License Rehosting Process for PXC Controllers

Product Class: Field Panels

Creation Date: 8/26/2009 12:55:43 PM
Last Modified Date: 10/6/2009 4:38:50 PM

R E F E R E N C E

License Rehosting Process for PXC Controllers
by Jeff Bergstedt, Field Support

A license may have to be rehosted if one of the following occurs:

• If a License Manager LIC file is received, but not accepted by the field panel, and it is discovered that an incorrect Host ID created the license. that license must be rehosted.
•If the original field panel that the license was created for is permanently damaged and needs replacement.

The rehosting process involves sending all of the following information to customer service via email at: sitekeys.us.sbt@siemens.com.

• Job name
• PO#
• Attached original LIC License Manger file
• The new or corrected ID_STRING
• Explanation of what services are required

NOTE: Do not use screen captures. Instead, paste text for the ID Strings into the email.

If you have any specific questions regarding this subject, please call Field Support.

Author: Swaneys
Document ID: SJS-M1C-CCBF