

Knowledgebase > Setup / update > RLM Server Issue on MacOS

RLM Server Issue on MacOS

2024-07-08 - Comments (0) - Setup / update

Running an rlm server on MacOS can have some unexpected side effects. This article shows how to spot them, what the cause is and how to fix them. This current affects rlm server versions 14.1 and 15.0.

Symptoms

TRACE32 is unable to check out a license. The **AREA** window shows:

Warning: No license available [0x0011]

When launching the rlm server, the terminal window shows the message (No ISV servers to start), highlighted in the screenshot below.

```
🚞 x64_m1.admin — rlm — 80×24
[richard@Richards-iMac x64_m1.admin %
[richard@Richards-iMac x64_m1.admin % ./rlm
01/26 15:07 (rlm)
01/26 15:07 (rlm) WARNING: No license file for this host (Richards-iMac.local)
                           The hostname in the license file(s)
01/26 15:07 (rlm)
01/26 15:07 (rlm)
                           may be incorrect
01/26 15:07 (rlm)
01/26 15:07 (rlm) License files:
                      lauterbach-38f9d311c876.lic
01/26 15:07 (rlm)
01/26 15:07 (rlm)
01/26 15:07 (rlm) RLM License Server Version 14.1BL3
        Copyright (C) 2006-2020, Reprise Software, Inc. All rights reserved.
01/26 15:07 (rlm) License server started on Richards-iMac.local
01/26 15:07 (rlm) Server architecture: x64_m1
01/26 15:07 (rlm) License files:
01/26 15:07 (rlm)
                      lauterbach-38f9d311c876.lic
01/26 15:07 (rlm)
01/26 15:07 (rlm) Web server starting on port 5054
01/26 15:07 (rlm) Using TCP/IP port 5053
01/26 15:07 (rlm) ... adding UDP/IP port 5053
01/26 15:07 (rlm) (No ISV servers to start)
```

Opening a **LICENSE.List** window will show the error that TRACE32 is unable to communicate with the server, however, the server is running, and the user can access the web page by browsing to http://localhost:5054

B::License.list	
<pre>Serial: none Software Version: TRACE32 PowerView for ARM, R.2021.02.000134592 Release 02/2021, Build 130858134592. Floating License Status: 1. SIMULATOR 't32.simulator.arm' (2021.02) Error[-17]: Error communicating with server. source: RLM (FAILED - try again) 5055@richards-imac.lo Info: Floating license gets checked on first Go or Step</pre>	ocal

Any instance of TRACE32 launched on another machine on the network will show the same errors and symptoms.

The rlm web server **status** page will show that no ISV servers are running.

Reprise	Reprise License Server Administration Copyright (c) 2006-2020 Reprise Software, Inc. All Rights Reserved							
Logins disabled	Status for "r	Im" on Rich	hards-iMac.loo	cal (port 5053				
RLM								
Administration	RLM s	oftware version	v14.1 (build	3)				
Commands	RLM	comm version	v1.2					
	de	bug log file	_stdout_					
from the list below	lic	ense files	lauterbach-38f9d31	1c876.lic				
Status	rlm Statistics	Since Start	Since Midnight	Recent				
Shutdown	Start time	01/26 15:07:34	01/26 15:07:34	01/26 15:07:34				
Barrad /Bastart Carrier	Messages	2 (0/sec)	2 (0/sec)	2 (0/sec)				
Reread/Restart Servers	Connections	2 (0/sec)	2 (0/sec)	2 (0/sec)				
Switch Reportlog		SHOW rin	n Debug Log					
Switch Debuglog		No ISV se	rvers running					
Diagnostics								
RLM Manual								
System Info								
About								

Looking at the rlm web server System Info page may show what appears to be two instances of rlm running. Yet examining the task manager or running

ps -eaf | grep rlm

in another terminal will show only one instance is active.



Likely Cause

The rlm server does not recognize the default MacOS line termination character (CR, ASCII 0x13 or <CRTL>+M). Since the user must edit their license file to insert their host name and IP ports, it is likely they will have used a text editor which will have saved the file using this default format. This can be verified by opening the license file with vi.

Note in the image that the **^M** line termination characters can clearly be seen marked in blue.

How to Fix This

Open the license file in an editor which can change the line termination character and select either Windows (CRLF) or Unix/Linux (LF) and save the file, replacing the existing one.

h	Save				
	Save as				
Save	As: lauterbach-38f9d311c876.lic				
1	ags:				
<>	🚞 x64_m1.admin (🔿	Q Search			
demo.set lauterbach-38f9d311c87 lauterbach.set	6.lic				
README	no (*)	0			
Encoding Line Terminator:	UTF-8 - Default Classic Mac (CR) - Default	0	Classic Mac (CR) - Default Windows (CRLF) Unix (LF)		
	Show hidden files Write BOM (Unicode Only)		Classic Mac (CR)		
New Folder		Cancel Save			

Then either re-start the rlm server or in the rlm servers web management site, select **Reread/Restart** Servers and click the "REREAD/RESTART" button.

eprise	Copyright (c) 2006-2020 Reprise Software, Inc. All Rights Reserved.
Logins disabled	Reread/Restart Servers
RLM Administration Commands	If ISV is specified as "all" or blank, all ISV servers will reread licenses
Choose a command from the list below	ISV: -all-
Status	REREAURESTART
Chutdown	
eread/Restart Servers	
Switch Reportlog	
New Reportlog	
Switch Debuglog	
Diagnostics	
RLM Manual	
System Info	
About	

The status page will change to show the new ISV server and the statistics for it. TRACE32 will now be able to check out any valid licenses.

Reprise	Reprise License Server Administration Copyright (c) 2006-2020 Reprise Software, Inc. All Rights Reserved.												
Logins disabled				Status	for "rlı	m" on	Richa	ards-iN	lac.loc	cal (po	rt 5053)		
RLM													
Administration					RLM software version		rsion	v14	I.1 (build:	3)]		
Commands					RLM comm version		ion	v1.2]			
Choose a command					debu	ug log file	,	_st		t_			
from the list below					lice	nse files	la	uterbach	-38/9d31	11c876.lic			
Status				rim St	tatistics	Since	Start	Since M	lidnight	Rec	ent		
Church Inner				Star	t time	01/26 15	:07:34	34 01/26 15:07:34		01/26 15	:07:34		
Shutdown				Mes	sages	6 (0/s	iec)	6 (0/	(sec)	6 (0/	iec)		
Keread/Kestart Servers				Conn	ections	4 (0/s	iec)	4 (0/	(sec)	4 (0/s	vec)		
Switch Reportlog						SH	OW rim	Debug Lo	pq				
New Reportlog													
Switch Debuglog	ISV Servers	_	-		-								
Diaman ting	Name	port	Running	Restarts	Server	Status	License	Usage	Debug	Log	REREAD	TRANSFER	SHUTDOWN
Diagnostics	lauterbach	5056	Yes	0	lauter	bach	lauter	rbach	lauterb	ach L	auterbach	lauterbach	lauterbach
RLM Manual													
RLM Manual System Info													