

EPPIC License Server (RLM) for Windows:  
Installation and User's Manual  
Version 1.1.0  
ISCFDC Report 2026-08



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# Contents

|          |                                                           |          |
|----------|-----------------------------------------------------------|----------|
| <b>1</b> | <b>Introduction</b>                                       | <b>1</b> |
| 1.1      | Overview . . . . .                                        | 1        |
| 1.2      | The Two Ports . . . . .                                   | 2        |
| 1.3      | Setup Modes . . . . .                                     | 3        |
| 1.4      | Before You Install . . . . .                              | 3        |
| 1.5      | Document Organization . . . . .                           | 4        |
| <b>2</b> | <b>Installing the License Server as a Windows Service</b> | <b>5</b> |
| 2.1      | Starting Setup . . . . .                                  | 5        |
| 2.2      | Selecting the Destination Location . . . . .              | 7        |
| 2.3      | Choosing the Setup Mode . . . . .                         | 8        |
| 2.4      | Selecting the License File . . . . .                      | 10       |
| 2.5      | Reviewing the Settings . . . . .                          | 12       |
| 2.6      | Installing . . . . .                                      | 13       |
| 2.7      | Client Settings . . . . .                                 | 14       |
| 2.8      | Completing Setup . . . . .                                | 15       |
| 2.9      | Verifying the Installation . . . . .                      | 16       |
| 2.9.1    | Start Menu . . . . .                                      | 16       |
| 2.9.2    | Installation Folder . . . . .                             | 17       |
| 2.9.3    | Windows Service . . . . .                                 | 18       |
| 2.9.4    | Firewall Rules . . . . .                                  | 19       |
| 2.9.5    | Server Status . . . . .                                   | 20       |



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|          |                                                      |           |
|----------|------------------------------------------------------|-----------|
| <b>3</b> | <b>Installing the License Server Files Only</b>      | <b>21</b> |
| 3.1      | Running Setup . . . . .                              | 21        |
| 3.2      | Choosing the Files-Only Mode . . . . .               | 21        |
| 3.3      | Reviewing the Settings . . . . .                     | 22        |
| 3.4      | Completing Setup . . . . .                           | 23        |
| 3.5      | Adding the License File . . . . .                    | 24        |
| 3.6      | Starting the Server . . . . .                        | 24        |
| 3.7      | Checking the Server . . . . .                        | 26        |
| 3.8      | Stopping the Server . . . . .                        | 26        |
| 3.9      | Switching to Service Mode . . . . .                  | 26        |
| <b>4</b> | <b>Connecting EPPIC Client Computers</b>             | <b>28</b> |
| 4.1      | The iscfdc_LICENSE Value . . . . .                   | 28        |
| 4.2      | Setting the Value with the EPPIC Installer . . . . . | 29        |
| 4.3      | Setting the Value Manually . . . . .                 | 30        |
| 4.3.1    | Windows . . . . .                                    | 30        |
| 4.3.2    | Linux and macOS . . . . .                            | 31        |
| <b>5</b> | <b>Managing and Uninstalling the License Server</b>  | <b>32</b> |
| 5.1      | Control Scripts . . . . .                            | 32        |
| 5.2      | Web Management Interface . . . . .                   | 33        |
| 5.3      | Host ID . . . . .                                    | 35        |
| 5.4      | Adding or Replacing a License . . . . .              | 36        |
| 5.4.1    | Copying the File . . . . .                           | 36        |
| 5.4.2    | Running Setup Again . . . . .                        | 37        |
| 5.5      | Changing the Web Management Port . . . . .           | 38        |
| 5.6      | Log Files . . . . .                                  | 38        |
| 5.7      | Uninstalling . . . . .                               | 38        |
| <b>A</b> | <b>Unattended Installation</b>                       | <b>40</b> |

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|                                   |           |
|-----------------------------------|-----------|
| <b>B Troubleshooting</b>          | <b>42</b> |
| B.1 Messages from Setup . . . . . | 42        |
| B.2 Other Problems . . . . .      | 43        |



# List of Figures

|      |                                                                                 |    |
|------|---------------------------------------------------------------------------------|----|
| 1.1  | EPPIC License Server components and the two ports that clients use.             | 2  |
| 2.1  | The setup program in File Explorer. . . . .                                     | 6  |
| 2.2  | The User Account Control prompt for Setup, as shown to a standard user. . . . . | 7  |
| 2.3  | Select Destination Location page. . . . .                                       | 8  |
| 2.4  | License Server Setup page with the service option selected. . . . .             | 9  |
| 2.5  | Error message for an invalid web management port. . . . .                       | 10 |
| 2.6  | License File page before a file is selected. . . . .                            | 11 |
| 2.7  | Selecting the license file. . . . .                                             | 11 |
| 2.8  | License File page with a license file selected. . . . .                         | 12 |
| 2.9  | Ready to Install page for a service installation. . . . .                       | 13 |
| 2.10 | Installing page. . . . .                                                        | 14 |
| 2.11 | EPPIC License Server page with the client settings. . . . .                     | 15 |
| 2.12 | Setup completed. . . . .                                                        | 16 |
| 2.13 | Start Menu shortcuts of the license server. . . . .                             | 17 |
| 2.14 | Contents of the installation folder. . . . .                                    | 17 |
| 2.15 | The licenses folder with the installed license file. . . . .                    | 18 |
| 2.16 | The EPPIC RLM Service in the Services console. . . . .                          | 19 |
| 2.17 | Firewall rules added by Setup. . . . .                                          | 20 |
| 3.1  | License Server Setup page with the files-only option selected. . . . .          | 22 |
| 3.2  | Ready to Install page for a files-only installation. . . . .                    | 23 |
| 3.3  | Start Menu shortcut after a files-only installation. . . . .                    | 24 |



|     |                                                                             |    |
|-----|-----------------------------------------------------------------------------|----|
| 3.4 | Console window of a server that found no license for this computer. . . . . | 25 |
| 3.5 | Windows Defender Firewall prompt for the license server. . . . .            | 25 |
| 3.6 | Server status reported by eppic_rlm_status.bat. . . . .                     | 26 |
| 4.1 | Licensing Setup page of the EPPIC installer. . . . .                        | 30 |
| 5.1 | Home page of the web management interface. . . . .                          | 34 |
| 5.2 | Status page of the web management interface. . . . .                        | 35 |
| 5.3 | Obtaining the host ID with rlmhostid. . . . .                               | 36 |
| 5.4 | Rereading the licenses with eppic_rlm_reread.bat. . . . .                   | 37 |
| 5.5 | Setup asking to replace existing license files. . . . .                     | 38 |
| 5.6 | EPPIC License Server in Apps & features. . . . .                            | 39 |



# List of Tables

|     |                                                                    |    |
|-----|--------------------------------------------------------------------|----|
| 1.1 | Ports used by the EPPIC License Server . . . . .                   | 2  |
| 1.2 | Comparison of the two setup modes . . . . .                        | 3  |
| 5.1 | Control scripts in the installation folder . . . . .               | 33 |
| A.1 | Command-line options of the license server setup program . . . . . | 40 |
| B.1 | Setup messages about the service . . . . .                         | 43 |
| B.2 | Common problems and solutions . . . . .                            | 43 |



# Chapter 1

## Introduction

### 1.1 Overview

EPPIC is licensed through the Reprise License Manager (RLM). A single computer on the network runs the EPPIC License Server, and every computer that runs EPPIC obtains its license from that server.

The EPPIC License Server is a separate product from EPPIC itself. It has its own setup program (`EPPIC-LicenseServer-1.1.0-setup.exe`), its own installation folder and its own entry in the Windows list of installed applications. EPPIC and the license server can be installed, upgraded and removed independently of each other: uninstalling EPPIC never stops a license server that other computers depend on, and a dedicated license server computer never needs EPPIC installed.

The license server consists of four programs from the RLM server kit:

- `rlm.exe` – the RLM license server. It accepts license requests from clients and serves the web management interface.
- `iscfdc.exe` – the ISCFDC vendor (ISV) server, which is started by `rlm.exe` and grants the EPPIC licenses.
- `rlmutil.exe` – the RLM command-line utility that the control scripts use to query, reread and stop the server.



- `rlmhostid.exe` – prints the host ID of the computer, which ISCFDC needs in order to issue a license for it.

Licenses are delivered as `.lic` files that are issued by ISCFDC for a specific server computer. The server reads *every* `*.lic` file in its `licenses` folder. Each EPPIC client finds the server through the `iscfdc_LICENSE` environment variable, which has the form `<port>@<server>`. Figure 1.1 shows how these parts fit together.

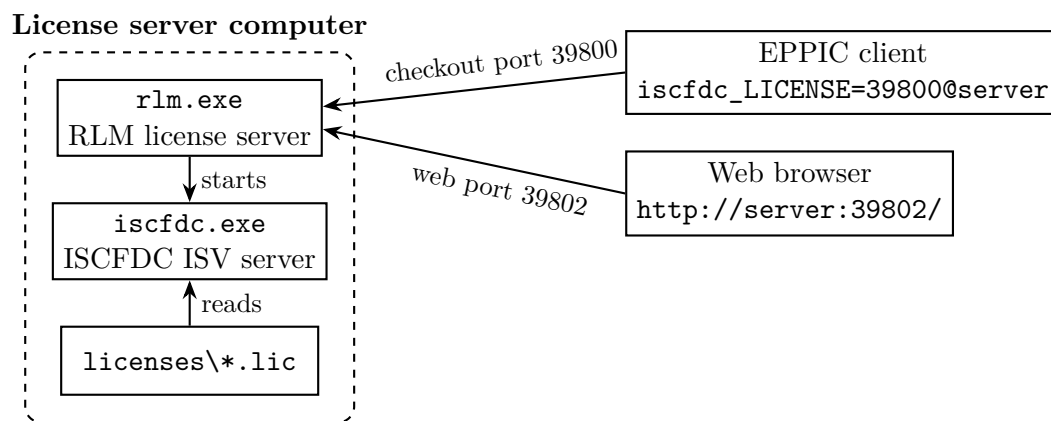


Figure 1.1: EPPIC License Server components and the two ports that clients use.

## 1.2 The Two Ports

The license server listens on two different ports. Confusing them is the most common cause of licensing failures, so they are described here before the installation itself.

| Port                | Default | Purpose                                                                                                                                                                                                                  |
|---------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Checkout port       | 39800   | Where EPPIC clients obtain licenses. It is defined by the <code>HOST</code> line of the license file, not by Setup, and it is the <code>&lt;port&gt;</code> in <code>iscfdc_LICENSE=&lt;port&gt;@&lt;server&gt;</code> . |
| Web management port | 39802   | The RLM web management interface, opened in a web browser. It is chosen during Setup and is never used by EPPIC.                                                                                                         |

Table 1.1: Ports used by the EPPIC License Server



## 1.3 Setup Modes

During installation, Setup asks how the license server should be set up (Section 2.3). The server programs and the control scripts are installed in both modes; the difference is how the server is started. Table 1.2 compares the two modes.

|                      | <b>Windows service</b>               | <b>Files only</b>                                           |
|----------------------|--------------------------------------|-------------------------------------------------------------|
| Described in         | Chapter 2                            | Chapter 3                                                   |
| Server runs as       | EPPIC RLM Service (EPPIC_RLM)        | a console window opened by a logged-on user                 |
| Starts at boot       | yes, automatically                   | no – started manually with <code>eppic_rlm_start.bat</code> |
| Firewall rules       | added by Setup                       | not changed                                                 |
| License file         | copied by Setup                      | copied manually into <code>licenses</code>                  |
| Web management port  | chosen in Setup                      | default (39802)                                             |
| Start Menu shortcuts | License Server Management, Uninstall | Uninstall                                                   |
| Recommended for      | production license servers           | testing, or sites that manage services themselves           |

Table 1.2: Comparison of the two setup modes

## 1.4 Before You Install

Make sure that the following are available:

- **A 64-bit Windows computer** that will act as the license server. Choose a computer that is always on and that the EPPIC client computers can reach over the network.
- **Administrator rights** on that computer. Setup registers a Windows service



and adds firewall rules, so it always runs elevated; there is no per-user installation of the license server.

- **The setup program** `EPPIC-LicenseServer-1.1.0-setup.exe`, supplied by ISCFDC.
- **A license file** (`.lic`) issued by ISCFDC for this computer. A license is bound to the host ID of the server; if you do not have a license yet, install the server first and obtain the host ID as described in Section 5.3.

Keep a copy of the license file outside the installation folder. Setup copies it into the `licenses` folder, and later installations of a new license delete the old one (Section 5.4).

## 1.5 Document Organization

This manual is organized as follows:

- **Chapter 2: Installing the License Server as a Windows Service** — step-by-step installation in the recommended mode, followed by checks that the server is running.
- **Chapter 3: Installing the License Server Files Only** — step-by-step installation without a service, and starting and stopping the server from a console window.
- **Chapter 4: Connecting EPPIC Client Computers** — setting `iscfdc_LICENSE` on the computers that run EPPIC.
- **Chapter 5: Managing and Uninstalling the License Server** — control scripts, web interface, host ID, license updates, log files and uninstallation.
- **Appendix A: Unattended Installation** — command-line options for installing without the wizard.
- **Appendix B: Troubleshooting** — common problems and their solutions.



## Chapter 2

# Installing the License Server as a Windows Service

This chapter installs the license server in the recommended mode. Setup registers the `EPPIC RLM Service`, sets it to start automatically at boot, copies the license file into place, opens the Windows firewall for the server, and starts it. When Setup finishes, the computer serves EPPIC licenses.

### 2.1 Starting Setup

Copy `EPPIC-LicenseServer-1.1.0-setup.exe` to the license server computer and double-click it (Figure [2.1](#)).



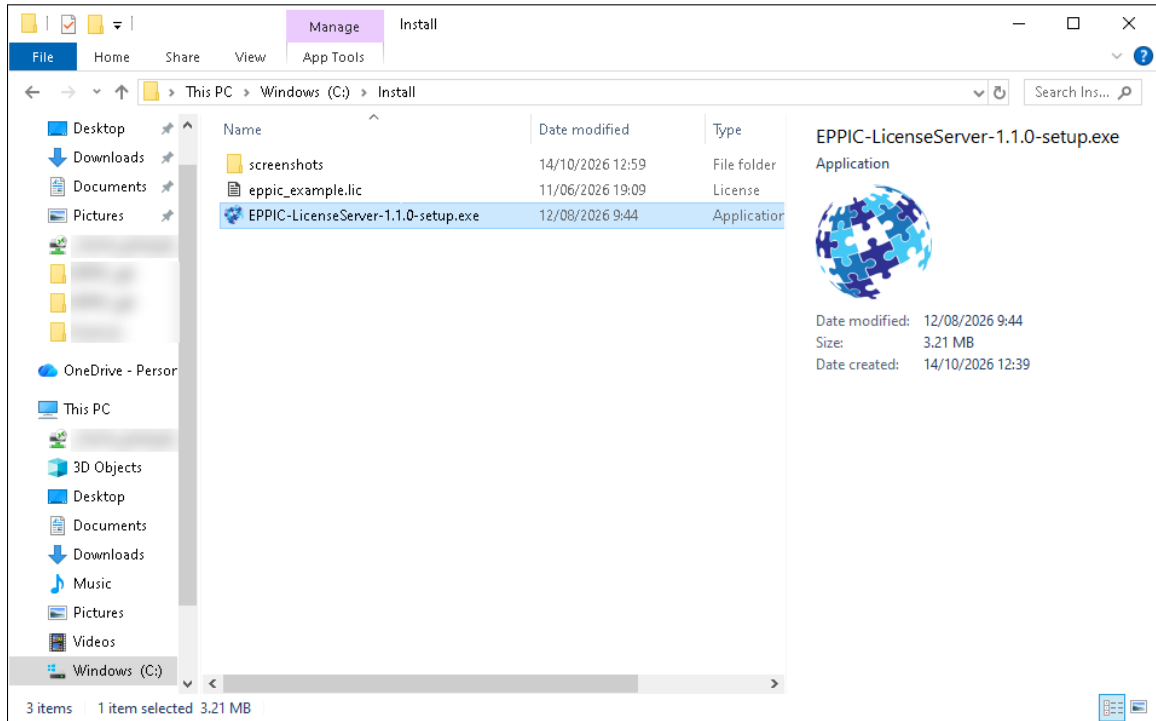


Figure 2.1: The setup program in File Explorer.

Because Setup needs administrator rights, Windows shows a User Account Control prompt. If you are logged on as an administrator, click **Yes** to continue. If you are logged on as a standard user, the prompt asks for the password of an administrator account instead (Figure 2.2); enter it and click **Yes**.



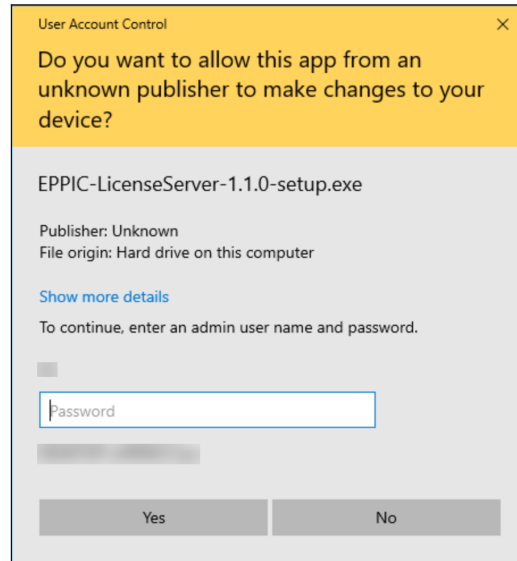


Figure 2.2: The User Account Control prompt for Setup, as shown to a standard user.

## 2.2 Selecting the Destination Location

The first wizard page selects the installation folder (Figure 2.3). The default is `C:\Program Files\ISCFDC\EPPIC License Server`. The license server is deliberately installed in its own folder, next to EPPIC rather than inside it, so that uninstalling EPPIC never removes the server.

Keep the default unless your site requires a different location, and click **Next**.



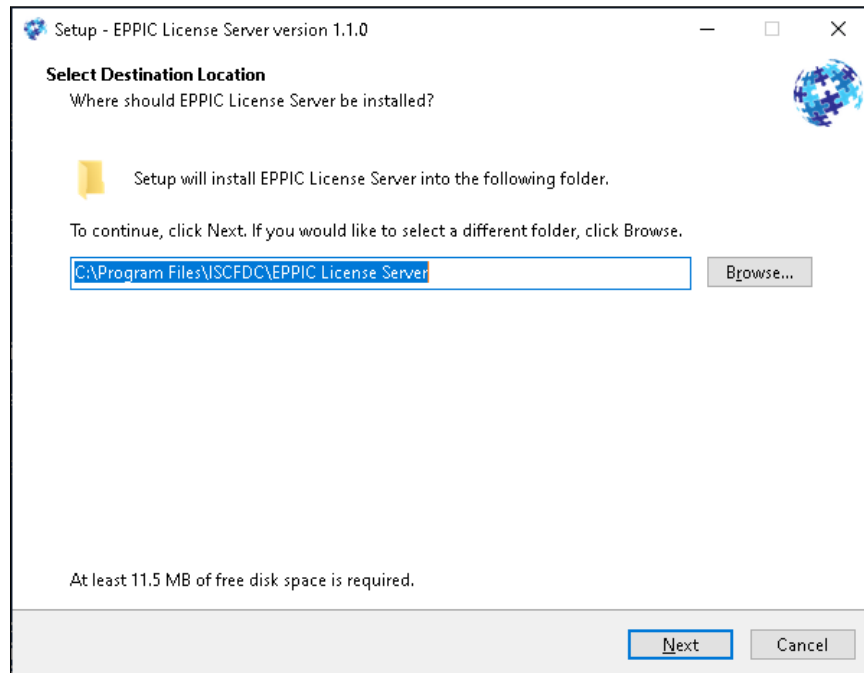


Figure 2.3: Select Destination Location page.

**Note:** When the license server is already installed, Setup skips this page and installs over the existing folder.

## 2.3 Choosing the Setup Mode

The **License Server Setup** page asks how the license server should be set up (Figure 2.4):

1. **Register and start the “EPPIC RLM Service” service, and open the firewall** – the mode described in this chapter.
2. **Install files only - do not register the service or change the firewall** – the mode described in Chapter 3.

Select the first option. The **Web management port** field appears below the options. It sets the port of the RLM web management interface; keep the default



39802 unless another program already uses that port. This is *not* the checkout port that EPPIC clients use (Section 1.2). Click **Next**.

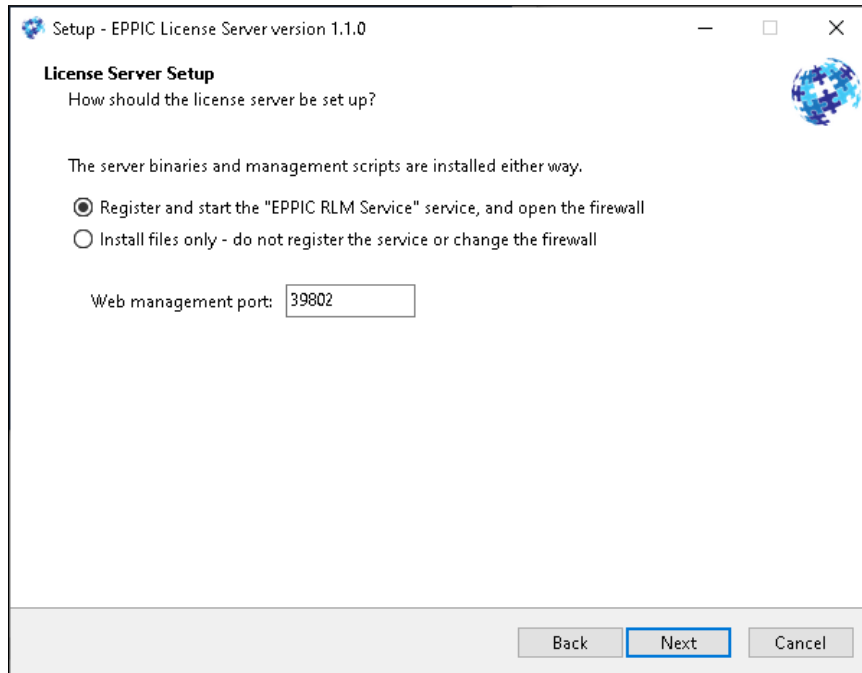


Figure 2.4: License Server Setup page with the service option selected.

The port must be a number between 1024 and 65535. Any other value is rejected with an error message when **Next** is clicked (Figure 2.5).



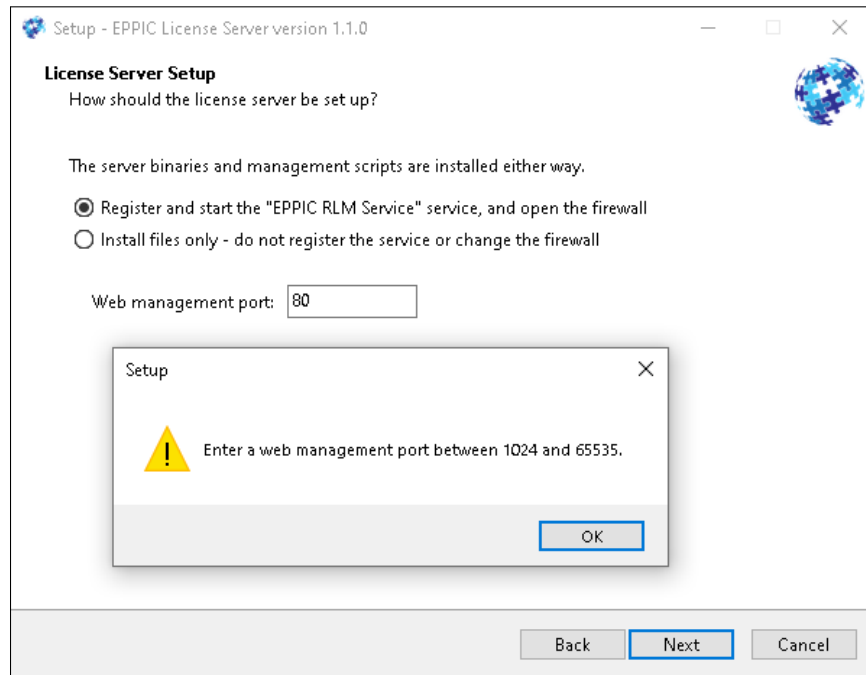


Figure 2.5: Error message for an invalid web management port.

## 2.4 Selecting the License File

The **License File** page copies an existing license into the license server (Figure 2.6). Click **Browse...** and select the `.lic` file that you received from ISCFDC (Figure 2.7); the dialog lists only files of the type **RLM license files (\*.lic)**. The selected path appears in the **License file (\*.lic)** field (Figure 2.8). Click **Next**.



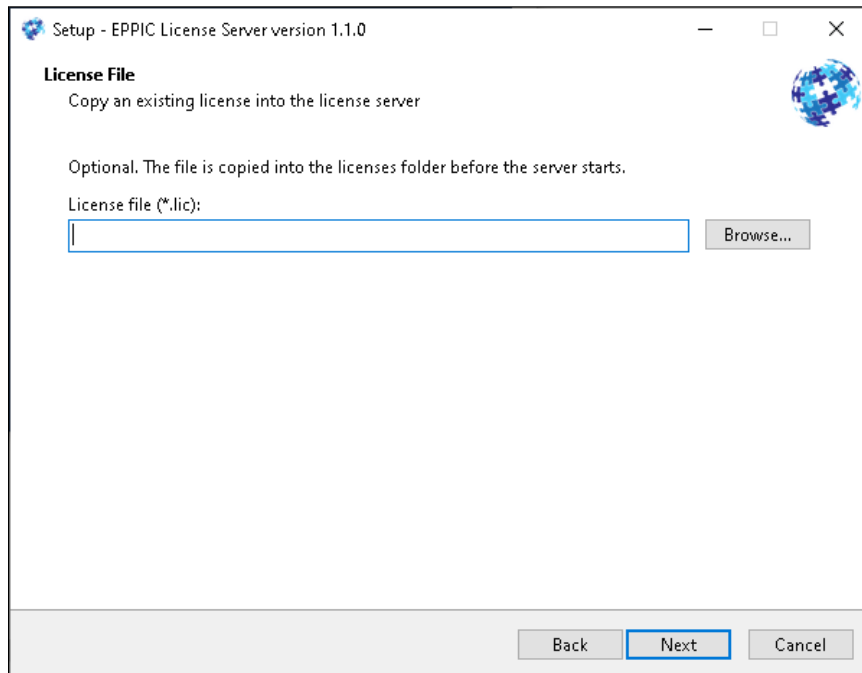


Figure 2.6: License File page before a file is selected.

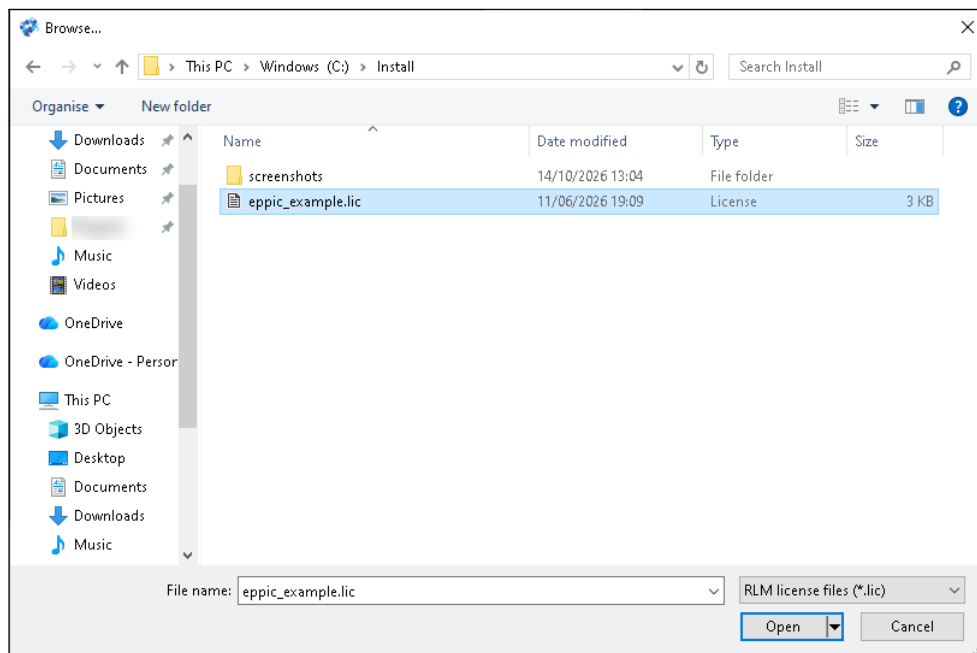


Figure 2.7: Selecting the license file.

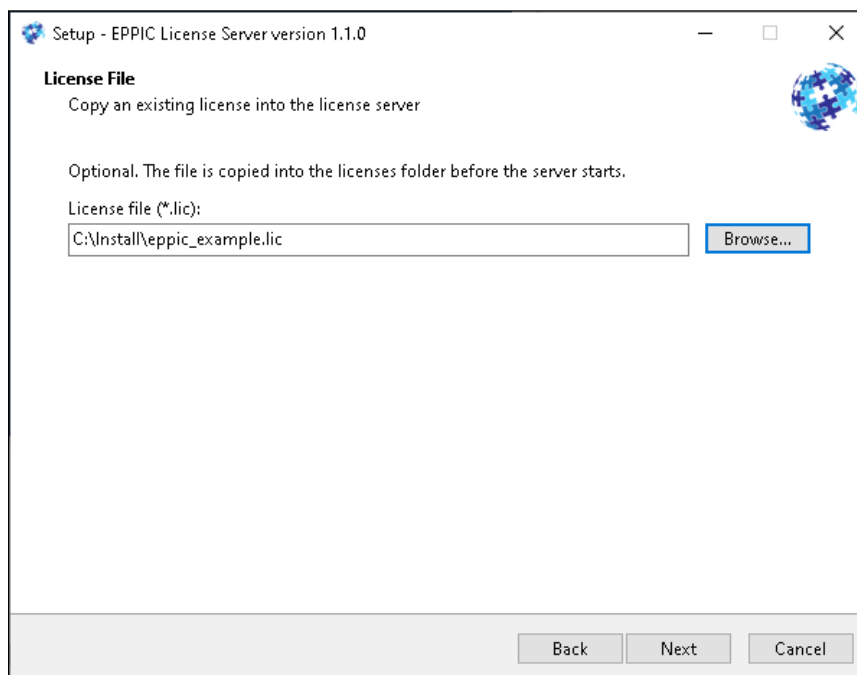


Figure 2.8: License File page with a license file selected.

This page is optional: if the field is left empty, Setup installs the server without a license, and the license is added later as described in Section 5.4. Setup accepts only an existing file with the `.lic` extension, because the server ignores every other file in the `licenses` folder.

## 2.5 Reviewing the Settings

The **Ready to Install** page summarizes what Setup is about to do (Figure 2.9):

- **Destination location** – the installation folder.
- **License server** – the service name and display name (EPPIC RLM Service, EPPIC\_RLM) with automatic start, the address of the web management interface, the firewall rules to be added, and the license file to be copied.
- **License folder** – the full path of the `licenses` folder. Every `*.lic` file in this folder is read by the server, and clients check out licenses on the port from the



HOST line of the license file.

Check the summary and click **Install**. To change a setting, click **Back**.

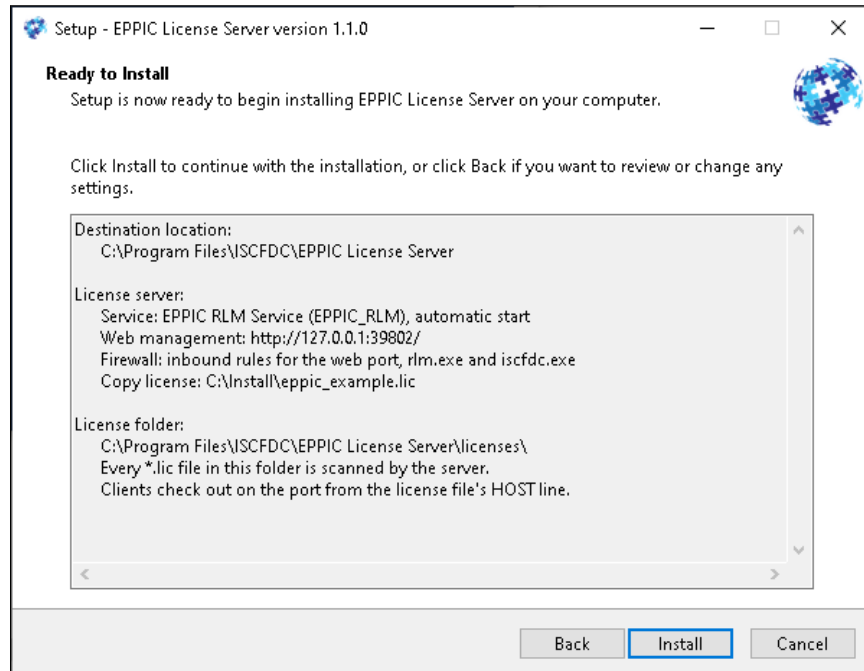


Figure 2.9: Ready to Install page for a service installation.

## 2.6 Installing

Setup copies the files, writes the control scripts, copies the license, registers and starts the service, waits until the server is answering, and adds the firewall rules (Figure 2.10). This normally takes a few seconds.



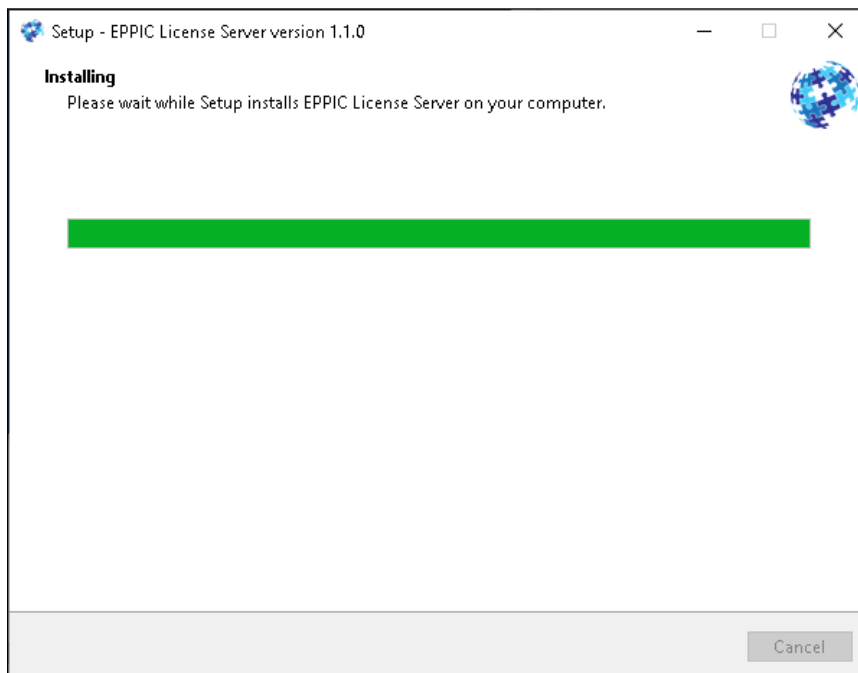


Figure 2.10: Installing page.

If the service cannot be registered or started, or if it starts without a license to serve, Setup shows an error message that names the problem and the next step to take. Click **OK** to finish the installation, then see [Appendix B](#).

## 2.7 Client Settings

After the installation, the **EPPIC License Server** page shows the settings that EPPIC clients need (Figure [2.11](#)):

- the value of `iscfdc_LICENSE` to set on every computer that runs EPPIC, built from the checkout port in the license file and the name of this computer, and the same value with the IP address of this computer, for clients that cannot resolve its name;
- the value to use on this computer itself (`<port>@localhost`);
- the address of the web management interface;



- the location of the `licenses` folder.

Setup reads the checkout port from the `HOST` line of the license in the `licenses` folder. When it finds no such line – because no license was selected, or because the selected file is not a server license – it shows the placeholder `<port from the HOST line of your license file>` instead. In that case use the port from the `HOST` line of the server license that ISCFDC issued, normally 39800.

Write these values down before continuing; Chapter 4 describes how to apply them. Click **Next**.

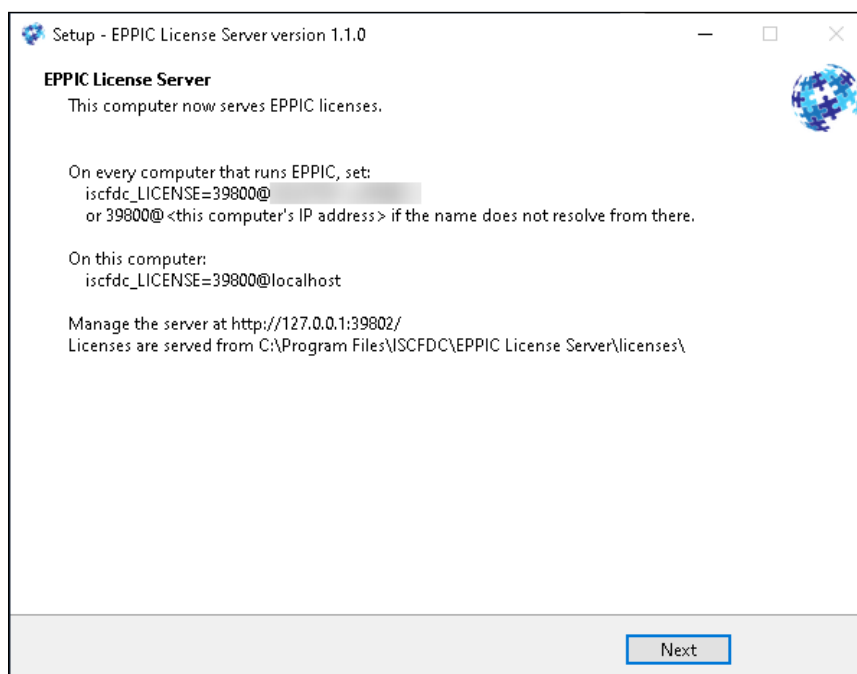


Figure 2.11: EPPIC License Server page with the client settings.

## 2.8 Completing Setup

Click **Finish** to close Setup (Figure 2.12). The license server is now running and starts automatically whenever the computer starts.



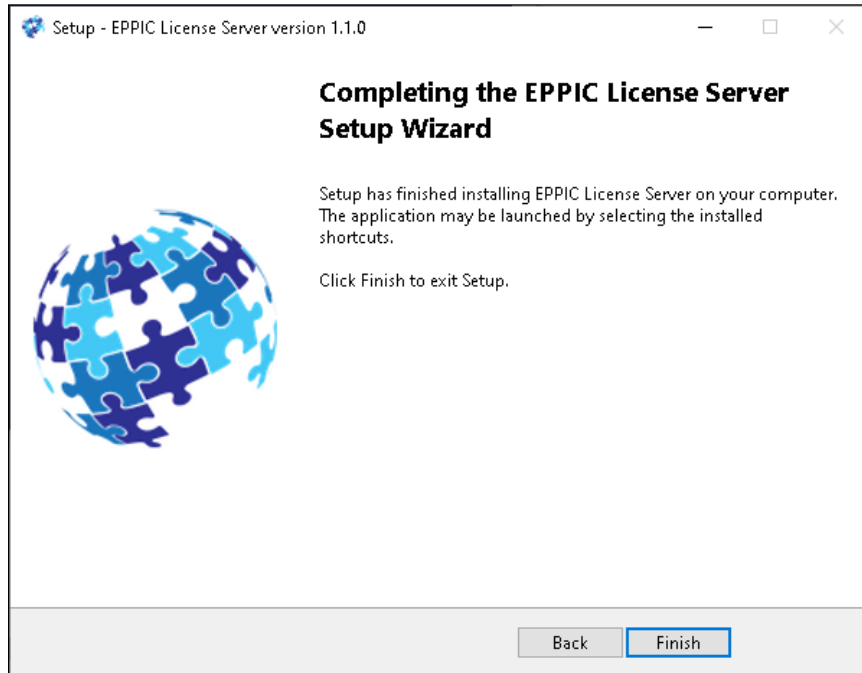


Figure 2.12: Setup completed.

## 2.9 Verifying the Installation

The following checks confirm that the server is installed and running.

### 2.9.1 Start Menu

Setup adds two shortcuts to the **ISCFDC** folder of the Start Menu (Figure 2.13):

- **License Server Management** – opens the web management interface (Section 5.2).
- **Uninstall EPPIC License Server** – removes the license server (Section 5.7).



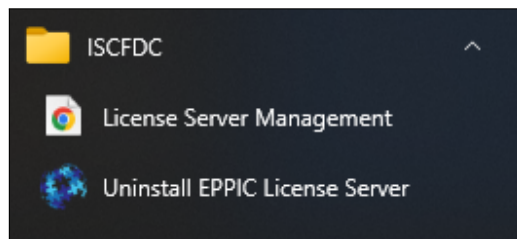


Figure 2.13: Start Menu shortcuts of the license server.

## 2.9.2 Installation Folder

The installation folder (Figure 2.14) contains the four RLM programs, the control scripts `eppic_rlm_*.bat` (Section 5.1), the service log `eppic_service.log`, the uninstaller (`unins000.exe` and `unins000.dat`), and the `licenses` folder. The `licenses` folder holds the license file that Setup copied (Figure 2.15). Ordinary users can write to this folder, so a new license can be added later without administrator rights.

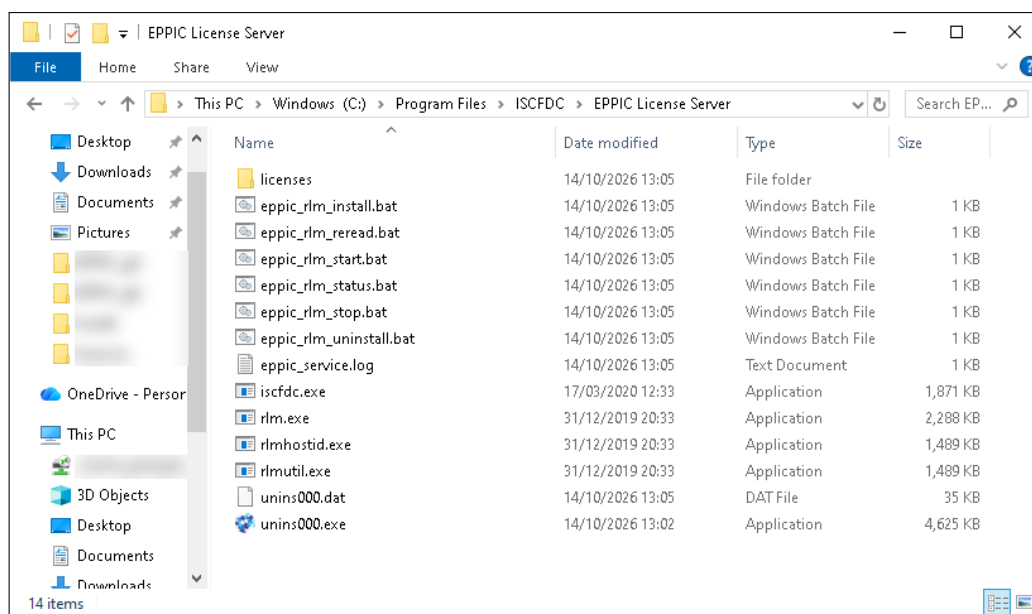


Figure 2.14: Contents of the installation folder.



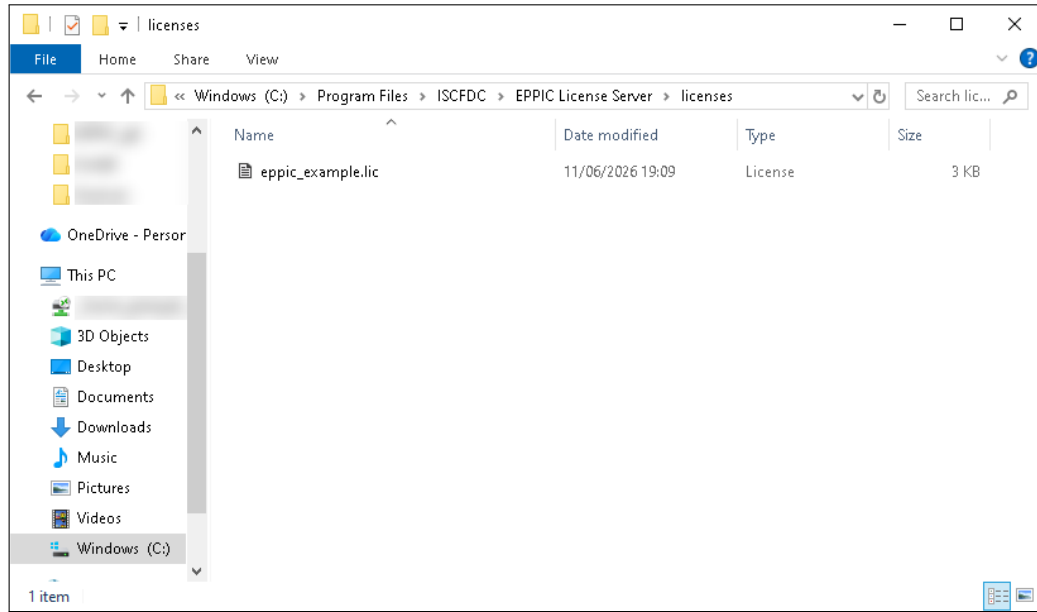


Figure 2.15: The licenses folder with the installed license file.

### 2.9.3 Windows Service

Open the **Services** console (press **Win+R**, type `services.msc` and press **Enter**). The **EPPIC RLM Service** entry must show the status **Running** and the startup type **Automatic**; it runs under the **Local System** account (Figure 2.16).



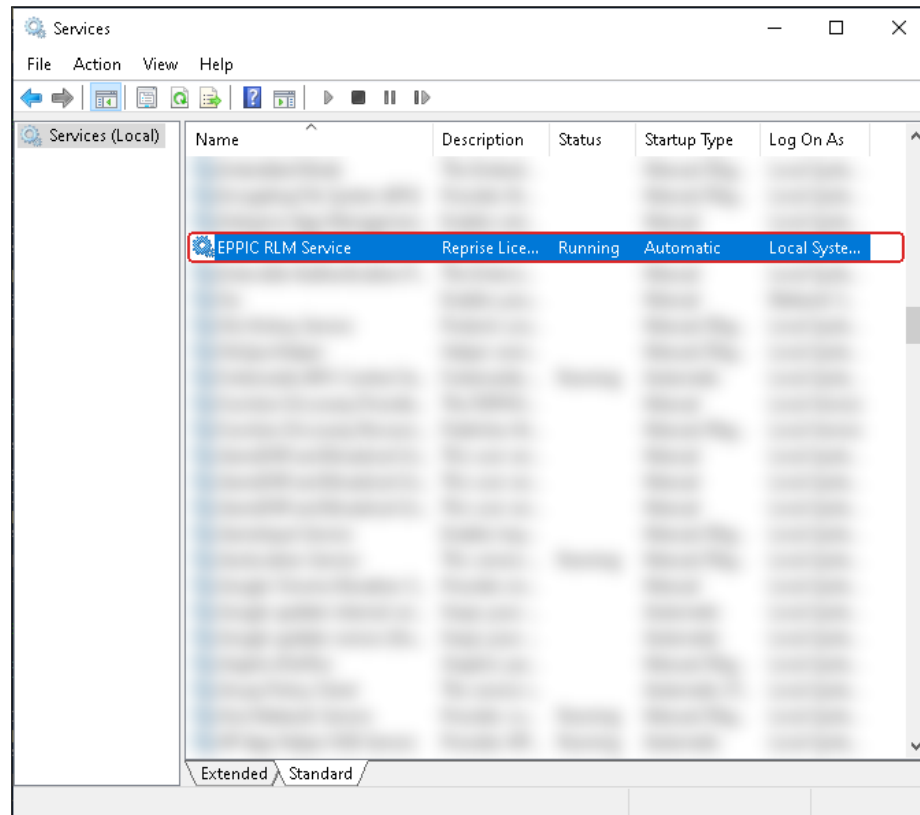


Figure 2.16: The EPPIC RLM Service in the Services console.

## 2.9.4 Firewall Rules

Setup adds three inbound rules to Windows Defender Firewall:

- **EPPIC RLM Web** – the web management port (TCP).
- **EPPIC RLM Server** – the program `rlm.exe`.
- **EPPIC RLM ISV Server** – the program `iscfdc.exe`.

The two program rules are scoped to the programs rather than to port numbers, because the checkout port comes from the license file. The rules can be inspected in **Windows Defender Firewall with Advanced Security** (`wf.msc`), under **Inbound Rules** (Figure 2.17).



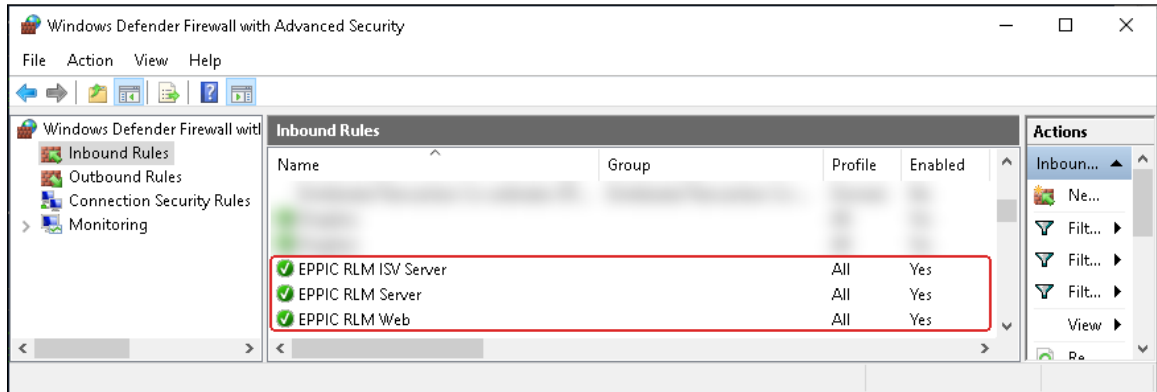


Figure 2.17: Firewall rules added by Setup.

### 2.9.5 Server Status

Click the **License Server Management** shortcut, or open <http://127.0.0.1:39802/> in a web browser on the server, and click **Status**. Under **ISV Servers**, the `iscfdc` server must be listed with **Running Yes**; if it is not, see Appendix B. The web management interface is described in Section 5.2.



## Chapter 3

# Installing the License Server Files Only

In this mode, Setup installs the server programs and the control scripts but does not register a Windows service and does not change the firewall. The server is started manually from a console window and runs only while that window is open and the user who opened it remains logged on. Use this mode for testing, or when your site registers and manages services by its own procedures.

Setup still requires administrator rights in this mode, because it installs into C:\Program Files.

### 3.1 Running Setup

Start Setup and select the installation folder exactly as for a service installation (Sections [2.1](#) and [2.2](#)).

### 3.2 Choosing the Files-Only Mode

On the **License Server Setup** page, select **Install files only - do not register the service or change the firewall** (Figure [3.1](#)). The **Web management port** field is hidden in this mode, and the console server uses the default port 39802. Click **Next**.



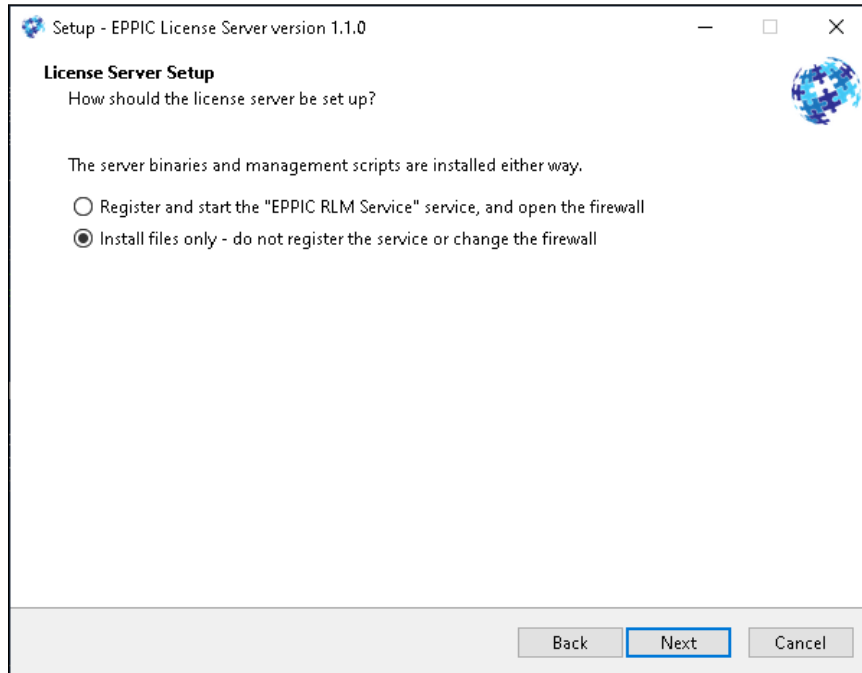


Figure 3.1: License Server Setup page with the files-only option selected.

Setup skips the **License File** page in this mode; the license is copied manually after the installation (Section 3.5).

### 3.3 Reviewing the Settings

The **Ready to Install** page states that only the files are installed, that no service is registered and that the firewall is not changed (Figure 3.2). It also shows the full path of the `licenses` folder. Click **Install**.



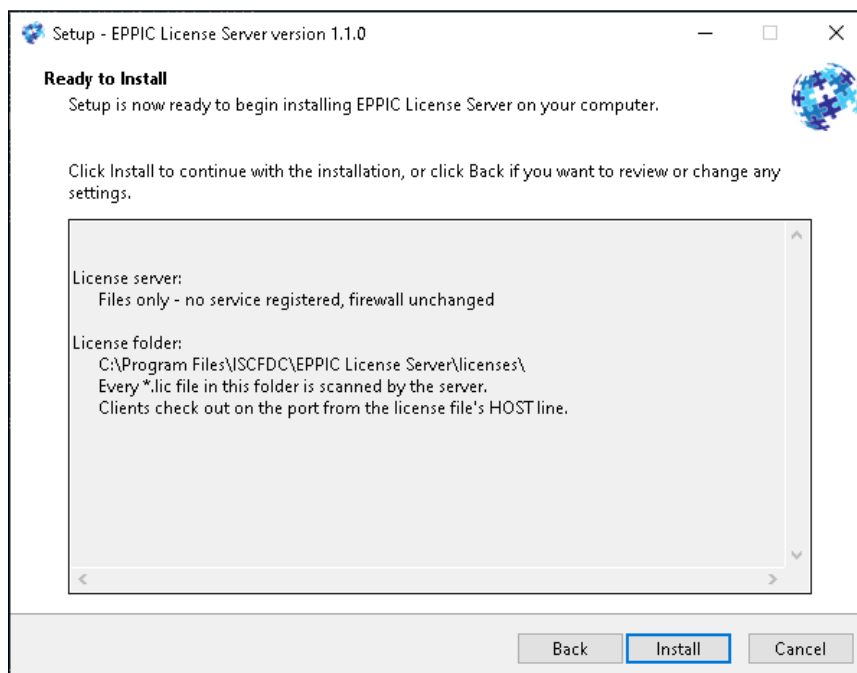


Figure 3.2: Ready to Install page for a files-only installation.

If the **EPPIC RLM Service** is already registered and running on this computer, Setup stops it while the files are replaced and starts it again afterwards, without changing its registration or the firewall rules.

### 3.4 Completing Setup

When the files are installed, Setup goes directly to its final page, **Completing the EPPIC License Server Setup Wizard**, which is the same as for a service installation (Figure 2.12); the **EPPIC License Server** page with the client settings is shown only for a service installation. Click **Finish**.

The **ISCFDC** folder of the Start Menu contains only the **Uninstall EPPIC License Server** shortcut (Figure 3.3). The **License Server Management** shortcut is created only in service mode; the web interface is still available at <http://127.0.0.1:39802/> while the server is running.



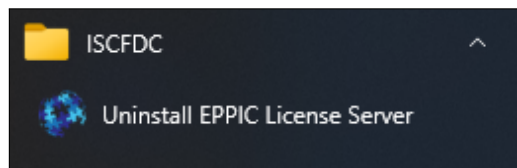


Figure 3.3: Start Menu shortcut after a files-only installation.

## 3.5 Adding the License File

Copy the `.lic` file that you received from ISCFDC into the `licenses` folder, `C:\Program Files\ISCFDC\EPPIC License Server\licenses\`. Administrator rights are not needed for this step. Make sure that the folder contains no other `.lic` files, since the server reads all of them and an old license can conflict with the new one.

## 3.6 Starting the Server

Copy the license first (Section 3.5): the server reads the `licenses` folder, and takes its checkout port from the license, only when it starts.

In the installation folder, double-click `eppic_rlm_start.bat`. A console window opens and the server runs inside it. The window normally stays empty, because the server writes its messages to the log file `%LOCALAPPDATA%\EPPIC\eppic.log` of the user who started it; use `eppic_rlm_status.bat` (Section 3.7) to check that it is running. Keep the window open: closing it, or logging off, stops the server.

If the `licenses` folder holds no license for this computer, the server writes the warning `No license file for this host` into the window instead (Figure 3.4) and serves no licenses. Close the window, copy the license into the `licenses` folder, and start the server again.



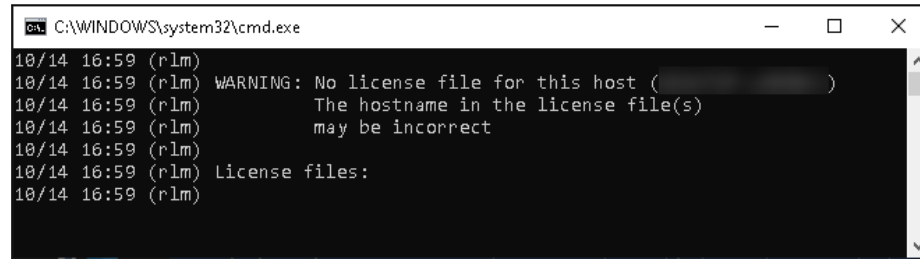


Figure 3.4: Console window of a server that found no license for this computer.

Because Setup did not add firewall rules in this mode, Windows Defender Firewall may show a **Windows Security Alert** that asks whether `rlm.exe` (and then `iscfdc.exe`) may accept network connections (Figure 3.5). The alert appears only the first time each program starts. To serve licenses to other computers, select the networks that the clients are on and click **Allow access**; this requires administrator rights. If the server is only used by EPPIC on the same computer, the prompt can be cancelled.

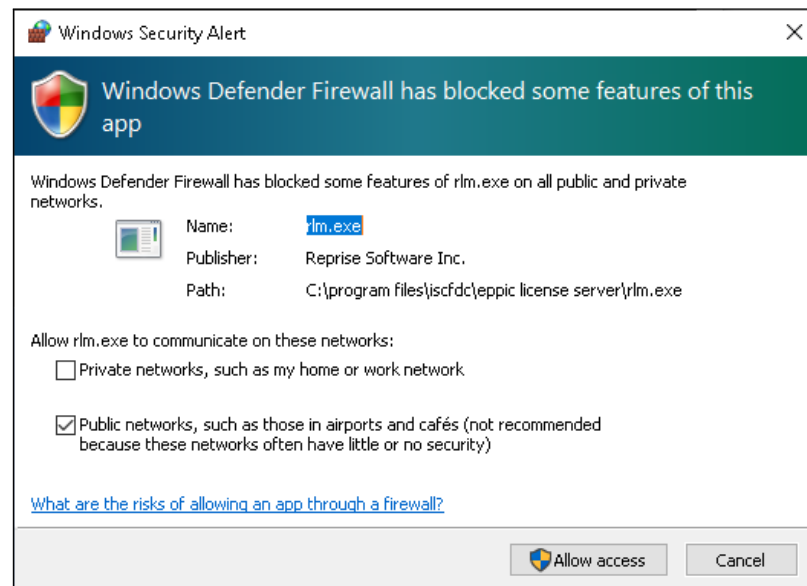


Figure 3.5: Windows Defender Firewall prompt for the license server.

### 3.7 Checking the Server

Double-click `eppic_rlm_status.bat` in the installation folder. It prints the status of the `rlm` server and of the `iscfd` ISV server, and waits for a key press (Figure 3.6). Under **ISV servers**, `iscfd` must be reported with **Running Yes**. The web management interface at `http://127.0.0.1:39802/` shows the same information (Section 5.2).

```

C:\WINDOWS\system32\cmd.exe
Setting license file path to C:\Program Files\ISCFDC\EPPIC License Server\licenses
rlmutil v14.0
Copyright (C) 2006-2019, Reprise Software, Inc. All rights reserved.

rlm status on (port 39800), up 00:00:06
rlm software version v14.0 (build:2)
rlm comm version: v1.2
Startup time: Wed Oct 14 17:16:59 2026
Todays Statistics (00:00:05), init time: Wed Oct 14 17:17:00 2026
Recent Statistics (00:00:05), init time: Wed Oct 14 17:17:00 2026

          Recent Stats          Todays Stats          Total Stats
          00:00:05             00:00:05             00:00:06
Messages:    2 (0/sec)         2 (0/sec)         2 (0/sec)
Connections: 1 (0/sec)         1 (0/sec)         1 (0/sec)

----- ISV servers -----
      Name      Port Running Restarts
      iscdfc    39801   Yes      0
Press any key to continue . . .

```

Figure 3.6: Server status reported by `eppic_rlm_status.bat`.

If it reports **Error** connecting to "`rlm`" server and **Connection refused**, the server is not running, or it was started before the license was copied; close the console window and start the server again (Section 3.6).

### 3.8 Stopping the Server

Double-click `eppic_rlm_stop.bat` in the installation folder. It shuts down the server, and the console window of the server closes.

### 3.9 Switching to Service Mode

To convert a files-only installation into a service installation, stop the console server (Section 3.8), run Setup again and select the service option (Chapter 2). This also



adds the firewall rules and can copy a new license in the same step.

Alternatively, run `eppic_rlm_install.bat` from an elevated command prompt (Section [5.1](#)). It registers and starts the service, but it does not add firewall rules.



## Chapter 4

# Connecting EPPIC Client Computers

EPPIC finds the license server through the `iscfdc_LICENSE` environment variable. It must be set on every computer that runs EPPIC, including the license server computer itself if EPPIC runs there too. The license server installer never sets this variable; it is set by the EPPIC installer or manually, as described in this chapter.

### 4.1 The `iscfdc_LICENSE` Value

The value has the form

```
<checkout port>@<license server>
```

where `<checkout port>` is the port on the `HOST` line of the license file (normally 39800), and `<license server>` is the computer name or IP address of the license server. For example, for a server named `LICSRV`:

```
iscfdc_LICENSE=39800@LICSRV
```

On the license server itself, `39800@localhost` can be used.

The exact values for your server are shown by Setup at the end of a service installation (Figure 2.11). Use the IP address of the server instead of its name if the



name cannot be resolved from the client computers.

**Note:** The web management port (39802) must never be used in `iscfdc_LICENSE` (Section 1.2).

## 4.2 Setting the Value with the EPPIC Installer

The EPPIC installer has a **Licensing Setup** page that writes `iscfdc_LICENSE` for you (Figure 4.1):

- On a client computer, select **License server on another computer**, enter the server name or IP address in **Server host or IP**, and the checkout port in **Checkout port**.
- On the license server computer itself, select **License server on this computer** and enter the checkout port. This option configures EPPIC only; the server itself is installed by the license server installer described in this manual.

The other two choices, **Node-locked license file or folder** and **Skip license setup**, do not use a license server.



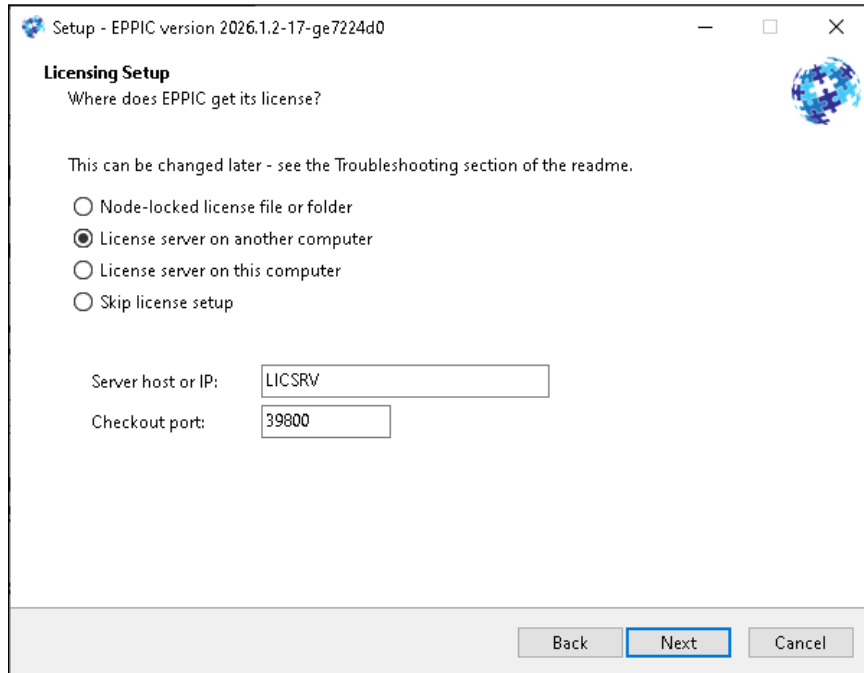


Figure 4.1: Licensing Setup page of the EPPIC installer.

When EPPIC is installed for all users, the variable is set for all users of the computer; when it is installed for the current user only, it is set for that user only.

## 4.3 Setting the Value Manually

### 4.3.1 Windows

Open the Start menu, type `environment variables` and select **Edit the system environment variables** (for all users) or **Edit environment variables for your account** (for the current user only). In the **Environment Variables** dialog, click **New...**, enter `iscfdc_LICENSE` as the variable name and the value from Section 4.1, and confirm with **OK**.

The same can be done from a command prompt. For the current user:

```
setx iscfdc_LICENSE 39800@LICSrv
```



For all users (from a command prompt opened with **Run as administrator**):

```
setx /M iscfdc_LICENSE 39800@LICSRV
```

A new value is seen only by programs started after it was set; close and reopen EPPIC (and any command prompt it is started from).

### 4.3.2 Linux and macOS

Set the variable in the startup file of the shell. For **bash** or **zsh**:

```
export iscfdc_LICENSE=39800@LICSRV
```

For **cs**h or **tc**sh:

```
setenv iscfdc_LICENSE 39800@LICSRV
```



## Chapter 5

# Managing and Uninstalling the License Server

### 5.1 Control Scripts

Setup writes six control scripts into the installation folder, `C:\Program Files\ISCFDC\EPPIC License Server`. They contain the absolute paths of the installation and the web management port chosen during Setup, so they work from any current directory. Run them by double-clicking, or from a command prompt. The scripts marked “yes” in Table 5.1 must be run from a command prompt opened with **Run as administrator**.



| Script                  | Action                                                                                                                                                                              | Admin        |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| eppic_rlm_start.bat     | Runs the server in a console window (files-only mode, Section 3.6).                                                                                                                 | no           |
| eppic_rlm_stop.bat      | Stops the server: the service if it is running, otherwise the console server.                                                                                                       | service only |
| eppic_rlm_status.bat    | Prints the status of the server and of the ISCFDC ISV server.                                                                                                                       | no           |
| eppic_rlm_reread.bat    | Makes the running server reread the <code>licenses</code> folder, without a restart.                                                                                                | no           |
| eppic_rlm_install.bat   | Registers the <b>EPPIC RLM Service</b> with automatic start and starts it. Any existing registration is removed first, so it is safe to run again. Fire-wall rules are not changed. | yes          |
| eppic_rlm_uninstall.bat | Stops and removes the <b>EPPIC RLM Service</b> registration. Files and fire-wall rules are not changed.                                                                             | yes          |

Table 5.1: Control scripts in the installation folder

## 5.2 Web Management Interface

The RLM web management interface shows the status of the servers and the licenses in use, and can reread the license files or shut the server down. Open it with the **License Server Management** Start Menu shortcut, or at

- `http://127.0.0.1:39802/` on the license server, or
- `http://<server>:39802/` from another computer, where `<server>` is the name or IP address of the license server.

Replace 39802 with the web management port chosen during Setup. Access from other computers requires the **EPPIC RLM Web** firewall rule, which Setup adds only in service mode.



The interface opens on its home page, with the administration commands in the left column (Figure 5.1).

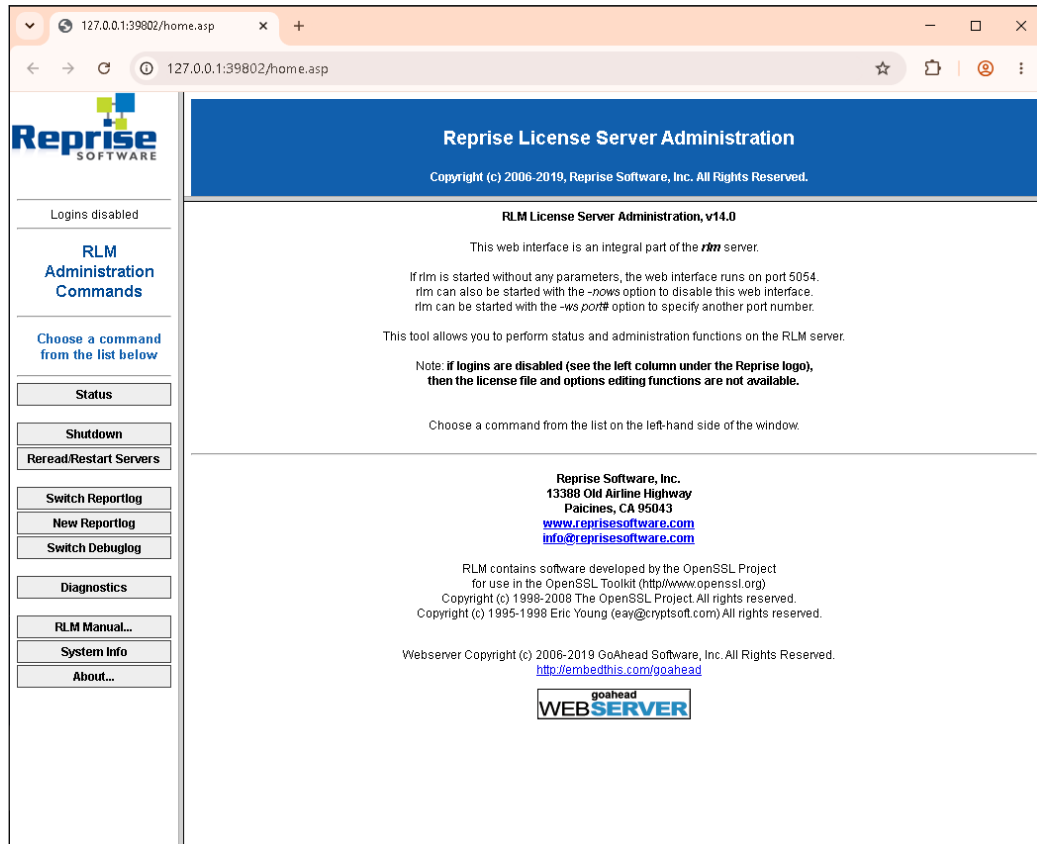


Figure 5.1: Home page of the web management interface.

Click **Status** (Figure 5.2). The title of the status page shows the checkout port, and the page lists the license files that the server read. Under **ISV Servers**, the **iscfdc** server must be listed with **Running Yes**. The **License Usage** button of the **iscfdc** row lists the EPPIC licenses that the server grants. If the page reports **No ISV servers running**, the server has no valid license to serve; see Appendix B.



The screenshot shows the Reprise License Server Administration web interface. The browser address bar displays '127.0.0.1:39802/home.asp'. The page title is 'Reprise License Server Administration' with a copyright notice 'Copyright (c) 2006-2019, Reprise Software, Inc. All Rights Reserved.'.

The main content area is titled 'Status for "rlm" on (port 39800)'. It contains several tables and buttons:

- RLM Software Information Table:**

|                      |                                                                          |
|----------------------|--------------------------------------------------------------------------|
| RLM software version | v14.0 (build:2)                                                          |
| RLM comm version     | v1.2                                                                     |
| debug log file       | C:\Program Files\ISCFDC\EPPIC License Server\leppic_service.log          |
| license files        | C:\Program Files\ISCFDC\EPPIC License Server\licenses\leppic_example.lic |
- rlm Statistics Table:**

| rlm Statistics | Since Start    | Since Midnight | Recent         |
|----------------|----------------|----------------|----------------|
| Start time     | 10/14 16:44:05 | 10/14 16:44:06 | 10/14 16:44:06 |
| Messages       | 0 (0/sec)      | 0 (0/sec)      | 0 (0/sec)      |
| Connections    | 0 (0/sec)      | 0 (0/sec)      | 0 (0/sec)      |
- SHOW rlm Debug Log** button.
- ISV Servers Table:**

| Name   | port  | Running | Restarts | Server Status | License Usage | Debug Log | REREAD | TRANSFER | SHUTDOWN |
|--------|-------|---------|----------|---------------|---------------|-----------|--------|----------|----------|
| iscfdc | 39801 | Yes     | 0        | iscfdc        | iscfdc        | iscfdc    | iscfdc | iscfdc   | iscfdc   |

The left sidebar contains navigation links: 'Logins disabled', 'RLM Administration Commands', 'Choose a command from the list below', 'Status', 'Shutdown', 'Reread/Restart Servers', 'Switch Reportlog', 'New Reportlog', 'Switch Debuglog', 'Diagnostics', 'RLM Manual...', 'System Info', and 'About...'.

Figure 5.2: Status page of the web management interface.

### 5.3 Host ID

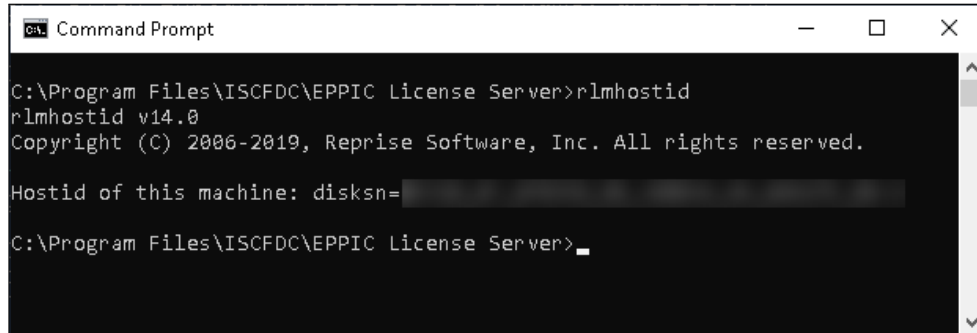
A license file is issued for one specific server computer, identified by its host ID. To obtain the host ID, open a command prompt in the installation folder and run `rlmhostid` (Figure 5.3):

```
cd "C:\Program Files\ISCFDC\EPPIC License Server"
rlmhostid
```

Send the printed host ID, together with the computer name, to ISCFDC to receive a license file. The license server can be installed before the license is available; Setup then reports that the service has no license to serve, and the license is added later as



described in Section 5.4.



```
Command Prompt
C:\Program Files\ISCFDC\EPPIC License Server>rlmhostid
rlmhostid v14.0
Copyright (C) 2006-2019, Reprise Software, Inc. All rights reserved.

Hostid of this machine: disksn=
C:\Program Files\ISCFDC\EPPIC License Server>
```

Figure 5.3: Obtaining the host ID with rlmhostid.

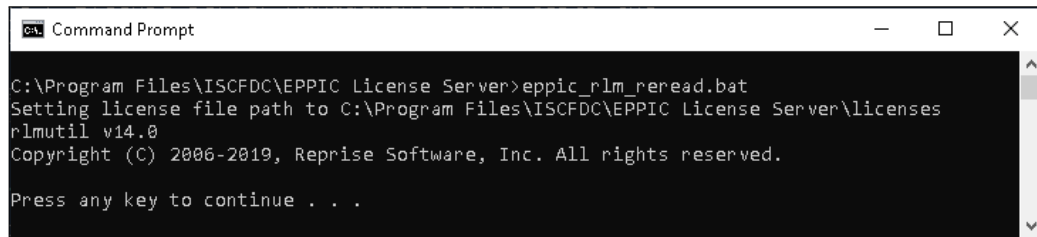
## 5.4 Adding or Replacing a License

The server reads every \*.lic file in the licenses folder. When a license is replaced, remove the old license file, since an old license left next to the new one can conflict with it. There are two ways to install a license.

### 5.4.1 Copying the File

1. Copy the new .lic file into C:\Program Files\ISCFDC\EPPIC License Server\licenses\. Ordinary users can write to this folder.
2. Delete or move away any old .lic files in that folder.
3. Run eppic\_rlm\_reread.bat (Figure 5.4). The running server loads the new license without a restart; the script prints no further message when the reread succeeds.





```
C:\Program Files\ISCFDC\EPPIC License Server>eppic_rlm_reread.bat
Setting license file path to C:\Program Files\ISCFDC\EPPIC License Server\licenses
rlmutil v14.0
Copyright (C) 2006-2019, Reprise Software, Inc. All rights reserved.
Press any key to continue . . .
```

Figure 5.4: Rereading the licenses with eppic\_rlm\_reread.bat.

A reread is not enough when the server was started without a server license, or when the `HOST` line of the new license has a different port: the server takes its checkout port from the license only when it starts. In that case restart the server instead. For the service, select **EPPIC RLM Service** in the **Services** console and click **Restart**, or run these commands from a command prompt opened with **Run as administrator**:

```
net stop EPPIC_RLM
net start EPPIC_RLM
```

For a server running in a console window, close the window and run `eppic_rlm_start.bat` again.

### 5.4.2 Running Setup Again

Run Setup again, select the service option and select the new license file on the **License File** page. When the `licenses` folder already contains license files, Setup lists them and asks whether to replace them (Figure 5.5). Click **Yes** to delete them; Setup keeps no backup copy, so keep your own copy of any license that you may still need. Click **No** to keep them next to the new license.



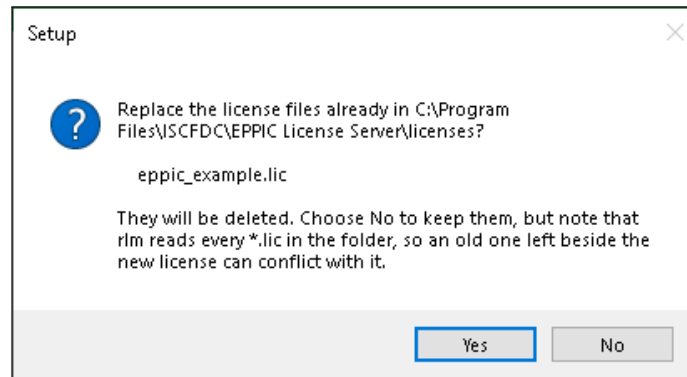


Figure 5.5: Setup asking to replace existing license files.

## 5.5 Changing the Web Management Port

The web management port is stored in the service registration and in the control scripts. To change it, run Setup again, select the service option and enter the new port on the **License Server Setup** page.

## 5.6 Log Files

- Service mode: `eppic_service.log` in the installation folder.
- Console mode (`eppic_rlm_start.bat`): `%LOCALAPPDATA%\EPPIC\eppic.log` of the user who started the server.

The log records server start-up, the license files read, and every license checkout and check-in. It is the first place to look when the server does not start (Appendix B).

## 5.7 Uninstalling

To remove the license server, open **Settings** → **Apps** → **Apps & features**, type EPPIC in the search box, click **EPPIC License Server version 1.1.0** and click **Uninstall** (Figure 5.6). On Windows 11 the list is called **Installed apps**, and **Uninstall** is in the



... menu of the entry. The **Uninstall EPPIC License Server** shortcut in the Start Menu does the same. Confirm the removal and wait for the message that EPPIC License Server was successfully removed.

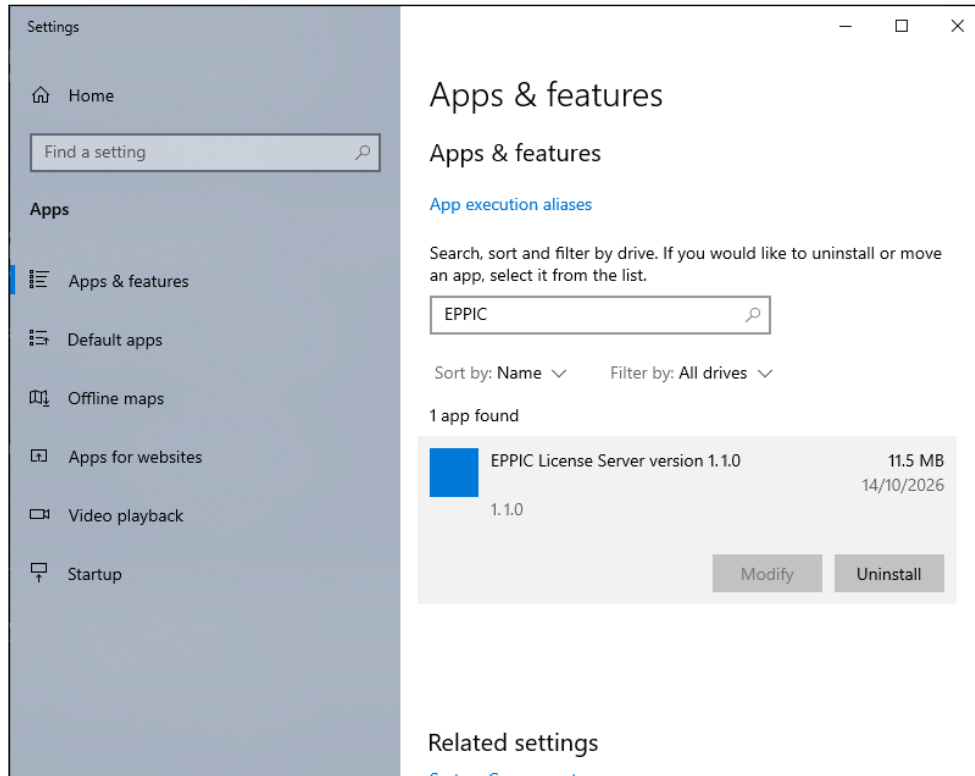


Figure 5.6: EPPIC License Server in Apps & features.

The uninstaller stops and removes the **EPPIC RLM Service**, deletes the three firewall rules, and removes the programs, the control scripts and the log files. It deliberately *keeps* the **licenses** folder and the license files in it, so that a later reinstallation finds the license again; delete the folder manually if it is no longer needed. The uninstaller does not change `iscfdc_LICENSE` on any computer.

A console server started with `eppic_rlm_start.bat` is not stopped by the uninstaller; stop it first (Section 3.8).



# Appendix A

## Unattended Installation

Setup can run without the wizard, for example from a deployment tool. Run it from a command prompt opened with **Run as administrator**. The options in Table A.1 select what the wizard pages would otherwise ask; when Setup runs with the wizard, the same options pre-fill its fields.

| Option                | Meaning                                                                                   |
|-----------------------|-------------------------------------------------------------------------------------------|
| /SILENT               | Show only the progress window.                                                            |
| /VERYSILENT           | Show no window at all.                                                                    |
| /DIR="<folder>"       | Installation folder (default C:\Program Files\ISCFDC\EPPIC License Server).               |
| /PORT=<port>          | Web management port, 1024–65535 (default 39802).                                          |
| /LICENSEFILE="<file>" | License file to copy into the licenses folder. It must exist and have the .lic extension. |
| /SKIPSERVER=1         | Files-only mode (Chapter 3): do not register the service or change the firewall.          |

Table A.1: Command-line options of the license server setup program

Examples:

```
:: Service installation with a license and the default web port
```



```
EPPIC-LicenseServer-1.1.0-setup.exe /SILENT
    /LICENSEFILE="C:\licenses\eppic.lic"

:: Service installation on another web management port
EPPIC-LicenseServer-1.1.0-setup.exe /SILENT /PORT=39813
    /LICENSEFILE="C:\licenses\eppic.lic"

:: Files only
EPPIC-LicenseServer-1.1.0-setup.exe /SILENT /SKIPSERVER=1
```

Invalid values (a port out of range, a missing license file, a file without the .lic extension) stop Setup with an error message before anything is installed.

**Note:** An unattended installation with /LICENSEFILE deletes the license files already in the `licenses` folder without asking (Section [5.4.2](#)).

To uninstall without prompts, run the uninstaller in the installation folder:

```
"C:\Program Files\ISCFDC\EPPIC License Server\unins000.exe" /SILENT
```



# Appendix B

## Troubleshooting

### B.1 Messages from Setup

When the service does not come up correctly, Setup reports one of the following problems at the end of the installation. In every case the files and the control scripts are installed, so the problem can be fixed without running Setup again.



| The service ...                                                         | What to do                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| started, but has no license to serve                                    | Copy a <code>.lic</code> file into the <code>licenses</code> folder and restart the service; a reread is not enough here, because the server takes its checkout port from the license only when it starts (Section 5.4.1).                                                                                                                                                       |
| started, but 30 seconds later rlm is not listening on port ...          | Another program probably uses the web management port. Check <code>eppic_service.log</code> , then run Setup again with a different port.                                                                                                                                                                                                                                        |
| started, but 30 seconds later the iscfdc license server has not started | The license is not valid for this computer, is damaged, or is not a server license; the web interface then reports <b>No ISV servers running</b> . A server license starts with a <code>HOST</code> line and an <code>ISV iscfdc</code> line. Check <code>eppic_service.log</code> ; compare the host ID in the license with the output of <code>rlmhostid</code> (Section 5.3). |
| could not be registered, or was registered but did not start            | Check <code>eppic_service.log</code> , then run <code>eppic_rlm_install.bat</code> from a command prompt opened with <b>Run as administrator</b> .                                                                                                                                                                                                                               |
| is running, but is not set to start automatically at boot               | Run <code>eppic_rlm_install.bat</code> from an elevated command prompt. The command <code>sc qc EPPIC_RLM</code> must report <code>START_TYPE : 2</code> <code>AUTO_START</code> .                                                                                                                                                                                               |

Table B.1: Setup messages about the service

## B.2 Other Problems

Table B.2: Common problems and solutions

| Symptom                       | Cause and solution                                                                                                                                                                                          |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EPPIC reports a license error | Check the value of <code>iscfdc_LICENSE</code> on the client (set <code>iscfdc_LICENSE</code> in a new command prompt), then the server status with <code>eppic_rlm_status.bat</code> or the web interface. |



| Symptom                                                                                                  | Cause and solution                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A client cannot reach the server                                                                         | The port in <code>iscfdc_LICENSE</code> must be the checkout port from the <code>HOST</code> line of the license (39800), not the web management port (39802). If the server name does not resolve from the client, use its IP address. In files-only mode, check that <code>rlm.exe</code> and <code>iscfdc.exe</code> were allowed through the firewall.                   |
| The web interface opens on the server but not from other computers                                       | Files-only mode does not add the <b>EPPIC RLM Web</b> firewall rule. Convert the installation to a service installation, which adds the rule (Section 3.9), or add the rule yourself from a command prompt opened with <b>Run as administrator</b> :<br><pre>netsh advfirewall firewall add rule name="EPPIC RLM Web" dir=in action=allow protocol=TCP localport=39802</pre> |
| A new license is not used                                                                                | Run <code>eppic_rlm_reread.bat</code> , and remove old <code>.lic</code> files from the <code>licenses</code> folder. If the server was started without a server license, restart it instead (Section 5.4.1).                                                                                                                                                                |
| <code>eppic_rlm_status.bat</code> or <code>eppic_rlm_reread.bat</code> reports <b>Connection refused</b> | The server is not running, or it does not listen on the checkout port of the license because it was started before the license was copied. Restart the server (Section 5.4.1).                                                                                                                                                                                               |
| The console window of <code>eppic_rlm_start.bat</code> shows <b>No license file for this host</b>        | The <code>licenses</code> folder holds no license for this computer. Copy the license into it, close the window and start the server again.                                                                                                                                                                                                                                  |



| Symptom                                     | Cause and solution                                                                                                                                                               |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Setup cannot replace <code>rlm.exe</code>   | A console server is still running. Close its window or run <code>eppic_rlm_stop.bat</code> , then retry. The service is stopped by Setup automatically.                          |
| The server stops when the user logs off     | The server was started with <code>eppic_rlm_start.bat</code> . Install it as a service (Section 3.9).                                                                            |
| The service runs now but not after a reboot | <code>sc qc EPPIC_RLM</code> must report <code>START_TYPE : 2</code> <code>AUTO_START</code> ; otherwise run <code>eppic_rlm_install.bat</code> from an elevated command prompt. |



## Third-Party Software

### Reprise License Manager

The EPPIC License Server makes use of the Reprise License Manager (RLM).

Reprise License Manager (RLM) v14.0, Copyright © 2006–2019, Reprise Software, Inc. All rights reserved. RLM Build 14.0.2

### Inno Setup

The EPPIC License Server setup program was created with Inno Setup.

Inno Setup 6, Copyright © 1997–2026 Jordan Russell.

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