

Reviewing and managing License Statistics Agents

The information on this page refers to License Statistics v6.20 and newer, which added the ability to enable automatic Agent updates and manually update Agents from the End User Agents page. If you are using a version previous to v6.20, see [documentation for previous versions](#).

You can see a list of all [License Statistics Agents](#) in use and see information about Agents by reviewing the Agents page, found under the Administration section in the left pane. (This page is visible only for License Statistics administrator users.) Using this page, you can also manage Agent updates, connection interval, and groups.

Agent updates

The update procedures described in this section can be used only for updating online Agents from version 6.20 or newer to a newer version. The automatic and manual update capabilities described in this section are not available for versions older than 6.20.

To enable automatic Agent updates, toggle on the Auto Update option at the top of the End User Agents page. When enabled, License Statistics will schedule updating Agents that are version 6.20 or newer.

Administration: Agents

Auto Update

Enabled ☐

You can also update individual Agents manually. The Update Action button, located at the right end of the Agent row in the End User Agents table, will become available and the Version number will be displayed in orange when a newer Agent version is available. Click the Update button to trigger the procedure.

End User Agents										
Advanced Settings										
	2↑ Name	Version	1↑ Status	Host	Host IP	Last Connection Time	License Server	Application	Agent Group	Action
1	Isa-260-win10	6.20.0	Online	Isa-260-win10	192.168.32.106	2023-11-06 15:10:52				
4	Isa-260-win10	6.20.0	Updating	Isa-260-win10	192.168.32.106	2023-11-06 15:13:52				

License Statistics schedules Agents to be updated. The number of agents that License Statistics schedules to update at the same time is limited to 20 to avoid doing mass updates for setups that have a large number of Agents. The request to update the scheduled Agent will be made on the next connection, and the Agent will show an Update progress indicator in the End User Agents table.

The Agent will download the newer installer from the local License Statistics server (not from any external source or the internet), run the installer, update itself, and reconnect to License Statistics.

Advanced Settings

You can control the connection interval for Agents using the slider located under Advanced Settings, near the top of the End User Agents page. The connection interval is 30 seconds by default, and can be increased to up to 600 seconds (10 minutes). It is generally recommended to increase the connection interval when there are a large number of End User Agents, because the reduced occurrence of redundant connections improves performance with no difference in functionality or gathered data.

With a higher connection interval, configuration changes will be applied to Agents less often.

End User Agents

Advanced Settings

Connection Interval30 seconds

End User Agents grid

The End User Agents grid, displayed in the upper portion of the Agents page, includes the following information about license servers for which agents provided data:

Name	By default, this is the host name, which can be edited using inline edit.
Version	Version of the agent service. This column shows a warning symbol if the agent version is older than the current License Statistics version.
Status	Status of license server, which can be either Online or Offline. An Offline status indicates that the Agent was unable to connect to License Statistics in the last two intervals (typically, 1 minute).
Host	Host name of the machine running the Agent.
Host IP	IP address of the machine running the Agent.
Last Connection Time	Last time that the Agent connected to License Statistics (this reflects only the connection time, regardless whether data was gathered).
License Server	A list of all license servers for which the agent provided data (currently, this is limited to a Autodesk license servers).
Application	List of applications for which License Harvesting is enabled.
Agent Group	List of groups for the Agent. You can add and remove groups for an Agent using this column, as described in "Adding and removing Agent groups," below.
Agent ID	Unique identification of the Agent, hidden by default.
Action	Ability to remove offline Agent  . Disabled for online Agents.

Adding and removing End User Agent groups

Agent groups can be added using the End User Agents grid, as described below. (Agent groups can also be added and removed [using the Agent Groups tab in the Groups page.](#))

- You can add an Agent group to an Agent by clicking in its Agent Group cell, then clicking the drop-down arrow next to "Select groups" and selecting the group you want to add from the drop-down list.

Restore Sort

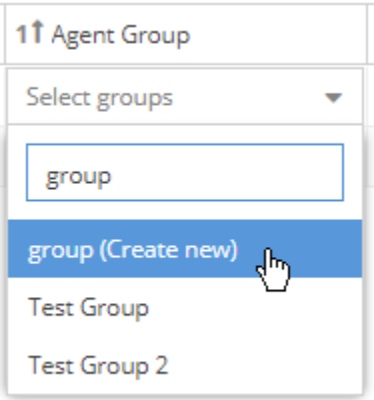
Application	Agent Group	Action
Microsoft Notepad	Notepad	 
	Autodesk x	 
		 
		 

Filter agent groups

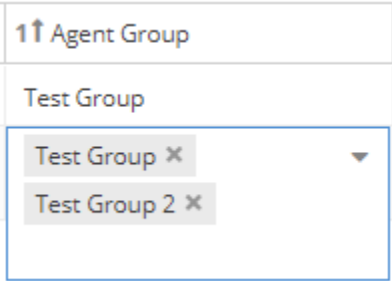
Notepad

Save As

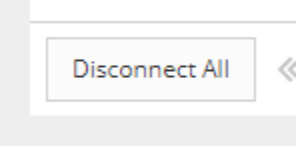
- You can filter the groups list by typing any part of the group name in the Filter agent groups area to display only those groups that match your entry.
- You can create a new group for an Agent by typing the desired name and then clicking the list item with "Create new" shown in parentheses next to the name you entered, as shown in the illustration below.



- You can remove a group from an Agent by clicking the "X" next to the Agent Group name listed for the Agent.



- You can disconnect all offline agents at once using the Disconnect All button at the bottom of the Agents grid. You will be asked to confirm removing the Agents.

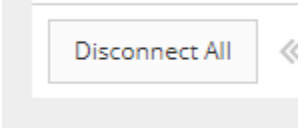


Server Agents grid

The Server Agents grid, displayed in the lower portion of the Agents page, includes the following information about server agents:

Name	By default, this is the host name, which can be edited using inline edit.
Version	Version of the agent service. This column shows a warning symbol if the agent version is older than the current License Statistics version.
Status	Status of license server, which can be either Online or Offline. An Offline status indicates that the Agent was unable to connect to License Statistics in the last two intervals (typically, 1 minute).
Host	Host name of the machine running the Agent.
Host IP	IP address of the machine running the Agent.
Last Connection Time	Last time that the Agent connected to License Statistics.
Action	Actions include the ability to remove the Agent  , and view the configuration for the Agent  (see below).

You can disconnect all offline agents at once using the Disconnect All button at the bottom of the Agents grid. You will be asked to confirm removing the Agents.



License Server Configurations grid

When you click the Configurations icon at the right end of a Server Agent row, the License Server Configurations grid displays a list of configurations for the Server Agent, including the following information:

Name	Name of the configuration. This entry is automatically generated, and is hidden by default
License Server	Name of the license server that was configured to be managed by the Agent
License Manager	License Manager type of the license server configured to be managed by the agent (currently, LM-X or FlexNet)
Status	The status of the license server; for example, "Up," "Down," etc. (see License Server Management for more information about statuses)
Action	Ability to remove a configuration (connection between the Server Agent and license server)