JTB FlexReport documentation

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General information

It's recommended to install JTB FlexReport on a server or a PC that is running 24 hours per day, for example the license server or one of the license servers you have. For license systems like FlexNet/FLEXlm, JTB FlexReport Core Service must be running to be able to get continuous data recorded

During trial JTB FlexReport can be installed on a PC. There are cases for example if the servers have no contact with each other when it's preferable to install JTB FlexReport on two or more servers. In cases like this it's possible to consolidate the MS Access databases for aggregated reports. SQL Server databases need to be consolidated manually. Otherwise one installation of JTB FlexReport can monitor multiple license servers.

JTB FlexReport Core is the mandatory installer. It will create a service named "JTB FlexReport Core Service" used to track and save the usage of network licenses. This installer also includes the Detailed Reports and creation of HTML reports as well as the old Excel graphic report.

JTB FlexReport Chart Service and **JTB FlexReport Chart Client** are separate installers that are required for the chart reports. The Chart Service is typically installed on the same computer as JTB FlexReport Core. The client can also be installed on the same computer or on other computers that need access to the reports. The client chart report replaces the old Excel graphic report. There is a separate documentation PDF for JTB FlexReport Chart Service and Client.

Access and Excel are not needed to be installed on the server/PC where JTB FlexReport is installed. These report files (Detailed Reports and Excel graphic report) can be copied to a local PC and run from there.

MS Access or SQL Server/SQL Server Express can be used as database backend.

SQL Server recommendation:

If you can, use Windows authentication. Windows authentication offers the following security advantages as compared to SQL authentication:

•Accounts are centralized and managed by your Active Directory or local authority store.

•Strong password policies can be controlled and enforced by your domain or local security policy.

•Passwords are not transmitted over the network.

•User IDs and passwords are not specified in database connection strings.

If you use SQL Server authentication, make sure that you use a least-privileged account with a strong password.

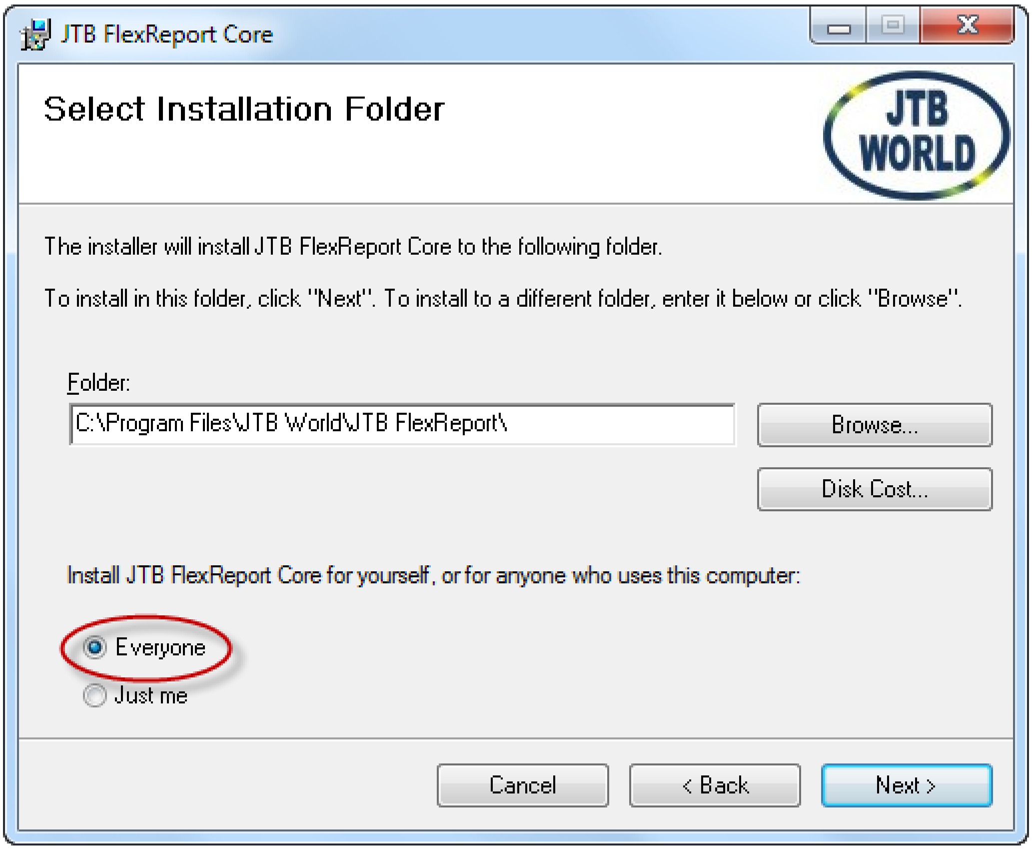
JTB FlexReport SPLM Client and **JTB FlexReport SPLM Service** are needed to report on SPLM licensed applications and require two separate installations. The SPLM client needs to be installed where the SPLM license server is running. SPLM Service should be installed on the same computer as JTB FlexReport Core.

JTB FlexReport Process Monitor Client and **JTB FlexReport Process Monitor Service** are two optional installers for monitoring of usage of most any other application that are not supported by JTB FlexReport Core or SPLM. The Process Monitor Client needs to be installed on all machines to be monitored. JTB FlexReport Process Monitor Service should be installed on the same computer as JTB FlexReport Core. There is a separate documentation PDF for JTB FlexReport Process Monitor.

Installation

Start the installation by unzipping JTBFlexReportCoreSetup_<version#>.Zip to a temporary location and run the Setup.exe file.

Administration user rights are needed.



Make sure that you select the **Everyone** option in the above dialog box. Otherwise you might get problems to run the program as a service.

Default folder on Windows 32-bit is C:\Program Files\JTB World\JTB FlexReport\

Default folder on Windows 64-bit is C:\Program Files (x86)\JTB World\JTB FlexReport\

When installing the folder Program Files (x86) can’t be changed to Program Files.

When you install JTB FlexReport it is automatically preparing JTBFlexReport.exe to be able to run as a Windows service. After installation the service “JTB FlexReport Core Service” is installed.

On the Windows Start menu below Program, JTB FlexReport folder JTB FlexReport Config can be started as well as access to the documentation.

On Windows 8.1 open Windows Start and swipe up on the Start screen or position the mouse in the lower-left corner so that the down arrow appears and click on the arrow to show the Apps view. Alternatively (also works on Windows 8) on Windows Start, begin to type part of the application name, for example JTB to search for the apps. For quicker access apps can be pinned to the Start screen.

On Windows 8 right-click a blank part of the Start screen and then choose All Apps. To see all your apps on a touchscreen, slide your finger upward from the screen's bottom edge and click the All Apps icon.

Getting started

JTB FlexReport Core needs to be running as a Windows service because then it can run without having a user logged on to the server or PC where JTBFlexReport.exe is running. JTBFlexReport.exe is the application that at every specified interval logs a snapshot of the license usage to the database. JTBFlexReport.exe will also be automatically started when the server/PC is started. If JTBFlexReport.exe is crashing the service will restart it as well.

It's strongly recommended for performance reasons to have the main database (JTBFlexReport.NET.mdb) located on the same PC as JTBFlexReport.exe is running. The service normally doesn't have access to other locations.
This does not apply if SQL Server is used where the SQL Server can be anywhere in the network.

You need a permanent or temporary license file (JTBFlexReportLicense.txt) before being able to log data to the database. The license file should be placed in the JTB FlexReport installation folder as well as in any of the service folders like JTB FlexReport Service, JTB Process Monitor Service and JTB FlexReport SPLM Service. Restart the service to read in the license file. Restarting the service is needed if the license file is replaces.

After the installation is ready run **JTB FlexReport Config** from the Start>Programs>JTB FlexReport menu or "JTB FlexReport Config.exe" in the installation folder (by default in C:\Program Files\JTB World\JTB FlexReport alternatively C:\Program Files (x86)\JTB World\JTB FlexReport). Make the needed changes to the settings there.

On the General tab press **Configure Database** and specify database to use.

If you want to be able to report on FlexNet licenses click on the FlexNet tab and fill in "Licenses to report on". Let the service run for a minute or two and check that JTBFlexReport2.htm is showing the data correctly. JTBFlexReport2.htm can be opened from the HTML tab.

If that works you should be able to create a chart with the JTB FlexReport Client (Chart Client on the General tab) and in list form in JTB FlexReport Detailed Reports.mdb (Detailed Report MDB on the General tab). To be something to look at it needs data for several hours or days.

If that doesn't work can you try to locate JTBFlexReport.log file in the temporary folder or %ALLUSERSPROFILE%\JTB World\JTB FlexReport and send it (zipped) to us. (found also on the Advanced tab)

For JTB World support to be able to track other issues you can activate a debug log file in JTB FlexReport Config>(click on Properties for versions older than 8.0)>Advanced>Debug log creation. Restart the JTB FlexReport Core service. Let the service run for at least 2 times the minutes your interval is set to (default is 10). A file named JTBFlexReportDebug.log will be created in the temporary folder you have specified (default is %ALLUSERSPROFILE%\JTB World\JTB FlexReport). If there is a JTBFlexReport.log file send it as well. Zip and email the log files you have. When you are ready deactivate the debug log creation and restart the JTB FlexReport Core service.

License and registration of JTB FlexReport

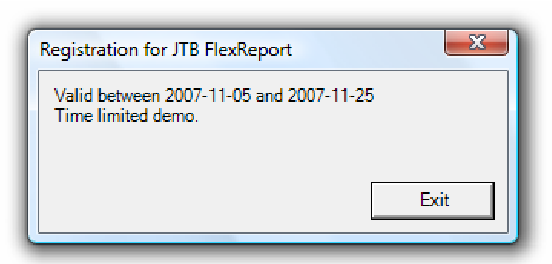
JTBFlexReportLicense.txt should be placed in the installation folder of JTB FlexReport Core named **JTB FlexReport** and optionally in the folders JTB FlexReport Service, JTB Process Monitor Service and JTB FlexReport SPLM Service. Restart service is needed after replacing the license file.

Sometimes it does not work to save the license file directly from the email. If so, save to the desktop or another folder first and then move to the installation folder(s).

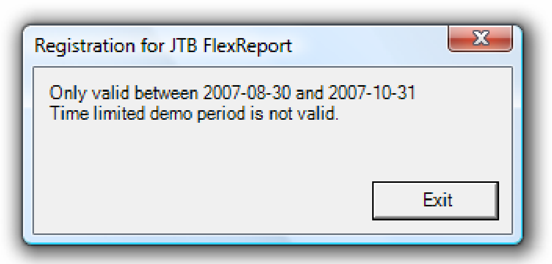
(by default JTB apps are installed below C:\Program Files\JTB World\ alternatively C:\Program Files (x86)\JTB World\)

At bottom left of the JTB FlexReport Core Configurator click on the folder icon to open the installation folder in Explorer.

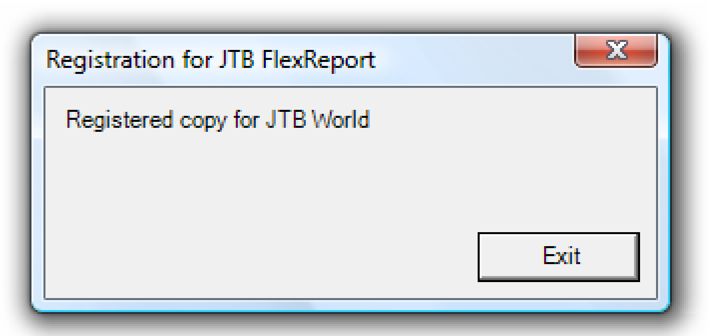
If you have requested a time limited demo you will be emailed the JTBFlexReportLicense.txt file that should be placed in the installation folder. Click on "Registered to" to check the license status.



And when the time period is over.



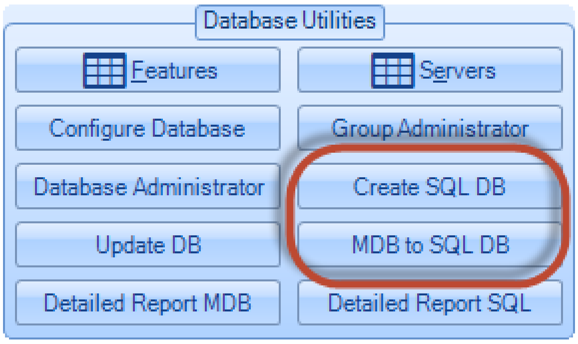
If you have purchased JTB FlexReport you will see a message like this.



Create or import to SQL Server database

This only applies if SQL Server is used for the main (backend) database.

Easiest access is on the General tab of JTB FlexReport Core Configurator.



Create

Do not manually just create a database in SQL Server unless a script is used, otherwise the needed tables and indexes will not be created.

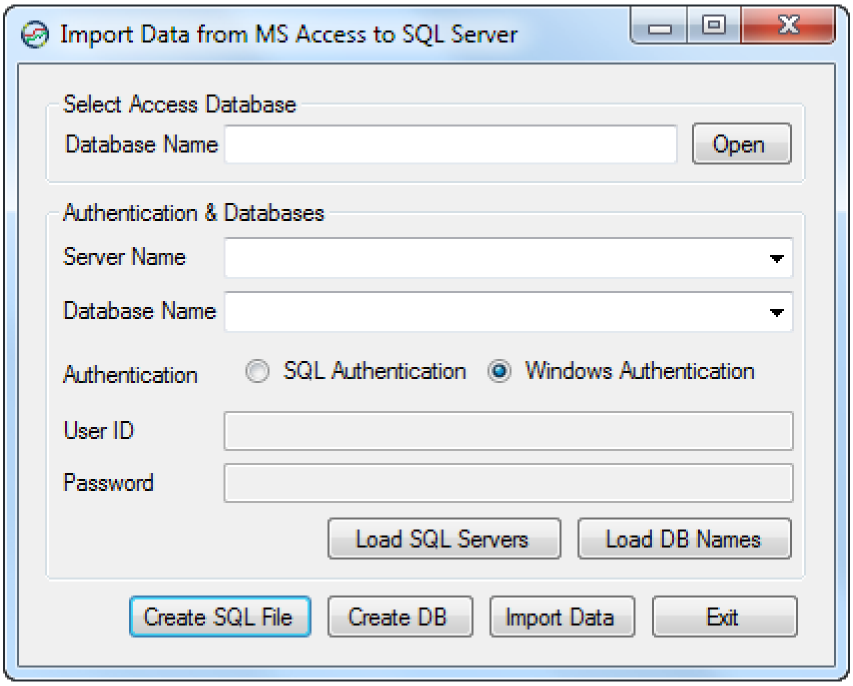
The SQL Server database is either created with the ConvertAccessToSql tool and Create DB button or using the Create SQL File button to create the script that can be run within Microsoft SQL Server Management Studio.

To create a database select **server name** and give the database a name in **Database Name** and select authentication settings. No need to enter anything in Access Database to just create the database. Click on Create DB. Alternatively click on Create SQL File.

Import

Before importing make sure to update the database with the help of JTB FlexReport Config>Update. The import may not work if you're running this program on a 64-bit system, manual import is then needed to be done.

Run ConvertAccessToSql.exe that is located in the installation folder. Run it as administrator.



Authentication and database connection

Select the authentication and SQL Server Name. If needed press Load SQL Servers and select Server Name. Enter the name of the database to be created in the Databases field.

Sometimes the Server Name is not populated and needs to be added manually. For example SQL Server Express sometimes needs to be added manually like this .\sqlexpress or (local)\sqlexpress if the instance name is sqlexpress.

To list existing databases click on Load DB Names.

Create database

Select server name and give the database a name and select authentication.

Click on Create DB.

Import data from MS Access to SQL Server

Select the source database.

Click on Import Data.

Resolving problems with importing to SQL Server

If you get this dialog box showing up multiple times:

This is what the dialog box says: “SQL Server blocked access to STATEMENT 'OpenRowset/OpenDatasource' of component 'Ad Hoc Distributed Queries' because this component is turned off as part of the security configuration for this server. A system administrator can enable the use of 'Ad Hoc Distributed Queries' by using sp_configure. For more information about enabling 'Ad Hoc Distributed Queries', see "Surface Area Configuration" in SQL Server Books Online.”

Log in to SQLCMD where servername is your server name or you if you are on that server you can use .\SQLEXPRESS or (local)\SQLEXPRESS. SQLEXPRESS is the server instance name and might be something else.

```
C:\>sqlcmd -S servername\SQLEXPRESS
```

Type exactly these instructions where “JTBFlexReportNET” is the name of the database:

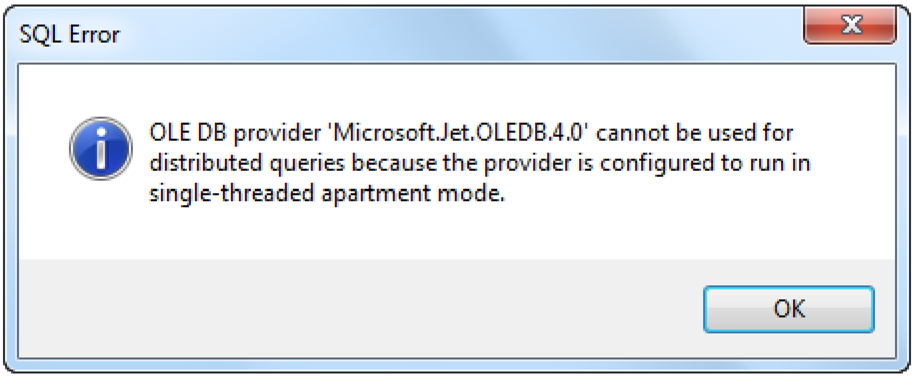
```
use JTBFlexReportNET
GO
sp_configure 'show advanced options', 1;
GO
RECONFIGURE;
GO
sp_configure 'Ad Hoc Distributed Queries', 1;
GO
RECONFIGURE;
quit
```

This is an alternative way to configure it.

Put it in a .reg and execute it:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSSQLServer\Providers \Microsoft.Jet.OLEDB.4.0]
"AllowInProcess"=dword:00000001
"DisallowAdhocAccess"=dword:00000000
```

If you get this SQL Error during import data



“OLE DB provider 'Microsoft.Jet.OLEDB.4.0' cannot be used for distributed queries because the provider is configured to run in single-threaded apartment mode.”
it might be because you run on a 64-bit OS and it probably is not possible to use this import. The easiest solution is to manually import the tables from within SQL Server Management Studio instead.

If you get this SQL Error: “Ad hoc access to OLE DB provider 'Microsoft.Jet.OLEDB.4.0' has been denied. You must access this provider through a linked server.” or “CREATE DATABASE permission denied in database 'master'.” the SQL user might not have enough security privileges.

Manual import to SQL Server

This requires that the database first is created on SQL Server using “Create SQL DB” in JTB FlexReport Config.

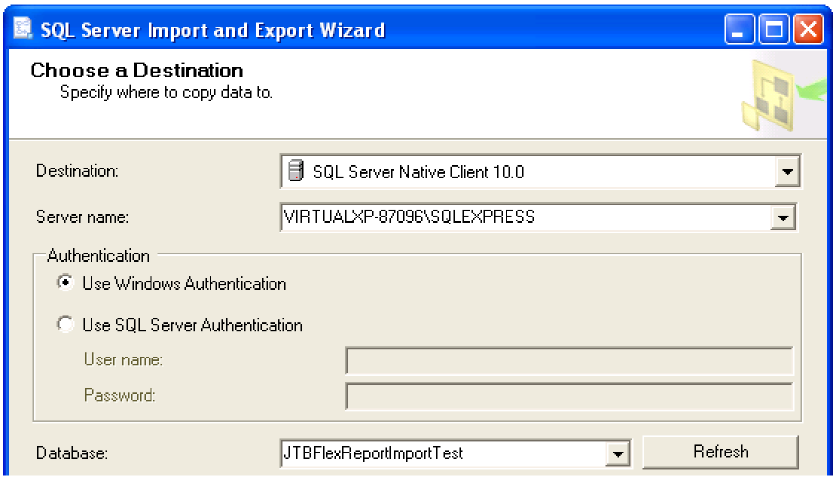
Microsoft SQL Server Management Studio also needs to be installed.

Multiple databases can be imported and consolidated this way.

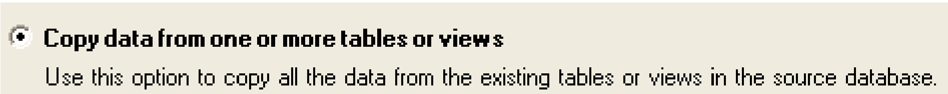
Run “Import and Export Data (32-bit)” or right click on the database and select Tasks>Import Data.

Make sure to specify Microsoft Access as source from which to copy data and browse for the MDB file.

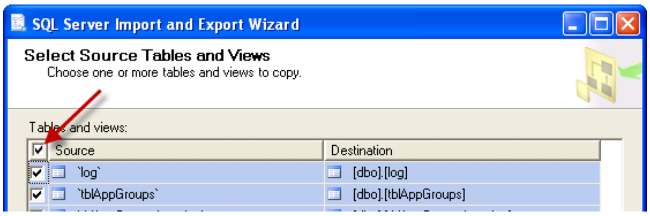
Specify destination, server name, authentication and database.



Make this selection to copy data.

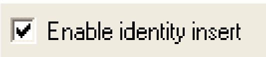


Select all tables to import.



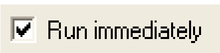
Select the row for tblUserDetailedLog and click on Edit Mappings…

Check ”Enable identity insert” and click on OK.



Edit also the mappings for tblProjects, tblGroups and tblHostGroups and enable identity insert.

Ckick next and then check ”Run immediately” and click on Finish.

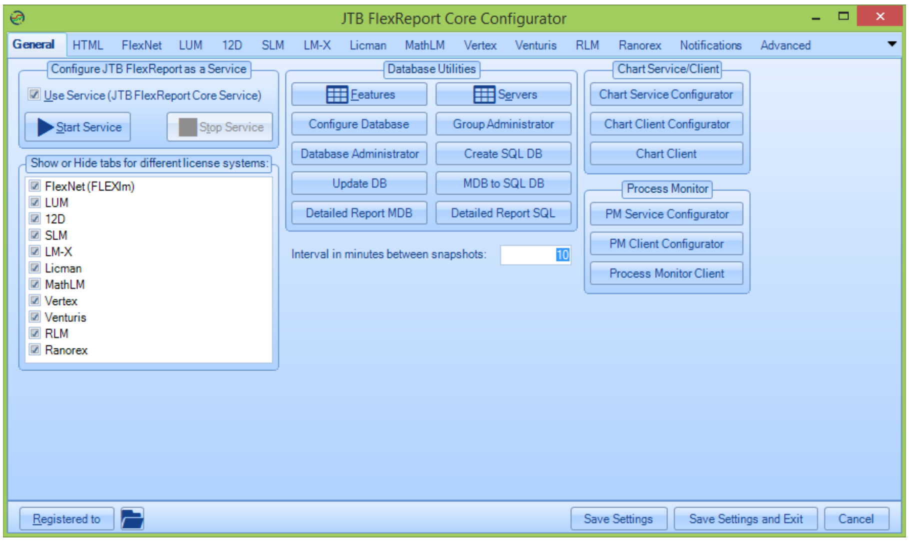


Warnings can typically be ignored but errors need to be solved. If errors check the messages.

After this run JTB FlexReport Service Configurator and configure it against this database and run the sampling service to populate the UserDetailedLogTemp table that is needed for certain reports.

JTB FlexReport Core Configurator

JTB FlexReport Core Configurator (JTB FlexReport Config.exe) is where all settings can be reached and from where reports can be accessed.



Save Settings will save changes done on any of the tabs.

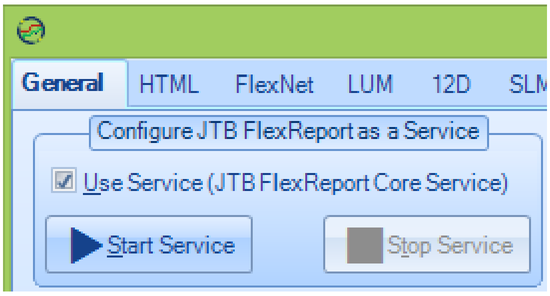
Save Settings and Exit will also save changes and then exit.

Cancel will exit without saving.

General tab

JTB FlexReport can be configured as a Windows service named “JTB FlexReport Core Service” by checking the “Use Service” check box on the General tab. This means that there is no need to have a Windows user account logged in and the logging to the database will still work.

Configure JTB FlexReport as Service is available on the General tab in JTB FlexReport Config.



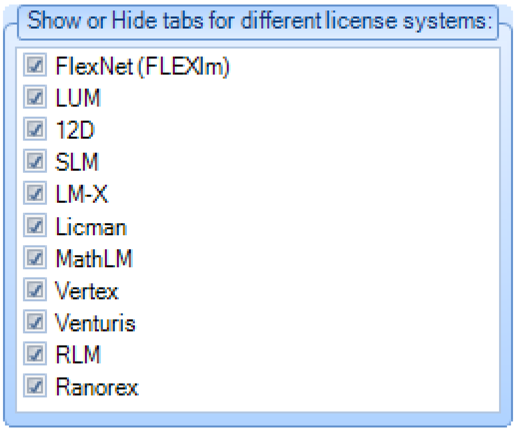
To start the service click on “Start Service”.

To stop the service click on “Stop Service”.

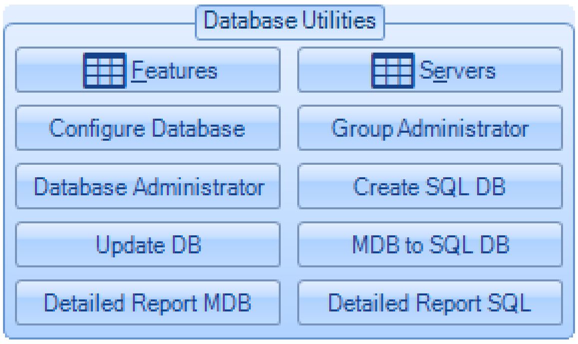
The service can be stopped, started or restarted also from Windows Services console.

Restarting the service is needed after making settings changes or changing license file.

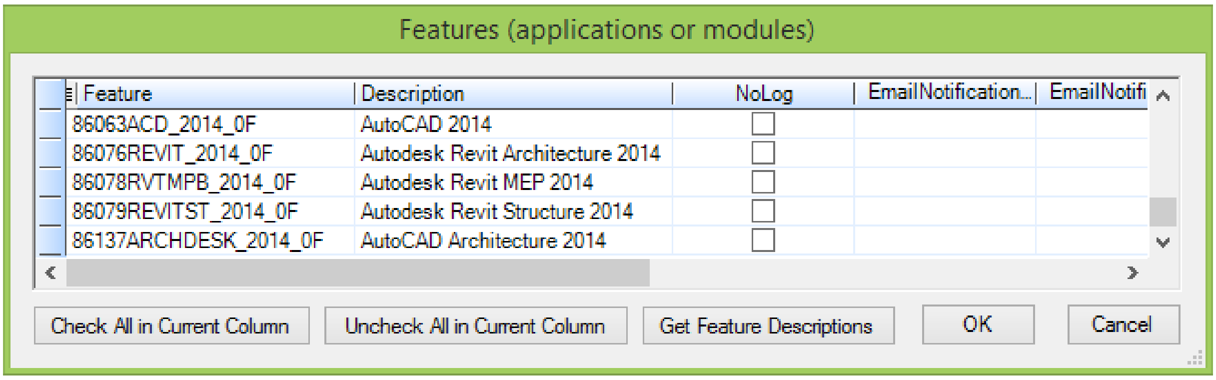
Show or Hide tabs for different license systems can be used to show or hide tabs.



Database Utilities



Features (applications or modules)



The data in this window will be populated automatically when the JTB FlexReport Core Service (JTBFlexReport.exe) has started to harvest data. So you need to wait for a few minutes before anything shows up here.

Feature – This is the name of the feature (application or module).

Description – If nothing is entered here the Feature is used as a description. Here you can enter your own description to easier identify the application. As an example: the feature 64300ACD_F is actually the AutoCAD package feature. Since there is a limitation of the number of characters for sheet names in Excel the description is limited to 28 characters if Excel is used. The description has to be used when a feature includes characters : \ / ? * [or]. The description also has to be used when the feature has more than 28 characters. Notice that the Description must be unique for each row unless it is empty. You cannot have two rows with the same description and you cannot have one row with a description that is the same as the Feature name for another row.

Use the **Get Feature Descriptions** button to fill in descriptions automatically based on http://www.jtbworld.com/jtbflexreport/FlexNetFeatures.xml.

Sometimes "Get Feature Descriptions" can be blocked to download the feature description list due to firewall or other security restrictions. Download the FlexNetFeatures.xml file and save it in the JTB FlexReport installation folder.

No Log – Any row that is checked will not be logged into the database. This will save a lot on the size of the database if there are features that don't have to be logged for some reasons.

Email Notification Percentage Level – Use a value between 0 and 100. If the feature has 10 licenses and the level is 90% an email will be sent when 9 or 10 licenses are used. Empty the value to not have any email notification.

Email Notification Licenses Left - If the feature has 10 licenses and this value is 1 an email will be sent when 9 or 10 licenses are used. Empty the value to not have any email notification.

If both Email Notification Percentage Level and Email Notification Licenses Left have values the one that first is reached will be used.

Email Notification Denials – Receive emails if licenses are denied for this feature.

Email Notification Licenses Max – Email notifications if license usage is more than the specified number. If Max is 5 and 6 licenses are used you will be notified.

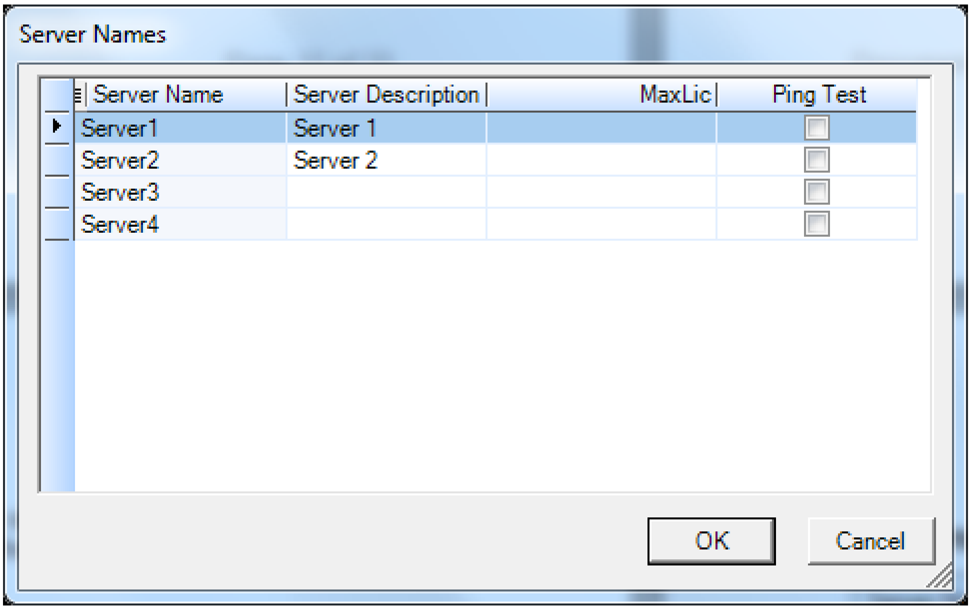
MaxLic – Can be used to manually override the number of issues licenses a feature have. Normally this is not needed. This will be used in the chart reports.

DisplayAsUser – Display as User is an advanced feature where the "display" is used instead of the "user". When running lmutil.exe lmstat it lists info like this and normally display is not used.
user host display (v2.000) (server/27005 221), start Mon 7/4 10:28

To be able to use the email notifications make the settings on the Notifications tab.

Use the buttons **Check All in Current Column** and **Uncheck All in Current Column** to quickly check or uncheck all checkboxes in the current column.

Servers



The data in this window will be populated automatically when JTBFlexReport.exe has started to harvest data. So you need to wait for a few minutes before anything shows up here.

Server Name – This is the name of the server that uses FLEXlm.

Server Description – Here you can enter your own description to easier identify the server. This description is used in various reports.

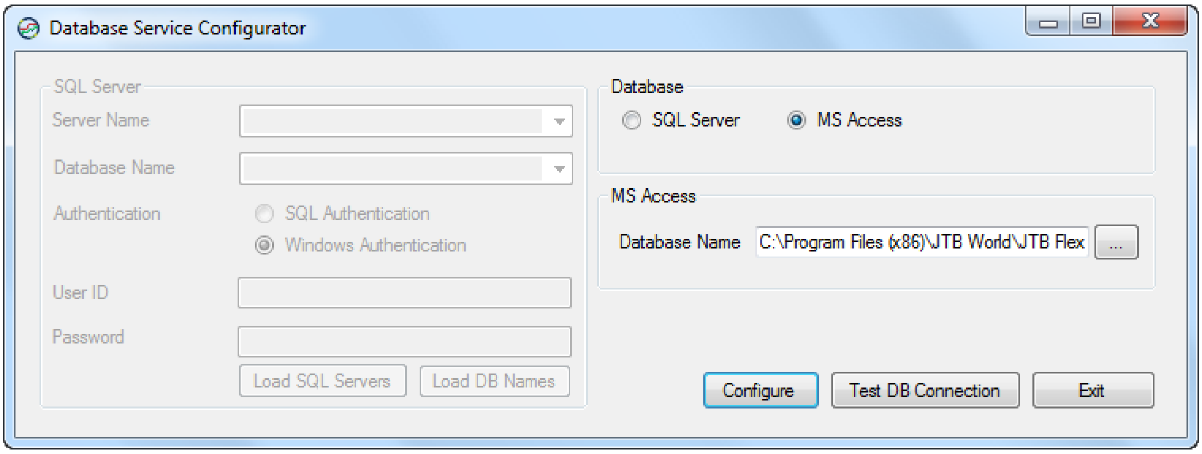
MaxLic – This is rarely needed to be used and will be used by the JTB FlexReport Chart Client reports. This will be used for available license line if a report is created for only a server.

Ping Test – Include this server for ping tests.

To be able to use the ping test make the settings on the Notifications tab.

Configure Database

Database – Click on Launch Service Configurator button or running ServiceConfigurator.exe.



Start making the choice of database. SQL Server or MS Access.

For **MS Access** browse for the location of the core database. As default with the name JTBFlexReport.NET.mdb. The database should be on the same computer as the service is running.

For **SQL Server** click on Load SQL Servers, then select authentication and FlexReport DB Server. Click on Load DB Names and select Database Name. If needed specify User ID and Password.

Note that first the SQL database needs to be created using Create SQL DB if it's not already existing.

Sometimes the Server Name is not populated and needs to be added manually. For example SQL Server Express sometimes needs to be added manually like this .\sqlexpress or (local)\sqlexpress if the instance name is sqlexpress.

Now click on Configure and after that Test DB Connection to make sure it works.

It's a good practice to have JTB FlexReport.NET.mdb or the SQL Server database regularly backed up. Backup functionality is not included with JTB FlexReport.

Group Administrator

Opens up the JTB FlexReport Group Administrator. Read more about it here.

Database Administrator

Opens up the JTB FlexReport Database Administrator. Read more about it here.

Create SQL DB

Opens up the tool to create an SQL database. Read more about it here.

Update DB

Update DB can be used to manually update the configured database to the latest database structure. This can also be used if you want to update a backup database to be able to run reports on it with the latest report tools. (Database is also normally updated automatically when the service is started.)

Another method to update the database is using JTB FlexReport Database Administration and use Compact the Main Database button.

MDB to SQL DB

Opens up the tool to convert an Access MDB database to an SQL Server database. Read more about it here.

Detailed Report MDB

Opens up the Detailed Report when a MS Access database is used. Read more about it here.

Detailed Report SQL

Opens up the Detailed Report when a SQL Server database is used. Read more about it here.

Snapshot Interval

This is the interval between snapshots taken on the license usage and saved to the database. Default is 10 minutes. If you have many features and licenses and users don't set the time too low because one snapshot can take several minutes and the database will also grow more. If you set the interval too high it decreases the accuracy in the resulting data. Acceptable values are: 1 2 3 4 5 6 10 12 15 20 and 30.

If the interval is changed after the service has been running for a time take a fresh copy of the database JTBFlexReport.NET.mdb and start using that one instead or manually empty the table "log". Stop the service. Rename "JTBFlexReport.NET.mdb". Copy "JTBFlexReport.NET (extra empty copy).mdb" and name it "JTBFlexReport.NET.mdb". Start the service. Or if SQL Server is used the table "Log" needs to be emptied.

Make also sure that the interval in the Excel graph report or the chart client report is equal or higher than this setting. If the interval in Excel or the chart client is lower the charts will not always show correctly.

Chart Service/Client

If the Chart Service and Client are installed these works as shortcuts to the apps

Chart Service Configurator – Opens the JTB FlexReport Service Configurator

Chart Client Configurator – Opens the JTB FlexReport Client Configurator

Chart Client – Opens the JTB FlexReport Client

Process Monitor

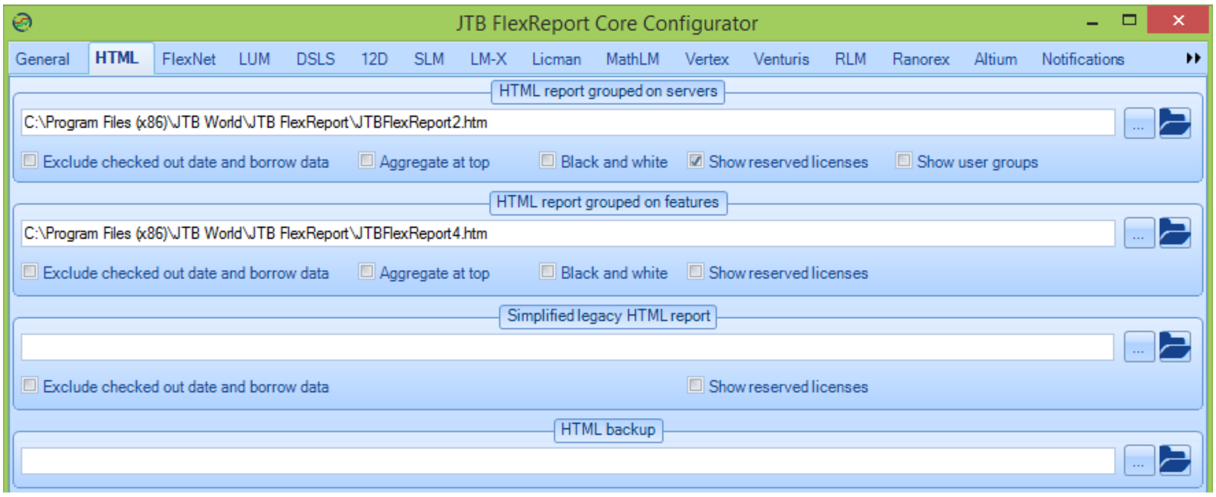
If the Process Monitor Service and Client are installed these works as shortcuts to the apps

PM Service Configurator

PM Client Configurator

Process Monitor Client

HTML tab



HTML report grouped on servers - HTML report path and name. This is optional. When the field is empty no report is created. This HTML report is a dynamic report. Servers can be expanded or collapsed to show or hide Features and Features can be expanded or collapsed to show or hide users. Use checkboxes to Exclude checked out date and borrow data, Aggregate at top, Black and white, Show reserved licenses or Show user groups (taken from either specified FlexNet options file or the Group Administrator.

HTML report grouped on features - HTML report path and name. This is optional. When the field is empty no report is created. This HTML report is a dynamic report. Features can be expanded or collapsed to show or hide users. On the row with user info the server is also seen. Use checkboxes to Exclude checked out date and borrow data, Aggregate at top, Black and white or Show reserved licenses.

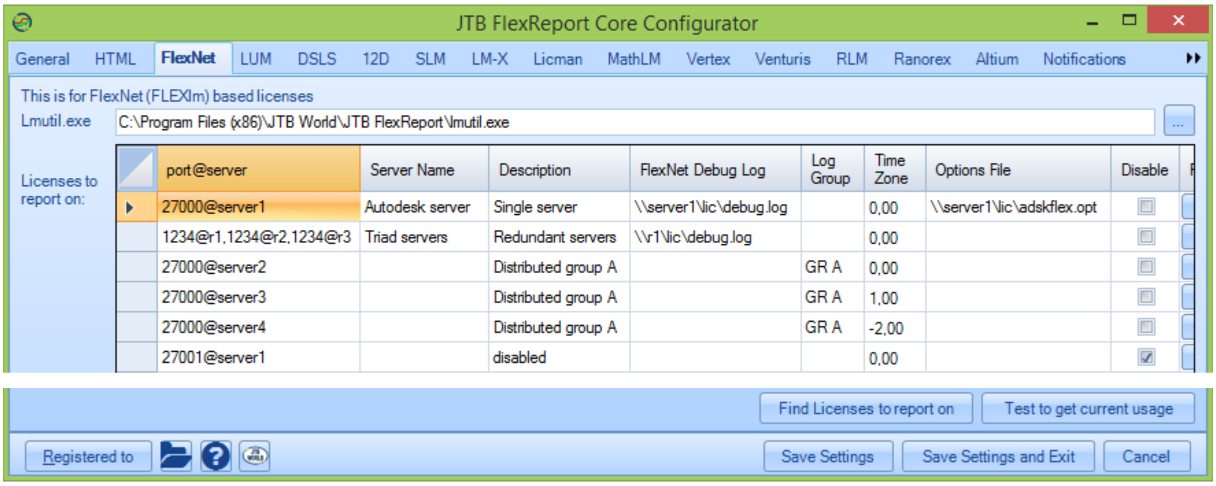
Simplified legacy HTML report - HTML report path and name. This is optional. When the field is empty no report is created. Use checkboxes to Exclude borrow data or Show reserved licenses.

HTMLBackup - Folder for backup copies of the HTML reports. This is optional. When the field is empty no backups are created. This folder can quickly be filled with thousands of files since 1 file per every interval is created. With 10 minute interval 144 files are created each day.

For more details about paths to other servers see File location on other servers.

FlexNet (FLEXlm) tab

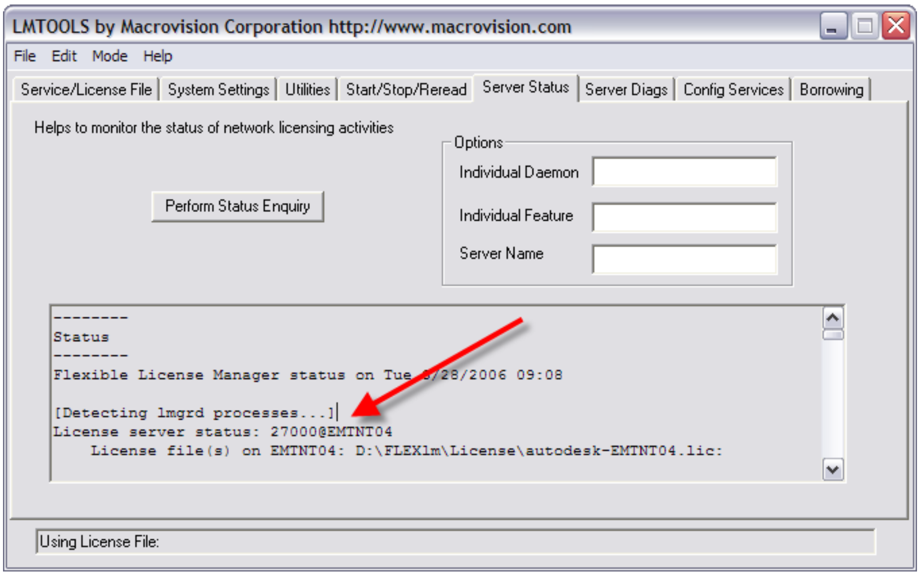
These settings are required to be able to report on FlexNet license usage.



Lmutil.exe - Lmutil is the path and file name for lmutil.exe. This is a required and should normally be the installation location of JTB FlexReport Core.

Find Licenses to report on - If you don't know what to enter here you can begin with pressing the "Find Licenses to report on" button and it will try to find your licenses and add them. This may not find all you servers depending on different factors so you may need to manually add some or all. After entering the licenses to report on don't press the Find button again.

You can also run lmtools.exe on the respective license server to see what port is used via Server Status>Perform Status Enquiry.



Note that the port 2080 is a common vendor port and should normally not be specified here.

You can also run this from the Windows command line either where JTB FlexReport is installed or where the license server is:

"C:\Program Files\JTB World\JTB FlexReport\lmutil.exe" lmstat -a > c:\testfile.txt

Look in the testfile.txt for rows starting with License server status: followed by port@server

To confirm that it should work run:

"C:\Program Files\JTB World\JTB FlexReport\lmutil.exe" lmstat -a -c port@server > c:\testfile.txt

Change port@server to 27000@server1 or whatever port and server is found and used.

Take a look at the testfile.txt or if not sure send it to JTB World to have it reviewed that it looks OK and without any error messages.

If you have redundant servers or a triad you can add them comma separated:
2700@triad1,2700@triad2,2700@triad3

Consider to add the port to the license file. This is especially needed if you have multiple license services on the same server. Otherwise the port might change when you make changes on the license server resulting in that data is no longer recorded.

See also this blog post: http://blog.jtbworld.com/2011/06/how-to-find-port-used-by-flexnet.html

Test to get current usage – Click on the test button to verify if the specified license server(s) are found.

Licenses to report on

port@server is the TCP/IP port and the license server. This is a mandatory field to be filled out to be able to report on FLEXenabled applications. One or many can be specified.

Notice that multiple port@server needs to go on separate rows. Redundant/triads are separated with commas in the same cell.

Server Name – if this column is empty the server name in port@server will be used, otherwise this value will be used instead in reports. When specifying a triad of servers it is strongly recommended to specify a server name. When a domain name and domain is used like for example 27000@server.eu.net it is also recommended to use add a server name to avoid problems where the server sometimes is including the domain name and domain and sometimes not. Another reason the server name can be useful is if a continuous report will be made when the actual server name changes for example after moving the license server from one place to another.

Description – This is more of a comment column and is not used other than in this grid.

FlexNet Debug Log

If you want to see denials in reports or be notified by email on denials of FlexNet add the FlexNet debug log file locations here. Information taken from the FlexNet debug log is saved in the database.

In JTB FlexReport Config>Features there is a column EmailNotificationDenials that also must be checked for features you want to be notified about.

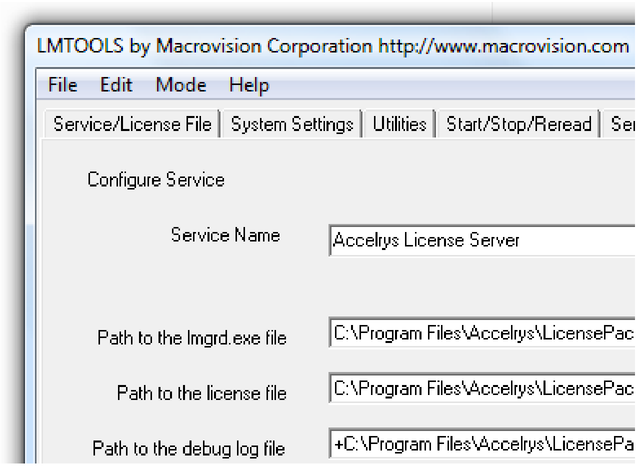
The fields on Notifications must be filled in and Interval needs to be specified.

If you create the debug log using the OPT file it is often less verbose and is missing some information like date stamps (consider to change this and use lmtools.exe instead):

DEBUGLOG +"C:\DEBUG.TXT"

There are also other settings that can be used in the OPT file to force it to be even less verbose and totally useless for reporting on.

What seems to works best is to use lmtools.exe and specify **path to the debug log file**. If you don't want the debug log to be deleted each time the server is restarted add a + before the path set in lmtools like below:



Consider to start with a new FlexNet debug log file if it grows too much in file size or it will take a lot of time and CPU to process, this is especially true when distributed server groups are used.

If you have redundant servers (triad) you should add the log file to all servers. One can be added on the row where the port@server information is added. The other two can be added on two separate rows where port@server information is empty. Here is an example. Note that Server Name is same for all three rows and Log Group should be empty.

	port@server	Server Name	Description	FlexNet Debug Log	Log Group	Time Zone
	2700@triad1,2700@triad2,2700@triad3	TriadServers		\\triad1\FlexNet\flex.log		0,00
		TriadServers		\\triad2\FlexNet\flex.log		0,00
		TriadServers		\\triad3\FlexNet\flex.log		0,00

Log group – If you use distributed servers where the license requests can fall over from one server to another add a name or number for this group. This group name must be used for all servers in a distributed server group. In the below example there is a group named g2 with two servers. Note that the actual Log Group name does not matter what it is just as long as it is the same for all servers in one distributed group.

	port@server	Server Name	Description	FlexNet Debug Log	Log Group	Time Zone
▶	27000@Acerlaptop	AcerlaptopSN		C:\Program Files\Autodesk Network Li...		0,00
	27000@server1	server1	description1	\\server1\FlexNet\debug.log	gr2	0,00
	27000@server2	server2	description2	\\server2\FlexNet\debug.log	gr2	1,00

Time zone– If there is a difference in time between where the debug log is located and where JTB FlexReport is installed you should add the time zone difference here otherwise keep it 0.

Example:

Say there are three servers in three different time zones.

TZ-7 is in time zone GMT -7

TZ-8 is in time zone GMT -8 This is also where JTB FlexReport is installed

TZ-9 is in time zone GMT -9

The logic is then that the time zone difference should be 0 for where JTB FlexReport is installed.

For the server that is one hour before (GMT-7) the time zone difference should be 1 and for the server that is an hour after in time zone GMT-9 the time zone difference should be -1. If this is not correct done you will get a result that is not correct because the time stamps in the log files are according to the local server and when they are consolidated the time zone difference must be taken into account.

Options File – The FlexNet options file can be used to show user groups on the HTML report.

Disable - This checkbox can be used to disable the current row from being used.

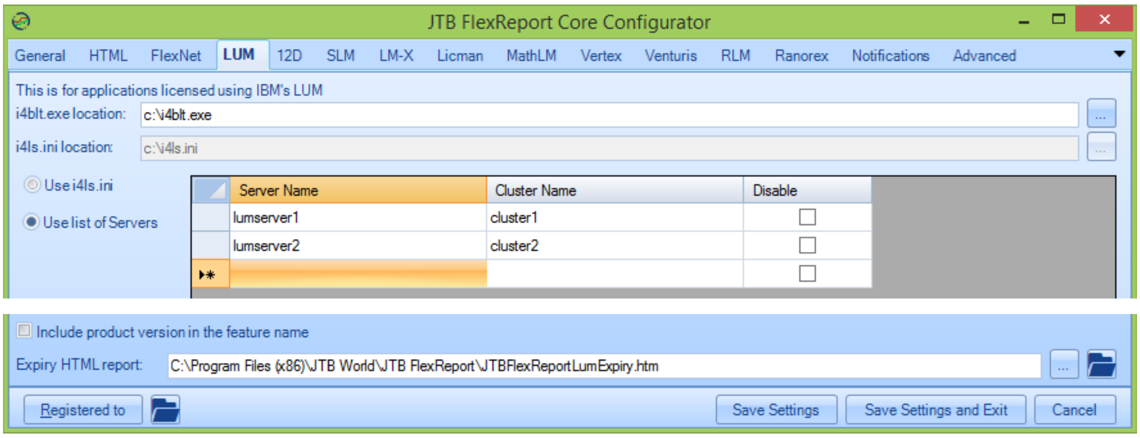
Re-read – Click on this button to force the log to be read from the beginning. Normally only used if there was some problem that had to be solved.

To delete rows in the grid click on the left side of the grid so the whole row is selected and press Del on the keyboard.

For more details about paths to other servers see File location on other servers.

LUM tab

If you have IBM LUM licenses these settings should be used.



i4blt.exe location – Browse for the location of i4blt.exe. It should be on the same computer as “JTB FlexReport Core Service” service is running. You can download i4blt.exe from IBM (IBM License Use Management, ver 4.6.8, FixPack 13 or newer for Windows server).

i4ls.ini location – Browse for the location of i4ls.ini. It should be on the same computer as “JTB FlexReport Core Service” service is running. If this is not used you need to add server(s) to the list below.

Server Name - As an alternative to using i4ls.ini you can manually specify the server or servers by adding the Server and optionally a Cluster name. i4ls.ini value need to be empty for the manual servers to be used.

Cluster Name - If you have say 3 servers in a cluster the Cluster name must be the same for all servers. The Cluster name is just a description so you can make it whatever you want like Cluster 1, Cluster 2, etc.

Disable - This checkbox can be used to disable the current row from being used.

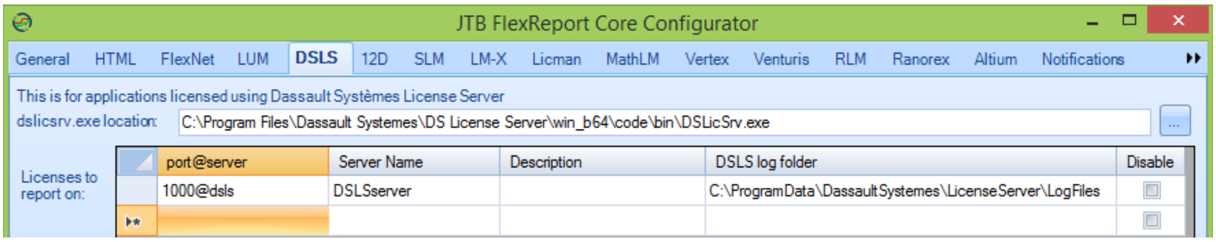
Include product version in the feature name is optional if you want to be able to report each version separate or not.

Expiry HTML report - HTML report path and name. This is optional. When the field is empty no report is created.

To delete rows in the grid click on the left side of the grid so the whole row is selected and press Del on the keyboard.

For more details about paths to other servers see File location on other servers.

DSLS tab



Dslicsrv.exe location - Browse for the location of Dslicsrv.exe. It should be on the same computer as “JTB FlexReport Core Service” service is running. Normal default location is C:\Program Files\Dassault Systemes\DS License Server*OS*\code\bin. DS License Server (at least License Administration Tool) needs to be installed on this computer.

Licenses to report on

port@server is the TCP/IP port and the license server. This is a mandatory field to be filled out to be able to show DSLS usage on the HTML reports.

Server Name – if this column is empty the server name in port@server will be used, otherwise this value will be used instead in reports.

Description – This is more of a comment column and is not used other than in this grid.

Password – If the license server has a password enter it here.

DSLS log folder – Folder where log files are located. This is needed to log **denials** to the database.

Server statistics files (if enabled) and log files are stored by default in:

Windows 7 and Windows Server 2008 R2:
C:\ProgramData\DassaultSystemes\LicenseServer\LogFiles

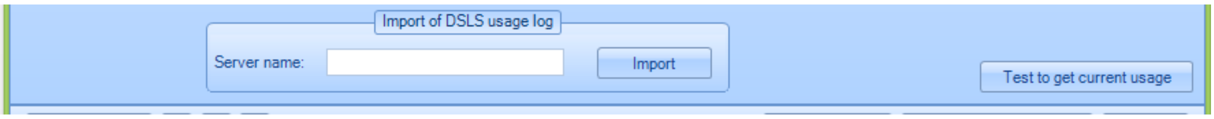
On UNIX: /var/DassaultSystemes/LicenseServer/LogFiles

A new log file is created each time the license server is started, and also once the size of the active log file exceeds 1MB. Old files can be freely removed or archived.

To delete rows in the grid click on the left side of the grid so the whole row is selected and press Del on the keyboard.

For more details about paths to other servers see File location on other servers.

Disable - This checkbox can be used to disable the current row from being used.

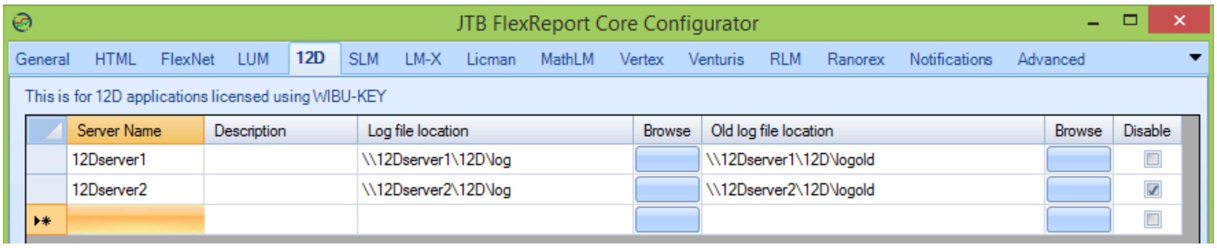


Import of DSLS usage log – Specify name of server and click on Import and browse for the log file to import usage and denials. This is a manual task. For continuous logging specify details in the grid above.

Test to get current usage – press to see if port@server settings works to get current usage.

12D tab

If you have 12D applications that are licensed using the WIBU-KEY you can activate logging here.



Server name – This is the name of the server.

Description – This is more of a comment column and is not used other than in this grid.

Log file location – This is the location of the wibu log files.

Old log file location – This is the location of where to move the log files when they are done. Make sure to create this folder first.

Disable - This checkbox can be used to disable the current row from being used.

To delete rows in the grid click on the left side of the grid so the whole row is selected and press Del on the keyboard.

For more details about paths to other servers see File location on other servers.

Information about setting up the 12D log files can be found under "...\Documentation\12d Model Usage" on the 12D installation CD or media. Below is a summary from it:

By setting an environment variable in the env.4d file(s) used for your 12d Model sessions, uniquely named .log files can be generated in a specified folder on your network.

For example, by adding the line:

usage_log_4d F:\12d model usage

to your env.4d file(s), then each time a 12d Model session is run, a .log file will be created in the "F:\12d model usage" folder. This folder, referred to as the <log file folder>, can be anywhere on your network and can have any name, but it must be created beforehand, and all 12d Model users must have write-access to it.

Using variable "usage_log_4d", log files will be generated in the form:

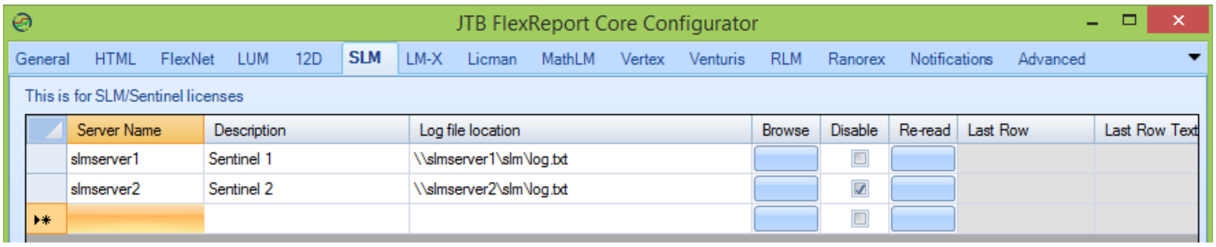
<log file folder>\(<dongle> <user> <computer> <time stamp> <process ID>.log)

Note that the <time stamp> represents the start time of the 12d Model session in GMT (also known as UTC or Zulu Time).

The .log file generated in the <log file folder> for each individual 12d Model session run on your network, contains all the information required about that session. While the session is still running, the log file will be updated at a minimum of every 75 seconds, with the time that the session has been active. At the close of the 12d Model session, the log file is again updated and is set as "completed".

SLM/RMS tab

To be able to monitor usage of SLM/Sentinel License Manager/Sentinel RMS (by SafeNet) licensed applications specify a server name and log file location and optionally lsmon.exe location.



lsmon.exe – Location of lsmon.exe. lsmon.exe and lsapiw32.dll are needed and can be downloaded from http://www.safenet-inc.com/sentineldownloads/ For AVEVA default location is C:\AVEVA\AVEVA Licensing System\RMS\Tools\lsmon.exe. If lsmon.exe is specified and there is no “Log file location” specified lsmon.exe will be used.

Server Name – Name of the server.

Description – This is more of a comment column and is not used other than in this grid.

Log file location – location of the log file including the file name.

Disable - This checkbox can be used to disable the current row from being used.

Re-read – Click on this button to force the log to be read from the beginning. Normally only used if there was some problem that had to be solved.

To delete rows in the grid click on the left side of the grid so the whole row is selected and press Del on the keyboard.

For more details about paths to other servers see File location on other servers.

Reports based on the Feature Server tab in the chart client are not available for SLM.

Q. How do I setup Sentinel/SLM to create the required log file?

A. Google “sentinellm system administrators guide”. Open the PDF and go to “Appendix A – Using Environment Variables to Configure a License Server”, then see “Table A-3: LSERVOPTS Options Summary.

You have to go to into the registry HKEYLM\Software\Rainbow Technologies\Sentinel RMS (this can vary from version to version)\Current Version

Next you have to create a string key called CommandLineOpts

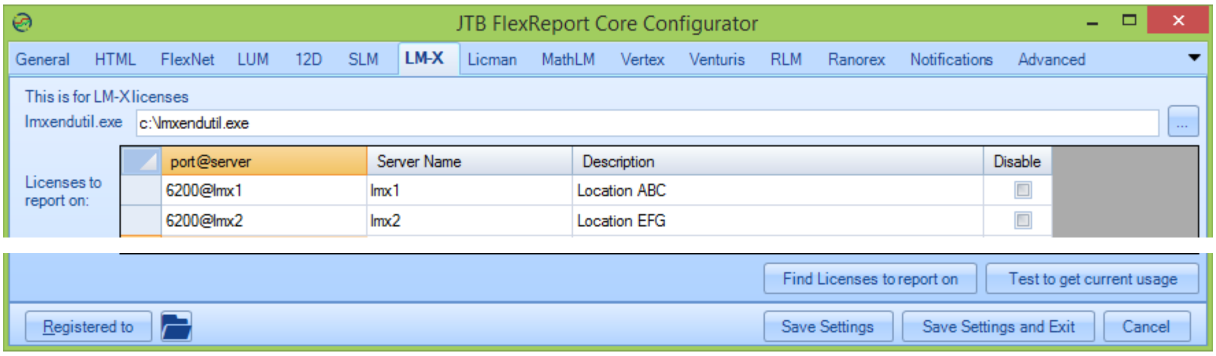
Set the value to -l “path\lserv.log” and restart the sentinel service. This will auto-generate a file in the path folder.

For Sentinel usage reports use the Detailed Report (MS Access based) the chart client or HTML report. The Excel based report is not supported.

For the chart client you need to use either the Detailed or Hours tab. The Feature Server tab will not work with the sentinel logs.

AVEVA Licensing System (ALS) (which is based on Safenet RMS technology) is supported. If the AVEVA XML file (default name is usagelog.xml) that contains user and host names is existing with the same name as the AVEVA log file it will be used to get the actual user and host names.

LM-X tab



lmxendutil.exe: If LM-X is running on another computer it is recommended to take a copy of lmxendutil.exe and place it on the same computer as JTB FlexReport Core is installed.

Licenses to report on: This is the TCP/IP port and the license server as in this example: 6200@server. This is a mandatory field to be filled out to be able to report on LM-X enabled applications. One or many can be specified. LM-X's default port is 6200 but could be set to something else.

Redundant/triads are separated with commas in the same cell.

Server Name – if this column is empty the server name in port@server will be used, otherwise this value will be used instead in reports. When specifying a triad of servers it is strongly recommended to specify a server name. When a domain name and domain is used like for example 27000@server.eu.net it is also recommended to use add a server name to avoid problems where the server sometimes is including the domain name and domain and sometimes not. Another reason the server name can be useful is if a continuous report will be made when the actual server name changes for example after moving the license server from one place to another.

Description – This is more of a comment column and is not used other than in this grid.

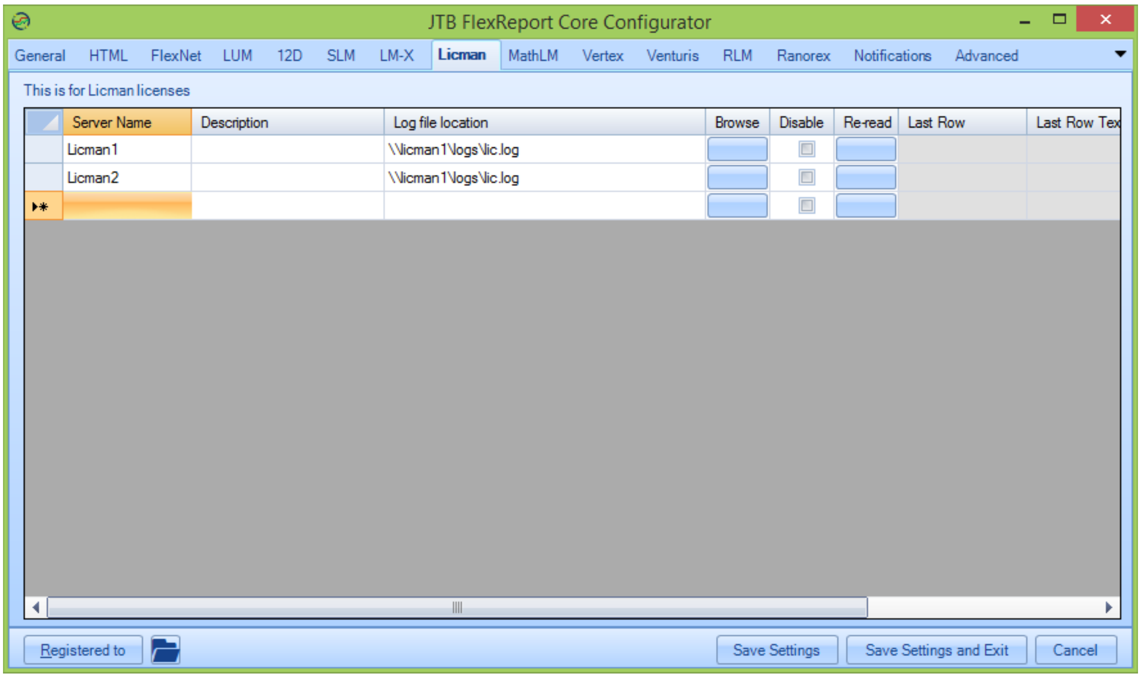
Disable - This checkbox can be used to disable the current row from being used.

To delete rows in the grid click on the left side of the grid so the whole row is selected and press Del on the keyboard.

Find Licenses to report on - If you don't know what to enter here you can begin with pressing the "Find Licenses to report on" button and it will try to find your licenses and add them. This may not find all you servers depending on different factors so you may need to manually add some or all. After entering the licenses to report on don't press the Find button again.

Test to get current usage – Click on the test button to verify if the specified license server(s) are found.

Licman tab



To be able to monitor usage of Licman licensed applications specify a server name and log file location.

Server Name – name of the server. This does not need to match the actual server name but will be used in the database and the reports.

Description – This is more of a comment column and is not used other than in this grid.

Log file location – location of the log file including the file name.

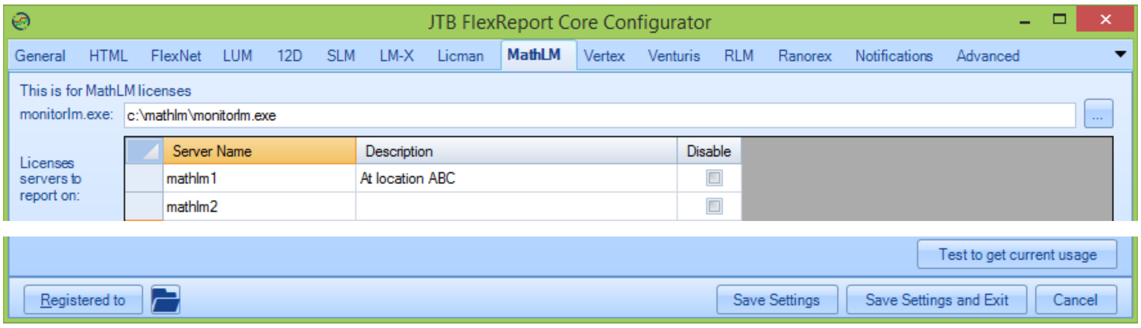
Disable - This checkbox can be used to disable the current row from being used.

Re-read – Click on this button to force the log to be read from the beginning. Normally only used if there was some problem that had to be solved.

To delete rows in the grid click on the left side of the grid so the whole row is selected and press Del on the keyboard.

For more details about paths to other servers see File location on other servers.

MathLM tab



Monitorlm.exe: path and file name for this exe. If MathLM is running on another computer it is recommended to take a copy of Monitorlm.exe and place it on the same computer as JTB FlexReport Core is installed.

Servers to report on: This is the license server(s) to report on. This is a mandatory field to be filled out to be able to report on MathLM based applications. One or many can be specified.

Server Name – Name of the server.

Description – This is more of a comment column and is not used other than in this grid.

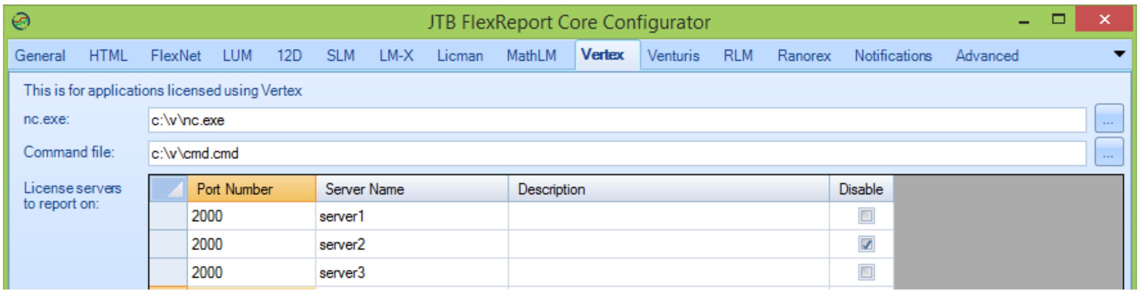
Disable - This checkbox can be used to disable the current row from being used.

To delete rows in the grid click on the left side of the grid so the whole row is selected and press Del on the keyboard.

Test to get current usage – Click on the test button to verify if the specified license server(s) are found.

Vertex tab

This is for Vertex licenses.



Nc.exe: path and file name for this exe. Should be on the local computer.

Command File: path and file name for the command file. Should be on the local computer.

Servers to report on: This is the license server(s) to report on. This is a mandatory field to be filled out to be able to report on Vertex based applications. One or many can be specified.

Port Number – Port number for the license server.

Server Name – Name of the server.

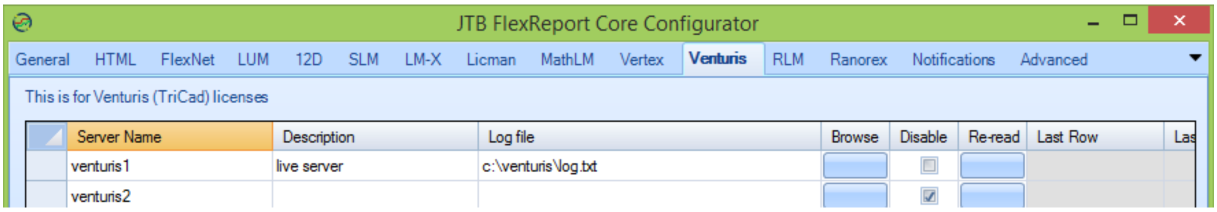
Description – This is more of a comment column and is not used other than in this grid.

Disable - This checkbox can be used to disable the current row from being used.

To delete rows in the grid click on the left side of the grid so the whole row is selected and press Del on the keyboard.

Venturis tab

This is for Venturis (TriCad) licenses.



Server Name – name of the server. This does not need to match the actual server name but will be used in the database and the reports.

Description – This is more of a comment column and is not used other than in this grid.

Log file location – location of the log file including the file name.

Disable - This checkbox can be used to disable the current row from being used.

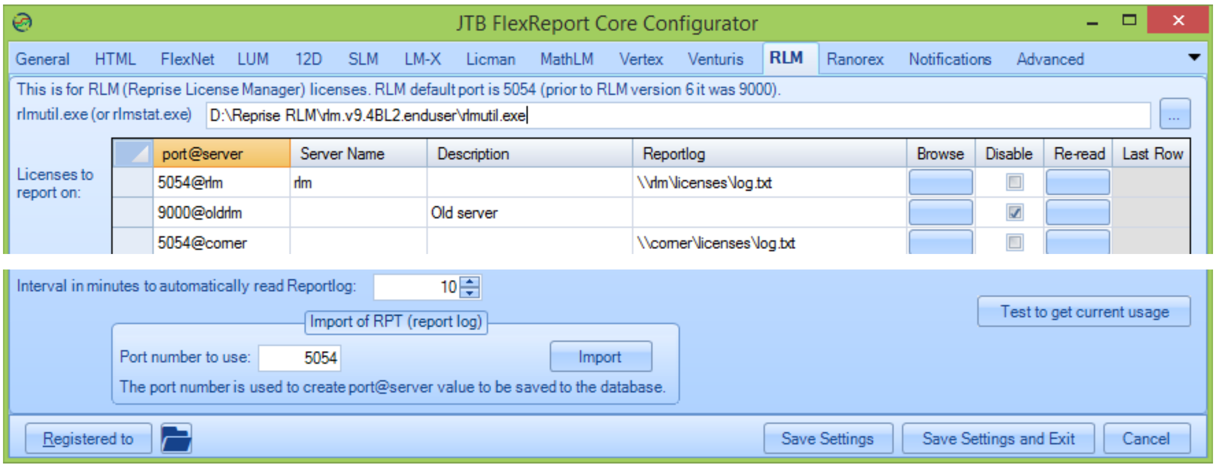
Re-read – Click on this button to force the log to be read from the beginning. Normally only used if there was some problem that had to be solved.

To delete rows in the grid click on the left side of the grid so the whole row is selected and press Del on the keyboard.

For more details about paths to other servers see File location on other servers.

RLM tab

This is for RLM (Reprise License Manager) licenses. RLM default port is 5054 (prior to RLM version 6 it was 9000.



rlmutil.exe (or rlmstat.exe): path and file name for this exe. If RLM is running on another computer it is recommended to take a copy of rlmutil.exe and place it on the same computer as JTB FlexReport Core is installed. It's also available for download here: http://www.reprisesoftware.com/enduser_kits/end-user-download.php You might need to run the installer and take note of installation folder to find it.

Licenses to report on:

port@server - This is the TCP/IP port and the license server as in this example: 6200@server. This is a mandatory field to be filled out to be able to report on LM-X enabled applications. One or many can be specified. LM-X's default port is 6200 but could be set to something else.

Redundant/triads are separated with commas in the same cell.

Server Name – if this column is empty the server name in port@server will be used, otherwise this value will be used instead in reports. When specifying a triad of servers it is strongly recommended to specify a server name. When a domain name and domain is used like for example 5054@server.eu.net it is also recommended to use add a server name to avoid problems where the server sometimes is including the domain name and domain and sometimes not. Another reason the server name can be useful is if a continuous report will be made when the actual server name changes for example after moving the license server from one place to another.

Description – This is more of a comment column and is not used other than in this grid.

Log file location – location of the RLM reportlog file including the file name.

Disable - This checkbox can be used to disable the current row from being used.

Re-read – Click on this button to force the log to be read from the beginning. Normally only used if there was some problem that had to be solved.

To delete rows in the grid click on the left side of the grid so the whole row is selected and press Del on the keyboard.

Interval in minutes to automatically read Reportlog can be set at 1 minute or more.

Import of RPT (report log)

The report log can also be imported manually. Specify the port number, it will be used internally in the database and then click on Import.

Test to get current usage – Click on the test button to verify if the specified license server(s) are found.

For more details about paths to other servers see File location on other servers.

RLM ReportLog

This is how the ReportLog is set up to be created and updated.

The ISV options file is specified on the ISV Line in The License File and can be created using Notepad.

The ISV options file can be located in 3 ways:

- You can specify the ISV options file location on the ISV Line in The License File.
- If no specification is on the ISV line, rlm will look for <ISV>.opt (where <ISV> is the name of the ISV) in the location with the first license file.
- If there is no options file in either of the first 2 locations, rlm will look for <ISV>.opt in the working directory where you started the rlm server.

Syntax: REPORTLOG [+]file_path [std | small | detailed] [auth]

If file_path contains embedded whitespace, it must be enclosed in double quotes.

Example of contents of the options file:
REPORTLOG +c:\rlm\reportlog.rpt

The REPORTLOG option instructs the ISV server to write a file suitable for usage reporting to the filename file_path. If file_path is preceded with a '+' sign, the new data is appended to the file, otherwise the file is overwritten.

The third (optional) argument specifies the format of the reportlog file. Valid values are:

•std - write the standard report log file (the default if this field is not present)

•small - a smaller report log file

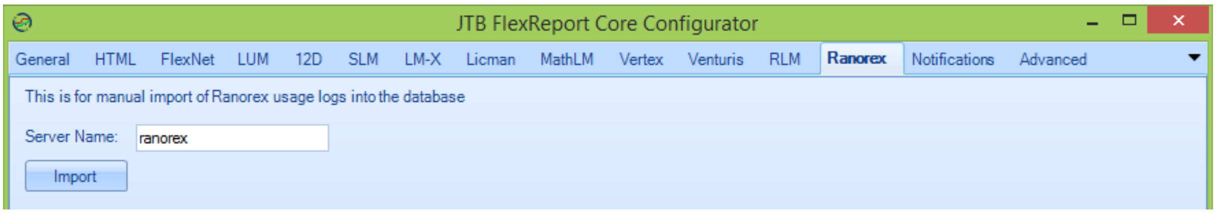
•detailed - write a reportlog that logs checkin/checkout events down to the tenth of a millisecond

The fourth optional argument, if present, specifies that the reportlog is to be authenticated. This parameter should be the string auth, and if it is to be used, the third parameter (reportlog format) must be present as well. Note that this parameter is no longer required in RLM v4.0, as all reportlogs are authenticated.

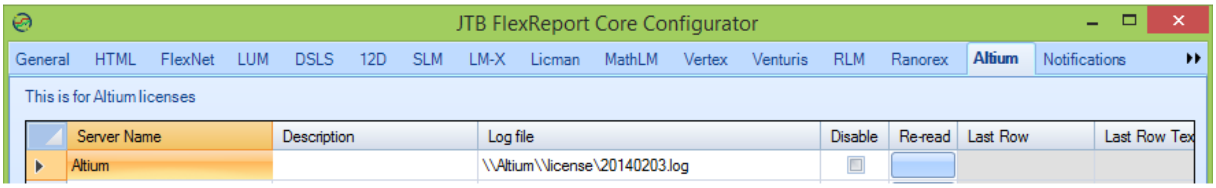
If your server is writing a reportlog, it is important to shut the server down gracefully (ie, don't kill the server, shut it down with the RLM web interface or with an rlmdown command, or via the service controller if running as a Windows service). If you don't do this, the sever won't write the final authentication record to the report log, and you will not be able to verify the last section of the report.

Ranorex tab

This is for manual import of Ranorex usage logs into the database. Specify a server name and click on Import.



Altium tab



This is for Altium licenses.

Server Name – Altium server name.

Description – This is more of a comment column and is not used other than in this grid.

Log file location – location of the Altium file including the file name.

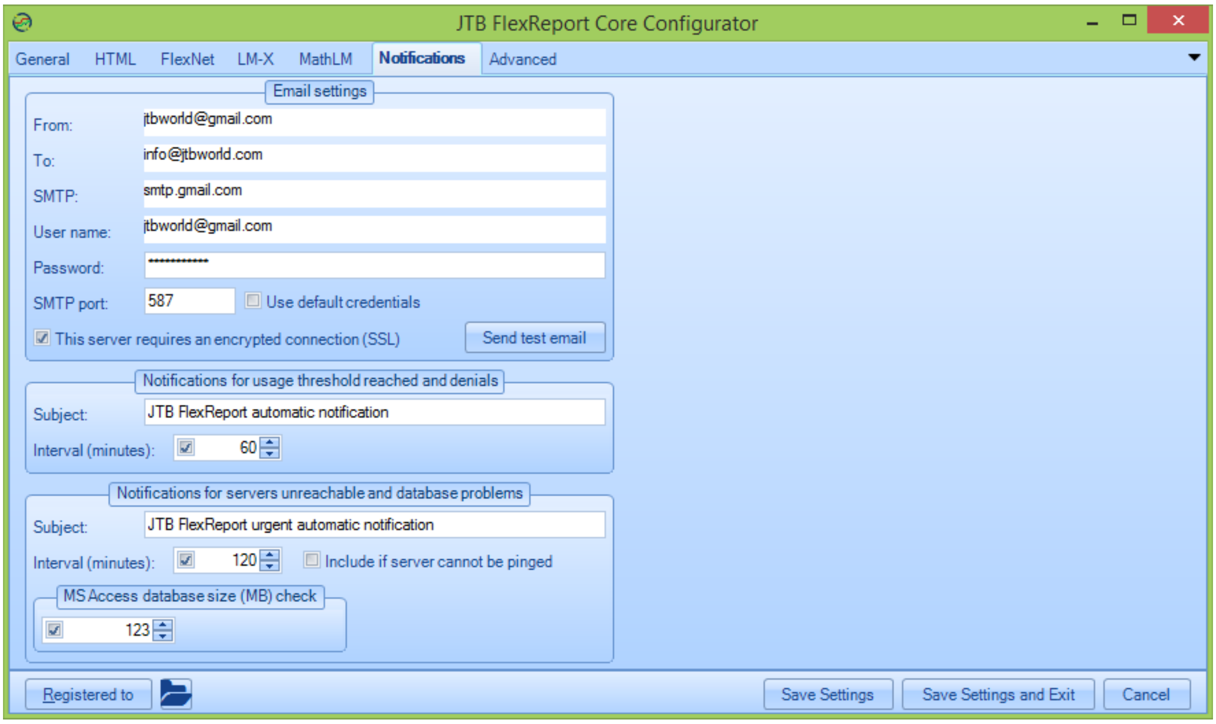
Disable - This checkbox can be used to disable the current row from being used.

Re-read – Click on this button to force the log to be read from the beginning. Normally only used if there was some problem that had to be solved.

To delete rows in the grid click on the left side of the grid so the whole row is selected and press Del on the keyboard.

For more details about paths to other servers see File location on other servers.

Notifications tab



The above sample show settings that can be used with gmail. Use SMTP smtp.gmail.com, user name same as your gmail email, password is your email password, SMPT port 587, no default credentials and check “This server requires an encrypted connection (SSL)”.

From – Add a valid email address that the notifications will be sent from

To – Add one or more email addresses where to send the notifications to. Separate multiple email addresses with commas or semicolons.

SMTP – Add a valid SMTP server that can be used to send the emails via.

User Name – The user name for the SMTP server.

Password – The password for the SMTP server.

SMTP port – The port for the SMTP server.

Use default credentials – If the test email does not work you can try this option.

This server requires an encrypted connection (SSL)

Send test email – Press this button to send a test email using the settings above.

Subject – This is the subject that will be used on the email notification.

Interval – If the value is 1 or more an email will be send at that interval as a minimum if usage threshold has been reached for specified features. Thresholds must be added in the Feature form that can be accessed from the Feature button on the General tab. If the interval is lower than the snapshot interval the snapshot interval will be used. For denials of FlexNet licenses the FlexNet tab needs to be used.

Subject urgent – This is the subject that will be used on the email notification.

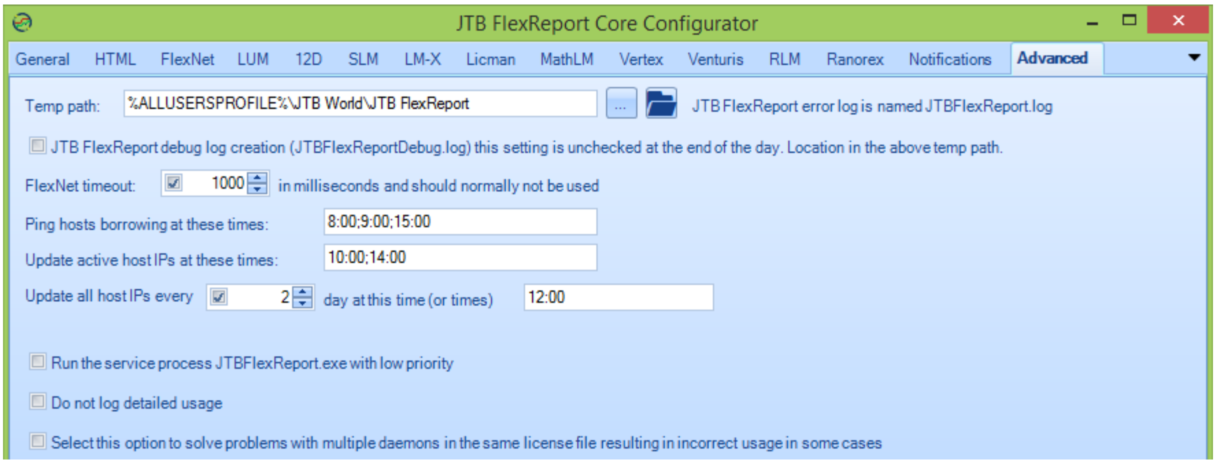
Interval urgent – If the value is 1 or more an email will be send at that interval as a minimum if servers are unreachable. If the interval is lower than the snapshot interval the snapshot interval will be used.

Include if server cannot be pinged – Can be used if you don’t want urgent notifications for ping problems.

Database size – You can be notified if the database is becoming larger than the specified value.

After these settings have been done the notifications can be further specified from Features.

Advanced tab



Temp path – A temporary path where the HTML reports are created and some other temporary files are created. Use this if you have problems with the rights on the HTML file when users try to access it. If specified the debug log and error log will be placed in this folder.

Debug log creation – This is a JTB FlexReport debug log. Creates a detailed debug log that might be requested by JTB World support to solve your problems. This is deactivated automatically once per day to avoid forgetting to deactivate it because it does slow down performance. The debug log can be deleted at any time. To change the location edit the Temp path field.

Timeout – If data is missing or license servers cannot be reached you can try to set the timeout to something. It’s not documented by the company behind FlexNet if this is in microseconds or milliseconds so you have to try. It is probably microseconds so a value of 1,000,000 would be a second.

Ping hosts borrowing at these times – Separate the times with semicolon like this: 9:30;15:30. At these times hosts that are borrowing licenses will be pinged and the result will be saved to the database so reports can be created based on this.

Update active host IPs at these times – To be able to group hosts based on IP specify one or more times separated by semicolons.

Update all host IPs every ___ day at this time ____ – As the host IP can change by time force an update of the IP every other day at the time (or times) specified.

Run the service process JTBFlexReport.exe with low priority.

Normally this is not needed but can be used if there is need to use less CPU.

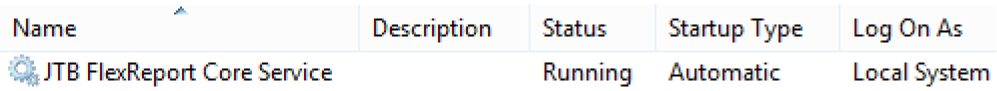
Do not log detailed usage – data with user and host information is not saved.

Use only to solve problems with multiple daemons in the same license file resulting in incorrect usage.

File location on other servers

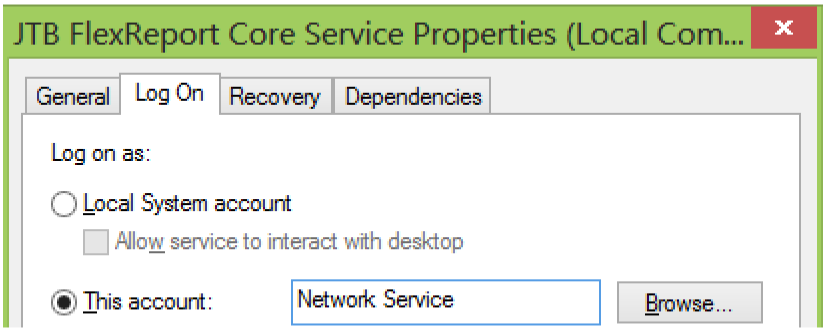
Normally a Windows service like the JTB FlexReport Core Service cannot access files on other servers. Mapped drives to other servers cannot be used by the service. UNC path or a local drive must be used. One option is to install JTB FlexReport on the server where the log file is located or make a scheduled task that copies the log file to the server where JTB FlexReport is located.

To access log files on other servers than where JTB FlexReport's service is running changing the account the service is running on can be needed in combination with UNC path.



Open Windows Services and look for the JTB FlexReport Core Service and if you have "Log On As" set to "Local System" you can try to change Log On As to the local administrator account instead as the SYSTEM or Local System account does not have network access. You'll need to switch the service to use either NETWORK SERVICE or a network user account or a unique domain user account such that you can access the network drive.

Note that if you use a non-working account JTB FlexReport will stop working. A quick way to see if it works after restarting the JTB service is to first activate the JTB debug log on the Advanced tab and then see if JTB is writing to the log. Another is to check if the JTBFlexReport2.htm is updated at the next snapshot.



You can sometimes use a local user account and add specific required privileges or change system access control list (SACL) entries.

Unique user account. You can assign additional administrative privileges to the unique account for which the service is configured, but only if necessary. You should also limit the unique account's group membership to those groups that are required. Unique user accounts should conform to an organizational policy for secure password use. If multiple computers use the same service or related services, the passwords across each unique user account should also be required to be unique.

The **Network Service account** is a special built-in account that has reduced privileges similar to an authenticated user account. This limited access helps safeguard the computer if an attacker compromises individual services or processes. A service that runs as the Network Service account accesses network resources using the credentials of the computer account in the same manner as a Local System service does. The actual name of the account is NT AUTHORITY\NetworkService, and it does not have a password that an administrator needs to manage.

Domain Administrator accounts includes the built-in domain Administrator account that you create and use when you first install Active Directory. Try to avoid using this account as it can be a security issue. It includes any other user accounts that you subsequently create and add to the built-in local Administrators group or to the Domain Admins or Enterprise Admins groups. Members of these groups have complete and unrestricted access to the domain and, in the case of the Enterprise Admins group, to the entire forest. You might need to change location to the Corporate Domain, to get the ability to choose the Domain Administrator.

For more details see the Windows Services and Service Accounts Security Planning Guide http://technet.microsoft.com/en-us/library/cc170953.aspx and about User Rights http://technet.microsoft.com/en-us/library/bb457125.aspx

JTB FlexReport Group Administrator

Executable name: Group Administrator.exe

First the database needs to be configured using JTB FlexReport Config.exe.

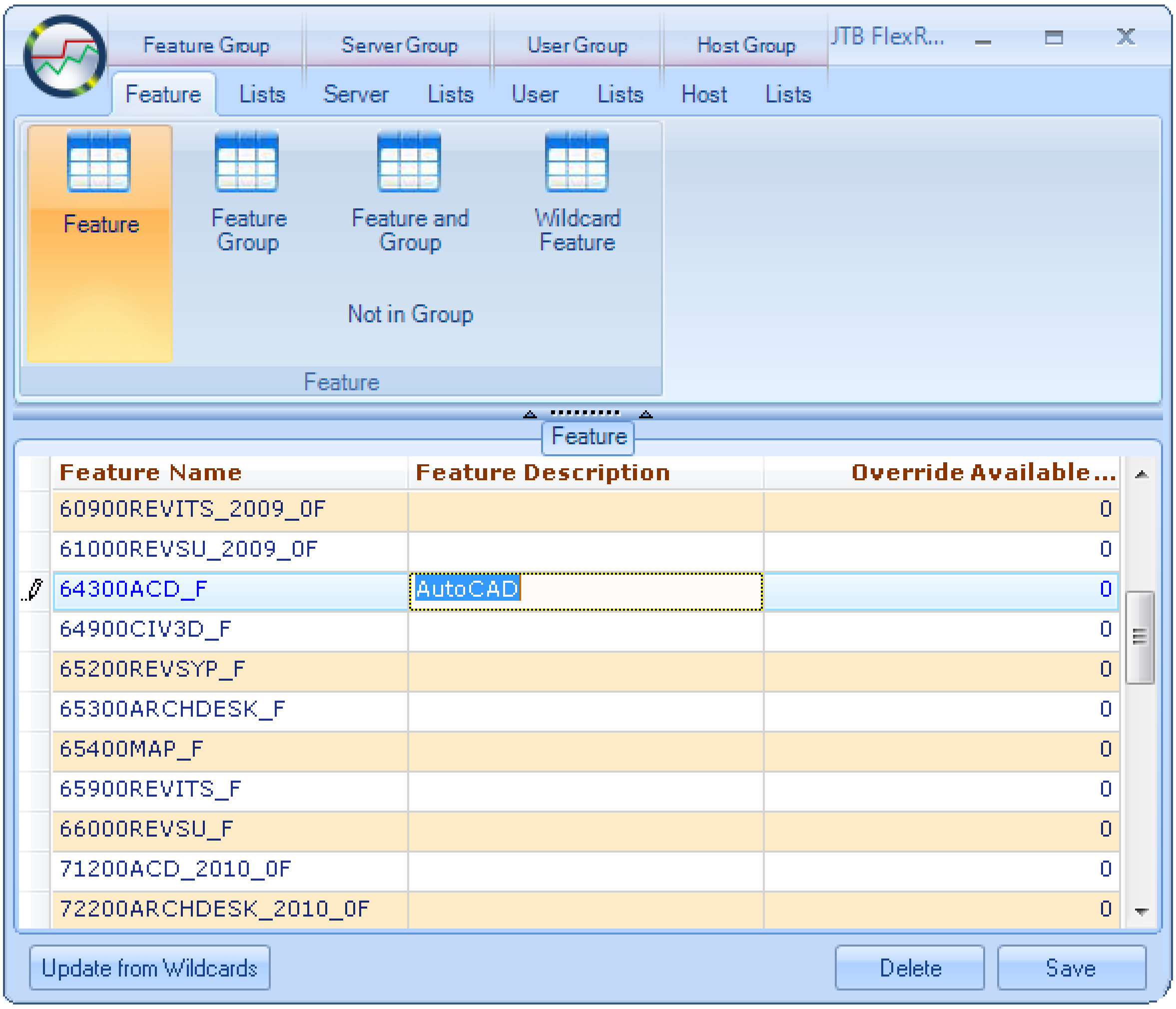
The application is used to create and manage groups of different types.

Four types of groups are supported: Feature Groups, Server Groups, User Groups and Host Groups. The functionality is similar for all types. Do not use User Descriptions or Host Descriptions as the functionality is not fully implemented yet.

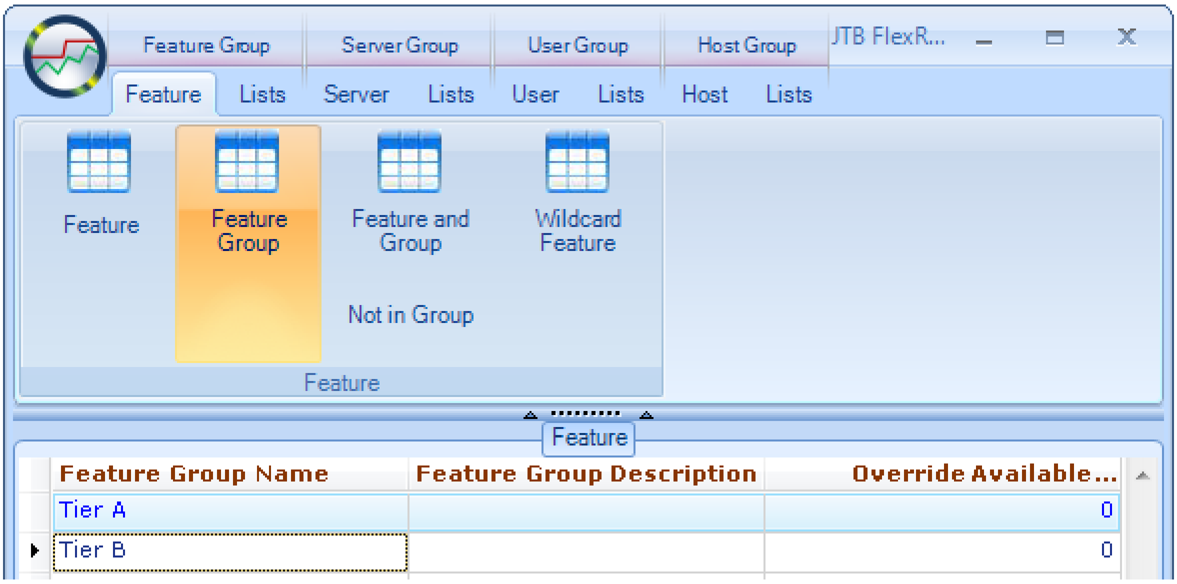
Normally JTB FlexReport needs to be run for a while so that Feature and server names are populated. User and Host names are for obvious reason populated first when users have been using any of the features but they can also be added beforehand.

JTB FlexReport Group Administrator can be used to add/edit/delete Feature and Server descriptions as well as available licenses.

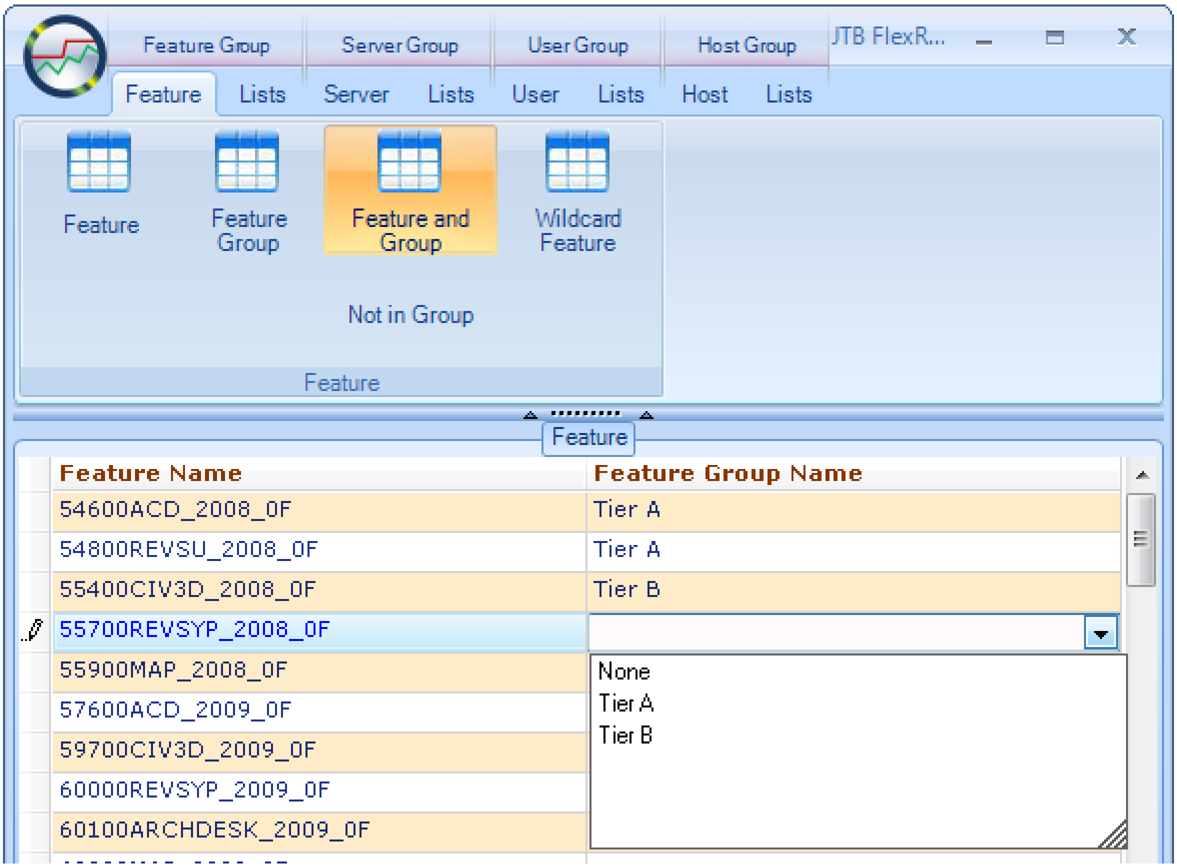
Override Available licenses column makes it possible to set this value to be fixed instead of dynamic and it will be used in the chart client reports. Normally it is preferred to leave this and instead use the dynamic functionality.



Feature Group is used to add, edit or delete feature groups. The Feature Group Description and Override Available Licenses are optional.

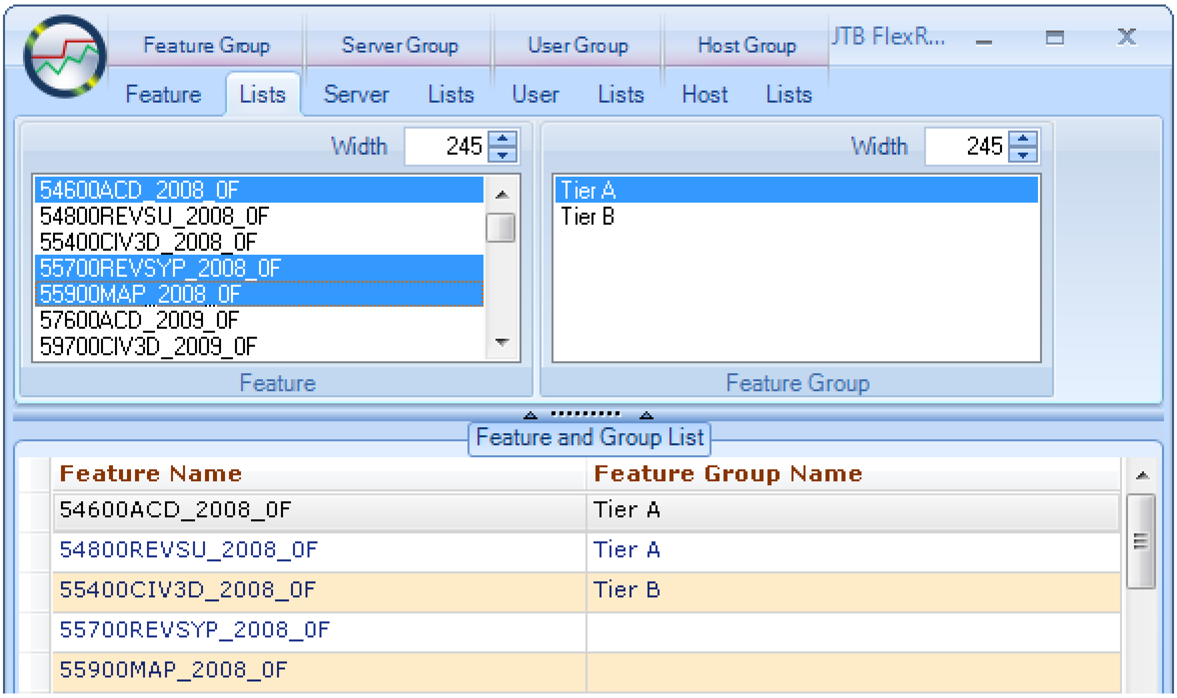


Feature and Group is used to connect a feature name with a feature group one by one.

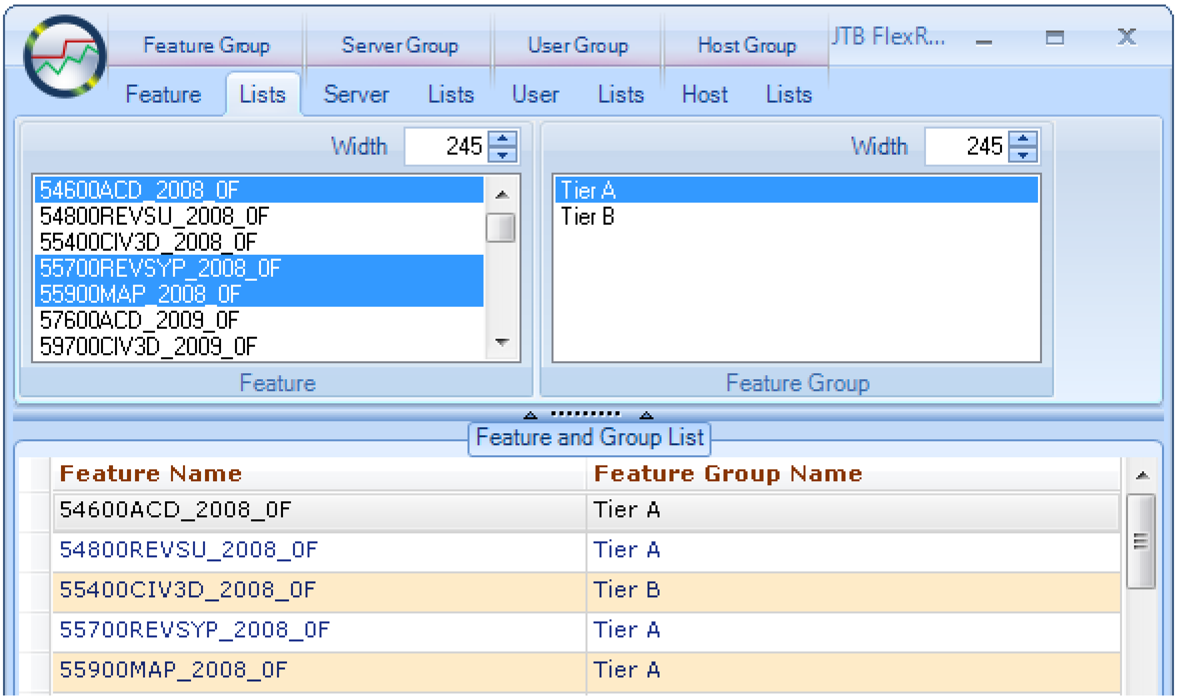


List tab usage

To match multiple Features with one or multiple Groups use the Lists tab. Make selection in the lists and then press the Save button.



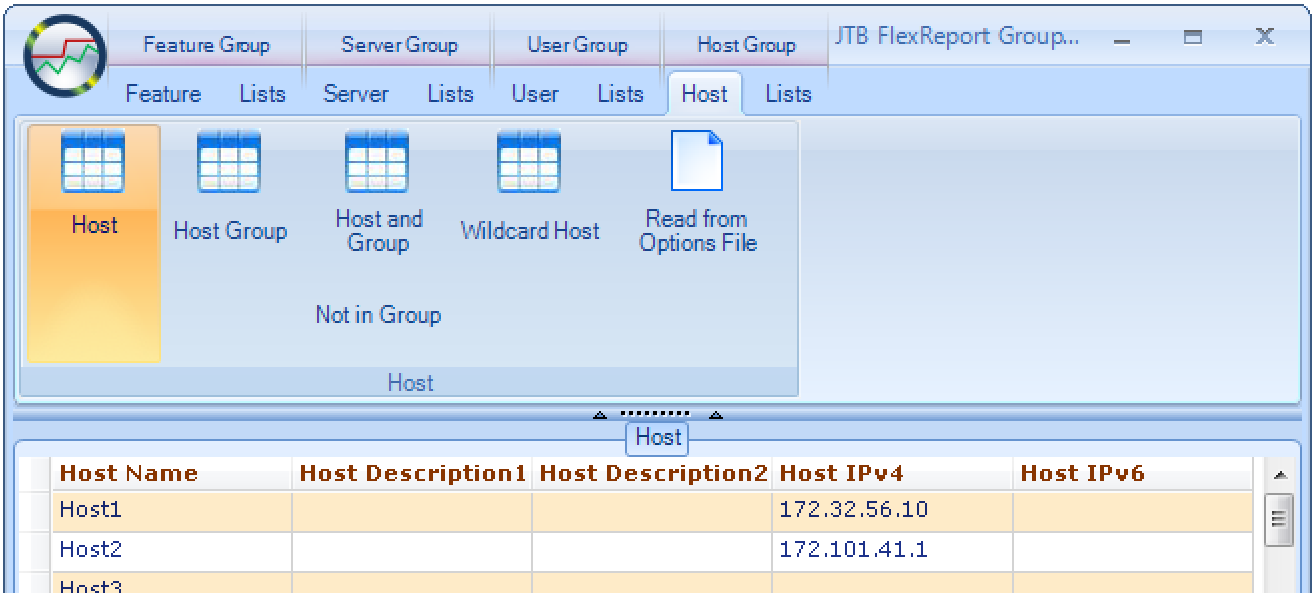
And with the result after pressing the Save button.



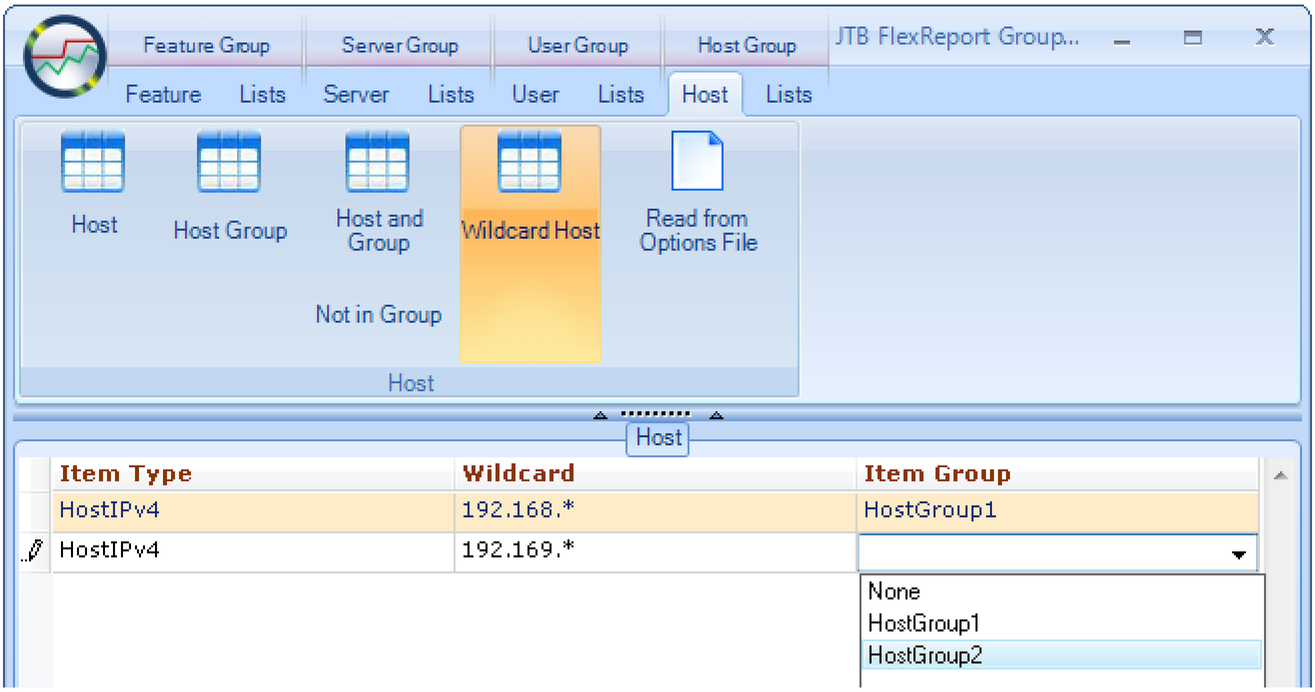
To **delete** or disassociate/disconnect multiple rows at a time use any of the List tabs. Select in the grid and press Delete.

Host and IP

The Hosts can have the IP added either manually or automatically after specifying times on the Advanced tab.



This show the usage of Wildcard Hosts. Click on the Wildcard Host button. Use the dropdown in the Item Type column to select either Host, HostIPv4 or HostIPv6. Press Enter for a new row.

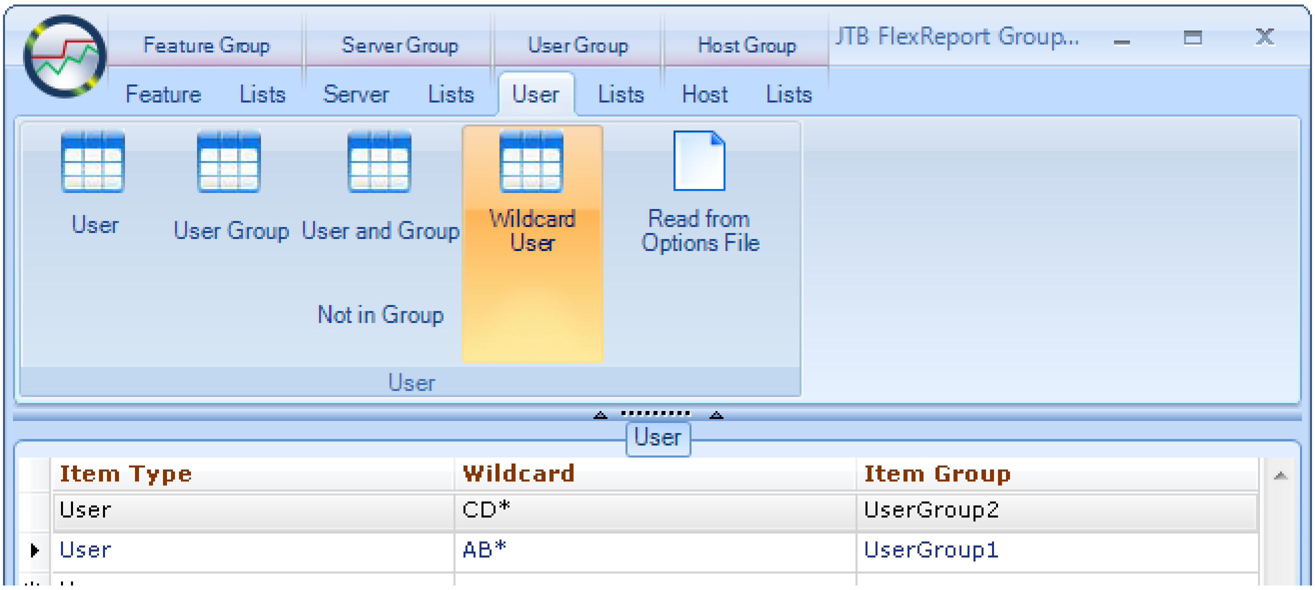


Wildcard

The asterisk sign (*) matches zero or more characters, and question mark (?) a single character and can be used anywhere in the Wildcard matching text.

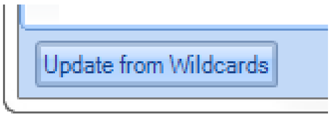
In the example below AB* would match user names like AB, AB1, ABA, ABCD.

AB? would match ABC but not match AB or ABCD.

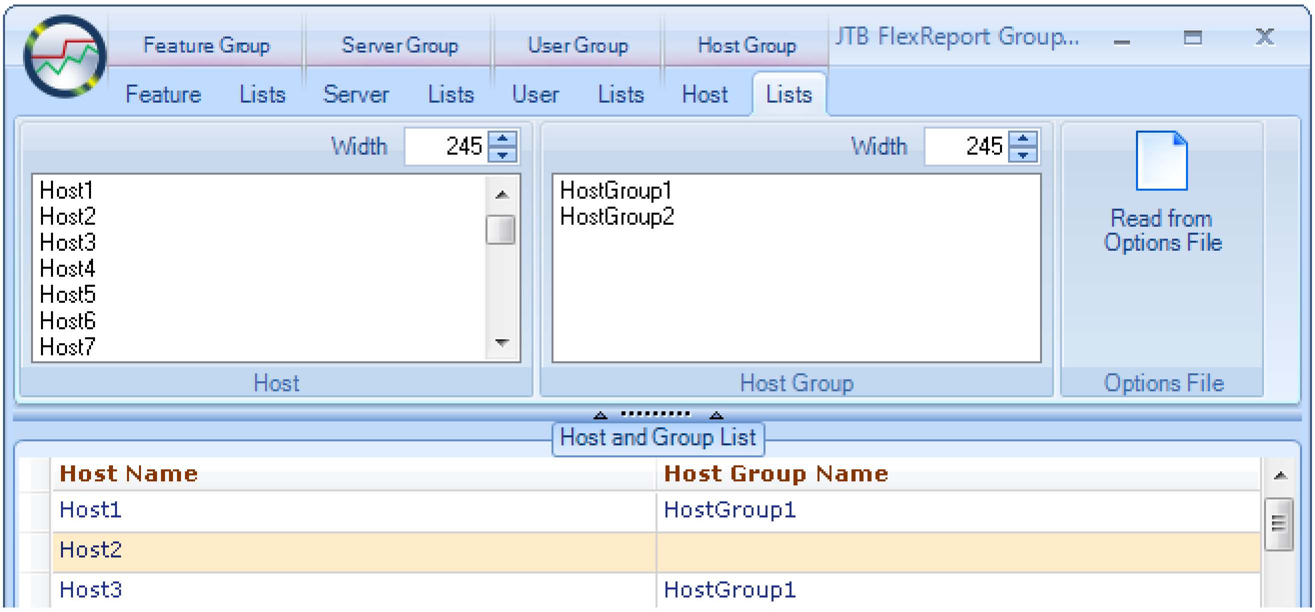


Update from Wildcards

To immediately see the effect of the wildcards use the button Update from Wildcards. The update will also automatically be done by the JTB FlexReport Core service at each snapshot interval.



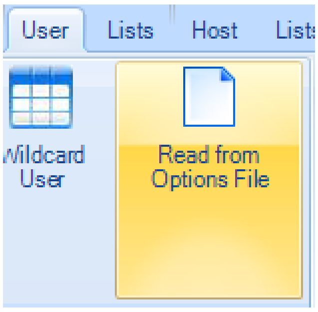
With this result showing group names added.



If wildcards are changed the group designation will not be updated/deleted. This is considered to be added as an option for a future version.

Options File

To import settings from a FlexNet Options File use the Read from Options File button.



To import **users only** click on Users tab, User button and then on Read from Options File.

To import **users groups only** click on Users tab, User Group button and then on Read from Options File.

To import **users and users groups** click on User Group Lists tab and then on Read from Options File.

To import **hosts only** click on Hosts tab, Host button and then on Read from Options File.

To import **hosts groups only** click on Hosts tab, Host Group button and then on Read from Options File.

To import **hosts and hosts groups** click on Host Group Lists tab and then on Read from Options File.

JTB FlexReport Detailed Reports

JTB FlexReport is a frontend report application made with MS Access. It does not need to be run on the server. Full MS Access is not required as there is a free MS Access runtime that can be used.

In the Detailed Reports the Sampling service is needed for some of the reports. The Sampling service comes with the "JTB FlexReport Chart Service" installer. In SQL Server the sampled data is saved in UserDetailedLogTemp and in Access in the separate database named like the core database but with the -temp extension on the file name. (Default JTBFlexReport.NET-temp.mdb) After starting the Sampling service for the first time on an existing database it can take some time, even hours before all data have been sampled and be available to report on.

"JTB FlexReport Detailed Reports" is used if MS Access is used for the backend database.

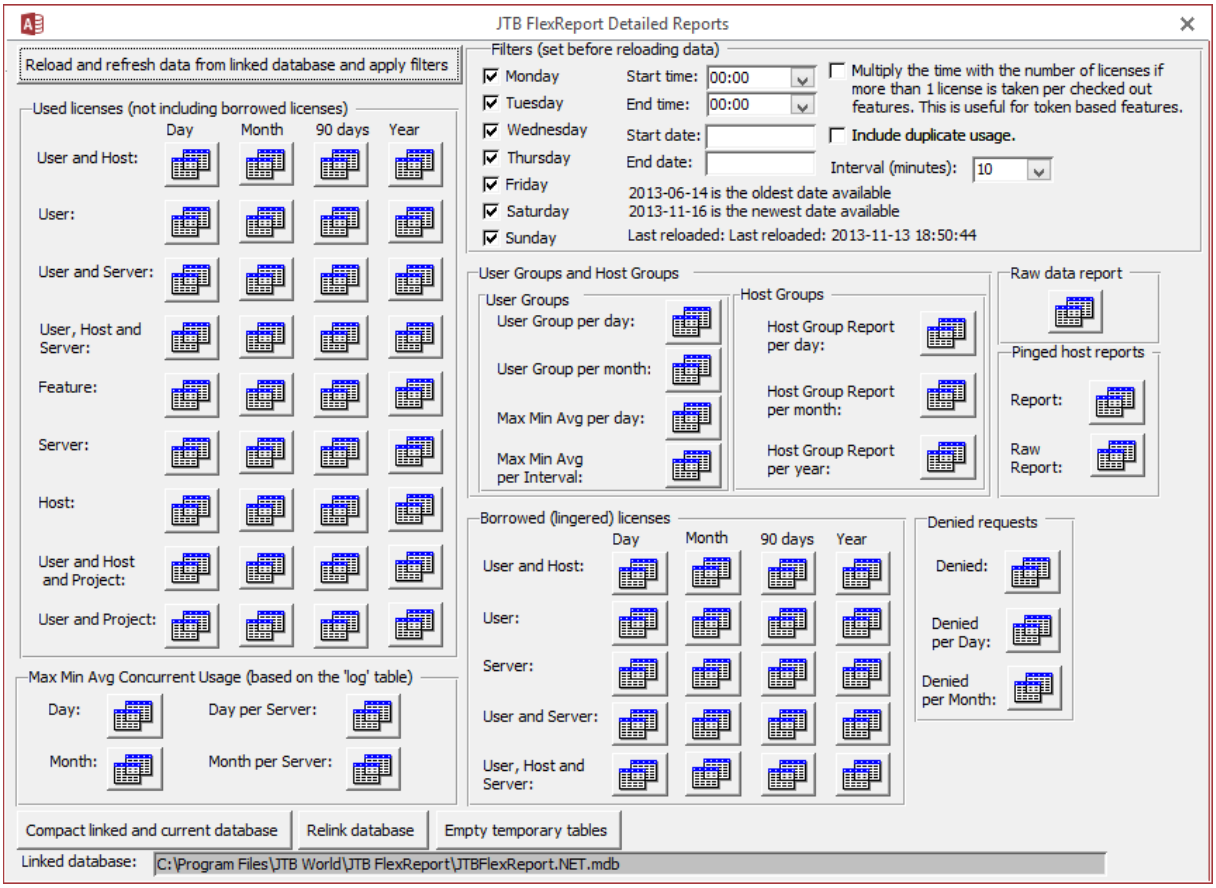
"JTB FlexReport Detailed Reports SQL Server" is used if SQL Server is used as backend database.

"Do not log detailed usage" in JTB FlexReport Config>Advanced must not be checked to have data saved for these reports.

Open this database ("JTB FlexReport Detailed Reports…" or "JTB FlexReport Detailed Reports SQL Server" with .mdb extension) and there is a form giving options to report the usage. You might need to activate VBA Macro if it is disabled. If it is disabled you will find that nothing happens when you click on the buttons. (Start Access directly from the start menu in Windows. In Access 2007 or Access 2010 you can click on Options when you see the warning. Select "Enable this content". Click on the link at the bottom "Open the Trust Center". Select Trusted Locations and add the folder where JTB FlexReport Detailed Reports...mdb is located. In older versions of Access you can change it in Tools > Macro > Security where you need to have it at Medium or lower to be able to run macros)

Sometimes it can help to run the Detailed Report as administrator (this is automatically done if the report is started from within JTB FlexReport Config>General). For example when the Access database is in a program folder that the current user don't have write access to. You can also make the current user to have full rights to read and write to the folder or place both the Detailed Report MDB and the database in a folder like C:\JTB FlexReport. Remember to reconfigure the database location also in JTB FlexReport Config>General if moving the main database.

Include duplicate usage checkbox should normally not be checked unless there is good reason for it.



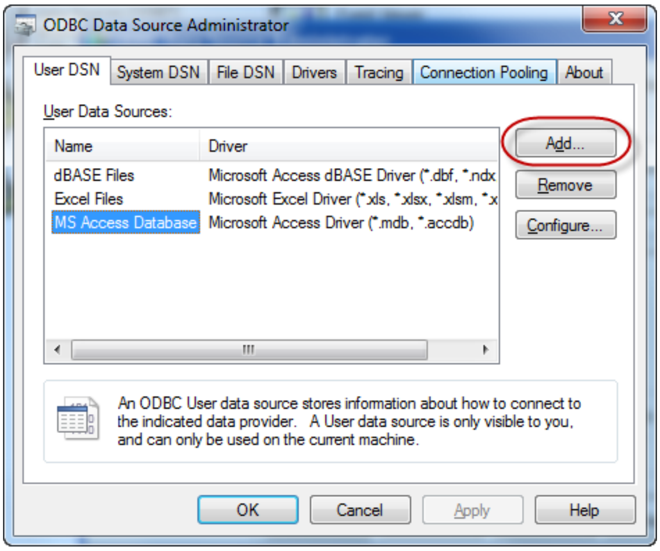
The .mdb front end can be copied to your local PC and relinked to point to a remote location for JTBFlexReport.NET.mdb (read and write access is needed for the remote folder) or configured to use SQL Server through an ODBC connection.

Click here to jump to how to use and create reports.

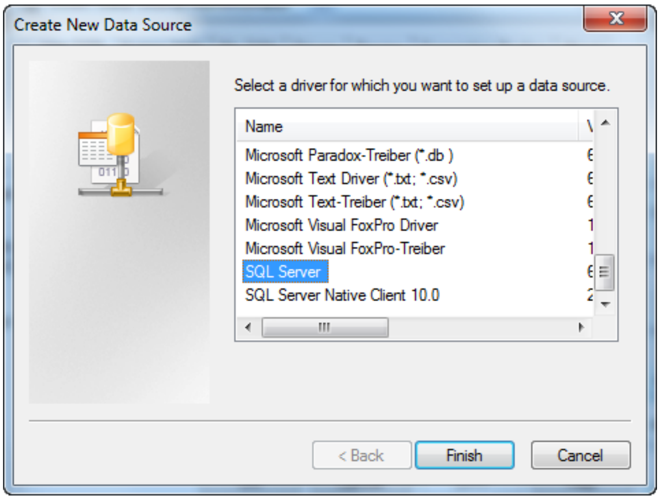
For **MS Access** back end database click on “Relink database”. If you get an error here it could be because you need to have full rights to save new files to that folder something that is required because the way Access databases works.

For **SQL Server** back end database open Windows ODBC Data Source Administrator. It can usually be found in Control Panel>Performance and Maintenance>Administrative Tools>Data Sources (ODBC).

Create a Data Source that points to the SQL Server table that holds JTB FlexReport data.
Click on Add…

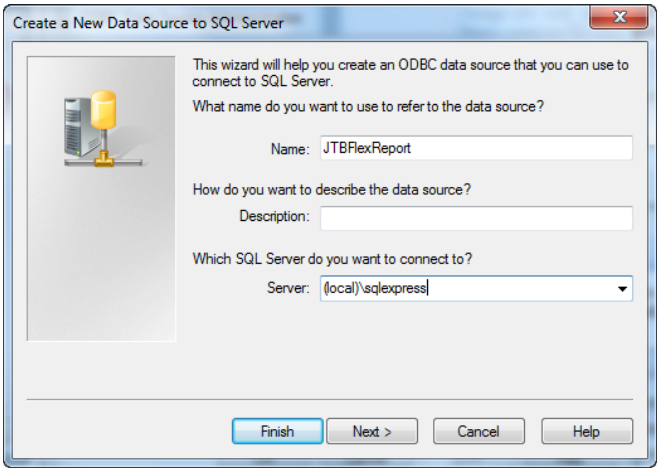


Use the SQL Server driver for the new Data Source.

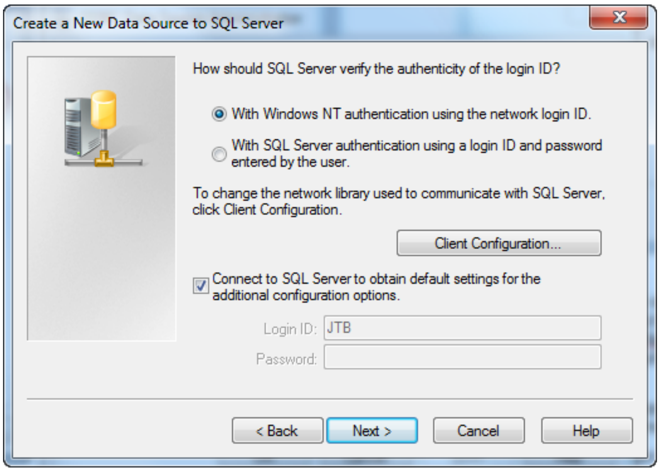


Give the data source a name. For example “JTBFlexReport”.
If you click on the Server dropdown and it is empty you need to enter the server manually. This is quite normal with SQL Server Express. In that case enter servername\sqlexpress where servername is the name of the server where SQL Server is installed, it can also be the IP or it can be (local) if it is on the local machine. In that case the value is (local)\sqlexpress. “sqlexpress” is the name of the database instance.

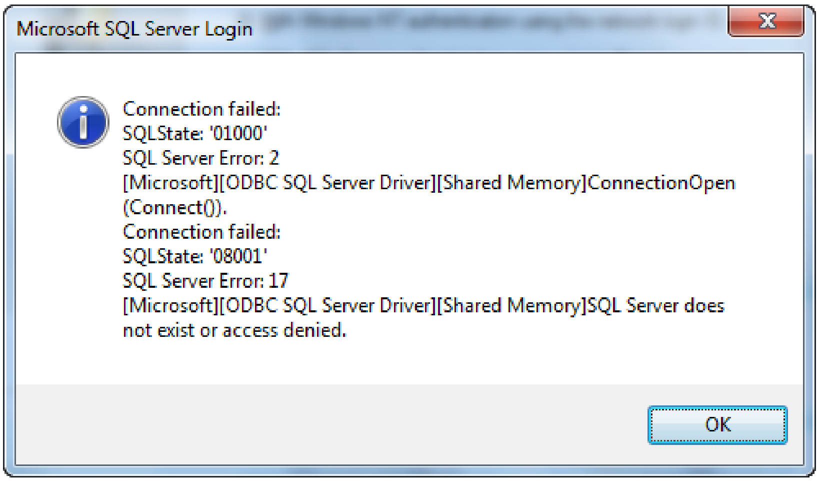
Examples:
SERVERNAME
server\instance
192.168.1.1\sqlexpress
(local)\sqlexpress



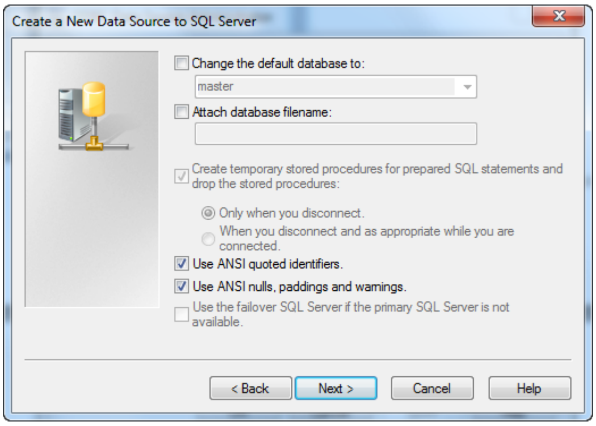
Depending on how SQL Server is authenticated make settings accordingly.

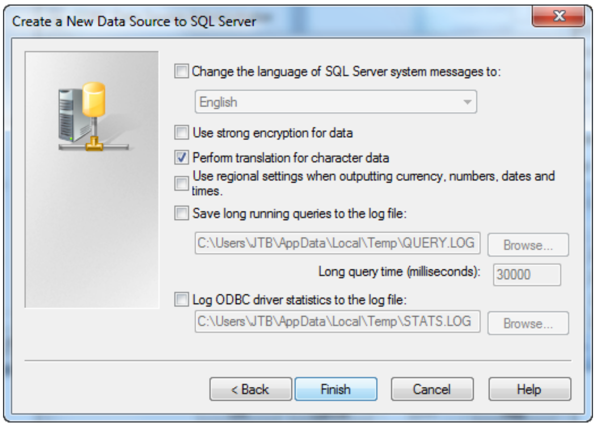


If you get an error like this it might be because the SQL Server is not running or installed. The name might be wrong or a firewall is blocking. Try using IP instead of the server name. Try to temporary disable the firewall.



In the following two dialog boxes accept the default settings. It might be needed to select “Change the default database” and select the correct database.





Click on Finish and in the following dialog box you can click on ”Test Data Source…” before clicking on OK to finish.

Click on “**Edit ODBC table**” and adjust the settings.

Column Database holds the name of the SQL Server database.

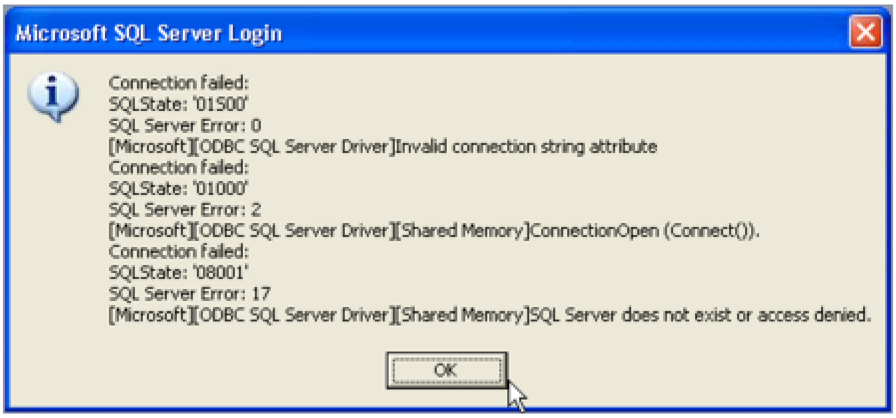
UID and PWD is for user id and password if that is used.

Server is the name of the SQL Server and instance name and could be the server name, IP or (local).
Examples:
SERVERNAME
server\instance
192.168.1.1\sqlexpress
(local)\sqlexpress

DSN is the name of the Data Source.

Click on “Refresh ODBC connections” to update the links according to the settings in the ODBC table.

If you get an error message like this it might be that something is spelled wrong or that a firewall is blocking.



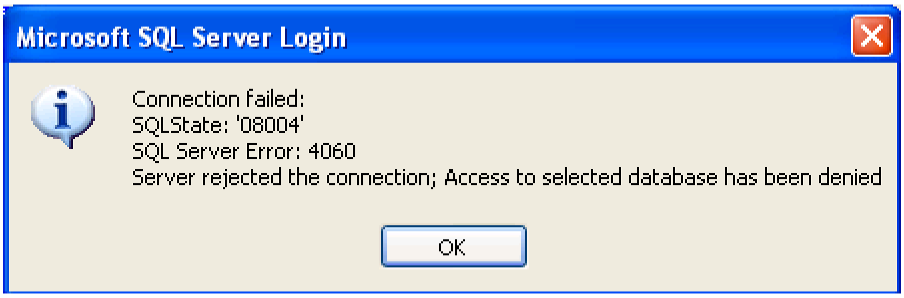
To load new data to be reported on click on “**Reload and Refresh data…”.** Make sure to set the filters first. Limiting the date range will make the reload of data go much quicker. Depending on the amount of data this can take several minutes to complete.

This needs to be done every time you want to have any new data showing up in the reports.

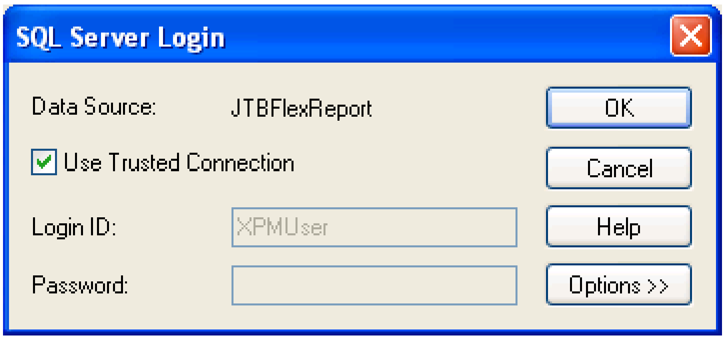
Include duplicate usage is **not** checked. This will remove concurrent overlap of usage.

Include duplicate usage is checked. If there is overlap in time it will be included in the time. Example: a license is used between 8:00 and 9:00 and another license of the same feature on the same user/host is used between 8:30 and 9:30, the total time will be reported as 2 hours, not 1.5 hours.

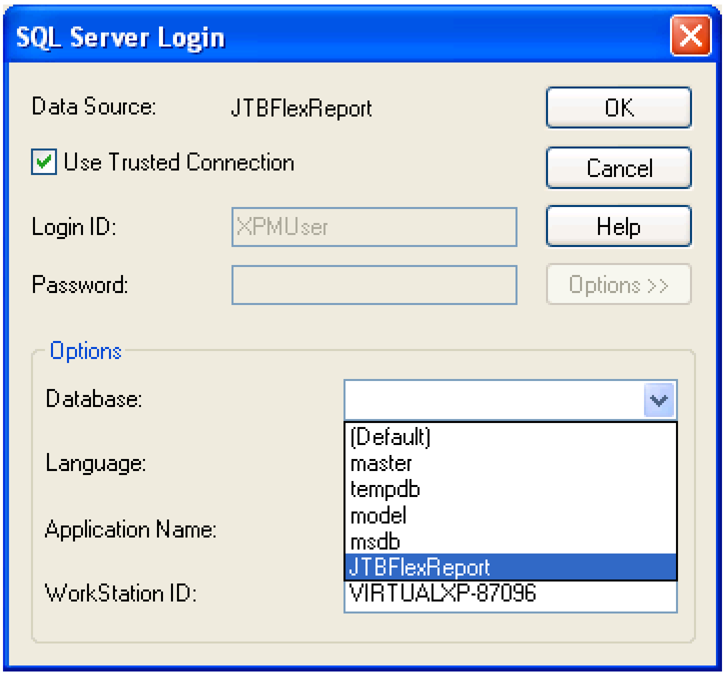
If you use an SQL Server and get this error click OK.



In this dialog box click on ”Options >>”.

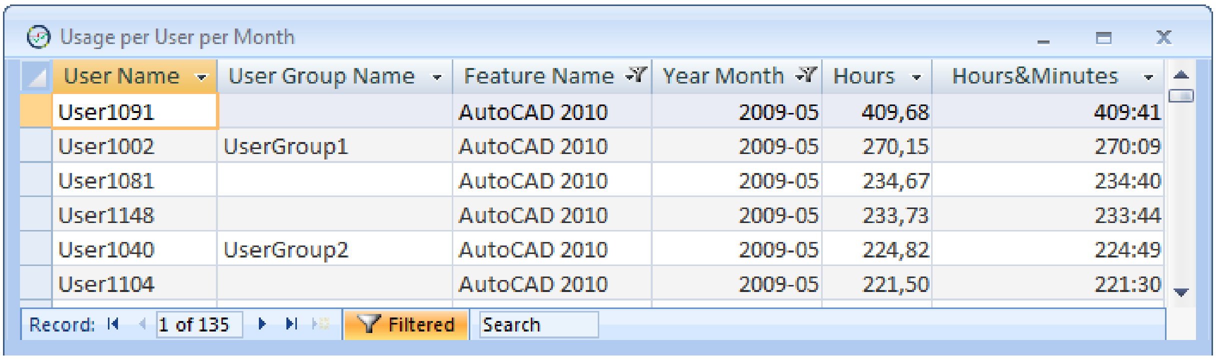


Click the dropdown arrow on Database and select the database you have for JTB FlexReport



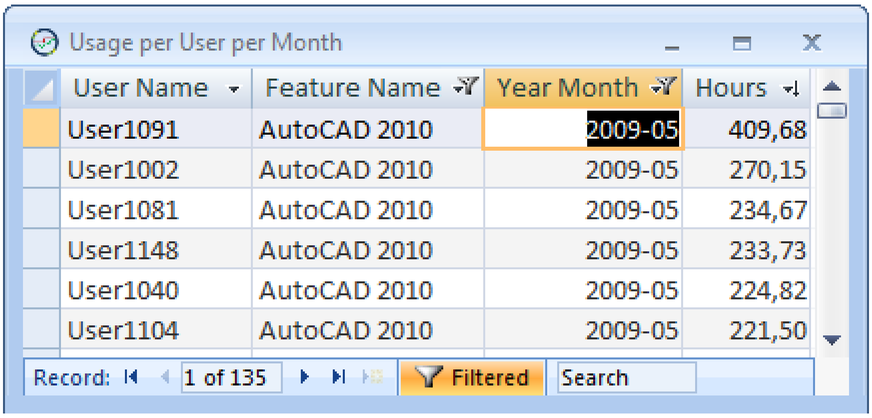
Borrowed licenses are not included in used licenses. For borrowed usage see the separate reports for that.

Usage per user per month filtered on a specific feature and month and sorted with the user with most hours used at the top. Notice also the users that do not belong to a specified user group.



User Name	User Group Name	Feature Name	Year Month	Hours	Hours&Minutes
User1091		AutoCAD 2010	2009-05	409,68	409:41
User1002	UserGroup1	AutoCAD 2010	2009-05	270,15	270:09
User1081		AutoCAD 2010	2009-05	234,67	234:40
User1148		AutoCAD 2010	2009-05	233,73	233:44
User1040	UserGroup2	AutoCAD 2010	2009-05	224,82	224:49
User1104		AutoCAD 2010	2009-05	221,50	221:30

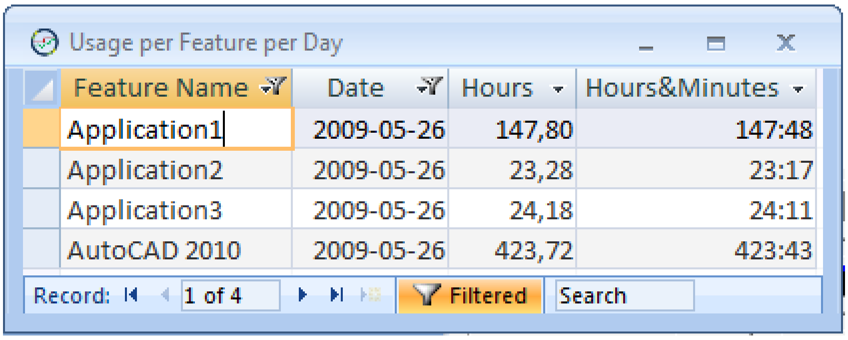
If you for some reason are not interested or use the Group column you can right click on it and select Hide Columns. You can also change the width of each column. When you close the form select Yes to save the changes.



User Name	Feature Name	Year Month	Hours
User1091	AutoCAD 2010	2009-05	409,68
User1002	AutoCAD 2010	2009-05	270,15
User1081	AutoCAD 2010	2009-05	234,67
User1148	AutoCAD 2010	2009-05	233,73
User1040	AutoCAD 2010	2009-05	224,82
User1104	AutoCAD 2010	2009-05	221,50

To sort on the hours column make sure to not sort on “Hours&Minutes”. Use “Hours” to sort by.

Usage per feature per day filtered on a specific day



Feature Name	Date	Hours	Hours&Minutes
Application1	2009-05-26	147,80	147:48
Application2	2009-05-26	23,28	23:17
Application3	2009-05-26	24,18	24:11
AutoCAD 2010	2009-05-26	423,72	423:43

Usage per feature per day filtered on a specific feature

Usage per Feature per Day

Feature Name	Date	Hours	Hours&Minutes
AutoCAD 2010	2009-05-25	440,87	440:52
AutoCAD 2010	2009-05-26	423,72	423:43
AutoCAD 2010	2009-05-27	416,27	416:16
AutoCAD 2010	2009-05-28	215,80	215:48
AutoCAD 2010	2009-05-29	51,93	51:56
AutoCAD 2010	2009-05-30	113,52	113:31

Record: 161 of 165 Filtered Search

Hours borrowed per license, user and year

Borrowed per User per Year

User Name	Feature Name	Year	Hours	Hours&Minutes
User1102	AutoCAD 2010	2008	85,52	85:31
User1102	AutoCAD 2010	2009	3594,62	3594:37
User1028	AutoCAD 2010	2009	2752,27	2752:16
User1138	AutoCAD 2010	2009	2212,63	2212:38
User1093	AutoCAD 2010	2009	2040,73	2040:44
User1106	AutoCAD 2010	2009	1883,80	1883:48
User1013	AutoCAD 2010	2009	1589,93	1589:56

Record: 1 of 21 Filtered Search

Denied per Month report shows details about denials of license requests. To get these reports the FlexNet debug log must be specified in JTB FlexReport Config.

The License found column shows “Yes” if the user after one or more denials eventually could request a license within a few minutes.

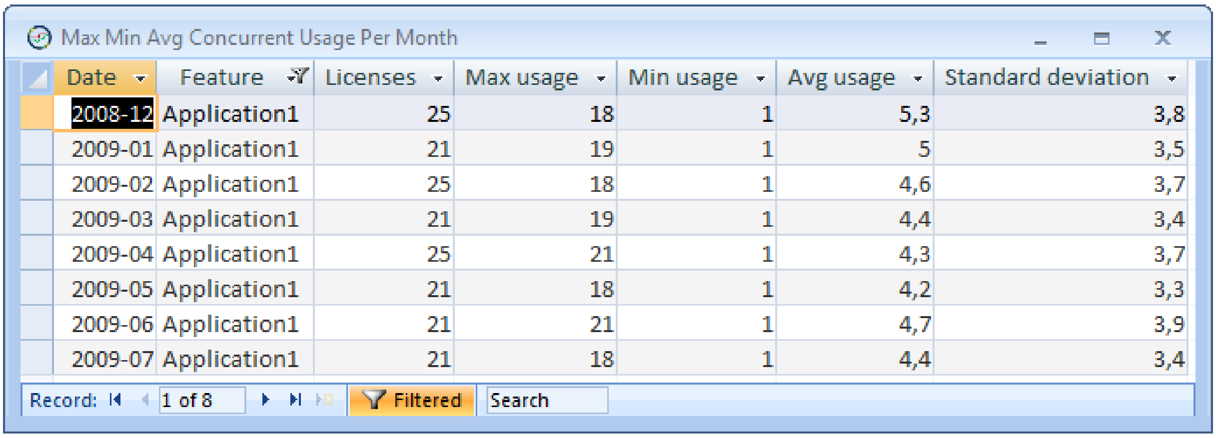
The Denials column shows how many denials that are recorded in the debug log.

Denied per Month

User Name	Host Name	Feature	Date	License found	Denials
User9412	Computer2931	Application3	2009-04	No	3
User3012	Computer2030	Application3	2009-04	No	2
User2937	Computer2031	Application3	2009-04	No	5
User2031	Computer2931	Application3	2009-04	No	4
User2031	Computer2033	Application3	2009-04	Yes	4
User1842	Computer2104	Application1	2009-04	No	5

Record: 1 of 14 No Filter Search

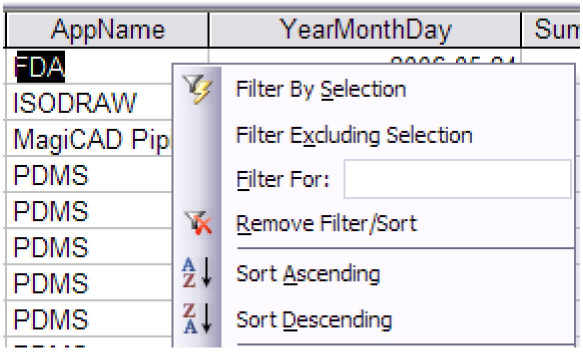
Max Min Avg Concurrent Usage Per Month report filtered on one feature. This report includes borrowed licenses.



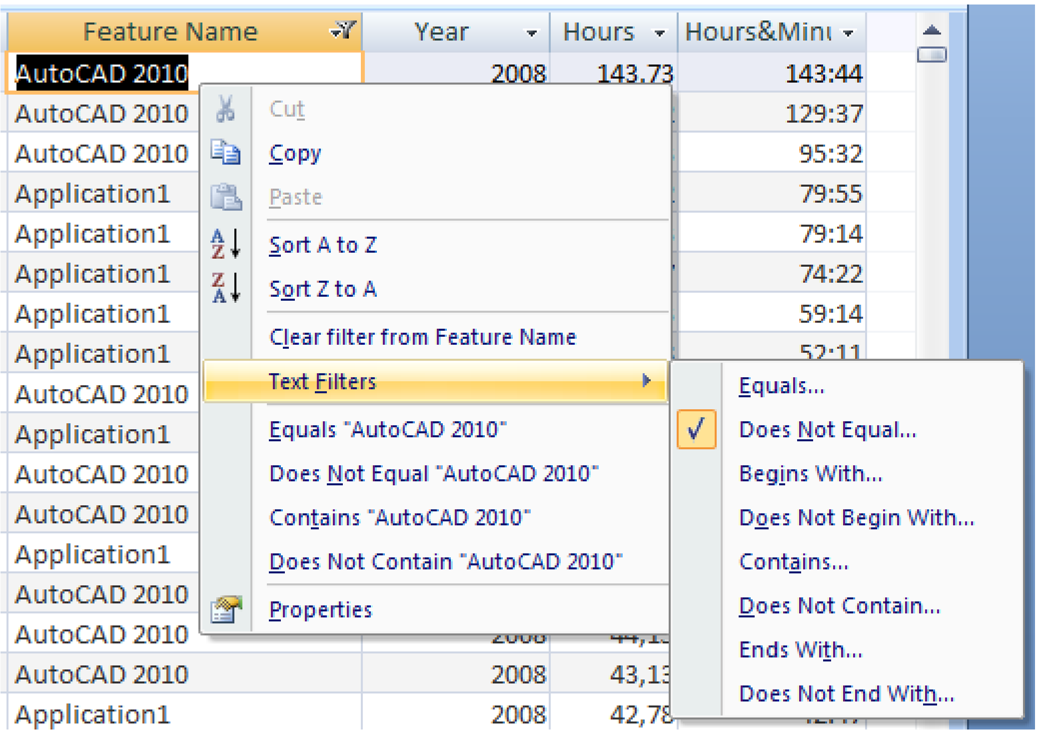
Date	Feature	Licenses	Max usage	Min usage	Avg usage	Standard deviation
2008-12	Application1	25	18	1	5,3	3,8
2009-01	Application1	21	19	1	5	3,5
2009-02	Application1	25	18	1	4,6	3,7
2009-03	Application1	21	19	1	4,4	3,4
2009-04	Application1	25	21	1	4,3	3,7
2009-05	Application1	21	18	1	4,2	3,3
2009-06	Application1	21	21	1	4,7	3,9
2009-07	Application1	21	18	1	4,4	3,4

Manipulate and filter what you want to see.

This is what it looks like in older versions of Access:



This is what it look like in Access 2007:



Right click in a cell and you can filter out for example only the selected Feature.

Use “Filter For:” and you can add a date range using for example this will show only dates from May 1 2009 and forward: >=2009-05-01

Make use of the sorting functionality to sort ascending or descending on any of the columns.

If grouping the data to show the usage in minutes per day per user per feature it can be more than 1440 (60*24) minutes in one day because the user can be logged in on multiple servers and/or PC’s (UserHost).

Linger and Borrow are both used in different places but means the same thing.

Feature is used to describe also applications or modules.

UserHost, Host and Computer are used in different places but mean the same thing. That is the PC, computer or server that the user (UserName) is logged in on when using the license.

90 days reports are including only data for the last 90 days unless there is a more narrow date ranged in the filter area.

Tip. To sort reports for the time used, use the “Hours” column and not the “Hours&Minutes” column as its purpose is just to show the time in a different format and the sort result would not be correct.

Raw data report

This report can be useful to drill down to the lowest level of data.

Pinged host reports

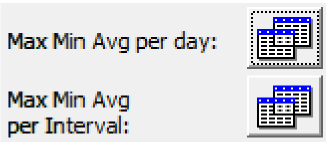
This report is useful to find out if users that have borrowed licenses still are online in the network. Settings must be done in JTB FlexReport Config>Advanced tab They can then if there is lack of licenses available be asked to return their borrowed license earlier.

PingedHosts

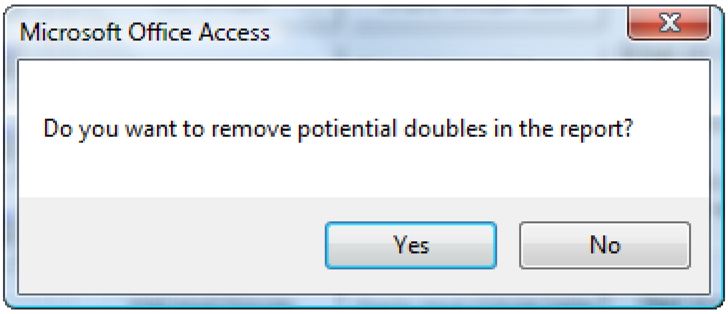
Server Name	User Name	User Host	Feature	Checked out Date	First Online	Last Online	Borrowed until
Server 1	User 1	Host 1	57600ACD_2009_0F	2008-08-17 10:00:00	2008-08-18 10:20:00	2008-08-19 14:20:00	2008-11-15 21:05:00
Server 1	User 2	Host 2	57600ACD_2009_0F	2008-08-17 10:00:00	2008-08-18 10:20:00	2008-08-19 14:20:00	2008-12-26 18:58:00
Server 1	User 6	Host 6	57600ACD_2009_0F	2008-08-17 10:00:00	2008-08-18 10:20:00	2008-08-18 14:20:00	2009-02-12 21:09:00
Server 1	User 7	Host 7	57600ACD_2009_0F	2008-08-17 10:00:00	2008-08-18 10:20:00	2008-08-19 10:40:00	2009-02-13 02:12:00
Server 1	User 8	Host 8	57600ACD_2009_0F	2008-08-17 10:00:00	2008-08-18 10:20:00	2008-08-19 10:40:00	2009-02-13 02:06:00
Server 1	User 9	Host 9	57600ACD_2009_0F	2008-08-17 10:00:00	2008-08-18 10:20:00	2008-08-18 14:20:00	2009-02-12 04:49:00
Server 2	User 3	Host 3	57600ACD_2009_0F	2008-07-21 03:22:00	2008-08-18 10:21:00	2008-08-18 14:21:00	2009-01-15 18:37:00
Server 2	User 4	Host 4	57600ACD_2009_0F	2008-07-21 03:22:00	2008-08-18 10:41:00	2008-08-19 10:30:00	2009-01-15 19:54:00
Server 2	User 5	Host 5	57600ACD_2009_0F	2008-07-21 03:22:00	2008-08-18 10:21:00	2008-08-18 10:41:00	2009-01-14 15:26:00

Record: 1 of 9 No Filter Search

The following reports



have this question.



“Do you want to remove potential doubles in the report?”

If you know that you have features that can be checked out multiple times concurrently you should select No. Otherwise Yes will give the best result.

Any of the report data can easily be copied and pasted into Excel if there is a need for it.

How to understand the data when multiple groups are showed in the report like the below one. Note that you cannot sum Max usage to find the max usage for that feature on that day for all user groups as it will result in a higher Max usage value than you might expect. Why is that? Each row shows the max usage for that group during that day and that might happen at different times for different groups.

Concurrent Usage per UserGroup Max Min Avg per Day			
Date	**User Group Name**	**Feature**	**Max usage**
2009-12-16		Revit	27
2009-12-16	UG1	Revit	12
2009-12-16	UG2	Revit	9
2009-12-16	UG3	Revit	2
2009-12-16	UG4	Revit	7
2009-12-16	UG5	Revit	3

The JTB FlexReport Detailed Reports MDB file will grow when used and can be compressed or compacted by using the Compact button. This MDB file can at any time be replaced with a new one as it is just a report based on the data in core database (JTBFlexReport.NET.mdb). A new empty copy of the report (even for SQL Server) can be downloaded from the JTB FlexReport web site: http://www.jtbworld.com/jtbflexreport

JTB FlexReport Graphic Reports

Consider to use the newer chart reports instead. There are two separate installers for this purpose. SQL Server is not supported for the Excel reports. Reports from Process Monitor is not supported either.

The JTB FlexReport Graphic Reports.xls (used for the graphic reports) file that is placed in the installation folder can be copied to another PC if you want to view the reports on that PC or don't have Excel installed at the server. Just make sure that you can access the JTBFlexReport.mdb file from the PC where JTB FlexReport Graphic Reports.xls is placed.

The file can be saved to Excel 2007 format or newer without problems.

You can also make copies of JTB FlexReport Graphic Reports.xls and name them as wanted to have separate files for different applications or application groups. This is recommended if there are more than 10-20 applications because Excel has limitations in the number of sheets it can handle. To delete applications you don't want in one file select the whole rows (rows higher than 20) and delete them. There must be no empty rows followed by rows with applications in that list.

If you want backup of the reports, take a copy and rename them something like "JTBFlexReport 2008-01" to show that it's for January 2008.

Instructions for the Excel file is included as comments to some of the cells on the Start sheet.

- Make sure that the settings are correct on the Start sheet. Especially the Year, Month, Date (from), Date (to) and MDB file location.

- The Interval should match the Snapshot Interval in JTB FlexReport Config or there might be gaps in the lines.

-Press the button "Populate the applications list". This is only needed the first time or if new applications have been added or the description has been changed.

-If you want to remove some of the applications you can just delete the rows for these applications. Notice that from the application list must start at row 21. A tip is to select a range like B21-K40 and sort on the B column.

-Press the button "Refresh data".

The buttons "Show data sheets", "Hide data sheets" and "Delete all sheets" can be used to see and hide the data for the graphs as well as to delete all sheets including the hidden ones.

The Applications column and the FLEXlm feature column are retrieved from the database when running Populate applications list. If there is no description for the FLEXlm feature added the feature name it self is added as application If you after that goes in to the JTB FlexReport Config and changes the application description and want the same description in Excel you either have to manually change it in the Applications column or run Populate applications list.

Here is an example how it can look like:

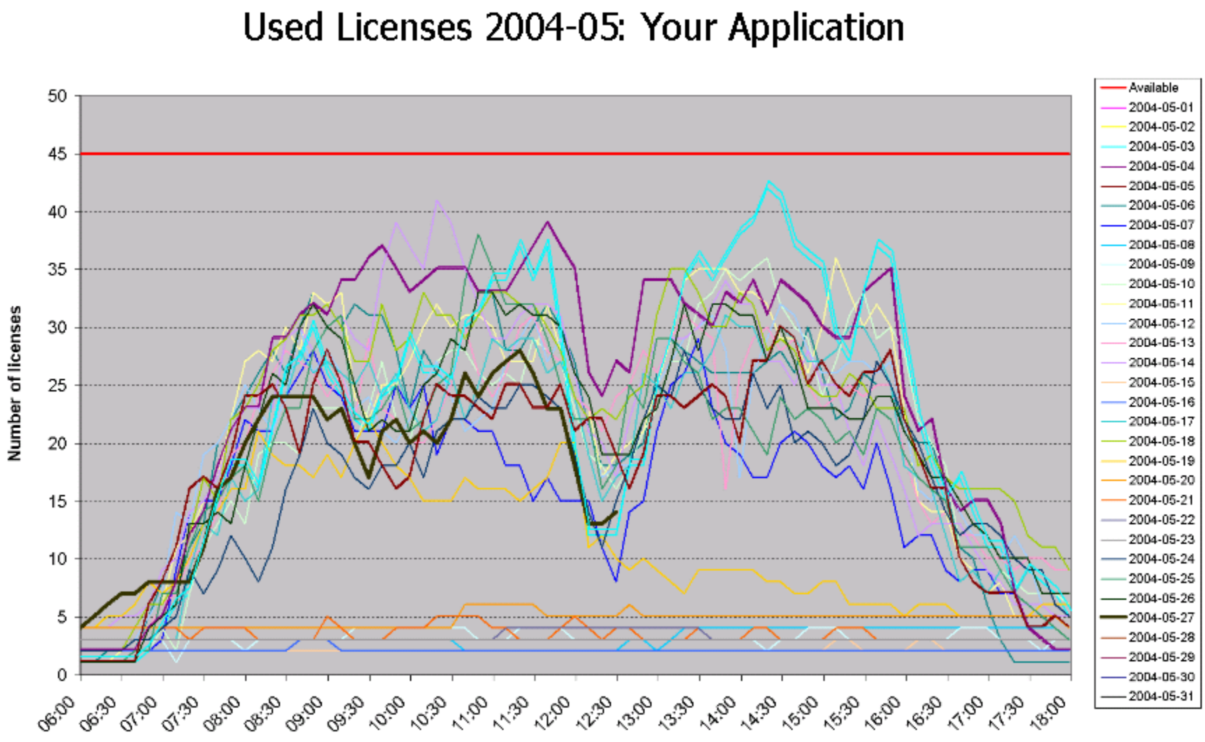
Version 2.00
Instructions

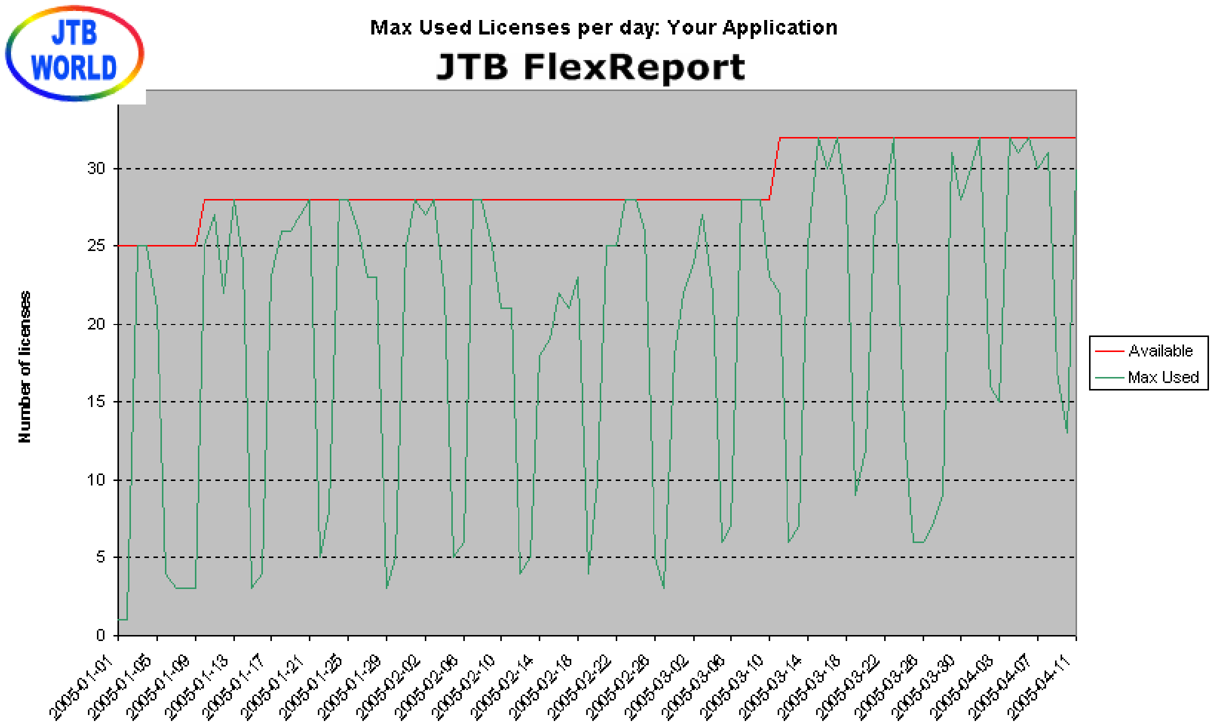
Refresh data | Populate applications list | Show data sheets | Hide data sheets | Delete all sheets

Year	2005
Month:	03
Time frame:	06:00-18:00
Date (from):	2004-01-01
Date (to):	2005-03-31
Chart type:	Line
Highlight today:	Yes
Last updated:	
Update No. Lic.:	Yes
MDB file:	c:\Program Files\JTB World\JTB FlexReport\JTBFlexReport.NET.mdb
Interval:	Max Per Day
Auto refresh:	0

Applications	No. L	Max chart name	Grouped max chart	Monthly chart name	Grouped monthly cha	Shov	Group	FLEXlm feature
ADT 2004	10	mx ADT 2004	ADT max	mo ADT 2004	ADT month	No		43200ARCHDESK_2004_0F
ADT 2005	12	mx ADT 2005	ADT max	mo ADT 2005	ADT month	No		46700ARCHDESK_2005_0F
ADT 3.3	8	mx ADT 3.3	ADT max	mo ADT 3.3	ADT month	No		40100ARCHDESK_3_3F
AutoCAD 2002	40	mx AutoCAD 2002	AutoCAD max	mo AutoCAD 2002	AutoCAD month	No		41100ACD_2002_0F
AutoCAD 2004	50	mx AutoCAD 2004	AutoCAD max	mo AutoCAD 2004	AutoCAD month	Yes		42600ACD_2004_0F
AutoCAD 2005	50	mx AutoCAD 2005	AutoCAD max	mo AutoCAD 2005	AutoCAD month	Yes		46300ACD_2005_0F

Notice how in the column Grouped max chart name and Grouped monthly chart name all ADT applications are grouped together and all AutoCAD applications are grouped together. Just make sure that the description used is unique as it will be used as name for the sheet.





The group functionality can be used to group together applications of different kinds or of different versions. The line that represents the available number of licenses can be controlled by different means. One reason to group licenses is if you have subscription of AutoCAD licenses and is allowed to use older versions as long as you don’t use more licenses than you have in your subscription. If you in this case is using “Update No. Lic.” set to “No” to manually enter the licenses in that column “No. Lic.” if you don’t want the available number to be a sum of the different versions you have. Then you can use the option “Available” and set it to either “Last” or “First”.

A known issue with grouping is that if you use Interval set to “Max Per Day” and group together 2 or more application the sum of licenses that are grouped together can be more than what it actually is at a given time. For example, let’s say we group Application1 with 10 licenses as max on day 1 and Application2 with 11 licenses as max on day 1. This will show up as a sum of 21 as max even though there has not been 21 used licenses at a given time. This is because the function just sums the max of Application1 on day 1 with the same for Application2. To get a more correct report use the option “Every 10:th minute”. But even this can give you a not 100% correct picture because the snapshots of used licenses are taken one after the other and the usage can actually change within seconds. For most users this is really a minor issue but it can be good to know about it.

SPLM (SmartPlant License Manager)

JTB FlexReport SPLM Client and JTB FlexReport SPLM Service are needed to report on SPLM licensed applications and require two separate installations.

License file should be placed in the folder where the JTB FlexReport SPLM Service is installed.

This is the same license file as you have for JTB FlexReport core.

You need to install and run the setup.exe from JTBFlexReportSPLMService_(version no here).zip on the computer where you now have JTB FlexReport installed and running. You will get a configurator showing where you specify the path to JTBFlexReport.NET.mdb or whatever database you selected. Click on Configure and on Start Service. Take note of the port number and the server machine name as this is needed to configure the SPLM client.

JTBFlexReportSPLMClient_(version no here).zip needs to be copied to the SPLM server or servers and run setup.exe. In the configurator specify the path to pdlice.exe (local path required) and use the same port and name as in the service configurator. Include also the file name pdlice.exe in the configurator setting. Example C:\path\pdlice.exe. Click on Configure and click on Start. Then click on Exit.

Now if everything goes well you should eventually get SPLM usage added to JTBFlexReport.NET.mdb or whatever database you selected.

Command line usage of JTBFlexReport.exe

JTBFlexReport.exe can be run with an argument pointing to an ini-file. FlexNet and LUM is supported. There is only support for this if MS Access is used as database to hold the feature descriptions. This makes is possible to create different shortcuts to crate HTML reports that shows data from different servers or services. As an example 27000@server can be on one HTML report and 27001@server can be on another HTML report. It is also possible to filter out what specific features to include in the report. There is a sample included that is easy to customize. “Sample HTML.vbs” is starting JTBFlexReport.exe using “Sample HTML.ini”. Make sure to edit the last rows in the “Sample HTML.ini” file to point to the licenses you want to show.

This only works if the software is registered on the PC where the script is running. The easiest way is to make an installation of JTB FlexReport on the PC and disable the JTB FlexReport Core service. Contact us if you want easy deployment for this on multiple clients. The freeware JTB FlexReport LT is also an alternative solution.

INI-files

JTBFlexReport.NET.ini is the parameter file used when JTBFlexReport.exe is run in demo mode. It can also be used for other cases if you don’t run JTBFlexReport.exe as a service.

These are the parameters that are accepted in the ini file:

Execution - can be set to Quiet, Single, HTML or HTML2.

Quiet should be used if you want it to run continuously.

Single will run once and then close.

HTML or HTML2 will run once and open the HTML report when ready. This is useful if you want to create a shortcut to have available to show the current license usage in HTML format.

Example:

    Execution=Quiet

HTML - HTML path and name. This is optional.

Example:

    HTML=c:\Program Files\JTB World\JTB FlexReport\JTBFlexReport.htm

HTML2 - HTML path and name. This is optional.

Example:

    HTML2=c:\Program Files\JTB World\JTB FlexReport\JTBFlexReport2.htm

HTMLBackup - Folder for backup copies of the HTML reports. This is optional. This folder cad quickly be full of thousands of files since 144 files are created each day.

Example:

    HTMLBackup=c:\Program Files\ JTB World\JTB FlexReport\htmlbackup

Linger - Log borrow usage.

Yes or No are valid values.

Example:

    Linger=yes

MDB - MDB log folder path. This is a required parameter.

Example:

MDB=c:\Program Files\ JTB World\JTB FlexReport\JTBFlexReport.NET.mdb

Open - If Open is yes the HTML report will be opened if the execution is set to HTML. This is optional.

Example:

Open=no

Lmutil - Lmutil is the path and file name for lmutil.exe. This is a required parameter to report on FlexNet licenses.

Example:

Lmutil=c:\Program Files\ JTB World\JTB FlexReport\lmutil.exe

Lmstat1 - Lmstat is the TCP/IP port and the license server as in this example: 27000@server. This is a required parameter to report on FlexNet licenses. One or many can be specified.

Example:

Lmstat1=27000@server1

Lmstat2=27001@server1

Lmstat3=27000@server2

IncludeFlexNetFeatures – Use this to filter out what FlexNet features to include.

Example:

IncludeFlexNetFeatures=64300ACD_F; 85730ACD_2012_0F; 85731ARCHDESK_2012_0F

IncludeLUMFeatures – Use this to filter out what LUM features to include.

Example:

IncludeLUMFeatures=CATIA Analysis Add-on; WPE-ENOVIA VPM Workpkg Exchange

LUMi4bltExe - path and file name for i4blt.exe. This is a required parameter to report on LUM licenses.

Example:

Lmutil=c:\LUM\i4blt.exe

LUMi4lsIni - path and file name for i4ls.ini. This is one optional parameter to determine what servers to report on for LUM licenses.

Example:

LUMi4lsIni=C:\LUM\i4ls.ini

LUMServer1 - This is one optional parameter to determine what servers to report on for LUM licenses. One or many can be specified.

Example using only server name:

LUMServer1=MyServer

Or by also specifying cluster

LUMServer1=ServerA@Cluster1
LUMServer2=ServerB@Cluster1
LUMServer3=ServerC@Cluster1

LUMIncludeProdVer - LUM Include product version in the feature name. Use yes or no as value.

Example:

LUMIncludeProdVer=yes

Merge Databases

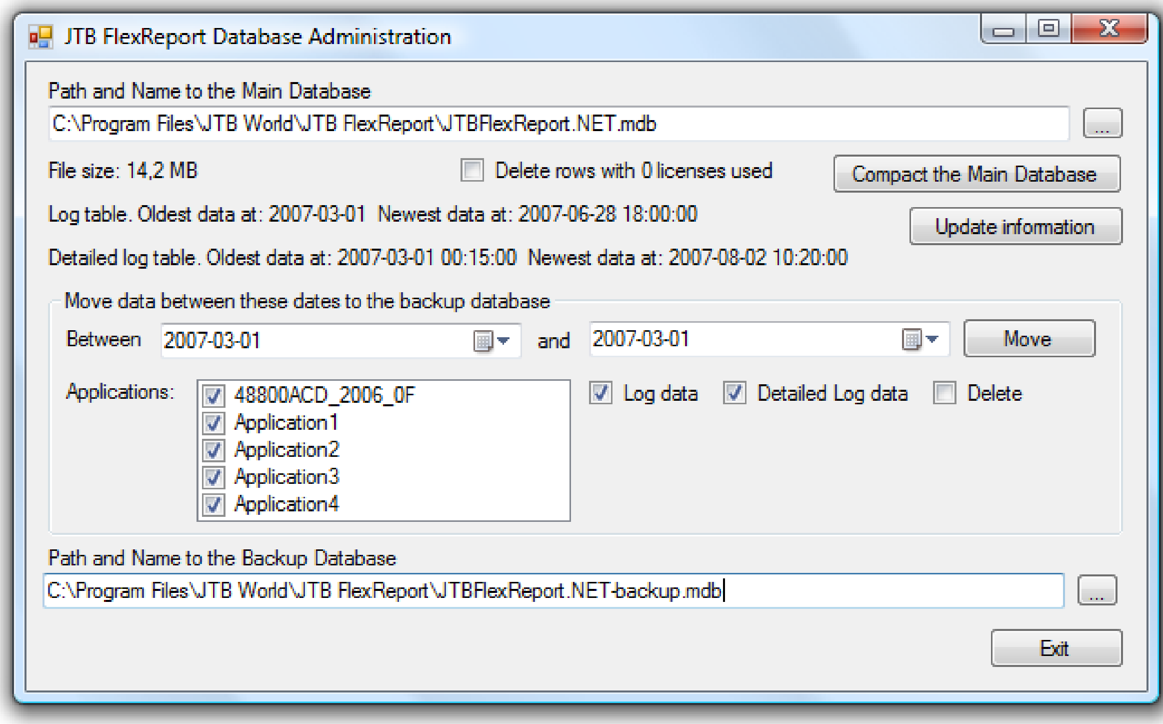
If you need to have JTB FlexReport installed on multiple servers and want to merge the MS Access databases for the graphic or detailed user reports to get a total view of the usage this can be achieved.

This can be useful for large companies with multiple servers, slow or bad or no connection between the servers.

Extract the JTBFlexReportMergeDBs.zip file in the installation folder and read the instructions in the readme file.

JTB FlexReport Config > Update DB can be used to update the database definition to the latest if you plan to keep using an old database. Sometimes this update is not able to solve all problems. A more thorough method for MS Access databases is using JTB FlexReport Merge DBs <version number>.zip, extract JTBFlexReportMergeDBs - manual start.mdb and follow the instructions in the .txt file. This can solve bloating databases due to missing or incorrect indexes.

JTB FlexReport Database Administration

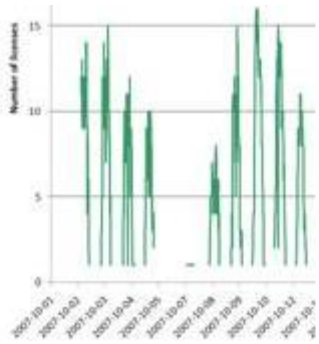


This tool is only functional for MS Access database back end.

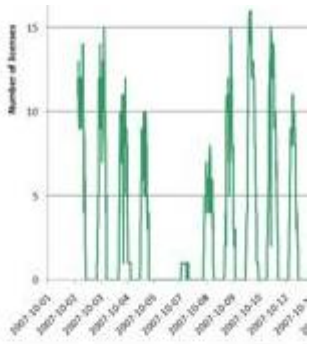
When working on the main backend database stop the JTB FlexReport Core Service in JTB FlexReport Config and start it when ready. After deleting or moving data it is recommended to run JTB FlexReport Service Configurator and click on Clear followed by Sampling All Records in the Sampling to Cache area.

JTB FlexReport Database Administration is useful to compress or compact the database. tblUserDetailedLog will also be purged from data that not really needed. It can be useful to do this on a regular interval like every month or every 3:rd month when the database starts to get too large. You should try to keep the size below 500 MB.

Compact button will also delete all rows in Log where UsedLic=0 if you select “Delete rows with 0 licenses used”. There might be a slight difference in the graphs if the rows with 0 values are deleted as can be seen in these samples. This should not be a problem in the latest Chart Client reports.



With 0 values deleted.



With the 0 values still there.

It is recommended to run this tool directly on the same server or PC where you have the Main Database.

You can move data or delete data from the database.

“Log data” is mostly used for the graphic chart reports and “Detailed Log data” is used for the detailed reports and for some of the chart reports.

FlexNet/FLEXlm license file

If you don't specifically add the TCP/IP port number to the license file it can change. Typically this does not happen if you have one license file on the server but if you have several the port number can be switched depending on what order the services are started. This can result in that the data stops being logged to the database. It’s recommended that you enter the port to the license file it it’s not already there. To find the current used port you can use lmtools.exe and check for it using Perform Status Enquiry as earlier described.

> The format of the SERVER line in the license file is:
>
> SERVER host hostid [port]
>
> Example:
>
> SERVER my_server 17007ea8 **27000**
>
> or
>
> SERVER my_server 17007ea8 **TCP:27000**

It is recommended to use a port number in this range (at least for Autodesk licenses): 27000-27009.

Use lmtools.exe and stop and start the service.

When the port is not correct you may get this error: Error getting status: Cannot connect to license server system. (-15,10:10061 "WinSock: Connection refused")

See also this blog post: http://blog.jtbworld.com/2011/06/how-to-specify-port-to-be-used-by.html

System Requirements

MDAC 2.8 or later - http://msdn.microsoft.com/data/ref/mdac/downloads/ (Only for Windows 2000 and older)

.NET Framework 4.0 or later - http://www.microsoft.com/net/Download.aspx

Operating system – Windows 8.1, Windows 8, Windows 7, Windows Vista, Windows XP, Windows 2000 (SP2), Windows 2003 Server, Windows 2008 Server, Windows Server 2008 R2, Windows Server 2012. FLEXlm or FlexNet can be installed and run on other operating systems like UNIX or Linux and is possible to report usage from but JTB FlexReport must run on a Windows OS. 32-bit and 64-bit is supported.

For the graphical Excel reports Excel 2007 or later is optionally required either on the server or on a PC where you want to view the reports. Observe that there is a new reporting functionality (Chart Service/Client) that does not require Excel.

The detailed reports that require JTB FlexReport Detailed Reports.mdb also requires Access 2000 or later. If you don’t have full Access you can download the Access 2007 Runtime: http://r.office.microsoft.com/r/rlidAccessRuntime or Access 2010 Runtime: http://www.microsoft.com/downloads/details.aspx?FamilyID=C06B8369-60DD-4B64-A44B-84B371EDE16D&displaylang=en

The Microsoft Office applications Access or Excel are not a requirement on the server. They can be run on a PC and is usually the recommended way. Office 2007 or newer is the recommendation to use but older versions might still work even though 2007 or newer is more powerful.

SQL Server or SQL Server Express is optional to use for the backend database. Versions from 2005 and newer are supported.

Resolve problems and some tips & tricks

Send an email to info@jtbworld.com describing your problem.

Useful information to solve and identify the problem is a detailed description of the problem.

Operating System version. Excel version. Access version.

Error messages.

Can you check the status of JTB FlexReport. Is the service running?

Looking at Windows Task Manager>Processes you should see JTBFlexServ.exe running and every 10:th minute (or selected interval) JTBFlexReport.exe

Check also the Event Viewer>Application Log and look for JTB FlexReport and see what it says.

Look also if the service "JTB FlexReport Core Service" is running by checking Administrative Tools>Services

Look for the JTBFlexReport.log file in the temporary folder. Try %ALLUSERSPROFILE%\JTB World\JTB FlexReport or %TEMP% or look for the value of the system environment variables TMP or TEMP and look in that folder. The folder can easily be access from JTB FlexReport Config>Advanced tab.

Take useful screenshots if possible. (Tip is to use Alt+PrintScrn and paste to a Word document or into an email or even better use a screen capture software like the free Gadwin PrintScreen from http://www.gadwin.com/printscreen or SnagIt from www.snagit.com and save to for example a PNG file, in Windows 8 and newer press the Windows button on the keyboard together with PrintScrn button and the screenshot will be saved to \Pictures\Screenshots folder)

You can activate a debug log file in JTB FlexReport Config>Advanced tab>Debug log creation. Restart the service. Let the service run for at least 20-30 minutes. A file named JTBFlexReportDebug.log will be created in the temporary folder (Default location is %ALLUSERSPROFILE%\JTB World\JTB FlexReport. Could also be the same as the system environment variable TMP or TEMP. Most often it's possible to get there by entering %temp% in the address field in Explorer). Check also c:\windows\temp. Send JTB World this file zipped. Deactivate the debug log when finished. Restart the service.

If and when you restart your FlexNet/FLEXlm server or service it can be good to know that the status will be incorrect if lmutil.exe or lmtools.exe is used.

If the user has an application running and restarting the license server or just the license service the following can happen:

USER1 HOST1 HOST1 (v1.000) (HOST1/27000 103), start Sat 1/19 08:24

Restarting server or service and it will not pick up that a license actually still is in use and it will look like the license was checked out just after the server restart notice also how the license handle can change.

USER1 HOST1 HOST1 (v1.000) (HOST1/27000 101), start Sat 1/19 12:26

It affects the report like this one jtbflexreportHTML2.htm where used hours are showed and it is the same with borrowed licenses that you cannot fully rely on when the license was borrowed:

user1@c1539 Checked out license at 2007-04-28 06:33 Hours used: 2:52

If you get this Application Error: "The application failed to initialize properly…" you might need to adjust the .NET security settings. The below is for .NET Framework 1.1 but for 2.0 it should be something similar. Let us know if you run into it.

> Control Panel>Administrative Tools>Microsoft .NET Framework 1.1 Wizard>Adjust .NET Security

Choose “Make changes to this computer” | Next

Click “Local Intranet”

Slide the trust level to “Full”

If you want to allow users access to the HTML report and you have issues with the right or access to the file for the user the following solution might help you.

Set another path to where the HTML file is created on the server. It should not be on a mapped drive.

JTB FlexReport Config>Advanced tab>Temp path

User problem: “Most of the license show 0 available on the Excel report, but we have licenses for those features.”

Answer: This is a know issue because the number of licenses is only logged back to the database if there has been any usage of these licenses. Therefore there is the option to enter the number manually by setting "Update No. Lic.:" to No.

In Windows Vista and newer versions of Windows if you have not disabled UAC it can be a good idea to place the database JTBFlexReport.NET.mdb in
%ALLUSERSPROFILE%\JTB World\JTB FlexReport
that could be something like
C:\ProgramData\JTB World\JTB FlexReport

If you have a license server triad (redundant solution) only point JTB FlexReport to one of the servers or add them separated with commas (not with semicolons).

Recommendation, do not change the snapshot interval without also starting with a new database.

Problems to uninstall JTB FlexReport?

Make sure you have administrator rights.

Stop the JTB FlexReport Core Service.

You can also try the hard way:
Run cmd.exe
net stop "JTB FlexReport Core Service"
sc delete "JTB FlexReport Core Service"

Now try to uninstall.

Sometimes a restart of the computer is needed before being able to install again.

If you get this error when installing. Try to uninstall and then install again.

“Error 1001. The specified service already exists”

If there is problem with LUM reports this might help.

You must just insert the hostname and the IP of the LUM server(s) in the host table of the local machine where JTB FlexReport is installed.

Only if the borrow time is more than 5 minutes it is logged because some vendors always have an automatic borrow time of 5 minutes or less for their licenses. (This time can be changed on request if needed)

How do I start with a new database?

Run “JTB FlexReport Config” and stop the service. It might also be needed to stop other JTB services that are running.

Then find out what the current main database you have is. Run “JTB FlexReport Config” and click on “Launch Service Configurator” button. If the name is “JTBFlexReport.NET.mdb”, locate the corresponding temp database that is having the -temp extension. In this case “JTBFlexReport.NET-temp.mdb”. This -temp database can safely be deleted as it is recreated by the sampling service based on the main database.

If you have created groups in the Group Administrator or have added feature or server descriptions or other things in JTB FlexReport Config>Features or Server you run JTB FlexReport Config>Database Administrator and move or delete data (log data and Detailed Log data). Use a larger date range that what exists in the database. End by using the Compact the Main Database button.

Otherwise you need an empty database to start with. In the “JTB FlexReport” folder there is a file named “JTBFlexReport.NET (extra empty copy).mdb” that is an empty copy of the database. On http://www.jtbworld.com/jtbflexreport/index.htm#Download below other downloads there is “JTBFlexReport.NET.mdb <version>.zip” that can be downloaded. If you want make a backup of the main database, rename it or delete it. Either take a copy of “JTBFlexReport.NET (extra empty copy).mdb” and rename it to “JTBFlexReport.NET.mdb” or use the downloaded empty database and put in the same folder as the old one was.

Run “JTB FlexReport Config” and start the service. If you stopped other JTB services, start them. After a little while click on either Features or Servers and verify that these are populated. You can also check the HTML reports or any other reports later on.