Installation of the LimitState Network License Server

Reprise License Manager (RLM) v16.1

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2 Overview

RLM (Reprise License Manager) is a lightweight licence management application that runs on a server machine within your network. It includes a built-in web interface that allows administrators to view licence usage, monitor connected users, and manage licences through a standard web browser. The web interface is embedded within the RLM application itself and does not require a separate web server installation.

In a typical deployment, RLM operates entirely within your network. Client applications communicate directly with the RLM server to obtain licences, and administrators access the management interface using the server's hostname or IP address. Internet access is not required for day-to-day licence serving and administration unless optional features such as online licence activation are being used.

The RLM web interface is intended as a local management tool and is generally kept behind the organisation's firewall rather than exposed to the public internet.

This document describes the process of setting up and maintaining a RLM network license server; it is not relevant to LimitState stand-alone (Basic) or USB dongle (Flexible) licenses.

Please note that licences are not normally valid on virtual machines unless specifically authorised by LimitState

The most common situations involving the license server are:

1. Installing the RLM server software and either:
    a. activating a license key, or
    b. reading a pre-made license
2. Updating a pre-made license on an existing server installation (e.g. after annual renewal)

This guide walks you through each of these scenarios.

3 System requirements

The RLM 16.1 network licence server requires:

Operating system

- Windows Server 2016 or later (64-bit).
- Windows 10 or later (64-bit) is also supported for non-server installations and testing.

Administrator privileges

- Local Administrator rights are required to install the software and register the Windows service.

Network

- TCP port 5053 for licence serving (default)
- TCP port 5054 for the RLM web administration interface (default)
- If port 5054 is unavailable, the RLM web server will not start.

Web browser

- Any modern web browser capable of HTTPS.

Internet access

- Not required for normal licence serving.
- Required only for online licence activation, unless activation is performed on another machine or via email.

Virtual machines

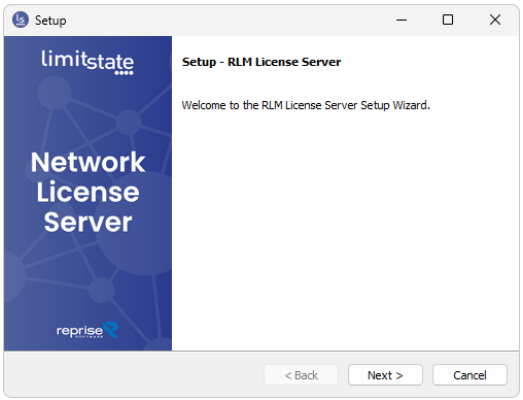
- Supported by RLM, but requires a special license.

4 Installing the RLM Network License Server

The network license server is installed as a service ('RLM') on a Windows server, which client computers connect to.

▷ Download and run the automated installer available from https://download.limitstate.com/client

Upon running the installer, you will be presented with the following screen, and guided through the process of installing the RLM License Server:



The default path for installation of RLM is **`C:\Program Files\RLMServer`**.

The installation process will:

1. Check that the installer account has sufficient privileges
2. Check if port 5053 is already in use
3. Install RLM as a service (Local System)
4. Configure the RLM service to restart on failover
5. Start the RLM service
6. Open the RLM web interface (optional)

4.1 Default ports

The following ports are used by default:

- RLM licence server: TCP 5053
- RLM web administration: TCP 5054
- Optional static ISV port: administrator defined (recommended in restricted firewall environments)

5 Opening the RLM web interface

▷ Open a web browser and go to the RLM web interface: https://localhost:5054

You will be prompted to log in. On your first visit, use:

```
Username: admin
Password: admin
```

RLM requires the default administrator credentials to be changed before the web interface can be used. Store the new credentials securely, as they are required for

future licence administration. If you forget and can't log in, refer to the FAQ Section 8.4.

When accessing the web interface from another computer, replace *localhost* in the URL with the server's hostname or IP address.

6 Activating a license key

You may have been provided with a license activation key. Generally, we distribute these in order to generate a short-term license for testing the RLM system on your network. This process also provides us with the information required to create your long-term license, which we will then email to you.

Occasionally, we may provide a key that will create a full-term license straight away, without the need for us to generate the license on your behalf.

The processes available for activating the license key are the same in both instances.

It is important that you follow the activation instructions carefully and do not simply accept default entries the provided in the interface.

Only activate the license on the server, not a test machine. If you require a license for testing purposes, please contact the LimitState support team at support@limitstate.com.

There are three main ways to activate your license:

1. Through the license server's administration interface
2. Through limitstate.com
3. By email

Note that some endpoint protection products may require the RLM executables to be explicitly trusted.

All licence files are stored in the RLM installation directory unless another location is specified.

6.1 License activation via the RLM web interface

The server machine will need to have access to the wider internet in order to send the license creation request and receive the license.

▷ Log in to the RLM web interface.

▷ Select **Activate** at the top of the interface to begin the activation process.

▷ Use the following information to populate the form fields:

Field	Value
ISV Activation Website	http://license.limitstate.com
ISV Name	limitstate
License Activation Key	As provided
Hostid	Auto-populated (leave as-is)
License Count	Leave as 0
License File to Create or Edit	User-defined (can leave as activate1.lic)

▷ Once the information has been filled out, click the **ACTIVATE LICENSE** button.

The license file will be created and saved to the specified directory, and your license server will pick up and use it.

6.2 License activation via limitstate.com

If the network license server does not have access to the external internet, you can activate your license key from a different machine.

▷ Visit www.limitstate.com/activate

You will need to know the Host ID information of the server in advance. Section 8.1 explains how to find this.

▷ Enter the **Activation Key** and **Host ID** information

▷ Click **Create License**

▷ Copy the license text (only) to a text file, saving this with a `.lic` extension to the installation directory on the server (e.g. `C:/Program Files/RLMServer/license.lic`)

▷ Log in to the RLM web interface

▷ Click **Reread / Restart Server**

▷ The license should now be picked up and ready to use

6.3 Activation via email

Although a slower option, if you prefer, you can email your Host ID information to support@limitstate.com. We will activate your license and reply with your license file as soon as possible – generally within 2 working days.

7 Updating a license file

You may be required to replace a license on systems where RLM is already running. This is normally a straightforward process:

1. **Delete** (or move) the old license
2. **Copy** the replacement licence file into the installation directory
3. **Reread** the license via the RLM interface

If the process above does not work for any reason, contact us on support@limitstate.com. Including the RLM diagnostics file will help speed up the troubleshooting process.

8 Network license FAQ

8.1 What is a Host ID and how do I find it?

The Host ID (hostid) is one of a number of system-specific character strings which can be used to tie a license to that particular machine.

For the RLM server, the hostid(s) may be obtained in a number of ways:

1. Via a command-line call
2. Via the RLM web interface

8.1.1 Obtaining the server hostid from the command-line

▷ Open a command prompt and run the following (if the software was installed to a different location, substitute accordingly):

```
C:/Program Files/RLMServer/rlmutil rlmhostid -q 32
```

The output will be a hostid (e.g. **a12b3c45**).

This method does not require the license server to be running.

8.1.2 Obtaining the server hostid from the license server

Provided that the license server is up and running, a list of hostid values can be obtained.

▷ Open https://localhost:5054

▷ Select **Diagnostic** (at the top of the page).

▷ Locate the **RLM hostid list** e.g.:

```
RLM hostid list:

a3f91c72 uuid=D4271E9A-3BAF-7C2D-45E1-82C93F105B6E disksn=7MPPJ2KD
disksn=451N8HFBQ disksn=3HQ9WBM4829461 disksn=72650DAC3947
disksn=P4MM2KDJ disksn=1485N8HFQ disksn=H39QWB4MX284916C
disksn=7260D5CA4938 82c93f105b6e 006ef4a18b27 0a0038000005
ip=169.254.115.43 ip=192.168.1.47
```

The first entry in the list is the most commonly used Host ID (e.g. a3f91c72 above)

▷ Alternatively, clicking **Activate** will also display hostid information.

8.2 Will the installation require a server reboot?

Generally, no reboot is required after installation or updating a license. However, after some changes (e.g. when setting a static port for communications) it can sometimes be necessary to restart the RLM service, in order that the system forgets cached information and uses the updated settings.

Rebooting the server after installing the RLM service can be helpful in some circumstances. For instance, if the service has not been able to set to restart automatically, the license server would fail to start after the reboot. It would be easier to notice this at the time of original installation, but it is not a requirement.

To minimise the chances of future issues, the installer will generally set the server to restart automatically and to attempt restart in the case of a failure.

8.3 Can I move the license server?

We understand that servers need to be periodically updated, and sometimes fail. If you need to change or upgrade the machine from which you are serving the network license, we can provide a replacement license, provided that the original is no longer operating or utilised.

If you require more than one replacement license within a 12-month period then we may make a nominal administrative charge.

8.4 I've installed the server, but I can't log in to the web interface

It's likely that there has been a RLM server installed on your machine previously. First, check that this is not currently active and associated with a different application.

Once it has been ascertained that only a single RLM server is present, stop the RLM service and look for a file named `.rlmdb` on the system (usually in `C:\ProgramData\Reprise` or similar). Deleting this file will cause the login credentials to be reset to admin/admin when the service is restarted.

9 Common error messages

9.1 Could not complete automatic installation

During installation of the network license server, after the files have been copied to the server, if the installer does not have sufficient permissions to create a service, it will report the following error, which also explains how to resolve the problem:

Could not complete automatic installation.

The files required for the server have now been installed on this computer, but it was not possible to set the "rlm" executable as a service. This is normally due to a permissions problem.

When the installer is complete:

- Select **Manually Start rlm license server** from the Windows Start Menu

- Open the "LimitState Network License Administration" from the Windows Start Menu
- Follow the instructions there to install as a service

9.2 Connection refused at server

After installing the license server, the following error message may be displayed on the client computer:

```
Error checking out <product_name> license
Communication error with license server (-17)
Connection refused at server (-111)
```

This error message can arise for a number of reasons. The most common cause is that either the license server is not running, or you are entering the wrong value for the "**Network license server name**" in the client software licensing dialog.

You should check that the license server is running correctly: point a browser to https://localhost:5054 on the server machine, and if you get the "**License Server Administration**" page, look the status of the "**limitstate**" server on the "**Home**" page. Note that you will need to log in with your administrator credentials.

On the client, check that the value entered for the "**Network license server name**" matches the name of the machine running the license server, e.g.:

```
5053@<my_server_name> e.g. 5053@SERVER123
```

Alternatively, you can try the IP address:

```
5053@<my_server_IP> e.g. 5053@192.168.1.2
```

If all of the above are OK, the problem is likely to be a firewall blocking **port 5053** and/or the **limitstate ISV port**.

The person responsible for the firewall administration will normally know whether this is the case. The optional diagnostic tools in the installer includes a script that runs some local firewall detection programs. This will list if a firewall exception has been made either for **rlm.exe** on the server, LimitState software on the client computer, or port **5053** on either.

Finally, some network setups will require that the limitstate ISV port is made static (it is dynamically allocated at the time of server startup by default). To do this:

1. Open the **Services** dialog and **Stop** the **RLM** service.
2. Locate and open the **license file** (`.lic`) using a text editor (such as Notepad, Notepad++ etc.).
3. Locate the line "`ISV limitstate`" and replace it with "`ISV limitstate port=1234`" (the port number can be any of your choosing, as long as it is free to use).
4. **Save** the license file.
5. In the **Services** dialog, Start the **RLM** service.
6. Go to the **RLM web interface** and check that the **limitstate ISV** is displayed and that the port number associated with it is the same as in the license.
7. Try checking out a license from a **client machine**. You should be able to use port 5053 or the static ISV port number.

10 Further information

For additional assistance, see the LimitState support articles: https://support.limitstate.com or contact our support team at support@limitstate.com.