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Article - CS20911

Transfer of product license from an existing Host ID to a new Host ID

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Applies To

- Creo Illustrate 1.0 to 5.1
- Windchill Quality Solutions Team Edition 10.0 to 11.0
- Windchill Risk and Reliability (Formerly Relex) 11.1
- Creo View 1.0 to 5.1
- Windchill RV&S (formerly Integrity Lifecycle Manager) 4.6/ 8.6 to 12.1
- Windchill Quality Solutions Enterprise Edition 10.0 to 11.0
- Pro/ENGINEER and Creo Elements/Pro Wildfire to Wildfire 5.0
- Creo Parametric 1.0 to 6.0
- Mathcad 14.0 to 15.0
- Mathcad Prime 1.0 to 4.0
- PTC Arbortext Editor 6.0 to 7.1

Description

- Online transfer of licenses from an existing HOSTID (MAC/Physical address) to new HOSTID
- How to transfer licenses to new PTC_HOSTID from the PTC Support site
- Move license from one computer to another
- How to move / transfer PTC product licenses registered to an existing hardware to new hardware MAC address?
- How to get a new license file for a new machine MAC/Physical address
- How to transfer existing PTC product licenses to a new server
- How to transfer license file from old to new server
- The 'license Identification' page of the setup returns status "PTC_HOSTID is Invalid" when license file path is provided
- How to split licenses for Creo Parametric from a single server to different individual machines
- How to consolidate individual licenses on Host ID's of several machines into a single Host ID of the License server machine

Resolution

- Online transfer of license can be processed by logging in at <https://support.ptc.com/apps/licensePortal/auth/ssl/advsearch> (<https://support.ptc.com/apps/licensePortal/auth/ssl/advsearch>)
 - A video tutorial on how to move the licenses is here (<https://www.youtube.com/watch?v=8GIP25wLiJc&feature=youtu.be>)

Steps:

1. Login using your PTC user ID and password
 - This will require an account license administration privileges
2. Enter the hostID of the existing server to **Host ID/Triad** or use the **Lookup** button to select the existing server from the list of servers currently in the PTC system then click **Search**
3. Select the products to include in the license file for the new Host ID then click **Move Licenses**
 - You may Select All or individual products and quantities to be moved to the new machine
 - To correctly identify the Host ID on new machine, go to Windows **Start > Programs > Accessories > Command Prompt > type ipconfig/all** (ENTER) and with the **Physical Address** below the **Ethernet adapter Local Area Connection** there stands the Host ID
4. Enter the hostID of the new server
 - Use the **Enter Destination Host ID** option
 - Enter the new hostID then click anywhere on the page
 - If the destination Host id is a new one, **Contact** and **Site** must be entered as well (**Site#** can be found in Order Fulfillment Confirmation Letter)
5. Fill in the appropriate information for the new hardware then click **Move License**
6. Select **I Agree** to accept the **Software Deinstallation Agreement**
7. Review the transaction then click **Continue**
8. A PTC support case will be assigned to the transaction and the licenses will be e-mailed to you once configured
 - **NOTE:** If you do not have account license administration privileges,
 - Contact "PTC License Management team" (<http://www.ptc.com/appserver/support/csguide/csguide.jsp#tab-131282>)"
 - Log a case (https://www.ptc.com/apps/case_logger_viewer/auth/ssl/log) with License Management

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