Network license system installation for DeskArtes Expert Series 10.0 programs

deskartes

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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 network license system, instead of the default DeskArtes standalone licenses.

The instructions in this document are written for the DeskArtes Expert Series version 10.0 installation packages, containing Reprise RLM version 9.2 license server and tools.

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

The document is written using the 3Data Expert 10.0 (64-bit) as an example, but the same instructions can be applied also for the other DeskArtes Expert Series programs: 3Data Expert Lite, Dimensions Expert, View Expert and Design Expert (64-bit and 32-bit).
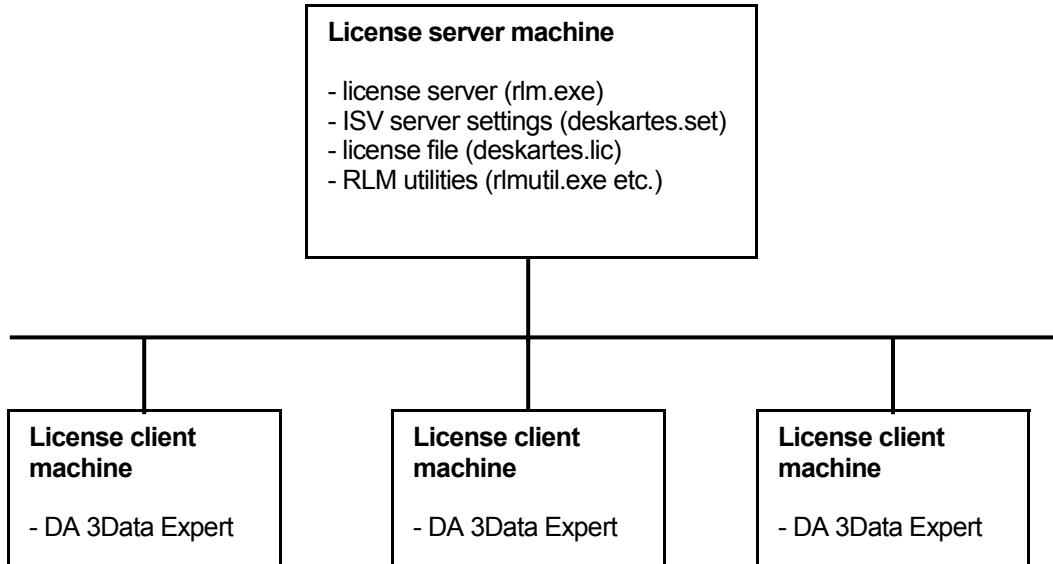
Requirements

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

```
┌─────────────────────────────────────┐
│ License server machine              │
│                                     │
│ - license server (rlm.exe)          │
│ - ISV server settings (deskartes.set)│
│ - license file (deskartes.lic)      │
│ - RLM utilities (rlmutil.exe etc.)  │
└─────────────────────────────────────┘
```

```
┌──────────────────┐  ┌──────────────────┐  ┌──────────────────┐
│ License client   │  │ License client   │  │ License client   │
│ machine          │  │ machine          │  │ machine          │
│                  │  │                  │  │                  │
│ - DA 3Data Expert│  │ - DA 3Data Expert│  │ - DA 3Data Expert│
└──────────────────┘  └──────────────────┘  └──────────────────┘
```

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 (ES10LicenseServer_x64.zip) for 3Data Expert 10.0 (64-bit).

It is found in the "DALicenseServer" subdirectory of the 3Data Expert 10.0 (64-bit) installation directory (default: "C:\Program Files\DeskArtes 3Data Expert 10.0\DALicenseServer").
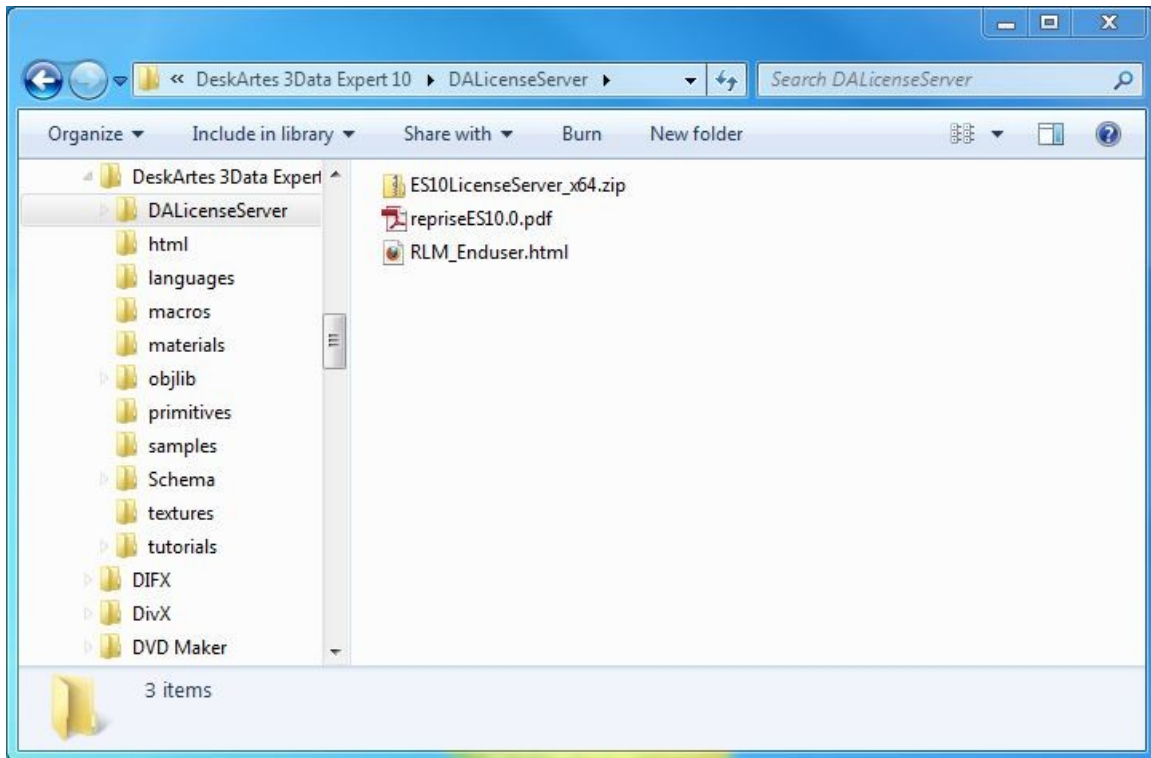
Copy the installation package to the machine that you want to make a license server.

Note: To be able to run the 64-bit versions of the license server and tools, included in the 64-bit 3Data Expert installation, the machine you choose to be the license server needs to have a 64-bit Windows version. The 32-bit versions of the license server and tools can be found in the installation packages of 32-bit Expert Series program, or downloaded from the DeskArtes web site (www.deskartes.com).

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 (ES10LicenseServer_x64.zip) to that directory.
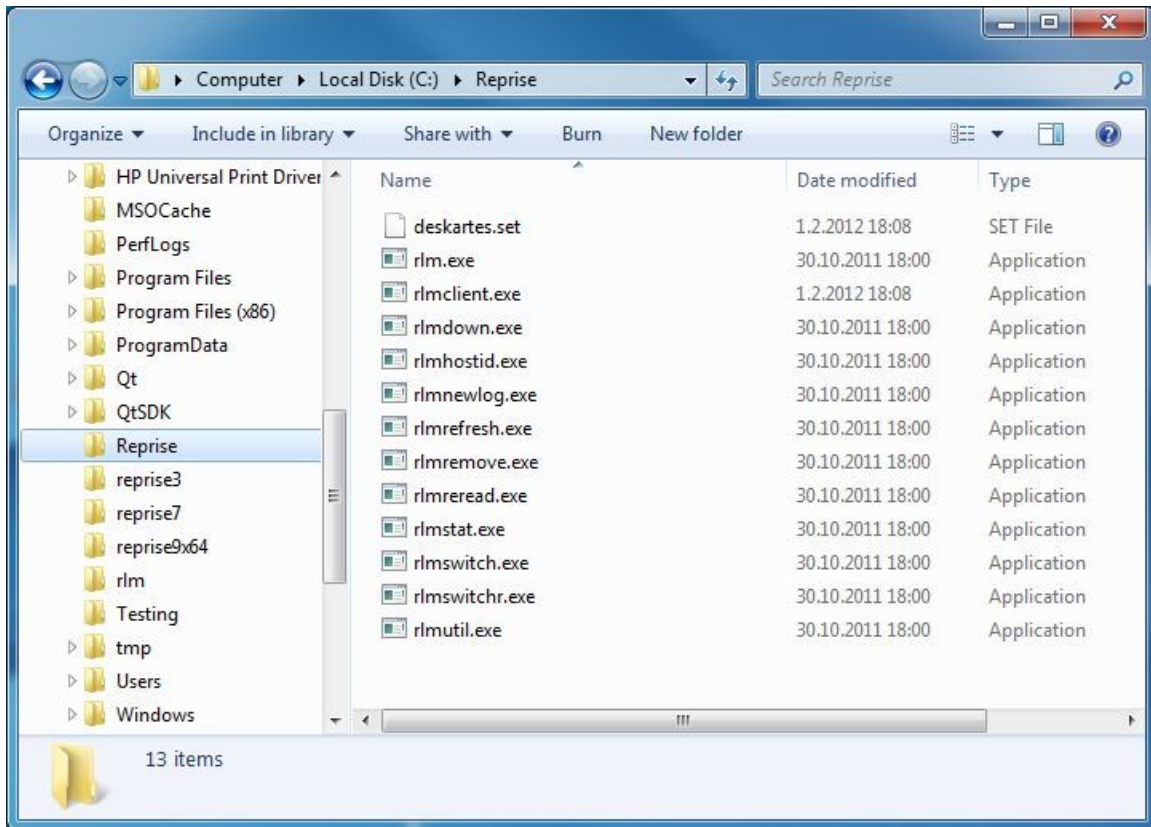
Getting the hostid number and hostname for the license

Open a Windows Command Prompt window.

Start->All Programs->Accessories->Command Prompt
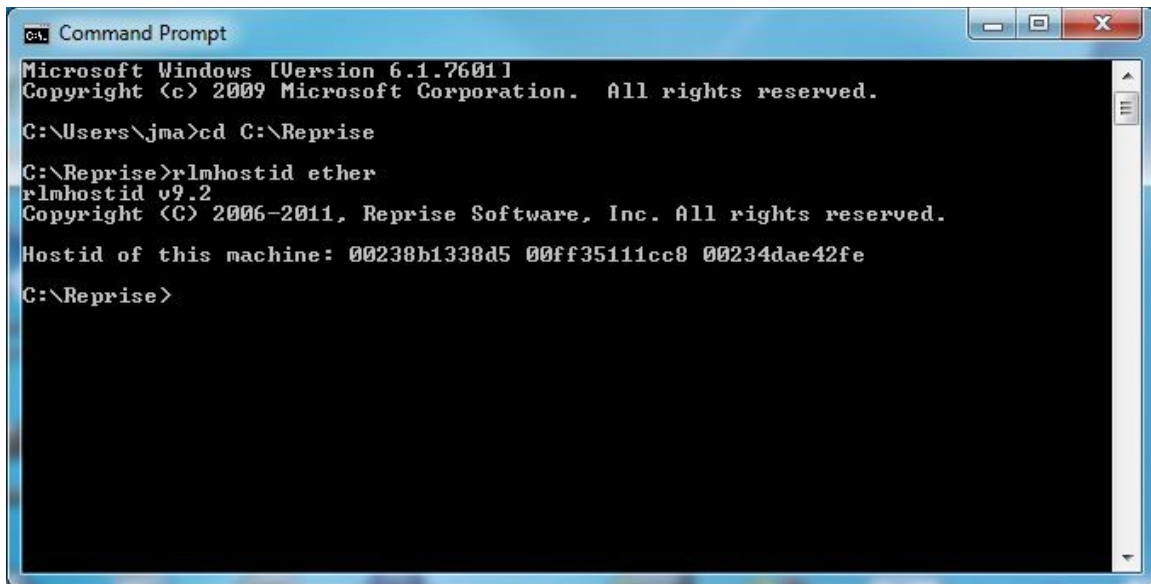
Change current working directory to the license server installation directory ("C:\Reprise") using the "cd" command.

Run the command "rlmhostid ether" to get the hostid number for creating the license.
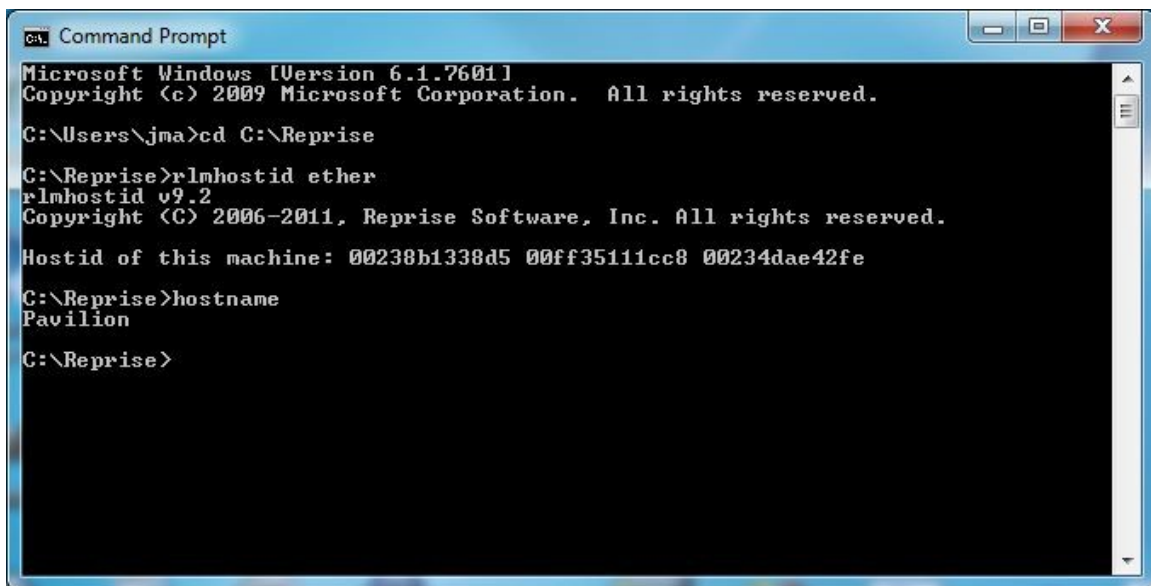
Run the command "hostname" to get the hostname of the license server machine.

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.
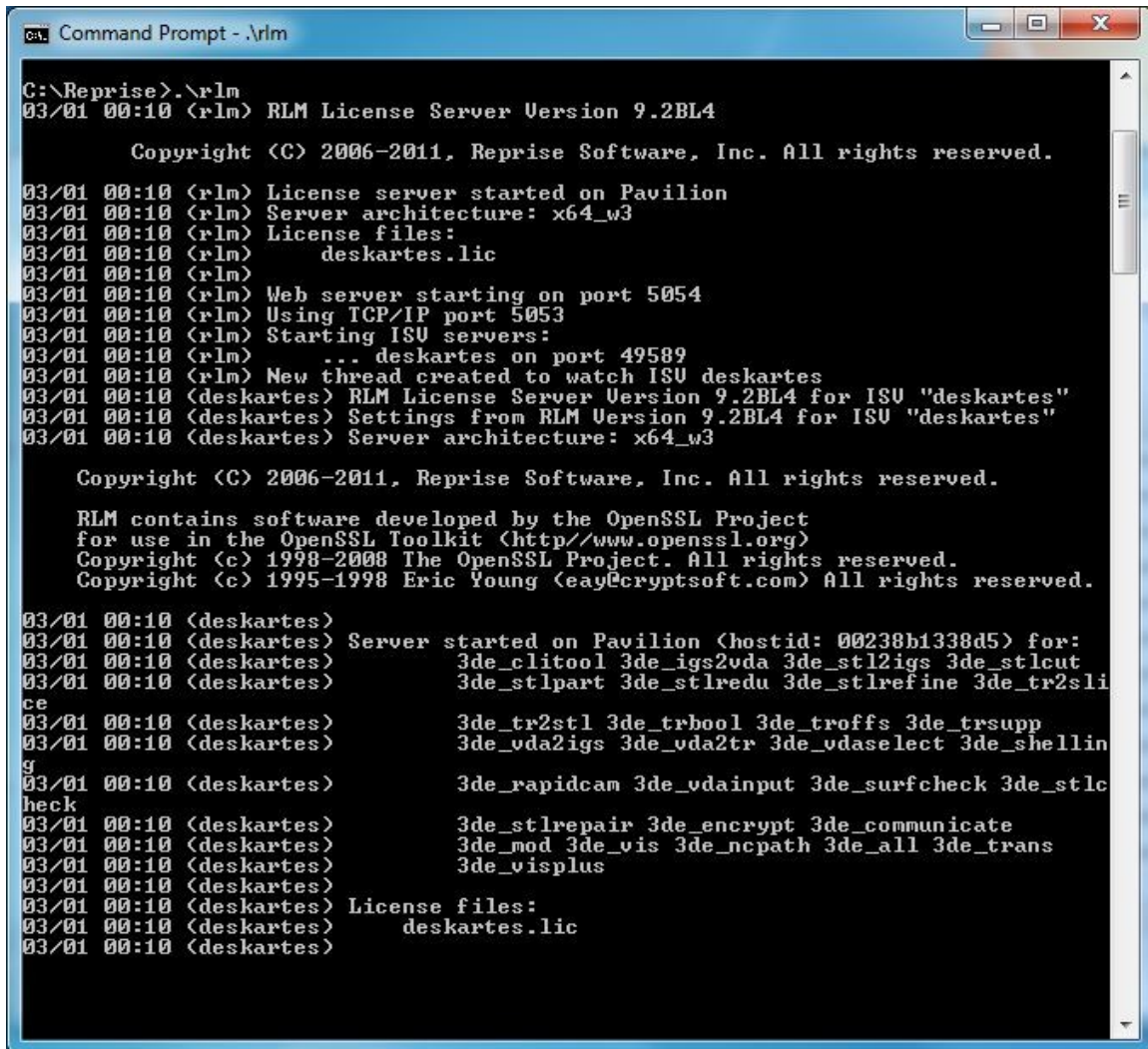
Installing the license

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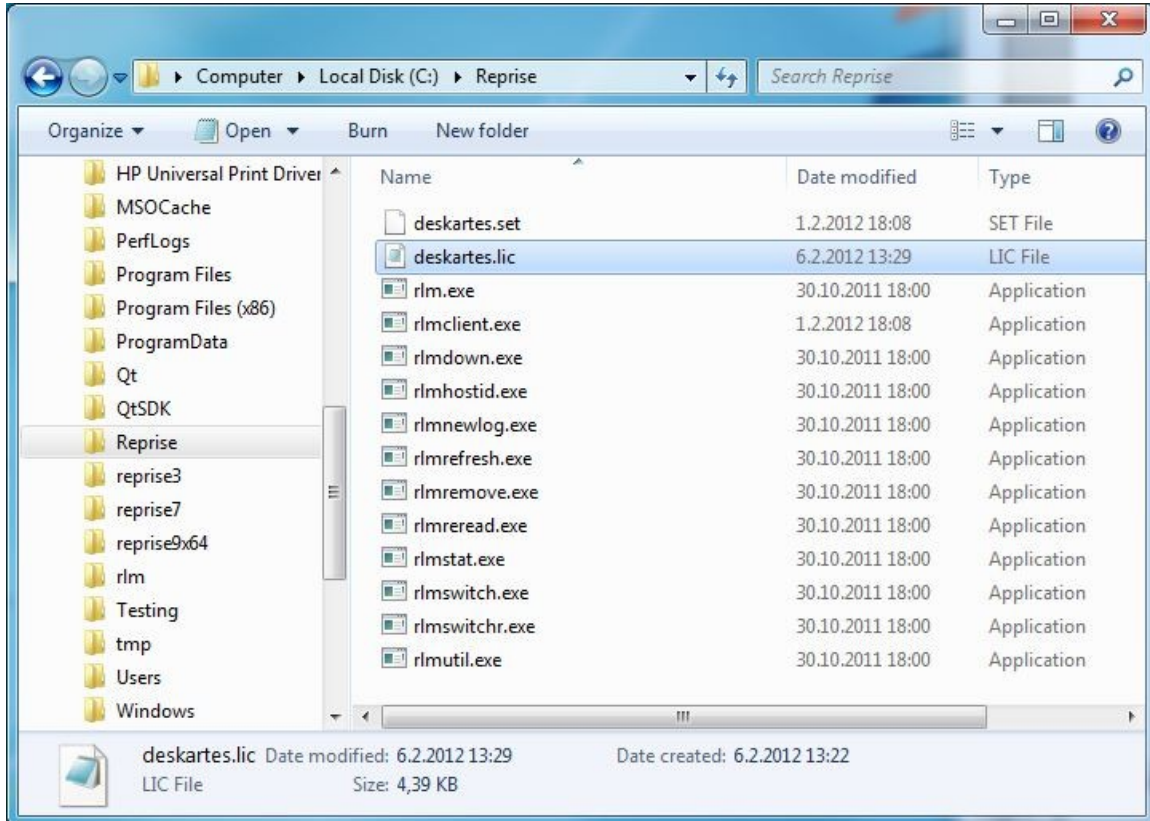
Starting the license server

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

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

Note 2: 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

Shutting down the license server

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

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

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.
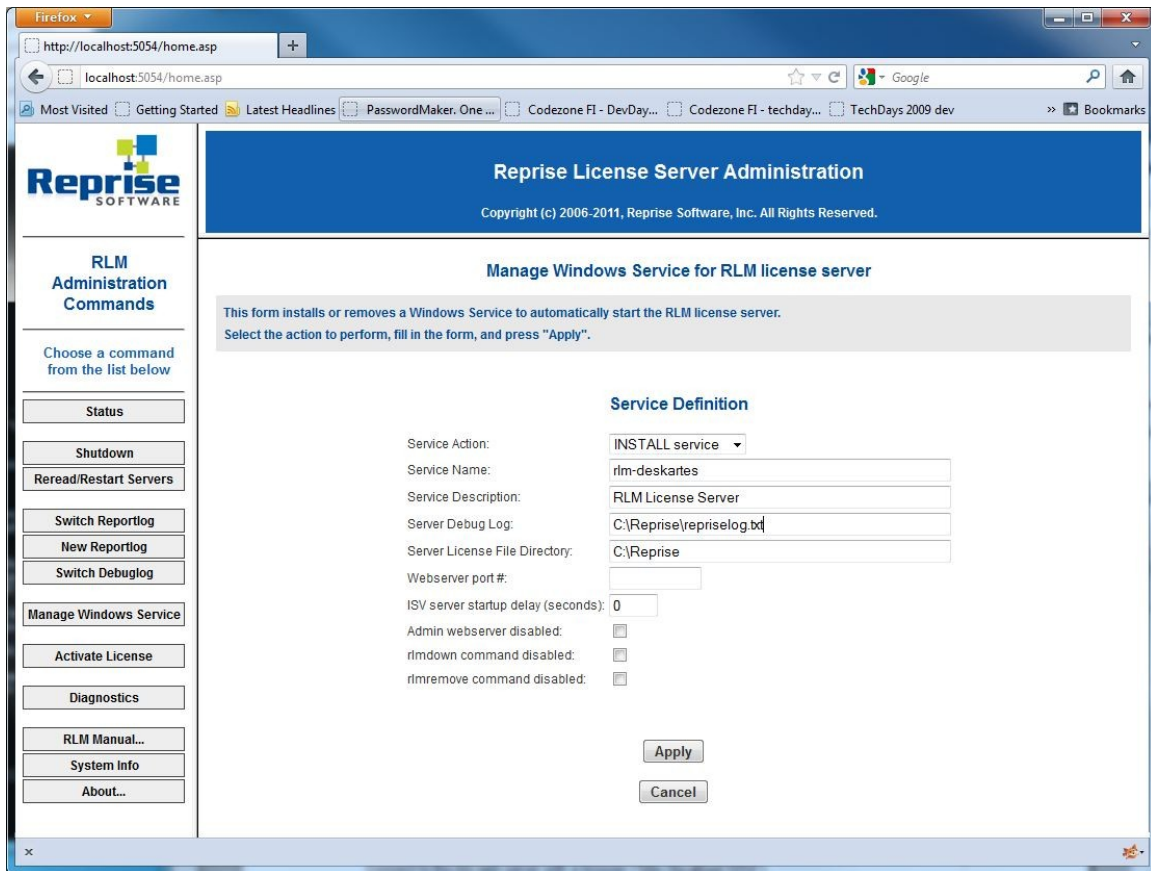
Fill in the service information

Service Name: rlm-deskartes
Server Debug Log: C:\Reprise\repriselog.txt
Server License File Directory: C:\Reprise

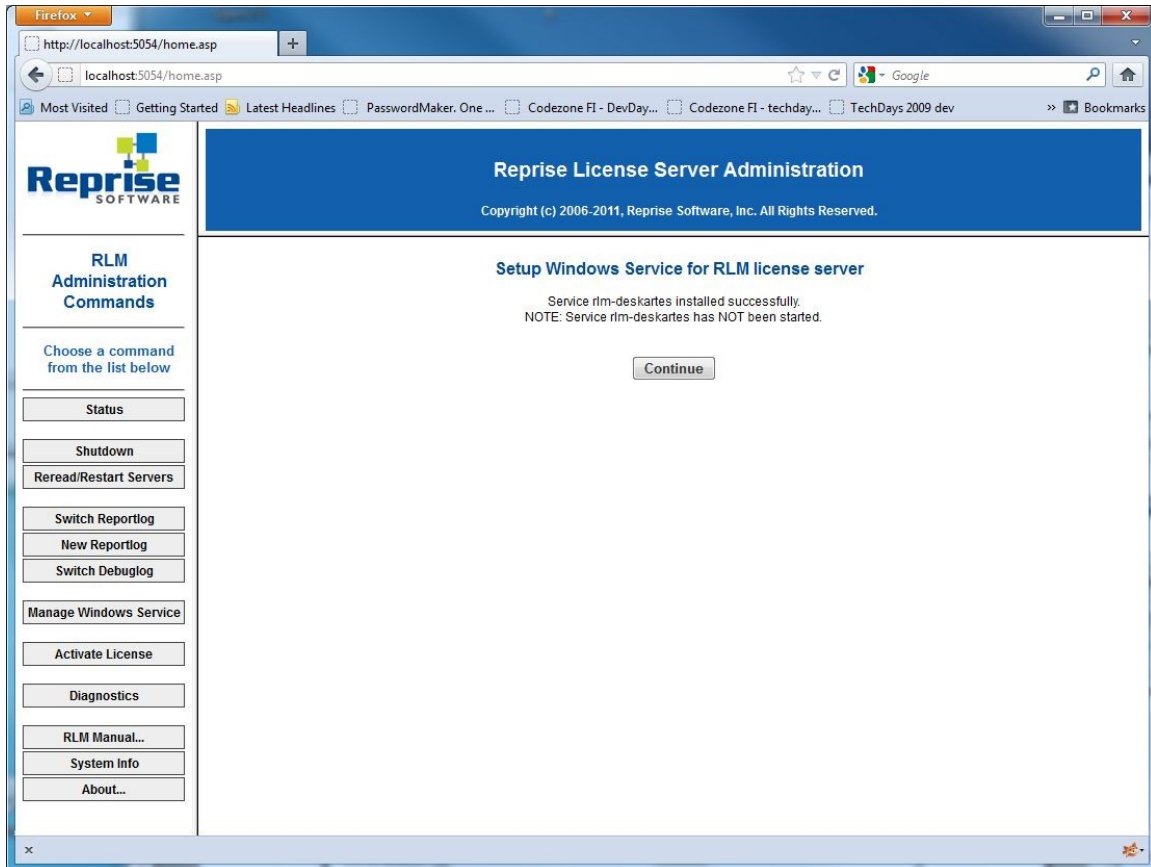and select the "INSTALL service" action.

Press "Apply"

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

Setup Windows Service for RLM license server

Service rlm-deskartes installed successfully.
NOTE: Service rlm-deskartes has NOT been started.

Note: If you have the User Account Control (UAC) enabled on Windows Vista or 7, 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.
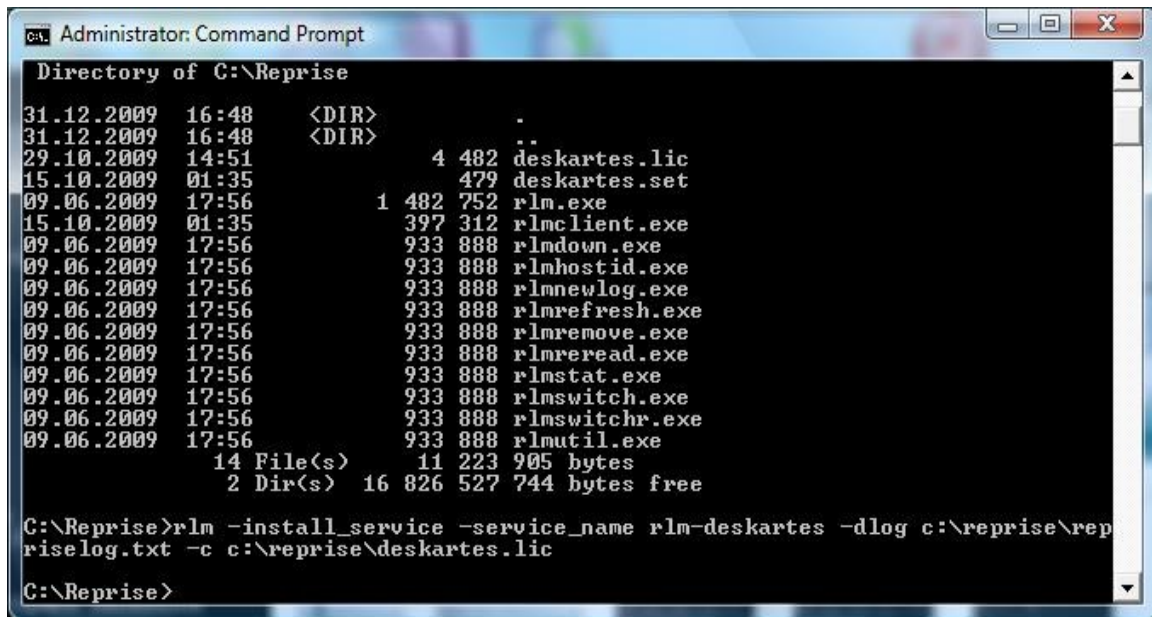
You can find the "Run as administrator" command in the popup menu that appears when you click the Start menu item for the Command Prompt (Start->All Programs->Accessories->Command Prompt) with the right mouse button.
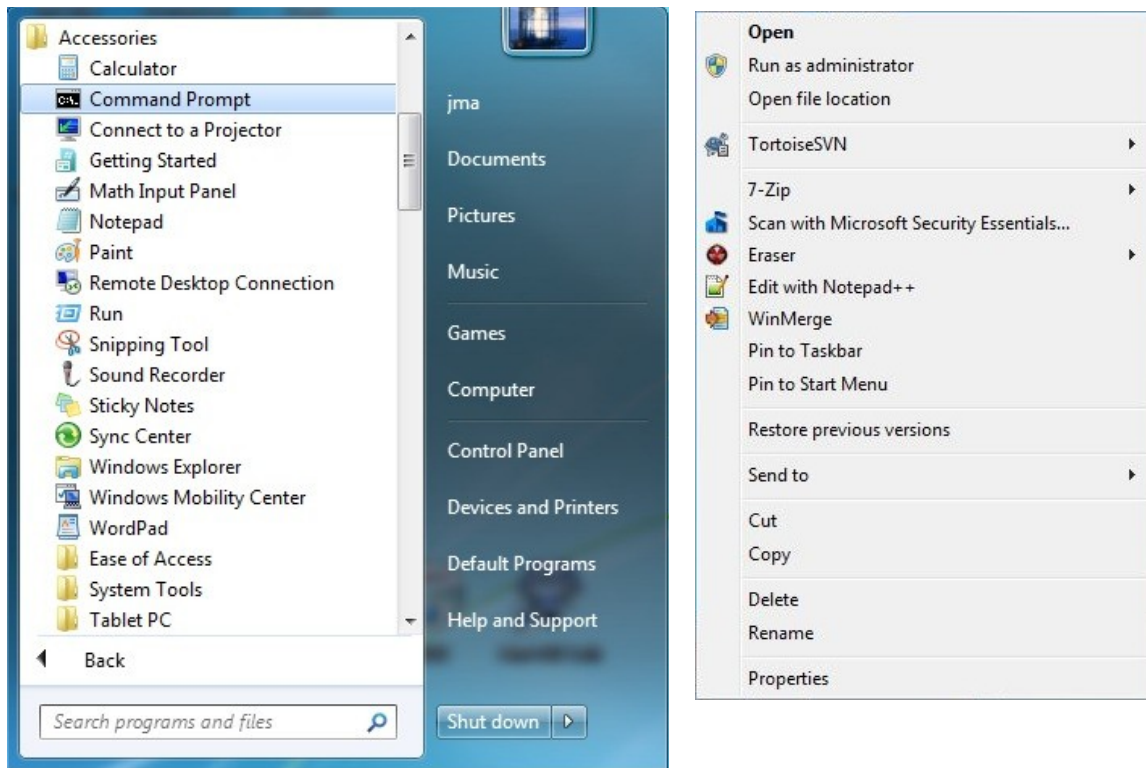
Installing rlm as a Windows service using the rlm command

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
```


Note: If you have the User Account Control (UAC) enabled on Windows Vista or 7, 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.
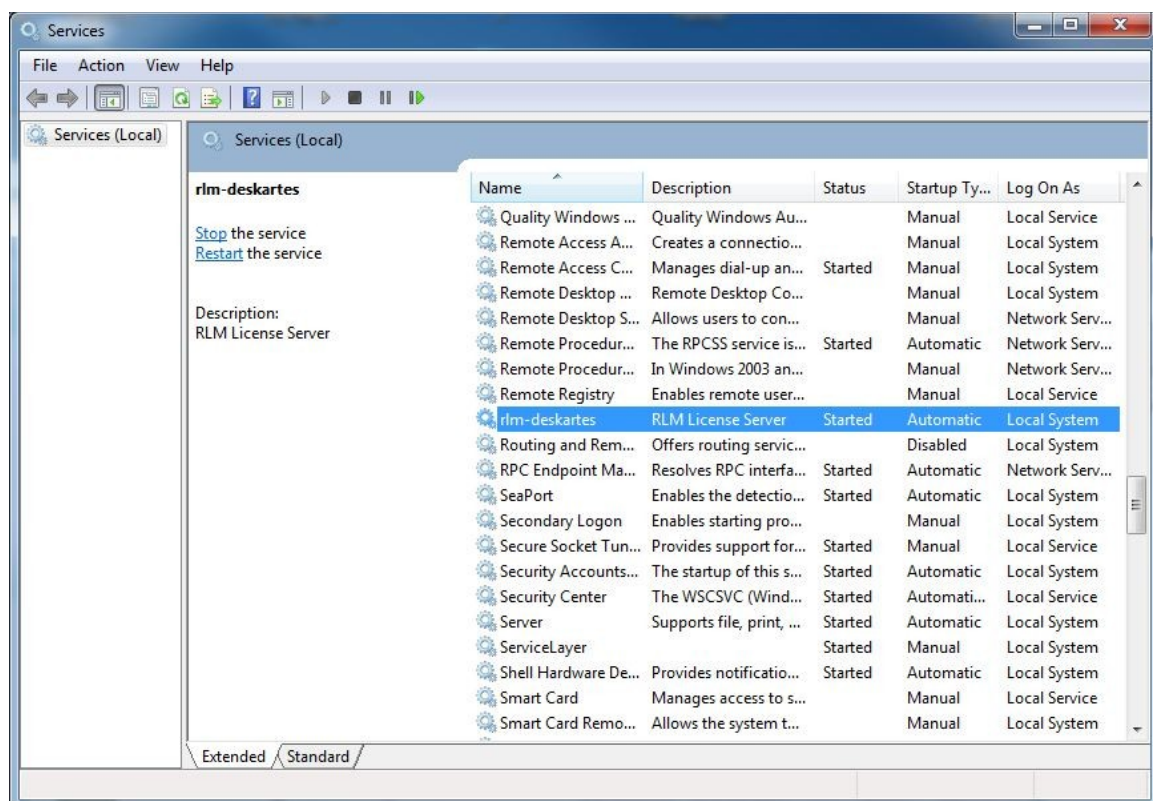
Stopping rlm service using the Windows Services control panel

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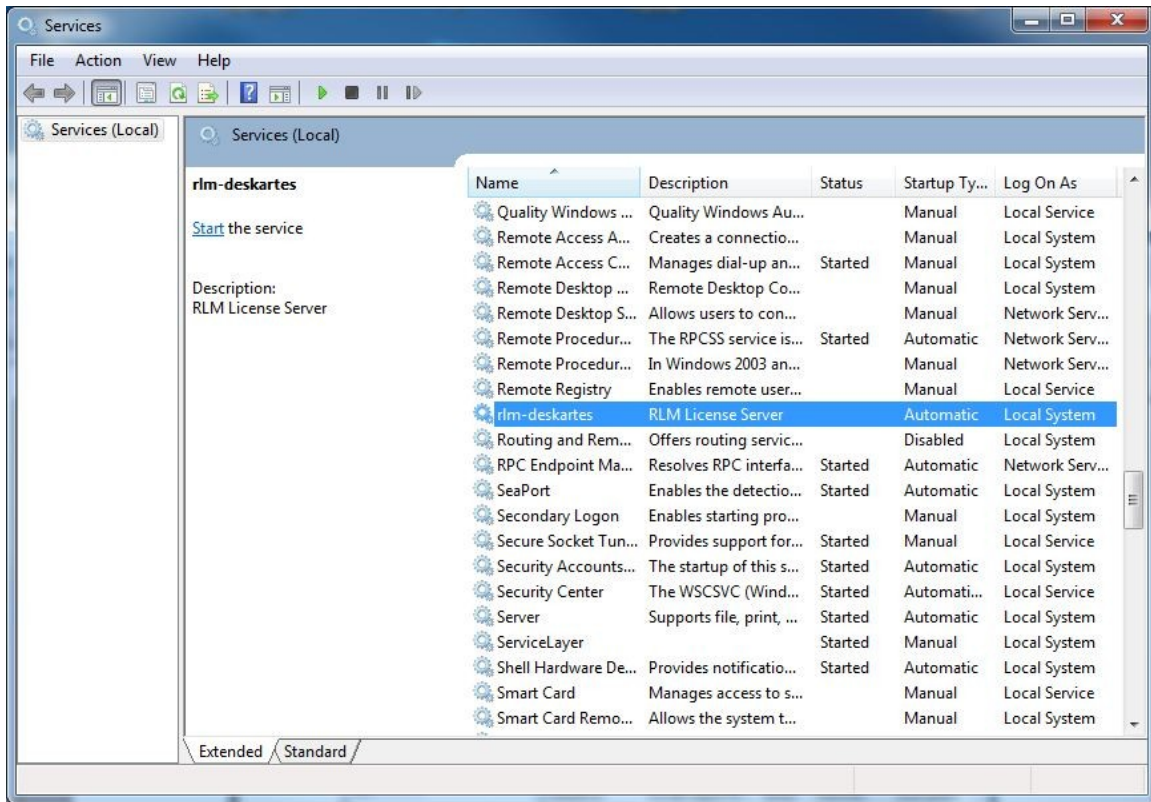
Note: The rlm service has to be stopped before it can be removed from the services list.

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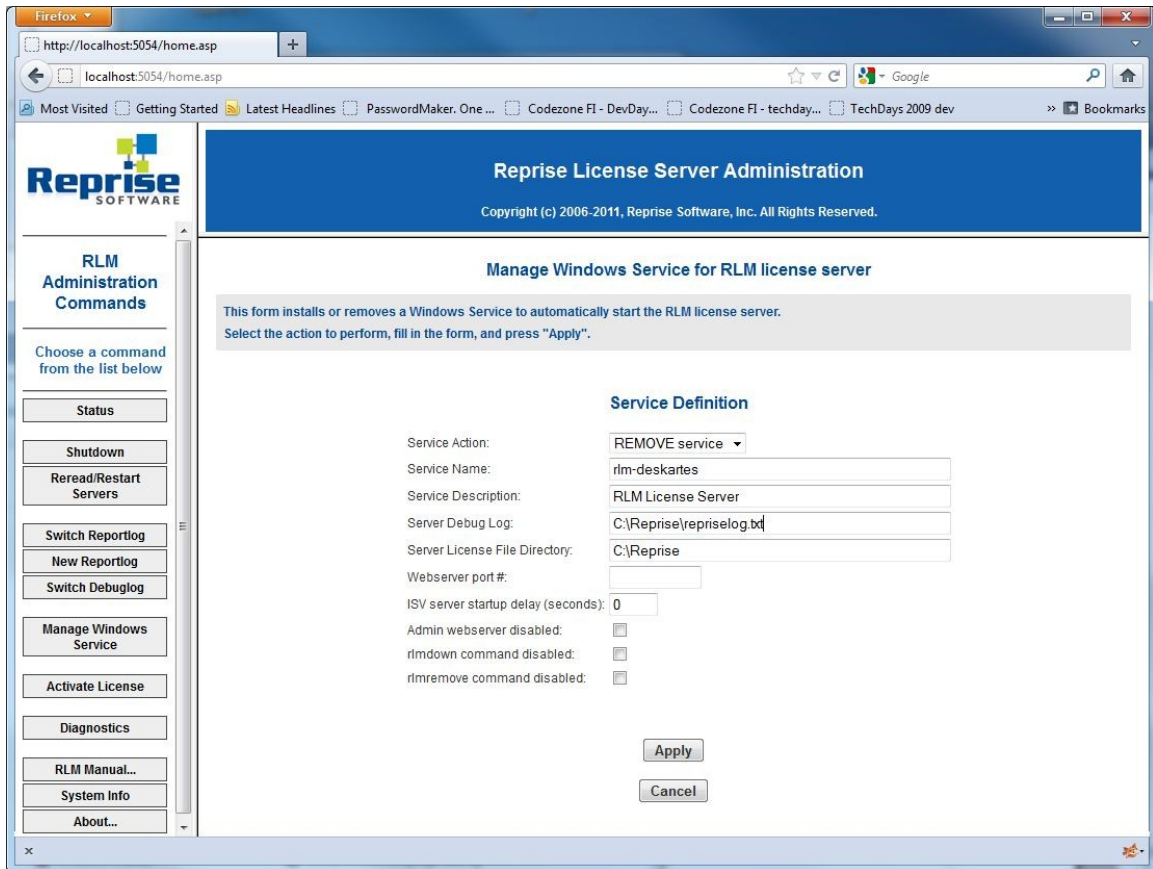
Note: Because the rlm service has to be stopped before it can be removed, you cannot use the web interface of the rlm service process for removing the service. You have to start another rlm license server from the Command Prompt for the web interface.

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.

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.

Remove Windows Service for RLM license server

Service rlm-deskartes removed successfully.
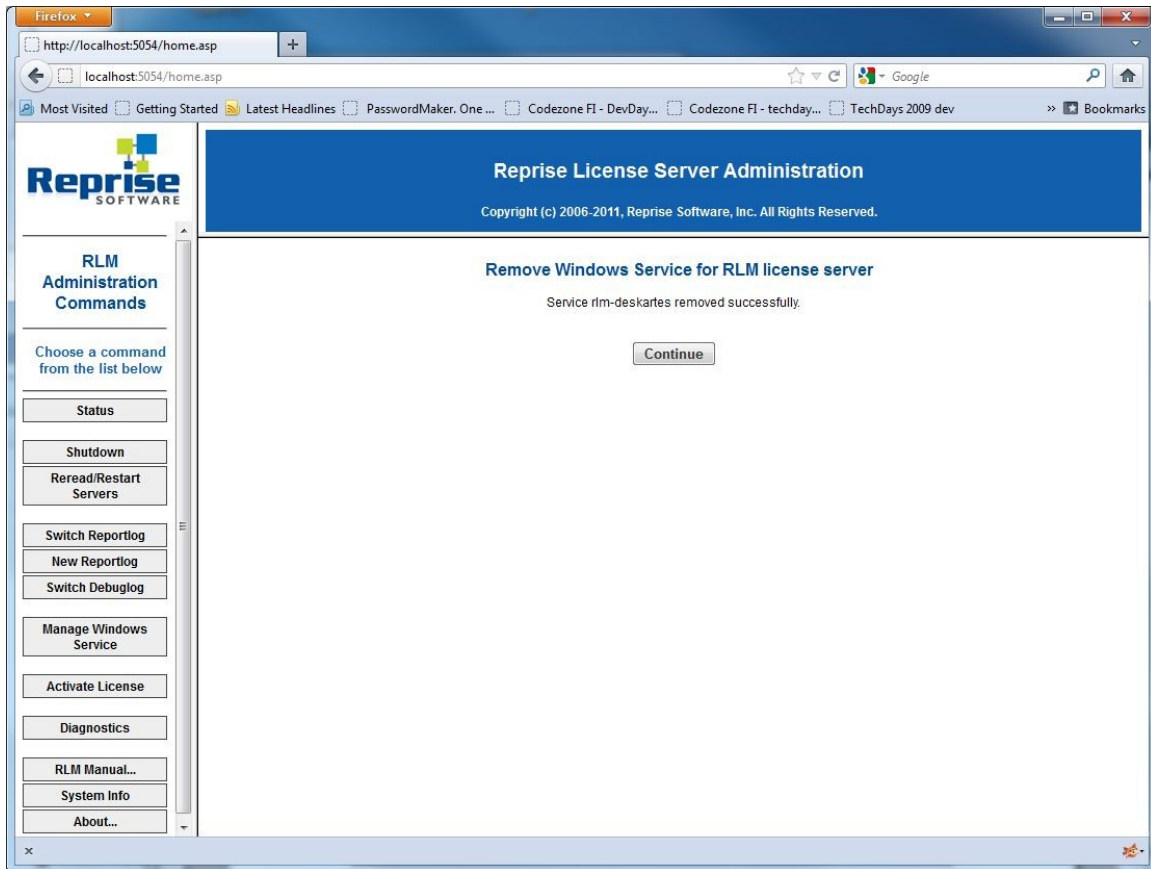
Note: If you have the User Account Control (UAC) enabled on Windows Vista or 7, you might get an error message saying that "Service "rlm-deskartes" deletion failed. Error: OpenService failed (5)."
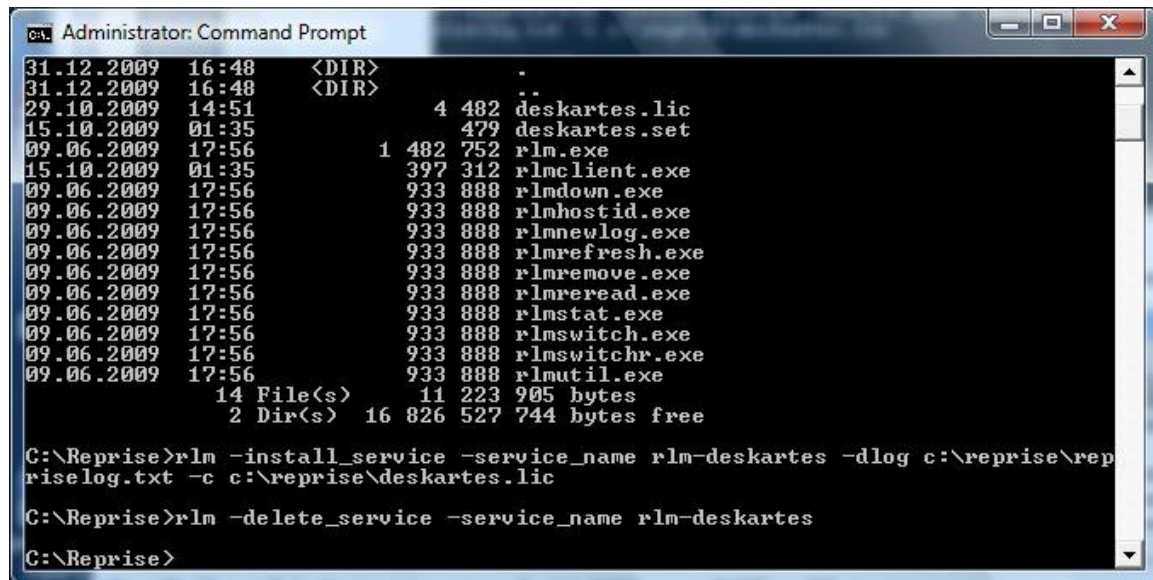
The solution to this is to start a Command Prompt using the "Run as administrator" command, and then start the rlm for the web interface from that Command Prompt.

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.

```
rlm -delete_service -service_name rlm-deskartes
```


Note: If you have the User Account Control (UAC) enabled on Windows Vista or 7, 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.

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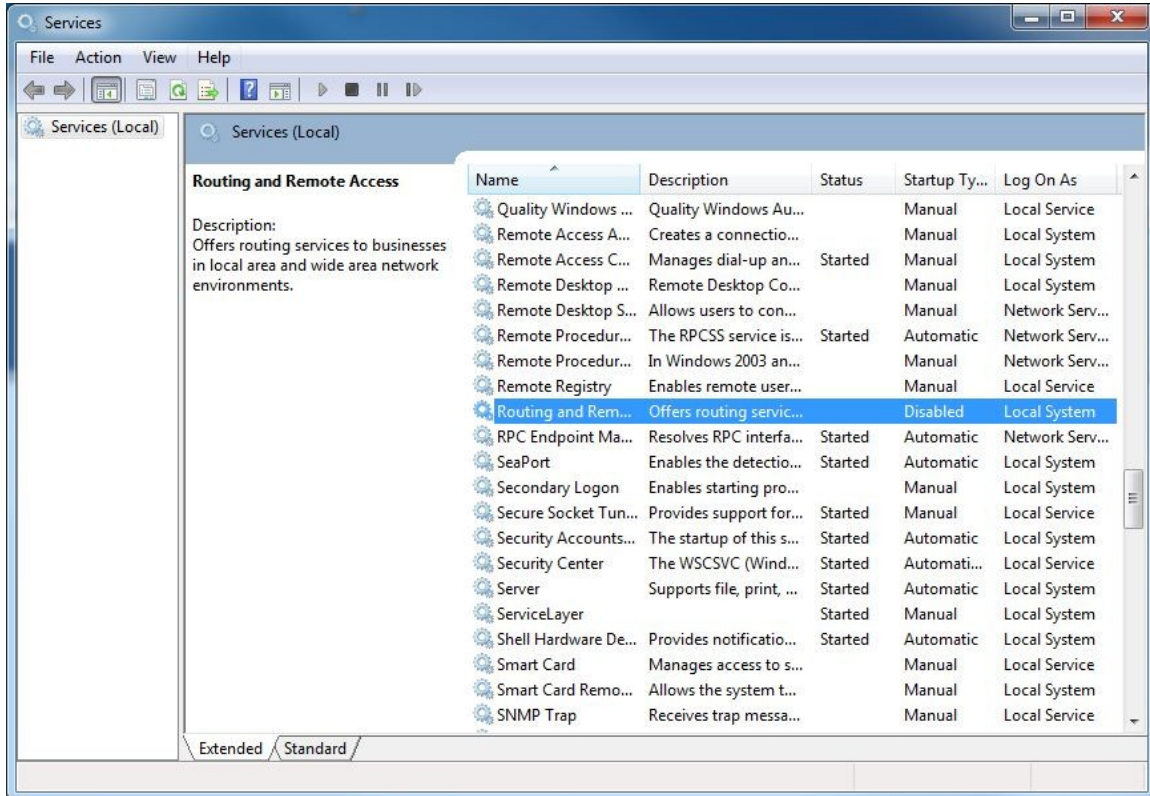
The rlm license server log file

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 (http://www.reprisesoftware.com/RLM_Enduser.html).

Network license client configuration in 3Data Expert

The license system settings can be changed in 3Data Expert by selecting the "Help->Licenses..." menu command.
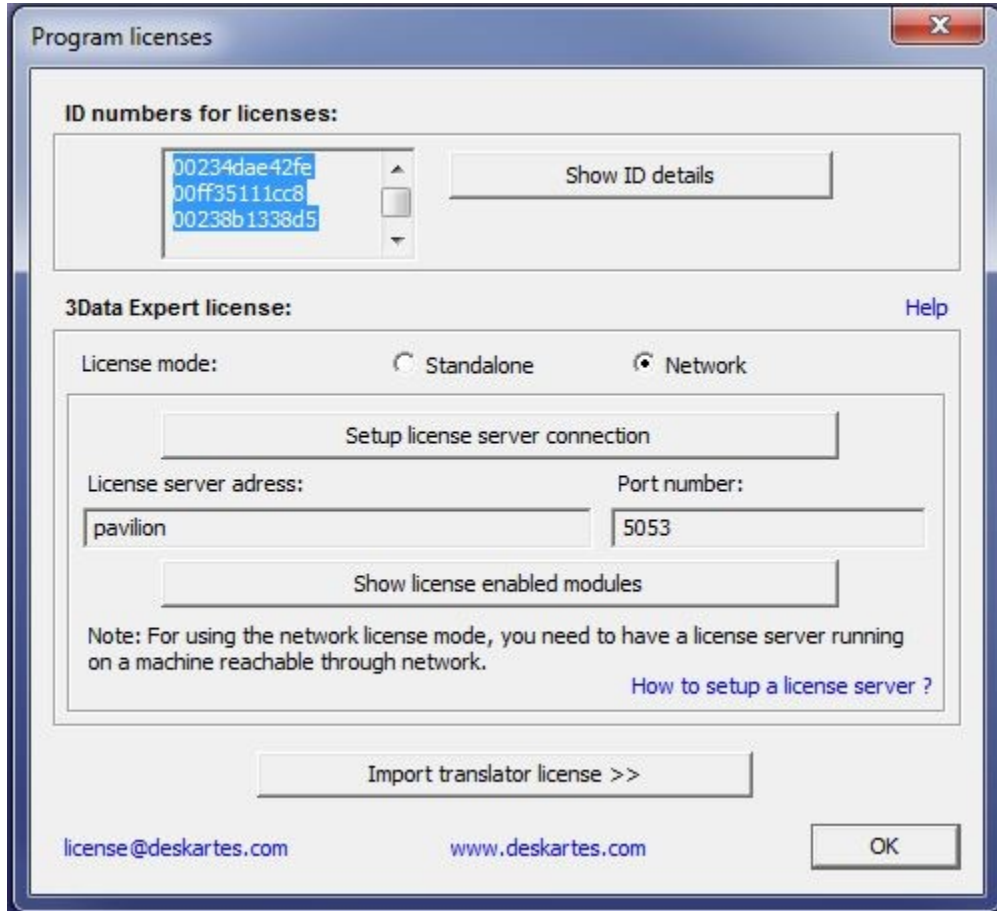
In the Licenses dialog select the "Network" license type and press the "Setup license server connection" button.
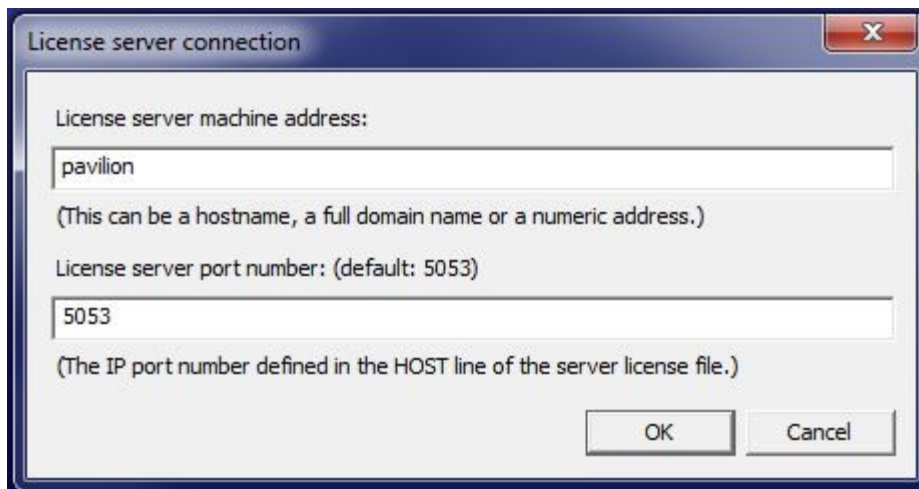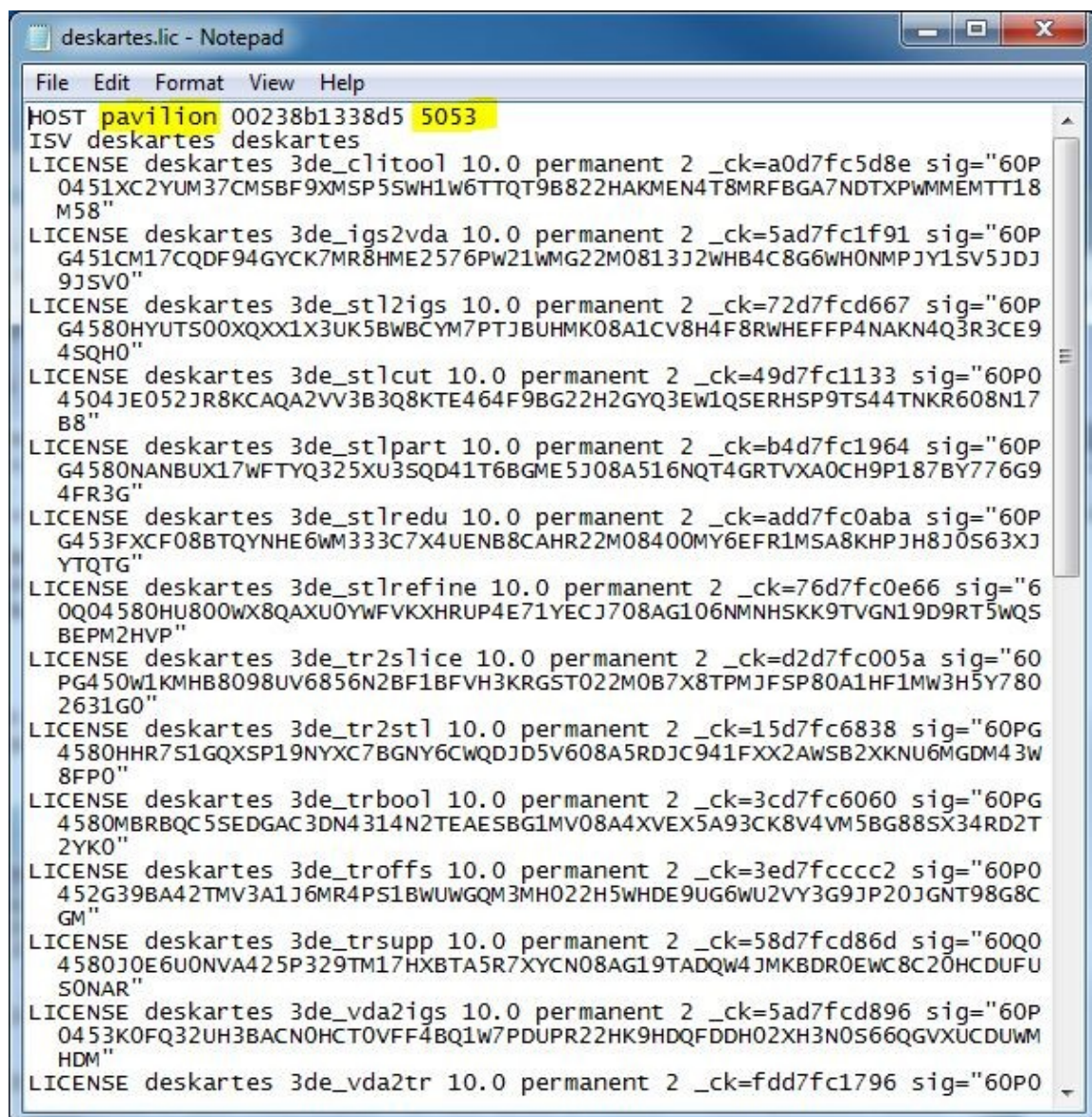
Fill in the "License server machine address" and "License server port number".

"**License server machine address** is a network address for the machine where the license server program is running. It can be a simple hostname, a full domain name or a numeric address (for example: licserver, licserver.somedomain.com or 192.168.0.105)"

"**License server port number** is the IP port number used by the license server to listen license requests from client machines. The port number is defined in the HOST line of the license file. The default port number is 5053."

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

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

Press "OK"

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