

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](#)

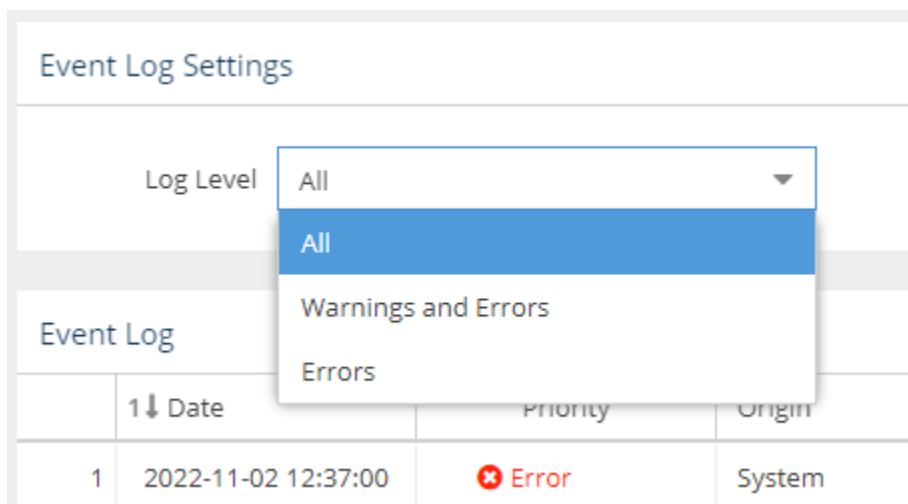
Event Log grid

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 | |
| <div><div> Delete</div><div><< < Page 1 of 241 > >></div><div></div><div>Rows 1 - 20 of 4810</div><div>20</div><div> Save As</div></div> | | | | | | | | |

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): <ul style="list-style-type: none">◦ Error◦ Warning◦ Info |
| Origin | The source of the event, which may be: <ul style="list-style-type: none">◦ 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: <ul style="list-style-type: none">◦ Configuration◦ Data Processing◦ General◦ Licensing◦ LDAP◦ Email Subscriptions |
| Entity Type | The type of object that was affected by an event <ul style="list-style-type: none">◦ 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 |

