Simio Network Licensing Installation Manual

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### **Overview**

Simio activation is provided in two forms, **Stand-alone** (also known as Node Locked) and **Network** (also known as Client/Server or floating licenses). Stand-alone offers some advantages in having absolute control of your license, while Network has advantages in sharing licenses between several people, even in physically separate locations. Simio uses network licensing software supplied by Reprise Software, one of the technical leaders in the field. This document will provide instructions on installation and configurations as well as some troubleshooting tips on the Simio Network License Server.

Installation and configuration of the activation server can be quick and easy by installing the Simio Network License Server Configuration application. Problems sometimes arise when a system has challenges such as locked down ports, limited user access, etc. This document also describes how to deal with those special situations.

Network licenses require a computer to be configured as the **Simio License Server**. The computers running Simio do not have their own licenses installed on them and are referred to as **Clients**. Simio licenses (but not necessarily the Simio software itself) are installed on the Simio License Server and these licenses are then issued to the clients as needed when they run Simio. The typical configuration is that there is a single license server being shared among several client computers running Simio. However, it is certainly possible for one computer to act both as the Simio License Server and also run Simio. Therefore, it is acting as a server to itself as well as to any other clients who connect to it for their Simio licenses. Be cautious in making this server a computer that is often removed from the network (i.e. a laptop computer) because the server must be connected to a network and powered on in order to be accessed by a client.

In Reprise terminology, Simio is an *ISV*, or *Independent Software Vendor*. A single instance of Reprise License Manager (RLM) may be used to manage licenses from multiple ISVs; that is, in addition to Simio's Simio.set file, you may have other .set files provided by other ISVs.

All of the files discussed in this document can be found in the file **SimioNetworkLicenseServerInstall.zip** which is supplied with the activation code.

### **Server Requirements**

The server requirements for the Simio Network License Server are as follows:

- Must be on a physical server. Virtual servers are supported only in exceptional cases by prearrangement.
- Supported Platforms: Windows Server 2003 or later. This includes desktop versions of Windows.

- Computer needs to be on the internal company network. All clients that wish to use Simio will need to connect to the license server to check out a license.
- The server should be available at all times. If the server is shut down, all clients will lose their Simio license until the license server is restarted.
- The load imposed on the server from the Reprise License Manager (RLM) is extremely light so a dedicated server is not required.
- Other RLM licenses can use the Simio Network License Manager platform to administer their license and/or the Simio ISV can be hosted on an existing RLM license server.
- Installation will require administrative writes to the server.
- If the server has a firewall, TCP ports will need to be open. The Simio Network License Manger
  install will automatically open ports 5053 and 5054. The Simio ISV will also require a port. By
  default, this port is floating and will change every day. If a firewall exists on the server, the port
  should first be fixed (see section <u>Specifying Ports</u>) and then the fixed port should be open in the
  server firewall.

## **Installing the Network License Server**

In the SimioNetworkLicenseFiles.zip there is a Windows Installer called **SimioNetworkLicenseServerInstall**-*ReleaseNumber.BuildNumber.*msi (i.e.

SimioNetworkLicenseServerInstall-x.x.xxxx.msi). Open this file and click Next on the first screen.



Read and accept the terms in the Simio End-User License Agreement then click Next. You can print the ULA for your records by clicking the Print button.

😼 Simio Network License Server 5.0.9951 Setup – 🗆 🗙
End-User License Agreement Please read the following license agreement carefully
SIMIO END-USER LICENSE AGREEMENT
IMPORTANT-READ THIS AGREEMENT CAREFULLY: This End-User License Agreement ("EULA") is a legal contract between you (either an individual or a single entity) ("You, Your, or LICENSEE") and Simio LLC. ("SIMIO") for the software product or products that SIMIO licenses to You, which includes computer software and may include associated media ("Software"). SIMIO may also license to You printed materials, and "online" or electronic documentation ("Documentation"). An amendment or addendum to this EULA may accompany the Software. SIMIO IS WILLING TO LICENSE THE SOFTWARE AND
Print Back Next Cancel

Set the folder where you would like to save all the license server information. By default, the folder is set to "C:\Program Files (x86)\Simio LLC\Simio Network License Server\". Select Next to continue.

😸 Simio Network License Server 5.0.9951 Setup 🗧 🗆	×
Destination Folder Click Next to install to the default folder or click Change to choose another.	
Install Simio Network License Server 5.0.9951 to:	
C:\Program Files (x86)\Simio LLC\Simio Network License Server\ Change	
Back Next Cance	4

Click Install button to begin the installation process and allow the program to run.

₿	Simio Network License Server 5.0.9951 Setup	. 🗆	×
Read	dy to install Simio Network License Server 5.0.9951		
Clie	ck Install to begin the installation. Click Back to review or change any of your tallation settings. Click Cancel to exit the wizard.		
	Back	Cance	:

After it is done running, a window will pop up letting you know that the installation has completed.

🛃 🛛 Simio N	letwork License Server 5.0.9951Setup – 🗖 💌
Simio <sup>®</sup> rward Thinking	Completed the Simio Network License Server 5.0.9951 Setup Wizard Click the Finish button to exit the Setup Wizard.
▲ °	✓ Launch Simio Network License Server Configurator
	Back Finish Cancel

At the bottom of the window there will be a checkbox (checked by default) prompting you to Launch Simio Network License Server Configurator. By leaving this checked the configurator will appear when you click Finish. If you uncheck this box, the window will close and you can configure the Simio server at a later time. (The Simio Network License Server Configuration can be found in the Windows Start menu under the Simio Network License Server folder.) Click Finish to exit the Setup Wizard and launch the configurator.

### **Configuring Your License Server**

The Simio Network License Server Configuration application will give you the status of your server by telling you where your license server is running, number of licenses installed, number of licenses in use and the number of licenses roaming for this server.

7 Simio Network License Server Configu	- 🗆 🗙	
Status         License Server:       Running on port 5053         Number of licenses installed:       1         Number of licenses in use:       0         Number of licenses roaming:       0	Refresh	
Activation Enter your license key here:		
How many licenses from this key do you want to activate on this se 1		
Advanced Configuration		
Hostid(s): 3c970e0949b0 1ce1e21f	opy to clipboard	
Some sites may find it necessary to specify the port numb clients use to communicate with the license server.	per that Simio	
Some sites may find it necessary to specify the port numb clients use to communicate with the license server. The current port number is 5057.	perthat Simio Change	
Some sites may find it necessary to specify the port numb clients use to communicate with the license server. The current port number is 5057. The adminstration website allows you to make additional view more advanced license and server information. <u>Open server administration website</u>	Change	

It will ask you for your license key (which is given to you in your activation email) and how many licenses from the key you would want to put on the server. Enter the necessary information then click the Activate button to finish. If your license key and number of licenses are correct, you will get the following message



**Note**: If you have more than 1 seat (license count), you can distribute those seats across multiple servers (see section *Distributing Licenses across Multiple Servers*), but once a seat is assigned to a particular server, it cannot later be moved to a different server, nor can that server be moved to another computer.

**Note**: You are limited to one "number of clients / key" combo per server. The activation software does not allow the same server to add the same number of clients as it currently has. So, if a server has 5 clients, you cannot add an additional 5 clients to that same server. This is a Reprise License Manager restriction.

## **Configuring a Client with Network Licenses**

To enter a client license key in Simio, click the "Enter your license key" link located in the upper righthand corner of the window (next to the Simio Help "?" button) or click the Licensing button located in the File tab



You should see the following screen. Select the Floating License (on a network server) button.

Manage Simio License
Two licensing options are available for Simio. Choose Local License to install a stand-alone license onto this computer. If you have purchased Simio Design, Student, or University Edition, this is probably what you want.
Local license (on this computer)
If this copy of Simio should get its license from a Floating License Server on your network, click Floating License. This is the common choice if you are running Simio Enterprise Edition.
Eloating license (on a network server)
Cancel

The screen shown below will appear. Click on the Server Settings button to select a server.

Manage Simio Network Licensing		
	License Status: Unlicensed Server Settings A roaming license allows you to temporarily acquire a license from a network licensing server, enabling short-term use of Simin while disconnected from the server.	
	Acquire Roaming License To acquire a roaming license, click "Roam". Once the license is acquired, Simio will retain it on this computer and run without needing to communicate with the licensing server.	
	Roam	
	Return Roaming License         A roaming license is currently assigned to this computer.         Click "Return" to return it to the licensing server.	
	Change license type	

To set the Server settings, enter the Server Name and Port Number to those of your server and click OK

-	Server Settings	<b>— X</b>	
	Specify a server on your network that manages floating Simio licenses.		
	Server Name:	ServerName-Example	
	Port Number:	5053	
		Port Number should typically be left at its default value of 5053, unless there is a specific reason to use another value.	
		OK Cancel	

If the server name and port numbers are correct, you should see something that looks like this.

anage Simio Network Licensing	X	
License Status: Current server = TestBox1 A roaming license allows you to temporarily server, enabling short-term use of Simio who	acquire a license from a network licensing ile disconnected from the server.	
Acquire Roaming License		
To acquire a roaming license, select the duration and click "Roam". Once the license is acquired, Simio will retain it on this computer and run without needing to communicate with the licensing server. Note that the maximum duration may be configured by your site administrator.		
Duration (number of days to roam): 3 1 Roam		
Return Roaming License         A roaming license is currently assigned to this computer.         Click "Return" to return it to the licensing server.		
		Change license type

You can verify that the client is using the license by going back to the Simio Network License Server Configuration application.

💡 Simio Network License Server Configu 🗕 🗖 💌
Status           License Server: Running on port 5053           Number of licenses installed:         2           Number of licenses in use:         1           Number of licenses roaming:         0
Activation Enter your license key here:
How many licenses from this key do you want to activate on this server?           1         •           Activate         (You may enter 0 to retrieve all available licenses.)
Advanced Configuration
Hostid(s): 001d09b0618e ead800a9 Copy to clipboard
Some sites may find it necessary to specify the port number that Simio clients use to communicate with the license server.
The current port number is unspecified. Change
The adminstration website allows you to make additional changes and view more advanced license and server information.
Open server administration website

## **Specifying Ports**

There are 3 port number used by the Simio Network License Manager.

- 5053 Default port used to setup the communication from the client to the license manger.
- 5054 Default port used to run the administration web site.
- A random port This port is used by the Simio ISV license. It is possible to have multiple products running on the same RLM.)

Many servers use a firewall when each port needs to be explicitly opened to communicate with other clients. If a firewall does exist, the 5053 and 5054 ports will be opened by the Simio Network License Server install. So there should not be issues with these ports.

The random port can be troublesome if a firewall exists; especially since it changes each time the license server is restarted. If a firewall does exist, the random port can be changed so it is fixed. This is done through the Simio Network License Server Configuration application. Select the 'Change' button. :

? Simio Network License Server Configu	×
Status         License Server: Running on port 5053         Number of licenses installed:         2         Number of licenses in use:         1         Number of licenses roaming:	<u>Refresh</u>
Activation Enter your license key here:	
How many licenses from this key do you want to activate on 1 (You may enter 0 to retrieve all available licenter of the av	this server? censes.)
Advanced Configuration Hostid(s): 001d09b0618e ead800a9 <u>Copy</u>	to clipboard
Some sites may find it necessary to specify the port number that Simio clients use to communicate with the license server. The current port number is unspecified. Change	
The adminstration website allows you to make additional cha view more advanced license and server information.	inges and
Open server administration website	

This will open the Specify Port Number dialog. Select the "Use this port number" option. Choose the port that you wish to use. Then press the "OK" button.

<b>?</b> Specify Port Number	X
Enter the desired port number below. We suggest using port number from 49152 through 65535. Note that it may be necessary to open the selected port this computer's firewall.	ga tin g)
Ok Canc	el

This will write out the port number to a special file called "!SimioConfig.lic" in the C:\ProgramData\Simio LLC\Simio Network Licensing folder. Then ,the Simio License Server will need to be restarted in order to use the new setting. This is a windows service named "RLM Simio". If you run the Simio Network License Manager Configuration screen with administration rights (e.g. right-click on the short-cut and select "Run as administrator"), the OK button action will attempt to restart the Simio License Server automatically. If you do not have administrative rights, the "RLM Simio" service needs to be restarted from Control Panel \ System and Security \ Administrative Tools \ Services.

After the service is restarted, the port needs to be manually opened in the server's firewall. This program will not open the port in the server's firewall. To open the port in the file wall, select Control Panel \ System and Security \ Windows Firewall. Select the Advanced settings on the right hand of the screen. This will open the Windows Firewall with Advanced Security screen. Right –click on Inbound Rules and select New Rule.

<i>a</i>	Windows Firewall with A	dvanced Security	🗆 🗙
File     Action     View     Help       Image: State of the state of	Rules		Actions
Inbound Rulec       Outb     New Rule       Conn     Filter by Profile       Filter by State     Filter by Group       View     Refresh       Export List     Help	Group ^ deecommunicator.exe deecommunicator.exe nonu.exe box box box box box box cox.exe ransfer Program ransfer Program	ProfileEnabled^PrivateYesPrivateNoPrivateNoPrivateNoPrivateYesPrivateYesPrivateYesPublicYesPublicYesPrivateYesPublicYesYesPublicYesYesPublicYesYesPublicYesYes	Inbound Rules         New Rule         Filter by Profile         Filter by State         Filter by Group         View         View         Refresh         Export List         Help

Specify the rule type as Port and press Next



Enter the same port that you specified above and press Next

<b>@</b>	New Inbound I	Rule Wizard	
Protocol and Ports			
Specify the protocols and ports to	which this rule applies.		
Steps:			
Rule Type	Does this rule apply to TCP or UDI	P?	
Protocol and Ports	ICP		
<ul> <li>Action</li> </ul>	○ <u>U</u> DP		
<ul> <li>Profile</li> </ul>			
<ul> <li>Name</li> </ul>	Does this rule apply to all local por	ts or specific local ports?	
	O All local ports		
	Specific local ports:	49152	
		Example: 80, 443, 5000-5010	
			_
		< <u>B</u> ack <u>N</u> ext > Cancel	

Specify Allow the connection and press Next.



Leave all selected and press Next

<b>@</b>	New Inbound Rule Wizard	
Profile		
Specify the profiles for which this	rule applies.	
Steps:		
Rule Type	When does this rule apply?	
Protocol and Ports		
Action	Applies when a computer is connected to its corporate domain.	
Name	✓ Private Applies when a computer is connected to a private network location, such as a home or work place. ✓ Pyblic Applies when a computer is connected to a public network location.	

Enter a name for the inbound rule and press Finished.

<b>#</b>	New Inbound Rule Wizard	×
Name		
Specify the name and description	of this rule.	
Steps:		
Rule Type		
Protocol and Ports		
Action		
Profile	Name:	
Name	Simio ISV Port	
	Description (optional):	
	< <u>B</u> ack <u>F</u> inish Cance	al

The port should now be open in the firewall .

### Manually Activating an RLM License

There can be cases where manually activating a license is required (ex: problems with internet connectivity, IT restrictions, etc.) The following will describe how to activate a license manually.

1. From the Network License Configurator, click the Open server administration website

📍 Simio Network License Server Configu – 🗖	×
Status License Server: <b>Running on port 5053</b> Number of licenses installed: 1 Number of licenses in use: 0 Number of licenses roaming: 0 R	efresh
Activation	
Enter your license key here:	
How many licenses from this key do you want to activate on this se 1	rver? )
Advanced Configuration	
Hostid(s): 3c970e0949b0 1ce1e21f Copy to clip	board
Some sites may find it necessary to specify the port number that Sir clients use to communicate with the license server.	nio
The current port number is 5057. Qhang	je
The adminstration website allows you to make additional changes a view more advanced license and server information.	and
Open server administration website	

2. Now, click on the "Activate License" button on the left-hand side of the screen

Firefox T	A DESCRIPTION OF A DESC	
Calhost:5054/hc	me.asp ☆ ♂ [ ⊄	פיר Ask.com וואליבי אלא.com וואליביים אלא.com וואליביים אלא אלא אלא אלא אלא אלא אלא אלא אלא אל
Reprise	Reprise License Server Administration Copyright (c) 2006-2012, Reprise Software, Inc. All Rights Reserved.	
RLM Administration Commands Choose a command from the list below	RLM License Server Administration, v9.4 This web interface is an integral part of the <i>rtm</i> server. If rfm is started without any parameters, the web interface runs on port 5054. If m can also be started with the <i>-novs</i> option to disable this web interface. If m can be started with the <i>-ws port#</i> option to specify another port number. This tool allows you to perform status and administration functions on the RLM server. Choose a command from the list on the left-hand side of the window.	L.
Shutdown Reread/Restart Servers Switch Reportlog Switch Debuglog Manage Windows Service Activate License Diagnostics RLM Manual System Info About	Reprise Software, inc. 1503 (brindina we Suite 290 San. Jose, C. 89125 Www.roprisesoftware.com info@reprisesoftware.com RLM.contains software developed by the OpenSSL Project for use in the OpenSSL Toolki (http://www.openssl.org) Copyright (c) 1995-2008 The OpenSSL Project. All rights reserved. Copyright (c) 1995-1998 Eric Young (easy@crypts.oft.com) All rights reserved. Copyright (c) 1996-2012 GoAhead Software, inc. All Rights Reserved. Into //www.coahead.com/	

3. Click Begin License Activation Button

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http://localhost:5054/ho	ome.asp +			_
Contraction of the second seco	ne.asp	☆ ▽ C Ø - Ask.com	<u>۶</u> ۾ ا	<b>•</b>
Reprise	Reprise License Server Administrati Copyright (c) 2006-2012, Reprise Software, Inc. All Rights Re	ON served.		
RLM Administration Commands	License Activation RLM activates licenses by making a request on the internet to generate a license file for your machine. If you are activating a lice (either where a nodelocked license is going to be used, or the machine you want to be the license server if it is a floating license).	nse, you should run "rim" on the machine where your i f you are not sure where this copy of "rim" is runnina, ci	cense is to be use ck on "System Infe	sed fo"
Choose a command from the list below	from the menu on the left. If rim is running on the wrong machine, run rim on the correct machine and do the activation using its we Note that not all application vendors support license activation, so please check with your vendor to see if this capability is available	b interface.		
Status Shutdown Reread/Restart Servers Switch Reportlog New Reportlog Switch Debuglog Manage Windows Service Activate License Diagnostics RLIM Manual System Info About	BEGIN License Activation			

4. Select "Other (URL)" and type in http://simioactivation.dyndns.biz, and click Next

Firefox T			X
Certification Contemporation (Contemporation Contemporation)	me.asp	<b>ዖ</b> 俞	•
Reprise	Reprise License Server Administration Copyright (c) 2006-2012, Reprise Software, Inc. All Rights Reserved.		
RLM Administration Commands	License Activation (step 1 of 5) - select provider RLM licenses can be activated from a number of different providers. First, select the provider from the list below, then press "Next".		
Choose a command from the list below	Reprise Software (www.reprisesoftware.com)     Other (URL) similoactivation.dyndns.biz		
Shutdown Reread/Restart Servers	Next.>		
Switch Reporting           New Reporting           Switch Debuglog			
Activate License			
RLM Manual System Info			

5. Type in "simio" for your ISV, and enter the License Key, then click next

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Contraction Contractico Contra	me.asp ☆ ♂ ♂ @ • Ask.com P ♠ 🖼 •
Reprise	Reprise License Server Administration Copyright (c) 2006-2012, Reprise Software, Inc. All Rights Reserved.
RLM Administration Commands	License Activation (step 2 of 5) - specify license activation key RLM licenses are activated based on an activation key which you received from your software vendor. This activation key will specify the product to be activated. Enter your /SV name and activation key below, then press "Next".
Choose a command from the list below Status	ISV: simio License activation key. 0000-0000-0000
Shutdown           Reread/Restart Servers           Switch Reportlog           New Reportlog	Next> <-Back
Switch Debuglog Manage Windows Service Activate License	
Diagnostics RLM Manual System Info	
About	

6. Their machine will automatically populate the "MAC Address" – <u>Leave that as is</u>, and enter the License Count (which is 1). Click Next

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Cellocalhost:5054/ho	me.asp 🗇 🐨 🖉 Ask.com 🔎 🎓 🖬 🗖
Reprise	Reprise License Server Administration Copyright (c) 2006-2012, Reprise Software, Inc. All Rights Reserved.
RLM Administration Commands	License Activation (step 3 of 5) - specify machine for nodelocked license or license server and license count RLM licenses are locked to a particular computer which is identified by a hostid. This is true for nodelocked licenses (the license itself is locked) and floating licenses (the license server is locked). The hostid of this machine is filled in below - if you want to lock this license (or license server) to this computer, leave the hostid field as-is, otherwise, enter the hostid of the machine you would like to lock the license
Choose a command from the list below	(server) to. Floating licenses require a count. When you have selected the desired hostid and license count, press "Next".
Status	License Server or Node-lock hostid: MAC Address License count (for floating licenses): 1
Reread/Restart Servers	
Switch Reportlog New Reportlog Switch Debuglog	Next> <back< th=""></back<>
Manage Windows Service Activate License	
Diagnostics RLM Manual	
System Info About	

7. Enter the following License File Path in the box – C:\ProgramData\Simio LLC\Simio Network Licensing\Simio.lic

Firefox The http://localhost:5054/h	
Calhost:5054/ho	ne.asp ☆ マ 🖉 🖉 - Ask.com 👂 🎓 🖬 🖛
Reprise	Reprise License Server Administration Copyright (c) 2006-2012, Reprise Software, Inc. All Rights Reserved.
RLM Administration Commands	License Activation (step 4 of 5) - specify license file location RLM licenses are stored in a license file which needs to be accessed by either the license server (for floating licenses) or the application. By default, we place the license file in the directory where you started this rim process. When you execute the restart/reread command on the left, the new license file will be read by rim. However, you can specify a different location for the license file if you wish. When
Choose a command from the list below	you have selected the desired license file location, press "Next".
Status	License File to create: amData\Simio LLC\Simio Network Licensing\Simio Iid
Reread/Restart Servers Switch Reportlog	Next> <-Back
New Reportiog Switch Debuglog	
Manage Windows Service Activate License	
Diagnostics	
RLM Manual System Info About	

8. The final screen will review all the information entered in the previous 4 windows, check for accuracy and then click Request License

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localhost:5054/ho	me.asp ☆ ♂ ♂ ♂ ♪ Ask.com ♪ ♠ 🖪
Reprise	Reprise License Server Administration Copyright (c) 2006-2012, Reprise Software, Inc. All Rights Reserved.
RLM Administration Commands Choose a command from the list below	License Activation (step 5 of 5) - verify request and generate license You have now entered all the data required for activation. Please verify this is the license you want to generate, and if so, press the "REQUEST LICENSE" button below. This will request the license from the internet, and place it in the file specified below. Note that this operation may take up to 15 seconds.
Status Status Shutdown Reread/Restart Servers Switch Reportlog Switch Debuglog Manage Windows Service Activate License Diagnostics RLM Manual System Info About	Advation Data: Provider: www.reprisesoftware.com BY: simo Advation Key here Corr Hostid: MAC Address License Flie: C:ProgramData/Simio LiCOSimio Network Licensing/Simio.lic REQUEST LICENSE <-Back

After generating this Simio.lic file, it needs to be put on the client machine. For Windows 7, 8 or Vista, it should be put in folder C:\ProgramData\Simio. For XP, it should be put in folder C:\Documents and Settings\All Users\Application Data\Simio.

This is where the License Manager will look for the license. Once the license file is in the proper folder, click on the Reread/Restart Servers button in the Reprise License Manager Administration page. This will check that folder for any new information and will find the new license file.

Next, on the client machine, Simio needs to be opened and under Licensing, enter the name of the Server that is managing the license where prompted.

# Multiple License Types on a Single License Server – Command Line Option

There are cases when there might be multiple license types on a single server. In these cases, each client might want to be configured to specify which license to use. This is can be done using a command line option. Specify the following command line option on the client machine from within the folder where Simio resides:

#### Simio -default-network-license:simio-?

Where "*simio-?*" is the license type. This command line option will write the license specified into the Simo.Settings file as "DefaultLicense=simio-?". With this option specified in the Simio.Settings file, Simio will only try and get the specific license type from the network license server. If the license type is not available, Simio will not get a license. It will not try and retrieve another license type.

Here the available license type

License Type	License Description
simio-x	Express
simio-d	Design
simio-e	Team
simio-n	Enterprise
Simio-sc	Scheduling
Simio-ud	University Design
Simio-u	University Design Unlimited
Simio-ue	University Enterprise
Simio-ueu	University Enterprise Unlimited

## Multiple License Types on a Single License Server – User Group Option

Another method for managing multiple license types on a single server is with an RLM feature called a User Group.

A User Group is created to limit the use of a particular license to a group of users, typically a department within the company. When attempting to check out a license from a client computer, RLM will look at the user requesting the license, and only check for the availability of their authorized license type. If the license that the user is authorized to use is already in use and a non-authorized license is available, the user will <u>not</u> have access to the available license.

The groups are defined within the RLM options. To get there, you must first open the RLM web-service. On the Server Computer, click the "Open Server Administration Website" link on the bottom left-hand

corner of the Network License Server Configuration screen to open the administration website or you can type <u>http://localhost:5054</u> into a web browser.

📍 Simio Network License Server Configu 😑 🗖	×
Status License Server: <b>Running on port 5053</b> Number of licenses installed: 1	
Number of licenses in use: 0	
Number of licenses roaming: 0	
Activation Enter your license key here:	
How many licenses from this key do you want to activate on this server?           1         +           You may enter 0 to retrieve all available licenses.)	
Advanced Configuration	
Hostid(s): 3c970e0949b0 1ce1e21f Copy to clipboard	
Some sites may find it necessary to specify the port number that Simio clients use to communicate with the license server.	
The current port number is 5057. Change	
The administration website allows you to make additional changes and view more advanced license and server information.	
Open server administration website	
	_

On the following screen, click the "Status" button in the list of RLM Administration Commands



The following window will show you information about your RLM server like the current License Files loaded, and the different software providers that have their licenses handled by RLM – most likely your server will only have Simio. These software providers are listed in the ISV Servers table. To set up a User Group, we will need to edit Simio's Options. To do this, click the "simio" button located below OPTIONS in the ISV Servers table

Firefox •	
Certification Contemporation	ome.asp ☆ ♥ ♥ Ø • Ask.com P 🛉 🖪 •
Reprise	Reprise License Server Administration Copyright (c) 2006-2012, Reprise Software, Inc. All Rights Reserved.
RLM Administration Commands	Status for "rlm" on GlenWirth-W530 (port 5053)
	RLM software version v9.4 (build:4)
Choose a command from the list below	RLM comm version v1.2
	debug log file C-VProgramDatalsimio LLC/Simio Network Licensing/um. dlog
Status	license files C:VProgramDatalSimio LLCSimio Network LicensingReplace lic
Shutdown	C+ProgramDatacsimit CECSeminy C+ProgramDatacsimit C+ProgramDatacsimit
Reread/Restart Servers	
Switch Reportlog	rim Statistics   Since Start   Since Midnight   Recent
New Reportlog	Start time 10/1912:21:27 10/1912:21:27 10/1912:21:27
Switch Debuglog	Messages 1 (U/sec) 1 (U/sec)
Manage Windows Service	Connections         1 (0/sec)         1 (0/sec)
Activate License	EDIT rlm Options SHOW rlm Debug Log
Diagnosacs	ISV Servers
RLM Manual	Name port Running Restarts Server Status License Usage Debug Log REREAD OPTIONS TRANSFER SHUTDOWN
System Info	simio 12345 Yes 0 simio simio simio simio simio simio simio
Adout	

Once the options window is open, you can add groups to the text box that appears on the screen. First, to define a group, just type the word GROUP followed by the GroupName and the members of that group with each member separated by only a space. Your GROUP line should be composed as follows:

#### GROUP groupname member\_a member\_b member\_c

Note: RLM defines user names by taking your computer log-in ID and replacing any spaces with underscores. To get an idea for how RLM creates user names based off of your companies log-in IDs, have a user obtain a license from the Server and go back to the Status window (shown above). This time click on License Usage and get the license usage for the ISV simio. You should see a table similar to the table below. Take note of the "user" column and how RLM interpets your user name.

#### License status for ISV simio

Product	Pool	Ver	user	host	PID req v		#lic #res		Out time	Click to REMOVE	
simio-e	1	2013.08			11780	2012.09	1	0	10/19 12:51	Remove	

Once you have your groups defined, you now have to tell RLM which group gets what license. This is done using the INCLUDE command. In a new line in the ISV simio options box, type INCLUDE followed by the license type and then the word GROUP followed by the Group Name. Your INCLUDE line should be composed as follows:

#### INCLUDE product GROUP groupname

Product Definition for RLM	Simio Product Name
simio-x	Express
simio-d	Design
simio-e	Team
simio-n	Enterprise
Simio-sc	Scheduling
Simio-ud	University Design
Simio-u	University Design Unlimited
Simio-ue	University Enterprise
Simio-ueu	University Enterprise Unlimited

After adding both the GROUP definitions and the INCLUDE command your ISV Options window should look like this:

Renrie-	Reprise License Server Administration Copyright (c) 2006-2010, Reprise Software, Inc. All Rights Reserved.
RLM Administration Commands	Edit ISV Options This form edits the ISV options. When you are finished, select "Update Options" if you want to save your changes on the server. Select "Cancel" if you want to discard your changes. If you want the server to use these options immediately, select "REREAD/RESTART" for this ISV on the status page.
Choose a command from the list below Status Shutdown Reread/Restart Servers	NOTE: The options file is NOT LOCKED while you are doing this edit, so if more than one user updates the file, one set of changes will be lost.           ISV simio Options           GROUP DeptA Jerry_Seinfeld Cosmo_Kramer           GROUP DeptB George_Costanza Elaine_Benes           INCLUDE simio-d GROUP DeptB
Switch Reportlog New Reportlog Switch Debuglog Manage Windows Service Activate License	Update Options
Diagnostics           RLM Manual           System Info           About	Cancel

Once you have your Groups defined and your licenses split, click the Update Options button. Now that your Options file is complete, we need to tell RLM to find it and use it. To do this click the Reread/Restart Servers command button.



After restarting your server, your file will have been read in and you're groups are created

## **Troubleshooting Ports**

RLM uses 3 ports to successfully operate: 2 static ports (5053 & 5054) and 1 dynamic port that is random and changes daily for security reasons. If your server requires all ports to be manually opened in order for the programs to run correctly, this section will instruct you how to set the third, dynamic port to a single static port so that this port can be opened through the firewall.

RLM uses port 5053 as a "headquarters" and uses this port to start itself on. RLM uses port 5054 as the web interface for the Reprise License Server Administration page, which is the place to go to check on the status of the Simio Server. The installation program for Simio Network License Manager will automatically unlock ports 5053 and 5054. RLM uses a port for each ISV (Independent Software Vendor) but, because this port is random, we could not build in code to automatically unlock this port. Often times, users are successful at activating their licenses, but have a problem getting the client computers to retrieve a license off of the server for use. This is usually a symptom of a closed ISV port; the following text will help diagnose the problem.

First, just to be sure, check that the client computer is able to communicate with the server through your network. You can do this using the Ping command from the command window. If these computers are not on the same network, they will not be able to exchange license files.

If the computers are able to communicate, make sure that the RLM service is working properly and that the Simio ISV server is running. To do this, you must first open the RLM web-service. On the server computer, click the "Open Server Administration Website" link on the bottom left-hand corner of the Network License Server Configuration screen to open the administration website or you can type <a href="http://localhost:5054">http://localhost:5054</a> into a web browser.

7 Simio Network License Server Configuration	
StatusLicense Server: Running on port 5053Number of licenses installed:0Number of licenses in use:0Number of licenses roaming:0	<u>Refresh</u>
Activation Enter your license key here:	
How many licenses from this key do you want to acti (You may enter 0 to retrieve all av Activate	vate on this server? ailable licenses.)
Advanced Configuration	1
Hostid(s): 00ff8277dcdc de7f72c9	Copy to clipboard
Some sites may find it necessary to specify the port clients use to communicate with the license server.	number that Simio
The current port number is 49152.	Change
The adminstration website allows you to make additiview more advanced license and server information.	onal changes and

Firefox *	
http://localhost:5054/h	iome.asp +
localhost:5054/hc	me.asp
Reprise	Reprise License Server Administration Copyright (c) 2006-2012, Reprise Software, Inc. All Rights Reserved.
RLM Administration Commands	RLM License Server Administration, v9.4 This web interface is an integral part of the <i>rtm</i> server. If rtm is started without any parameters, the web interface runs on port 5054. rtm can also be started with the -rows option to disable this web interface.
from the list below Status Shutdown	rim can be started with the <i>ws port#</i> option to specify another port number. This tool allows you to perform status and administration functions on the RLM server. Choose a command from the list on the left-hand side of the window.
Reread/Restart Servers Switch Reportlog New Reportlog	Reprise Software, Inc. 1530 Meridian Ave Suite 290 San Jose, CA 95125 <u>www.reprisesoftware.com</u> info@reprisesoftware.com
Switch Debuglog Manage Windows Service	RLM contains software developed by the OpenSSL Project for use in the OpenSSL Toolkit (thtp://www.opensst.org) Copyright (c) 1996-2008 the OpenSSL Project All rights reserved. Copyright (c) 1995-1998 Enc Young (ea/@cryptsoft.com) All rights reserved.
Activate License Diagnostics RLM Manual	Webserver Copyright (c) 2006-2012 GoAhead Software, Inc. All Rights Reserved. http://www.caahead.com/ WEBSERVER
System Info About	

On the following screen, click the "Status" button in the list of RLM Administration Commands

Now, ensure that your ISV Servers table shows that there is indeed a Server in operation. You can tell by the fact that the ISV Servers table is visible and includes "simio":

Firefox *						_	-	-					X
http://localhost:5054/h	ome.asp +				-							_	
Ocalhost:5054/hc	me.asp							⊽ C 🧶	Ask.com			<u> </u>	1 🖸
Reprise				Reprise	License Se	erver Admii Software, Inc. All	nistration	ed.					
RLM Administration Commands				Status for	"rim" on Gle	nWirth-W530	(port 5053	)					
		RI	.M software ver	sion		v9.4 (build:	4)						
Choose a command from the list below		R	RLM comm vers	ion		v1.2							
			debug log file		C:\ProgramData\S	imio LLC\Simio N	etwork Licensi	ng\rlm.dlog					
Status			license files	C	\ProgramData\Sir	nio LLC\Simio Ne	twork Licensin	NReplace.lic	:				
Shutdown				C:\Program	nData\Simio LLC\	Bimio Network Lic	ensing\Upgrad	eAAlssuedM	lanual.lic				
Reread/Restart Servers		_		C:\Pn	ogramData\Simio	LLC\Simio Netwo	rk Licensing\xC	riginalAATes	tlic				
Switch Reportlog New Reportlog Switch Debuglog				rlm Statistics Start time Messages	Since Start 10/19 12:21:27 1 (0/sec)	Since Midnight 10/19 12:21:27 1 (0/sec)	Recent 10/19 12:21:2 1 (0/sec)						
Manage Windows Service				Connections	1 (0/sec)	1 (0/sec)	1 (0/sec)						
Activate License	_				EDIT rlm SHOW rlm	Options Debug Log					~		
Diagnosuca	ISV Se	ervers											
RLM Manual	Nar	me port	Running R	estarts Server	Status License	Jsage Debug Lo	g REREAD	OPTIONS	TRANSFER	SHUTDOWN			
System Info	sin	nio 1234	5 Yes	0 sin	io simi	o simio	simio	simio	simio	simio			
About											J		

If this table is not there, or your RLM Administration webpage will not load, then there are problems with the ports 5053 and/or 5054 which may mean that these ports were not successfully opened by our installer. This could be because the server is not using Windows firewall or because these ports were in use by another program. If they are in use by another program please see the section titled <u>How to</u> <u>Specify RLM Port</u>.

If this table is there, and the computers are able to communicate through the network to get to the server, then it may be a problem with your firewall. In the above screen shot, you can see that Simio is currently running on port 49158, however for security reasons, the server switches this port every day. So if you were to open up for 49158 for use for Simio, it would be invalid tomorrow. If you have to open up one specific port for use, then it is possible to manually tell RLM which port to use. (If you do not have any firewall regulations, please disregard the instructions below and send us your Diagnostics File. See <u>Send Support Server Diagnostics</u>.

The first thing you need to do when specifying the server to use a specific port is to create an "isv options file" on the server. One way to do this is to run the RLM web-based management app, click "Status" on the left side (same as above), then on the resulting page, click the "simio" button under the OPTIONS column.

Firefox *	ome asp +				-						X
localhost 5054/ho	me asp					57.5	c Ø-	Askcom		<b>2</b> 俞	<b>E</b> -
	inclusp.							7.51.00111			
Reprise		Coj	Reprise L	<b>icense Se</b> 5-2012, Reprise	rver Admir Software, Inc. All	nistration Rights Reserve	ed.				
RLM Administration Commands		ŝ	status for "	rlm" on Gler	nWirth-W530	(port 5053)					
		RLM software version	(		v9.4 (build:4	4)					
Choose a command from the list below		RLM comm version			v1.2						
		debug log file	C:I	ProgramData\Si	mio LLC\Simio N	etwork Licensin	g\rim.dlog				
Status		license files	C:\P	rogramData\Sim	io LLC\Simio Net	twork Licensing	Replace.lic	puoliio			
Shutdown			C:\Prog	ramData\Simio L	LC\Simio Network	rk Licensing\Opgrade	riginalAATest	lic			
Reread/Restart Servers							-				
Switch Reportlog			Im Statistics	Since Start	Since Midnight	Recent	1				
New Reportlog		L	Start time	10/19 12:21:27	10/19 12:21:27	10/19 12:21:27	i i				
Switch Debuglog			Messages	1 (0/sec)	1 (0/sec)	1 (0/sec)	1				
Manage Windows Service			Connections	1 (0/sec)	1 (0/sec)	1 (0/sec)	]				
				EDIT rlm	Options						
Activate License				SHOW rlm [	Debug Log						
Diagnostics											
PI M Manual	ISV Servers	port Punning Posts	rte Senier St	atus Lisansa II	Dobug Lo	a DEDEAD		DANCEED	SHUTDOWN		
System Info	ainia	10245 Yee	ates a		sage Debug Eo			-tests			
About	Simo	12345 165 0	simic	simic	Simio		simio	simio	simio		

This brings up an edit box for entering site-specific options, and will create the options file if necessary. Note that we're not going to enter anything in here related to the port number. RLM just requires this file to exist in order to be able to specify the port number elsewhere. Just click "Update Options" to create a blank file. This file will be called "simio.opt" Where this file is created depends on the Operating System that your server is running. If you are using an XP based OS, you should be able to find this file in the folder C:\Documents and Settings\All Users\Application Data\Simio LLC\Simio Network Licensing. If you are using windows Vista or 7, it should be found at C:\ProgramData\Simio LLC\Simio Network Licensing. And if for some reason it was created somewhere else, you can just search for "simio.opt"

After you have determined the location of this simio.opt file, you need to edit your license file itself.Even though there is an encrypted signature for the file this will not affect the validity of the file – the signing algorithm only includes certain parts of the license file, while leaving other parts available for modification at the end-user site. Inside the license file should be a line that says "ISV simio". Change this line to read:

#### ISV simio simio.set "C:\<path>\simio.opt" 12345

Where <path> is the path to the newly-created simio.opt file (using quotes around the entire path name if it includes spaces), and 12345 is the actual port number you want to use.

Finally, save the license file, and tell RLM to restart the Simio-specific ISV Server by clicking the "Shutdown" button, optionally enter "simio" into the ISV box (this part is not necessary if the only reason you use RLM is to manage Simio licenses), and click "SHUT DOWN SERVER". Restart it by clicking the "Reread/Restart Servers" button, optionally enter "simio", and click "REREAD/RESTART". If all went well, you should be able to click "Status" again, and see that the simio ISV Server is now running on the requested port.

If this does not work, you may need to manually go into your Services and Stop & Start your "RLM Simio" service.

## How to Specify RLM Port (Something Other Than 5053)

The above section outlined how to set the port that the Simio ISV uses to manage Simio Licenses. Sometimes, you will run into the situation where your server will have the port specifically assigned to RLM in use by other software on the system.

Symptoms of this are:

- Computers unable to connect to a seemingly active server
- The RLM Admin page shows no active server, although the license activation was successful
- Server has trouble staying active
- If someone manually starts the service, it stops within minutes
- <u>http://localhost:5054</u> does not return an active webpage
- ...basically, anything where the RLM <u>Service</u> is affected.

The following instructions describe how to tell Simio to use another port of your choosing, however, by doing this you run a risk of blocking a port for another software package - exactly like what has been done to RLM and port 5053.

If you decide to use another port an easy port to use is 5055, but you can use any port that is not in use by another program. To get RLM to use a different port, you just have to change the license file. Below is a standard license file (located in C:\ProgramData\Simio LLC\Simio Network Licensing):

HOST ComputerName 00fcf87c940b **5053** ISV simio LICENSE simio simio-e 2012.12 permanent 1 share=uhi customer="Example File" \_ck=fdd603a058 sig="60P04506DKWSBXUD9UDJWTBM6GCYW22BEE1J6J02 2G0E9CYD6Y48HQ57S8F9UB46N0TVP273YM"

To change the port number, simply modify it like so:

HOST ComputerName 00fcf87c940b **5055** ISV simio LICENSE simio simio-e 2012.12 permanent 1 share=uhi customer="Example File" \_ck=fdd603a058 sig="60P04506DKWSBXUD9UDJWTBM6GCYW22BEE1J6J02 2G0E9CYD6Y48HQ57S8F9UB46N0TVP273YM"

Notice that the only difference is the number at the end of the HOST line. This is the number that RLM will use when starting its Service. Finally, you have to now start the Service. So you will need to go to the Services window, find "RLM Simio" and start the Service. When it starts, it should be running with the new Port number.

On the client side, you need to tell Simio to look at a different port to connect with RLM. Where you enter their Server Name (in the Server Settings window) there is another box to set the Port Number. Usually you should just leave this as the default (5053) but since you just changed it to use another port, this new Port must be entered here:

Server Settings	-		x
Specify a server on yo	ur network that m	nanages floating Simio licer	nses.
<u>S</u> erver Name:	ServerName		
Port Number:	5053		_
	Port Number shou value of 5053, un use another value	Id typically be left at its de less there is a specific rea e.	efault son to
		OK Can	cel

If you wish to deploy this information to all users, then you need to edit the Simio.Settings and Server.lic found in C:\ProgramData\Simio.

### **Distributing Licenses across Multiple Servers**

In the event that there is the need for more than one license server, follow the steps for <u>Installing the</u> <u>Network License Server</u> and <u>Configuring Your License Server</u>, but only enter the number of licenses for that particular server. Then follow the same steps on each additional server.

For example, suppose there are two license servers, you have been issued 50 licenses, and the goal is to have 40 licenses on one server and 10 on the other. Install licenses on each license server by following the steps for *Installing the Network License Server* and *Configuring Your License Server*, and entering the appropriate number for each server (40 or 10) in the "License Count" field, which is the number of floating licenses to retrieve. Then configure the client machines to point to the designated server of choice.

You might also choose to use multiple servers if you want to configure privileges differently. For example the 40 user license above might be for a lab that has no borrowing privileges (see below), while the 10 user server might be set up to allow some or all of the 10 seats to be borrowed.

### License Borrowing (Roaming)

In normal use, a client computer running Simio will request a license from the license server when Simio starts up, and will return it when Simio shuts down. This requires that each client computer can remain connected to your internal network while running Simio. However, there may be times when the client cannot be connected to the license server. For example, if a user is traveling, or wants to work at home for the weekend, it might not be possible to connect to the license server. The Reprise network licensing software provides a feature called *roaming*, whereby a Simio user can temporarily "borrow" a license from the license server, and then run Simio without having to remain connected to the network.

Additionally, the License Server Administrator can impose limits on borrowing licenses, by specifying a maximum number of days that a license can *roam*, and/or by specifying the maximum number of licenses that can be *roaming* simultaneously.

These limits are specified using the web interface to the RLM.exe program. Using a web browser, browse to http://server\_name:5054, to access the **Reprise License Server Administration** page. Click **Status**, and in the **ISV Servers** table, under the **OPTIONS** column, click the "simio" button. This provides an editor page for entering site-specific configuration options. These options are stored in a file called "simio.opt" in the folder on the server where the licenses are stored.

To limit the number of days that a license can be borrowed (*roamed*) from the server, enter a line similar to the following:

roam\_max\_days num product

This limits the number of days that a license can roam to *num* days for *product*, where *num* can be any value between 1 and 30, and *product* is either simio-e for Team Edition or simio-u for University Edition.

Similarly, to limit the number of licenses that can be borrowed simultaneously, enter a line similar to the following:

roam\_max\_count num product

This limits the number of roaming licenses to *num* for *product*. Once *num* licenses of product are roaming, new roam requests will be denied.

For example, the following lines will limit Simio Team edition to allow only 1 user to borrow a license at a time, for a maximum of 4 days without re-connecting to the server.

```
roam_max_days 4 simio-e
roam_max_count 1 simio-e
```

After editing the site-specific configuration options, click Update Options. You may then want to click Reread/Restart Servers to begin using the new settings.

### **Send Support Server Diagnostics**

On the Server Computer, simply click the "Open Server Administration Website" link on the bottom lefthand corner of the Network License Server Configuration screen to open the administration website or you can type <u>http://localhost:5054</u> into a web browser.

7 Simio Network License Server Config	gu – 🗆 🗙
Status License Server: Running on port 5053 Number of licenses installed: 1 Number of licenses in use: 0 Number of licenses roaming: 0	Refresh
Activation Enter your license key here:	
How many licenses from this key do you want to ac 1	ctivate on this server? vailable licenses.)
Advanced Configuration	
Hostid(s): 3c970e0949b0 1ce1e21f	Copy to clipboard
Some sites may find it necessary to specify the port clients use to communicate with the license server	t number that Simio
The current port number is 5057.	Change
The adminstration website allows you to make add view more advanced license and server information	itional changes and n.
Open server administration website	

Whichever route you take, you will end up at the RLM Administration Website which looks like this:

Firefox *			×
http://localhost:5054/	/home.asp +		
Ce localhost:5054/hd	ome.asp	P 🏦	
Reprise	Reprise License Server Administration Copyright (c) 2006-2012, Reprise Software, Inc. All Rights Reserved.		
RLM Administration Commands	RLM License Server Administration, v9.4 This web interface is an integral part of the <i>rtm</i> server.		
Choose a command from the list below	In initial stated without any parameters you were interface furths on port 50-54. If mic can also be stated with the - <i>n</i> -ws port# option to specify another port number. If mic can be started with the - <i>ws port#</i> option to specify another port number. This tool allows you to perform status and administration functions on the RLM server.		
Status Shutdown Record/Rectart Server	Choose a command from the list on the left-hand side of the window.		
Switch Reportlog	1530 Mendian Ave Suite 290 San Jose, CA 95125 <u>www.reprisea/tware.com</u> info@reprises/tware.com		
Switch Debuglog Manage Windows Service	RLM contains software developed by the OpenSSL Project for use in the OpenSSL Toxik(http://www.openssl.org) Copyright (c) 1998-2008 The OpenSSL Project. All rights reserved. Copyright (c) 1995-1998 Enc Young (eav@cryptsoft.com) All rights reserved.		
Activate License Diagnostics	Webserver Copyright (c) 2006-2012 GoAhead Software, Inc. All Rights Reserved.		
RLM Manual System Info	WEBSERVER		
About			

Click the Diagnostics Button located towards the bottom of the left-hand side:



This will create a Diagnostic text file that will inform us of the Server's exact settings. The next screen will ask you where you want to save this file. By default it chooses C:\Program Files (x86)\Simio LLC\Simio Network License Server\**rImdiag.txt**. (With rImdiag.txt being the name of the text file that it will create). You can leave this setting as-is or you can save it wherever you wish.

http://localhost:5054/h	ome.asp +			
€ Iocalhost:5054/ho	me.asp ☆ マ ♂ 🗍 🖉 - Ask.com	٩	î	-
Reprise	Reprise License Server Administration Copyright (c) 2006-2012, Reprise Software, Inc. All Rights Reserved.			
RLM Administration	Diagnostics RLM license server			
Commands	This form generates diagnostic information for your ISV's support group. Select the output file name and press "Run Diagnostics".			
Choose a command from the list below	RLM Diagnostics			
Status	Output File: Files (x86)(Simio LLC(Simio Network License Server)/Imdiag.td			
Shutdown Reread/Restart Servers				
Switch Reportlog	Run Diagnostics			
New Reportlog Switch Debuglog				
Manage Windows Service				
Activate License				
Diagnostics				
RLM Manual				
System Info About				

Click Run Diagnostics after you have decided on where you would like to save the file:

After the file is created you will see this screen, letting you know that the creation was successful:

Firefox *	NAME OF A DATABASE AND A DATABASE OF A DATABASE OFOA DATABAS		<u> </u>	3
http://localhost:5054/home.asp +	And a local data and a			
	☆ マ C Ø- Ask.com	<mark>،</mark> (	E	3-
	Reprise License Server Administration Copyright (c) 2006-2012, Reprise Software, Inc. All Rights Reserved.			
RLM       Administration       Choose a command       from the list below       Status       Shutokown       Reread Restart Servers       Switch Reportlog       Istrict Reportlog       Switch Reportlog       Switch Debuglog       Manage Windows Service       Activate License       Diagnostics       RLM Manual.       System Info       About.	Diagnostics for RLM server The RLM diagnostics were written to the file 'CiProgram Files (p3)Simio LLOSimio Network License Serverindag MT. To and the diagnostics by our IVS support group. Reambed: this file is located on the server system (In the system running your browser. Continue			

Please send us this rlmdiag.txt in an email to <u>support@simio.com</u> along with a description of your problem and we will proceed from there.

## **APPENDIX - Proxy Server Environment Variables**

From RLM's support:

#### **Proxy Server Support**

RLM activation has support for proxy servers. To use a proxy server, there are 2 environment variables which must be set:

HTTP\_PROXY- set to the hostname:port of the proxy server. For example, if your proxy server is on port 8080 on host proxy\_host:

% setenv HTTP\_PROXY proxy\_host:8080

If your proxy server uses authentication, you can use the HTTP\_PROXY\_CREDENTIALS environment variable to pass the credentials to the proxy server:

HTTP\_PROXY\_CREDENTIALS - the username and password to authenticate you to the proxy server, in the format user:password. For example, if your username is "joe" and password is "joes\_password":

% setenv HTTP\_PROXY\_CREDENTIALS joe:joes\_password

To set the environment variable from the Start Menu (as opposed to the command prompt), right click on MyComputer from the Start Window and choose Properties:



On the next screen, click on Advanced System Settings on the left-hand side of the screen:

Control Panel +	System and Security   System		Search Control Panel	
Control Panel Home	View basic information	about your computer		
Device Manager	Windows edition			
Remote settings	Windows 7 Professional			
System protection	Copyright © 2009 Microsof	ft Corporation. All rights reserved.		
Advanced system settings	Service Pack 1 Get more features with a n	ew edition of Windows 7	C C	H
	System			
	Rating:	5.6 Windows Experience Index		
	Processor:	Intel(R) Core(TM)2 Duo CPU P8700 @ 2.53GHz 2.53 GHz		
	Installed memory (RAM):	4.00 GB (3.90 GB usable)		enovo
	System type:	64-bit Operating System		
	Pen and Touch:	No Pen or Touch Input is available for this Display		
			Sup	port Informatic
	Computer name, domain, and	workgroup settings		
	Computer name:		8	Change setting
	Full computer name:			
	Computer description:			
	Workgroup:			
See also	Windows activation			
Action Center	Windows is activated			and the second second
Windows Update	Product ID:			genuine
Dedamage Information and				microsoft

A System Properties window will pop up with the Advanced tab displayed. Click on the Environment Variables... button at the bottom of the window

tor to make most of t	nese change
emory usage, and vir	tual memory
	Settings
	Settings
	- <u>-</u>
ugging information	
	Settings
Environme	nt Variables.
	emory usage, and vir ugging information

Page **39** of **41** 

Now, you'll want to add a new System Variable by clicking the New... button under System Variables

variable	Value
PATH	C:\Program Files (x86)\OpenVPN\bin
TEMP TMP	%USERPROFILE%\AppData\Local\Temp %USERPROFILE%\AppData\Local\Temp
	Now Edit Delete
ystem variables	
ystem variables Variable	Value
vstem variables Variable ACPath	Value C:\Program Files (x86)\Lenovo\Access
vstem variables Variable ACPath asl.log	Value C:\Program Files (x86)\Lenovo\Access Destination=file
stem variables /ariable ACPath asl.log CLASSPATH	Value C:\Program Files (x86)\Lenovo\Access Destination=file .;C:\Program Files (x86)\Java\jre6\ib\e

Here is where you will set your environment variable. The Variable Name will be HTTP\_PROXY and the Variable Value will be *<YourServerName>*:*<YourPortNumber>*. See the example below.

New System Variab	le X
Variable <u>n</u> ame:	HTTP_PROXY
Variable <u>v</u> alue:	xxSampleServerxx:1234
	OK Cancel

After setting this variable, the Server will know to use that Port & Server to access the internet, instead of trying to access the internet itself and failing.

Note: if your Proxy server requires a Username and Password, then you will have to add an additional environment variable with the following format:

New System Variab	le 🛛 🔍
Variable <u>n</u> ame:	HTTP_PROXY_CREDENTIALS
Variable <u>v</u> alue:	xxUserNamexx:Password123
	OK Cancel