



thingworx®

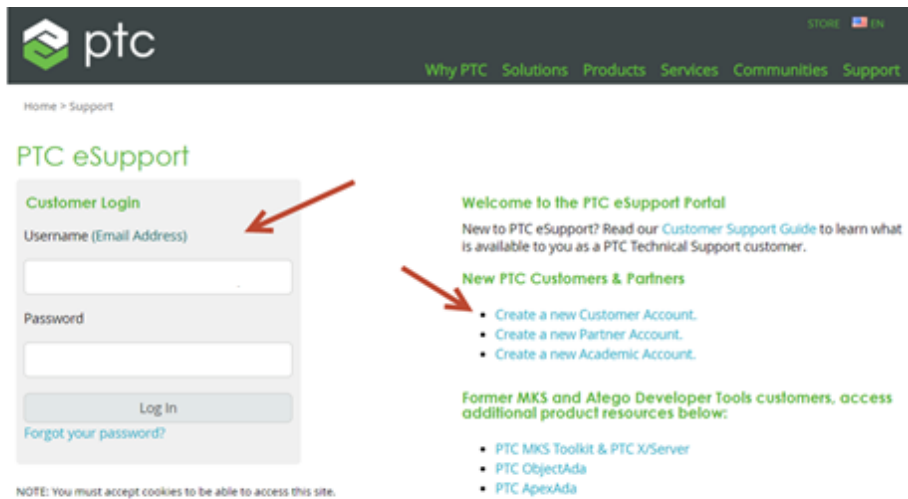
Licensing Guide for disconnected  
sites (no connection to PTC Support portal)

For ThingWorx 8.1 and up & ThingWorx  
Navigate 1.6

The steps described in this document are for a disconnected state when the ThingWorx instance cannot make a connection to the PTC Support portal to retrieve a license automatically.

The following licensing actions may not be available for non-administrator users. This access is not determined by PTC. Contact your administrator if you require access.

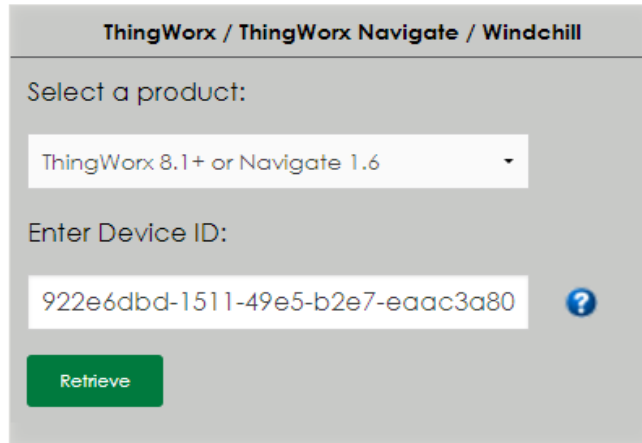
1. In the ThingworxPlatform folder created during ThingWorx setup, open the licenseRequestFile.txt file to locate the Device ID. If the licenseRequestFile.txt file is not included in the ThingworxPlatform folder, delete the license.bin file in the ThingworxPlatform folder and restart your ThingWorx server.
2. Copy the Device ID value
3. Log into the [PTC Support site using your existing credentials or create a new account.](#)



4. Go to <https://support.ptc.com/apps/licensePortal/auth/ssl/index> and select Product from the dropdown option

5. Paste the Device Id value from the file into the Device Id field

*“Device ID or Host ID uniquely identifies a PTC product specific instance. Device ids are used to link entitlements to a specific instance of a PTC product, for example a Thingworx server.”*



The screenshot shows a web interface for ThingWorx / ThingWorx Navigate / Windchill. It features a dropdown menu for selecting a product, currently set to 'ThingWorx 8.1+ or Navigate 1.6'. Below this is a text input field for the Device ID, containing the value '922e6dbd-1511-49e5-b2e7-eaac3a80'. A green 'Retrieve' button is located at the bottom left of the form, and a blue question mark icon is to the right of the Device ID field.

6. Click the “Retrieve” button
7. Go to location where license is downloaded
8. Copy license file to ThingworxPlatform folder
9. Rename to “license\_capability\_response.bin”
10. Either restart Thingworx or run “AcquireLicense” API from Licensing Subsystem