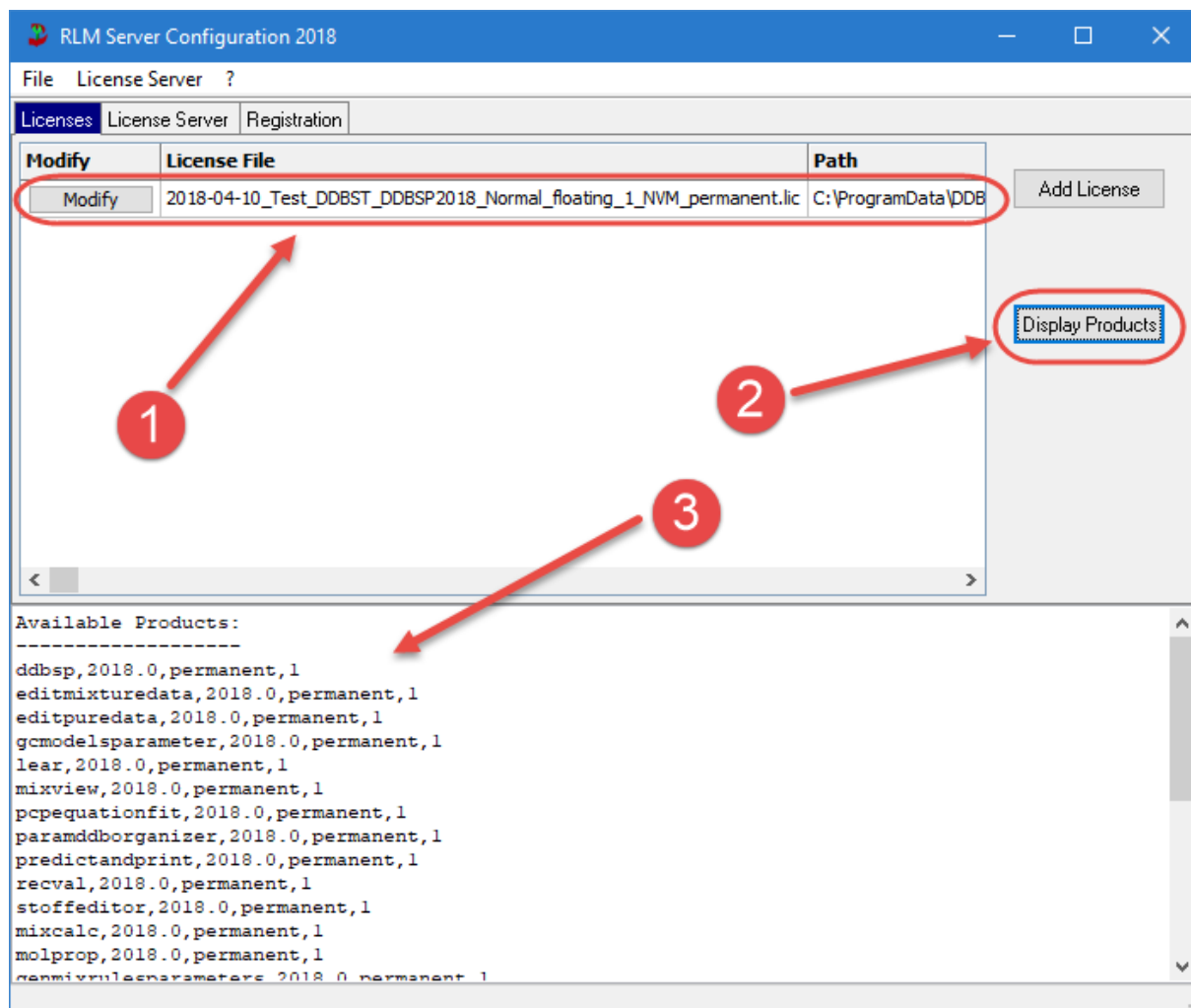


DDBSP License Server Troubleshooting

Valid License Check

To check if the license server is running on the server and that the license server is using the correct license file run the program *RLM Server Configuration* on the server.



1. Make sure that the Licenses list contains the most recent license. There can be more than one license in the list.
2. Click on the *Display Products* button.
3. Check the text output area if the products with the correct version are available.

License Server Status Check

If the latest license is installed but no products are available then the license was rejected. In most cases there were modifications on the hardware or the operating system which result in an invalid machine identifier.

To get some more information switch to the License Server page and click on the *Show Status* button. The contents of the text output area should be sent to DDBST.

License Server Logfile Check

Sometimes the license server status output is not sufficient to identify the source of the problem. In that case two log files should be sent to DDBST. Both files reside in the folder

C:\ProgramData\DDBST GmbH\LicenseServer

1. The file *rlm.log* contains general information about the license server.
2. The file *ddbst.dlog* contains DDBST specific license information.

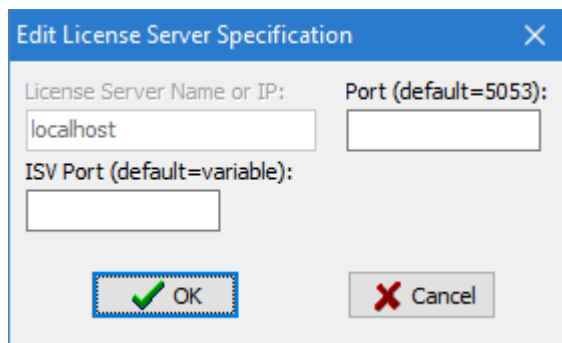
Both files are kept open while the license server is running. To make sure to have the most recent log entries the administrator should stop the license server, make a copy of the files and then restart the license server.

Port Settings Check

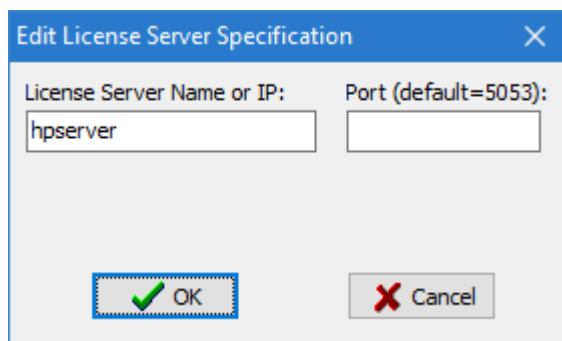
When the license server is running and all required products are available but the clients cannot connect then in most cases the communication ports are blocked. There are two ports involved: the RLM port and the ISV port.

Inconsistency Check between Server and Client

The server and the clients must use the same RLM port. The default setting is port 5053. To check the port on the server, click on the *Modify* button next to the license file and click on the *Edit License* menu entry.



To check the RLM port on the client(s), run the RLM Client Configuration program on the client, click on the *Modify* button next to the "LicenseServer.lic" license file and click on the *Edit License* menu entry.



Correct the server or client settings if the port numbers are different. Also correct the license server name or IP address on the client if necessary.

Please note that the port configuration is done in the license file. So, if the port is changed on the server, the modification has to be repeated when a new license is installed.

Firewall Check

If the server and the client are using the same port and the server name on the client is correct but the communication is still blocked, then most probably the firewall on the server is blocking incoming requests.

To communicate with the client RLM uses two ports, the RLM port and the ISV port. The RLM port is fixed and the default is 5053. By default, the ISV port is selected on demand by the server and is frequently changing. To specify a firewall rule for the ISV port the port must be set to a fixed number. This can be done in the *Edit License Server Specification* dialog (see above).

Again, this specification is done in the license file and has to be repeated when a new license is installed.

RLM Troubleshooting Guide

Please consult also the *RLM_Troubleshooting_Guide.pdf* for general tips on RLM license problems.