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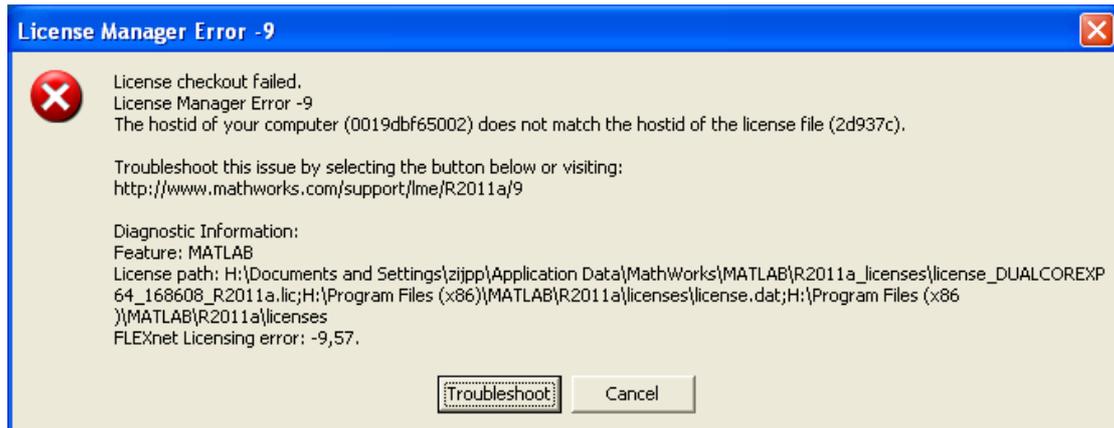Nanne van der Zijpp
http://www.modelit.nl

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

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_168608_R2011a.lic;H:\Program Files (x86)\MATLAB\R2011a\licenses\license.dat;H:\Program 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
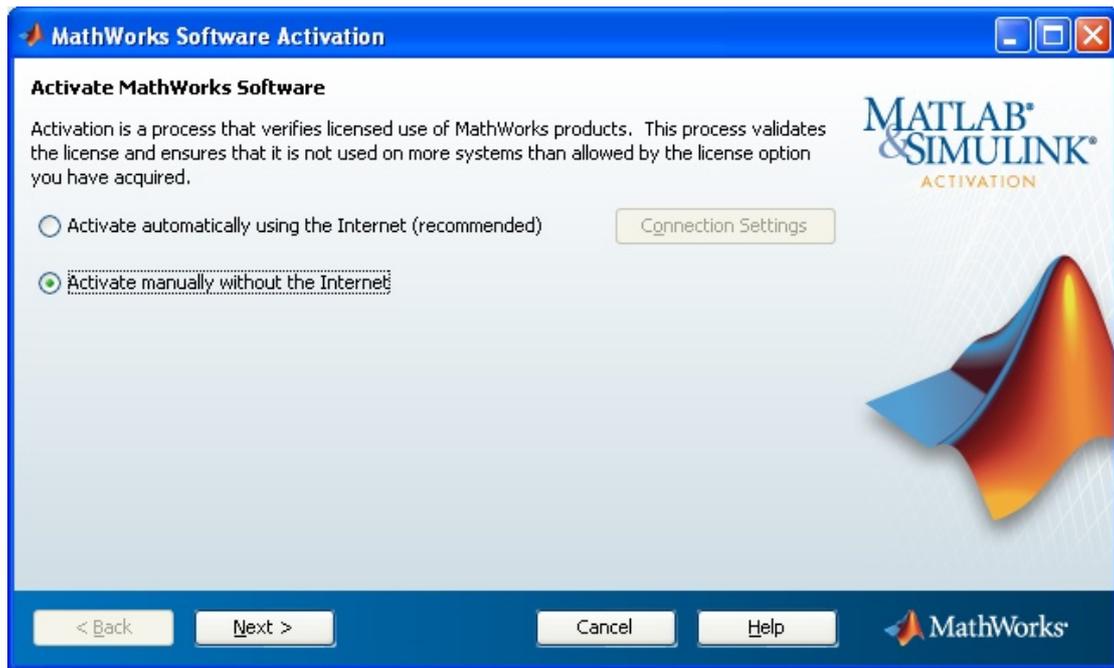The License Managers does not work properly on computers that do not have a C: drive

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"
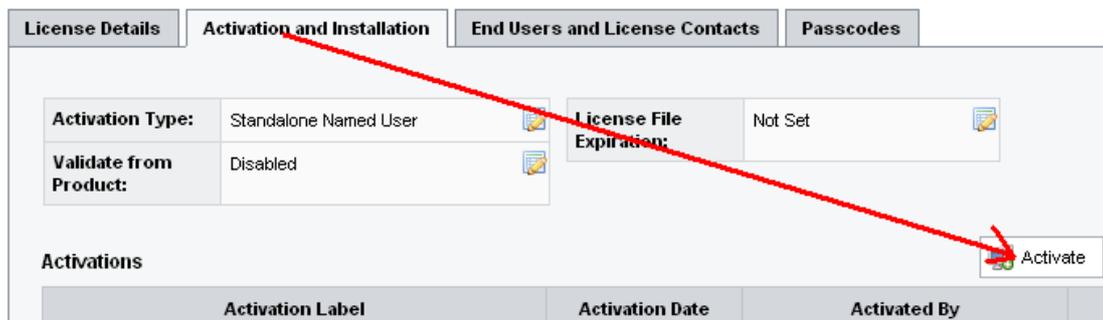
Step -3- Collect data from your computer

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 (without the dashes) make up the hostid
user	When 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.

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

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

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