

FAQ

This FAQ section is updated on a continuous basis with new information to help you quickly and easily find the information you're looking for.

You can find answers to your questions in the following sections:

FLEXIm/FlexNet
How can I produce a FlexNet report log for importing usage data into License Statistics?
Is it possible to monitor Realtime Denials for a FlexNet license server?
After a user stopped using an application, FLEXIm still kept that user's license checked out. How can you reset the license?
Why doesn't License Statistics report server errors from my FLEXIm server?
Why do I see "checkin failed" in the FLEXIm debug log when running License Statistics?
Does License Statistics handle FLEXIm reservations?

Installation
Do I need to install License Statistics on the license server machine?
Upgrading License Statistics
Activating licenses using License Activation Center
How do I activate a License Statistics license from a machine that is not connected to the internet?
What are the resource requirements for License Statistics?
How do I download the latest software?
Do I need to buy multiple copies of License Statistics when using it on redundant servers?
Do I need to install License Statistics on the license server machine?
Can I do an offline license activation or activate the license from a computer that is not the server?
Why can't I use port 80 for the License Statistics server under Linux?
Can I install a trial version of License Statistics on the same machine I'm using for the production software?
Can I upgrade License Statistics without needing to restore the database?
Why is my new X-Formation product license set to expire?

Usage
How does License Statistics run?
What is the difference between License Statistics realtime usage and imported usage reporting?
How much does License Statistics cost?
Is License Statistics license usage data reliable?
Can I install the License Statistics on a Linux machine and view results on a Windows machine?
What do I do if I see that the status of my license server is "Down", "Unknown" or "Internal Error"?
Running an SQL query on the License Statistics database
Extending License Statistics reports with LDAP information
What should I do if my maximum user count is exceeded?
Why does the Min Used column on the Usage Per Feature report show value greater than 0 although the Hours Used column does not show 24 hours?
Does License Statistics require an internet connection to run?
Does the "Maintenance expires" message mean that my software will expire?
Why can't I use port 80 for the License Statistics server under Linux?
How does License Statistics report usage for multiple time zones?
Problems with determining timezones
Does License Statistics decrypt FLEXIm/FlexNet report log files to generate statistics?
Can I monitor applications on more than one server?
What type of license usage information does License Statistics offer?
How do I renew my software?

Trial Version
Can I get a free trial version of License Statistics?
Can I install the License Statistics on a Linux machine and view results on a Windows machine?
What operating systems does License Statistics run on?
Do you have examples of License Statistics reports?