

Event log management and support options

The information on this page refers to License Statistics v6.16 and newer, which added the ability to set the log level. If you are using a version previous to v6.16, see [documentation for previous versions](#).

To access support options and manage the License Statistics error log, select the **Support** page under the Administration section in the left navigation pane. (The Administration section is visible only for administrative users.)

You can add this report to the License Statistics Dashboard. Learn more about [customizing the Dashboard](#).

Support links

The links at the top of the Support page give you quick access to License Statistics help, information on reporting a bug, our contact information, and the ability to download a support file.


[Read Documentation](#)


[Report a Bug](#)


[Contact Us](#)


[Download Support File](#)

Event Log grid

The Event Log grid on the Support page lists information about the events that have occurred. As for other grids, the log is sortable and can be exported using the Save As button at the bottom of the grid.

Event Log

	1 ↓ Date	Priority	Origin	Category	Entity Type	Message	Details	Action
1	2022-10-28 05:56:30	Error	System	Data Processing	License Server	Querying failed	Querying failed for license server "Lmx2019" (ID:9). Cause: Rejected actively from license serve	
2	2022-10-28 05:55:00	Error	System	Data Processing	License Server	Querying error	Unknown error during querying of license server "Alt" (ID:7). Unexpected error occurred: Secu	
3	2022-10-28 05:54:31	Error	System	Data Processing	License Server	Querying failed	Querying failed for license server "Lmx2019" (ID:9). Cause: Rejected actively from license serve	
4	2022-10-28 05:53:30	Error	System	Data Processing	License Server	Querying failed	Querying failed for license server "Lmx2019" (ID:9). Cause: Rejected actively from license serve	
5	2022-10-28 05:52:31	Error	System	Data Processing	License Server	Querying failed	Querying failed for license server "Lmx2019" (ID:9). Cause: Rejected actively from license serve	
6	2022-10-28 05:51:31	Error	System	Data Processing	License Server	Querying failed	Querying failed for license server "Lmx2019" (ID:9). Cause: Rejected actively from license serve	
7	2022-10-28 05:50:40	Error	System	Data Processing	License Server	Querying failed	Querying failed for license server "Lmx2019" (ID:9). Cause: Rejected actively from license serve	
8	2022-10-28 05:50:00	Error	System	Data Processing	License Server	Querying error	Unknown error during querying of license server "Alt" (ID:7). Unexpected error occurred: Secu	
9	2022-10-28 05:49:30	Error	System	Data Processing	License Server	Querying failed	Querying failed for license server "Lmx2019" (ID:9). Cause: Rejected actively from license serve	
10	2022-10-28 05:48:31	Error	System	Data Processing	License Server	Querying failed	Querying failed for license server "Lmx2019" (ID:9). Cause: Rejected actively from license serve	
11	2022-10-28 05:47:31	Error	System	Data Processing	License Server	Querying failed	Querying failed for license server "Lmx2019" (ID:9). Cause: Rejected actively from license serve	
12	2022-10-28 05:46:30	Error	System	Data Processing	License Server	Querying failed	Querying failed for license server "Lmx2019" (ID:9). Cause: Rejected actively from license serve	
13	2022-10-28 05:45:00	Error	System	Data Processing	License Server	Querying error	Unknown error during querying of license server "Alt" (ID:7). Unexpected error occurred: Secu	

Delete

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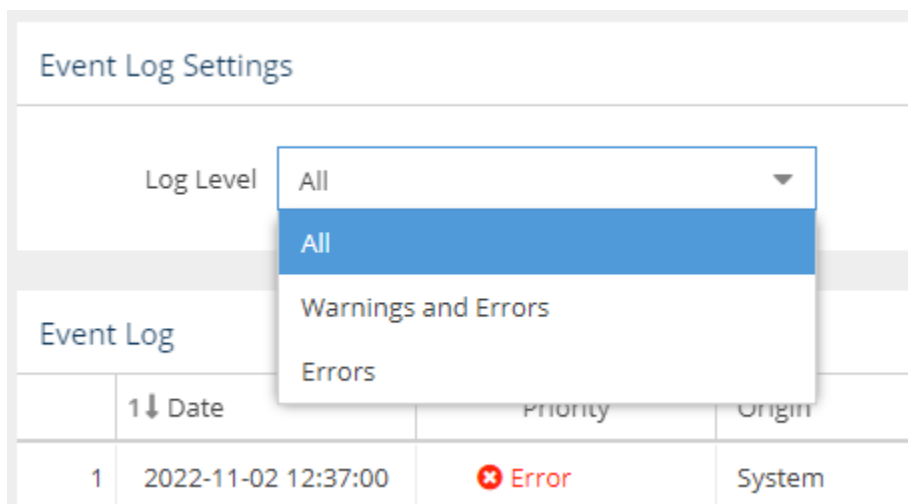
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Save As

Event log settings

You can specify the severity level of events to log using the Log Level setting just above the Event Log grid. The log level defaults to "All," which logs all events. Setting the log level to "Warnings and Errors" will limit the logged events to only warnings and errors; setting the level to "Errors" will limit the logged events to only errors. Changing the log level takes effect from the time you change the setting, so will not affect the log's existing contents.



Event log content

Logged event information includes the following.

Column	Description
Date	The time the event occurred.
Priority	The severity of the event, which may be (from highest to lowest): - Error - Warning - Info
Origin	The source of the event, which may be: - UI (an action made from the user interface) - API (an action made using the API) - Agent (an event triggered by License Statistics Agent) - System (an internal system event)
Category	The type of event, which may be: - Configuration - Data Processing - General - Licensing - LDAP - Email Subscriptions
Entity Type	The type of object that was affected by an event - Account - Agent - Agent Group - Custom Application - Feature - Host Group - License Server - License Server Group - User Group - Unknown (indicates that the event is not related to any specific object)
Message	A short description of the event
Details	A detailed description of the event

