



Frequently Asked Questions

... About the Rational License Key Center

- [What is the License Key Center?](#)
- [What license keys can I manage using the License Key Center?](#)
- [How do I get my license keys once I place an order with IBM the License Key Center work?](#)
- [When I place an order, who gets notified that the license key are available?](#)
- [What is the name of the email account the License Key Center uses to send mail?](#)
- [Does the order email show me the license keys I need?](#)
- [How long does it take for my keys to show up on the License Key Center after I place my order with IBM?](#)
- [What is a Proof of Entitlement certificate?](#)
- [Can I get a replacement Proof of Entitlement certificate?](#)
- [What is a Rational License Key certificate?](#)

... About my account, adding members, and logging in

- [What did IBM use as my License Key Center account ID?](#)
- [Who does IBM set up as default members of a License Key Center account?](#)
- [How can I add other users to my License Key Center account?](#)
- [Can users add themselves to my account without having an administrator manually add them?](#)
- [Why can't I self-register using my recent Rational account number?](#)
- [Why would I have multiple License Key Center accounts?](#)
- [Can I log into multiple accounts at one time?](#)
- [If I am logged into one account, how do log into another account?](#)
- [Can I move my orders or license keys between accounts?](#)
- [Can I consolidate all my license keys into one account?](#)

... About my orders

- [How do I see my orders on the License Key Center?](#)
- [Will the License Key Center show me all IBM orders?](#)
- [Will the Order Details screen show me all IBM products on my order or just Rational products?](#)
- [What is the Sales Order Number shown in the order history pages?](#)
- [What is the Purchase Order Number shown in the order history pages?](#)

... About the migration from legacy Rational license key fulfillment applications

- [Will the License Key Center show my historical orders or will it only work with new orders?](#)

- [How are my historical purchases structured in the License Key Center?](#)
- [I bought software from Rational Corp. and have since migrated to the IBM Passport Advantage program. Where do my license keys show up on the License Key Center?](#)
- [Why can't I see the license keys I got from AccountLink or the ClearCase keys I got from Rational before May, 2006?](#)
- [Can the license keys I got from the License Key Center work with the keys I got from IBM before May, 2006?](#)
- [What is the best way for me to migrate my existing license keys to the License Key Center?](#)
- [What files on my existing hosts contain my license keys?](#)

... About generating license keys

- [How do I get my license key?](#)
- [Why does the License Key Center show two types of ClearCase license keys?](#)
- [What is the difference between the ClearCase FLEXIm and classic ClearCase keys?](#)
- [Why is the License Key Center asking me to get keys from my specific sales orders?](#)
- [Why do some products show multiple license keys on the Select License Keys screen?](#)
- [What do I enter for the number of license keys to generate?](#)
- [What is a host ID and host name and where do I find them?](#)
- [What is the Port number used for?](#)
- [What is the Host Description?](#)
- [What are redundant license servers and how do they work?](#)
- [What hosts are listed in the Existing License Hosts pull-down?](#)

... About returning and moving license keys

- [How do I move a license key to a new host?](#)
- [What does "returning" license keys mean and how does it work?](#)
- [Can I return a portion of the license keys I have generated previously?](#)
- [What should I do after I return the keys?](#)
- [Is there a limit to the number of times I can return a key?](#)

... About Passwords

- [I lost my user ID and/or password. How can I recover them?](#)
- [My user name and password don't work. What's wrong?](#)
- [How do I change my password?](#)
- [How do I change my email address or company name?](#)

... About the Rational License Key Center

What is the License Key Center?

The Rational License Key Center is an online license key procurement and management service that provides you easy access to the keys associated with your IBM Rational products. The License Key Center replaces the legacy "AccountLink" web tool and online ClearCase license key request forms. This new service is hosted by Intraware, Inc., a leader in the electronic licensing industry and is accessible through the IBM web site.

[Back to Top](#)

What license keys can I manage using the License Key Center?

The License Key Center allows you to manage various styles of license keys offered across the Rational product portfolio. These include FLEXlm-based license keys that the legacy Rational AccountLink tool managed for products such as Rational ClearQuest and Rational Suite. The License Key Center also manages classic Rational ClearCase and new FLEXlm-based ClearCase license keys, Rational Apex/Ada keys, and Rational ClearDDTS keys.

[Back to Top](#)

How do I get my license keys once I place an order with IBM the License Key Center work?

When you place an order with IBM for Rational software products, the IBM Site Number associated with your order will be used as your License Key Center account ID and two contacts associated with the order will be setup as default "members" of your account. Those contacts will be sent an email that welcomes them to the License Key Center and gives them a temporary password to log in. Your default contacts will also receive an order email each time an order flows into their License Key Center account. The order email will show the Rational products on the IBM order and will encourage you to visit the License Key Center to get the license keys associated with the order.

[Back to Top](#)

When I place an order, who gets notified that the license key are available?

The "Primary Site Contact" and the "Site Technical Contact" associated with your order will automatically be set as default members of the License Key Center account if their email addresses were provided to IBM at the time of the order placement. These two contacts will be notified by email each time a new order is placed.

[Back to Top](#)

What is the name of the email account the License Key Center uses to send mail?

The License Key Center will send email from rational-license-keys@subscribenet.com with "Rational License Key Center operated by Intraware" as the sender display name. The subject of the email will be "IBM Rational software license keys for your order".

[Back to Top](#)

Does the order email show me the license keys I need?

No. The order email sent by the License Key Center includes a summary of the Rational products on the order. Rational products that do not use license keys will be listed in the email but will show "[NO LICENSE KEY REQUIRED]" in the product description. When you log into the License Key Center you will see a list of license keys associated with the account. You can look up the order using the "View order history" menu and see the keys associated with any given order. Additionally, the [IBM Rational A-Z list](#) has a complete listing of Rational offerings and the components included in each as well as associated license keys.

[Back to Top](#)

How long does it take for my keys to show up on the License Key Center after I place my order with IBM?

License keys for newly placed orders with IBM will typically flow into the License Key Center at the end of each business day.

[Back to Top](#)

What is a Proof of Entitlement certificate?

The IBM Proof of Entitlement certificate (PoE) is a document that IBM sends to customers who purchase software products. The PoE confirms to you the eligible products and level of use for which you are authorized and includes important order information such as your IBM customer number, IBM site number and IBM order number. IBM emails the PoE to the Primary Site Contact on the order by default from the email account "Passport_Advantage@ibm.com" and with the subject of either "IBM Passport Advantage Proof of Entitlement" or "IBM Passport Advantage Express Proof of Entitlement".

[Back to Top](#)

Can I get a replacement Proof of Entitlement certificate?

Yes. Please refer to your IBM sales representative if you cannot locate your Proof of Entitlement certificate and need a replacement.

[Back to Top](#)

What is a Rational License Key certificate?

Prior to October, 2003, Rational issued a License Key Certificate with each order placed. The certificate was a hard copy document included in each shipment and included order information as well as guidance on how to obtain the license keys needed for the products on the order.

[Back to Top](#)

... About my account, adding members, and logging in

What did IBM use as my License Key Center account ID?

For orders placed with IBM since October, 2003, your License Key Center account ID will be your IBM site ID. Each time you place an order against the same site ID, the license keys for that order will flow into the corresponding License Key Center account. For orders placed with Rational prior to October, 2003, your License Key Center account ID will be the Rational account number given to you on the Rational License Key Certificate shipped with your order.

[Back to Top](#)

Who does IBM set up as default members of a License Key Center account?

The "Primary Site Contact" and the "Site Technical Contact" associated with your order will automatically be set as default members of the License Key Center account if their email addresses were provided to IBM at the time of the order placement. Each time the License Key Center adds a new member to an account, they will receive an email that welcomes them to the service and gives them a temporary password they can use to log in. These two contacts will be notified by email each time a new order is placed.

[Back to Top](#)

How can I add other users to my License Key Center account?

There are three ways to add members to a License Key Center account:

1. *Administrators can add members* - any member with administrative privileges can add other members to the account. Select "Account members" from the left-hand menu to see who has administrative privileges. Administrators can add new members by selecting the "Go to new form" button on the "Account members" page.
2. *Users can add themselves* - If it is not feasible for your administrators to add new members, you can have users can add themselves to any account. To do this, select "Don't have a password?" from the License Key Center login page or select "Join new account" from the left-hand menu from within the License Key Center. The form will ask the user to enter their contact information and two pieces of information about the account they want to join. There are pop-up help pages to guide you through entering the account information.
3. *IBM Rational Technical Support can add members* - The third way to add members to your License Key Center account is to provide the member information to Rational Technical Support who can add the members individually or in batch. If you would like to request this service, provide a spreadsheet that includes the License Key Center account ID as well as the first and last name, the postal address including country, and the email address of each user you want to add.

[Back to Top](#)

Can users add themselves to my account without having an administrator manually add them?

Yes. Users can add themselves to any account by either selecting "Don't have a password?" from the License Key Center login page or by selecting "Join new account" from the left-hand menu from within the License Key Center. The form will ask the user to enter their contact information, the IBM site number or legacy Rational account number (the License Key Center account they want to join) and a sales order number corresponding to that site ID or account number.

[Back to Top](#)

Why can't I self-register using my recent Rational account number?

The self-registration (or "Join new account") feature will ask you to enter your IBM site number or a legacy Rational account number. If you choose to enter your Rational account number, it must be an account number issued prior to October, 2003. Starting in October, 2003, IBM issued licensing account numbers to allow customers to gain access to their keys via the Rational "AccountLink" web tool, but the account numbers were shared amongst customers. Therefore, to ensure your data privacy, the License Key Center only allows legacy Rational account numbers issued before October, 2003

[Back to Top](#)

Why would I have multiple License Key Center accounts?

License Key Center accounts correspond to your IBM site numbers and to your legacy Rational account numbers. You will have multiple License Key Center accounts if you have multiple IBM site numbers or if you purchased software from Rational prior to October, 2003, and have since bought Rational products from IBM.

[Back to Top](#)

Can I log into multiple accounts at one time?

No. If you have multiple accounts, the License Key Center will ask you to select the account you wish to log into after you enter your password.

[Back to Top](#)

If I am logged into one account, how do log into another account?

If you have multiple accounts, you will see a menu selection called "Switch account" on the left-hand menu bar. Selecting "Switch account" will show you the list of accounts to which you are a member and allows you to log into any of the accounts by selecting the account ID from the list.

[Back to Top](#)

Can I move my orders or license keys between accounts?

No. The license keys that appear in your License Key Center account are driven from the license part numbers on your IBM sales order when you purchased your software. The sales order is associated with the IBM site number that was listed on the order. The IBM site number is your Rational License Key Center account ID. Since IBM does not allow you to move the license part numbers between IBM sites, you cannot move your license keys between accounts. Contact your IBM sales representative if you need to move license part numbers between sites in the IBM systems. Changes made to your information in the IBM system will be reflected in the License Key Center.

[Back to Top](#)

Can I consolidate all my license keys into one account?

The license keys that appear in your License Key Center account are driven from the license part numbers on your IBM sales order when you purchased your software. The sales order is associated with the IBM site number that was listed on the order. The IBM site number is your Rational License Key Center account ID. Since IBM generally does not move the license part numbers between IBM sites, you cannot move your license keys between accounts. Contact your IBM sales representative if you need to move license part numbers between sites in the IBM systems. Changes made to your information in the IBM system will be reflected in the License Key Center.

[Back to Top](#)

... About my orders

How do I see my orders on the License Key Center?

Select "View order history" on the left-hand menu to see a list of orders associated with your account. Select the Sales Order Number to see the order details or select "License keys for this order" to see the keys associated with the order.

[Back to Top](#)

Will the License Key Center show me all IBM orders?

The License Key Center will show any IBM order that includes a Rational product on the order. If your IBM order only includes non-Rational software products, you will not see it on the License Key Center.

[Back to Top](#)

Will the Order Details screen show me all IBM products on my order or just Rational products?

The Order Details screen will show only the Rational products on your order.

[Back to Top](#)

What is the Sales Order Number shown in the order history pages?

The Sales Order Number shown in the order history pages is the IBM order number associated with your IBM purchase or your Rational order number for orders placed prior to October, 2003. Please note that this term is synonymous with the IBM Order Reference Number.

[Back to Top](#)

What is the Purchase Order Number shown in the order history pages?

The Purchase Order Number shown in the order history pages is your purchase order number associated with the order.

[Back to Top](#)

... About the migration from legacy Rational license key fulfillment applications

Will the License Key Center show my historical orders or will it only work with new orders?

You can use the License Key Center to get keys for new and your historical Rational software purchases. You can see the historical sales orders associated with your account using the "View order history" menu selection.

[Back to Top](#)

How are my historical purchases structured in the License Key Center?

Software purchased since October, 2003 - If you purchased your Rational products from IBM since October, 2003, you will have a License Key Center account with an account ID that corresponds to the IBM Site Number associated with the original software license purchase. The account will show any license purchases associated with that IBM site. For example, if you purchased 100 licenses of IBM Rational Suite and the IBM Site Number associated with your order was 000012345, your License Key Center account ID will be 000012345 and your Rational Suite license keys will be listed under that account.

Software purchased prior to October, 2003 - If you purchased your Rational products prior to October, 2003, you will have a License Key Center account with an account ID that corresponds to the Rational account number printed on your License Key Certificate provided to you at the time of your original software purchase. This is the account number you may have used to get license keys from the legacy "AccountLink" license key fulfillment tool (e.g. 12345US-0-123).

[Back to Top](#)

I bought software from Rational Corp. and have since migrated to the IBM Passport Advantage program. Where do my license keys show up on the License Key Center?

The License Key Center will associate your license keys with the original order. If you purchased software outside of the Passport Advantage program (PA) and have since migrated the support for those entitlements to PA, your license keys will still be available in the License Key Center under the original sales order which is associated with either the IBM site number or the legacy Rational account number associated with the original purchase. For example, let's say you purchased Rational ClearCase from Rational Software Corp in 2002 and have since migrated that entitlement to IBM Passport Advantage. The ClearCase license keys will be available in the License Key Center under the original sales order number issued in 2002.

[Back to Top](#)

Why can't I see the license keys I got from AccountLink or the ClearCase keys I got from Rational before May, 2006?

The License Key Center is a significant step forward in the area of license key management and fulfillment in that it is a single interface for all Rational keys and replaces a number of separate legacy licensing systems. Since the data structure of the License Key Center is quite different and more robust than the legacy systems it replaces, it was not feasible to migrate your existing license key registrations to the License Key Center. This was done in the interest of ensuring you have a fresh and accurate data baseline from which to build moving forward.

[Back to Top](#)

Can the license keys I got from the License Key Center work with the keys I got from IBM before May, 2006?

The License Key Center gives you much more traceability and asset management capabilities than the legacy Rational licensing applications. To maximize your potential for managing your license keys within your environment, you should cease using the license keys you obtained prior to May, 2006, and get them again through the License Key Center. Additionally, we encourage you to revisit your Rational license key deployment strategy across your environment and make sure your keys are deployed in a way that makes sense for you.

[Back to Top](#)

What is the best way for me to migrate my existing license keys to the License Key Center?

To maximize your potential for managing your license keys within your environment, you should cease using the license keys you obtained prior to May, 2006, and get them again through the License Key Center, To do this:

1. Locate each host within your environment that has legacy license keys on it
2. Make a copy of the existing license key file for your records
3. Identify the license keys within the file
4. Locate your sales order information associated with your existing keys
5. Navigate to the License Key Center and get the license keys for your existing hosts. Additionally, we encourage you to revisit your Rational license key deployment strategy across your environment and make sure your keys are deployed in a way that makes sense for you.

[Back to Top](#)

What files on my existing hosts contain my license keys?

The table below shows the files on your system that may contain license keys. Please note, if you currently use floating license keys, the license key file is located on your license server machine.

License key type	Installed on..	License key file
Floating or Named User	Rational License Server (FLEXlm-based) on Windows	Program FilesRationalcommonational_server_perm.dat
Floating or Named User keys	Rational License Server (FLEXlm-based) on UNIX/Linu	rational_dir/config/hostname.dat
Floating ClearCase keys	Windows ClearCase server	Select the ClearCase icon in your machine's Windows Control Panel. The keys are listed in the "Licensing" tab.
Floating ClearCase keys	UNIX or Linux ClearCase server	clearcase_dir/license.db
Node-locked keys	Rational Windows products	Program FilesRationalcommonational_perm.dat
Node-locked keys	Rational UNIX products	rational_dir/config/hostname.dat

[Back to Top](#)

... About generating license keys **How do I get my license key?**

Generating a license key for your product is a four-step process: select the key you want, select the sales order against which you want your key associated, enter quantities and host information, then finally generate the key and download it. We recommend viewing the [tutorial video](#) which will walk you through the process outlined below.

Select the license key you want - The main page of the License Key Center will show you a list of license keys associated with your account. Click on the name of the key to move to the next step. If you purchased a bundled offering from IBM, the main page will give you a list of keys that corresponds to the components in the bundle. If you are a ClearCase customer the License Key Center will list two types of ClearCase keys: one for the "classic" ClearCase license manager, and a FLEXlm-based ClearCase key that will work with ClearCase version 7.0 only. In version 7.0 of ClearCase you can choose to use the classic ClearCase license manager or the Rational FLEXlm-based license manager; the choice is yours. Versions of ClearCase prior to v7.0 use the classic license manager only.

Select the Sales Order - After selecting the license key in the step above, the License Key Center will show you a list of sales orders associated with your account that contain the license key you selected. You can then select one or more sales orders from which to associate the keys. For example, if you bought 50 licenses of Rational ClearQuest on sales order 12345 and then purchased 40 more ClearQuest licenses at a later date on sales order 98765, the License Key Center will show you both sales orders and ask you to select which sales orders from which you want to get keys. Select the checkbox to the left of the license key name within each or all sales orders. To the right of the license key name you will see the number of keys available for generation. In the example above, if you want to generate 30 keys from each sales order, place a check next to the ClearQuest key under sales order 12345 and check the box next to the ClearQuest key under sales order 98765.

Select quantities and enter host information - Next, the License Key Center will ask you to enter the number of license keys you wish to generate for each of the sales orders you selected on the previous page. You must enter a value that is equal to or less than the number of available license keys. You will also need to enter some information about the machine (or "host") onto which you will install your keys. Each of the items in the host section (host name, host ID, etc) has a pop-up help window that will give you details about the item. Select the item name to see the popup (e.g. click on "Host ID"). After you enter the host information select "Generate" to create your key.

Download the key - The License Key Center will display the license key on the screen and allow you to download a file containing the key by selecting the "Download keys" button. For both ClearCase and FLEXlm-based keys please carefully read and follow the installation instructions shown on the download keys page

[Back to Top](#)

Why does the License Key Center show two types of ClearCase license keys?

The License Key Center will list two types of ClearCase keys: one for the "classic" ClearCase license manager, and a FLEXlm-based ClearCase key that will work with ClearCase version 7.0 only. In version 7.0 of ClearCase you can choose to use the classic ClearCase license

manager or the Rational FLEXlm-based license manager; the choice is yours. Versions of ClearCase prior to v7.0 use the classic license manager only.

[Back to Top](#)

What is the difference between the ClearCase FLEXlm and classic ClearCase keys?

The ClearCase product line uses a proprietary licensing technology while the majority of the Rational products line uses a common license manager powered by FLEXlm, the industry leading license manager developed by Macrovision, Corp. The "classic" ClearCase license manager will manage only ClearCase and ClearCase MultiSite keys. Rational ClearCase v7.0 will give you the option of using FLEXlm license keys instead of the classic ClearCase keys. Using the FLEXlm ClearCase keys will allow you to put your ClearCase keys on the same license server as your other Rational FLEXlm-based keys like ClearQuest or Rational Suite.

[Back to Top](#)

Why is the License Key Center asking me to get keys from my specific sales orders?

Generating license keys against your sales orders gives you greater ability to control the license key deployments within your environment. For example, if you made a software purchase for a specific project at your site, you can get keys from that specific sales order on the License Key Center. Associating the license keys to the sales orders gives you a way of keeping track of how many keys have been generated for each software purchase.

[Back to Top](#)

Why do some products show multiple license keys on the Select License Keys screen?

Many Rational products are bundled offerings that include multiple components, each having its own license key. If you purchased a bundled product, the License Key Center will show you the keys associated with the bundle on the Select License Keys screen. For example, if you purchased the Rational ClearQuest and ClearQuest MultiSite bundle the Select License Keys screen will show a ClearQuest and a ClearQuest MultiSite key associated with the item you purchased

[Back to Top](#)

What do I enter for the number of license keys to generate?

For floating license keys, you can enter up to the number that is equal to or less than the number of keys you have available. For example, if you bought 100 licenses of Rational ClearQuest, the first time you generate keys against that purchase, you can enter any number between 1 and 100. The License Key Center will then generate a single license key with the quantity built into the license key. In the above example, let's say you bought 100 ClearQuest licenses and wanted to put 80 keys onto your main license server. Enter "80" as the number of keys to generate. The License Key Center will create a single ClearQuest key for you with a quantity of 80 built into the key. This allows you to install the single key on your license server machine and have 80 users running Rational ClearQuest concurrently; each checking out one key from your license server. Once you have generated the key with a quantity of 80, the License Key Center will show that 20 ClearQuest keys are now available.

[Back to Top](#)

What is a host ID and host name and where do I find them?

The host ID and hostname are attributes associated with your host machine. The License Key Center will ask you to enter the host name and host ID of the host on which you will install the keys. The page that asks you to enter your host information is equipped with pop-up help that will give you specific instructions. Select the name of the item (e.g. "Host Name") to view the pop-up help.

[Back to Top](#)

What is the Port number used for?

For FLEXlm floating licensing environments, your client machines will check out license keys from the license server by communicating with the server on a TCP/IP port. By default, Rational client machines will use TCP/IP port 27000. If you would like to force the client and license server to communicate with one another on a port other than 27000, you can enter the port number. It is common for Rational customers to specify the port when configuring the client to communicate with a license server located behind a firewall. Use of the port feature is not required.

[Back to Top](#)

What is the Host Description?

The Host Description is a free-form optional field you can use to enter meaningful information about the host for future reference within the License Key Center. For example, you may want to enter something along the lines of "Corporate license server in the Portland data center" as a host description. This description appears in the License Key Center under "View keys by host" to make it easy for you to recognize your hardware.

[Back to Top](#)

What are redundant license servers and how do they work?

This configuration is optional. Redundant servers are a "team" of three FLEXlm-based license servers that operate together to serve a single pool of license keys. For example, you could configure servers A, B and C as redundant servers to serve 100 ClearQuest and Suite license keys. Servers A, B and C will work together to manage the keys. If one of the license servers becomes inoperable, the other two servers will seamlessly continue to serve your 100 keys.

[Back to Top](#)

What hosts are listed in the Existing License Hosts pull-down?

The "Use Existing Hosts" list will show you any host that has license keys registered to it from the account.

[Back to Top](#)

... About returning and moving license keys

How do I move a license key to a new host?

The License Key Center allows you to move a license key to a new host machine using a three step process:

1. Select the "Return" button first associated with the key you want to return.
2. Update your license key files on the original host to reflect the change.
3. Get a new key for the new host.

[Back to Top](#)

What does "returning" license keys mean and how does it work?

The "View and return keys" feature will show you the license keys you currently have generated and gives you the opportunity to "return" them to your License Key Center account, making them available again. The act of returning the key tells IBM that you will no longer use the key. Once the key is returned, it becomes available again for you to generate for another host. For example, let's say you bought 100 ClearQuest licenses and have generated a floating license key for all 100 licenses for server A. Now suppose you need to replace server A with server B, and therefore you need to move your ClearQuest key to server B. To do this, select "View and return keys" from the left-hand menu and select the ClearQuest license key. On the next screen locate the ClearQuest license key generated for Server A and select the "Return" button. Selecting this will make all 100 ClearQuest keys available again. Next, you should update your license key files on host A. You can then generate a new ClearQuest key for host B.

[Back to Top](#)

Can I return a portion of the license keys I have generated previously?

The return feature will return the entire quantity of license keys back to the available pool. For example, if you currently have a ClearQuest key with a quantity of 100 and you want to return 20, selecting the "return" feature will return all 100 back to the available pool. Once the key is returned you can get a new key for a quantity of 80 for the same host.

[Back to Top](#)

What should I do after I return the keys?

The return function tells IBM that you are no longer using the license key and will make the key available again. Once you use the return function, it is important to update your host machine to reflect the change. If you returned keys for one product, but still have license keys for another Rational product on your host machine, get an updated license key file using the following process:

1. Select "View keys by host" from the left-hand menu
2. Select your host machine from the list of hosts
3. Select the "View Details" button
4. Download a new license key file for your machine
5. Install the new license key file

If you returned all the license keys for your host machine, you can remove the appropriate file:

License key type	Installed on...	License key file
Floating or Named	Rational License Server (FLEXIm-	Program FilesRationalcommon

User	based) on Windows	ational_server_perm.dat
Floating or Named User keys	Rational License Server (FLEXlm-based) on UNIX/Linux	rational_dir/config/hostname.dat
Floating ClearCase keys	Windows ClearCase server	Select the ClearCase icon in your machine's Windows Control Panel. The keys are listed in the "Licensing" tab.
Floating ClearCase keys	UNIX or Linux ClearCase server	clearcase_dir/license.db
Node-locked keys	Rational Windows products	Program FilesRationalcommon ational_perm.dat
Node-locked keys	Rational UNIX products	rational_dir/config/hostname.dat

[Back to Top](#)

Is there a limit to the number of times I can return a key?

The License Key Center will allow you to return the keys associated with each product ordered up to twelve times per year. If you reach the limit contact your IBM sales representative.

[Back to Top](#)

... About Passwords

I lost my user ID and/or password. How can I recover them?

You can use our [Password Finder](#). Just enter your email address and we will email your password information to you.

[Back to Top](#)

My user name and password don't work. What's wrong?

First, passwords are case sensitive; make sure you are entering your password using upper and lowercase letters where appropriate. Also, do not confuse a letter in your password for a number (such as the letter I for the numeral 1). If you cut and paste the information into a window, be careful not to copy any spaces along with the text string. If you are certain that you entered the information correctly and still cannot log in, contact [Support](#).

[Back to Top](#)

How do I change my password?

You can use the [Change Password](#) feature to create a new password for yourself. Before creating your password you will be required to correctly enter your current password. If you don't remember your current password you can use our [Password Finder](#) to have your current password emailed to you.

[Back to Top](#)

How do I change my email address or company name?

We do not allow customers to change their email addresses on their own since their email address is their login ID. Similarly, the company name is what links you with other users within your organization and should only be changed if it is incorrect or if you have changed companies.

If you must change your email address or company name, contact [Support](#).

[Back to Top](#)