

SAE installation issues

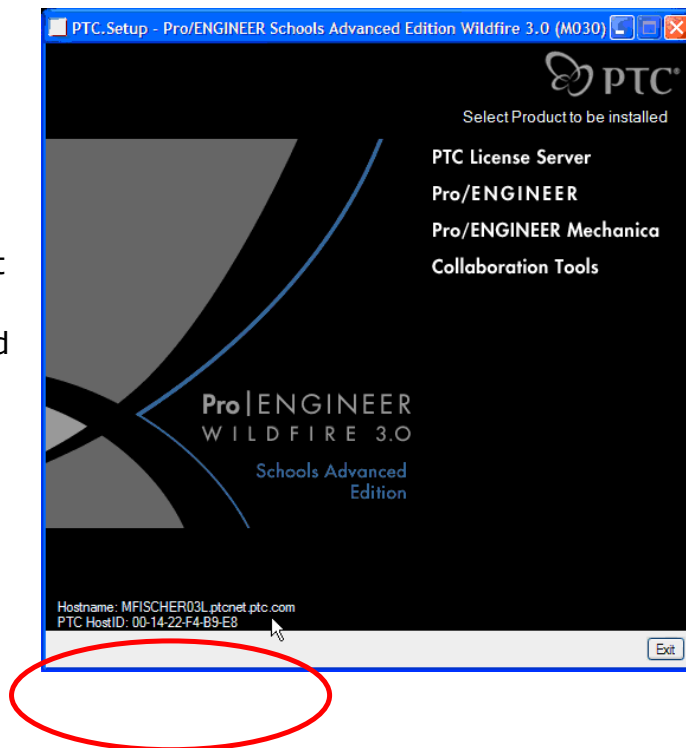
A license of Pro/E is locked to an Ethernet card physical address. Depending on a system, there might be multiple network cards....hence a number of physical addresses.

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 Schools Advanced Edition 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 Schools Advanced Edition.
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\Windows
NT\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 on laptops

1. Select Start > Run
2. Type regedit
3. Navigate to the following location -
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows
NT\CurrentVersion\NetworkCards
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.....and rename the folder to number 1.
8. Then rename the others 2...3...4...and so on.
9. Close regedit.
10. Start setup and what is the PTCHOSTID?

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