Sentinel LM and Sentinel RMS

Problem with lsmon query tool

If you are installing License Statistics for use with Sentinel LM/RMS, and lsmon is not working, you should:

1. Copy the lsmon.exe file from where it is installed to the License Statistics installation directory.
   Note: If you want to run License Statistics on Linux and have only Windows version of lsmon, you need to ask Sentinel vendor to deliver this file to you.
2. Ensure you have all needed dll files. For example, lsapiw32.dll may be needed in some cases. Please see your Sentinel LM/RMS documentation for more detailed information.
3. Edit the query tool path for the lsmon file in the license server configuration, as described in Adding and editing license servers.

Inability to gather statistics on Sentinel LM/RMS

License Statistics may not work as expected if you see an error similar to the following in your Sentinel license manager debug log:

```
Sentinel LM: Error[0xc8001008]: Unable to talk to host "kapur-lic1". Communication problems??
Contacting Sentinel LM server on host "kapur-lic1"] Press Enter to continue . . .
```

This is not a License Statistics error, but rather indicates that your monitoring client is unable to communicate with your license server; for example, the lsmon query tool and license server versions may be incompatible. To resolve this problem, please contact your application vendor.