

1 Unregister the license service

Run the license service manager **CaessLMSvcMng.exe** on each machine running the license service and

- Go to the **Service** tab
- Click the **Stop** button to stop the license service **CaessLMSvc**
- Click the **UnRegister** button to unregister the license service from the operating system
- Close the license service manager

2 Delete files and shortcuts

Locate the CAESS installation folder, typically **C:\Program Files\Caess**, and delete the

- subfolder **CaessLMSvc**, containing the licensing software
- subfolder **ProTOpX**, containing the applications software

Locate the CAESS program data folder **C:\ProgramData\Caess** and delete the

- subfolder **CaessLMSvc**, containing the licensing configuration and license files
- subfolder **ProTOpX**, containing the applications configuration files

Locate any CAESS desktop shortcuts and delete them.

3 Clean PTC Creo configuration file

Locate the Creo's **config.pro** file. Open the file in a text editor and locate the line containing a line similar to

- **prodevdat C:\Program Files\Caess\ProTOpX\CI*\protk.dat**

Delete the line and save the **config.pro** file.