com ja valitse **eSupport**.



- 2) Kirjaudu PTC:n tilin tunnuksillasi.

A screenshot of the PTC eSupport login page. The PTC logo is at the top left. 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 and an input field, followed by a 'Password' label and another input field. Both input fields are enclosed in a red rectangular box. Below the input fields is a 'Log In' button and a link for 'Forgot your password?'.

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

The screenshot shows the PTC website interface. At the top left is the PTC logo. The top navigation bar includes 'Tools', 'Resources', and a user profile icon. Below the navigation bar, there are several promotional tiles. The first tile on the left is titled 'Consider moving to a PTC Subscription!' and includes a 'CONTACT US' button. To its right are two smaller tiles: 'Take a quick tour of our new eSupport Portal' with a 'SEE THE VIDEO' link, and 'New FAQ Article Available: New eSupport Portal' with a 'TAKE A LOOK' link. Below these tiles is a large green banner with the text 'Search The Knowledge Base' and a search input field containing the text 'Search Technical Support, Documentation, Community & Articles'. At the bottom of the page, there is a row of five icons with corresponding text labels: 'Download Software', 'Browse Documentation', 'Find Training', 'Product Calendar', and 'Manage Licenses'. The 'Manage Licenses' icon and label are highlighted with a red rectangular border.

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Tools Resources

[Revert to previous portal](#)

Consider moving to a PTC Subscription!

CONTACT US

LEARN MORE

PTC Subscription is designed to benefit you with Faster Innovation Cycles, Share Commitment to Success, and Flexibility to compete in today's rapidly changing environment. Learn more about PTC Subscription and convert today!

Take a quick tour of our new eSupport Portal

[SEE THE VIDEO](#)

New FAQ Article Available: New eSupport Portal

[TAKE A LOOK](#)

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



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:

ThingWorx 8.1+

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](#)

- 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

- 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](#)

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. 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.