



# Windchill

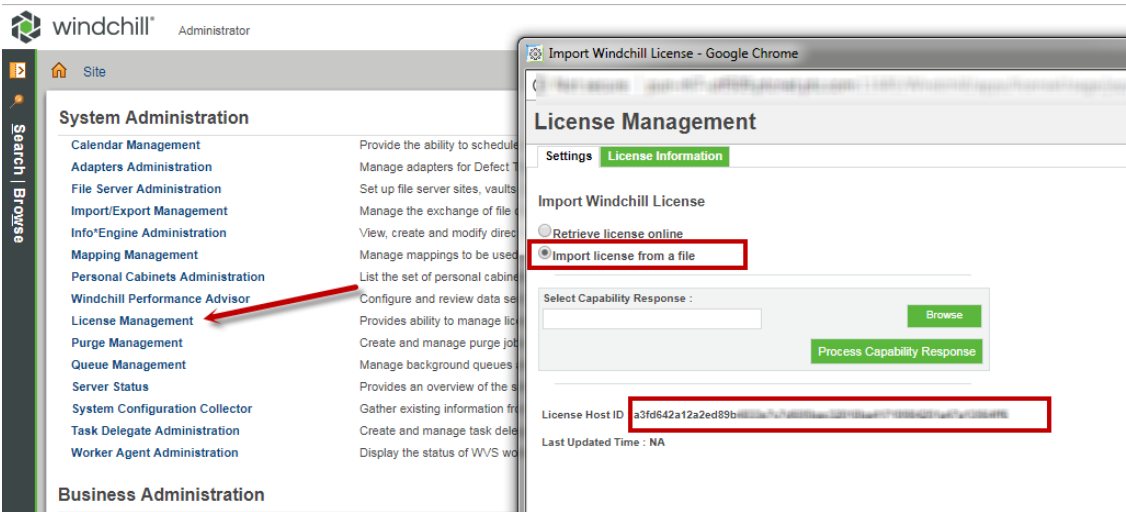
Licensing Guide for disconnected  
sites (no connection to PTC Support portal)

For Windchill 11.1 and up

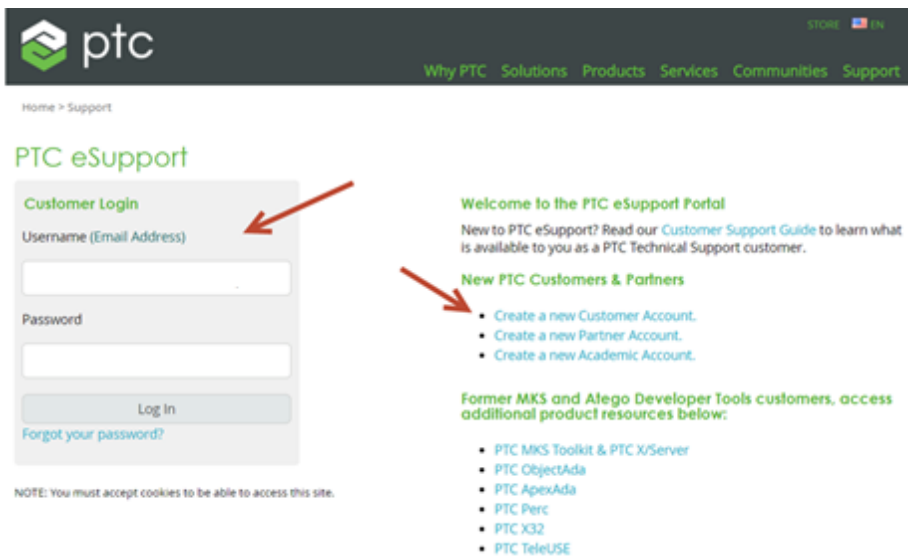
The steps described in this document are for a disconnected state when the Windchill instance cannot make a connection to the PTC Support portal to retrieve a license automatically.

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.

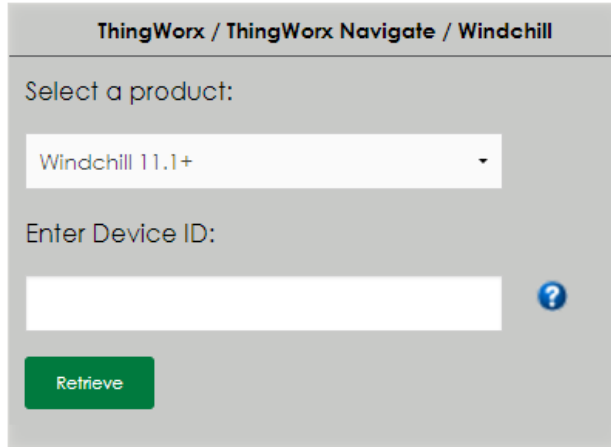
1. Login to Windchill as site administrator
2. Go to Site, Utilities, License Management
3. Under Settings tab, copy value assigned to HostID



4. Log into the [PTC Support site using your existing credentials or create a new account.](#)



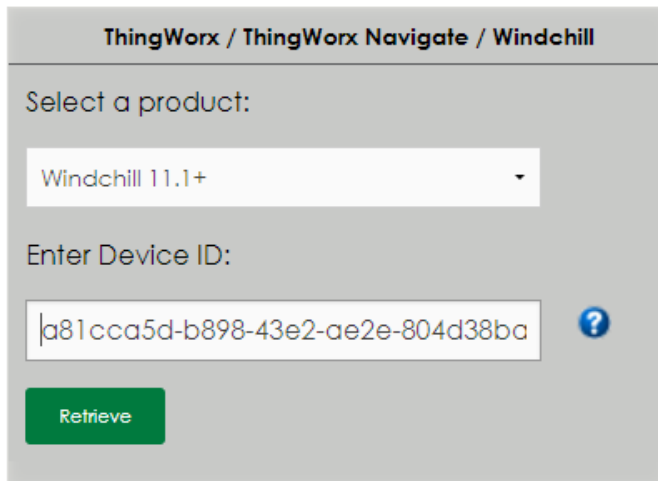
5. Go to <https://support.ptc.com/apps/licensePortal/auth/ssl/index> and select Product from the dropdown option



The screenshot shows a web interface with a breadcrumb trail at the top: "ThingWorx / ThingWorx Navigate / Windchill". Below this, there is a section titled "Select a product:" with a dropdown menu currently displaying "Windchill 11.1+". Underneath, there is a label "Enter Device ID:" followed by an empty text input field and a blue question mark icon. At the bottom of this section is a green button labeled "Retrieve".

6. Enter value in step 3 in Device ID field and click the 'Retrieve' license button

*"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."*



This screenshot is identical to the previous one, but the text input field for "Enter Device ID:" now contains the alphanumeric string "a81cca5d-b898-43e2-ae2e-804d38ba". The "Retrieve" button remains visible at the bottom.

7. Go back to Windchill and under the Settings tab browse to the location of the license file
8. Select process capability response

# License Management

Settings **License Information**

## Import Windchill License

- Retrieve license online
- Import license from a file

Select Capability Response :

Licensefile.bin

1 **Browse**

2 **Process Capability Response**

License Host ID : a3fd642a12a2ed89

Last Updated Time : NA