If restarting the Services does not get rid of the license error and Reprise License Manager appears to be running, try to create a new. LIC file. It is the one that holds the license.

This step does require contacting Trimble Support to have them deactivate the license.

You can send the Activation Key to <u>mepsupport@trimble.com</u> with the instructions to have it deactivated. An email reply will be sent to you that it has been deactivated, and the following steps can be taken.

If you do not have the Activation Key, it may require Trimble Support remoting in and copying an alpha/numeric string to use to locate the Activation Key. If this is the case, **do not delete the .LIC file**.

Remote or log into the computer/server that has the Trimble Field Points license running on Reprise License Manager. It is assumed the document, "1st Is RLM on device", has been followed.

Open Windows/File Explorer



On Windows 10 the C drive is in File Explorer: This PC\Windows(C:)\ProgramData On Windows 7 the C drive is in Windows Explorer: Computer\OSDisk(C:)\ProgramData



The ProgramData folder is a hidden folder. If you did not show hidden files and folders earlier, you must do it now. See the document, "Make ProgramData Visible"

Find the folder named "RLM"

- ProgramData							×	
File Home Share View								~ 🕐
\leftarrow \rightarrow \checkmark \uparrow \square \Rightarrow This PC \Rightarrow Wind	ows (C:) > ProgramData				~ Ö	Search ProgramData		9
Reprise License Manager 🔥	Name	Date modified	Туре	Size				^
Support	Microsoft	12/20/2017 12:25	File folder					
** Drophov	Microsoft OneDrive	10/6/2017 9:36 AM	File folder					
S Diopson	NVIDIA	2/1/2018 8:19 AM	File folder					
and ConeDrive	NVIDIA Corporation	9/7/2017 2:20 PM	File folder					
This PC	📙 Package Cache	1/11/2018 3:54 PM	File folder					
A360 Drive (iim. oshea@trimł		9/7/2017 3:16 PM	File folder					
Desister		9/13/2017 10:57 AM	File folder					
	📙 regid.1991-06.com.microsoft	1/22/2018 7:57 AM	File folder					
Documents	Reprise	2/2/2018 12:00 AM	File folder					
🕂 Downloads	📑 restored_quar	12/28/2017 4:07 PM	File folder					
b Music	RevitInterProcess	2/2/2018 8:55 AM	File folder					
Pictures	RLM	1/31/2018 11:29 AM	File folder					
🚪 Videos	SafeNet Sentinel	1/11/2018 3:54 PM	File folder					
🚔 Windows (C:)	SnowSoftware	10/23/2017 7:49 AM	File folder					
Autodesk	SoftwareDistribution	7/16/2016 5:47 AM	File folder					
Dell	Trimble	12/13/2017 1:40 PM	File folder					
	USOPrivate	11/16/2016 8:08 PM	File folder					
Intel	USOShared	11/16/2016 8:08 PM	File folder					
PerfLogs	WebEx	1/31/2018 11:09 AM	File folder					
Program Files	Xerox	9/20/2017 4:06 PM	File folder					
Program Files (x86)	50.install.log	12/28/2017 4:07 PM	Text Document	1 KB				
ProgramData	1514502402.bdinstall.bin	12/28/2017 4:08 PM	BIN File	494 KB				
39 items	🔁 This PC - Shortcut	1/3/2018 8:08 AM	Shortcut	1 KB			[•

📕 🛃 📮 RLM							-		\times
File Home Share View							~ ?		
\leftarrow \rightarrow \checkmark \uparrow \rightarrow This PC	\leftarrow \rightarrow \checkmark \uparrow \blacksquare > This PC > Windows (C:) > ProgramData > RLM \checkmark (7)					√ Ū	Search RLM		Q
From Bryce to Jim	* ^	Name	Date modified	Туре	Size				
📃 Desktop	*	ActivateLicenseServer.exe	3/18/2015 12:24 PM	Application	7 KB				
🖶 Downloads	*	ActivateLicenseServer.Licensing.dll	3/18/2015 12:33 PM	Application extens	36 KB				
付 Documents	*	debug.txt	2/2/2018 3:21 PM	Text Document	2 KB				
Pictures	*	DevExpress.Data.v13.1.dll	3/17/2015 3:23 PM	Application extens	3,109 KB				
Reprise License Manager		DevExpress.Printing.v13.1.Core.dll	3/17/2015 3:23 PM	Application extens	2,311 KB				
RIM		DevExpress.Utils.v13.1.dll	3/17/2015 3:23 PM	Application extens	3,970 KB				
Current		DevExpress.XtraEditors.v13.1.dll	3/17/2015 3:23 PM	Application extens	2,510 KB				
Support		DevExpress.XtraLayout.v13.1.dll	3/17/2015 3:23 PM	Application extens	809 KB				
Weekly		🚺 license-security-utility.ico	3/17/2015 4:32 PM	lcon	47 KB				
🗦 Dropbox		📧 rlm.exe	3/17/2015 4:32 PM	Application	2,036 KB				
		📧 rlmhostid.exe	3/17/2015 4:32 PM	Application	1,119 KB				
a OneDrive		📧 rlmreread.exe	3/17/2015 4:32 PM	Application	1,119 KB				
💻 This PC		💿 rlmrunning.bat	3/17/2015 4:32 PM	Windows Batch File	1 KB				
A360 Drive (iim oshea@t	trim	📧 rlmutil.exe	3/17/2015 3:24 PM	Application	1,119 KB				
Deckton		running.txt	1/31/2018 11:28 AM	Text Document	1 KB				
		Trimble.FieldPoints.Core.Licensing.dll	3/18/2015 12:33 PM	Application extens	34 KB				
Documents		📄 trmbldg.dlog	2/2/2018 3:21 PM	DLOG File	3 KB				
Downloads		📧 trmbldg.exe	3/17/2015 4:32 PM	Application	1,689 KB				
Music		trmbldg_license_server.lic	1/31/2018 11:29 AM	LIC File	1 KB				
Pictures		🖄 trmbldg_rlm1102.dll	3/17/2015 3:24 PM	Application extens	710 KB				
📑 Videos		📧 trmbldgid.exe	3/17/2015 4:32 PM	Application	122 KB				
🚔 Windows (C:)		M URL	1/31/2018 11:28 AM	Internet Shortcut	1 KB				
	~								

Open it, and find the file, "trmbldg_license_server.lic"

22 items 1 item selected 241 bytes

It is the only .LIC file in the RLM folder.

Delete it

Then empty the Recycle Bin

Now go to All Programs or view your apps

And find "Reprise License Manager"

	Remote Desktop			
s ©	Settings	w]	.	
O C	Skype	Word 2016	Trimble Installation	Stickies
# 2	Type here to search	Ų	o e	e
< +	1 <u>□</u> 258 × 78px	1⊒ 5760 × 1080p	ĸ	

~y F Reprise License Manager License Activation Utility License Management Ö Settings 9 Skype S w 3 Skype for Business 2016 S Word 2016 ↺ Sticky Notes Type here to search Q Q -

Open it and find "License Activation Utility"

Click on it and the *License Activation* dialogue box will open

License Activation		×
Enter the activation code and the number of lice license string you were provided. It is recomme the entire license string provided.	enses to activate or the nded that you cut and paste	*
Activate By Code 🔻]	
Host Name		
JOSHEA-US-LE		
Host Signature		
trmbldgid=3F767232-24C3-C862-43B6-6F72E08	80349	
Activation Code		
	Licenses To Activate 1	
License String		
		* *
	Activate Cancel	

Copy and Paste, or type in the Activation Key, that has been deactivated by Trimble Support, in the "Activation Code" box

Then click "Activate"

License Activation				
Enter the activation code and the number of licenses to activate or the license string you were provided. It is recommended that you cut and paste the entire license string provided.				
		Ŧ		
Activate By Code 🔻]			
Host Name				
JOSHEA-US-LE				
Host Signature				
trmbldgid=3F767232-24C3-C862-43B6-6F72E08	B0349			
Activation Code				
1234-5678-9012-3456 Licenses To Activate 1				
License String				
		-		
	Activate	Cancel		

A box will pop up confirming that the Activation License has been saved

Now see if Trimble Field Points is working