

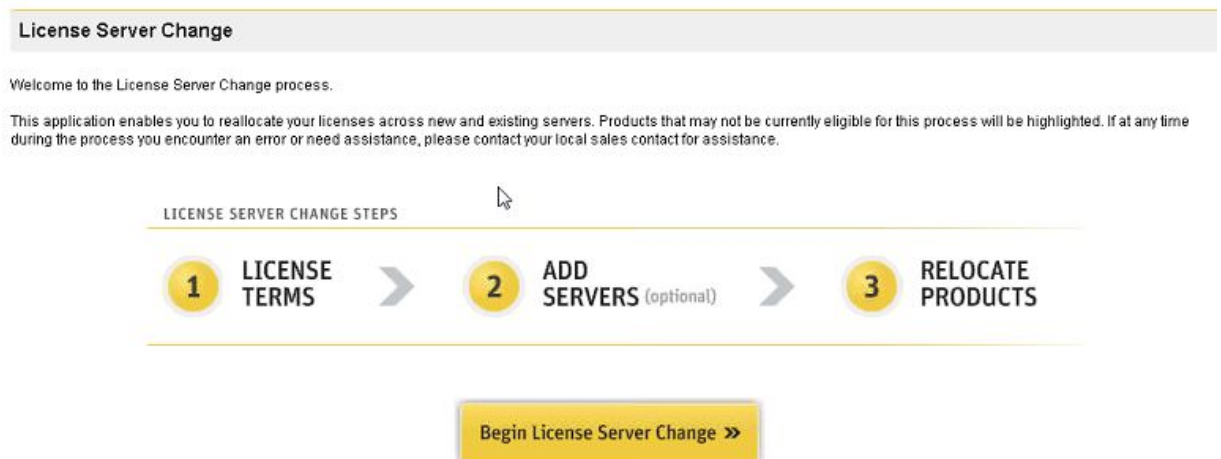
## ANSYS Customer Portal License Server Machine Change

Below are the steps required to complete an online license server change via the ANSYS customer portal.

1. Navigate to the ANSYS customer portal located at [https://support.ansys.com/portal/site/AnsysCustomerPortal/en\\_us](https://support.ansys.com/portal/site/AnsysCustomerPortal/en_us)  
Your ASC (ANSYS Support Coordinator) will have access to the download section and to the License Management Section.
2. Navigate to menu item labeled “License Management” located at the top right hand side of the page.
3. Then choose the option labeled “License Server Change”



4. You will then be presented with the process steps below. Once you are ready to begin the process click “Begin License Server Change”



**License Server Change**

Welcome to the License Server Change process.

This application enables you to reallocate your licenses across new and existing servers. Products that may not be currently eligible for this process will be highlighted. If at any time during the process you encounter an error or need assistance, please contact your local sales contact for assistance.

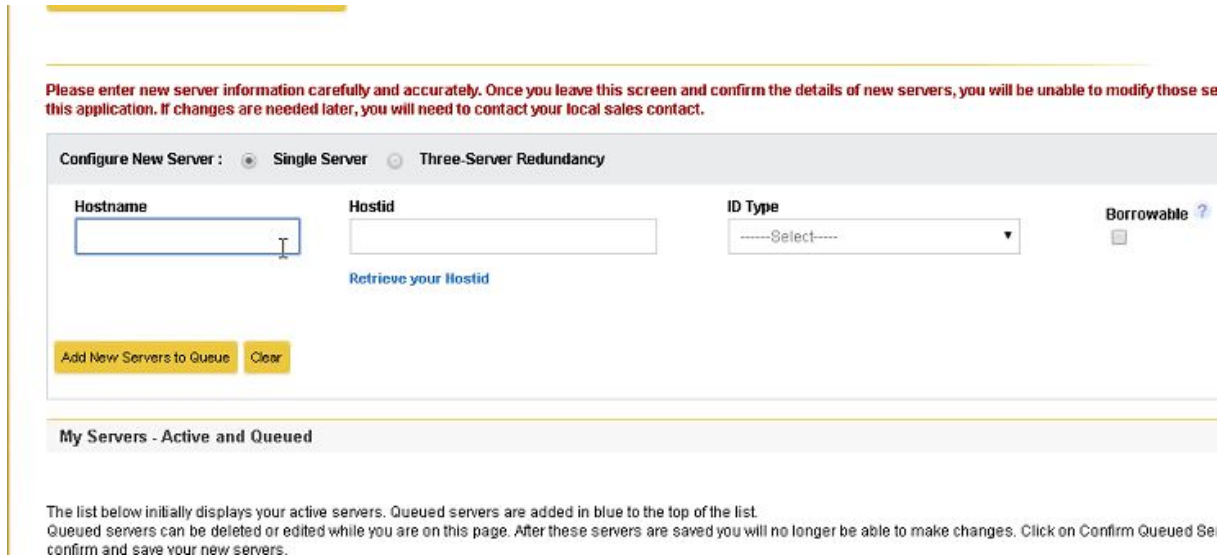
LICENSE SERVER CHANGE STEPS

- 1 LICENSE TERMS
- 2 ADD SERVERS (optional)
- 3 RELOCATE PRODUCTS

Begin License Server Change >>

5. In the following page you will be required to review and either agree or disagree with the Clickwrap Software License Agreement. You also have the option to **Download** a copy of the agreement for you records.

6. After agreeing to the Clickwrap Software License Agreement you will then have the option to enter your new license server information. Once you have entered the new server information and you have verified that the information is correct click *“Add New Servers to Queue”* as shown below



Please enter new server information carefully and accurately. Once you leave this screen and confirm the details of new servers, you will be unable to modify those servers in this application. If changes are needed later, you will need to contact your local sales contact.

Configure New Server :  Single Server  Three-Server Redundancy

Hostname

Hostid

ID Type

Borrowable

[Retrieve your Hostid](#)

**My Servers - Active and Queued**

The list below initially displays your active servers. Queued servers are added in blue to the top of the list. Queued servers can be deleted or edited while you are on this page. After these servers are saved you will no longer be able to make changes. Click on Confirm Queued Servers to confirm and save your new servers.

7. You will then see that the information has been verified by the system. On the next page you will see your new server highlighted in blue. You will have the option to either delete the new server or to edit this information if it is incorrect. If the information is correct click the button labeled *“Confirm Queued Servers”*.
8. After confirming you will have one more chance to review your information before changes cannot be made. If everything is correct click *“Save”*
9. In the next step you will choose in the left column your **“Source Servers”** where the products are currently located, in the right column labeled Destination Servers, you will choose the new server which you are moving the products to. Once you have verified your servers and eligible products click *“Submit for Confirmation”*

**Relocate Products: Step 3 of 3**

1. Select a source and destination server.
2. Select the source products and tasks to relocate and move them to the destination server.
3. If you have another server change to make, repeat process described above as needed.
4. Click Submit for Confirmation after all tasks have been relocated to review and save your changes.

**Note:** There are certain products that may not currently be eligible for this online process and they will appear in the Ineligible Products table. You can process manual server changes for such products through your channel partner or through the ANSYS Sales team at any time.

Source Servers							Destination Servers					
Select Source Server \ Hostid.....							Select Destination Server \ Hostid.....					
Product	Hostname/ Hostid	License Type	End Date	Acct #	# of Tasks	# to Move						
<input type="checkbox"/> Select All												
							>>					
							<<					
Product	Hostname/ Hostid	License Type	End Date	Acct #	# of Tasks							
<input type="checkbox"/> Select All												

10. In the next and final step you will be able to review and confirm the moving of the products to the correct license server. If everything is correct press "Confirm". You will then receive your new license key(s) shortly via the email address belonging to your designated ASC.