SAE installation issues

Error : License request failed for feature PROE_StudentEdition

A license of Pro/E is locked to an Ethernet card physical address. Depending on a system, there might be multiple network cards….hence a number of physical addresses. Usually ProE is using the "Ethernet adapter Local Area Connection" and we are searching for the "physical Address" of 12 digits : 00-xx-xx-xx-xx-xx

Depending on what card is connected first…Windows will prioritize this one as primary for the session. For example, if you have a network card plugged into your laptop and it is active. Then the license will be tied to that card. If you remove the card and then try and start Pro/E…..Pro/E will fail. This is because the card is missing….disabled.

The number you first use might have been the address of an Ethernet card.
The best way to find what the hosted is being used is to:

1. Insert your Pro/ENGINEER CD-ROM in to the CD-ROM drive of the computer on which you want to install Pro/ENGINEER.
2. Start PTC.Setup as described in the section Installing PRO/ENGINEER.
3. On the first installation screen, in the lower-left corner, you will see a 12-digit number
on the second line. The 12-digit number with hyphens is your Host ID.

You can prioritize the order of the cards and what is determined to be primary….regardless if it is being used or not.
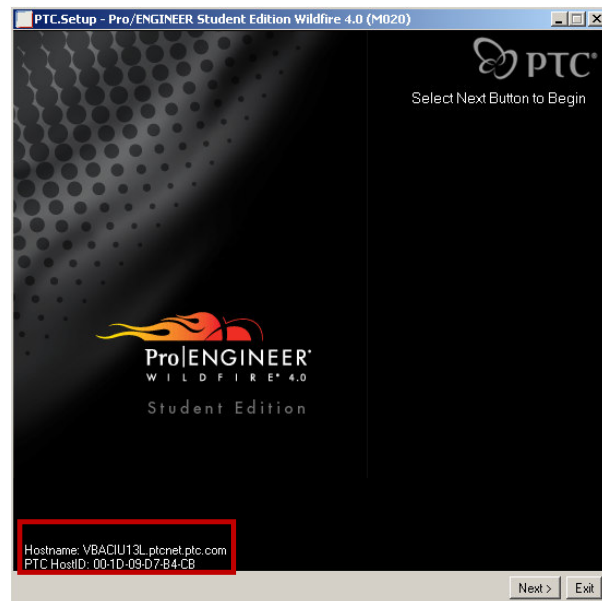
Ptclmgrd.log shows the wrong \Host ID. When a machine is booted off the network, the registry shows the network cards in an incorrect order at the following path:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WindowsNT\CurrentVersion\NetworkCards

When you connect to the network, the order of the cards is correct when the network card that goes with the generated FLEXnet license is in the first folder.
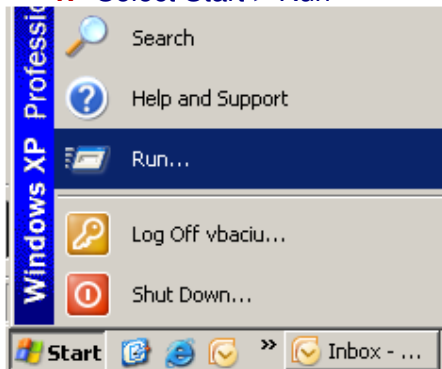
When you are disconnected from the network, the network card folders must be put in the correct order. I would always have the license tied to the internal Ethernet card address….as this will always be there.

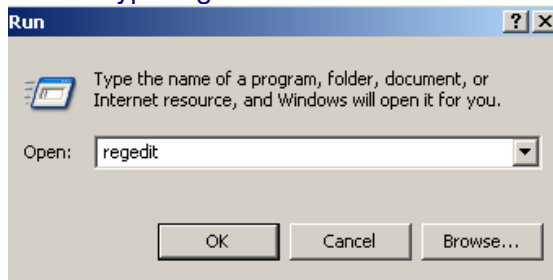Workstations should not have a problem….as they typically only have one card.

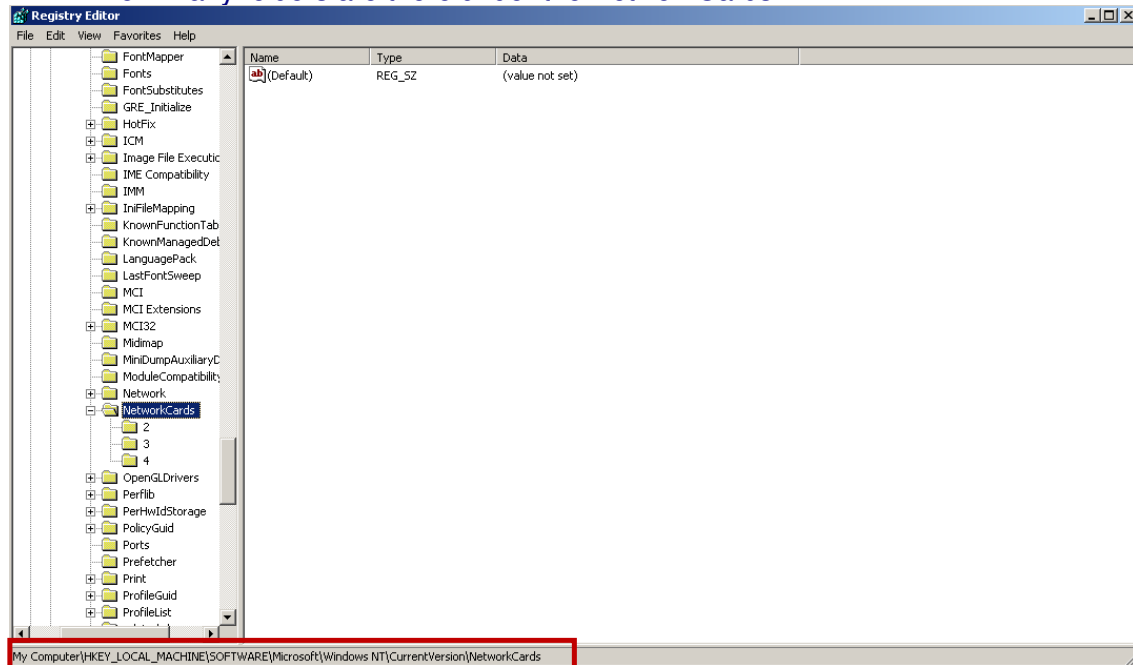## Re-ordering Network cards

1. Select Start > Run

2. Type regedit

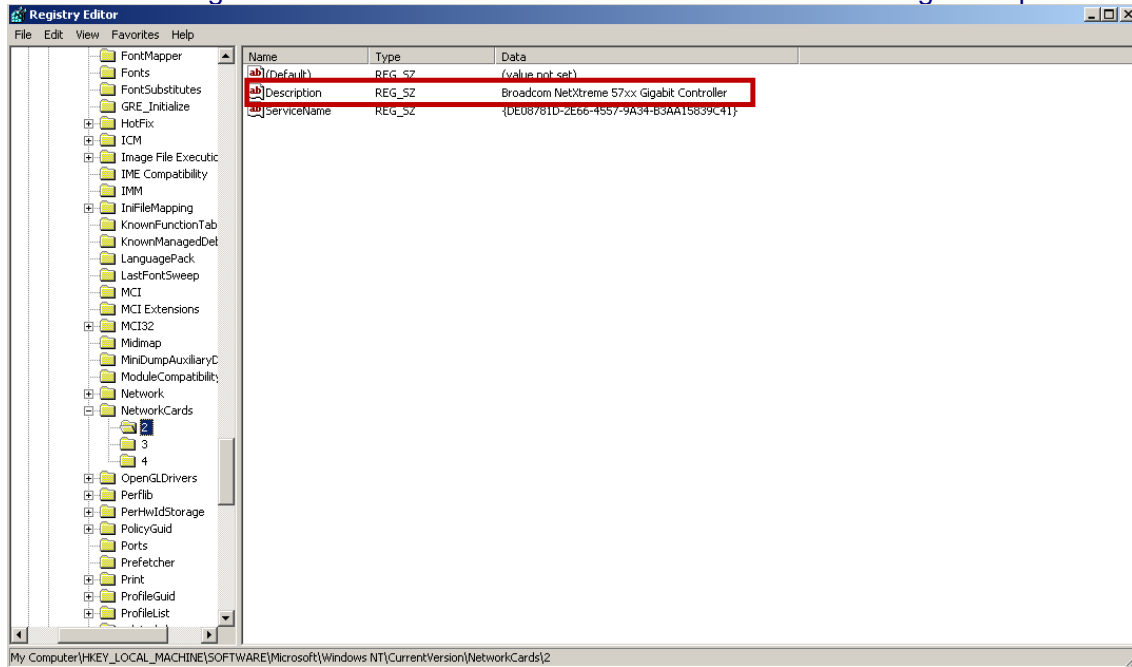
3. Navigate to the following location –

HKEY_LOCAL_MACHINE\ **S**OFTWARE\ **M**icrosoft\ **W**indowsNT\ **C**urrentVersion\ **N**etworkCards

4. How many folders are there under the NetworkCards?
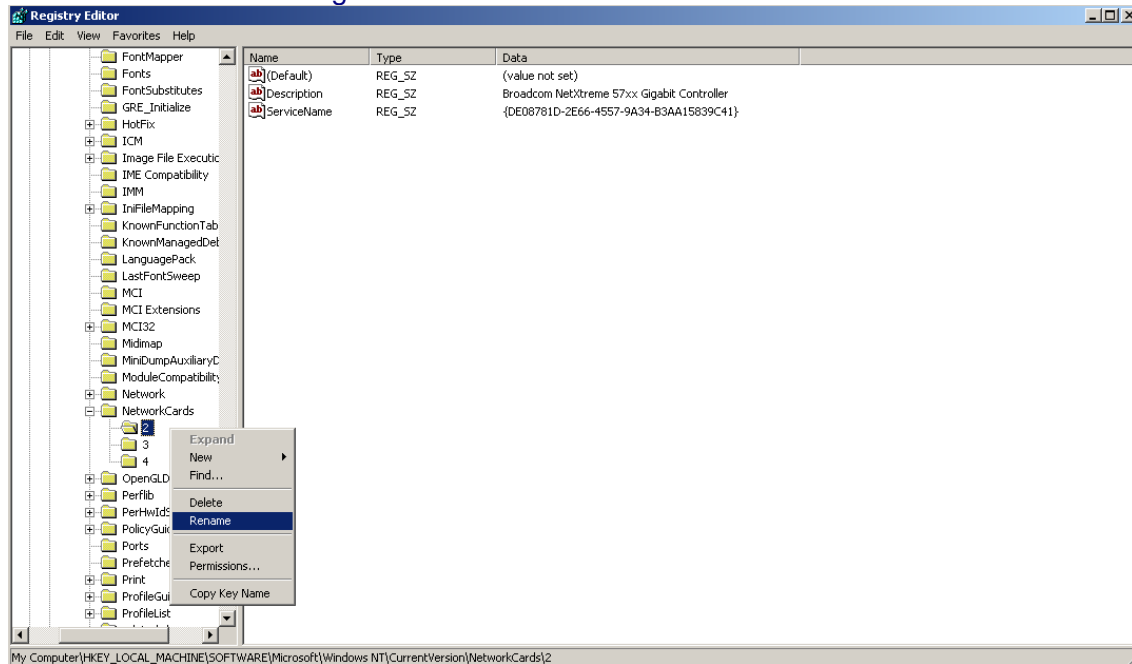

5. Select the first folder…

6. On the right side there will be three items….the second one being description.

7. Look what the value is. Look for the folder that has the description of the internal Ethernet card…..right click and rename the folder to number 1.

8. Then right click on the folders and rename the others 2…3…4…and so on.

9. Close regedit

10. Start setup and what is the PTCHOSTID?