Updating a locked license file
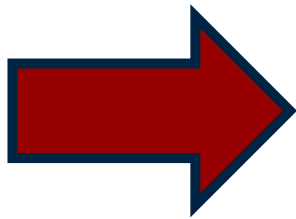
INNEO®

That's IT.

Updating a locked license file

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

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Open the license pack email and save the license.zip file to the license local Creo workstation

• Unzip the file to extract the two license files

Two files from the zip file

- Use license file:
  - lm_<number>.txt to allow license borrowing **(not applicable to locked licenses)**
  - lm_<number>_standard.txt to not allow license borrowing

Example:
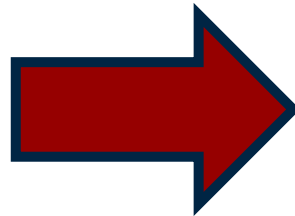
Name

lm_16726193_3937799.txt

lm_16726193_3937799_standard.txt

Verify that the host ID (mac address) in the license file and server machine 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
#------------------------------------------------------------------------------------------
```
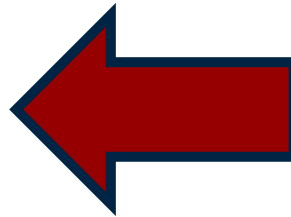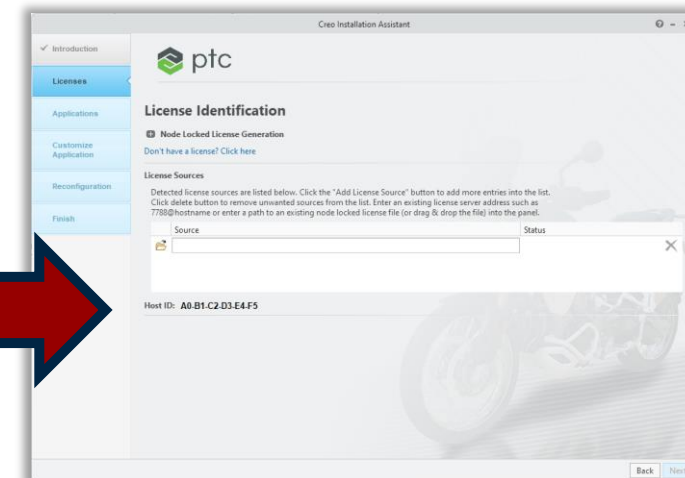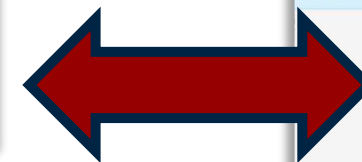
- Compare the host ID in the license file to the server host ID by following any of the steps below:

  - Run command prompt and type **ipconfig /all** and compare or

  - Open existing license file in Windows Notepad / WordPad and compare or

  - Run the reconfigure.exe command
    - Located in the C:\Program Files\PTC\<Creo version>\Parametric\bin
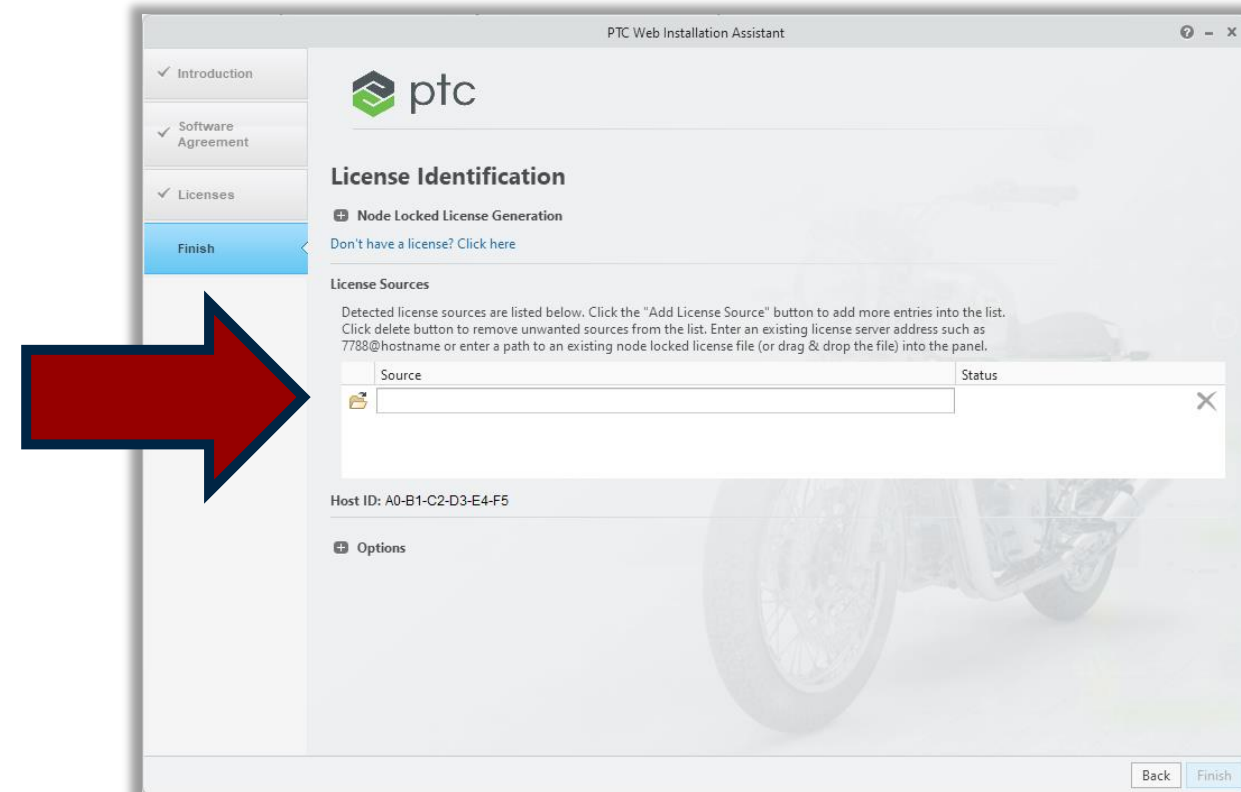
Host ID: A0-B1-C2-D3-E4-F5

To load the new license file

- Run the reconfigure.exe command
  - Located in the C:\Program Files\PTC\<Creo version>\Parametric\bin folder
- Click on Next, accept the license agreement if needed and click on Next again until the page below is displayed
- Click on the remove button next to the status option as shown
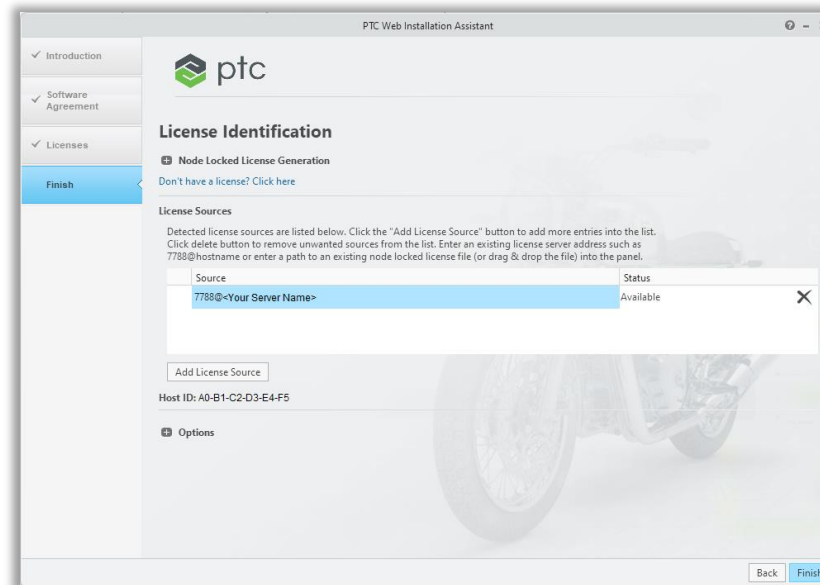
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- Click on the open icon and browse to the new license file.

- If successful, the status will show **Available**

- Click on Next, Next…..Finish to close the window

Thank you!