



## SIEMENS CORRUPTED LICENSE RECOVERY

Doc Number : ICP-DOC-SIEMENS

Revision : 0

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# SIEMENS CORRUPTED LICENSE RECOVER WITH SIEMENS SUPPORT

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SIEMENS CORRUPTED LICENSE RECOVER DOCUMENT

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N/A

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SIEMENS CORRUPTED LICENSE RECOVERY

Prepared by:

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### 1. Introduction

#### 1.1 Purpose

The objective of this document is to explain clear instructions for the corrupted license recover from a crashed PC with the support from Siemens Support team.

### 2. Instructions:














To recover a license from Siemens for their software products, the specific procedures can vary depending on the product and the licensing agreement. However, here's a general guideline you can follow:

- **Contact Siemens Support:** The first step is to get in touch with Siemens support. You can usually find contact information on their website. Explain your situation and let them know that you need to recover a lost license.
- **Provide Necessary Information:** Siemens support will likely ask you for some information to verify your identity and ownership of the license. This may include details such as the product serial number, your company information (if applicable), and any proof of purchase or license agreement documentation you have.
- **Follow Instructions:** Siemens support will then guide you through the process of recovering your license. This might involve providing you with a new license key or helping you access your account on their licensing portal.
- **Install License:** Once you have the necessary information or new license key, follow the instructions provided by Siemens to install the license on your system. This usually involves entering the license key into the software's licensing interface.
- **Activation:** Depending on the product, you may need to activate the license online or through an activation server provided by Siemens. Follow the activation process carefully to ensure that your license is properly activated and ready to use.
- **Testing:** After installing and activating the license, it's a good idea to test the software to make sure that the license is working correctly. Try using the features that are covered by the license to ensure that there are no issues.

## 3. Procedures to follow recover a License:

1. In Automation License Manager application check the License status, it shown like a 'X' is License key if it is corrupt.

License status in automation license manager:

Icon	Description
	Status of license keys unknown
	License key "OK"
	License key in use when last queried
	License key is corrupt (recover with support from hotline)
	Inactive - status of license keys unknown
	Inactive - license key available but not activated
	Inactive - license key is corrupt (recover with support from hotline)
	Regular utilization time of a time-limited license key has expired
	Additional grace period for utilization of a time-limited license key
	Additional grace period for a time-limited license key that was being used at the time of the request.
	Regular utilization time and additional grace period of a time-limited license key has completely expired
	The allotment of license keys has been exhausted; no other license keys are available.
	The license key cannot be transferred.

2. Once License is corrupted, we need to take support from a Siemens Support Team, Open the website: <https://support.industry.siemens.com/cs/start?lc=en-US>



- Click a Support request, with correct login ID. (Check your profile all mandatories are filled), If not that login ID can't to create request.

Support Request
Site

Create Request

Use our online form for specific proposed solutions or send your technical question directly to a product specialist at Technical Support:

> Create support request

Status of your requests

Track the status of your Support request online. An overview of your request can be found here:

> Status of your requests

- Click Create support request

Home
mySupport
Support Request

Product Support
Forum
mySupport


Create New Support Request

Product search
Problem description
Check and submit
Confirmation

Product search

About which product do you have a technical question?

☐ Licensing / Authorization ⓘ



Creation of a Support request

With the "Support Request" form you can transmit your request directly to the Technical Support. Describe your issue in just a few steps, and while doing so already receive proposed solutions from our comprehensive range of information.

**What benefits are covered by basic support? How can you benefit from additional services?**

> Find further information here

**Your service contracts**

At the moment no contract information is assigned to you

> Find further information here

- Enable License /Authorization

Licensing X

☒ Licensing / Authorization ⓘ

Select one of the following products

☒ Authorization
☒ SINUMERIK License
☒ SIMATIC MODBUS License

- Expand Authorization
- Select the WinCC Classic License in that list.



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**Product search**

About which product do you have a technical question?

**Licensing** Enter a product or an order number or click the search icon **Find** ☒ Licensing / Authorization

Select one of the following products

<input type="checkbox"/> Authorization	
<input type="radio"/> Authorization	
<input type="radio"/> CHAdEMO License	
<input type="radio"/> DIGSI License	
<input type="radio"/> Historian License	
<input type="radio"/> License Key	
<input type="radio"/> Motion Control License	
<input type="radio"/> Online Software Delivery (OSD)	N.N.
<input type="radio"/> PCS 7 License	
<input type="radio"/> SIMATIC IT License	
<input type="radio"/> SIMATIC NET License	
<input type="radio"/> Simocode ES License	
<input type="radio"/> SIMOTION License	6AU18
<input type="radio"/> SINAMICS G License	6SL30
<input type="radio"/> SINAMICS License Performance 1 6SL3074	6SL3074-0AA01-0AA0
<input type="radio"/> SINAMICS License Safety for Comp.Flash Card	6SL3074-0AA10
<input type="radio"/> SINEMA License	
<input type="radio"/> Sinutrain License	
<input type="radio"/> SIPLUS RIC License	6AG6003
<input type="radio"/> Softnet License	
<input type="radio"/> STEP 5 License	
<input type="radio"/> STEP 7 Classic License	
<input type="radio"/> STEP 7 TIA Portal License	
<input type="radio"/> WinAC License	
<input checked="" type="radio"/> WinCC Classic License	
<input type="radio"/> WinCC flexible License	
<input type="radio"/> WinCC Runtime classic License	
<input type="radio"/> WinCC Runtime TIA Portal License	
<input type="radio"/> WinCC TIA Portal License	
<input type="checkbox"/> SINUMERIK License	
<input type="checkbox"/> SIMATIC MODBUS License	

**Cancel** **Next**

**Creation of a Support request**

With the "Support Request" form you can transmit your request directly to the Technical Support. Describe your issue in just a few steps, and while doing so already receive proposed solutions from our comprehensive range of information.

**What benefits are covered by basic support? How can you benefit from additional services?**  
[Find further information here](#)

**Your service contracts**  
At the moment no contract information is assigned to you  
[Find further information here](#)

8. Click Next, Fill the all the required sections like

- Automation License Manager Software version
- Reason for license corrupted
- License Details (Attached in file section)

Below reference Picture attached:

### Create New Support Request

Product search
Problem description
Check and submit
Confirmation

#### First help for the selected product

WinCC Classic License

- Frequently asked questions (FAQ)
- Manuals
- Downloads
- Forum entries
- Application examples
- Certificates
- Services

#### Description

Add relevant keywords to describe your request \*

Automation License Manager (ALM) up to date? (V6.0 SP9) \*

Do your License Keys still show in the ALM?

Are your License Keys defective?

Please select the defective license key and click on License Key > Recover. Send us a screenshot of the recovery window and keep it open until you have entered the activation code.

How to install a Trial License Key

Have you already used a Trial License Key for this version?

Start your software. At some point you will be prompted that no valid license key could be found. If you haven't done so yet, you will be given the option to activate a Trial License Key.

\* = required

#### Details and attachments

Detailed description of your request \*

We have siemens License for WinCC Audit for runtime Advanced , Installed PC is crashed . Here below attached the License details.

Remaining characters 1870

You can add files to your request, for example screenshots, log files or projects. Pack the files into a ZIP archive. The maximum size is 10 MBs. If you want to attach larger files, check the Fileshare Service box below.

Move your files ("Drag and drop") into this field or click to select files.

Remaining: 9.7 MB


☒ Ecol-6AV21070RA000BH0-SVPP51535850.pdf 302.7 KB

☐ Fileshare Service

Cancel
Back
Next

- Click next and send a support request.
- Once the support request is sent to siemens team, they replied by mail or same Siemens support website (Request sent login ID). In that message they mention service request accepted and service request number.

For reference Picture attached:




Thank you for your Support request  
You will receive an e-mail soon.



Your request was passed on to our Technical Support under the following Service Request Number: 1-7463699579

This request in the Siemens Industry Support App:

Scan the QR code with your mobile device to submit the request. View the [Siemens Industry Support App](#)

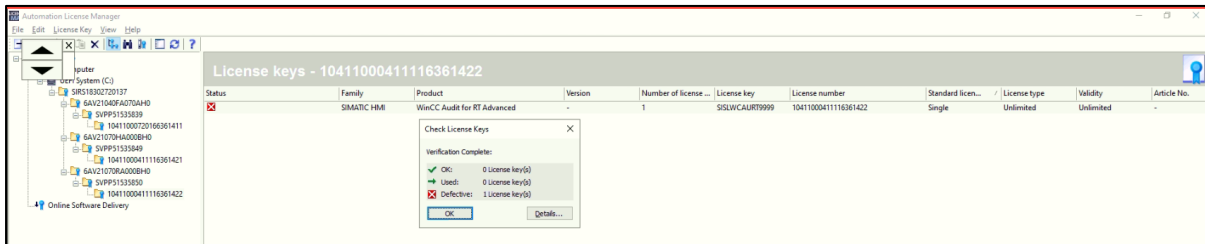


If you have not yet installed the Siemens Industry Support app, you can download it here.

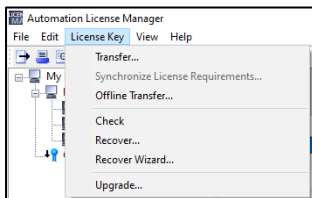





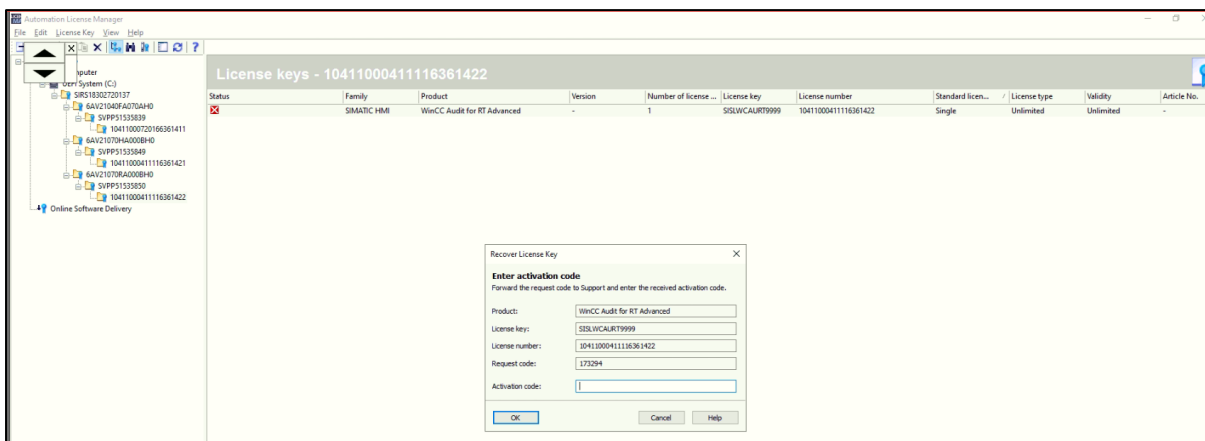
11. Once receive the request number we can start the open automation license manager.
12. Select the HDD in where you installed your license. (For eg., C Drive, D Drive)
13. Open respective license folder highlight the license which is defected, right click the license and click check option to display the License status.



14. Go to the top menu find out "License Key", and choose "Recover" in the list.



15. Once recover is clicked one popup will be displayed with license details,



16. Take a screenshot and inform the license key to siemens team in same message box, with in that message give the request code and license number and sent message.

## For reference:

Product: WinCC Audit for RT Advanced

License key: SISLWCAURT9999

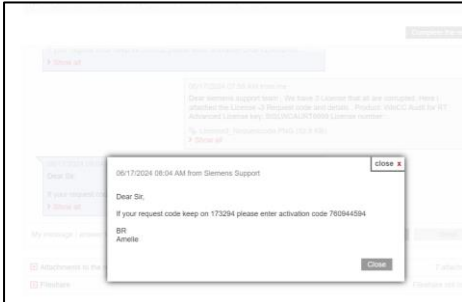
License number: 1041100041116361422

Request code: 173294

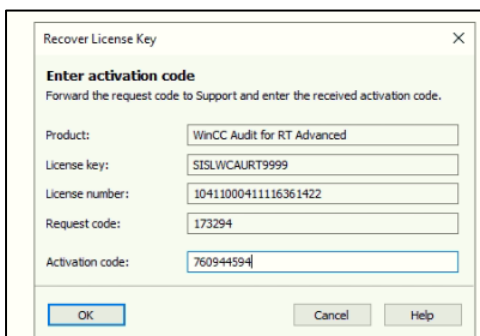
17. Wait for few minutes for siemens reply they will provide the activation code.

**Note:** keep the interface (Recover popup Open) till siemens give you the activation code because the activation code changed every time according to the request code.

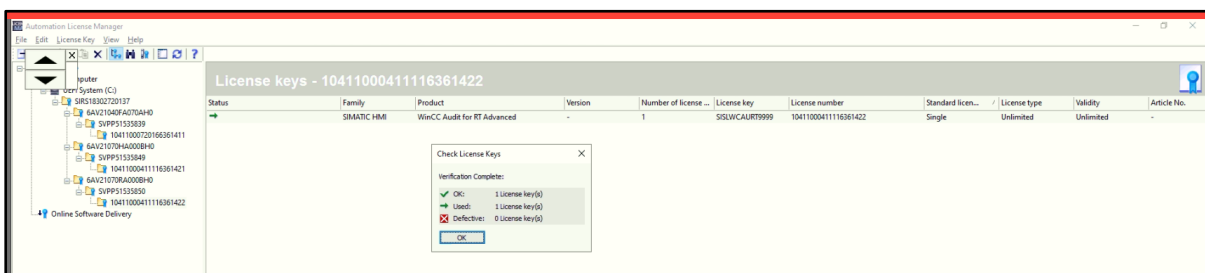
Siemens Reply for reference:



18. Enter the activation code in recover Popup and click OK.



19. Once license is activated, check the license status.



20. Now license status is verified (OK- 1 License key), then start runtime(IPC) in Siemens Application.

## 4. Reference Video Link for License recover

Here attached the video link for reference

<https://youtu.be/CNv6t7MAraw> --- Link.