

Setting up Custom Applications

The information on this page refers to License Statistics v6.19 and newer, which added License Harvesting configuration settings to the Custom Applications grid. If you are using a version previous to v6.18, see [documentation for previous versions](#).

Requirements for setting up Custom Applications

To use [Custom Applications](#), you must:

- [Install License Statistics Agent and connect it to the License Statistics server.](#)
- [Add one or more Agent groups](#), if none have yet been added. (Agent groups can also be added on the fly when configuring the application for monitoring.)
- Configure the applications to be monitored, as described in this section.



Each application requires one license server to be used.

Configuring Custom Application monitoring

You can configure applications to be monitored by:

- [Adding a "Custom Application" license server](#)
- or
- [Using the "Custom Applications" option from the Administration menu.](#)

The following sections describe each method.

Add a "Custom Application" license server

One method for adding a custom application to monitor is by [adding a license server](#), as described below.

1. Select **License Servers** from the Administration section in the left navigation pane.
2. From the General tab, click the **Add** button located at the bottom left of the License Servers grid. A Create License Server dialog opens to allow you to configure the new license server.
3. Enter a name for the license server.
4. From the License Manager Type drop-down list, choose "Custom Application."

Create License Server

General Custom Application Monitoring

General

Name notepad server

Enabled ☒

License Manager Type Custom Application

Description (Optional)

Vendor

Vendor Display Name (Optional)

Vendor Name

Gathering

Anonymization ☐ Usernames ☐ Hostnames ⓘ

Feature Versioning ☒ ⓘ

Next Cancel

5. Fill in the [license server settings](#) as needed and toggle the Enable option on/off in the same manner as for other license server types. See [Adding and editing license servers](#) for complete information about license server configuration.
6. After you have completed all required fields for the license server, click **Next** to proceed to the Custom Application Monitoring tab.
7. The Enable Custom Application Monitoring option is toggled on by default. This option must be toggled on in order to configure Custom Application monitoring.
8. From the Application drop-down list:
 - a. If the application you want to monitor already exists, select the application. In this case, no further configuration is needed, and you can skip to step 11.
 - Or
 - b. If the application does not already exist, create a new Custom Application on the fly by typing the name of the new application you want to monitor and then clicking on the name. (The application name is denoted with "(Create new)" when the name you type does not already exist, as illustrated below.)

Create License Server

General Custom Application Monitoring

Enable Custom Application Monitoring ☒

Application: notepad app

new custom app

new custom app (Create new)

notepad app

Save and Close Cancel

9. If you are adding a new application (step 8b):
- Complete the basic configuration information, including the name that you want to use for the application in reports; the executable name; and an optional description. (See [How the executable name is used](#) for additional information regarding how executable names are used for Custom Application monitoring.)
 - Select which Agent groups will be monitoring the application.
Or
 - If the Agent group does not already exist, create a new Agent group on the fly by typing the desired name in the Agent Groups drop-down list area and then clicking on the name. (The group name is denoted with "(Create new)" when the name you type does not already exist.)

Add Custom Application

General

General

Name: notepad app

Executable Name: notepad

Description (Optional)

Agents

Agent Groups: notepad group

Save Cancel

10. Click **Save** to close the configuration dialog, and then click **Save and Close** to add the new license server and return to the License Servers page.

11. In the General tab of the License Servers page, you will now see that the license server with the new application has been added for monitoring.

| License Servers | | License Manager | | Host | Port | Data Source Status | | | Last Update Time | Action |
|-----------------|-------------|--------------------|--|------|------|--------------------|--------|------------|------------------|--------|
| | | | | | | Remote | Import | End User | | |
| 1 | notepad app | Custom Application | | | | N/A | N/A | Online (1) | 2021-08-18 15:02 | |

12. Optionally, you can [set up License Harvesting](#) for the application.

Use the Custom Applications option from the Administration menu

As an alternative to adding a license server as described above, you can use the Administration menu's Custom Applications option to configure a new Custom Application for monitoring, as described below.

1. Select **Custom Applications** under the Administration section in the left pane.
2. Click **Add**. The Add Custom Application form opens.

General

Monitoring

Harvesting

Name

notepad app 2

Executable Name

notepad.exe

Description
(Optional)

Agents

Agent Groups

notepad group X

Advanced

Events Logging ☒

Next

Cancel

3. Fill in the Name and Executable Name fields. (See [How the executable name is used](#) for additional information regarding how executable names are used for Custom Application monitoring.)
4. Select which Agent groups will be monitoring the application
Or
Create a new Agent group on the fly by typing the desired name in the Agent Groups drop-down list area and then clicking on the name. (The group name is denoted with "(Create new)" when the name you type does not already exist.)
5. Click **Next** to proceed to the Monitoring tab.
6. Toggle on **Enable Monitoring**. (If Enable Monitoring is not toggled on, the rest of the tab will be blank.)

Add Custom Application

General
Monitoring
Harvesting

Enable Monitoring ☒

License Servers

| 11 License Server | License Manager | Data Source Status | | | Last Update Time |
|---|-----------------|--------------------|--------|----------|------------------|
| | | Remote | Import | End User | |
| <p>No license servers were added for the application.</p> <ul style="list-style-type: none"> At least one license server must be added before usage can be gathered. License Harvesting can be used without enabling application usage monitoring. | | | | | |

+ Add
<<
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>>
Refresh
20
Save As

Next
Cancel

- Click the **Add** button in the lower left of the License Servers grid.
- Fill in the form to add the new license server that will be used by the Custom Application. (Note: The License Manager Type is automatically set to "Custom Application" and cannot be changed.)

Create License Server

General

General

Name notepad server 2

Enabled ☒

License Manager Type Custom Application

Description (Optional)

Vendor

Vendor Display Name (Optional)

Vendor Name

Gathering

Anonymization ☐
Usernames ☐
Hostnames ⓘ

Feature Versioning ☒ ⓘ

Save
Cancel

- Click **Save** to save the new Custom Application license server. You will see that the license server has been added to the License Servers grid in the Monitoring tab.

Add Custom Application

General
Monitoring
Harvesting

Enable Monitoring

License Servers

| | License Server | License Manager | Data Source Status | | | Last Update Time |
|---|------------------|--------------------|--------------------|--------|------------|------------------|
| | | | Remote | Import | End User | |
| 1 | notepad server 2 | Custom Application | N/A | N/A | Online (1) | Never |

Add
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20
Save As

Next
Cancel

- Click **Next** to proceed to the License Harvesting tab, and optionally, set up [set up License Harvesting](#) for the application.
- Click **Save** to save the configuration and return to the Applications page. You will see that the new application has been created and is included in the Applications grid.

| Applications | | | | | |
|-----------------|-----------------|---------------|---------------------------|--------------------|--------|
| 1 Name | Executable Name | Agent Group | License Server | Harvesting Enabled | Action |
| 1 notepad app 2 | notepad.exe | notepad group | notepad server 2 (Online) | No | |

Add
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20
Save As

How the executable name is used

The executable name provided during Custom Application setup (described in the instructions above) is used on the host to detect whether the application is running. The executable name is processed differently, depending on what you enter in this field during Custom Application setup, as detailed below.

- The executable name is *not* case-sensitive. For example, "NOTEPAD.exe" is processed the same as "notepad.exe".
- When you provide the full executable name, the name will match only that specific executable. For example, if you enter the executable name "notepad.exe," it will only match Microsoft Notepad instances and will not match Notepad++ instances, as illustrated below.

| | | | | | | |
|---------------|------|---------|---------------|----|-----------|---|
| mysqlid.exe | 5992 | Running | SYSTEM | 00 | 541,808 K | mysqlid.exe |
| notepad++.exe | 3976 | Running | Administrator | 00 | 18,516 K | Notepad++ : a free (GNU) source code editor |
| notepad.exe | 2112 | Running | Administrator | 00 | 872 K | Notepad |
| notepad.exe | 4312 | Running | Administrator | 00 | 960 K | Notepad |
| notepad.exe | 3744 | Running | Administrator | 00 | 920 K | Notepad |
| rdpclip.exe | 1868 | Running | Administrator | 00 | 1,904 K | RDP Clipboard Monitor |

- When you provide a partial executable name, it will match any executable name that contains those characters; for example, "app" will match "some_app1.exe," "some_app2.exe," etc. Additionally, note that:
 - The applications must have the same vendor; otherwise, monitoring will fail, because License Statistics does not support multiple vendors for a single application
 - To monitor multiple processes that have different vendors, you must add each process as an individual custom application with a separate license server
- When you provide a full path for the executable name, it will match only the instances in the explicitly specified path. For example, you can specify the full path "C:\Windows\System32\notepad.exe" as the executable name to specifically monitor only the Microsoft Notepad applications found

under that path, as illustrated below.

