Reporting a Bug in License Statistics

The information on this page refers to License Statistics v6.18 or newer, which replaced scripts with CLI. If you are using an earlier version of License Statistics, please refer to the documentation for releases prior to v6.18.

If you experience a problem with License Statistics, please email X-Formation Support.

The more precise and complete the information we receive, the easier it will be for us to identify and solve your problem. To help us assist you most quickly:

1. Describe the problem as completely as possible in your email.

2. Using one of the following options, generate a "licstat_support.zip" file to supply to X-Formation Support.

    a. ***For Windows only,*** generate the support file by clicking **Download Support File** from License Statistics Manager.
    b. ***With License Statistics running,*** generate the support file by clicking **Download Support File** from the Support page in the License Statistics UI (the easiest way to report UI issues, such as quality of gathered data, configuration problems, etc.):

    c. ***With License Statistics running or stopped***, generate the support file from the CLI (most useful for reporting administration issues and technical problems with running the application):

3. Attach the "licstat_support.zip" file to your support request email.

4. If requested to do so, save your parser output to a file and attach this file to your support request email.

5. Depending on the type of problem you are reporting, sending us additional information may be helpful:
    - *UI issues*: Attach any screenshots that contain URL and browser information.
    - *Data migration issues*: Request access to the X-Formation Upload Portal where you can upload your database to help us reproduce your problem. (Note that it is important to create the database dump using the scripts described in Backing up and restoring the database.)
    - *Import log issues*: Attach the import log.
    - *License Statistics Agent issues*: Archive the logs directory from the affected host and send it to X-Formation Support. The log file can be found in the hidden directory "C:\ProgramData\X-Formation\License Statistics Agent\logs."