

Windchill Risk and Reliability - Read This First Release Version 11.1

02/22/2019

This document contains information that should be reviewed before installing Windchill Risk and Reliability 11.1 for both new and existing customers. Note that many of the links in this document require that you have created and validated a customer account on the PTC website. If you have not yet created a customer account, you can do so by accessing the [New Customer Account](#) page.

Overview of Changes

Several new features have been implemented in Windchill Risk and Reliability 11.1. For a complete listing of new features, please refer to the [Release Notes](#) document on the PTC website. In addition to providing brief descriptions of each enhancement, this document indicates where you can find more comprehensive coverage where applicable.

Downloading Installation Files

All files required for installation are available for download from the [PTC eSupport Portal](#). The following table lists files associated with installation. It also provides a brief description of the environment in which they are deployed.

Component	Typical Use	Location on Website
Windchill Risk and Reliability 11.1	<p>Possible components for installation include the following:</p> <ul style="list-style-type: none"> • Desktop application • Administrator application • Web application • FLEXnet Publisher • Team Application 	<ol style="list-style-type: none"> 1. Go to the Order or Download Software Updates page. 2. Choose Windchill Risk and Reliability (Quality Solutions - Formerly Relex) 3. Expand Release 11.1.
PTC License Server: FLEXnet Publisher	<p>Standalone installer for FLEXnet publisher. Used for installing the license on a separate server</p>	<p>Download links are provided in the PTC License Server: FlexNet Publisher Hardware Notes guide.</p> <ul style="list-style-type: none"> • Recommend version 10.8.6 or later

Installation and Reference Documentation

All installation and reference documentation is available online from the PTC [Reference Documents](#) page. To locate the documentation relevant to the 11.1 release, follow these steps.

1. Set the **Product** field to Windchill Risk and Reliability.
2. Set the **Reported Release** to **11.1**.
3. Narrow the search results by setting the **Document Type** field if desired, or leave this set to **All Document Types**.
4. Leave the **User Role** field set to the default **All User Roles** selection.

At minimum, PTC recommends reviewing the [Windchill Risk and Reliability 11.1 Enterprise Installation Guide](#) prior to installing the software.



Licensing Information

Upon completing the installation of Windchill Risk and Reliability 11.1, you must license it. Windchill Risk and Reliability 11.1 uses a Flex-based licensing system. To obtain a license file, please follow the instructions in the solution article for [obtaining a new Flex license](#).

For upgrade customers using an existing license server, please be sure to update the license so that it will be compatible with the latest release of the software. To do so, please refer to the solution article for [upgrading your existing license to the new version.](#)"

Enterprise Upgrade Planning for Returning Customers

For users of the Enterprise Edition who are upgrading from a prior release, PTC offers an [Enterprise Upgrade Planning Guide](#) that can help in preparing for the upgrade process. This guide provides a checklist of activities that are critical to performing a successful upgrade to the latest version of Windchill Risk and Reliability. PTC recommends reviewing this guide for assistance in planning for the upgrade process.

Additional References and Troubleshooting

The following table lists common reference material and troubleshooting material involving the installation and licensing of the software.

Enterprise Database Creation	
Oracle Database Creation	Link
Microsoft SQL Server Database Creation	Link

Licensing Issues	
Obtaining a New Flex License File	Link
FLEXnet Port Configuration	Link
Updating an Existing License File to the New Version	Link
Flex Initialization Error -4	Link
Flex Initialization Error -5	Link
Flex Initialization Error -15	Link
Flex Initialization Error -96	Link
Flex Initialization Error -97	Link

General Functionality	
Software Performance Guidelines	Link
Default Ports Used by Services	Link
The Object Broker and Long Running Task services will not start after installing	Link

Contacting Technical Support

Should you have any questions about the installation or licensing process, or if you encounter any issues during the process, our qualified team of technical support specialists are available to assist you. With an active maintenance agreement for Windchill Risk and Reliability products, you have access to web-based technical assistance as well as live phone-based support.

Contact details vary, depending on you region. For comprehensive information on how to obtain technical support, please refer to our online [Customer Support Guide](#).