

26.3.2018  
rev.3

# Olemassa olevan lisenssin siirto MAC-osoitteesta toiseen MAC-osoitteeseen

Ennen lisenssin siirtoa tarvitaan:

- Uuden koneen MAC-osoite
  - Vanhan koneen MAC-osoite
  - PTC-tilin käyttäjätunnus ja salasana
  - 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.



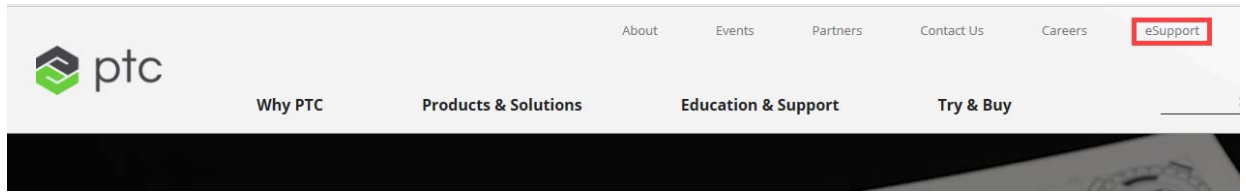
## Software/eLearning Order Fulfillment Letter

**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](#).

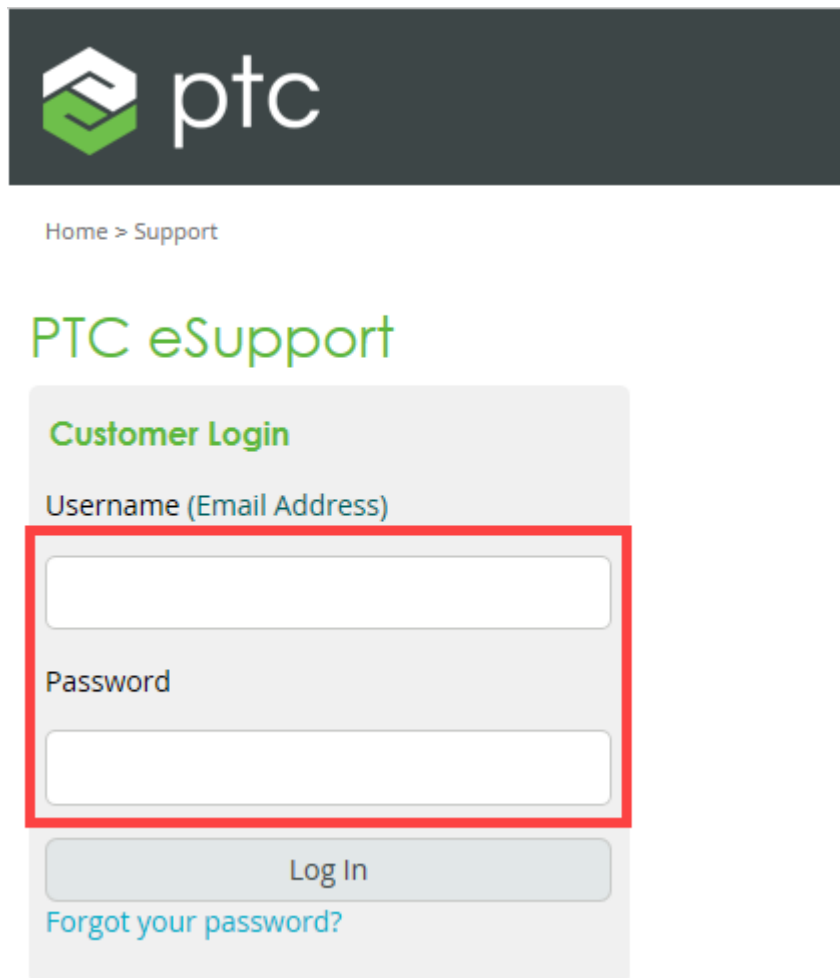
*The numbers listed below are necessary for all members of your company who will be using PTC software and creating PTC.com Accounts. Please ensure that the appropriate team leads receive this information so individuals can create their own PTC.com Accounts as needed:*

Customer Number :	613217
Service Contract Number (SCN):	142000726
Sales Order Number (SON):	201406
Site Number:	154619

- 1) Mene PTC:n sivulle **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 that says 'Forgot your password?'.

3) Kirjautumisen jälkeen klikkaa **Manage Licenses**.

ptc Tools Resources

Revert to previous portal

**Consider moving to a PTC Subscription!**  
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 **Sales Contract Number (SCN)** tai **Sales Order Number (SON)** joka löytyy Shipment Information sähköpostissa kohtaan **Quick Licensing** ja klikkaa **Search**.

## 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:

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) Mene **Installed License** välilehdelle ja etsi vanhan koneen MAC-osoite **Host ID/Triad** kolumnista. Valitse tämä lisenssi ja klikkaa **Move License**.

Available License **Installed License** Expired License

Show 10 entries Search:

	Product	Product Description	Host ID / Triad	Support End Date	SON	SCN	Subscription Number	Asset Tag	Retrieve license
<input type="checkbox"/>	PKG-REPMCD-F-	Mathcad REP Package		May 31, 2018					Retrieve license
<input type="checkbox"/>	PKG-REPMCD-F-	Mathcad REP Package		May 31, 2018					Retrieve license
<input checked="" type="checkbox"/>	PKG-REPMCD-F-	Mathcad REP Package		May 31, 2018					Retrieve license
<input type="checkbox"/>	PKG-REPMCD-F-	Mathcad REP Package		May 31, 2018					Retrieve license
<input type="checkbox"/>	PKG-REPMCD-F-	Mathcad REP Package		May 31, 2018					Retrieve license
<input type="checkbox"/>	PKG-REPMCD-L-	Mathcad REP Locked Package		May 31, 2018					Retrieve license
<input type="checkbox"/>	PKG-REPMCD-L-	Mathcad REP Locked Package		May 31, 2018					Retrieve license
<input type="checkbox"/>	PKG-REPMCD-L-	Mathcad REP Locked Package		May 31, 2018					Retrieve license
<input type="checkbox"/>	PKG-REPMCD-L-	Mathcad REP Locked Package		May 31, 2018					Retrieve license
<input type="checkbox"/>	PKG-REPMCD-L-	Mathcad REP Locked Package		May 31, 2018					Retrieve license

Showing 1 to 10 of 11 entries Previous 1 2 Next

**Move License** Deinstall Licenses Update Asset Tag Manage Temporary Locked Licenses Rev Up

- 6) Kirjoita montako lisenssiä muutetaan **Select Quantity** laatikkoon. Anna sitten uuden koneen **Mac-osoite** tekstikenttään. Voit valita, tuleeko uusi lisenssi pakattuna **.zip** tiedostona tai suoraan **.txt** tiedostona. Tarkista tiedot ja valitse **Move License**.

Move License ✕

Show 10 entries Search:

Product	Product Description	Select Quantity	Total Quantity	Type	Support End Date	SON	Host ID / Triad
PKG-REPMCD-F-	Mathcad REP Package	0	1	FLOATING	May 31, 2018		

Showing 1 to 1 of 1 entries Previous 1 Next

Is Triad ?

Zip  Txt

**Move License**

- 7) Ikkunaan ilmestyy kaksi kenttää, jossa valitaan **Contact**, eli yrityksen kontaktihenkilöä, sekä annetaan **Site Id** numeroa. Valitse yrityksesi kontaktihenkilö ja anna **Site Id** numero, joka löytyy **Shipment Info** .pdf liitteestä.

Move License ✕

Show  entries Search:

Product	Product Description	Select Quantity	Total Quantity	Type	Support End Date	SON	Host ID / Triad
PKG-REPMCD-F-	Mathcad REP Package	<input type="text" value="1"/>	1	FLOATING	May 31, 2018		

Showing 1 to 1 of 1 entries Previous **1** Next

It is not recommended to have more than one Locked license of the same product on your computer. This could cause issues when running the license file.

Is Triad ?

[Redacted]

Zip  Txt

**You are about to create new host Id, Please provide following information:**

Contact

Site

Move License

- 8) **Software Deinstallation Agreement** ikkuna ilmestyy, jossa voit lukea lisenssin siirtymiseen liittyvät käyttäjäehdot. Klikkaa **I Agree**.

Software Deinstallation Agreement ✕

By accepting this agreement, you acknowledge that you have completely deinstalled software from the source machine(s) and optionally reinstalled on the destination machine(s) using one of the procedures described below.

Option 1:	All executable files for the software have been deleted from customers disk files accessed by the CPU.
Option 2:	The license.dat file (codes file) for the CPU has been deleted from this server machine.
Option 3:	The license.dat file (codes file) for the CPU will be updated for this server machine with a new license.dat file to reflect the licensing changes.

Customer warrants that the software will not be reinstalled on the CPU without first obtaining a proper license for its use from Parametric Technology Corporation.

The above being certified by a duly authorized officer of ZENEX COMPUTING OY.

Name

Phone

Email

Date

I Agree
I Do Not Agree

9) Tarkista tiedot ja vahvista siirto klikkaamalla **Confirm**.

Confirmation Screen ✕

**Please review your transaction**  
 The following products will be moved to CPU ID: [REDACTED]

Product	Product Description	Ordered Quantity	Type	License File Type
PKG-REPMCD-F-	Mathcad REP Package	1	FLOATING	zip

**Confirm**

10) Saat viestin, jossa ilmoitetaan uuden lisenssitiedoston tilauksesta. Jos saat virheilmoituksen lue sitä huolellisesti ja yritä uudelleen.

**Advanced Search**

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

Sales Order Number (SON) ? **Lookup**

Sähköpostiin pitäisi jonkin ajan kuluttua tulla viesti, jossa uusi lisenssitiedosto on liitteenä joko **.zip** tai **.txt** muodossa. Korvaa sitten vanha lisenssitiedosto liitteessä olevalla uudella lisenssitiedostolla.

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](#)