

# Denied Requests Log

The [Denied Requests Log](#) contains data for cases where the number of checkout requests exceeded the number of available licenses in a given month, resulting in an inability for users to check out a license. Denied Requests pages are accessed from the License Statistics web application, as described in [Denials](#), and can be downloaded in the formats described in [Downloading License Statistics data](#).

Denied Requests Log generation works only with the following license managers, and you must meet the requirements given in [Denied Requests Log requirements](#) to generate denied request data for these license managers.

- LM-X License Manager
- FLEXlm/FlexNet
- IBM LUM
- Reprise License Manager (RLM)

In order for License Statistics to generate data on denied requests, you must put the debug log files into the License Statistics importlog directory. After you add the log files to the importlog directory, you will see the server listed in the License Statistics web application as a server with an "imported" gathering type.

License Statistics will scan the importlog directory for log files every few seconds. Update the log files as appropriate for your needs. For example, to see updated denial information on a weekly basis, re-import the log weekly.

By reviewing the denial log data (for example, by viewing the data in the License Statistics web application or downloading the data as an Excel file and creating desired charts), you can easily see how many license checkout requests were denied and how often the denials took place.

The Denied Requests Log output is entirely reliant on the contents of the debug log file (for FLEXlm/FlexNet and RLM) or the server's data (IBM LUM). For example, FLEXlm/FlexNet normally overwrites debug logs each time the server is restarted. Therefore, the Denied Requests Log output contains information only for the period of time during which the server ran continuously.

License Statistics cannot control or modify the content, format, or behavior of the debug logs or server data. To learn more about manipulating this data, or for any issues with the content of Denied Requests Log output, please refer to your license server documentation.