



WebKey Account - FAQs

Q. What is a WebKey Account and why is it important?

A WebKey Account is a custom account that will give you access to the web tools and services available at <http://www.siemens.com/gtac> including:

- License file retrieval and product passwords
- Emergency licensing requests
- Downloads of software and patches from the FTP server
- Certification information tables – certified system and configuration information for products
- Solution Center – our searchable Symptom/Solution database
- Electronic Call Handling – Incident Report logging and status (QTAC)
- Documentation – Product documentation, White papers, FAQs, Newsletters
- Newsgroups – BBSNotes and vBulletin News servers

A WebKey account allows you to control the username and password used to associate you with your company. Through this authentication scheme, we can control access to services, information and also guarantee the privacy of all customer data.

After your WebKey account has been created, **make sure to write down your WebKey username and password**; the system will ask you for this information when you access any of the WebKey-controlled documents or applications. **You need to enter this information only once per browser session.**

Q. How can I obtain a WebKey Account?

To request a WebKey account, access the <https://plmapps.industrysoftware.automation.siemens.com/webkey/> web page; then provide the following information:

- Your **SoldTo ID** (or Server ID) or **Installation ID**
- **WebKey Access Code** or **LMHOSTID**

If you have a SoldTo ID, your SoldTo ID and WebKey Access Code are located at the top of your license file. This is all you will need to create your account. You can skip the remaining information and go on to the next question.

If you do not have a SoldTo ID, you will have an Installation ID. Your Installation ID is directly under the "sold to" information on your shipping order. The second piece of information will depend on which product set you have. Unless indicated in the exception list below, all other product sets (NX I-deas V11 and earlier, Teamcenter Enterprise, SLATE, Imageware and Artisan) will require that you also input your LMHOSTID to establish a WebKey account.

The installation programs will provide the LMHOSTID of your local system. To obtain the LMHOSTID of the machine on which the program is licensed, use the following:

- on UNIX systems, use: **\$SDRC_INSTL/sec/lmhostid**
- on Windows systems, use: **%SDRC_INSTL%\sec\lmhostid.exe**

For Teamcenter Enterprise, use the following to obtain the LMHOSTID of the machine on which the program is licensed:

- on UNIX systems, use: **\$MTI_ROOT/install/lmutil lmhostid**

- on Windows systems, use: `%MTI_ROOT%\lmutil lmhostid`

This command will need to be run on the system that is your license server. Please note that you may need to copy the lmutil.exe from your corporate server's MTI_ROOT install directory to your license server system.

If you cannot find the required information based on the instructions given, refer to your installation guide for more detailed information.

Exceptions: The following Product Sets are exceptions and will instead require the following information:

- **Femap** - *Femap requires a SoldTo ID (without the 5 leading zeroes), for those starting in this manner. The SoldTo ID is included in the shipping documents sent with the Femap media. And*
 - If you are using a Dongle, you will need to supply a portion of the Serial Number. To obtain the serial number, you can select the *Help* pull-down menu, then select *About* while in the Femap application. The window that opens will display the *Serial Number*. You will need to enter a portion of this Serial Number. For example, if the Serial Number is "900-4H-NT-1234567F", you should only enter: 4H-NT-1234.
 - If using FLEXlm, you will need to supply the LMHOSTID.
- **Teamcenter Project** - *This product set will require an Installation Number and the IP Address of the licensed machine. To get the IP Address of the licensed machine, run the *JDOT Server Administrator*. Select the *Server* tab and look at the *Server Host Address*.*
- **Teamcenter Integrator** - *This product only requires an Installation Number.*
- **SLATE** –
 1. UNIX – Solaris: *hostid*
 2. UNIX – HP: *uname -l*
 3. Windows:
 - a. Disk Serial Number: The Volume serial number of the C: drive. This can be obtained by simply changing to the C: directory in a DOS window and typing "*dir*". At the top of the listing of files, you will find an 8 digit hexadecimal number that is the volume serial number.
 - b. MAC address: Type "*ipconfig -all*" at the DOS prompt. Then locate the 12 digit hexadecimal number for the Physical Address of the Ethernet card.

Q. Why is it that sometimes I'm asked to log in and other times I'm not?

WebKey web servers utilize "session cookies" to keep track of your login. Once you've logged in your session cookie is set and you will not have to log in again. However, if you quit your browser, the cookie is deleted and you will have to log in again.

Q. I'm entering the correct information, but I still can't log in. Why?

WebKey web servers use "cookies" to keep track of who has logged in. If your Web browser is configured to reject all cookies, you will not be able to log in. If your browser is accepting "cookies" and you are still having problems logging in, please contact GTAC at +1 800-955-0000 (USA and Canada) or +1 714-952-5444 and select option 2, then 6 for more assistance.

Q. What are "cookies"? Should I be concerned?

Although some people are afraid of cookies, there's really nothing to be worried about. The WebKey web servers only use "cookies" to keep track of who has logged in, and nothing else. Also, the "cookies" that Siemens PLM Software uses are "session cookies". This means that when you log out of WebKey or close your Web browser, the "cookies" are automatically deleted from your system.

Q. "Cookies" are enabled but I still can't log in. Why?

Be sure you are accessing the full hostname of the server. Siemens PLM Software uses domain "cookies" which require that you must use the domain name to properly log in. At the present time, our domain

name for WebKey controlled tools on the <http://www.siemens.com/gtac> page is ".industrysoftware.automation.siemens.com".

Q. Who do I contact for help with my WebKey account?

If you encounter problems with the creation or use of your WebKey account, call GTAC at +1 714-952-5444 (US and Canada residents may use +1 800-955-0000) and enter option 2, 6 (2, then 6) for support on electronic tools.

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