

LM-X License Manager

Query tool fails to query license server

An LM-X License Server Client bug, introduced in LM-X License Manager v4.9.3, resulted in the query tool failing to query the license server when used with new versions of License Statistics, due to a conflict between the old and new version of LM-X License Server Client running on the same host. This issue was fixed in LM-X License Manager v4.9.8.

If you are running LM-X License Manager v4.9.3 to v4.9.7, use one of the following solutions to avoid this issue:

- **Recommended:** Upgrade the LM-X server and lmxendutil to v4.9.8 or newer. Although this solution is most highly recommended, if your company's policies or vendor requirements do not allow upgrading, use one of the other suggested solutions below.
- Downgrade lmxendutil on the License Statistics host to v4.9.2. This solution will work with a newer server until you are able to update the server and query tool. [Contact X-Formation Support](#) to request access to the v4.9.2 LM-X end-user tools.
- Set the environment variable "XF_INTERPROCESS_MUTEX_NAME_SUFFIX" to any non-empty value (such as "fix"), and then [restart License Statistics](#). This solution is **not recommended**, but will solve the problem temporarily until you can use one of the above solutions.

Problems with user count

If the user count does not indicate the correct number of users that can be monitored, running the lmxendutil command may result in the following error:

```
License user count doesn't match number of users in users list.
```

To resolve this issue, make sure you are running the latest version of LM-X License Manager.

Importing a report log without a header

If a header of a report log is missing, you need to add the following lines to the beginning of your log file to be able to import usage information from LM-X License Manager into License Statistics:

```
[2017-01-09 09:22:18] LM-X License Server v4.8.9 build DEVELOPMENT on ls-demo (Win64_x64)
[2017-01-09 09:22:18] Copyright (C) 2002-2017 X-Formation. All rights reserved.
[2017-01-09 09:22:18] Website: http://www.lm-x.com http://www.x-formation.com
[2017-01-09 09:22:18] License server has pid 7728.
[2017-01-09 09:22:18] Serving licenses for vendor XFORMATION.
```

When doing that, remember to:

- Enter the hostname of the machine where License Statistics is installed (in this case, ls-demo), like this:

```
[2017-01-09 09:22:18] LM-X License Server v4.8.9 build DEVELOPMENT on ls-demo (Win64_x64)
```

- Enter the name of the vendor of your license server (in this case XFORMATION), as follows:

```
[2017-01-09 09:22:18] Serving licenses for vendor XFORMATION.
```