



RLM Cloud Portal User Manual

v15.1

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RLM - Reprise License Manager - Copyright (C) 2006-2023 Reprise Software, Inc

RLM Cloud[™]
Reprise License Manager[™]

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Welcome

This manual, the *RLM Cloud Portal User Manual*, is intended for organizations who use the *RLM Cloud* services provided by your software supplier.

RLM Cloud includes a Customer Portal to allow you, the ultimate software user, to view your licenses and license servers. The customer portal contains the ability to view licenses and servers associated with your company.

About the Portal

You log into the portal on your license server machine (generally called lsNNN.rlmcloud.com), in the “rlmcloud” directory. So for example, if your server machine is ls1.rlmcloud.com, the portal URL would be:

<https://ls1.rlmcloud.com/rlmcloud>

The main portal screen is shown here:

The screenshot shows the RLM Cloud Control Customer Portal interface. At the top left, there is a "demo" logo and the text "RLM Cloud Control Customer Portal". Below this is the copyright notice: "Copyright © 2006-2020, Reprise Software, Inc. All Rights Reserved." On the top right, there is a user information bar: "Username: mattportal | Portal Access: Admin | logout" and "ISVname: rcdemo | Company: The RC demo company". Below the header is a navigation menu with tabs: "Dashboard", "Logs", "Profile", "Reports", "Admin", and "About". The "About" tab is currently selected. The main content area displays "RLM Cloud Control Customer Portal v14.0" and a message: "To begin, please log in. Then choose a tab at the top." Below this is a table of system information:

ISV:	rcdemo
RLM Cloud Control Customer Portal Server host:	ls1.rlmcloud.com
RLM Cloud Control Customer Portal version:	v14.0BL1-p0 (16-sep-2019)
Current Local Server Time:	14:20 Tue, 2020-07-14

Below the table is a link: [View RLMCloud Portal User Manual](#). At the bottom of the page, there is contact information for Reprise Software, Inc.: "13388 Old Airline Highway, Paicines, CA 95043", the website www.reprisesoftware.com, and the email info@reprisesoftware.com.

Your software supplier's logo appears in the top-left corner, and there are 4-6 tabs depending on your access level. If you have admin access (as in this screenshot), the “Admin” tab will appear, otherwise it will not be available.

Dashboard Tab

Selecting “Dashboard” shows all the license servers assigned to the company (in this case, “The RC Demo Company”). This screen allows you to query the status of the server, view usage statistics on the server, and view the configuration of the server (the list of licenses being served, the license file that needs to be used on your local computers, the license password, etc). Additionally, you can edit the options file associated with any of your license servers. Finally, you can do a reread or restart on any of your servers (but you cannot shut the server down).

If your software supplier has provisioned named user licenses for you, the named user list is maintained via the dashboard tab, by selecting “Usage”, then listing the users for any license that is a named-user license. See [Managing the Named User List on page 9](#) for more information.

The main dashboard screen is shown here:



RLM Cloud Dashboard for ISV rcdemo for customer The RC demo company

Note: Server status is updated when "Update Server Status" is pressed.
 You may need to press "Refresh Display" after updating Server Status.

Server	Port	Instance	type	Status	Usage	Stats	Configuration	Options	Reread/Restart
matt29	5139	27	primary	UP			Configuration	Edit	Reread/Restart
matt44	5158	3a	primary	UP			Configuration	Edit	Reread/Restart
matt72	5712	264	primary	UP			Configuration	Edit	Reread/Restart
matt77	6473	55d	primary	UP			Configuration	Edit	Reread/Restart

Refresh Display

Update Server Status

Pressing the "Usage" icon (6th column) will display the usage of the licenses on that server.
 Pressing the "Status" icon (7th column) displays the server's communications/checkout statistics.
 The "Configuration" button shows you the local licenses you need to access the server, and allows you to download the license file. You can edit the server's options file with the "Edit" button, and perform a reread on the server using the "Reread/Restart" button.

Logs Tab

The Logs tab allows you to view the debug and report logs from your license servers. In addition, to saving an individual report log, there is the additional "Save All" button on each server line. "Save All" will create a gzipped, tar file of all of the server's report logs for download:



Logs for ISV rcdemo for customer The RC demo company

The Report Log section operates on the current report log.
 To view all the report logs for the server, press "List".

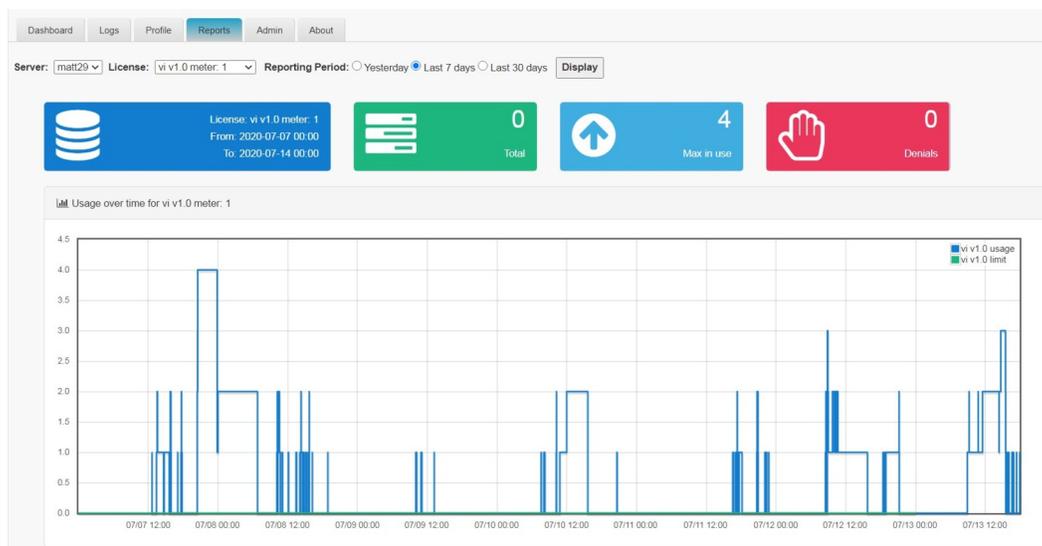
	Type	Port	Instance	Debug Log			Report Log					
matt29	failover	5139	27	View	Save	Delete	View	Save	Save All	Switch	Reset	List
matt44	failover	5158	3a	View	Save	Delete	View	Save	Save All	Switch	Reset	List
matt72	failover	5712	264	View	Save	Delete	View	Save	Save All	Switch	Reset	List
matt77	failover	6473	55d	View	Save	Delete	View	Save	Save All	Switch	Reset	List

Profile Tab

Clicking on the “Profile” tab allows you to edit the email address associated with your account, or change your password.

Reports Tab

Clicking on the “Reports” tab allows you to view usage-over-time reports for the licenses on this server. An example is shown here. Note that this is a metered license, so the limit is 0 (ie, no limit):



Admin Tab

If your software supplier created a Portal Admin account for you, you can then create additional portal users. Alternately, if you are not provided a portal Admin account, you will be able to use the portal, but not create new users, and this tab will not be available.

The Admin tab (for portal Admin users) allows you to:

- Edit certain options via the “Options” sub-tab:
 - the status color settings
 - the server timeout value parameters to automatically save reportlogs

- synchronize the portal database (note that you can normally ignore this option – it can be used if your software supplier provisioned additional license servers and you want to be able to view and manage them before the automatic 6-hour update)

Dashboard
Logs
Profile
Admin
About

Administer RLM Cloud

Options
Users

Dashboard color thresholds

The yellow threshold is the % utilization where the bar turns to yellow.
The red threshold is the % utilization where the bar turns to red.

Yellow Threshold:

Red Threshold:

Server timeout

This timeout value (in seconds) is applied to all operations on remote servers.
Minimum value is 10.

Server timeout:

Sync portal database

The portal database is synchronized every 6 hours. This allows you to synchronize it immediately.

Synchronize portal database:

Auto-Save Reportlogs

You can save your reportlogs to an FTP server automatically every night at 1am (local server time). This auto-save depends on daily report log rotation and will save the previous day's rotated log each night. Enter the FTP hostname/user/password and directory below and press "Set AutoSave". All report logs from all license servers on all server machines will be saved. Set the hostname to an empty string to disable auto-save.

FTP Hostname:

FTP Username:

FTP Password:

FTP Remote Directory:

- you can manage personal licenses from this tab. See Personal Licenses on page 11
- You can also manage the portal's users using the "Users" sub-tab. Shown below:

Administer RLM Cloud

Administer RLM Cloud Portal Users

Registered Users for ISV rcdemo, customer The RC demo company:

(You are logged in as: **mattportal**)

Select:

Username	Signin Type	Access	Email	Last Active		
mattportal	normal	Admin	mattportal@portal.com	11/06/2020 14:47	<input type="button" value="Delete User: mattportal"/>	<input type="button" value="Edit User: mattportal"/>
username@gmail.com	google	View	username@gmail.com	11/06/2020 14:44	<input type="button" value="Delete User: username@gmail.com"/>	<input type="button" value="Edit User: username@gmail.com"/>

Records 1 to 2 of (2) displayed

Items to display:

Note that this example is from a portal with “sign in with Google” enabled. If sign in with Google was not enabled, the “Signin Type” column would not appear, and also, the google signin user (username@gmail.com) would not appear.

When you press “Create New User”, the user creation screen is displayed:

Create New User

Usernames must be at least 4 characters and consist of letters, numbers ".", "-", and "@" only.

Passwords must be at least 4 characters and consist of printable characters.

Login Type:

Username:

Email:

Password:

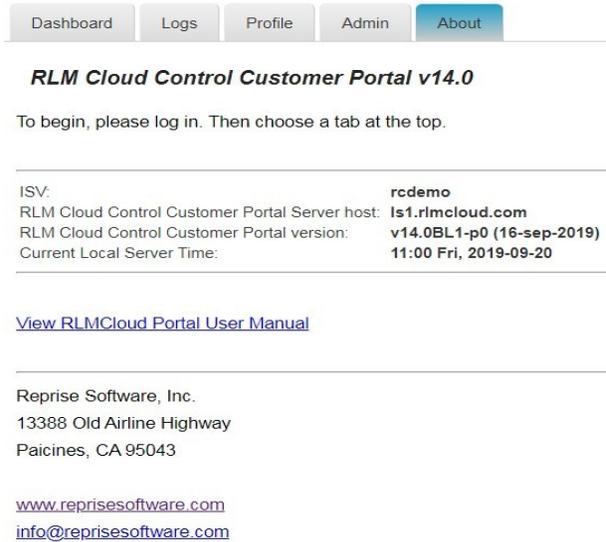
Access:

If “sign in with google” is not enabled on the portal, the first choicelist (“Login Type”) will not appear.

To create a user with Google sign in, select “Login with Google” from the top choicelist. At that point the Password field will disappear. Enter the user's google email address in the “Username” and “Email” fields.

About Tab

Clicking on the “About” tab displays a screen of information about this *RLM Cloud* installation. In addition, there is a link to the *RLM Cloud* Portal User Manual on this page:



The screenshot shows a navigation bar with five tabs: Dashboard, Logs, Profile, Admin, and About. The 'About' tab is selected and highlighted in blue. Below the navigation bar, the page title is **RLM Cloud Control Customer Portal v14.0**. A message states: "To begin, please log in. Then choose a tab at the top." Below this is a table of system information:

ISV:	rcdemo
RLM Cloud Control Customer Portal Server host:	ls1.rimcloud.com
RLM Cloud Control Customer Portal version:	v14.0BL1-p0 (16-sep-2019)
Current Local Server Time:	11:00 Fri, 2019-09-20

Below the table is a link: [View RLMCloud Portal User Manual](#). At the bottom, the contact information for Reprise Software, Inc. is provided, including the address, website (www.reprisesoftware.com), and email (info@reprisesoftware.com).

Named User Licenses

If your software includes named user licenses the license usage entry for that license will display “Edit Named User List” when you show the users for this license.

Managing the Named User List

The named user list is managed via the dashboard. Select the dashboard tab, and press the “Usage” icon for the server you want to manage. When you press “Show Users” for a named-user license, the “Edit Named User List” button will appear on the far right-hand-side, as shown below:

RLM License Usage for server ls1.rlmcloud.com, port: 5139, customer matt29

Note: License usage is updated every time this page is refreshed.

(pool 1) vi	v1.0 permanent	<input type="text"/>	0 of 3 in use	Show Users
(pool 2) vi	v1.0 permanent	<input type="text"/>	0 of <i>uncounted</i> in use	Show Users
(pool 3) man	v1.0 1-jan-2019	<input type="text"/>	0 of 2 in use	Show Users
(pool 4) gcc	v1.0 permanent	<input type="text"/>	0 of 1 in use	Show Users
(pool 5) chrome	v1.0 permanent	<input type="text"/>	0 of 1 in use	Show Users
(pool 6) named	v1.0 permanent	<input type="text"/>	0 of 7 in use	Hide Users
	No Users			Edit Named User List
(pool 7) a-b-c%d#e@f	v1.0 permanent	<input type="text"/>	0 of 1 in use	Show Users
(pool 8) notepad	v2.2 permanent	<input type="text"/>	0 of 1 in use	Show Users
(pool 9) foo	v1 permanent	<input type="text"/>	0 of 1 in use	Show Users

[Back to Main Dashboard](#)

[Refresh this page](#)

Once a user has checked out this license, they will appear in the named user list, and you can edit the list by pressing the “Edit Named User List” button, above.

Pressing the “Edit Named User List” button displays the Edit Named User page, as shown below.

In this case, user “dave” has been removed and cannot be re-added to the list for another 8 hours.

To add a user to the list, press the “Add Named User” button at the bottom.

If you have a GROUP defined in your server’s options file, you can add all the users from the group by pressing the “Add Group of Users” button.

Pressing the “BACK to license list” button will display the form shown above.

Named Users for product "named"

Named User List

User	Click "X" to Remove
matt	X
sam	X
joe	X

Recently Removed Users

User Name	Time before ths user can be re-added
dave	8 hrs, 0 mins

Add Named User

Add Group of Users

BACK to license list

Personal Licenses

If your software includes personal licenses you manage the user lists from the “Personal Licenses” tab located under the “Admin” tab.

Managing the Personal License List

You first select a server, then a product. Once this is done, you will see the Personal Licenses edit form. Here is an example:

Dashboard | Logs | Profile | Reports | **Admin** | About

Administer RLM Cloud

Options | Users | **Personal Licenses**

Personal Licenses for license "p1", on server matt44, 15 authorized user slots available.

User Password Options
Select: Show... Clear Selections

#	User (97 char max)	Password (32 char max)	Options (64 char max)
1	fred	8wyjrw38	1234567890123456789012345678901234567890
2	joe@x.com	nm8lg36f	
3	sam	hxf4t2ka	
4	*unassigned*	gmznmw2y	
5	*unassigned*	sx8xxsk2	
6	*unassigned*	nxe2zpcp	
7	*unassigned*	rtqax98f	
8	*unassigned*	vvyftagi	
9	*unassigned*	uy7ou4j5	
10	*unassigned*	uw7tazjx	
11	*unassigned*	pbd4jepv	
12	*unassigned*	vda979sz	
13	*unassigned*	sioh5y3y	
14	*unassigned*	08sheheg	
15	*unassigned*	0n1mue7a	

12 unassigned user slots available

(This saves the current page only)

Records 1 to 15 of (15) displayed

Items to display:

Edit user names, passwords, and Options, and then press “Save User List” at the bottom of the form. Please note that if you navigate away from this page, your changes will not be saved unless you press the “Save User List” button first.