

All license requests are handled within 1 to 4 business days.

It is necessary for Teradyne support representatives to first determine what product licenses you are eligible for. If for any reason we are unable to determine your licensing requirements from the information you have provided, we will contact you for additional information.

All license information should be Emailed to CS1@teradyne.com , with the subject line 'License Key Request'.

The following lists the required information for each type of licensing request:

For all licensing requests please provide the following:

- COMPANY NAME:
- TERADYNE CUSTOMER NUMBER (IF KNOWN):
- COMPANY ADDRESS:
- CONTACT NAME:
- CONTACT PHONE NUMBER:
- CONTACT EMAIL ADDRESS:
- SALES ORDER NUMBER FOR NEW LICENSE REQUEST(S) (IF KNOWN):
- SYSTEM MODEL TYPE OR PC NAME: (EX. TS121, 8852, TSSE)
- SYSTEM SERIAL NUMBER: (EX. TS121-110, 8852234, TSSE-010)
- **SOFTWARE PRODUCT** YOU ARE REQUESTING THE LICENSE(S) FOR:

ELAN type

NAVIGATE 5.8.0 and lower
D2B 3.1 or lower
Viper
Geneva
Versa

FlexLM type

Spectrum 5.0
D2B 3.2
XFrame

There are two types of License key tools in use on our products. Please use the appropriate procedure depending on the type of license format you are using.

- **ELAN License Keys** – Obtain the SERVER CODE AND HOST NAME (as listed by the LICENSE MANAGER SW) from the PC that the SW resides on and email it to CS1@teradyne.com along with the above company information.

***Start -> Programs -> Teradyne (GenRad) -> GR Navigate (GR228X)
-> GR License Manager***

- **FlexLM License Keys** – Run the License 2.0 tool and select Registration. Email this .XML registration file and a separate email with the above company information to CS1@teradyne.com.

Start -> Programs -> Teradyne -> License 2.0 -> Registration

PC UPGRADE, PC REPLACEMENT, or LICENSE MOVEMENTS:

- THE OLD PC HOST NAME AND SERVER CODE or XML file.
*Note this information was included in the Email that supplied last key.
- NEW PC HOST NAME AND SERVER CODE or XML file.

D2B Viewer License Requests:

The D2B GenCAM Viewer is only available through the web.

<http://www.teradyne.com/prods/cbt/products/soft-d2b/viewer.html>

The D2B GenCAM viewer is licensed software:

Customers without a Software Support Agreement (SSA) can obtain a 90-Day trial license by registering at:

<http://www.teradyne.com/prods/cbt/products/soft-d2b/requestlic.html>

Customers with a SSA may obtain a permanent license key through the CBTI eKnowledge web site.

To log into the website, click the following link:

<https://ebusiness.teradyne.com/cbti>

If you do not have a web account on eKnowledge, and would like to request one, click the following link to submit a request:

http://www.teradyne.com/prods/cbt/support/sup_eknow_logreq.html