# Floating license system installation for DeskArtes Expert Series 9.1 programs



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# About this document

This document explains the operations needed to configure the DeskArtes Expert Series programs to use the Reprise License Manager (RLM) floating license system, instead of the default DeskArtes nodelocked licenses.

The instructions in this document are written for the DeskArtes Expert Series version 9.1 installation packages, containing Reprise RLM version 7 license server and tools.

For further information about the Reprise RLM system you can check the Reprise end user manual at their web-site (<u>http://www.reprisesoftware.com/RLM\_Enduser.html</u>).

The document is written using the 3Data Expert as an example, but the same instructions can be applied also for the other DeskArtes Expert Series programs (Dimensions Expert, View Expert and Design Expert).

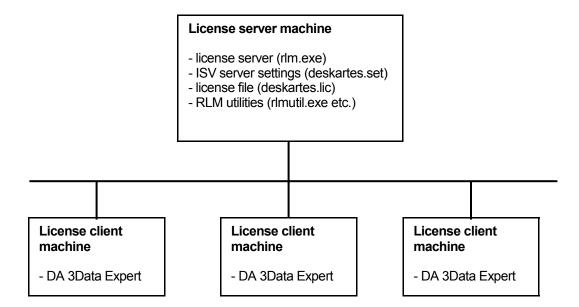
### Requirements

The machines running the DeskArtes Expert Series programs with the Reprise RLM floating license system have to be connected to the machine running the license server with a network using the TCP/IP protocol.

The user account doing the installation must have the administrative rights.

# Terminology

The Reprise RLM floating license system configured for DeskArtes 3Data Expert consists of the parts illustrated in the following figure.

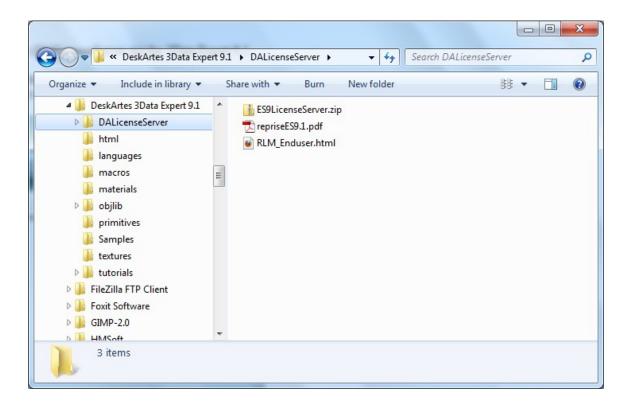


License server machine	The machine where the license server is running.
License client machine	A machine where DeskArtes 3Data Expert is running.
License server program	The program (rlm.exe) controlling the license usage in the network, with help of the ISV server.
ISV server settings file	A platform independent settings file for a ISV server (deskartes.set for DeskArtes programs, like 3Data Expert).
License file	A text file containing the list of available licenses and ISV servers.
RLM utilities	A set of small command line utility programs for handling the license server (rlmutil.exe, rlmhostid.exe, rlmstat.exe, rlmdown.exe, etc.).

## Installing the license server

Get the DeskArtes license server installation package (ES9LicenseServer.zip) for 3Data Expert 9.1.

It is found in the "DALicenseServer" subdirectory of the 3Data Expert 9.1 installation directory (default: "C:\Program Files\DeskArtes 3Data Expert 9.1\DALicenseServer").



Copy the installation package to the machine that you want to make a license server.

Create a new directory for the license server at the server machine (for example: "C:\Reprise").

Extract the contents of the license server installation package (ES9LicenseServer.zip) to that directory.

🖢 Organize 👻 📗 View		Name	Date modified	Туре	Size
Favorite Links					
Documents		deskartes.set	15.10.2009 1:35	SET File	1 KB
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JerfLogs	*	Imhostid.exe	9.6.2009 17:56	Application	912 KE
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🍶 Testing		💷 rlmutil.exe	9.6.2009 17:56	Application	912 KB
🍌 Users					
WINDOWS	-				

# Getting the hostid number and hostname for the license

Open a Windows Command Prompt window. The Command Prompt is started from the following Startmenu paths in different Windows versions.

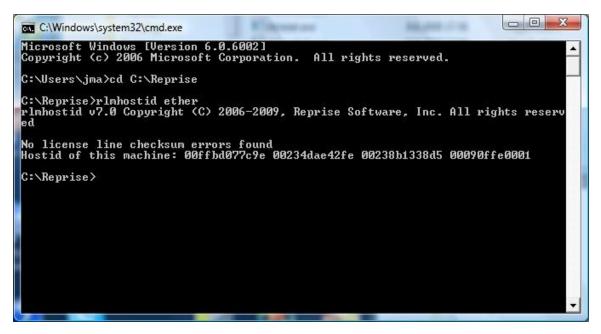
Windows Vista and 7	Start->All Programs->Accessories->Command Prompt
Windows XP	Start->All Programs->Accessories->Command Prompt
Windows 2000	Start->Programs->Accessories->Command Prompt



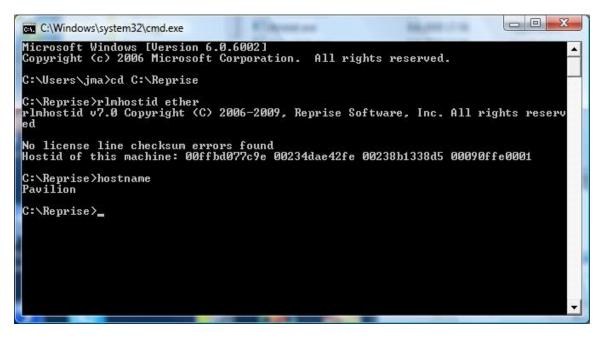
Change current working directory to the license server installation directory ("C:\Reprise") using the "cd" command.



Run the command "rimhostid ether" to get the hostid number for creating the license.



Run the command "hostname" to get the hostname of the license server machine.



Send the Hostid number and Hostname to DeskArtes for creating the license. Include also information which version of the 3Data Expert you are going to run.

Indicate if you need a license for the Import Package too. A separate key is required, please see Import Package licenses.

# Installing the license

When you receive the license file (for example "deskartes.lic"), copy it to the license server installation directory ("C:\Reprise").

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avorite Links		Name	Date modified	Туре	Size
Documents		📓 deskartes.lic	29.10.2009 14:51	LIC File	5 KE
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wore "		💷 rlm.exe	9.6.2009 17:56	Application	1 448 KE
olders	~	rlmclient.exe	15.10.2009 1:35	Application	388 KE
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🛛 🍌 ProgramData		💷 rlmnewlog.exe	9.6.2009 17:56	Application	912 KE
D 🚺 Qt	-	Imrefresh.exe	9.6.2009 17:56	Application	912 KE
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Reprise7	E	rlmreread.exe	9.6.2009 17:56	Application	912 KE
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System.sav		rlmswitch.exe	9.6.2009 17:56	Application	912 KE
Testing		Imswitchr.exe	9.6.2009 17:56	Application	912 KE
Disers		Imutil.exe	9.6.2009 17:56	Application	912 KE
	-			(1999) (1997) (1997) (1997)	

#### Starting the license server

Start the license server with command ".\rlm".

C:\Windows\system32\cmd.exe - .\rlm \* C:\Reprise).\rlm 12/31 17:04 (rlm) RLM License Server Version 7.0BL3 Copyright (C) 2006-2009, Reprise Software, Inc. All rights reserved 12/31 17:04 (rlm) License server started on Pavilion 12/31 17:04 (rlm) Server architecture: x86\_w2 12/31 17:04 (rlm) License files: 12/31 17:04 (rlm) deskartes.lic 12/31 17:04 (rlm) 12/31 17:04 (rlm) Web server starting on port 5054 12/31 17:04 (rlm) Using TCP/IP port 2764 12/31 17:04 (rlm) Starting ISU servers: 12/31 17:04 (rlm) Starting ISU servers: 12/31 17:04 (rlm) ... deskartes on port 55652 12/31 17:04 (rlm) New thread created to watch ISU deskartes 12/31 17:04 (deskartes) RLM License Server Version 7.0BL3 for ISU "deskartes" 12/31 17:04 (deskartes) Settings from RLM Version 7.0BL3 for ISU "deskartes" 12/31 17:04 (deskartes) Server architecture: x86\_w2 Copyright (C) 2006-2009, Reprise Software, Inc. All rights reserved RLM contains software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org) Copyright (c) 1998-2003 The OpenSSL Project. All rights reserved. 17:04 (deskartes) 17:04 (deskartes) Server started on Pavilion (hostid: 00ffbd077c9e) for: 17:04 (deskartes) 3de\_clitool 3de\_igs2vda 3de\_stl2igs 3de\_stlcut 17:04 (deskartes) 3de\_stlpart 3de\_stlredu 3de\_stlrefine 3de\_tr2sli 2/31 /31 31 12/31 17:04 (deskartes) 12/31 17:04 (deskartes) 3de\_tr2st1 3de\_trbool 3de\_troffs 3de\_trsupp 3de\_vda2igs 3de\_vda2tr 3de\_vdaselect 3de\_shellin 12/31 17:04 (deskartes) 3de\_rapidcam 3de\_vdainput 3de\_surfcheck 3de\_stlc 12/31 17:04 heck 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 3de\_stlrepair 3de\_encrypt 3de\_communicate 3de\_mod 3de\_vis 3de\_ncpath 3de\_all 3de\_trans 3de\_visplus (deskartes) (deskartes) (deskartes) (deskartes) (deskartes) (deskartes) (deskartes) (deskartes) License files: deskartes.lic

**Note:** You need to let the Command Prompt window exist as long as you want the license server to run. Closing the window will end the license server process. In this default configuration the license server also writes its log information to the same Command Prompt window. If you want to get the license server survive closing the Command Prompt, user logout etc. see the "Running the license server as a Windows service" section below.

# Checking the license server status

The license server has an internal www-server waiting for connections at IP port 5054. So you can view the license server status information by connecting to that server with any web-browser (Internet Explorer, Firefox, Opera etc.). If running the browser at the license server machine the correct URL for the license server is

## http://localhost:5054

🕘 rlm admin - Reprise Licer	nse S	Serve	r Administrat	tion - Me	ozilla Firefo	x		-	1.0		1	1		
<u>File Edit View History</u>	Boo	kmar	rks <u>T</u> ools <u>H</u>	Help										
C X	C X A ( http://localhost:5054/home.asp								습 • 🚷	Google	٩			
rlm admin - Reprise Li	cens	se Se	rver A 🐳	-										-
¥			Reprise License Server Administration Copyright (c) 2006-2009, Reprise Software, Inc. All Rights Reserved.											
RLM Administration Commands		_	Status for "rim" on Pavilion (port 2764)											
Choose a command from the list below			RLM software version v7.0 (build:3) RLM comm version: v1.1											
Status							rlm Statis	stics	Since Start	Since Midnigh	t Recent			
							Start tir	ne 1	2/31 17:04:06	12/31 17:04:09	12/31 17:04:0	9		
Shutdown							Messag	es	0 (0/sec)	0 (0/sec)	0 (0/sec)			
Reread/Restart Servers							Connecti	ons	0 (0/sec)	0 (0/sec)	0 (0/sec)			
3617613									EDIT rin	Options				
Switch Reportlog	E							ſ		Debug Log				
New Reportlog								L	011011111	bobug Log				
Switch Debuglog			ISV Servers											
Manage Windows			Name	port	Running	Restarts	Server Status	Licen	se Usage	Debug Log	REREAD	OPTIONS	TRANSFER	SHUTDOWN
Service			deskartes	55652	Yes	0	deskartes	des	kartes	deskartes	deskartes	deskartes	deskartes	deskartes
Activate License														
RLM Manual														
System Info														
About														
http://localhost:5054/goforr	ms/rl	l Imsta	ət											11

# Shutting down the license server

To shut down the license server, run the command ".\rlmdown RLM -q" in another Windows Command Prompt window.

$\begin{array}{c} 31.12.2009 \\ 29.10.2009 \\ 14\\ 15.10.2009 \\ 01\\ 09.06.2009 \\ 07\\ 15.10.2009 \\ 07\\ 15.10.2009 \\ 07\\ 09.06.2009 \\ 10\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 0$	C:\Reprise :48 (DIR) :48 (DIR) :51 :35 :56 :56 :56 :56 :56 :56 :56 :5	479 482 752 397 312 933 888 933 888	deskartes.lic deskartes.set rlm.exe rlmclient.exe rlmostid.exe rlmnewlog.exe rlmrefresh.exe rlmrefresh.exe rlmreread.exe rlmreread.exe rlmswitch.exe rlmswitch.exe rlmswitch.exe rlmswitch.exe flmswit	
C:\Reprise>rlm C:\Reprise>_	ndown RLM –g			-

In the Command Prompt window where you started the server, you can now see also the shutdown messages.

- **-** X C:\Windows\system32\cmd.exe C:\Reprise).\rlm 12/31 17:04 (rlm) RLM License Server Version 7.0BL3 ٠ Copyright (C) 2006-2009, Reprise Software, Inc. All rights reserved 12/31 17:04 (rlm) License server started on Pavilion 12/31 17:04 (rlm) Server architecture: x86\_w2 12/31 17:04 (rlm) License files: 12/31 17:04 (rlm) deskartes.lic 12/31 17:04 (rlm) deskartes.lic 12/31 17:04 (rlm) Web server starting on port 5054 12/31 17:04 (rlm) Using TCP/IP port 2764 12/31 17:04 (rlm) Starting ISU servers: 12/31 17:04 (rlm) ... deskartes on port 55652 12/31 17:04 (rlm) ... deskartes on port 55652 12/31 17:04 (rlm) New thread created to watch ISU deskartes 12/31 17:04 (deskartes) RLM License Server Version 7.0BL3 for ISU "deskartes" 12/31 17:04 (deskartes) Settings from RLM Version 7.0BL3 for ISU "deskartes" 12/31 17:04 (deskartes) Server architecture: x86\_w2 Copyright (C) 2006-2009, Reprise Software, Inc. All rights reserved RLM contains software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org) Copyright (c) 1998-2003 The OpenSSL Project. All rights reserved. 12/31 17:04 (deskartes) 12/31 17:04 (deskartes) Server started on Pavilion (hostid: 00ffbd077c9e) for: 12/31 17:04 (deskartes) 3de\_clitool 3de\_igs2vda 3de\_stl2igs 3de\_stlcut 12/31 17:04 (deskartes) 3de\_stlpart 3de\_stlredu 3de\_stlrefine 3de\_tr2sli 12/31 17:04 (deskartes) 12/31 17:04 (deskartes) 3de\_tr2st1 3de\_trbool 3de\_troffs 3de\_trsupp 3de\_vda2igs 3de\_vda2tr 3de\_vdaselect 3de\_shellin 2/31 17:04 (deskartes) 3de\_rapidcam 3de\_vdainput 3de\_surfcheck 3de\_stlc heck 12/31 12/31 17:04 17:04 17:04 17:04 17:04 17:04 17:04 3de\_stlrepair 3de\_encrypt 3de\_communicate 3de\_mod 3de\_vis 3de\_ncpath 3de\_all 3de\_trans 3de\_visplus (deskartes) (deskartes) (deskartes) (deskartes) 12/31 12/31 12/31 17:04 (deskartes) 12/31 17:04 (deskartes) License files: 12/31 17:04 (deskartes) deskartes.lic 12/31 17:04 (deskartes) 12/31 17:26 (rlm) Shutdown request by jma@pavilion 12/31 17:27 (rlm) Sending shutdown msg to deskartes (pid: 4020) 12/31 17:27 (deskartes) Shutdown request by jma@pavilion 12/31 17:27 (rlm) deskartes - SHUTDOWN C:\Reprise>\_

# Running the license server as a Windows service

If you need to be able to get the license server to survive closing the Command Prompt, user logout etc. it is possible by defining the license server to run as a Windows service.

You can add a new rlm service to the Windows service list either using the "Manage Windows Service" tool in the rlm web interface or the rlm command in the Command Prompt.

Using the "Manage Windows Service" tool you need to do the following:

- Start the license server with the rlm command in the Command Prompt.
- Connect to the rlm web server with a browser ("http://localhost:5054").
- Select the "Manage Windows Service" tool.
- Fill in the service information and select the "INSTALL service" action.
- Press "Apply".

Using the rlm command you need to add following options to the command:

- The "-install service" option.
- The "-service\_name" option followed by the name for the service ("rlm-deskartes").
- The "-dlog" option followed by the full path of the log file.
- The "-c" option followed by the full path of the license file.

Adding a new Windows service with either method does not start the license server. The startup type of the service is however set to "Automatic", so the service (the license server) will be automatically started at the next restart of the machine.

It is possible to start the new service also without a reboot, using the Windows Services control panel. If you added the service using the "Manage Windows Service" tool in the rlm web interface, you have to however first stop the rlm running for that, before starting a new instance of rlm through the service.

The installed rlm service can also be removed from the Windows service list using either the "Manage Windows Service" tool or the rlm command.

Using the "Manage Windows Service" tool you need to do the following:

- Connect to the rlm web server with a browser ("http://localhost:5054").
- Select the "Manage Windows Service" tool.
- Fill in the service information and select the "REMOVE service" action.
- Press "Apply".

Using the rlm command you need to add the "-delete\_service" option to the command.

The service has to be stopped via the Windows Services control panel before it can be removed.

#### Installing rlm as a Windows service using the "Manage Windows Service" tool

For example if you have the license file (deskartes.lic) in the directory "c:\reprise", want the logfile (repriselog.txt) to be written in the same directory and the service to be called "rlm-deskartes", you need to do the following.

Start the license server with the rlm command in the Command Prompt. (See the "Starting the license server" section above.)

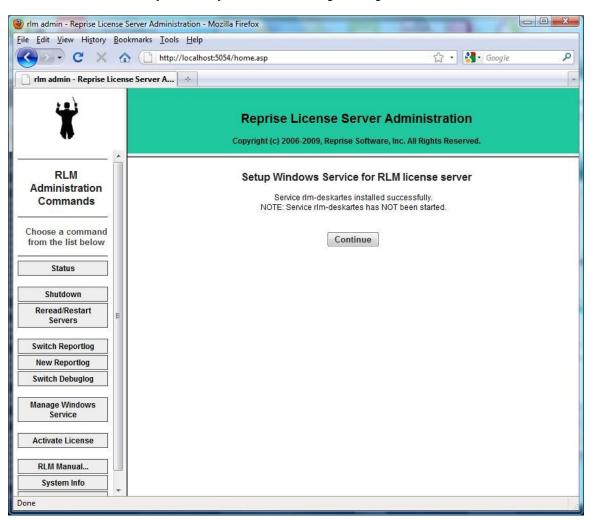
Connect to the rlm web server with a browser ("http://localhost:5054").

Select the "Manage Windows Service" tool.

🥹 rlm admin - Reprise License Server Administration - Mozilla Firefox								
<u>File Edit View History B</u>	ookmarks <u>T</u> ools <u>H</u> elp							
300 C X	http://localhost:5054/home.asp	😭 🔹 🔀 🖬 Google	٩					
rlm admin - Reprise Lice	ense Server A		-					
Ť	Copyright (c) 2006-2009	nse Server Administration 9, Reprise Software, Inc. All Rights Reserved.						
RLM Administration Commands	Manage Windows	rs Service for RLM license server						
Choose a command from the list below	This form installs or removes a Windows Service to Select the action to perform, fill in the form, and pres	-						
Status	s	Service Definition						
Shutdown	Service Action: IN	ISTALL service 👻						
Reread/Restart Servers		n-deskartes						
	Server Debug Log: C:\	\Reprise\repriselog.txt						
Switch Reportlog	Server License File Directory: C:\	\Reprise						
New Reportlog Switch Debuglog	Webserver port #:							
Switch Debuglog	Admin webserver disabled:							
Manage Windows Service	rlmdown command disabled:							
Activate License								
RLM Manual		Apply						
System Info		Cancel						
About								
Done			11					

Fill in the service information and select the "INSTALL service" action.

Press "Apply"



If the service is successfully installed, you see the following message.

**Note:** If you have the User Account Control (UAC) enabled on Windows Vista, you might get an error message saying that "Service install failed. Error: Access to Service Control Manager denied."

The solution to this is to start a Command Prompt using the "Run as administrator" command, and then start the rlm for the web interface from that Command Prompt.

You can find the "Run as administrator" command in the popup menu that appears when you click the Start menu item for the Command Prompt (Start->All Programs->Accessories->Command Prompt) with the right mouse button.

#### Installing rlm as a Windows service using the rlm command

For example if you have the license file (deskartes.lic) in the directory "c:\reprise", want the logfile (repriselog.txt) to be written in the same directory and the service to be called "rlm-deskartes", you need to do the following rlm install command in the Windows command prompt.

```
rlm -install_service -service_name rlm-deskartes -dlog
c:\reprise\repriselog.txt -c c:\reprise\deskartes.lic
```

Directory	of C:\Re	prise			
1.12.2009	16:48	<dir></dir>			4.
1.12.2009	16:48	<dir></dir>			
7.10.2009	14:51		4	482	deskartes.lic
5.10.2009	01:35			479	deskartes.set
7.06.2009	17:56	1	482	752	rlm.exe
5.10.2009	01:35		397	312	rlmclient.exe
7.06.2009	17:56		933	888	rlmdown.exe
9.06.2009	17:56		933	888	rlmhostid.exe
7.06.2009	17:56		933	888	rlmnewlog.exe
7.06.2009			933	888	rlmrefresh.exe
7.06.2009	17:56		933	888	rlmremove.exe
7.06.2009	17:56		933	888	rlmreread.exe
7.06.2009			933	888	rlmstat.exe
7.06.2009					rlmswitch.exe
7.06.2009					rlmswitchr.exe
7.06.2009					rlmutil.exe
					905 bytes
	2 Di	.r(s) 16	826	527	744 bytes free
Renrise	rlm -ins	tall_ser	vice	-sei	vice_name rlm-deskartes -dlog c:\reprise\rep

**Note:** If you have the User Account Control (UAC) enabled on Windows Vista, you might get an error message saying that "Error: Access to Service Control Manager denied."

The solution to this is to start a Command Prompt using the "Run as administrator" command, and then run the rlm command in that Command Prompt.

You can find the "Run as administrator" command in the popup menu that appears when you click the Start menu item for the Command Prompt (Start->All Programs->Accessories->Command Prompt) with the right mouse button.

#### Starting rlm service using the Windows Services control panel

**Note:** If you installed the rlm Windows service using the "Manage Windows Service" tool, you have to close the browser window and stop the rlm.exe run for that in a Command Prompt window. Otherwise you end up in running two license server instances.

Open the Windows Services control panel. In different versions of Windows it is found in slightly different paths.

Windows 7: "Start->Control Panel (View by: Large icons): Administrative Tools: Services"

Windows Vista: "Start->Control Panel (Classic View): Administrative Tools: Services"

Windows XP: "Start->Control Panel: Administrative Tools: Services"

The "rlm-deskartes" service is now found in the list of services.

Select the "rlm-deskartes" service and run the command "Start" from the "Action" menu.

The status of the service is then changed to "Started" and the rlm license server is running.

Þ 🔿 同 🖸	🗟 🔒 🛛 🔐 📷 🛛 👂 🔳 💵					
Services (Local)	Services (Local)					
	rlm-deskartes	Name	Description	Status	Startup Type	Log On As
	Stop the service Restart the service	QuickPlay Task Sc ReadyBoost	Enables a user to con Provides support for Manages backgroun	Started Started Started	Automatic Automatic Automatic	Local System Local System Local System
	Description: Reprise License Server	<ul> <li>Remote Access A</li> <li>Remote Access C</li> <li>Remote Procedur</li> </ul>	Creates a connection Manages dial-up and Serves as the endpoi	Started Started	Manual Manual Automatic	Local System Local System Network Service
		Remote Procedur Remote Registry rlm-deskartes	Manages the RPC na Enables remote users Reprise License Server	Started	Manual Manual Automatic	Network Service Local Service Local System
		Routing and Rem SeaPort Secondary Logon	Offers routing servic Enables the detectio Enables starting proc	Started Started	Disabled Automatic Automatic	Local System Local System Local System
		Secure Socket Tun Security Accounts	Provides support for The startup of this se	Started Started	Manual Automatic	Local Service Local System
		Security Center Server ServiceLayer	Monitors system sec Supports file, print, a	Started Started Started	Automatic (D Automatic Manual	Local Service Local System Local System
			Provides notification Provides Software Lic Manages access to s	Started	Automatic Manual Manual	Local System Local Service Local Service
		A Contraction				

## Stopping rlm service using the Windows Services control panel

The rlm service is stopped via the Windows Services control panel in the same way as it was started.

Open the Windows Services control panel.

Select the "rlm-deskartes" service in the list and run the command "Stop" from the "Action" menu.

The "Started" string then disappears from the "Status" field and the rlm license server is stopped.

	🧟 🗟   🚺 📷   🕨 🔳 🛙	IÞ				
🔍 Services (Local)	Services (Local)	_				
	rlm-deskartes	Name	Description	Status	Startup Type	Log On As
	Start the service	QuickPlay Task Sc ReadyBoost	Enables a user to con Provides support for Manages backgroun	Started Started Started	Automatic Automatic Automatic	Local System Local System Local System
	Description: Reprise License Server	Remote Access A     Remote Access C     Remote Access C     Remote Procedur     Remote Procedur     Remote Procedur	Creates a connection Manages dial-up and Serves as the endpoi Manages the RPC na Enables remote users	Started Started	Manual Manual Automatic Manual	Local System Local System Network Service Network Service Local Service
		Remote Registry	Reprise License Server		Manual Automatic	Local System
		Security Accounts Security Center Server ServiceLayer Shell Hardware De	Offers routing servic Enables the detectio Enables starting proc Provides support for The startup of this se Monitors system sec Supports file, print, a Provides notification Provides Software Lic Manages access to s	Started Started Started Started Started Started Started Started	Disabled Automatic Automatic Manual Automatic (D Automatic Manual Automatic Manual Manual	Local System Local System Local System Local Service Local System Local System Local System Local System Local System Local Service Local Service

Note: The rlm service has to be stopped before it can be removed from the services list.

#### Removing rlm service using the "Manage Windows Service" tool

**Note:** Because the rlm service has to be stopped before it can be removed, you cannot use the web interface of the rlm service process for removing the service. You have to start another rlm license server from the Command Prompt for the web interface.

To remove the rlm service from the Windows service list do the following.

Start the license server with the rlm command in the Command Prompt. (See the "Starting the license server" section above.)

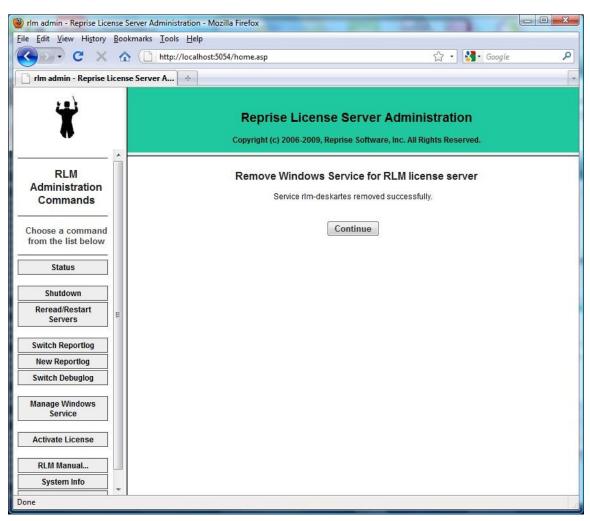
Connect to the rlm web server with a browser ("http://localhost:5054").

Select the "Manage Windows Service" tool.

🕘 rlm admin - Reprise License Server Administration - Mozilla Firefox									
<u>Eile Edit View History B</u> oo	<u>File Edit View History Bookmarks Tools H</u> elp								
🔇 💽 - C 🗙 🙆	http://localhost:5054/home.asp	😭 🔹 🔀 🕈 Google 🛛 🔎							
rlm admin - Reprise License Server A									
Ť		cense Server Administration 2009, Reprise Software, Inc. All Rights Reserved.							
RLM Administration		lows Service for RLM license server							
Commands Choose a command	This form installs or removes a Windows S Select the action to perform, fill in the form,	ervice to automatically start the RLM license server. and press "Apply".							
from the list below		Service Definition							
Shutdown	Service Action:	REMOVE service -							
Reread/Restart Servers ≡	Service Name: Server Debug Log:	rlm-deskartes C:\Reprise\repriselog.txt							
Switch Reportlog	Server License File Directory: Webserver port #:	C:\Reprise							
Switch Debuglog	Admin webserver disabled: rImdown command disabled:								
Manage Windows Service	rimremove command disabled	t. [[]]							
Activate License		Apply							
RLM Manual		Cancel							
System Info		107 <b>D</b> a							
Done									

Fill in the service name ("rlm-deskartes") and select the "REMOVE service" action.

Press "Apply"



If the service is successfully removed, you see the following message.

**Note:** If you have the User Account Control (UAC) enabled on Windows Vista, you might get an error message saying that "Service "rlm-deskartes" deletion failed. Error: OpenService failed (5)."

The solution to this is to start a Command Prompt using the "Run as administrator" command, and then start the rlm for the web interface from that Command Prompt.

You can find the "Run as administrator" command in the popup menu that appears when you click the Start menu item for the Command Prompt (Start->All Programs->Accessories->Command Prompt) with the right mouse button.

#### Removing rlm service using the rlm command

To remove the rlm service from the Windows service list run the following command in the Windows Command Prompt.

15.10.2009 09.06.2009 09.06.2009 09.06.2009 09.06.2009 09.06.2009 09.06.2009 09.06.2009 09.06.2009 09.06.2009 09.06.2009 09.06.2009 C:\Reprise> riselog.txt	01:35 17:56 01:35 17:56 17:56 17:56 17:56 17:56 17:56 17:56 17:56 17:56 17:56 17:56 17:56 17:56 17:56 17:56 rlm -install_s -c c:\reprise rlm -delete_se	1 48 39 93 93 93 93 93 93 93 93 93 11 16 82 servic	479 2 752 3 888 3 888 5 27 5 27 5 27 5 27 5 27 5 27 5 27 5 27	744 bytes free rvice_name rlm-deskartes -dlog c:\reprise\rep
--	---	---	---	---

**Note:** If you have the User Account Control (UAC) enabled on Windows Vista, you might get an error message saying that "Error: OpenService failed (5)."

The solution to this is to start a Command Prompt using the "Run as administrator" command, and then run the rlm command in that Command Prompt.

You can find the "Run as administrator" command in the popup menu that appears when you click the Start menu item for the Command Prompt (Start->All Programs->Accessories->Command Prompt) with the right mouse button.

### Checking the rlm service removal with the Windows Services control panel

After removing the rlm service with either "Manage Windows Service" tool or the rlm command, you can check again the services list in the Windows Services control panel.

	Help						
							_
🔍 Services (Local)	Services (Local)						
		A	la lan es	1.885.38	1.02 35 55	na wexar 1	1 is
	Select an item to view its description.	Name	Description	Status	Startup Type	Log On As	
		🔍 ReadyBoost	Provides support f	Started	Automatic	Local Syste	
		Recovery Service for	Manages backgro	Started	Automatic	Local Syste	
		🖏 Remote Access Auto	Creates a connecti		Manual	Local Syste	
		🤹 Remote Access Con	Manages dial-up a	Started	Manual	Local Syste	
		🤹 Remote Procedure C	Serves as the endp	Started	Automatic	Network S	
		端 Remote Procedure C	Manages the RPC		Manual	Network S	
		🤹 Remote Registry	Enables remote us		Manual	Local Service	
		🌼 Routing and Remote	Offers routing serv		Disabled	Local Syste	
		SeaPort SeaPort	Enables the detect	Started	Automatic	Local Syste	
		🎑 Secondary Logon	Enables starting pr	Started	Automatic	Local Syste	
		Secure Socket Tunne	Provides support f	Started	Manual	Local Service	
		Security Accounts M	The startup of this	Started	Automatic	Local Syste	
		Security Center	Monitors system s	Started	Automatic (D	Local Service	
		Server	Supports file, print	Started	Automatic	Local Syste	
		ServiceLayer		Started	Manual	Local Syste	
		Shell Hardware Dete	Provides notificati	Started	Automatic	Local Syste	
		SL UI Notification Ser	Provides Software		Manual	Local Service	
		Smart Card	Manages access t		Manual	Local Service	
		Smart Card Removal	Allows the system		Manual	Local Syste	
		SNMP Trap	Receives trap mes		Manual	Local Service	
		Software Licensing	Enables the downl	Started	Automatic	Network S	
	Extended Standard		-	5.5.9.9.1			_

The "rlm-deskartes" service should not be found in the services list any more.

### The rlm license server log file

When running the rlm license server as a Windows service, it writes its log information to the file defined in the rlm startup command or in the "Manage Windows Service" tool (for example: "c:\reprise\repriselog.txt"). The log file contains the similar information that is shown in the startup command prompt in the default configuration.

The information in the log file is useful especially when trying to resolve problems in running the rlm license server.

#### **Additional information**

For further details see "Running the *rlm* server as a service on Windows" in "**The License Server**" section, and the ISV line description in the "**The License File**" section, of the Reprise end user manual (<u>http://www.reprisesoftware.com/RLM\_Enduser.html</u>).

# Floating license client configuration in 3Data Expert

The license system settings can be changed in 3Data Expert by selecting the "Edit->Preferences" in the program menus.

Choose the "Licensing" category in the Preferences window.

Preferences General Viewing Colors File fixing System directories Library paths Licensing	Licensing          License type :         Read from env variable DA_LICTYPE         DeskArtes dalic license         Reprise floating license         Floating license file :         Read from env variable DESKARTES_LICENSE         Use the license file path :         2764@pavilion	
	OK Cance	

Select the "Reprise floating license" as the License type and the "Use the license file path" in the Floating license file setting.

Fill in the path to the license server in the corresponding text field.

The path is of format "<IP-port>@<lic-server-hostname>, where <IP-port> is the port number of the license server (default: 2764) and the <lic-server-hostname> is the host name of the license server machine in the network.

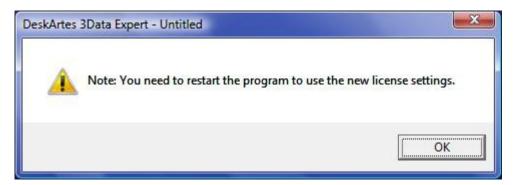
The correct port number and the hostname can be also checked from the HOST line of the license file (second and fourth field)

<u>File Edit Format View H</u> elp	
HOST pavilion D0ffbd077c9e 2764	
ISV deskartes deskartes	
ICENSE deskartes 3de_clitool 9.0 permanent 2 _ck=78d7fc703a sig="6 4508GJF0RT1XPVU9MM8CPA06PPQGT9FJHWR22G4PYFA8JAN4VFKNUKRCSXHMVRG9E 0R"	0P0 884G
ICENSE deskartes 3de_igs2vda 9.0 permanent 2 _ck=32d7fca45e sig="6 4580JNFU7RSDPJDMw6JS8MY0X7UU3KS6TTGN08A2R1M7850T52MN2SP2EMM6FHUH2 52Y0"	OPG FH7
ICENSE deskartes 3de_stl2igs 9.0 permanent 2 _ck=4ad7fcc591 sig="6 4580PQSW87C7SD6PYVANTK5WNDPF6K780R7W08A7CPV41CGPVTH26R9WEKK04X75V S6B0"	0PG /UV2
ICENSE deskartes 3de_stlcut 9.0 permanent 2 _ck=21d7fc5531 sig="60 580P9j1QXX5CP1F6KNRE64HQM5RV8K5CU9T08AG1ERVBSRTMW6K4UXAEQYJP7STMR ECVX"	
ICENSE deskartes 3de_stlpart 9.0 permanent 2 _ck=8cd7fc0160 sig="6 450YWARE1CD9BGJ3N84DQA5K7R1DH6BK51822M0C1HSGUAJVSHJ7E6VRYQR4S25K2 U8XG"	
ICENSE deskartes 3de_stlredu 9.0 permanent 2 _ck=85d7fcd267 sig="6 4580Rg9Pw9331GHQX6YATF7F3AXSA7HANJBE08AG1BCGYS95E6F1T1CEDMKYB1V66 NJ382"	
ICENSE deskartes 3de_stlrefine 9.0 permanent 2 _ck=4ed7fcc191 sig= PG452A1V2SNAY9YM5NGVUHMPK4F5F24Y943KR22M0C2FHJ84CM7P3QR5NNN4F2QB9 P9PGYG"	="60 )XT5
ICENSE deskartes 3de_tr2slice 9.0 permanent 2 _ck=aad7fc908f sig=" 0453G8G4F8E5615YS149V9VD3DM1Q8GGTKKR22HUJB7M13TJTERQK0X4XGCFH6B9S XE0"	
ICENSE deskartes 3de_tr2stl 9.0 permanent 2 _ck=edd7fca8c6 sig="60 580TU0HH9WPJ98D5T8B643NVRBAQVTAB8QR08A2X71FCNGTBVSM9RJAJN05YUQG10 AT0"	PG4 VQT
ICENSE deskartes 3de_trbool 9.0 permanent 2 _ck=14d7fc7d64 sig="60 580JTR1QB8w3PwGCECR6AX9SUHP68YU878S08A51G1QXS2NQBHXJA67809P8HQE53 T4G"	
<pre>ICENSE deskartes 3de_troffs 9.0 permanent 2 _ck=16d7fc1935 sig="60 580KM964DwPKCM40A17TQAPSUUPRVw2J2CV08A4SFGw5FGEWM40YDYJ572KWw33AM GD0"</pre>	
ICENSE deskartes 3de_trsupp 9.0 permanent 2 _ck=30d7fc0f5d sig="60 580QYNTTPCKC85T7R5MS4UH7D7V3M06GNMS08AG1FE2BTDCK8H2RXBAYKV8RVKBNU F3N6"	
ICENSE deskartes 3de_vda2igs 9.0 permanent 2 _ck=32d7fcc25e sig="6 4501AQV7RAKDVGJ2C5A5KV6VCR5EUC7MANG22M0AQw4APB8G8CGUA5F629YX7CPFR 523G"	OPG SJO
ICENSE deskartes 3de_vda2tr 9.0 permanent 2 _ck=d5d7fc796d sig="60	P04

or in the license server startup messages (lines: "License server started on ..." and "Using TCP/IP port ...").

C:\Windows\system32\cmd.exe - .\rlm C:\Reprise).\rlm 12/31 17:04 (rlm) RLM License Server Version 7.0BL3 Copyright (C) 2006-2009, Reprise Software, Inc. All rights reserved 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 License server started of Pavilion Server architecture: x86\_w2 License files: deskartes.lic (rlm) (rlm) License server started of Pavilion (rlm) Server architecture: x86\_w2 (rlm) License files: (rlm) deskartes.lic (rlm) (rlm) Web server starting on port 5054 (rlm) Using TCP/IP port 2764 (rlm) Starting ISU servere (rlm) ... deskartes on port 55652 (rlm) New thread created to watch ISU deskartes (deskartes) RLM License Server Version 7.0BL3 for ISU "deskartes" (deskartes) Settings from RLM Version 7.0BL3 for ISU "deskartes" (deskartes) Server architecture: x86\_w2 Copyright (C) 2006-2009, Reprise Software, Inc. All rights reserved RLM contains software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org) Copyright (c) 1998-2003 The OpenSSL Project. All rights reserved. (deskartes)
(deskartes) Server started on Pavilion (hostid: 00ffbd077c9e) for:
(deskartes) 3de\_clitool 3de\_igs2vda 3de\_stl2igs 3de\_stlcut
(deskartes) 3de\_stlpart 3de\_stlredu 3de\_stlrefine 3de\_tr2sli 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 12/31 17:04 (deskartes) 12/31 17:04 (deskartes) 3de\_tr2st1 3de\_trbool 3de\_troffs 3de\_trsupp 3de\_vda2igs 3de\_vda2tr 3de\_vdaselect 3de\_shellin 12/31 17:04 (deskartes) 3de\_rapidcam 3de\_vdainput 3de\_surfcheck 3de\_stlc heck 12/31 12/31 heck 12/31 17:04 (deskartes) 3de\_stlrej 12/31 17:04 (deskartes) 3de\_mod 3d 12/31 17:04 (deskartes) 3de\_visplu 12/31 17:04 (deskartes) 12/31 17:04 (deskartes) License files: 12/31 17:04 (deskartes) deskartes.lic 12/31 17:04 (deskartes) 3de\_stlrepair 3de\_encrypt 3de\_communicate 3de\_mod 3de\_vis 3de\_ncpath 3de\_all 3de\_trans 3de\_visplus





When the program reminds you about need to restart the program, exit the 3Data Expert and start it again.