

thingworx keppure edge

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ThingWorx Kepware Edge software licenses are activated and transferred through a multi-step process that requires internet access and user access to the web-based My Kepware portal. For detailed instructions, expand the topics below. ThingWorx Kepware Edge should also be **fully installed** with the **license server** before following the steps below.

Activate (offline)

1. Prior to obtaining licenses, determine the Host ID of the host on which the license server is running. To get that information, run the following command:

```
/opt/tkells/<version>/ptcls_cli/ptcls_admin.py --user admin manage-status -- host-id
```

where <version> is the server release version in the format of major.minor versions (i.e. 1.2)

Example host-id that would be provided by command:

```
VM_UUID:A39F4D56-D607-61CF-5D2E-C436B7F29127:8898
```

2. In an internet browser, navigate to the My Kepware portal at <https://my.kepware.com/>. Returning users will be prompted to enter login information, whereas first-time users must create a My Kepware Account to continue.
3. Once logged in, locate **Product Licensing** and then click **Activate Product License**.
4. Copy and paste the Activation ID that you received in your Kepware order confirmation email into the Activation ID field.

| DESCRIPTION | SUBSCRIPTION ACTIVATION ID | 7 DAY EMERGENCY ACTIVATION ID | SUPPORT END DATE |
|--|--------------------------------------|---|------------------|
| ThingWorx Kepware Edge (751 - 1,500 Tags) - Subscription * KWS-KEEDGE3-SUB- | 2c918c30-6480-45c8-b21a-7016820dc883 | Not applicable for licenses that require a Hardware Key | 09/10/2020 |

5. Enter your host id from Step 1 and click **Activate**.

kepware

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Activate Kepware Edge

Not sure how to get started? [How to activate Edge](#)

Enter your Activation ID

Host ID

ACTIVATE

6. Complete all required fields on the form and then click **Generate Activation Response File**.

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Activate Kepware Edge

Activation ID
64sf68z-fa384f68461841s684df-w68145

Host ID
CEE-3PD

End User Information

Please fill out the form below to activate your product.

To receive the full support included within the warranty period or with an active support agreement in place, the licensed software must be registered with the end user and owner of the software. Kepware will use this information for support tracking.

I am the end user

All fields required

Company

First Name

Last Name

Email

Phone

Country/Region

Address

City

State

Zip/Postal Code

Server information

* Indicates Required Field

*** Server Name**

Server Location

Description

- By checking this box I confirm that all representations are correct and that I agree to all terms in the [Export Agreement](#).
- I acknowledge that my personal details will be processed in accordance with PTC's Privacy Policy and that they may be shared with PTC Inc's subsidiaries and members of the PTC Partner Network for the promotion of PTC's products and associated services.
- I acknowledge that my use of this software shall be subject to the terms and conditions of the License Agreement and I agree to be bound by its terms. If I'm acting on behalf of a company, I acknowledge that I am authorized to enter in to this agreement and to bind the company to its terms.

[GENERATE ACTIVATION RESPONSE FILE](#)

7. Save the activation response file.
8. Next, return to the license server and copy the activation response file onto the license server system.
9. Install the license(s) using the following command:

```
/opt/tkells/<version>/ptcls_cli/ptcls_admin.py --user admin manage-entitlement --install <filename>
```

where <version> is the server release version in the format of major.minor versions (i.e. 1.2)
10. View the licenses hosted on the license server using the following command:

```
/opt/tkells/<version>/ptcls_cli/ptcls_admin.py --user admin manage-entitlement --show
```

where <version> is the server release version in the format of major.minor versions (i.e. 1.2).

For troubleshooting related to licensing ThingWorx Kepware Edge, please refer to the [ThingWorx Kepware Edge License Server Manual](#).

Transferring a License (offline)

Transferring licenses is necessary to migrate activation IDs from one license server to another. Moving activation IDs off the license server is a multi-step process.

1. Prior to transferring a license, determine the license server Host ID that the license is associated with. To get that information, run the following command in the license server command line interface:

```
/opt/tkells/<version>/ptcls_cli/ptcls_admin.py --user admin manage-status -- host-id
```

where <version> is the server release version in the format of major.minor versions (i.e. 1.2)

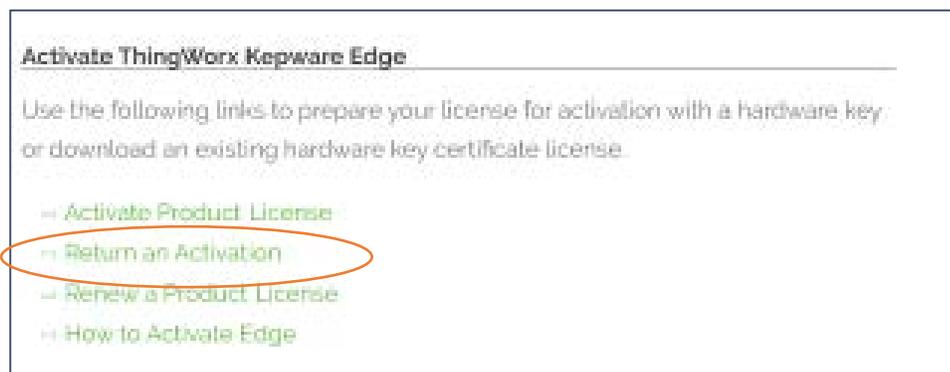
Example host-id that would be provided by command:

```
VM_UUID:A39F4D56-D607-61CF-5D2E-C436B7F29127:8898
```

2. Next, make sure you have the correct activation id that you want to transfer. To get that information, run the following command in the license server command line interface:

```
/opt/tkells/<version>/ptcls_cli/ptcls_admin.py --activation-id id
```

3. To make a request to return a license
 - a. In an internet browser, navigate to the My Kepware portal at <https://my.kepware.com/>. Returning users will be prompted to enter login information, whereas first-time users must create a My Kepware Account to continue.
 - b. Once logged in, locate **Product Licensing** and then click **Return an Activation**.



- c. Enter your **Activation ID**, license server **Host ID** and click **Download Return Request File**.

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Return Product Activation - Start Request (Step 1 of 2)

You are returning the following Activation:

Activation ID
35as544-51651-81c6548684684-c654f86

Host ID
AZI-3DF

DOWNLOAD RETURN REQUEST FILE

Want to return a different Activation ID? [Click here to enter the Activation ID you want to return.](#)

Validate Return (Step 2 of 2)

To complete your return and deactivate your license for use on another machine, upload your return file.

Drag and Drop files here
or

[Upload Files](#)

UPLOAD RETURN FILE

4. Next, return to the license server to remove the licenses from the local license server.
- Copy the return-request file generated in the previous step to the license server.
 - Process that file using the following command:

```
/opt/tkells/<version>/ptcls_cli/ptcls_admin.py --user admin  
manage-entitlement --install <filename>
```

where <version> is the server release version in the format of major.minor versions (i.e. 1.2).
5. Provide confirmation to MyKepware to demonstrate that the licenses have been removed from the server.
- On the license server, Issue the following command:

```
/opt/tkells/<version>/ptcls_cli/ptcls_admin.py --user admin  
manage-entitlement --confirm <filename>
```

where <version> is the server release version in the format of major.minor versions (i.e. 1.2).

- d. This generates a return file to be uploaded to MyKepware to confirm removal of the licenses.
6. Confirm removal of licenses
 - a. Return to the My Kepware Return an Activation screen
 - b. Under Validate Return, select upload file
 - c. Select the location of your return file generated from the license server
 - d. Click **Upload Return File**

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Return Product Activation - Start Request (Step 1 of 2)

You are returning the following Activation:

| | |
|----------------------|-------------------------------------|
| Activation ID | 35as544-51651-81c8548684684-c654f86 |
| Host ID | AZI-3DF |

DOWNLOAD RETURN REQUEST FILE

Validate Return (Step 2 of 2)

To complete your return and deactivate your license for use on another machine, upload your return file.

AZI-3DF Return File.txt X

UPLOAD RETURN FILE

7. To apply the activation ID to a new license server, follow the **Activate (offline)** instructions.

Note: This is necessary to use the activation IDs on another license server.

For troubleshooting related to licensing ThingWorx Kepware Edge, please refer to the [ThingWorx Kepware Edge License Server Manual](#).