DeskArtes 3Data Expert 14.1

Network license setup

Server installation



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Additional information

About this document

This document explains the operations needed to install a Reprise License Manager (RLM) network license server for DeskArtes 3Data Expert software. The license server will then provide licenses to DeskArtes 3Data Expert, instead of the default DeskArtes standalone licenses.

For instructions to configure the DeskArtes 3Data Expert program to use the network license, by changing the settings, see the document "Network license setup: Client settings".

The instructions in this document are written for the DeskArtes 3Data Expert version 14.1 installation package, containing Reprise RLM version 14.2 BL5 license server and tools.

For further information about the Reprise RLM system administration you can check the Reprise support web site (<u>https://www.reprisesoftware.com/admin/software-licensing.php</u>).

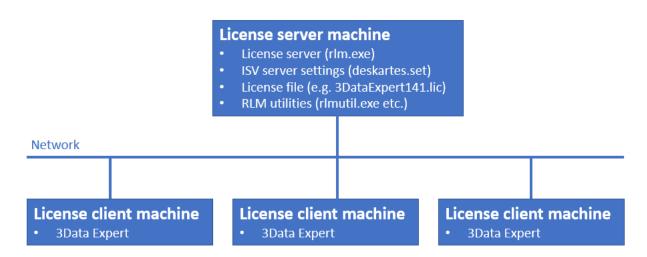
Requirements

The machines, running DeskArtes 3Data Expert with the Reprise RLM network license system, must 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 network license system, configured for DeskArtes 3Data Expert, consists of the parts illustrated in the following figure.

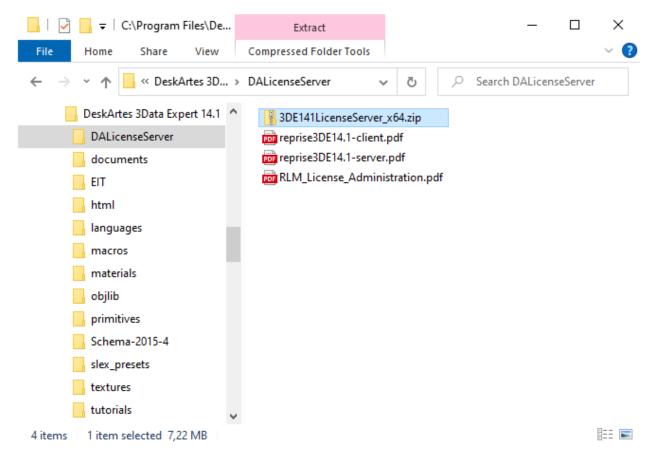


License server machine	The machine where the license server is running.
License client machine	A machine where DeskArtes 3Data Expert is running.
License server program	The program (rlm.exe) controlling the license usage in the network, with help of the ISV server.
ISV server settings file	A platform independent settings file for an 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

To start the installation you need to first get the DeskArtes license server installation package for 3Data Expert 14.1 (**3DE141LicenseServer_x64.zip**).

It is found in the "**DALicenseServer**" subfolder of the 3Data Expert 14.1 installation folder (default: "C:\Program Files\DeskArtes 3Data Expert 14.1\DALicenseServer").



The same package can also be downloaded from the DeskArtes web site. (https://www.deskartes.fi/downloads/software.php)

Copy the installation package to a machine where you want to run the license server.

Note: To be able to run the 64-bit versions of the license server and tools, included in the 3Data Expert installation, the machine you choose to be the license server needs to have a 64-bit Windows version.

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

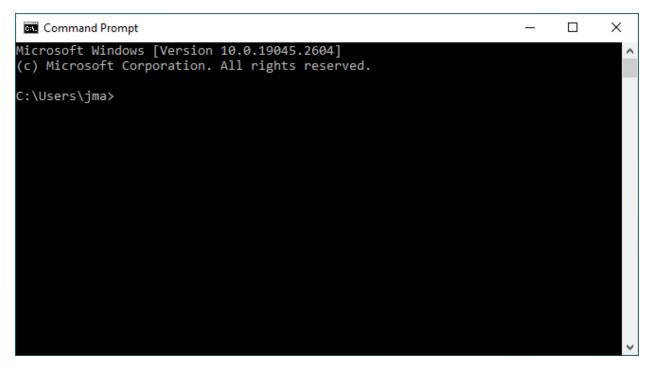
Extract the contents of the license server installation package (**3DE141LicenseServer_x64.zip**) to that folder.

Image: Image		- □ × ~ ?
← → ▾ 📙 « Local Disk (C:	> Reprise 🗸 💍	O Search Reprise
- Microsoft	▲ Name	Date modified
OneDriveTemp	deskartes.set	8.1.2022 9:43
PerfLogs	📧 rlm.exe	30.6.2021 7:39
Program Files	📧 rImclient.exe	8.1.2022 9:43
Program Files (x86)	📧 rlmdown.exe	30.6.2021 7:39
ProgramData	📧 rlmhostid.exe	30.6.2021 7:39
Recovery	📧 rlmnewlog.exe	30.6.2021 7:39
Redistributables	Imremove.exe	30.6.2021 7:39
Rel	Immeread.exe	30.6.2021 7:39
	Imstat.exe	30.6.2021 7:39
Reprise	Inswitch.exe	30.6.2021 7:39
System Volume Information	Inswitchr.exe	30.6.2021 7:39
Testing	📧 rlmutil.exe	30.6.2021 7:39
Users		
Windows	v <	>
12 items		

Getting the hostid number and hostname for the license

Open a Windows Command Prompt window.

Windows 11: Search Windows: type "cmd", select Command Prompt Windows 10 Creators Update or later: Search Windows: type "cmd", select Command Prompt Windows 10 earlier updates, Windows 8.1: Start (with right mouse button)->Command Prompt



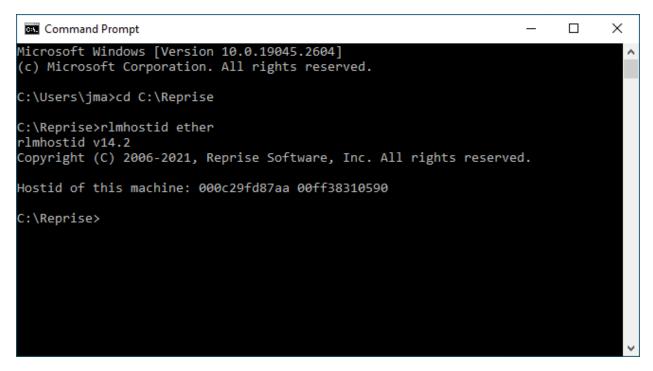
Change current working directory to the license server installation folder ("C:\Reprise") using the "cd" command.

Command Prompt - C ×
Microsoft Windows [Version 10.0.19045.2604]
(c) Microsoft Corporation. All rights reserved.
C:\Users\jma>cd C:\Reprise
C:\Reprise>

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

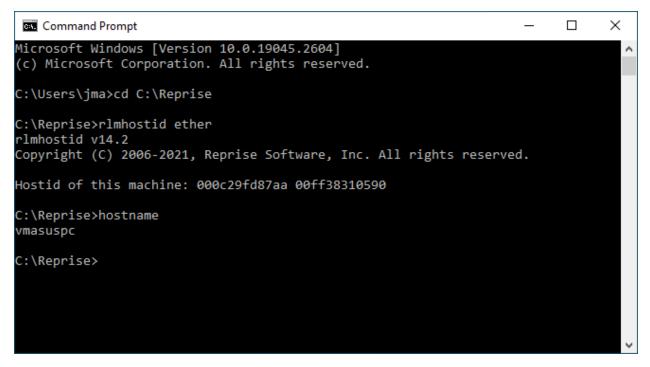
rlmhostid ether

cd C:\Reprise



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

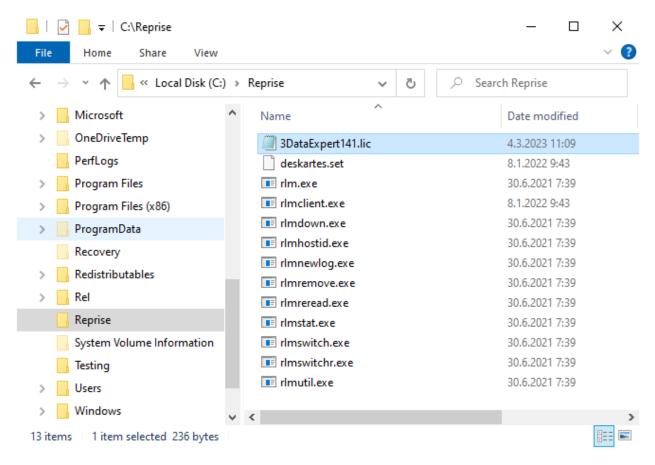
hostname



Send the first of the **Hostid** numbers and Hostname information to DeskArtes for creating the license. Include also information about what version of the 3Data Expert you are going to run (e.g. 14.1).

Installing the license

When you receive the license file (for example "**3DataExpert141.lic**"), copy it to the license server installation folder ("**C:\Reprise**").



Starting the license server

Start the license server with command ".\rlm.exe" in the license server installation folder ("C:\Reprise").

.\rlm.exe

```
Command Prompt - .\rlm.exe
                                                                         ×
C:\Reprise≻.\rlm.exe
03/04 11:28 (rlm) RLM License Server Version 14.2BL5
        Copyright (C) 2006-2021, Reprise Software, Inc. All rights reserved.
03/04 11:28 (rlm) License server started on vmasuspc
03/04 11:28 (rlm) Server architecture: x64 w4
03/04 11:28 (rlm) License files:
03/04 11:28 (rlm)
                      3DataExpert141.lic
03/04 11:28 (rlm)
03/04 11:28 (rlm) Web server starting on port 5054
03/04 11:28 (rlm) Using TCP/IP port 5053
03/04 11:28 (rlm) ... adding UDP/IP port 5053
03/04 11:28 (rlm) Starting ISV server deskartes on port 50161
03/04 11:28 (rlm) New thread created to watch ISV deskartes
03/04 11:28 (deskartes) RLM License Server Version 14.2BL5 for ISV "deskartes"
03/04 11:28 (deskartes) Settings from RLM Version 14.2BL5 for ISV "deskartes"
03/04 11:28 (deskartes) Server architecture: x64 w4
    Copyright (C) 2006-2021, 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) 1998-2008 The OpenSSL Project. All rights reserved.
    Copyright (c) 1995-1998 Eric Young (eay@cryptsoft.com) All rights reserved.
03/04 11:28 (deskartes)
03/04 11:28 (deskartes) Server started on vmasuspc (hostid: 000c29fd87aa) for:
03/04 11:28 (deskartes)
                                3data_expert
03/04 11:28 (deskartes)
03/04 11:28 (deskartes) License files:
                           C:\ProgramData\Reprise\deskartes (file unreadable)
03/04 11:28 (deskartes)
                            3DataExpert141.lic
03/04 11:28 (deskartes)
03/04 11:28 (deskartes)
```

Note 1: If you have a firewall program running on your license server, it will ask at this point if the program "rlm.exe" is allowed to connect to the network. You must allow that for the client machines to be able to connect to the license server.

I Windows Sect	urity Alert		\times
Windo app	ws Defende	er Firewall has blocked some features of this	
Windows Defender networks.	Firewall has blo	cked some features of rlm.exe on all public and private	
	<u>N</u> ame:	rlm.exe	
	Publisher:	Reprise Software Inc.	
	Pat <u>h</u> :	C:\reprise\rlm.exe	
Allow rlm.exe to co		ese networks: y home or work network	
		se in airports and coffee shops (not recommended en have little or no security)	
What are the risks	of allowing an ap	op through a firewall?	
		Allow access Cancel	

Note 2: You need to let the Command Prompt window be open, 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 to 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 web server waiting for connections at IP port 5054. You can view the license server status information by connecting to that server with any web-browser (Edge, Internet Explorer, Chrome, Firefox, Opera etc.). If running the browser at the license server machine the correct URL for the license server is

http://localhost:5054

To see the license server status information, select the "**Status**" command at the left side command list.

localhost:5054/h	ome.asp X -	+									-	D	×
← C (i) loca	lhost:5054/home.asp	0							A" 20	ເ∕≡	Ē		
Reprise						I Reprise Softwa							
Logins disabled		Status for "rlm" on vmasuspc (port 5053)											
RLM Administration Commands					RLM cor	ware version v mm version g log file	14.2 (build:5) v1.2 _stdout_						
Choose a command from the list below					licen	se files 3Da	ataExpert141.lic						
Status							-	Recent					
Shutdown Reread/Restart Servers				Me	ssages 0	(0/sec) 0 ((0/sec) 0	4 11:45:43 (0/sec) (0/sec)					
Switch Reportlog					SI	IOW rlm Debu	g Log						
Switch Debuglog	ISV S	Servers	_	_									
Diagnostics		ame port kartes 50291	Running Yes	Restarts 0	Server Status deskartes	License Usage deskartes	Debug Log deskartes	REREAD deskartes	TRANSFE deskarte		HUTDOWN		
RLM Manual System Info About				_								_	

Shutting down the license server

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

.\rlmdown.exe RLM -q

Command	Prompt					_	Х
Directory	of C:\Repr	rise					^
04.03.2023	44.00	<dir></dir>					
04.03.2023							
		<dir></dir>		205	Dotto Fundant 4.44		
04.03.2023					3DataExpert141.lic		
08.01.2022		-			deskartes.set		
30.06.2021					rlm.exe		
08.01.2022					rlmclient.exe		
30.06.2021		_			rlmdown.exe		
30.06.2021					rlmhostid.exe		
30.06.2021	06:39				rlmnewlog.exe		
30.06.2021	06:39	1	555	456	rlmremove.exe		
30.06.2021	06:39	1	555	456	rlmreread.exe		
30.06.2021	06:39	1	555	456	rlmstat.exe		
30.06.2021	06:39	1	555	456	rlmswitch.exe		
30.06.2021	06:39	1	555	456	rlmswitchr.exe		
30.06.2021	06:39	1	555	456	rlmutil.exe		
	13 File	e(s)	17	226	654 bytes		
					352 bytes free		
C:\Reprise>	.\rlmdown	.exe RLM	-a				
			-1				
C:\Reprise>							
or (neprise/							\sim

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

```
×
 Command Prompt
                                                                                   Δ
C:\Reprise>.\rlm.exe
03/04 11:45 (rlm) RLM License Server Version 14.2BL5
        Copyright (C) 2006-2021, Reprise Software, Inc. All rights reserved.
03/04 11:45 (rlm) License server started on vmasuspc
03/04 11:45 (rlm) Server architecture: x64_w4
03/04 11:45 (rlm) License files:
03/04 11:45 (rlm)
                      3DataExpert141.lic
03/04 11:45 (rlm)
03/04 11:45 (rlm) Web server starting on port 5054
03/04 11:45 (rlm) Using TCP/IP port 5053
03/04 11:45 (rlm) ... adding UDP/IP port 5053
03/04 11:45 (rlm) Starting ISV server deskartes on port 50291
03/04 11:45 (rlm) New thread created to watch ISV deskartes
03/04 11:45 (deskartes) RLM License Server Version 14.2BL5 for ISV "deskartes"
03/04 11:45 (deskartes) Settings from RLM Version 14.2BL5 for ISV "deskartes"
03/04 11:45 (deskartes) Server architecture: x64 w4
    Copyright (C) 2006-2021, 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) 1998-2008 The OpenSSL Project. All rights reserved.
    Copyright (c) 1995-1998 Eric Young (eay@cryptsoft.com) All rights reserved.
03/04 11:45 (deskartes)
03/04 11:45 (deskartes) Server started on vmasuspc (hostid: 000c29fd87aa) for:
03/04 11:45 (deskartes)
                                3data_expert
03/04 11:45 (deskartes)
03/04 11:45 (deskartes) License files:
03/04 11:45 (deskartes)
                            C:\ProgramData\Reprise\deskartes (file unreadable)
03/04 11:45 (deskartes)
                             3DataExpert141.lic
03/04 11:45 (deskartes)
03/04 14:46 (rlm) Shutdown request by jma@vmasuspc
03/04 14:46 (rlm) Sending shutdown msg to deskartes (pid: 1968)
03/04 14:46 (deskartes) Shutdown request by jma@vmasuspc
03/04 14:46 (rlm) deskartes - SHUTDOWN
03/04 14:46 (rlm) Shutting down rlm
C:\Reprise>
```

Running the license server as a Windows service

In most cases you want 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.

Adding a new Windows service for the license server

You can add a new rlm service to the Windows service list using the **rlm.exe** command in the Command Prompt.

You need to add the 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 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 machine restart, using the Windows Services control panel.

Removing the license server Windows service

The installed rlm service can also be removed from the Windows service list using the **rlm.exe** command.

You need to add the following **options** to the command:

- The "-delete_service" option.
- The "-service_name" option followed by the name of the service ("rlm-deskartes").

Note 1: The service must be stopped via the Windows Services control panel before it can be removed.

Note 2: In the older versions of RLM (before 12.0) you could add/remove the Windows service also by using the "Manage Windows Service" tool in the rlm web interface. **This feature has been removed in the RLM version 12.0 and later**.

Installing rlm as a Windows service using the rlm.exe command

For example, if you have the license file (**3DataExpert141.lic**) in the folder "c:\reprise", you want the logfile (**repriselog.txt**) to be written in the same folder and the service to be called "**rlm-deskartes**", you need to run the following rlm install command in the Windows command prompt.

rlm.exe -install_service -service_name rlm-deskartes -dlog
c:\reprise\repriselog.txt -c c:\reprise\3DataExpert141.lic

🔤 Administra	tor: Command Pro	ompt			- 0	Х
Directory	of C:\Repris	e				^
04.03.2023	14:56 <0)IR>				
04.03.2023	14:56 <0	DIR>				
04.03.2023	11:27			395	3DataExpert141.lic	
08.01.2022	09:43				deskartes.set	
04.03.2023	14:56			0	repriselog.txt	
30.06.2021	06:39	2	420		rlm.exe	
08.01.2022	09:43		806	400	rlmclient.exe	
30.06.2021	06:39	1	555	456	rlmdown.exe	
30.06.2021	06:39	1	555	456	rlmhostid.exe	
30.06.2021	06:39	1	555	456	rlmnewlog.exe	
30.06.2021	06:39	1	555	456	rlmremove.exe	
30.06.2021	06:39	1	555	456	rlmreread.exe	
30.06.2021	06:39	1	555	456	rlmstat.exe	
30.06.2021	06:39	1	555	456	rlmswitch.exe	
30.06.2021	06:39	1	555	456	rlmswitchr.exe	
30.06.2021	06:39	1	555	456	rlmutil.exe	
	14 File(s	5)	17	226	654 bytes	
	2 Dir(s)	45	958	590	464 bytes free	
C:\Reprise≻	rlm.exe -ins	tall	ser	/ice	-service_name rlm-deskartes -dlog c:\repr	ise
\repriselog	.txt -c c:\r	repris	se\30	DataB	Expert141.lic	
C:\Reprise>						~

Note: If you have the User Account Control (UAC) enabled on Windows 8, 8.1, 10 or 11 you might get an error message saying that "**Error: Access to Service Control Manager denied.**"

🔤 Command	Prompt				- 🗆 ×	(
Directory	of C:\Repr	ise				^
04.03.2023	11:28	<dir></dir>				
04.03.2023	11:28	<dir></dir>				
04.03.2023	11:27			395	3DataExpert141.lic	
08.01.2022	09:43			531	deskartes.set	
30.06.2021	06:39	2	420	224	rlm.exe	
08.01.2022	09:43		806	400	rlmclient.exe	
30.06.2021	06:39	1	555	456	rlmdown.exe	
30.06.2021	06:39	1	555	456	rlmhostid.exe	
30.06.2021	06:39	1	555	456	rlmnewlog.exe	
30.06.2021	06:39	1	555	456	rlmremove.exe	
30.06.2021	06:39	1	555	456	rlmreread.exe	
30.06.2021	06:39	1	555	456	rlmstat.exe	
30.06.2021	06:39	1	555	456	rlmswitch.exe	
30.06.2021	06:39	1	555	456	rlmswitchr.exe	
30.06.2021	06:39	1	555	456	rlmutil.exe	
	13 File	(s)	17	226	654 bytes	
				012	992 bytes free	
					convice normalized deskertes dlas subseries	
					<pre>-service_name rlm-deskartes -dlog c:\reprise</pre>	
					Expert141.lic	
Error: Acce	ss to serv	ice cor	itro.	r mar	nager denied	
C:\Reprise>						\sim

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

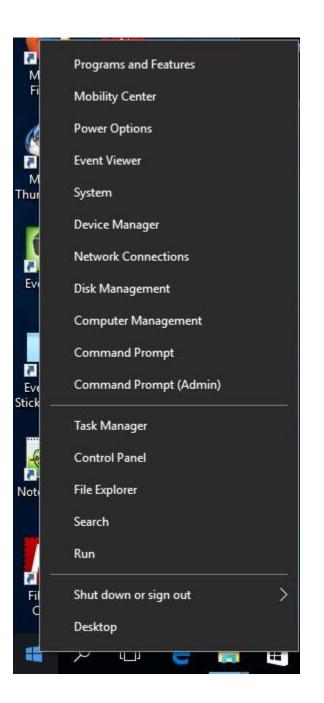
In **Windows 11** you can start an admin Command Prompt by clicking the **Search** (Magnifying glass Search button), typing "**cmd**", clicking Command Prompt with **right mouse button** and selecting "**Run as administrator**" from the menu.

Q cmd						
← All Work App	s Documents Web	Settings People Deskartes Oy	J			
Best match						
Command Prompt						
Apps	📑 Run as administrate	Command Prompt				
	Open file location	Арр				
🚸 Git CMD	🔆 Unpin from taskba					
x64 Native Tools Comm Prompt for VS 2017	🔗 Pin to Start	Open				
Command Prompt for v	rctl >	Run as administrator Open file location				
Search work and web		💥 Unpin from taskbar				
O cmd - See work and web r	esults >	🔗 Pin to Start				
	>					
,⊖ cmdh	>					
Ø cmder	>					
,O cmd commands	· · · · · ·					

In **Windows 10 Creators Update or later** you can start an admin Command Prompt by clicking the **Search Windows** (Magnifying glass button), typing "**cmd**", clicking Command Prompt with **right mouse button** and selecting "**Run as administrator**" from the menu.

All Apps Documents We	b More 🔻			ନ୍ଦ	
Best match		^			
Command Prompt App	Run as ad	ministrator			
Apps	🛛 Open file I	location	Command Prompt		
🐹 Cmder.exe - Shortcut	える Unpin from	m taskbar	Арр		
Perl (command line)	-⇔ Pin to Star	rt			
VS2015 x86 ARM Cross Tools	>	ď	Open		
Command Prompt		5	Run as administrator		
Settings		D	Open file location		
Replace Command Prompt w Windows PowerShell in the W		52	Unpin from taskbar		
Search the web		-12	Pin to Start		
∽ Cmd - See web results	>				
∽ cmd commands	>				
𝒫 cmd admin	>				
,	>				
∠ cmd ipconfig	>	~			
,∕⊃ cmd					

In Windows 10 earlier updates and Windows 8.1 you can start an admin Command Prompt by clicking the Start menu (Windows flag button) with the right mouse button and selecting "Command Prompt (Admin)" from the menu.



Starting rlm service using the Windows Services control panel

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

Windows 11:

"Start (with right mouse button)->Computer management: Services and Applications: Services"

Windows 10 Creators Update or later:

"Start (with right mouse button)->Computer management: Services and Applications: Services"

Windows 10 earlier updates and Windows 8.1:

"Start (with right mouse button)->Control Panel (View by: Large icons): Administrative Tools: Services"

Windows 8:

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

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

🌆 Computer Management					-	- 🗆	Х
File Action View Help							
🗢 🄿 🙍 📰 🔲 🙆 🞼							
Computer Management (Local)	O Services						
> 🎁 System Tools > 🚰 Storage	rlm-deskartes	Name	Description	Status	Startup T	Log On As	
 Services and Applications Services WMI Control 	<u>Start</u> the service	Recommended Troublesho Remote Access Auto Conne Remote Access Connection	Creates a co	Running	Manual Manual Automatic	Local System Local System Local System	
Des	Description: Reprise License Server	 Remote Desktop Configurat Remote Desktop Services Remote Desktop Services U Remote Procedure Call (RPC) Remote Procedure Call (RP Remote Registry Retail Demo Service 	Allows user Allows the r	Running Running Running Running	Manual Manual Automatic Manual Disabled Manual	Local System Network Servin Local System Network Servin Network Servin Local Service Local System	ce
		Routing and Remote Access Rec Endpoint Mapper Secondary Logon Secure Socket Tunneling Pr Security Accounts Manager Security Center Sensor Data Service Sensor Monitoring Service	Reprise Lice Offers routi Resolves RP Enables star Provides su The startup The WSCSV Delivers dat Monitors va	Running Running Running Running	Automatic Disabled Automatic Manual Automatic Automati Manual (Manual (Local System Local System Network Servic Local System Local Service Local System Local Service Local System Local Service	ce
	Extended Standard	<	Monitors val		Wanda (>

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

The status of the service is then changed to "**Running**" (or "Started") and the rlm license server is running.

File Action View Help							
E Computer Management (Local)	Services						
> 🎁 System Tools	rlm-deskartes	Name	Description	Status	Startup T	Log On As	
 Storage Services and Applications Services WMI Control 	Stop the service Restart the service Description: Reprise License Server	Recommended Troublesho Remote Access Auto Conne Remote Access Connection Remote Desktop Configurat Remote Desktop Services Remote Desktop Services U Remote Posedure Call (RPC) Remote Procedure Call (RPL Remote Registry Retail Demo Service	Creates a co Manages di Remote Des Allows user Allows the r	tes a co ages di Running ote Des Running vs user Running vs the r Running RPCSS s Running indows les rem		Local System Local System Local System Local System Network Service Local System Network Service Local Service	
		🖏 rlm-deskartes	Reprise Lice	Running	Manual Automatic	Local System Local System	
		Q Routing and Remote Access RPC Endpoint Mapper Secondary Logon Secure Socket Tunneling Pr	Offers routi Resolves RP Enables star Provides su	Running	Disabled Automatic Manual Manual	Local System Network Service Local System	e
		Secure Socket Tunneiing Pr Security Accounts Manager Security Center	The startup The WSCSV	Running Running Running	Automatic Automati	Local Service Local System Local Service	
		🤹 Sensor Data Service	Delivers dat Monitors va		Manual (Manual (Local System Local Service	

Stopping rlm service using the Windows Services control panel

The rlm service is stopped via the Windows Services control panel in the same way 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 "Running" (or "Started") string then disappears from the "Status" field and the rlm license server is stopped.

🞥 Computer Management					-	- □ >	×
File Action View Help							
🗢 🍬 🙇 📰 🖾 📥 🚺							
🜆 Computer Management (Local)	O Services						
> 🙀 System Tools	rlm-deskartes	Name	Description	Status	Startup T	Log On As	
 Storage Services and Applications Services WMI Control 	Start the service Description:	Recommended Troublesho Remote Access Auto Conne Remote Access Connection Remote Access Connection Remote Desktop Configurat	Manages di Remote Des	Running Running	Manual Manual Automatic Manual	Local System Local System Local System Local System	
	Reprise License Server	Image: Service Control Contro Control Control Contro Control Control Control Control Control Co	The RPCSS s In Windows Enables rem The Retail D	Running Running Running	Manual Manual Automatic Manual Disabled Manual	Network Service Local System Network Service Network Service Local Service Local System	e
		 Im-deskartes Routing and Remote Access RPC Endpoint Mapper Secondary Logon Secure Socket Tunneling Pr Security Accounts Manager Security Center Sensor Data Service Sensor Monitoring Service 	Reprise Lice Offers routi Resolves RP Enables star Provides su The startup The WSCSV Delivers dat Monitors va	Running Running Running Running	Automatic Disabled Automatic Manual Automatic Automati Manual (Local System Local System Network Service Local System Local Service Local System Local Service Local System Local Service	e
	Extended Standard	<				>	*

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

Removing rlm service using the rlm.exe command

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

rlm.exe -delete service -service name rlm-deskartes

💀 Administra	tor: Comma	nd Prompt				_	×
Directory	of C:\Re	prise					^
04.03.2023		<dir></dir>					
04.03.2023		<dir></dir>					
04.03.2023					3DataExpert141.lic		
08.01.2022					deskartes.set		
04.03.2023					repriselog.txt		
30.06.2021		2			rlm.exe		
08.01.2022	09:43		806	400	rlmclient.exe		
30.06.2021	06:39	1	555	456	rlmdown.exe		
30.06.2021	06:39	1	555	456	rlmhostid.exe		
30.06.2021	06:39	1	555	456	rlmnewlog.exe		
30.06.2021	06:39	1	555	456	rlmremove.exe		
30.06.2021	06:39	1	555	456	rlmreread.exe		
30.06.2021	06:39	1	555	456	rlmstat.exe		
30.06.2021	06:39	1	555	456	rlmswitch.exe		
30.06.2021	06:39	1	555	456	rlmswitchr.exe		
30.06.2021	06:39	1	555	456	rlmutil.exe		
	14 Fi	le(s)	17	226	654 bytes		
					624 bytes free		
C:\Reprise>	rlm.exe	-delete s	servi	ice -	service_name rlm-deskartes		
		_			_		
C:\Reprise>							\sim

Note: If you have the User Account Control (UAC) enabled on Windows 8, 8.1, 10 or 11 you might get an error message saying that "**Error: OpenService failed (5)**."

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

In **Windows 11** you can start an admin Command Prompt by clicking the Search (Magnifying glass Search button), typing "cmd", clicking Command Prompt with right mouse button and selecting "Run as administrator" from the menu.

In **Windows 10 Creators Update or later** you can start an admin Command Prompt by clicking the Search Windows (Magnifying glass button), typing "cmd", clicking Command Prompt with right mouse button and selecting "Run as administrator" from the menu.

In **Windows 10 earlier updates and Windows 8.1** you can start an admin Command Prompt by clicking the Start menu (Windows flag button) with the right mouse button and selecting "Command Prompt (Admin)" from the menu.

Checking the rlm service removal with the Windows Services control panel

After removing the rlm service with the rlm.exe command, you can check again the services list in the Windows Services control panel.

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

File Action View Help									
File Action View Help	2 📷 🕨 🔳 💷								
							_		
Computer Management (Local)	Q Services								
> 🎁 System Tools > 🚰 Storage	Routing and Remote Access	Name	Description	Status	Startup T	Log On As			
 Bervices and Applications 		🎑 Remote Desktop Configurat	Remote Des	Running	Manual	Local System			
Services	Description: Offers routing services to businesses	🍓 Remote Desktop Services	Allows user	Running	Manual	Network Servic	e		
🚔 WMI Control	in local area and wide area network	🎑 Remote Desktop Services U	Allows the r	Running	Manual	Local System			
	environments.	🥋 Remote Procedure Call (RPC)	The RPCSS s	Running	Automatic	Network Servic	e		
		🥋 Remote Procedure Call (RP	In Windows		Manual	Network Servic	e		
		🎑 Remote Registry	Enables rem		Disabled	Local Service			
		🎑 Retail Demo Service	The Retail D		Manual	Local System			
		🧠 Routing and Remote Access	Offers routi		Disabled	Local System			
		🍓 RPC Endpoint Mapper	Resolves RP	Running	Automatic	Network Servic	e		
		🎑 Secondary Logon	Enables star		Manual	Local System			
		🍓 Secure Socket Tunneling Pr	Provides su	Running	Manual	Local Service			
		🍓 Security Accounts Manager	The startup	Running	Automatic	Local System			
		🍓 Security Center	The WSCSV	Running	Automati	Local Service			
		🍓 Sensor Data Service	Delivers dat		Manual (Local System			
		🍓 Sensor Monitoring Service	Monitors va		Manual (Local Service			
		🍓 Sensor Service	A service fo		Manual (Local System			
		🍓 Server	Supports fil	Running	Automati	Local System			
		🍓 Shared PC Account Manager	Manages pr		Disabled	Local System			
		🎑 Shell Hardware Detection	Provides no	Running	Automatic	Local System			
		<				2	Þ		
	Extended Standard								

License server log files

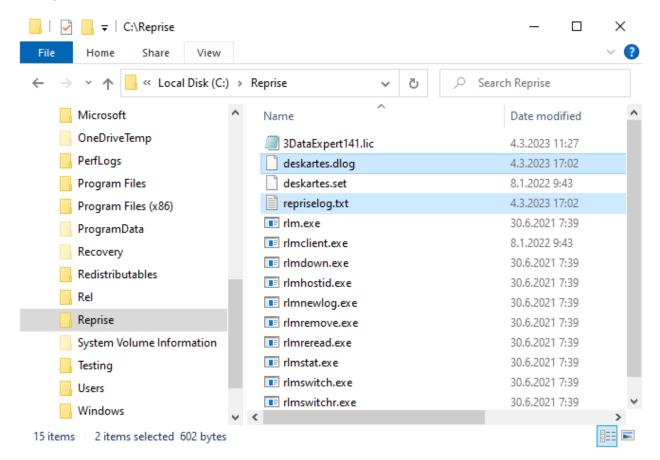
When running the rlm license server as a Windows service, log information is written to a couple of log files. The log files contain the same information shown in the startup command prompt in the default configuration.

The rlm license server log file

The rlm license server writes its log information to the file defined in the rlm.exe startup command (for example: "c:\reprise\repriselog.txt"). This log file contains the information that is written by the rlm license server in the startup command prompt in the default configuration.

The ISV server log file

The ISV server log information is written to another file called "<isvname>.dlog" ("**deskartes.dlog**" for the ISV server for DeskArtes programs). This log file contains the information that is written by the ISV server in the startup command prompt in the default configuration.



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

The ISV server options file

With the ISV server options file additional options can be defined to the ISV server. The name of the options file is "<isvname>.opt" ("**deskartes.opt**" for the ISV server for DeskArtes programs) and it resides in the license server folder. The options file is a normal text file and can be edited with any text editor (e.g. Notepad).

Switching the ISV log file to another path

As default the name of the ISV log file for DeskArtes programs is "**deskartes.dlog**" and it is written to the license server folder. To change the name and/or the path of the ISV log file, you can add the following option line to the ISV server options file.

DEBUGLOG C:\RepriseLogs\deskartes_debuglog.txt

ISV report log file

The license server can generate a license usage log file for reporting. This ISV report log file contains information about the usage of the ISV software licenses. To make the license server to create an ISV report log file, you can add the following option line to the ISV server options file.

REPORTLOG C:\RepriseLogs\deskartes reportlog.txt

The ISV report log file has also authentication information to avoid later changes to the originally created data.

```
RLM Report Log Format 0, version 14.2, authenticated
ISV: deskartes, RLM version 14.2 BL5
Logfile format Copyright (C) 2006-2021 Reprise Software, Inc.
For documentation on this format, email info@reprisesoftware.com
You are encouraged to build tools to process this data.
START vmasuspc 03/04/2023 17:27:40
TIMEZONE -120 1 # FLE Standard Time FLE Summer Time, -120 minutes west of UTC, daylight: 1
LICENSE FILE C:\ProgramData\Reprise\deskartes
LICENSE FILE c:\reprise\3DataExpert141.lic
PRODUCT 3data_expert 14.1 2 1 0 1 "" "" "" "" "0257d48040000c00" 0 0 0 0 0 0 0 0 0
03/04/2023 17:27
OUT 3data_expert 14.1 2 jma vmasuspc "" 1 1 0 41 41 1d0c "" "" "" 03/04 17:29:32
IN 1 3data_expert 14.1 jma vmasuspc "" 1 0 0 41 03/04 17:29:44
OUT 3data_expert 14.1 2 jma vmasuspc "" 1 1 0 42 42 2ae4 "" "" "" 03/04 17:31:11
IN 1 3data_expert 14.1 jma vmasuspc "" 1 0 0 42 03/04 17:31:20
OUT 3data_expert 14.1 2 jma vmasuspc "" 1 1 0 43 43 26f4 "" "" "" 03/04 17:31:55
IN 1 3data expert 14.1 jma vmasuspc "" 1 0 0 43 03/04 17:32:07
SHUTDOWN signal local 03/04 17:32:55
AUTH: 1 60p045326c11u1vknn3x6agf6pdyt1rj6k2g01022g3nq074r3d8nm23kk8nh48skt645jfy1m
```

Note: If you have selected the option to create ISV report log files, it is important to shut down the license server in a controlled way, not just killing the process. Otherwise the license server can't write final authentication information and the validity of the report can't be verified. The license server should be shut down with the Windows services control panel Stop-command, if it is run as a Windows service, and with rlmdown-command or through RLM web interface, if the server was started at Command prompt.

The license file

The network license file for DeskArtes programs is a text file that contains information about the license server machine, that the license has been assigned to, ISV server controlling the software usage and the software the license enables.

3DataExpert141base.lic	- Notepad			_		Х	
File Edit Format View	Help						
HOST vmasuspc 000c29fd87aa 5053 ISV deskartes deskartes LICENSE deskartes 3data_expert 14.1 31-dec-2023 1 options=0257d48040000c00 _ck=ffd681753b sig="60PG4526PK6FEYANRH01DE DX5KXGBUEE52PFU4022M0B2JQY73WJGKCVJYVKSJD3FWYS706H62YG"							
<						>	
	Ln 5, Col 58	100%	Windows (CRLF)	UTF-8			

The **HOST** line includes the host name, system ID number and port number of the license server machine.

The **ISV** line defines the ISV server that supports the program modules.

The **LICENSE** line defines the software that is enabled by the license. The software information includes also the version number, expire date, the number of the licenses and enabled options for that software.

In the HOST line of license file the license server host name (second field) and the port number (fourth field) can be changed without invalidating the license file.

In the ISV line of the license file the ISV server path (the third field) can be changed without invalidating the license file.

Other parts of the license file are protected for changes with the encrypted signature fields. Changing those parts will invalidate the license.

The network port numbers

The Reprise RLM network license system needs network (TCP/IP) port numbers for its connections.

The Reprise license server assigns three ports for different types of connections.

- 1. Port for license requests from the client programs, like 3Data Expert.
 - the default port number for this port is 5053.

• other port number can be assigned in the HOST line of the license file (the fourth field). The port number in the license file can be changed without invalidating the license file.

2. Port for the license server embedded web server admin interface.

- the default port number for this port is 5054.
- other port number can be assigned with the "-ws port" startup option.
- 3. Port for communication with the ISV server.
 - the port number is as default assigned dynamically.

If a static port number is needed for the third port, for example because it has to be enabled in a firewall, it can be defined in the ISV line of the license file with the "port=<portnum>" option.

For example.

If the ISV line for 3Data Expert would otherwise be

ISV deskartes c:\reprise\deskartes

To define port number 49156 for the deskartes ISV server, you have to change the ISV line to

ISV deskartes c:\reprise\deskartes port=49156

Additional information

For further details see the section "Running the rlm server as a service on Windows" in "RLM_License_Administration.pdf" document.

You can find the document at the "**DALicenseServer**" subfolder of the 3Data Expert 14.1 (64-bit) installation folder (default: "C:\Program Files\DeskArtes 3Data Expert 14.1\DALicenseServer").

It can also be downloaded from the Reprise support web site (<u>https://www.reprisesoftware.com/admin/software-licensing.php</u>).