Note on installing new Matlab versions Nanne van der Zijpp http://www.modelit.nl

Problem description

After installing a new Matlab version and following default instructions (Activate using Internet), Matlab throws a Flexnet License Manager Error and reports: "The hostid of your computer (xxxx) does not match the hostid of the license file.

The following screen is shown:

License Manager Error -9				
8	License checkout failed. License Manager Error -9 The hostid of your computer (0019dbf65002) does not match the hostid of the license file (2d937c). Troubleshoot this issue by selecting the button below or visiting: http://www.mathworks.com/support/lme/R2011a/9 Diagnostic Information: Feature: MATLAB License path: H:\Documents and Settings\zijpp\Application Data\MathWorks\MATLAB\R2011a_licenses\license_DUALCOREXP 64. 166008. R2011a_lic:H:\Drogram_Files (x86)			
)\MATLAB\R2011a\licenses FLEXnet Licensing error: -9,57.			
	[Troubleshoot] Cancel			

Matlab versions affected

2008a, 2011a and all versions in between, installed on Windows computers that do not have a C: drive.

Cause

The License Managers does not work properly on computers that do not have a C: drive

Remedy

Step -1- Remove the license file that is in the License Path Tje license path is displayed in the error screen under "diagnostic information"

Step -2- Restart Matlab

- The activation screen will re-appear.
- Choose "manual activation"

A MathWorks Software Activation	
Activate MathWorks Software	MATTAN
Activation is a process that verifies licensed use of MathWorks products. This process validates the license and ensures that it is not used on more systems than allowed by the license option you have acquired.	MIATLAB SIMULINK ACTIVATION
Activate automatically using the Internet (recommended) Connection Settings	
• Activate manually without the Internet	
< Back Next > Cancel Help	📣 MathWorks

Step -3- Collect data from your computer

Find the computers' hostid and user.

what	how	
hostid	open	a dos box and type the command "getmac". The 12 hexadecimal digits that are displayed
	(with	out the dashes) make up the hostid
user	When	n you open a dosbox for the first time the user name is equal to the current directory

Step -4- Create a license file

- Go to the Mathworks website
- Log in using your Mathworks account
- Go to "my account"
- Go to "Manage Licenses"

It is assumed you did not create a license file earlier for the current computer. If you did, you may select this from the list "Activations" and directly download the license file.

cense Details	Activation and Installation	End User	s and License Conta	cts Passcodes	
Activation Type:	Standalone Named User	Ø	License File	Not Set	
Validate from Product:	Disabled	2	Expiration:		
Activations					Activate
	Activation Label		Activation Date	Activa	nted By

- Select the tab "Activation and Installation"
- Select "Activate"

		🔞 Help				
Activate						
Provide Activation Information						
This activation type supports one licensed end user only. To activate for a different user, first remove the current licensed end user						
Activation Type:	Stand-Alone Named User					
Release to Activate:	R2011a V Looking for a release prior to R2008a?					
Operating System/ Hardware Platform:	×					
Host ID:	How do I find my Host ID?					
Login Name: (Case sen sitive)	How do I find my Login Name?					
Activation Label:	Example: My Work PC					
Note: Activate Prereleases, Trials or Betas. Or Learn More.						
	Cancel Co	ntinue				

- Enter OS, Host ID, Login Name Choose any label The license file will be created ٠
- ٠
- •
- Email the license file to yourself •
- Finish step -2-•

Step -5- Restart Matlab Matlab should now start properly.