extendsim

Frequently Asked Questions
Floating Licenses

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General Information About Floating Licenses

- The License Manager for an ExtendSim Floating license is specific to the product that is installed on the Client devices: ExtendSim Pro, ExtendSim CP, or Analysis RunTime.
- After activation, the License Manager runs as a service process that remains running as long as the system is up (regardless of user logins and logouts), and restarts automatically when the Server is rebooted.
- When first launched and at midnight local time each day, the License Manager rereads its *extendsim.lic* license file on the Server, then opens port 5053 to receive license requests from ExtendSim on Client devices.
- Reports:
  - The license file (*extendsim.lic*) describes the license granted.
  - The License Manager (*ExtendSimLicServer*) generates configurable usage reports. It also provides debug logs for diagnosing licensing inconsistencies or failures. They are written to the same directory that contains the License Manager, as long as this directory is writable. If it is not writable, the log files will be written to *\\Windows\system32*.
- CAUTIONS:
  - The License Manager is bound to the Server it is installed on, either through the hard disk hardware serial number, the BIOS id, or some other hostID. You must contact us before trying to "move" the License Manager to a different Server.
  - NEVER run the License Manager as a privileged user/administrator.
  - The License Manager **must** be installed directly on the C drive in the folder the installer creates *ExtendSimFloatingLicenseServer*. Do NOT move it to another folder.
  - The license file (*extendsim.lic*) cannot be placed in a path where any component of the pathname contains any accented or special character, such as the "@" character, an umlaut, or the like.

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General Questions About Floating Licenses

What happens after we renew the Subscription or annual Maintenance & Support Plan (MSP) or change the number of concurrent users?

- For Client devices to get the updated license information, you will need to reactivate the License Manager.
- After you renew the Subscription, MSP, and/or request a change to the number of concurrent users, the ExtendSim Team will update your Activation Key to reflect the new renewal date of number of users.
- You will receive an email with instructions to reactivate the License Manager.
- Reactivation of the License Manager will also update the license file (*extendsim.lic*) on the Server and license information for ExtendSim on Client devices. For more information, see the document titled *Reactivating • Floating Licenses*.

I**s the Floating license an internally-hosted solution?**

Yes, the Floating license is hosted and managed on your premises and is managed over your network. It will only connect to the internet as discussed below.

Does **the Floating license connect with the internet?**

- If activation is automatic (i.e., can occur over the internet), there is a one-time web-based exchange of encrypted information to activate or reactivate the License Manager. From then on, the Floating license communicates over the internet once a month to check if it is still valid. All other communication is internal to your system.
- If activation is manual, no connection to the internet is required for either the License Manager on the Server or ExtendSim on Client devices. Subsequent to installation and manual activation, the Client only communicates over your network with the License Manager on your Server, and the License Manager internally validates the license file and receives license requests from Client devices.

License Manager on the Server

Can the Server hosting the License Manager be a virtual machine?

Yes.

Can the License Manager be installed on the same device as ExtendSim?

Yes. One device can be both Server and Client.

Verifying the ExtendSimLicServer is running as a Service.

- Go to *Computer Management* on the License Server.
- In the list that appears, double-click *Services and Applications*, then double-click *Services*.
- In the list that appears, scroll to *ExtendSimLicServer* and verify it is Running.
- If it is not running, you may need to install the License Manager with Administrative privileges, temporarily disable virus protection and other security features before installing it, or unblock the ISV port.



Starting the Service manually if the License Manager fails to automatically start the Service.

The License Manager installer not only creates the Service but sets it to start automatically. To do this manually:

1. Open an administrative CMD line window:
   - Open *Command Prompt as Administrator* (Enter CMD in the Search box and simultaneously click Ctrl+Shift+Enter. For the Windows Command Processor click *Allow*).
   - At the command line, enter "CD C:\ExtendSimFloatingLicenseServer" (assuming that is the directory where the License Manager was installed) and press the *Enter* key.
   - At the new command line, enter "rlm -install_service -dlog logfile -service_name extendsimlicserver". (Note the spaces after RLM, service, dlog, logfile, and name). Press Enter.
   - Close the window.
2. Go to *Computer Management* on the License Server.
   - Go to the *Services and Applications/Services* section.
   - Select *ExtendSimLicServer* in the list of Services and **Start** the Service.
   - Right-click *ExtendSimLicServer* to access its Properties and set the startup type to *Automatic*.

Changing the default port (5053) used for communication between the License Manager and ExtendSim.

You can edit the license to use a different port than the default port (5053). However, how you do that depends on your situation:

- If you received the *extendsim.lic* file while doing a manual activation but haven't resumed the activation process, directly change the port number in the file and save that change before proceeding. Then complete the activation procedure. Copy the updated *extendsim.lic* file to each Client and unblock the new port on Client devices.
- If you have already finished the process of activating the License Manager, you must edit your existing *extendsim.lic* file using the RLSA window.
  1. Using a browser, open the RLSA window as indicated at *Part 2 • Activate License Manager* of the separate document *Installing & Activating ExtendSim Floating Licenses*.
  2. On the left side of the RLSA window, click the **Edit License Files** command. (Note: The *License File to Edit* should be *extendsim.lic*.)
  3. In the window that appears, click the **Edit License File** button.
  4. In the license file field, change "5053" (the default port number) to a different number. Note that the new port must be unblocked inbound and outbound for both the License Server and the Client devices.
  5. Click the Update License File button. The window should report *license file extendsim.lic written*.
  6. On the left-hand side of the RLSA window, click the **Reread/Restart Servers** command.
  7. For the ISV, select *extendsim*, then click the **Reread/Restart** button to restart the License Manager.
  8. If successful, the window will display the message *Reread command sent to extendsim*. This indicates that the new port will be added as an alternate port.
  9. Copy the updated *extendsim.lic* file to each Client and unblock the new port on Client devices.

License Manager on Server - continued

Changing the port for the ISV Server.

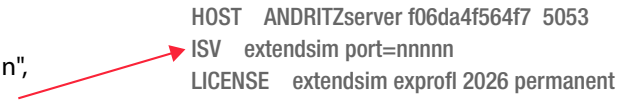
When the License Manager was activated, a default port (51006) was assigned as the ISV Server port, as shown in the Status command. ***We recommend unblocking and using this port since it will not change when the Server restarts or the license is reactivated.*** Also, if you set a different ISV port, you might need to reset it each time the license is reactivated.

ISV Servers

Name	port	Running	Restarts	Server Status	License Usage
extendsim	51006	Yes	0	extendsim	extendsim

To set a different ISV port, use the RLSA window to edit your already-activated *extendsim.lic* license file:

1. Using a browser, open the RLSA window as indicated at *Part 2 • Activate License Manager* of the separate document *Installing & Activating ExtendSim Floating Licenses*.
2. On the left side of the RLSA window, click the **Edit License Files** command. (Note: The *License File to Edit* should be *extendsim.lic*.)
3. In the window that appears, click the **Edit License File** button.
4. In the license file field, change the number for the ISV extendsim port to be the unblocked port you've chosen. It should now read "ISV extendsim port=nnnnn", where *nnnnn* is your unblocked port, as shown here.



5. In the RLSA window, click the **Update License File** button. The window should report *license file extendsim.lic written*.
6. On the left-hand side of the RLSA window, click the **Reread/Restart Servers** command (this restarts the License Manager, not your Server).
7. For the ISV, select *extendsim*, then click the **Reread/Restart** button to restart the License Manager.
8. If successful, the window will display the message *Reread command sent to extendsim*. This indicates that the new port will be added as an alternate port.
9. Click the Status command on the left side of the RLSA window to verify that the new ISV port is running. If it isn't listed or isn't running, and you've followed the directions correctly, you will need to restart the Server.
10. You do not need to copy the updated *extendsim.lic* file to each Client, but each Client does need to have that ISV port open for outbound access.

Can I move the License Manager from one Server to another?

Not directly. Before you try to move the License Manager, contact us at Sales.ExtendSim@Andritz.com or 1.408.365.0305. We will revoke the current license so you can install and activate on the new Server. Then, you must remove the License Manager from the original server using the instructions below, install and activate the License Manager on the new Server, and send a new license file to all Client devices..

Removing the License Manager for an ExtendSim Floating License.

1. Stop the Service *(instructions for Windows 10; others differ)*
   - Right-click on the Server's Start command and choose **Computer Management**.
   - In the list that appears, double-click **Services and Applications**.
   - Double-click **Services**.
   - In the list that appears, scroll to **ExtendSimLicServer**.
   - Stop the ExtendSimLicServer service (right-click to select **Stop**).
   - Close the Computer Management window.
2. Remove the Service
   - Open *Command Prompt as Administrator* (Enter CMD in the Search box and simultaneously click Ctrl+Shift+Enter.
   - Click *Yes* in the User Account Control window to enable Windows Command Processor.
   - At the command line enter **SC delete ExtendSimLicServer** and press the *Enter* key.
   - If successful, the Service will be removed and you can close the window.
3. Uninstall *ExtendSim Floating License Manager* using Windows Settings > Apps > Apps and features, then delete the folder *ExtendSimFloatingLicenseServer* (located by default at the root of the C drive).

Note: Before reinstalling using a newer ExtendSim Server License Manager, you must first uninstall the previous License Manager as described above.

License Manager on Server - continued

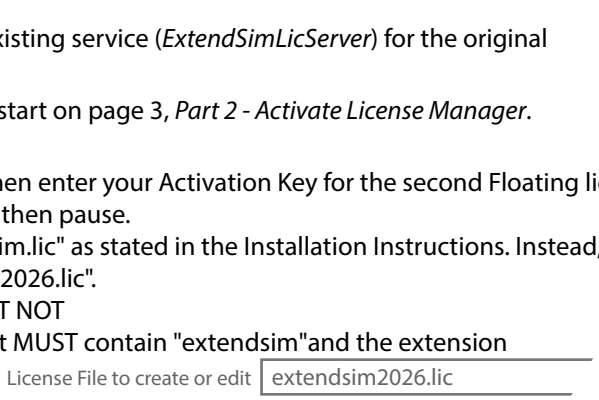
Using one ExtendSim License Manager to manage two Floating licenses.

Having one License Manager on a single Server manage multiple Floating license products is doable, but the process isn't that straightforward so we don't recommend it. It is best for each Floating license to have its own License Manager installed on separate servers. To have one License Manager manage multiple ExtendSim releases or products (e.g. ExtendSim 2024 and 2026 or ExtendSim Pro and Analysis RunTime), follow these instructions:

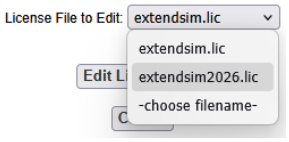
First, if you're not working with an existing License Manager, install and activate the License Manager for one release or product (e.g. ExtendSim 2024) following its installation instructions.

For the second release or product (e.g. ExtendSim 2026), follow these instructions to activate the second Floating license on the same License Manager:

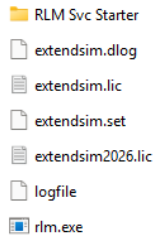
1. Do not reinstall or uninstall the License Manager or stop the existing service (*ExtendSimLicServer*) for the original ExtendSim Floating license.
2. In the instructions for I*nstalling & Activating • Floating Licenses*, start on page 3, *Part 2 - Activate License Manager*.
3. Follow those instructions, but with these changes:
   - Per normal, at #5 (step 2 of 5) enter "extendsim" as the ISV, then enter your Activation Key for the second Floating license.
   - Per normal, at #6 (Step 3 of 5) enter "0" for the license count, then pause.
   - At #7 (step 4 of 5), do not change ".\activate1.lic" to "extendsim.lic" as stated in the Installation Instructions. Instead, change it to something slightly different, such as "extendsim2026.lic". You can choose whatever you want for the name, but it MUST NOT have spaces, start with numbers, or contain odd characters. It MUST contain "extendsim"and the extension MUST be ".lic".



4. Continue with the remaining steps to either automatically or manually activate the second license for ExtendSim.
5. If you check the Status while in the RLSA window, you will see that there is only one ISV Server - *extendsim*. That is correct.
6. To verify that both products are being managed by the single License Manager, in the RLSA window, give the *Edit License File* command, but just look in the popup and don't edit the files. You should see both license files listed. If successful, you can close the browser.



7. At this point there should be two license files in the License Manager's folder (C:\ExtendSimFloatingLicenseServer): *extendsim.lic* (for the original) and *extendsim2026.lic* (for the new license). If you open the license files, on the top line, you can see the internal product name -- *ex***24fl* is the internal name for a 2024 ExtendSim Floating license and *ex***fl* is the internal name for a 2026 license.



8. IMPORTANT! Don't copy the new license file to the ExtendSim folder on Client devices yet. After you make a copy of the license file for the new license and before you paste that copy into the *Documents\ExtendSim* folder on Client devices that have ExtendSim 2026 installed, you MUST change the name of the copy to "extendsim.lic". ExtendSim on Client devices can only read a license file named *extendsim.lic*. (Do NOT change the name of the file on the server. The contents of the license file on the Client device will find the master license file *extendsim2026.lic* on the Server enabling launching of ExtendSim on the Client.)
9. At that point, all Clients who have 2024 or 2026 installed will have a license file with the same name (*extendsim.lic*) in their *Documents\ExtendSim* folder. If they have both 2024 and 2026 installed on the same device, each *Documents\ExtendSim* folder will have its own *extendsim.lic* license. You can tell which release/product the license file is for by opening it and looking at the Activation Key (typically in line 4 of the license file) and/or the internal product name (see #7 above).

   Note 1: To help transition models from 2024 to 2026, you can run ExtendSim 2024 and ExtendSim 2026 on the same Client device at the same time using the multi-launch capability and be considered a second instance of ExtendSim.

   Note 2: You will have to go through this modified process every time you reactivate the License Manager, such as after renewing your Subscription or Maintenance & Support Plan. In other words, the two products have to be reactivated separately and with different names for the license files during the process. However, you will not need to send new license files to Client devices since the License Manager will automatically update the renewal date on Client devices.

ExtendSim on Client Devices

Can a Client device be a virtual machine?

Yes. Be sure the virtual machine has the correct permissions so that ExtendSim can be installed without security issues and that the location where user-modifiable files will be installed has read-write access so the license file can be read and end-users can open, run, and save models.

And, be sure you use a static MAC address. The license file (*extendsim.lic*) relies on the identity of the device it is installed on. If a device's MAC (media access control) address changes, its identity changes, the license fails, and ExtendSim stops working. MAC address changes can happen if the Ethernet card or WiFi card is changed, or if the device is a virtual machine (VM) that uses dynamic MAC addresses.

Some hardware virtualization products, such as Microsoft's Hyper-V, create virtual machines that, by default, have dynamic Mac addresses. For ExtendSim to work properly on a VM, the device must use a static MAC address. If the device automatically uses dynamic MAC addresses, you must change the settings in the VMs Manager so that the device uses a static MAC address.

You might not see an issue unless the device restarts and chooses a different MAC address and all of a sudden ExtendSim reports that it isn't properly licensed. If you've experienced this failure, change the device to use a static MAC address. Then, contact Sales.ExtendSim@Andritz.com so you can reactivate and get a new license file.

Can ExtendSim be installed on the same server as the License Manager?

Yes. The Server can also be used as a Client.

Do I need to uninstall ExtendSim 2024 from Client devices when I install 2026?

No. Both releases can be installed on the same Client device. In fact, we suggest you don't uninstall ExtendSim 2024 until you've finished converting your files to 2026, but you only have 6 months to keep the older license as it is no longer being supported and will expire. If you intend to use the same License Manager for 2026 that you have been using for 2024, see *Can two Floating licenses be managed by a single License Manager?* on page 5 of this document.

How does the Client installation of ExtendSim know where the Server's License Manager is?

ExtendSim uses port 5053 and the license file (*extendsim.lic*) that you copy to the Client device to automatically find the Server. If ExtendSim can't find the Server, it will present an error message with some possible reasons. If none of the reasons apply, clicking yes on that error message allows you to browse to the Server (path, IP address, computer name, or URL). It saves the info in a *host.lic* file on the Client device so it doesn't ask again. *Note: the URL must be resolvable to an external IP address.*

Can a Client device tell which Server has the License Manager?

Yes. Go to *Documents/ExtendSim* and open the *Host.lic* file. It contains the name of the Server.

Checking Out and Checking In Client Licenses (Roaming).

- To temporarily disconnect a Client device from the network, use the *Help* > *Floating License* > *Check Out a Floating License* menu command from within ExtendSim.
- To check a roaming license back in, use the *Help* > *Floating License* > *Check In a Floating License* command.
- Roaming licenses can be checked back in at any time. They are automatically checked in at the end of the roaming period (the default period is 30 days).
- If the server node name or port number is changed after a license has been checked out for roaming, you will not be able to return the license early. However, it will return automatically on the *return by* date, which is usually 30 days after checkout.

Updating Client licenses when there is an incremental release of ExtendSim (e.g. from 2026.R1 to 2026.R1e).

Check the ExtendSim website for the current release. If you are not using the current release, use the ExtendSim Updater that is posted on the site.

Uninstalling ExtendSim from a Client device.

1. First, return the license if it has been temporarily checked out from the network. To do this, connect the Client device to the server that hosts the License Manager. Use the menu command *Help* > *Floating License* > *Check In a Floating License*. This restores the number of concurrent users the Server allows.
2. Use the Windows *Settings* > *Apps and Features* to uninstall ExtendSim.
3. Then delete the two folders: *Documents/ExtendSim* and *Program Files/ExtendSim*.

ExtendSim on Client Devices - continued

Renewing the Subscription or Maintenance & Support Plan (MSP) on a Client.

1. The renewal date for the Floating License's Subscription or MSP is shown on the ExtendSim startup screen accessed via the menu command *Help* > *About ExtendSim*. Prior to the renewal date, the application will occasionally present a reminder message upon launch.
2. Contact the ExtendSim Team at Sales.ExtendSim@Andritz.com or your ExtendSim Distributor to renew your license. Client devices will automatically be updated once the License Manager on the Server has been updated, as discussed below.

What happens after we renew the Subscription or MSP and/or change the number of concurrent users?

- For Client devices to get the updated license information, you will need to reactivate the License Manager on the Server.
- After you renew your license AND we've updated your Activation Key, we will notify you that you can reactivate the License Manager. Reactivating the License Manager will also update the license file (*extendsim.lic*) on the Server and license information for ExtendSim on Client devices.
- Note: You do not need to send new license files to existing Client devices as the License Manager will automatically update Client devices.
- See the document titled *Reactivating • Floating Licenses*.

"Communications error with license server -17" message.

This indicates that the Client has a basic issue (network initialization failure, unable to read or write, etc.) when trying to communicate with the License Manager on the Server. This message is often followed by a second message that has more relevant information. If not, check that port 5053 and the ISV port are unblocked in both directions, since a blocked port is the most common issue.

First, check your device's network connection.

- If the connection is DOWN:
  - Click the Cancel button on the error message window.
  - Reconnect to the network.
  - Then, relaunch ExtendSim.
- If your device's network connection IS working:
  - Is the Server with the License Manager (RLM.exe) connected to the network?
  - Is there a valid (non-empty) license file (*extendsim.lic*) in the Server's *C:\ExtendSimFloatingLicenseServer* folder AND in the Client's *Documents\ExtendSim* folder?
  - Is the ISV port unblocked on both the Server and on the Client? (The port number is reported in the Status command of the RLSA window.)
  - Is port 5053 unblocked on the Server AND on the Client?
  - Is *ExtendSimLicServer* running as a service on the Server?
  - If none of these apply, generate a debugging log (*RLMdiag.txt*) by clicking the *Diagnostics* command in the RLSA window on the Server. Submit an ExtendSim Support Ticket at *ExtendSim.com/Support-Ticket* and attach that debug log.

"No license for product (-1)" error message.

A -1 error message is very rare, but might appear after you have installed and activated an ExtendSim license on a Client device. When you try to launch ExtendSim, instead of opening, it gives a *License Problems* message.

After clicking OK on that message, you'll get a second message that the license is being deactivated because it produced error conditions. Trying to activate the license again will not fix the problem.

The problem is the ExtendSim application cannot find its license file (*extendsim.lic*). When you received the ExtendSim license file from your license administrator, you installed *extendsim.lic* in the *Documents\ExtendSim* folder. If there are any accented or special characters, such as a German umlaut or an "@" symbol, in the path to the license file, the -1 error message is triggered. For example *C:\Users\Jürgen\Documents\ExtendSim* would fail. The fix is to remove accented or special characters from names in the path.

Issues That Might Occur

License Manager Issues

A different version of RLM.exe has already been installed on the Server and being used by another piece of software.
If RLM is already running on the Server where you want to install the License Manager for ExtendSim, see pages 9 and 10 of this document for complete details on installing RLM for ExtendSim.

For complete details and solutions for these issues, please see the FAQs at ExtendSim.com/Support/FAQs.

Error generating license -105.
There is a basic issue preventing automatic activation. Manual activation is required.

Client/Server Issues

All of a sudden Clients can no longer communicate with the License Manager.
If ExtendSim has been working fine on Client devices, then all of a sudden Clients are no longer able to communicate with the License Manager on the Server, make sure the ISV port has not changed.

Connection refused at server (-111)" message.
At least one of the two required ports (5053 or the ISV port) is blocked for outbound access on the Client device.

Issues When Installing, Launching, or Opening

Bad HTTP transaction.
Your system is blocking receipt of the activation data. Manual activation is required on the Server.

Bad server hostname or bad hostname for network connect.
These messages indicate that ExtendSim could not resolve an issue with the *name* of the Server and you will need to use the *IP address* of the Server instead.

ComponentTransferData or Codebase failed to register.
ExtendSim was not installed on Client devices with Administrative privileges.

RightClickConnect database is missing error message.
A needed DLL was not registered in the Windows Registry due to inadequate privileges.

Documents folder not found or lp_solve(0) Error_system error code:2 error messages.
Needed files cannot be located or the end user does not have the correct permission for those files.

The Activation Dialog appears after ExtendSim has already been launched.
The license file (*extendsim.lic*) has been moved or removed or you have multiple installations of the same product -- which is not allowed.

If you're unable to solve your issue using the above information, generate a debug log from the License Manager on the Server by following these instructions:

- Open the Reprise License Server Administration (RLSA) window in a browser. (To learn how to do that, see *Step 2: Activation of the License Manager* in the document *Installing and Activating • Floating Licenses*.)
- On the left side of the RLSA window, click the *Diagnostics* command.
- In the main window, click the *Run Diagnostics* button and wait for the window to report that the diagnostics were written.
- Locate and open the text file named *rlmdiag.txt*; it will be placed where the License Manager is installed (by default, *C:/ExtendSimFloatingLicenseServer*).
- This report contains information about License Manager activities over time. See if there's any discrepancies or anomalies that might indicate the cause of your issues. If you can't readily find the issue, we are happy to help. Send the debugging log file to us with a description of your issues by creating a support ticket in the ExtendSim Support Portal at ExtendSim.com/Support-Ticket.

Reprise License Manger (RLM) Already Installed on Server

The installation instructions assume you will install RLM on a Server that isn't already running RLM, which is the best and easiest method. However, if you must use a Server that is already running a version of RLM other than v12, following the appropriate instructions below. DO NOT use the *ExtendSimServerLicenseManager* installer unless instructed below.

The Floating license of ExtendSim uses the x64_W4 (64-bit Windows 7+) RLM platform that *MUST* be installed at the root level of the C drive.

- If your Server is using a non-64-bit RLM platform or if your instance of RLM is not installed directly on the C drive, you must install RLM on a separate Server. To do that, follow the instructions in the *Installing & Activating • Floating Licenses* document.
- If your Server is using the x64_w4 RLM platform, proceed to *Case 1* or *Case 2* below, as appropriate.

Case 1 • If the currently running RLM is platform x64_w4 AND is version 12 or greater

Step 1 • Install the ISV Settings File on the Server

1. DO NOT INSTALL THE EXTENDSIM LICENSE MANAGER ON THE SERVER.
2. Obtain an ISV settings file (*extendsim.set*) from the ExtendSim Team at Sales.ExtendSim@Andritz.com.
3. Place the *extendsim.set* file in the same directory where the other RLM-using product has installed RLM.exe and their license and settings files.

Step 2 • Activate the License

1. Follow the instructions for *Part 2 • Activate License Manager* in the separate document *Installing & Activating • Floating Licenses*.
2. Activation will either be automatic or manual.
3. Make a copy of the *extendsim.lic* file for use in activating ExtendSim on each Client device.
   - Since RLM was already running, the *extendsim.lic* license file will be located in the same folder where you placed the *extendsim.set* file.
   - If you subsequently edit the license file, you might need to distribute the modified file to Client devices.

Step 3 • Install and Activate ExtendSim on Client devices

1. Follow the instructions for *Part 3 • Clients: Install ExtendSim*, in the document *Installing & Activating • Floating Licenses.*
2. Follow the instructions for *Part 4 • Clients: Activate ExtendSim*, in that same document.

NOTE: With this option, the License Manager (RLM) will run as a Service under the existing Service's name. The Service will not be named *ExtendSimLicServer*.

Case 2 • If the currently running RLM is platform x64_w4 AND is earlier than version 12

Step 1 • Stop and remove the currently running RLM Service

1. Determine the name of the existing RLM Service (the Service used by the other RLM-managed products).
2. Stop that Service. (Instructions for stopping that Service under Windows 10; others differ:)
   - Right-click on the Server's *Start* command and choose *Computer Management*.
   - In the list that appears, double-click *Services and Applications*.
   - Double-click *Services*.
   - In the list that appears, scroll to the name of the identified RLM Service.
   - Stop that Service (right-click select Stop).
   - Close the Computer Management window.
3. Remove the currently running RLM Service.
   - Open *Command Prompt* as Administrator (Enter CMD in the Search box and simultaneously click Ctrl+Shift+Enter).
   - Click *Yes* in the User Account Control window to enable *Windows Command Processor*.
   - At the command line, enter *SC delete xyz* (where xyz is the name of the identified RLM Service) and press *Enter*.
   - If successful, the Service will be removed and you can close the window.

Case 2 • If the currently running version of RLM is earlier than release 12 - continued

Step 2 • Install the License Manager (RLM.exe) used by ExtendSim

1. Use the *ExtendSimServerLicenseManager* installer and follow its instructions to install the files on the Server.
2. If you encounter security issues when installing, see *Issues That Might Occur* earlier in this document.
3. By default the installer creates a folder named *ExtendSimFloatingLicenseServer* that is placed at the root of the Server's C drive (*C:/ExtendSimFloatingLicenseServer*).
   - The folder can be installed on a drive other than the C drive, but it must be installed at the root of the drive and it must be named *ExtendSimFloatingLicenseServer*.
   - The folder contains the *RLM Svc Starter* folder and three files: *extendsim.set*, *logfile*, and *RLM.exe*.
4. After installation, the License Manager (*RLM.exe*) silently runs in the background as a Service named *ExtendSimLicServer*.
5. Before proceeding, we suggest you verify that *ExtendSimLicServer* is running as a Service.
6. Copy the all the settings and license files (but not RLM.exe) from the previous RLM server folder to the *ExtendSimFloatingLicenseServer* folder, which by default will be located at the root of the C drive.

Step 3 • Activate the License Manager

1. Follow the instructions for *Part 2 • Activate License Manager* in the document *Installing & Activating • Floating Licenses*.
2. Activation will either be automatic or manual.
3. Make a copy of the *extendsim.lic* file for use in activating ExtendSim on each Client device.
   - The *extendsim.lic* license file will be located by default at *C:/ExtendSimFloatingLicenseServer*.
   - If you subsequently edit the license file, such as changing the ISV port, you might need to distribute the modified file to the Client devices.

Step 4 • Install and Activate ExtendSim on Client devices

1. To install on Client devices, follow the instructions for *Part 3 • Clients: Install ExtendSim*, in the separate document *Installing & Activating • Floating Licenses*.
2. Then, to activate ExtendSim on Client devices, follow the instructions in *Part 4 • Clients: Activate ExtendSim*.

What if I don't know if RLM is already running on the Server?

If you installed the License Manager without following these instructions, the diagnostic log file will report something similar to:

```
(rlm) ...error binding UDP port 5053, port in use
(rlm) This is probably due to another copy of RLM running
(rlm) While not fatal, this instance of RLM won't respond
(rlm) to broadcast requests.
```


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