

## Troubleshooting Reprise License Manager (RLM)

### **Step 1**

Verify that the service is running correctly on the server through the Reprise License Server Administration page.

<http://YOURSERVERNAME:5054>

On that page, click the 'Status' button on the left. At the bottom under "ISV Servers" there should be a status for "Running".

If it is not running you can try clicking the "Reread/Restart" button on the left panel. You can also try restarting the service through the Windows services list by going to the Windows Start menu and search for the "Services" app. The service will be named "GibbsRLMServer". Make sure the service is set to "Automatic".

You can track the license usage on this page by clicking the 'Gibbsnet' button underneath "Server Status". Scroll down to the "License Pool Status" chart. This will show you the name of the option, the "Count" of how many seats you have total, and the "In Use" column which shows how many are currently in use.

#### Note:

*Make sure the password has been changed from the default login. There is a 10 minute timeout on the service if this is not changed.*

### **Step 2**

Next, try recreating the license file on the server and copying the newly created license file directly from the server location and place it in the client location.

First, delete any license file on your server in this folder "C:\Program Files\GibbsCAM\GibbsCAM NLO Server 2024". (.lic)

Next, run the RegistrationTool.exe from this same folder. Make sure it creates a new ".lic" file.

#### Server Location:

**C:\Program Files\GibbsCAM\GibbsCAM NLO Server 2024**

#### Client Location:

**C:\ProgramData\CAMBRIO\GibbsCAM\LicenseData\240.0**

(clear out any existing files in this folder)

Verify the service has restarted.

### **Step 3**

If the service is running correctly, but the client still cannot see the service through the specified port; this would indicate that something is blocking the client from seeing the service through that port.



You can check to see if you can communicate over the port that is being used by the server. The default is ports are 2764 and 2765.

On the client you can use Windows PowerShell (For Windows 10/11) to see if the client can communicate over the port that is being used.

- Open Windows PowerShell through the Start menu
- Use the command "test-netconnection IPAddress -port 2764" (Repeat this for port "2765")
- Replace "IPAddress" with your server's IP Address

If you have changed the port being used change to whichever port you selected.

This will test to see if the client computer has access to communicate over the port. If it succeed that means that the client is able to use that port.

If it fails, this means that something is blocking the client from communicating over that port. This could be anything from network permissions, security software, or router settings. You will need to figure out what is blocking this port and get it allow access.

#### **Step 4**

If the problem persists, try getting a fresh install of the NLO software.

- 1) Go to Control Panel -> Administrative Tools -> Services and stop the service from running (Named: GibbsRLMServer)
- 2) Go to C:\ProgramData and delete the Reprise folder
- 3) Delete any old license file found in C:\Program Files\GibbsCAM\GibbsCAM NLO Server 2024
- 4) Go to the Control Panel -> Uninstall a Program/Programs and Features and uninstall any GibbsCAM NLO in there
- 5) Reinstall the Gibbs NLO software

Make sure you do not use an existing license file. The registration tool will create a new license file.

