

# Monitoring denials

The information on this page refers to License Statistics 6.0 and newer, which introduced a new user interface (UI). If you are using a version previous to v6.0, see [documentation for previous versions](#).

How effective is your IT asset management? Are costly licenses lying underused? Are users unable to do their work because they cannot access the software they need? Clear answers to these questions can save you thousands in unnecessary license purchases and lost productivity.

With [License Statistics](#), you can easily find out how often users were denied licenses, i.e. you can see when they were unable to check out a license due to the number of checkout requests exceeding the number of available licenses. License Statistics also lets you see the users currently unable to check out a license by delivering information about [Realtime Denials](#), which can be monitored for LM-X License Manager and Dassault license server. On the other hand, when you are using FlexNet, IBM LUM, or Reprise License Manager, you can generate the [Denied Requests Log](#) to access data for cases when your users were denied access to their licenses.

## Example

Let's assume we want to see how many [denials](#) occurred for two users, John and Sam. The Checkout Denials grid shows the user and host for each denial and the time the denial took place. You can group denials by a period of time (hour, day, week, month, or quarter) to quickly get a clear picture of periods of time when the denials were most frequent. The following Grouped Checkout Denials chart shows denials grouped by day. According to the chart, denials were lowest on the 17th of the month, and were at their highest on the 16th.

Feature: Denials

Administrator

General Information

License Server

Catia Server - CATIA (Realtime)

Expiration

Permanent

Last Update Time

2019-08-21 12:14

Shared on

VIRTUAL

Used: 0 (0.00%)

Borrowed: 0 (0.00%)

Reserved: 0 (0.00%)

Total: 20 (100%)

Settings

Time Interval

Last Month

Start Date

2019-07-01

End Date

2019-07-31

Apply

Checkout Denials

	Time ↑	User	Host	Denials
1	2019-07-16 16:41:05	John	Host1	1
2	2019-07-16 17:13:58	Sam	Host1	1
3	2019-07-17 11:05:06	John	Host2	1

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Save As

Settings

Grouped by

Day

Time Interval

Last Month

Start Date

2019-07-01

End Date

2019-07-31

Apply

Grouped Checkout Denials

	Date ↑	Denials
1	2019-07-16	2
2	2019-07-17	1

Gaining deeper understanding of your license usage and seeing the extent of license overuse that may prevent key users from accessing the software they need will help you better forecast your future licensing needs and plan your purchasing accordingly.

For more information, see [Measuring license usage by user](#), [Measuring license usage on a group basis](#), or [Measuring current license usage](#).