Knowledge Base

What is the meaning of the following activation error? "Failed to obtain a computer identifier. You can continue, but you might have activation or transfer issues in the future."

Portfolio / Domain: SOLIDWORKS Desktop / DESIGN / ENGINEERING
Product: SOLIDWORKS Premium Technical Product

QUESTION

What is the meaning of the following activation error? "Failed to obtain a computer identifier. You can continue, but you might have activation or transfer issues in the future."

ANSWER

This warning means that the *FlexNet Licensing Service* (the Windows® service that the SOLIDWORKS® software uses) cannot determine the computer ID. The computer ID is a unique, proprietary ID that the FlexNet Licensing Service generates. The computer ID differentiates one computer from another.

To ensure that the FlexNet Licensing Service is enabled and configured correctly:

1. Go to **Control Panel** > **System and Security** > **Administrative Tools** > **Services**.
2. In the **Services** list, find **FlexNet Licensing Service** and **FlexNet Licensing Service 64**.
3. View the properties of both services and ensure that the **Startup type** specifies **Manual**.

If the services are enabled and configured correctly, and the problem persists, there might be a problem with your computer hardware (such as a faulty hard disk drive) or with your Windows installation. In this case, you can once try to Repair installation or work with your IT department to troubleshoot the problem.

To determine the computer ID of an activated computer:

Standalone License:

1. Run the SOLIDWORKS application.
2. Go to **Help** > **Show Licenses**.
3. In the **SOLIDWORKS Product Activation** dialog box, click **About**.

Network License:

1. On the license server, run the SolidNetWork License Manager Server application.
2. On the **Server Administration** tab, click **Modify**.
3. In the **SOLIDWORKS Product Activation** dialog box, click **About**.

KEYWORDS

S-065144,1-2C7O02U

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UNCLEAR   MISSING INFO   DUPLICATE   OUT OF DATE   ERROR DETECTED

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