

# 技术说明

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## 在线许可证重置使用说明

### 1. 概述

本文档旨在概述许可证重置过程。此功能允许用户重置许可证，而无需联系 PTC 技术支持团队。

### 2. 前提条件

- 激活的许可证 ID
- 拥有 My Kepware 或 PTC eSupport 网站登录帐户

### 3. 注意事项

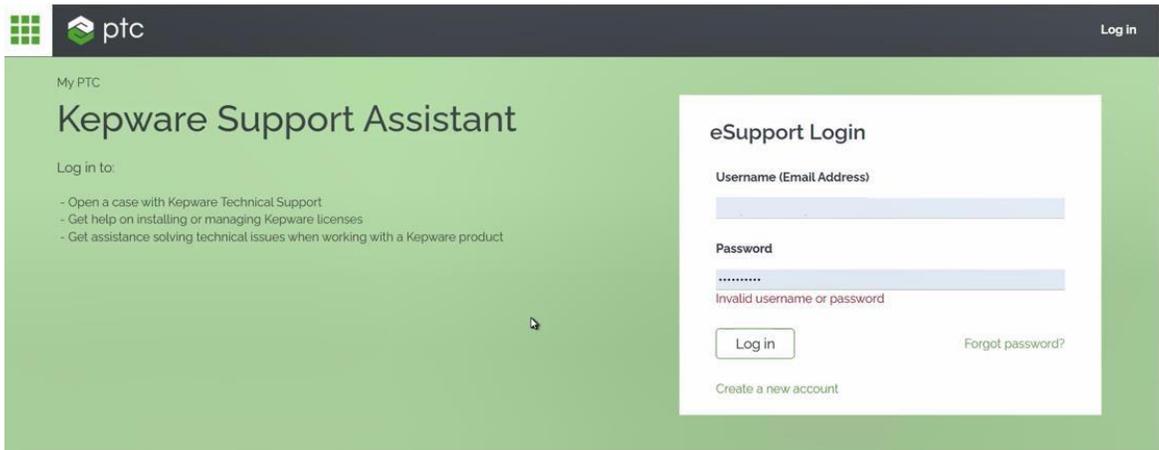
- 用户可以每 365 天重置一次单个许可证
- 用户可以每 31 天重置一次许可证
  - **注意:** 绑定到同一 HostID 的多个许可证可以在同一过程中重置，并算作单个许可证重置。
- 如果您从首选分销商或授权经销商处购买了许可证，该合作伙伴必须代表您完成许可证重置过程。
- 如果许可证 ID 不符合自动重置条件，系统会自动创建支持案例。
- **提示:** 首选分销商和选定的授权分销商拥有无限重置功能，以支持其客户群。

## 4. 操作流程

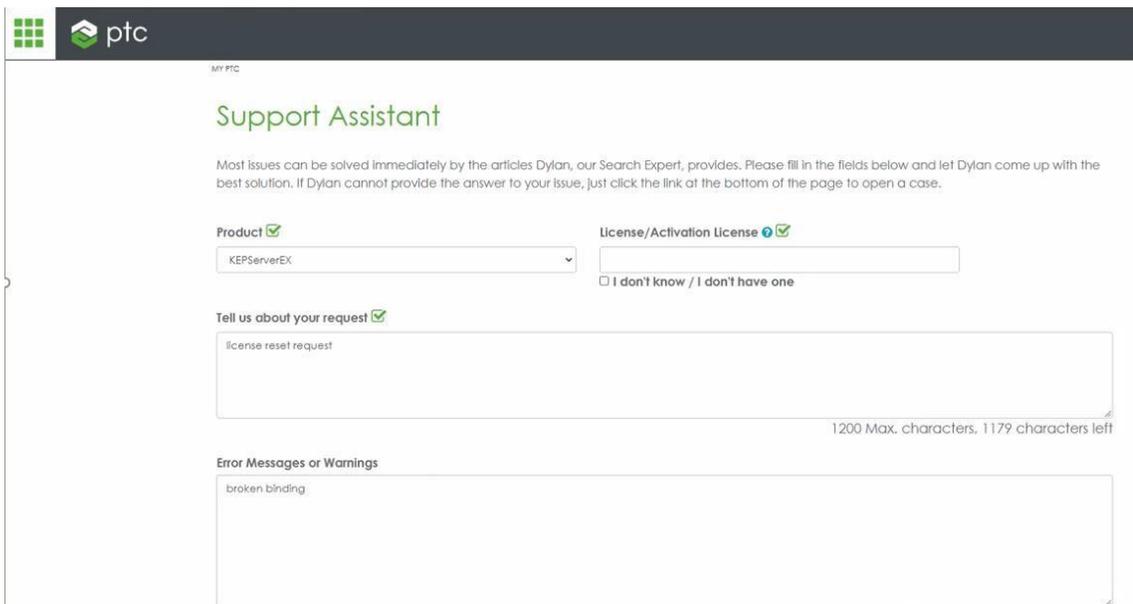
1. 登录 My Kepware 并单击“**Submit a support ticket**”。



2. 当您被重定向到 PTC 电子支持网站时，请使用您的 My Kepware 帐户信息登录。



3. 在“支持助手”页面上填写相应的字段，然后单击“Submit 提交”。



4. 您应该查看与您的许可证问题有关的信息。如果信息解决了问题，请单击“**Issue Solved** 问题已解决”。如果这些建议仍然不能解决问题，请滚动到页面底部并单击“[here](#)”链接（如下所示）。

3. Enter the **36 character Activation ID** for the license you need reset, as well as a brief description of why you are requesting a reset, and submit the case
4. Technical Support engineer completes request and notifies customer
5. Customer then uses the same **36 character Activation ID** as if it were a brand new license being deployed for the first time
  - o CAUTION: Make sure to check the **Support End Date** in the License Utility on the server, if it is incorrect you may need to [Download and Import the Support Renewal File](#) as well

If you are still unable to solve your issue, click [here](#)

[Issue Solved](#)

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[Issue Solved](#)

5. 您将被重定向到另一个页面。填写表格并单击“**Open a Case** 打开案例”。

# Support Assistant

Fill out the information below in order to open a case. We will do our best to get back to you as quickly as possible.

**Product** License/Activation License

KEPServerEX

**Description**

license reset request

**Error Messages or Warnings**

broken binding

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## Final information required to submit your request

**Release**

6.11

**Datecode**

6.11.764.0

**How does this issue impacts you?**

Severity 1 - Business Critically Impacted

**Which specific area does your issue relate to?**

Licensing - Machine Crash / Hardware Change (License Inacc

I intend to submit data to PTC for this Case that is subject to U.S. CUI regulations. [More Information](#)

I intend to submit proprietary data for this case that must be subject to a non-disclosure agreement. [More Information](#)

Open a Case





6. 如果您的许可证符合重置条件（根据本文档开头列出的条件），则会出现一个屏幕，您可以在其中选择要重置的许可证，然后单击“Return Selected Licenses 返回所选许可证”。

● **注意：** 许可证重置工具会列出与支持凭证中提交的许可证 ID 的主机 ID 相关联的所有许可证 ID。这允许在发生硬件故障或其他需要重置许可证的灾难性事件时，重置安装在同一操作系统上的多个许可证

## Support Assistant

### Return Kepware License

Here is List of Licenses associated with this machine

Select the License you wish to return

License ID(s)	Unselect All
4c17-93f8-f153a9b7d6a9 D-	<input checked="" type="checkbox"/>

The selected Licenses will be returned for activation on a new Host Id.

A case will be opened as a record of this action

Return Selected Licenses

Or, if this isn't what you were looking for and still additional support,  
[Open a Support Case](#)

7. 您现在可以重新激活许可证。

## Support Assistant

### Return Kepware License - Success

Following Licenses were returned successfully from Host ASERVETA30L1

License ID(s)
17-93f8-f153a9b7d6a9

Case 1 has been logged to record this request.  
You will also receive email for this case record.

If you need help activating these licenses on a new machine, refer to knowledgebase article [How to Activate the License in PTC Kepware Products](#)

