

License Harvesting end-user notifications

The information on this page refers to License Statistics v6.21 and newer, which improved consistency of Agent grids. If you are using a version previous to v6.21, see [documentation for previous versions](#).

License Harvesting can be enabled and configured only by users with Administrative privileges. This section describes the notifications that may be seen by end-users when License Harvesting is enabled for one or more applications they are using.

When License Harvesting has been enabled, an icon will display in the end-user's tray. End-users cannot enable, disable or otherwise modify License Harvesting in any way.



When the configured timeouts for application idleness are exceeded or application use occurs outside of the configured availability days/hours, the License Harvesting procedure is executed to close the application. The end-user of an application that has been configured for License Harvesting will receive notifications [as configured for the monitored application](#).

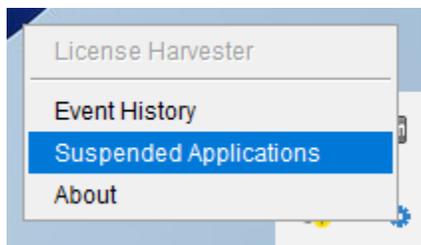
Depending on the configuration, the end-user may see one or more of the following:

- When the "Suspend" option is used for License Harvesting, the application will "freeze," becoming unresponsive, and a notification will display for the end user:

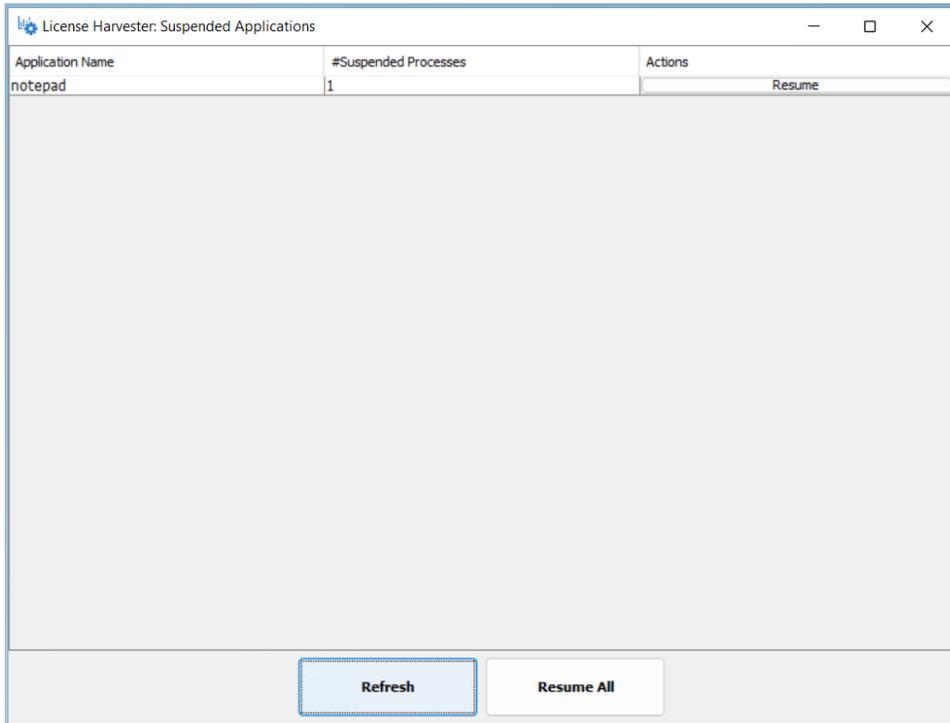


If the end-user clicks "Resume," the application will immediately be unsuspended. If the end-user clicks "OK," the application will continue to be suspended until the user resumes it using the License Harvester tray. To resume the application using the tray, the user must:

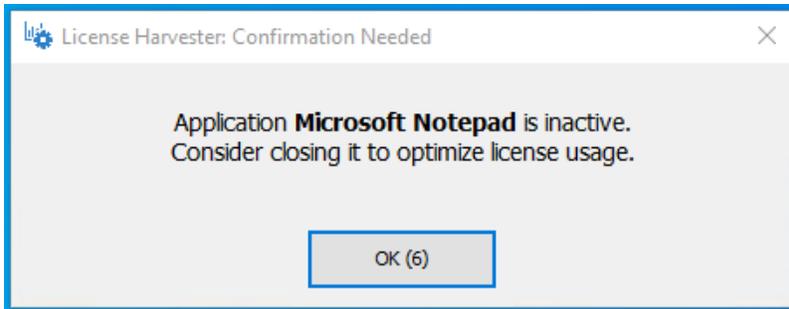
- Select the "Suspended Applications" option from the License Harvester tray:



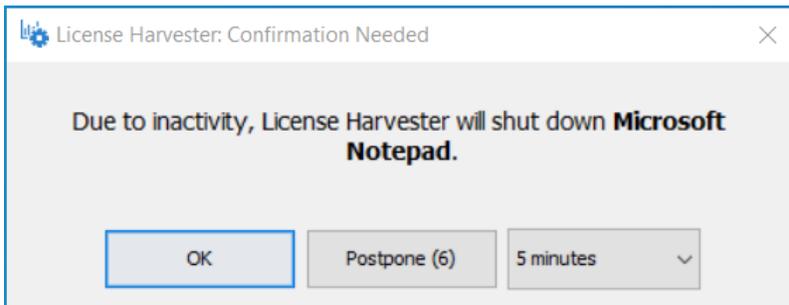
- From the window that appears, select "Resume" to unsuspend the suspended application(s), or in the case of multiple suspended applications, "Resume All" to unsuspend all applications at once:



- When License Harvesting is configured to use the "Dry Run" method *with* notifications enabled, the end-user will receive an alert that recommends the application be closed due to an idle state. This message will display until the user dismisses it, without taking action to close the idle application. (The user must manually close the application.) If the "Dry Run" method is used *without* notifications enabled, information will still be gathered for the events log, but the user will not receive an alert.

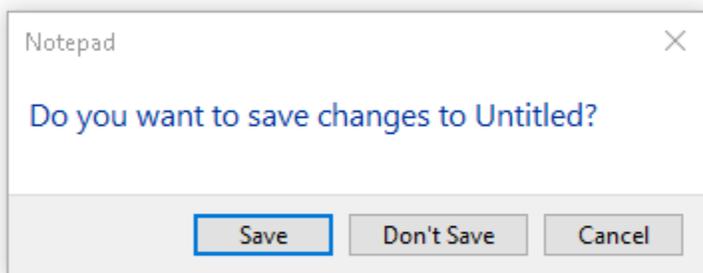


- When License Harvesting is configured to use the "Graceful" or "Suspend" release method, the end-user will receive a confirmation message with an option to delay the harvesting. (A countdown is displayed on the Postpone button.) This message can be configured to display either for a specified time or indefinitely.

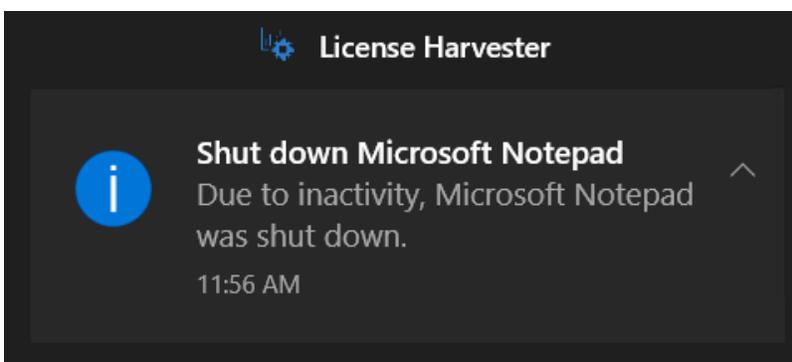


- When License Harvesting is configured to allow the application to close itself in order to handle an unsaved state, the application will post its standard confirmation messages. The duration allowed for the application to close may also be configured for a specified length of time or the

application may be allowed to stay open indefinitely in order to receive unsaved state confirmation from the end-user, as on the following Notepad example:

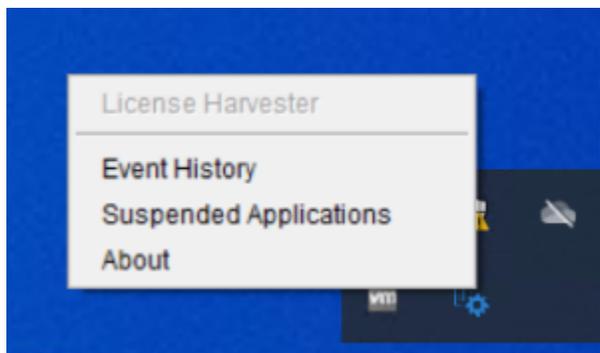


- If the application is closed, a confirmation message will be displayed for the end-user.



Additional information available for License Harvester

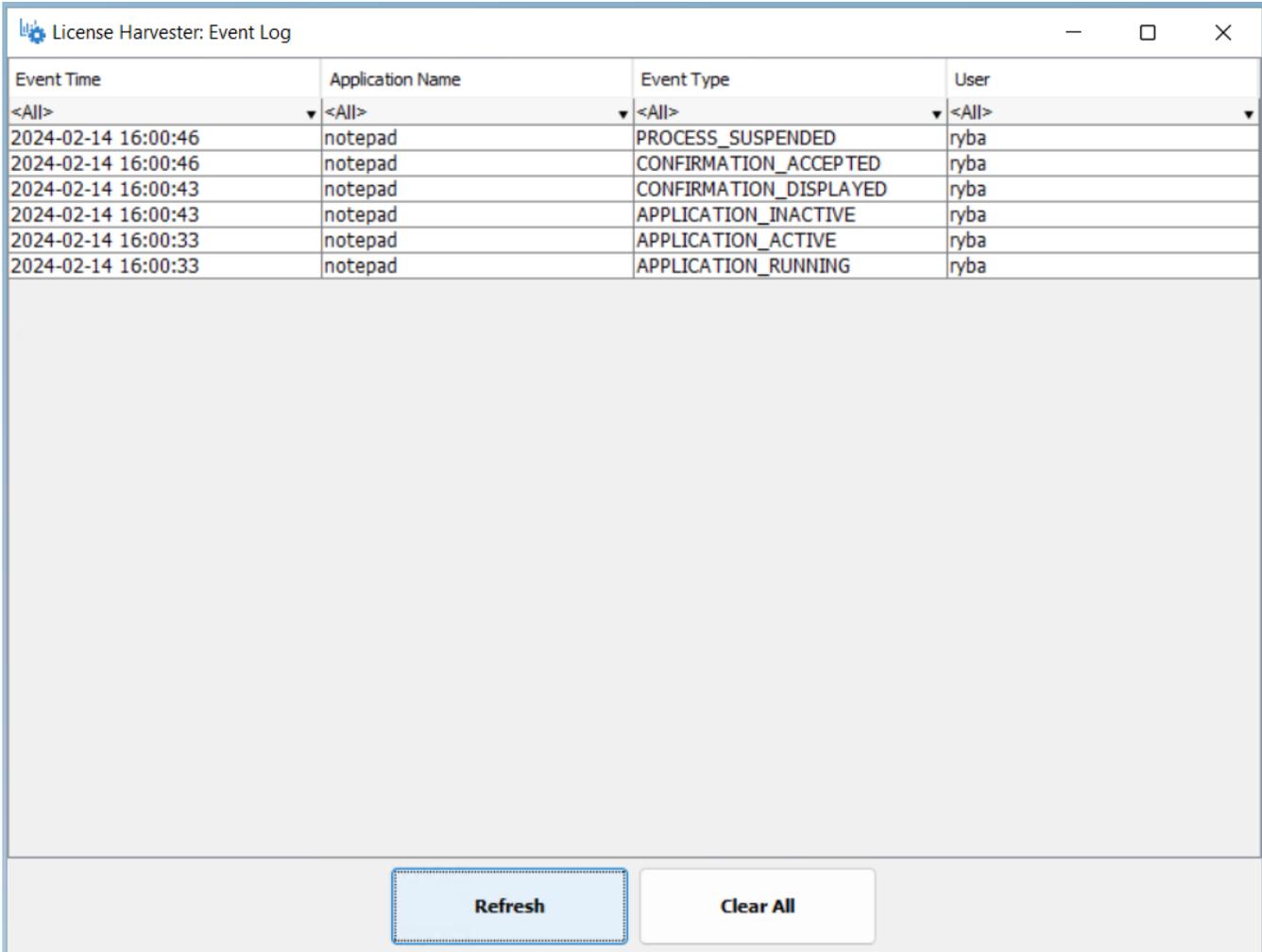
In addition to the above end-user notifications, Event History and About information is available from the License Harvester tray icon's right-click menu options.



Event History

The License Harvester event history is a log of all events that occurred on the host for all Applications monitored by the Agent, including the event time, application name, event type and related user.

For example:



Event Time	Application Name	Event Type	User
<All>	<All>	<All>	<All>
2024-02-14 16:00:46	notepad	PROCESS_SUSPENDED	ryba
2024-02-14 16:00:46	notepad	CONFIRMATION_ACCEPTED	ryba
2024-02-14 16:00:43	notepad	CONFIRMATION_DISPLAYED	ryba
2024-02-14 16:00:43	notepad	APPLICATION_INACTIVE	ryba
2024-02-14 16:00:33	notepad	APPLICATION_ACTIVE	ryba
2024-02-14 16:00:33	notepad	APPLICATION_RUNNING	ryba

You can use the buttons at the bottom of the window to control the contents of the log:

- Use the **Refresh** button to update the log with the latest data.
- Use the **Clear All** button to clear the entire event history from the log.

About

The License Harvester About option gives version information for the currently installed License Harvester; for example:



