

Miten päivität Mathcad Prime lisenssin uudempaan versioon

22.11.2018  
rev.1

# Miten päivität Mathcad Prime lisenssin uudempaan versioon

Ennen lisenssin päivittämistä tarvitaan:

- Tietokoneen 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

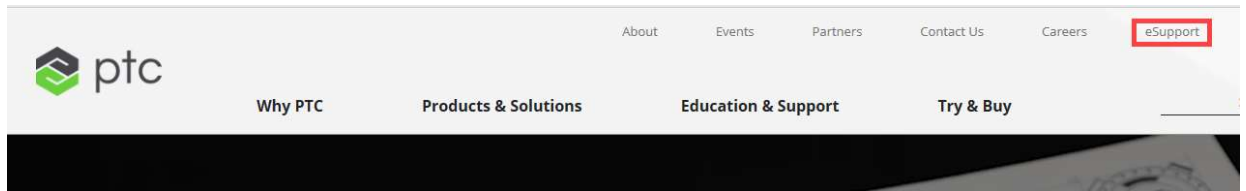
**Important!** To access this information, you must first [Create a new PTC.com Account](#). You need to include your Customer Number and one of the following items - SCN, SON, or Site Number - in the web account form in order to access the customer area of our [eSupport Portal](#).

*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:*

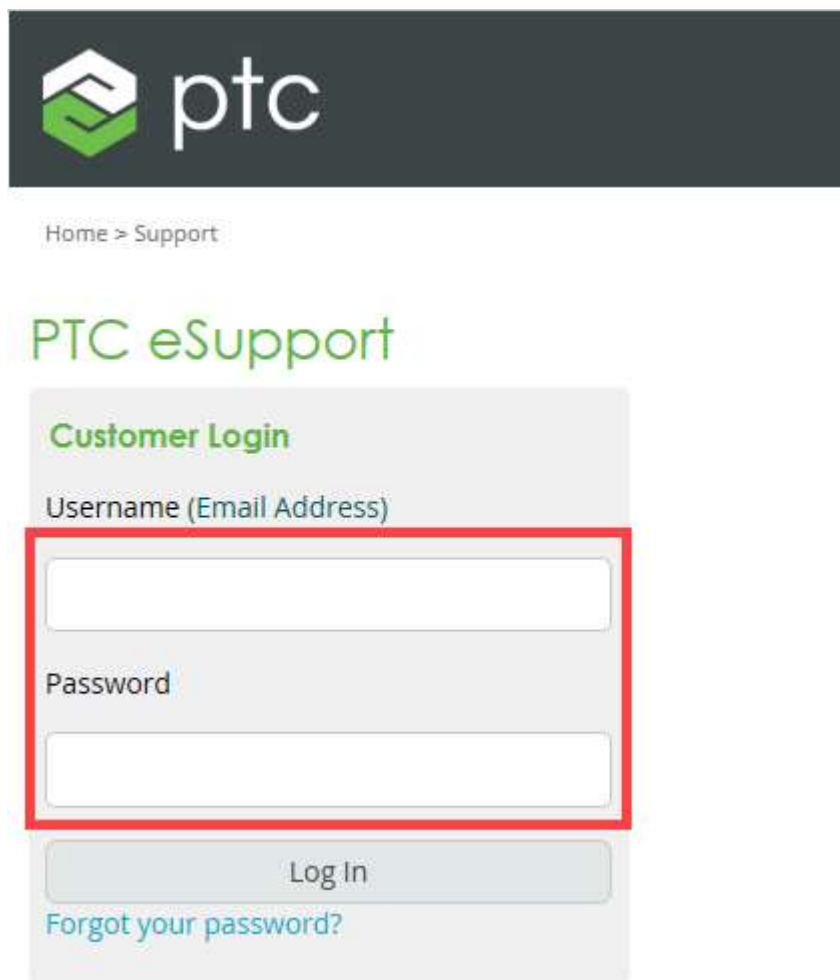
Customer Number :	613217
Service Contract Number (SCN):	162000726
Sales Order Number (SON):	2011436
Site Number:	1026116

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



- 2) Kirjaudu PTC:n tilin tunnuksillasi.

The image shows 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 followed by an input field, a 'Password' label followed by another input field, and a 'Log In' button. A red rectangular box highlights both the username and password input fields. Below the button is a link that says 'Forgot your password?'.

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

The screenshot shows the PTC website interface. At the top left is the PTC logo. The navigation bar includes 'Tools', 'Resources', and a user profile icon. Below the navigation bar, there are several promotional tiles. The first tile is titled 'Consider moving to a PTC Subscription!' and includes a 'CONTACT US' button. The second tile is titled 'Take a quick tour of our new eSupport Portal' and includes a 'SEE THE VIDEO' link. The third tile is titled 'New FAQ Article Available: New eSupport Portal' and includes a 'TAKE A LOOK' link. Below these tiles is a green banner with the text 'Search The Knowledge Base' and a search input field. At the bottom, there are five icons representing different services: 'Download Software', 'Browse Documentation', 'Find Training', 'Product Calendar', and 'Manage Licenses'. The 'Manage Licenses' icon is highlighted with a red border.

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**

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- 4) Kirjoita **Sales Contract Number (SCN)** tai **Sales Order Number (SON)** joka löytyy Shipment Information sähköpostissa kohtaan **Quick Licensing** ja klikkaa **Search**.

## 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.*

<p><b>Quick Licensing</b></p> <p>Ready to license your products? Enter an order or contract number to get started:</p> <input data-bbox="268 920 719 994" type="text"/> <input data-bbox="272 1003 392 1061" type="button" value="Search"/>	<p><b>ThingWorx / ThingWorx Navigate / Windchill</b></p> <p>Select a product:</p> <input data-bbox="868 875 1294 913" type="text" value="ThingWorx 8.1+"/> <p>Enter Device ID:</p> <input data-bbox="868 994 1294 1043" type="text"/> <input data-bbox="868 1070 983 1115" type="button" value="Retrieve"/>
<p><b>Licenses</b></p> <p>If you need to retrieve existing licenses for one Host ID or Triad enter it here.</p> <input data-bbox="277 1335 703 1384" type="text"/> <p><input checked="" type="radio"/> Zip <input type="radio"/> Text</p> <input data-bbox="277 1469 392 1514" type="button" value="Retrieve"/> <p>For legacy products (see <a href="#">FAQ</a>), please create a <a href="#">support case</a>.</p>	<p><b>Creo Elements Direct</b></p> <p>Formerly CoCreate: <a href="#">Click Here</a></p>

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- 5) Mene **Installed License** välilehdelle ja etsi tietokoneesi MAC-osoite **Host ID/Triad** kolumnista. Valitse tämä lisenssi laittamalla ruksi ruutuun ja klikkaa sitten **Rev Up**.

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	XXXXXXXXXX	Jun 1, 2019	XXXXXXXXXX	XXXXXXXXXX			Retrieve license
<input type="checkbox"/>	PKG-REPMCD-F-	Mathcad REP Package	XXXXXXXXXX	Jun 1, 2019	XXXXXXXXXX	XXXXXXXXXX			Retrieve license
<input type="checkbox"/>	PKG-REPMCD-F-	Mathcad REP Package	XXXXXXXXXX	Jun 1, 2019	XXXXXXXXXX	XXXXXXXXXX			Retrieve license
<input type="checkbox"/>	PKG-REPMCD-F-	Mathcad REP Package	XXXXXXXXXX	Jun 1, 2019	XXXXXXXXXX	XXXXXXXXXX			Retrieve license
<input type="checkbox"/>	PKG-REPMCD-F-	Mathcad REP Package	XXXXXXXXXX	Jun 1, 2019	XXXXXXXXXX	XXXXXXXXXX			Retrieve license
<input type="checkbox"/>	PKG-REPMCD-F-	Mathcad REP Package	XXXXXXXXXX	Jun 1, 2019	XXXXXXXXXX	XXXXXXXXXX			Retrieve license
<input type="checkbox"/>	PKG-REPMCD-L-	Mathcad REP Locked Package	XXXXXXXXXX	Jun 1, 2019	XXXXXXXXXX	XXXXXXXXXX			Retrieve license
<input checked="" type="checkbox"/>	PKG-REPMCD-L-	Mathcad REP Locked Package	XXXXXXXXXX	Jun 1, 2019	XXXXXXXXXX	XXXXXXXXXX			Retrieve license

Showing 1 to 10 of 14 entries Previous 1 2 Next

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

- 6) Uusi ikkuna avautuu. Valitse **Product Family** valikosta **MCD-Mathcad** ja **Maint Release Level** kohdasta etsi **Customer**. Tarkista että alla oleva kentässä on oikea **Customer Number**. Tarkista tiedot ja klikkaa **Submit**.

Rev Up ×

**Product Family \***

**Latest Version** Prime 5.0

**Maint Release Level**

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- 7) Jos päivitys onnistui ruutuun, pitäisi ilmestyä vihreä viesti, joka ilmoittaa, että päivitys onnistui. Jos saat viestin, että päivitys epäonnistui ota siitä kuvakaappauksen **Prt Scr** -näppäimellä ja ota yhteyttä Zenexin tekniseen tukeen.

✔ Thank you for your request all active seats with the product family MCD have been reved up to the latest release : Prime 5.0.For an updated license file please go to Download License option on the main page.

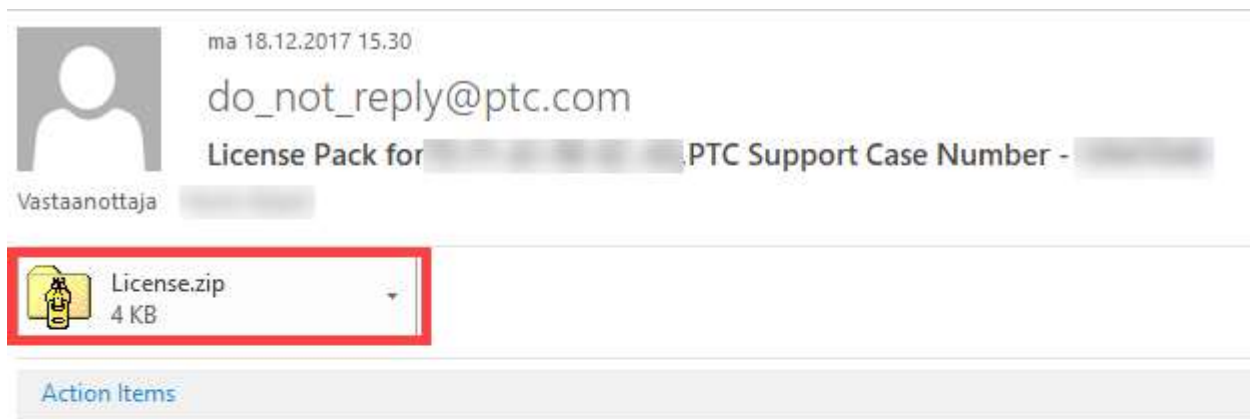
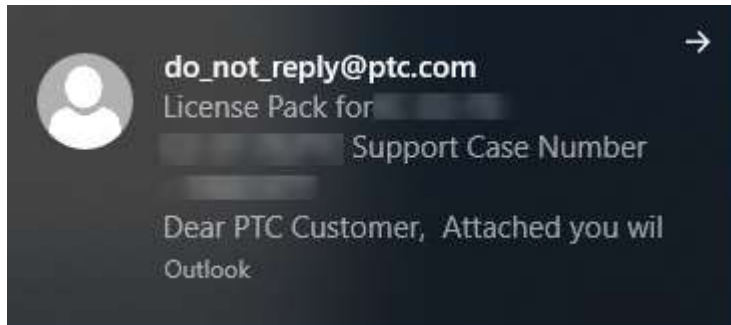
- 8) Nyt voidaan lataa uusi päivitetty lisenssi. Mene takaisin **License Management** sivulle, etsi **Licenses** kohta ja kirjoita tietokoneesi **MAC-osoite** siinä olevaan kenttään. Klikkaa sen jälkeen **Retrieve**.

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

✔ Request successful, license file will be emailed to you shortly.

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- 10) 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.



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](#)

Enemmän tietoa lisenssin asentamisesta löydät **Mathcad Prime lisenssin asennus ohjeesta**.