Launching MATLAB while using Redundant Servers results in either a License Manager Error -5 being returned or the activation app starting instead of MATLAB.

Description

When MATLAB attempts to checkout a license key from Redundant Servers, either License Manager Error -5 is returned or the activation app starts.

Workaround

Follow the instructions below to install a patch that addresses this bug as well as Bug Report ID 1394070.

Installation instructions

1. Log in to an account with appropriate permissions to overwrite files in your MATLAB installation. On Linux systems, this is typically the *root* account.
2. Locate your MATLAB installation. This folder is referred to as <MATLAB> in subsequent steps.
3. Download the attached .zip file associated with this Bug Report and store the file in the <MATLAB> folder.
   o **Windows Systems:** You may need administrative privileges to save the .zip file in the <MATLAB> folder. To do this, open this Bug Report in a browser started in administrator mode, then from the browser save the .zip file in the <MATLAB> folder.
4. For each file that appears in the .zip file, find the corresponding file in your existing <MATLAB> folder and make a backup of it. To see the contents of the .zip file:
   o **Windows Systems:** Open the .zip file and look at the contents.
   o **Linux/Macintosh Systems:** Type the following in a shell (Linux) or in a terminal window (Macintosh):
   unzip -l <MATLAB>/<.zip file>
5. Extract the files from the .zip file into the <MATLAB> folder.
   o **Windows Systems:**
      1. Open the .zip file.
      2. Extract the contents of the file into your <MATLAB> folder. You may be prompted to provide Administrator privileges when extracting the .zip file.
   o **Linux/Macintosh Systems:** Type the following in a shell (Linux) or in a terminal window (Macintosh):
   cd <MATLAB>
   unzip <.zip file>
6. Delete the .zip file in the <MATLAB> folder.

Files:

•**Windows 64 bit**   attachment_1374124_16a_win64_2016-04-18.zip

•**MacOS 64 bit**   attachment_1374124_16a_maci64_2016-04-18.zip

•**Linux 64 bit**   attachment_1374124_16a_glnxa64_2016-04-18.zip