MATLAB

Error 1) How to renew MATLAB License?
Answer:
Please take the following steps for license renewal:

You do not need to re-install Matlab, to update your license on Matlab:

1. On the Home tab, in the Resources section, click Help > Licensing.

2. Select "Update Current Licenses"

3. Restart Matlab for the changes to take effect

Note: If the client still faces problem send them following instructions:

If you are updating the MATLAB license on a Windows computer, you need to run Matlab with administrator privileges. For more information, read Note 1 below.

If your license has expired and you cannot open a MATLAB session, use the Windows START menu and navigate to your version of MATLAB. Right-click to Activate and choose "Run as administrator."

For example, for Windows 7, and MATLAB 2016a, choose

Start>>(All) Programs>>MATLAB>>R2016a>>Right-click on Activate MATLAB2016a

Respond to the UAC and do the following steps.

1. In the MathWorks Software Activation window, select Activate using the Internet. Click Next.

2. In the Login or Provide License File window, enter your MathWorks Account email address (should be your UT NETID) and your MathWorks Account password. Click Next.

3. In the License Selection window, select 852709 Student - Academic – Total Head Count and click Next.

4. If you are prompted for the Activation Key, contact OIT for the key. In the Confirmation window, click Activate to overwrite the existing license file for the license you have selected.

5. In the Activate Complete window, click Finish.

6. You should now be able to open a MATLAB session.

Note 1. Are you updating the MATLAB license on a Windows computer? If so, the Microsoft Security feature (UAC) often prevents updates from going through. To resolve this, you need to run MATLAB with administrator permission. To do so, right click on your shortcut to MATLAB and select "Run as Administrator". NOTE: Even if you are logged in as an administrator account, UAC prevents administrator access by default.

Error 2) Running MATLAB asks for activate account every time.

Solution:
This issue most commonly occurs as the path in which the license is located is not accessible when you are not using the software as an administrator.

Follow these steps to resolve it:

- Locate your license file
    - If you are using Windows it should be located in the following path: %AppData%\MathWorks\MATLAB\R20XXx_licenses   Note: XXx are the version of your Matlab for eg. R2016b or on this path C:\Users\%USERNAME%\AppData\Roaming
    - For MAC it will be located at the following path: /Users/$USER/Library/Application Support/MathWorks/MATLAB/
- If the license folder is empty
    - Launch MATLAB to trigger the activation client, change the User Name to the user account Login Name when prompted. If the Login Name is changed, the license file will be written to the MATLAB installation directory instead, where the user account can access it.

Error 3) MATLAB is not being installed properly after deleting old one.

Solution:
To resolve this issue you will need to deactivate your old account and follow the detailed instructions on the document attached to install the Matlab.

This is how you can delete/deactivate your old license.
1. Please log into your MathWorks account on https://www.mathworks.com/mwaccount/
2. Select the license you are deactivating
3. Select the install and activate tab
4. Under Related Tasks, on the right side, there will be a deactivate a computer link. Select this link.
5. The activation list should show up now. There will be a X underneath the deactivate column, click on the x
6. Put in your deactivation string in the proper field and select Submit Deactivation String.
7. This will deactivate the computer in our systems.

Attach detailed installation instructions for the student.

Error 4) MATLAB License Manager Error-9
Solution:

There are two common causes for the Error you are receiving
- MATLAB License file was activated for a different computer/user account.
- MATLAB License is already running under a different user account on the computer.

To resolve this issue:
- You will need to reactivate MATLAB using the correct host ID/Username.
- To find Host ID you can use the following link :
  https://www.mathworks.com/matlabcentral/answers/101892
- To find Login/Username you can follow instructions here:
  https://www.mathworks.com/matlabcentral/answers/96800
- To reactivate the MATLAB - http://www.mathworks.com/matlabcentral/answers/99457

If it is running on a different computer, you can deactivate the license by following the below steps and then activate it again:

To Deactivate:
- Log in to your MathWorks account: https://www.mathworks.com/mwaccount/
- Click on the "Manage" icon under the license you would like to deactivate MATLAB from
- Switch to the tab "Install and Activate".
- Click "Deactivate a computer" on the right.
- Click the blue circle with the white X for the computer you would like to deactivate.
- Follow the on-screen instructions to complete the deactivation process.

If the issue still persists feel free to contact MATLAB Support at
http://www.mathworks.com/support/contact_us/

Error 4) MATLAB Installation Error for 32-bit Operating System
Solution:

As of MATLAB R2016a, 32-bit Windows operating systems has been dropped. We apologize for the inconvenience.

You are receiving this email because you are either the administrator of a MathWorks concurrent (floating) license, or you have recently activated MATLAB on a platform that will be impacted by an upcoming support change.

MathWorks periodically updates platform support and has made the following changes:

New Platforms

- **Debian 8:** Support begins with R2016a.
- **OS X 10.11 (El Capitan):** Support began with R2015b.
- **Ubuntu 15.04 and 15.10:** Support begins with R2016a.

Dropped Platforms

- **32-bit Windows:** Support for all 32-bit Windows operating systems was dropped as of R2016a.
- **OS X 10.9 (Mavericks):** Support was dropped as of R2016a; support for newer releases of OS X will continue.

Change in Policy for Linux Support

MathWorks has changed its support policy to follow Red Hat's and SUSE's own support approach to minor versions. Note that this change does not impact support for major versions. The effect of this change is as follows for R2016a:

- **SUSE:** 11 SP4 is the only minor version of 11 that remains supported.
- **Red Hat:** RHEL 6.6 and newer are the only minor versions of RHEL 6 that remain supported.

See the platform road map for the latest information on planned platform changes to MathWorks products.

Sincerely,
MathWorks Customer Service Team
mathworks.com/contact