

JTB FlexReport Report Service and Client 11.0.2

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Instructions

JTB FlexReport Report **Service** and JTB FlexReport Report **Client** provide reporting functionality of JTB FlexReport.

The Service and Client installations do not include the functionality to record license usage. You need to have JTB FlexReport Core software installed for that purpose.

It is recommended to install the JTB FlexReport Report Service on the same machine as JTB FlexReport Core is installed on and if MS Access is used install on same machine as the main database JTBFlexReport.NET.mdb (default name) is located.

The JTB FlexReport Report Client can be installed on the same machine as the Report Service or it can be installed on one ore many clients or PCs.

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.

Report Service installation

.NET Framework 4.0 or later required.

The Report Service (JTB FlexReport Report Service) can be installed on a server or on the same Server/PC as the client. It is recommended to install it on the same machine as JTB FlexReport Core, especially if an Access database is used as backend database.

The recommended, default and most common option is having windows service running on the server with static IP, another option is by having an IIS Hosted service (ISS service installer is available upon request). If the service and the client are on different machines you need to use a static IP instead of the machine name or the machine name must be found from the client machine. The IP or server name (of the machine where JTB FlexReport Report Service is installed) should be used to configure both the service and the client.

Run setup.exe that is in the same folder as JTBFlexReportService.msi.

At the end of the installation the Service Configurator will show up. You can configure it during the installation or later.

JTB FlexReport Service Configurator

Service Configurator is found in Windows Start Menu>All Programs>JTB FlexReport Service> JTB FlexReport Service Configurator or run JTB FlexReport Service Configurator.exe in the JTB FlexReport Service folder. Typically in this folder:

32-bit OS: **C:\Program Files\JTB World\JTB FlexReport Service**

64-bit OS: **C:\Program Files (x86)\JTB World\JTB FlexReport Service**

It is also available to start from JTB FlexReport Core Configurator (JTB FlexReport Config) on the General tab.

General Configuration tab

The screenshot shows the 'JTB FlexReport Service Configurator' window with the 'General Configuration' tab selected. The window has a title bar with standard Windows controls. The 'General Configuration' tab is active, and the 'Email Configuration' tab is also visible. The 'Server Machine' section includes fields for 'Computer Name or IP Address' (set to 'ACERLAPTOP'), 'JTB FlexReport Report Service Running On Port' (set to '2003'), and 'JTB FlexReport Auto Service Running On Port' (set to '2004'). The 'SQL Server' section has a 'Server Name' dropdown, 'Database Name' dropdown, 'Authentication' radio buttons (selected: 'Windows Authentication'), 'User ID' field, and 'Password' field. There are 'Load SQL Servers' and 'Load DB Names' buttons. The 'Database' section has radio buttons for 'SQL Server' and 'MS Access' (selected). The 'MS Access' section has a 'Database Name' field with a browse button. The 'Service Process Priority' section has a 'Process Priority' dropdown (set to 'Normal'). The 'Sampling to Cache' section has a 'Precision Value' dropdown (set to '10 minutes'), 'Clear' and 'Stop' buttons, and a 'Sampling All Records' checkbox. The 'JTB Services' section has three checked checkboxes: 'JTB FlexReport Report Service', 'JTB FlexReport Sampling Service', and 'JTB FlexReport Auto Service'. At the bottom, there are buttons for 'License Activation', 'Configure', 'Start Services', 'Stop Services', 'Test DB Connection', 'Test Service Engines', and 'Exit'.

Click on License Activation and activate JTB FlexReport unless it is already done in JTB FlexReport Core.

Decide to use SQL Server or MS Access as database. This depends on what database is used in JTB FlexReport Core.

You might need to specify the static IP instead of the server machine name. Note that this IP or name should be for the machine where the JTB FlexReport Service is installed.

Use port number 2003 and 2004 as first choice or increment it higher. The two services need to run on different ports.

Make sure the ports selected are open through firewalls.

Browse for the MS Access database (normally named JTBFlexReport.NET.mdb) or configure the SQL Server settings. Use the button Load SQL Servers to update the list of SQL Servers. Use Load DB Names button to update the list of Database Names. 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.

Notice that if the MS Access database is located on another server/computer you need to give the user that runs the service rights to access other computers on the network. UNC path should be used instead of mapped folder. How this is done is described in the JTB FlexReport Core documentation.

Click on Configure.

Click on Start Services. This starts the services “JTB FlexReport Report Service” and/or “JTB FlexReport Sampling Service” and/or “JTB FlexReport Auto Report Service”.

Take note of the “server machine” name or IP, and the ports in “Running On Port” as it is needed when configuring the client.

Optionally test the connection and the service engine using the two separate buttons.





An error message about “The remote name could not be resolved: 'localhost'” can indicate a conflict with a VPN client. Try disable the VPN client and try if it works. Disabling the use of a pac file whilst connected to the domain can also help. A pac file is a script file that is used to automatically configure LAN settings.

Sampling to Cache

To improve performance of reporting on the raw data “JTB FlexReport Sampling Service.exe” runs as a Windows service and updates the raw data to a format that the reports quicker can make use of. This is normally done automatically every 30th minute. The lower Precision Value the more correct result but the longer the sampling will take and the larger the cache temp table will be. If MS Access is used as back end database the cache will be saved in a separate database with the suffix “-temp.mdb” containing the UserDetailedLogTemp table. If SQL Server is used there is a table named UserDetailedLogTemp that holds this cache data.

“Sampling All Records” can be used if you want to change “Precision Value”. You don’t have to keep the Service Configurator open during sampling as it can take quite a while if there is lots of data to process. But if it is kept open a dialog box will tell when the sampling is ready.

Here are the services showing up among Windows Services.

Name	Description	Status	Startup Type	Log On As
 JTB FlexReport Auto Service	Automatical...	Running	Automatic	Local System
 JTB FlexReport Core Service		Running	Automatic	Local System
 JTB FlexReport Report Service	Provides dat...	Running	Automatic	Local System
 JTB FlexReport Sampling Service	Sampling da...	Running	Automatic	Local System

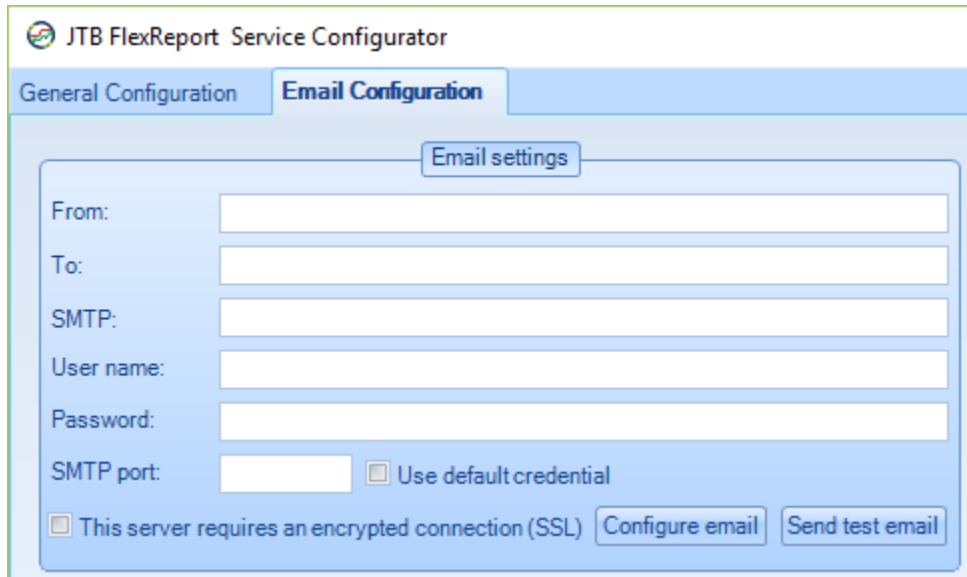
If you want to have the service running with lower priority, select **Process Priority**.

Email Configuration tab

Only needed if email with reports needs to be sent. Specify email settings to have the ability to get automatically created reports by email. Use it together with the [Auto Reports tab](#) in the client.

You may need to contact your email server admin or manager to learn what settings to use.

The To email here is only used for sending the test email. Further configuration needs to be done in the client as different reports can be sent to different emails.



The screenshot shows the 'JTB FlexReport Service Configurator' window. It has two tabs: 'General Configuration' and 'Email Configuration'. The 'Email Configuration' tab is active. Inside this tab, there is a sub-tab labeled 'Email settings'. Below this, there are several input fields: 'From:', 'To:', 'SMTP:', 'User name:', 'Password:', and 'SMTP port:'. There are also two checkboxes: 'Use default credential' and 'This server requires an encrypted connection (SSL)'. At the bottom right of the form area, there are two buttons: 'Configure email' and 'Send test email'.

Email settings	
From:	<input type="text"/>
To:	<input type="text"/>
SMTP:	<input type="text"/>
User name:	<input type="text"/>
Password:	<input type="password"/>
SMTP port:	<input type="text"/>
<input type="checkbox"/> Use default credential	
<input type="checkbox"/> This server requires an encrypted connection (SSL)	
<input type="button" value="Configure email"/> <input type="button" value="Send test email"/>	

Client installation

.NET Framework 4.0 or later required.

The client can be installed on any server or PC that have network contact with the server or PC where the Report Service is running. The client can also be installed on the same computer as the service.

Run setup.exe that is in the same folder as JTBFlexReportClient.msi.

JTB FlexReport Client Configurator

Run JTB FlexReport Client Configurator from Windows start menu or run “JTB FlexReport Client Configurator.exe” located in the installation folder.

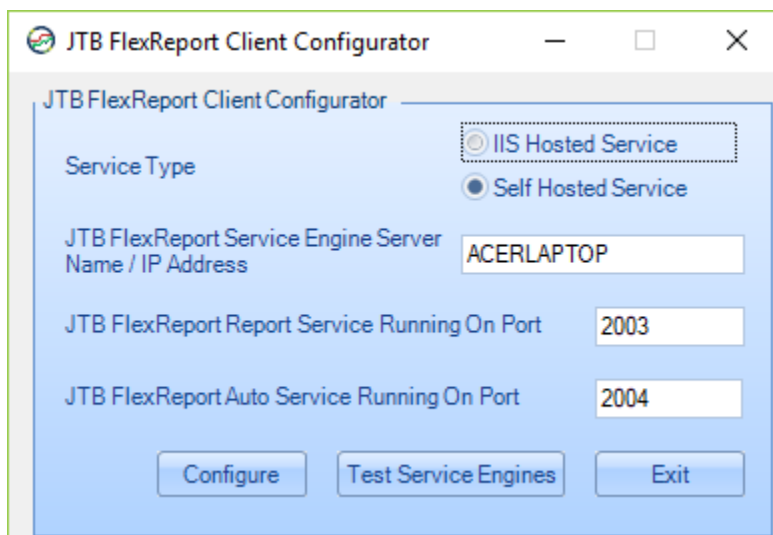
Typically in this folder:

32-bit OS: **C:\Program Files\JTB World\JTB FlexReport Client**

64-bit OS: **C:\Program Files (x86)\JTB World\JTB FlexReport Client**

It is also available to start from JTB FlexReport Core Configurator (JTB FlexReport Config) on the General tab.

In the client configurator add the server name or IP and ports that the Report Service uses. If unsure check in the JTB FlexReport Service Configurator what ports the settings are.



JTB FlexReport Client

Start the client application from Windows start menu or run “JTB FlexReportClient.exe” located in the installation folder.

Typically in this folder:

32-bit OS: **C:\Program Files\JTB World\JTB FlexReport Client**

64-bit OS: **C:\Program Files (x86)\JTB World\JTB FlexReport Client**

It is also available to start from JTB FlexReport Core Configurator (JTB FlexReport Config) on the General tab.

How to quickly create a report

Start by selecting Report Type from the Report Settings tab.

Then select a Date Range.

Optionally select other Report Settings.

Depending on Report Type select the appropriate tab and make further selection there. If only feature and server data should be included in the report typically use the Feature Server tab. For reports filtered on users or hosts and other combinations use the Detailed tab. For hours charts use the Hours Chart tab.

Press the Generate Report button.

See sample reports and settings [here](#).

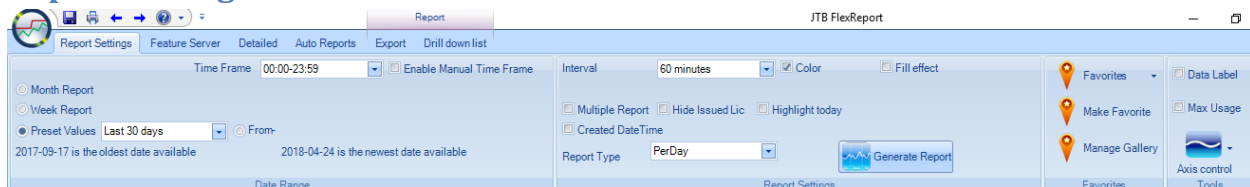
Ribbon tips

Click on a Ribbon tab if the Ribbon is minimized to show that Ribbon tab.

Double click on a Ribbon tab to switch between minimized and maximized Ribbon.

The whole Ribbon can be resized in height to make it easier to select from list boxes.

Report Settings tab



Here you start by specifying the date range and time frame to be used for the reports.

Before you can generate a report you need to use either of the tabs “Feature Server”, “Detailed”, “Hours Chart” or “List Report” (depending upon Report Type selected) and make selections there on what to report on.

On the Date Range area specify the date range for your report.

Select Date 2017-12-14 Time Frame 00:00-23:59 ☐ Enable Manual Time Frame

☒ Month Report

☐ Week Report

☐ Preset Values ☐ From-

2017-09-17 is the oldest date available 2018-04-24 is the newest date available

Date Range

Notice the oldest and newest dates available at the bottom of the date range area.

For Week Reports it is possible to select what week days to include in the reports. This will only work for PerDay, Stacked Line, Stacked Percentage, Histogram, Hours Chart and List Reports report types.

Select Date 2017-12-14 Time Frame 00:00-23:59 ☐ Enable Manual Time Frame

☐ Month Report

☒ Week Report ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday

☐ Preset Values ☐ From-

2017-09-17 is the oldest date available 2018-04-24 is the newest date available

Date Range

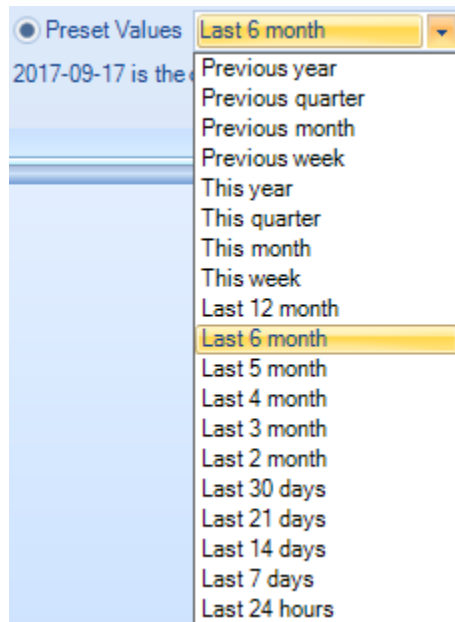
Select Date

This will be used when either of the radio buttons “Month Report” or “Week Report” are used. Select any day within the month or week you want to report on.

	Mo	Tu	We	Th	Fr	Sa	Su
49	27	28	29	30	1	2	3
50	4	5	6	7	8	9	10
51	11	12	13	14	15	16	17
52	18	19	20	21	22	23	24
53	25	26	27	28	29	30	31
	1	2	3	4	5	6	7

Today Clear

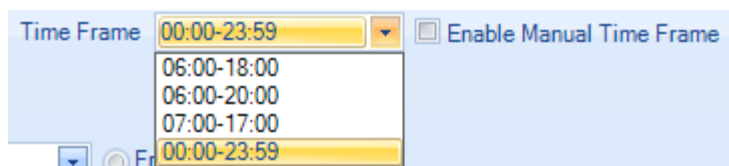
Preset Values



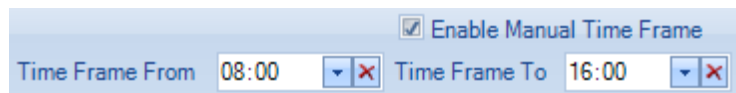
“Preset Values” needs to be used for the automatically created reports but can also be used for manual reports.

Time Frame

This setting is used for PerDay, Stacked Line, Stacked Percentage, Histogram, Hours Chart and List Reports reports only.

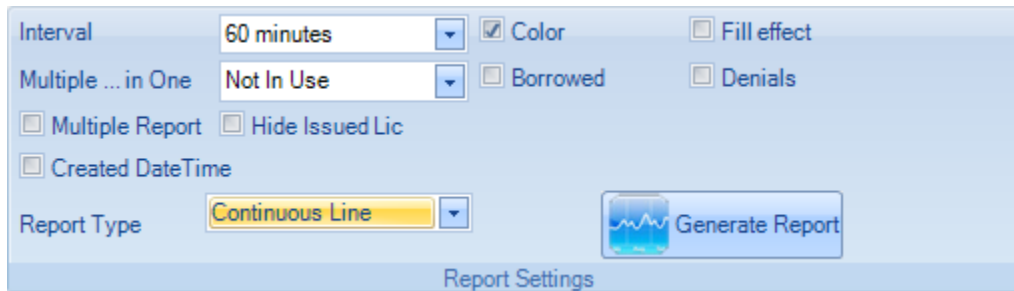


Either use the standard time frames from the dropdown or enable the manual setting and select from and to times.



Report Settings

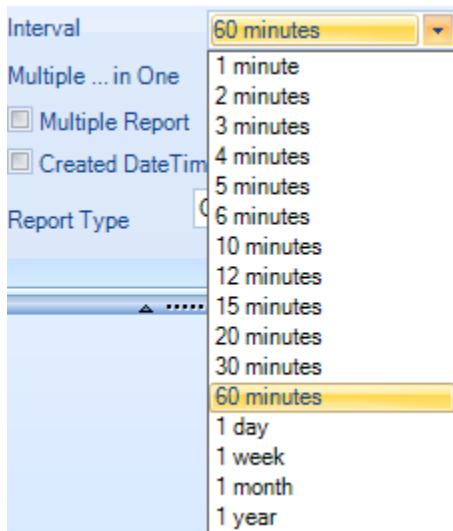
On “Report Settings” there are several settings that determine how the reports are created. If the Wizard is activated you only see the settings that are available based on the Report Type selected.



The screenshot shows the 'Report Settings' dialog box. It has a light blue background. At the top, there are two rows of settings. The first row has 'Interval' set to '60 minutes' (with a dropdown arrow), a checked 'Color' checkbox, and an unchecked 'Fill effect' checkbox. The second row has 'Multiple ... in One' set to 'Not In Use' (with a dropdown arrow), an unchecked 'Borrowed' checkbox, and an unchecked 'Denials' checkbox. Below these are two rows of unchecked checkboxes: 'Multiple Report' and 'Hide Issued Lic', followed by 'Created DateTime'. At the bottom left, 'Report Type' is set to 'Continuous Line' (with a dropdown arrow). To the right of this is a 'Generate Report' button with a small line graph icon. The title 'Report Settings' is at the bottom center.

Interval

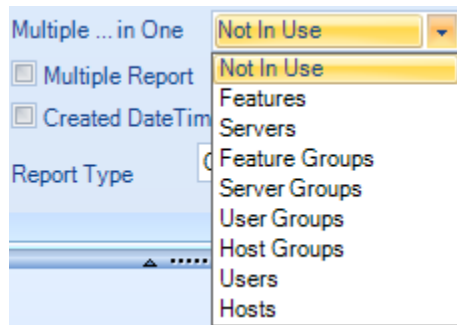
If a large date range is used like a year an interval of 10 minutes will be too small and generate too many points to reasonably show on a chart so a larger interval can be used. If the data in the database is saved at an interval of 10 minutes and the charting interval is set to 60 minutes the max value in that interval will be used. Selecting interval can also make the chart more readable.



The screenshot shows the 'Interval' dropdown menu open. The menu is white with a blue border. The 'Interval' label is at the top left. The dropdown list contains the following options: '60 minutes' (highlighted in yellow), '1 minute', '2 minutes', '3 minutes', '4 minutes', '5 minutes', '6 minutes', '10 minutes', '12 minutes', '15 minutes', '20 minutes', '30 minutes', '60 minutes' (highlighted in yellow), '1 day', '1 week', '1 month', and '1 year'.

Multiple ... in One Chart

If multiple of the items in a list (like the features list) are used they can be plotted as separate lines in the chart or separate bars in the hour chart report type. This option is not available for all Report Types.



Multiple report

When “Multiple Report” is checked and you for example selected multiple features on the Feature Server tab, one report per feature will be generated on a separate tab.

New tab

If this is selected a new tab will be used for the new report instead of replacing the existing report. This can be useful if you want to quickly compare data from one month to another.

Include concurrent overlap usage

If this checkbox is selected the generated report will remove duplicates if there are two or more concurrent usages at the same time. Used also for the database discrepancy reports.

Example of concurrent overlap usage is with data from Process Monitor. Say one session of AutoCAD LT was run between 8:00 and 9:00 and another session was run between 8:30 and 9:30. With the checkbox checked the result would be that 2 licenses was running at 8:45 but when not checked it would report as 1 licenses was running and this also affects the hour charts so in the first place 2 hours are reported and in the second place 1,5 hour.

Differences

Show only the differences. Used for the database discrepancy report only.

Color

Either colors can be used for the charts or they can be in black and white.

Borrowed line

Include a separate line showing the borrowed usage. The borrowed usage is still included in the used line.

Hide Issued Lic

If you don't want to include the Issued Lic line.

Fill effect

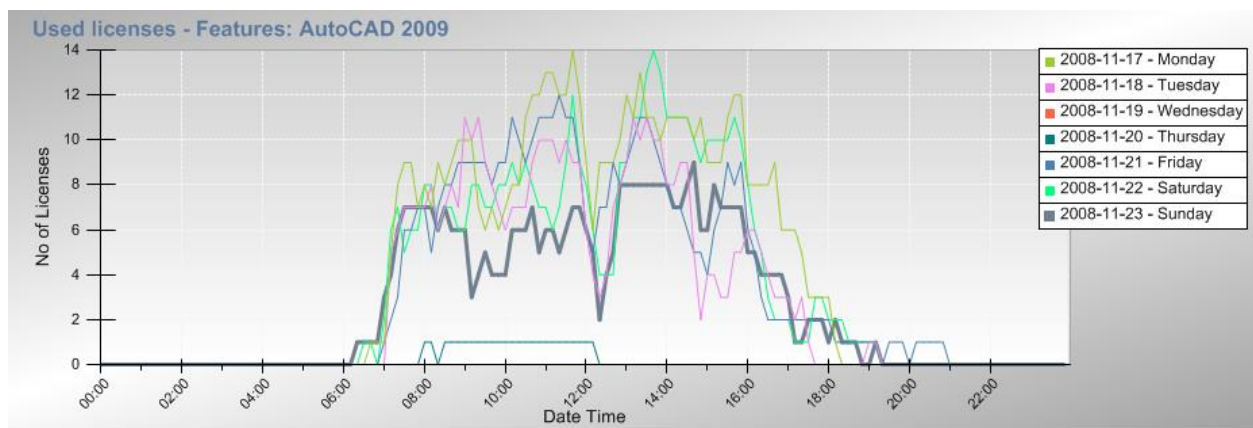
Useful for bar charts. For some other reports like Per Day and Continuous Line it can make the report not readable.

Denials

Include denials in the some of the reports. Requires that denials have been saved to the database. For example for FlexNet licenses, by specifying FlexNet debug log files in JTB FlexReport Config. Not all license systems supports denials.

Highlight today

Highlight (line is bolder) the line that is for the current day. Typically used for monthly or weekly charts and PerDay report type.

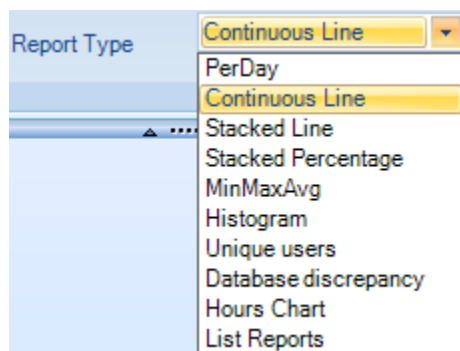


Create Date Time

Show created date time in report.

Report type

Select among the report types available: PerDay, Continuous Line, Stacked Line, Stacked Percentage, MinMaxAvg, Histogram, Unique users, Database discrepancy, Hours Chart and List Reports.

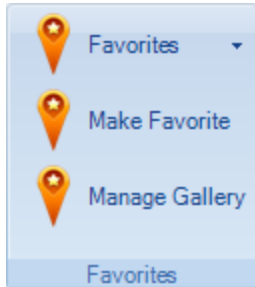


Favorites

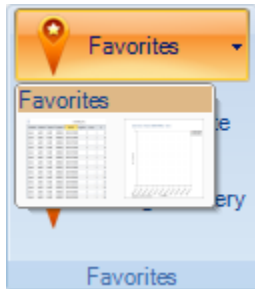
In the Favorites area you can create and access favorites.

Create the report you want to use.

It is recommended to use Preset Values for the date range so it is dynamic.



When a favorite is created it can be accessed and generated by selecting from Favorites



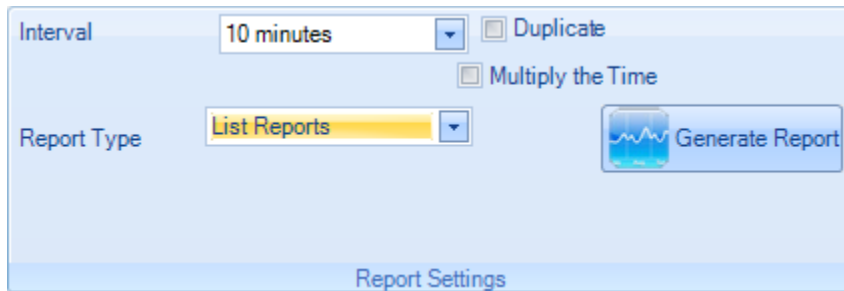
Manage Gallery is used to edit or delete favorites.

Duplicate and Multiply the Time

These checkboxes are available only for List Reports.

Duplicate will include duplicate usage. Normally this should be unchecked.

Multiply the Time when checked will multiply the time with the number of licenses if more than 1 license is taken per checked out features. This is mainly useful for token based features.



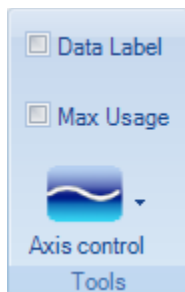
The 'Report Settings' dialog box contains the following elements:

- Interval:** A dropdown menu set to '10 minutes'.
- Duplicate:** An unchecked checkbox.
- Multiply the Time:** An unchecked checkbox.
- Report Type:** A dropdown menu set to 'List Reports'.
- Generate Report:** A button with a blue icon and the text 'Generate Report'.
- Report Settings:** A label at the bottom of the dialog.

Tools

Data Label will show data labels for all points or bars in a chart.

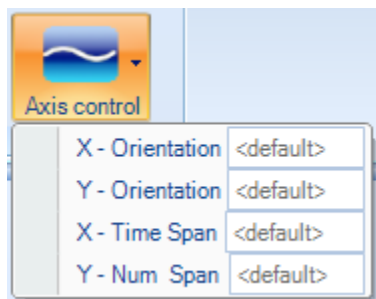
Max Usage will show a data label for only the point with highest value in a line.



The 'Tools' panel contains the following elements:

- Data Label:** An unchecked checkbox.
- Max Usage:** An unchecked checkbox.
- Axis control:** A button with a blue icon and a dropdown arrow.
- Tools:** A label at the bottom of the panel.

On Axis control add a custom value or delete an existing value to restore to the default value.
Orientation is in degrees.



The 'Axis control' dropdown menu contains the following items:

X - Orientation	<default>
Y - Orientation	<default>
X - Time Span	<default>
Y - Num Span	<default>

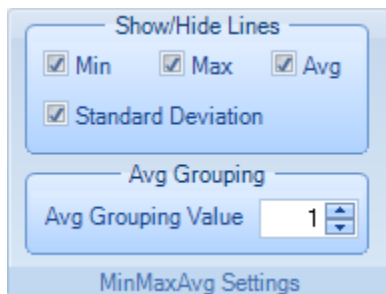
MinMaxAvg

When the MinMaxAvg report type is selected the MinMaxAvg Setting panel shows up allowing you to select what lines to be showed on the report and for average line the grouping value.

Avg is short for average.

Standard Deviation. Learn more about it at http://en.wikipedia.org/wiki/Standard_deviation or <http://www.mathsisfun.com/data/standard-deviation.html>.

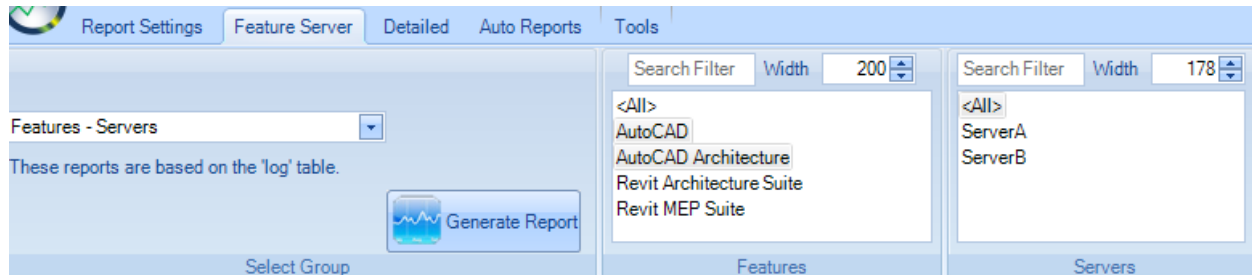
If the interval is 1 day and the grouping value is 7 you will get the average based on groups of 7 days.



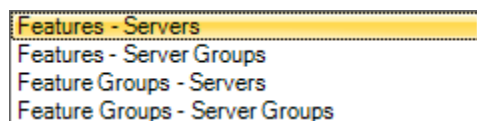
The image shows a software settings panel titled "MinMaxAvg Settings". It contains two main sections. The first section, "Show/Hide Lines", has four checkboxes: "Min", "Max", "Avg", and "Standard Deviation", all of which are checked. The second section, "Avg Grouping", contains a label "Avg Grouping Value" followed by a numeric input field showing the value "1" and a small up/down arrow control. The entire panel has a light blue background and a thin border.

Feature Server tab

Reports on this tab are based on the 'log' table that does not contain any user or host details. Normally this tab should be used for these combinations "Features – Servers", "Features – Server Groups", "Feature Groups – Servers" or "Feature Groups – Server Groups".

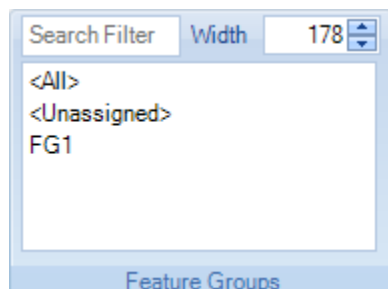


Combination drop down



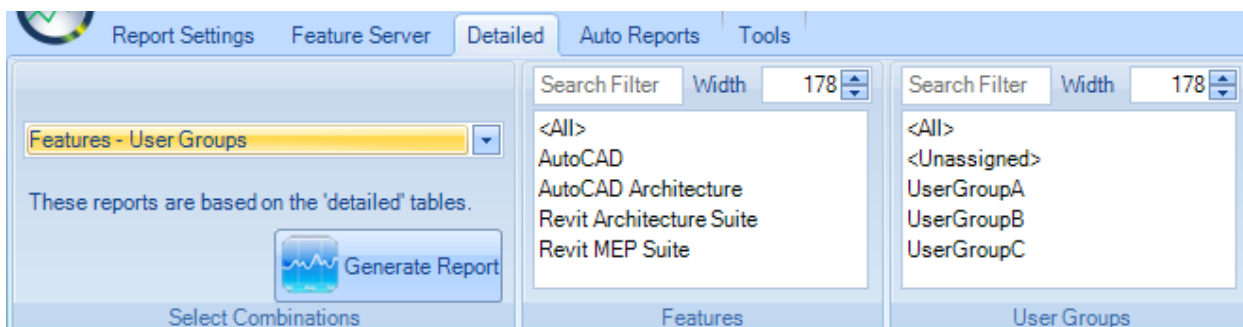
To select all items in a list like all feature groups it is enough to select <All>.

To select all items that belong to a group select <Unassigned>. In the below example selecting <Unassigned> will select all features that does not belong to any of the groups or in this case FG1.

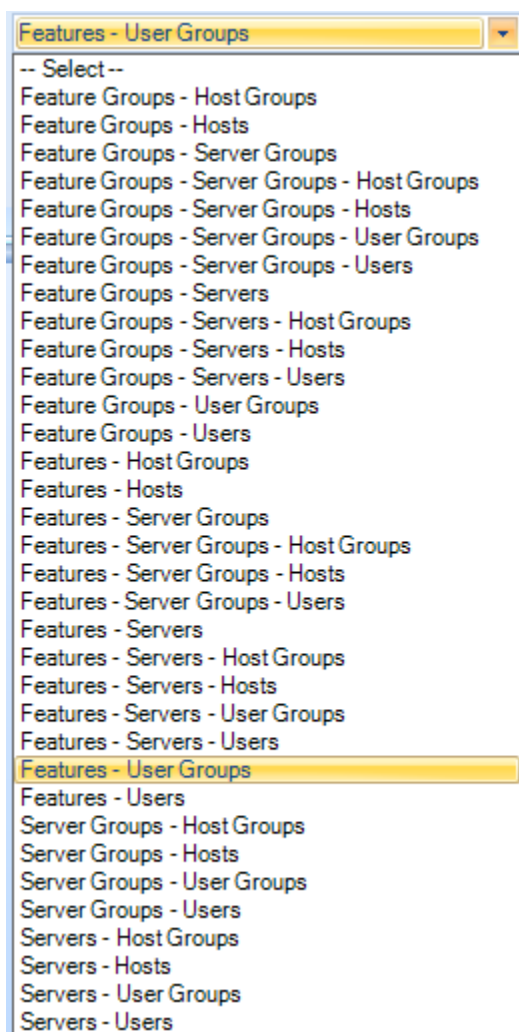


Detailed tab

Reports on this tab are based on the 'detailed' tables 'tblUserDetailedLog' and 'tblUserDetailedLogPrev' that contain user or host details. Use <All> to select all items like all User Groups and <Unassigned> to select all items not in a group like all users not belonging to a user group. Normally if the Feature Server tab can be used, it's preferred to use it.



Select Combinations in the drop down.

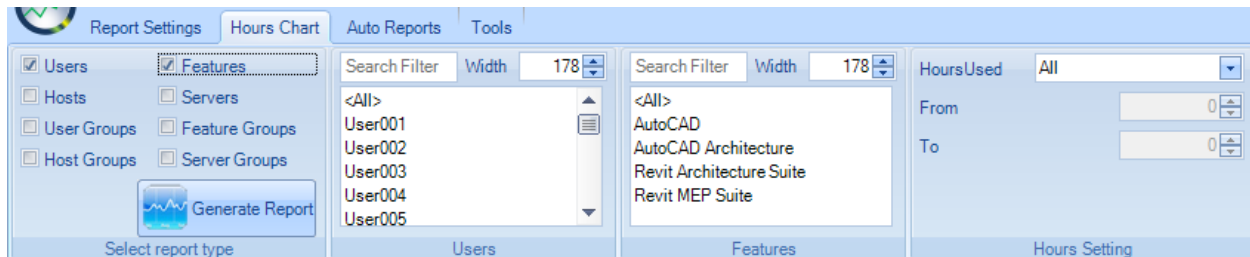


Hours chart tab

Use the Report type Hours Chart on the Report Settings tab. Reports on this tab are based on the 'detailed' tables 'tblUserDetailedLog' and 'tblUserDetailedLogPrev' that contain user or host details.

Report on hours used by selecting different combinations like User-Feature or User Groups-Feature.

It is possible to filter out columns of hours for example showing only hours more than specified number.



Hours Used in the reports includes borrowed hours but it is possible to show borrowed hours also in a separate bar by using the Borrowed checkbox on Report Settings tab. The borrowed usage is still included in the used bar.

Use <All> to select all items like all User Groups and <Unassigned> to select all items not in a group like all users not belonging to a user group.

List report

Report Settings | List Report | Auto Reports

List Report Type: Used Licenses
Selection: User - Host
Aggregate Interval: Day

Generate Report

Preview Report | Print Report | Save As

Report Settings | Print and Save Reports

List Report Type

Select what type of list report to generate.

List Report Type: Used Licenses

Selection: Used Licenses

Aggregate Interval: Used Licenses

- Used Licenses
- Borrowed Licenses
- Used and Borrowed Licenses
- MinMaxAvg Concurrent Usage
- User Groups
- Host Groups
- Denied Requests
- Raw data Report
- Pinged Host Report
- Features List Report

Selection

Make a selection depending on type of report

List Report Type: Used Licenses

Selection: User - Host

Aggregate Interval: User - Host

- User - Host
- User
- User - Server
- User - Host - Server
- Feature
- Server
- Host
- User - Host - Project
- User - Project


Aggregate Interval

Select if the data in the report should be aggregated or summed up per day, per month or per year.

Aggregate Interval: Day

- Day
- Month
- Year

Features List Report

The “Features List Report”  is useful to find information on what data exists in the database for each feature. The dates for the date ‘A’ columns are from the ‘log’ database table and the dates for the date ‘B’ columns are from a union of the database tables ‘tblUserDetailedLog’ and ‘tblUserDetailedLogPrev’.

‘A’ is used for reports created with the Feature Server tab and the Detailed tab.

‘B’ is used for reports created with the Detailed tab and Hours Chart tabs where users or hosts are involved.

The Count columns show how many rows of data there is for each feature.

Features List Report									
Features	FeatureNameDescription	First date A	Last date A	CountA	First date B	Last date B	CountB	ServerName	ServerNameDescription
64300ACD_F	AutoCAD	2015-09-17 14:50:00	2016-04-24 16:00:00	31082	2015-09-17 14:50:00	2016-05-21 16:20:00	7130	ServerA	ServerA
65300ARCHDESK_F	AutoCAD Architecture	2015-09-17 14:50:00	2016-04-24 16:00:00	31082	2015-09-17 14:50:00	2016-05-21 16:20:00	2084	ServerB	ServerB
65900REVITS_F	Revit Architecture Suite	2015-09-17 14:50:00	2016-04-24 16:00:00	31082	2015-09-17 14:40:00	2016-05-21 16:20:00	3898	ServerA	ServerA
65200REVSYP_F	Revit MEP Suite	2015-09-17 14:50:00	2016-04-24 16:00:00	31082	2015-09-17 14:50:00	2016-05-21 16:20:00	3778	ServerB	ServerB

This report can be previewed and printed with “Report Preview”.

A custom report can be created with “Create Grid Report”, printed or exported to PDF or an image file.

Auto Reports tab

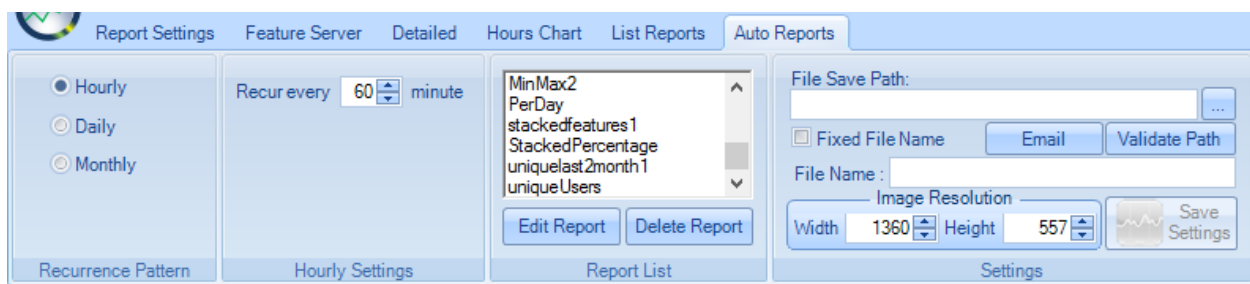
With this functionality you can have reports automatically created as PNG image files at specified recurrence pattern.

Auto Reports can also be used to quickly get access to different saved reports. Just click on the saved report in the Reports List and then go to the Report Settings tab and click on Generate Report. If you don't want to save a lot of image files created, make sure to use a fixed file name and have them created only monthly.

On Report Settings tab the date selection must make use of "Preset Values".

This functionality requires that the JTB FlexReport Auto Report Service is running.

To set up a report start by manually creating the report you like to use. Settings on the Tools tab will not affect the created images.



The screenshot shows the 'Auto Reports' tab in the JTB FlexReport application. The interface is divided into four main sections: 'Recurrence Pattern', 'Hourly Settings', 'Report List', and 'Settings'. In the 'Recurrence Pattern' section, the 'Hourly' radio button is selected. The 'Hourly Settings' section shows 'Recur every 60 minute'. The 'Report List' section contains a list of reports: 'MinMax2', 'PerDay', 'stackedfeatures1', 'StackedPercentage', 'uniquelast2month1', and 'uniqueUsers'. The 'Settings' section includes a 'File Save Path' field, a 'Fixed File Name' checkbox, an 'Email' button, a 'Validate Path' button, a 'File Name' field, an 'Image Resolution' section with 'Width 1360' and 'Height 557', and a 'Save Settings' button.

When the report is created click on Auto Reports tab and specify the recurrence pattern if the report should be created on an hourly, daily or monthly basis.

Hourly settings allow a report to be created multiple times per hour.



This screenshot shows a portion of the 'Auto Reports' tab, specifically the 'Recurrence Pattern' and 'Hourly Settings' sections. The 'Recurrence Pattern' section has three radio buttons: 'Hourly' (selected), 'Daily', and 'Monthly'. The 'Hourly Settings' section shows 'Recur every 60 minute'.

Daily settings allow a report to be created at specified days and time.

Monthly settings allow a report to be created on a monthly basis.

The **Settings panel** explained.

File Save Path is a path located where the Auto Report Service is running. You can run this client on any computer but the report file (.PNG) will be created locally on the server. Use Validate Path to ensure the path is correct.

It is possible to save to a network path (UNC) with some setting changes. JTB FlexReport Auto Report Service needs to be changed so it logs on as another account than the Local System Account. You might need to set “Log on as” to either a user account or another special account with access to the other location. Then for the folder where the images should be saved you need to share the network path with everyone or with a special user with read/write permission level. Finally you can use a UNC path as path where the images will be saved.

If the report should overwrite itself each time, use the fixed file name checkbox. This can be useful if you like to have a web page with the image being updated automatically.

Enter a file name that is the basis for the report file. If fixed file name is not used the file name will have a suffix with the date and time. For example AutoCADperDay (2012-02-13 08.52.12).png where AutoCADperDay is the file name.

Specify also the size for the image.

When ready press Save Settings. If all goes well a PNG file will directly be created based on the settings used.

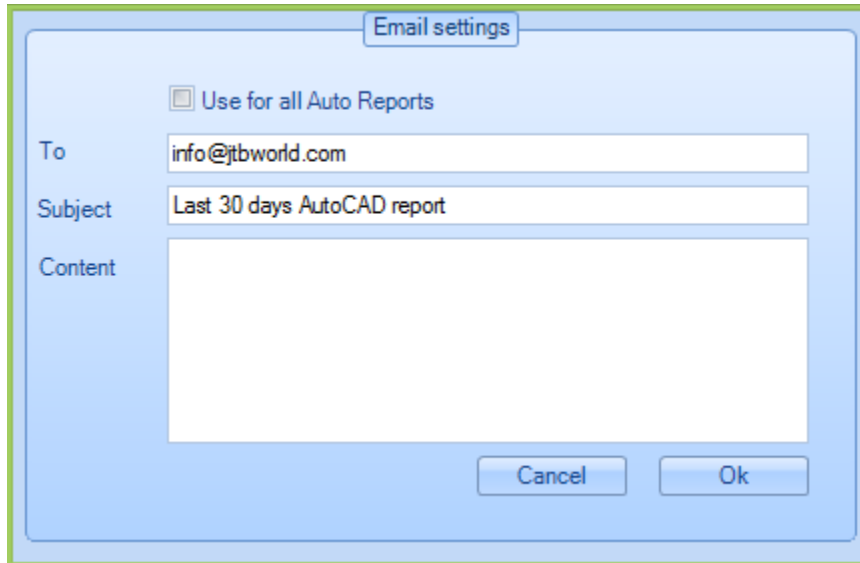
The image shows a 'Settings' dialog box with a light blue border. At the top, it has a label 'File Save Path:' followed by a text input field and a small button with three dots. Below this is a checkbox labeled 'Fixed File Name'. To the right of the checkbox are two buttons: 'Email' and 'Validate Path'. Underneath the checkbox is a label 'File Name:' followed by another text input field. Below the 'File Name' field is a section for 'Image Resolution'. It contains two spinners: 'Width' with the value '1360' and 'Height' with the value '557'. To the right of these spinners is a button with a wavy line icon and the text 'Save Settings'. At the bottom center of the dialog box is the word 'Settings'.

The report will show up on the **Report List** panel and can also be deleted or edited from there.

Email

Make sure first that email settings are done in the JTB FlexReport Service Configurator>[Email Configuration](#).

To get the created PNG files emailed use the Email button and specify the settings of where to send the email and with what subject and content.



The screenshot shows a Windows-style dialog box titled "Email settings". It contains a checkbox labeled "Use for all Auto Reports" which is currently unchecked. Below the checkbox are three input fields: "To" (containing "info@jtbworld.com"), "Subject" (containing "Last 30 days AutoCAD report"), and "Content" (an empty text area). At the bottom right of the dialog are two buttons: "Cancel" and "Ok".

The setting files are saved on the computer where JTB FlexReport Service is installed in this folder:
%ALLUSERSPROFILE%\JTB World\JTB FlexReport Service

%ALLUSERSPROFILE% location:

XP: C:\Documents and Settings\All Users

Vista, Windows 7, Windows 8, Windows 8.1, Windows 10: C:\ProgramData

Export tab

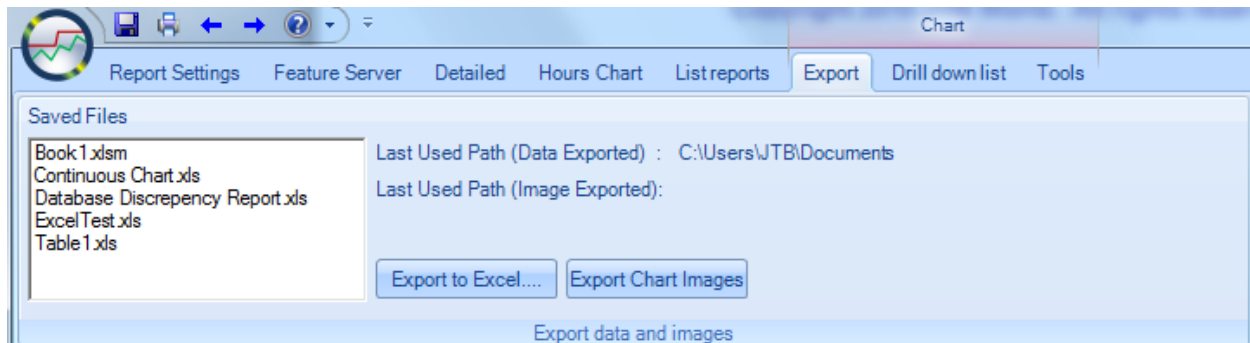
This is a contextual tab that shows up when there is a report available to be exported.

Excel is needed to be installed for this functionality to work.

Export the current report raw data to Excel.

Click on the file in the list to open it.

Export the all report tabs to images. You will be asked for a folder where the images are saved.



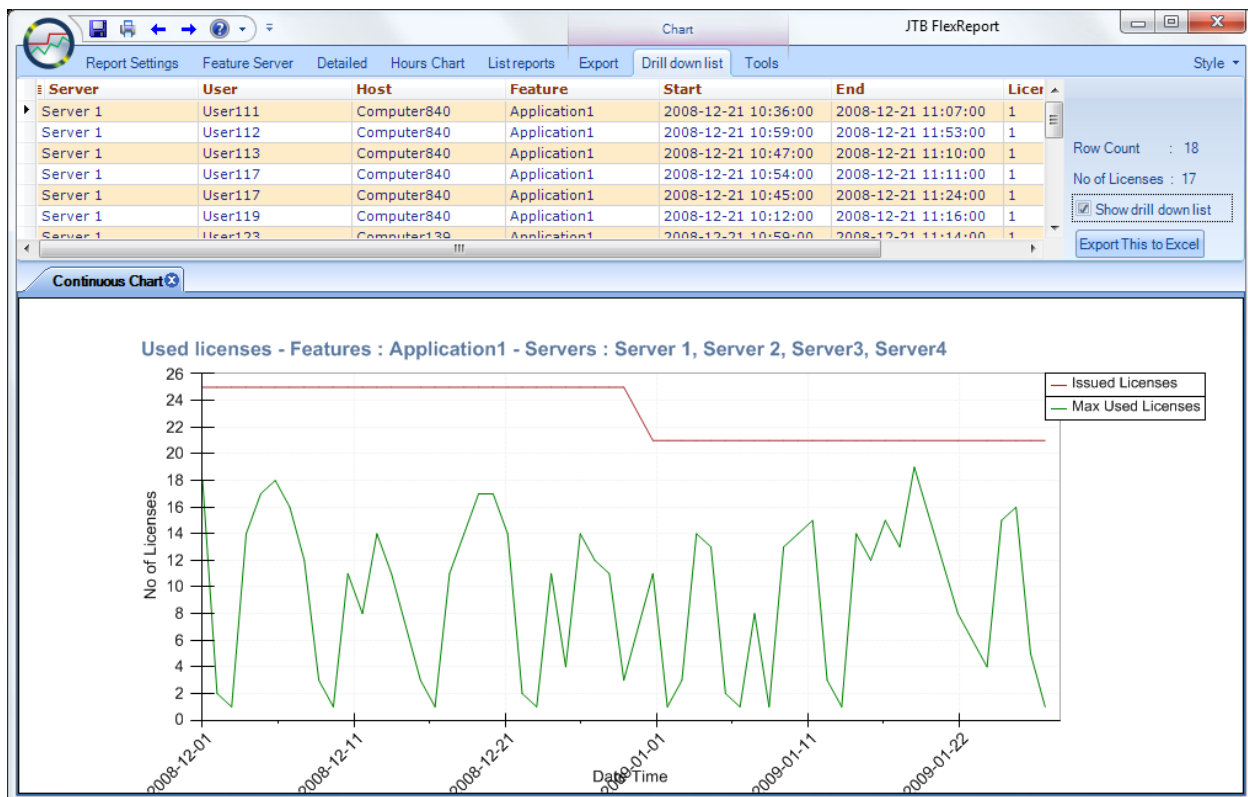
On the application menu there is also the option to save the current report to an image file.

Drilldown list

This tab is a contextual tab and is only visible when a chart has been created.

In some charts you can click on a point and a drilldown list will show up showing what users that were using licenses at that point in time. If the chart is based on a larger interval like 1 day there might be multiple times that has the same amount of licenses issued but it is the first one found that is showed.

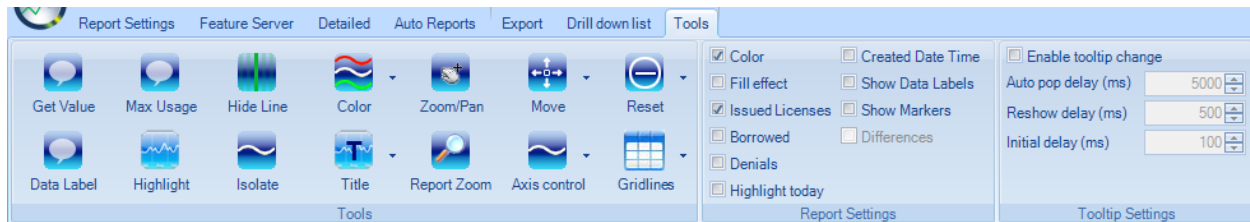
Depending on how the chart was created and based on what settings, the drill down row count might not match the point on the chart. This can also be affected by the precision value set for the sampling in JTB FlexReport Service Configurator. The larger precision value the less accurate this is.



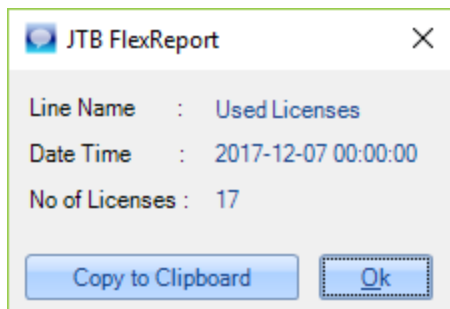
Tools tab

This tab is a contextual tab and is only visible when a chart has been created.

Changes using this tab only affects the currently showing chart and are not saved.



Get value shows information on a point on a line in a dialog box. The result can also be copied to the clipboard



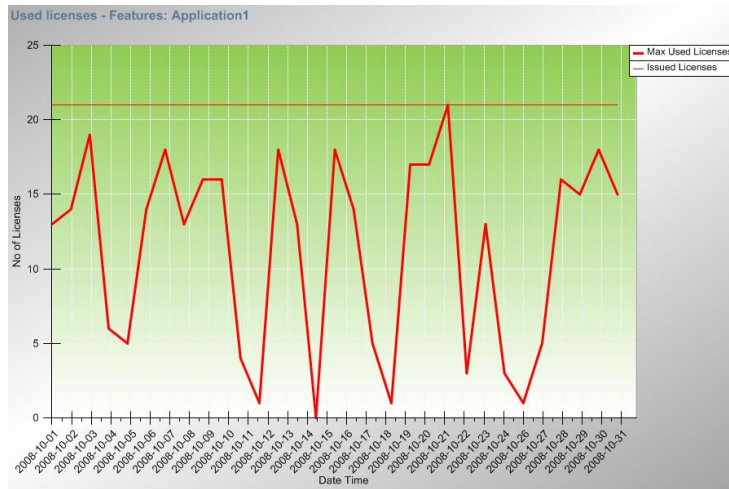
Show Value add the value directly on the chart for the point you click on.



Show Max usage – shows the highest value for each line in the chart.



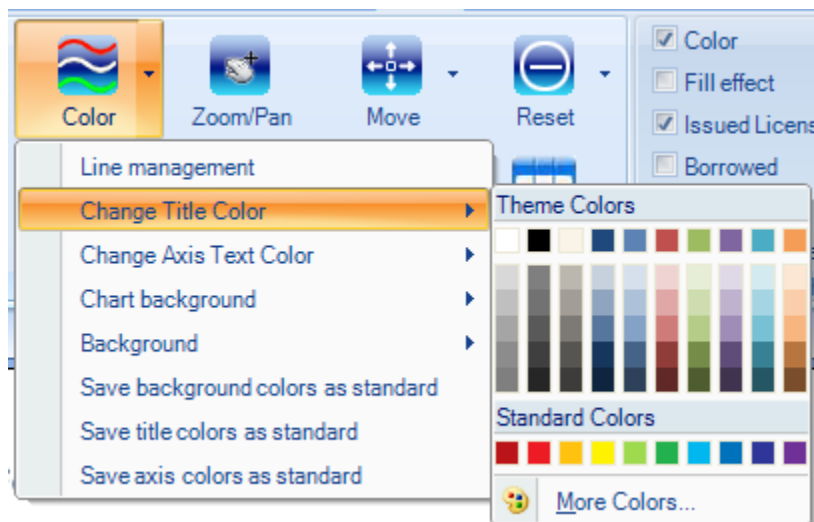
Highlight selected line makes the selected line red and bold.



Hide Line – click on a line to hide it.

Isolate selected line and all other lines will be hidden.

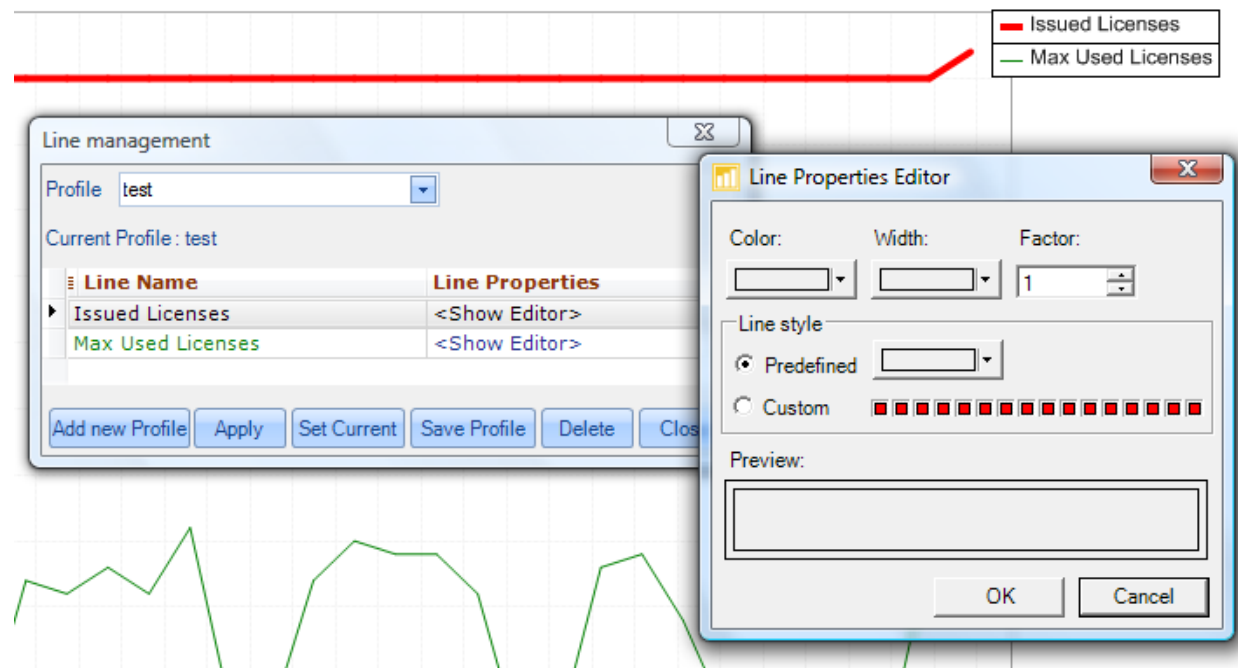
Color - Change the color of selected line if you want another color on it. Just click on the button, not on the arrow.



Or click on the arrow to do the following changes.

- Line management
Custom settings can be specified and profiles for them can be saved, applied and used.

Line Color, Width, Factor and Style can be specified for each line.



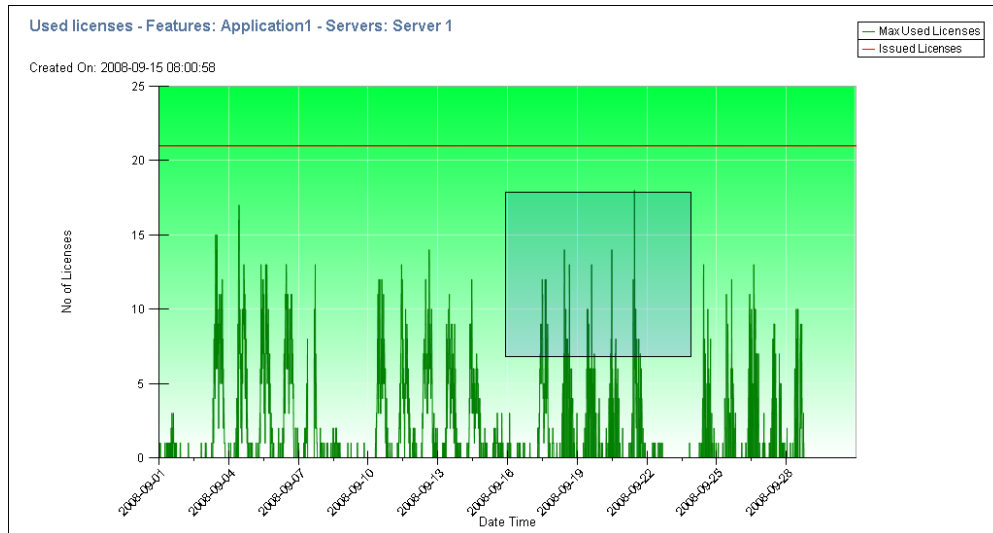
- Change Title Color
- Change Axis Text Color
- Chart background – This is for the area within the chart. If the colors are different it will be gradient.
- Background – This is for the area around the chart. If the colors are different it will be gradient.

And to save the colors as your standard there are the following options.

- Save background colors as standard
- Save title colors as standard
- Save axis colors as standard

Title is useful if you want to add a custom title for the report.

Zoom/Pan – use your mouse left click and make a rectangle from top left to bottom right in the chart to zoom in. Click one time with the left button to zoom out or make a rectangle from right to left to zoom out a bit.



The result after zooming in:

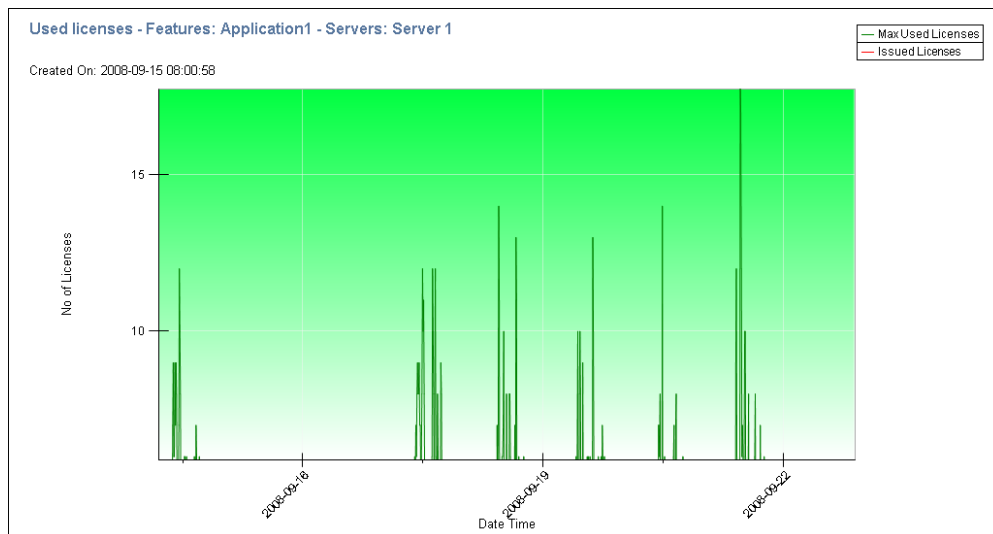
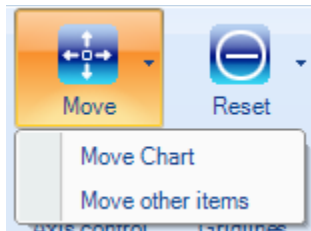


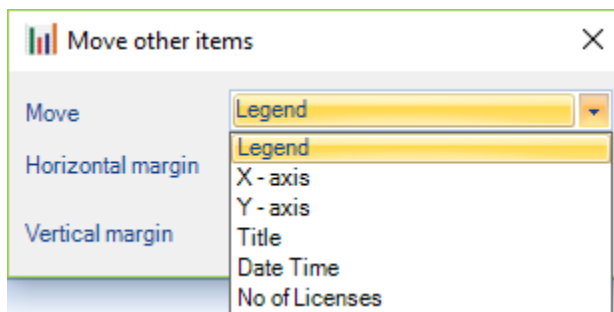
Chart Zoom acts on the chart area so you can adjust the size of it.

Move



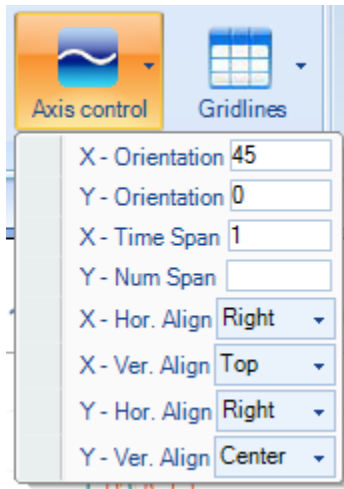
- Move Chart – relocate the chart
- Move other items

Allow you to move the Legend, X-axis, Y-axis, Title, Date Time and No of Licenses individually.



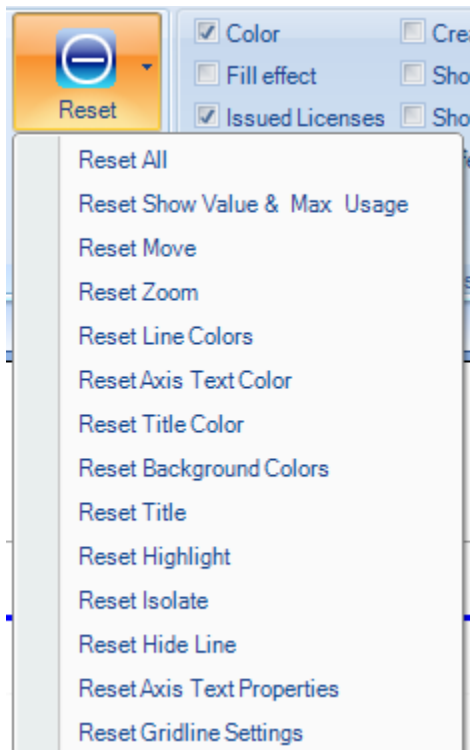
Axis controller

Allow you to make changes to the axis text.

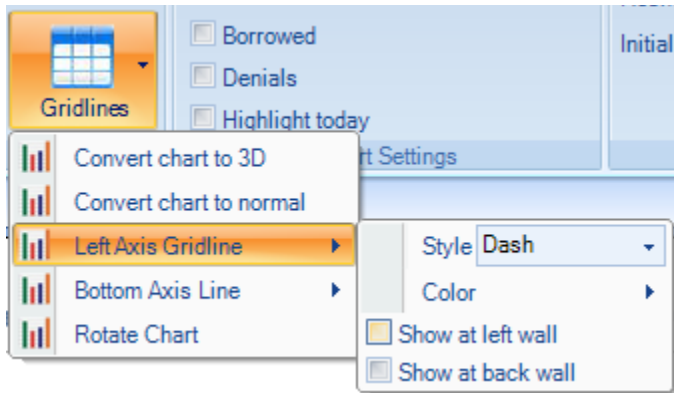


Reset

Most changes can be reset All at the same time or individually.



Gridlines



Besides being able to change the appearance of the grid lines you can set the chart to be viewed in 3D.

The trick to get the depth of the lines is to click on “Fill effect” twice.

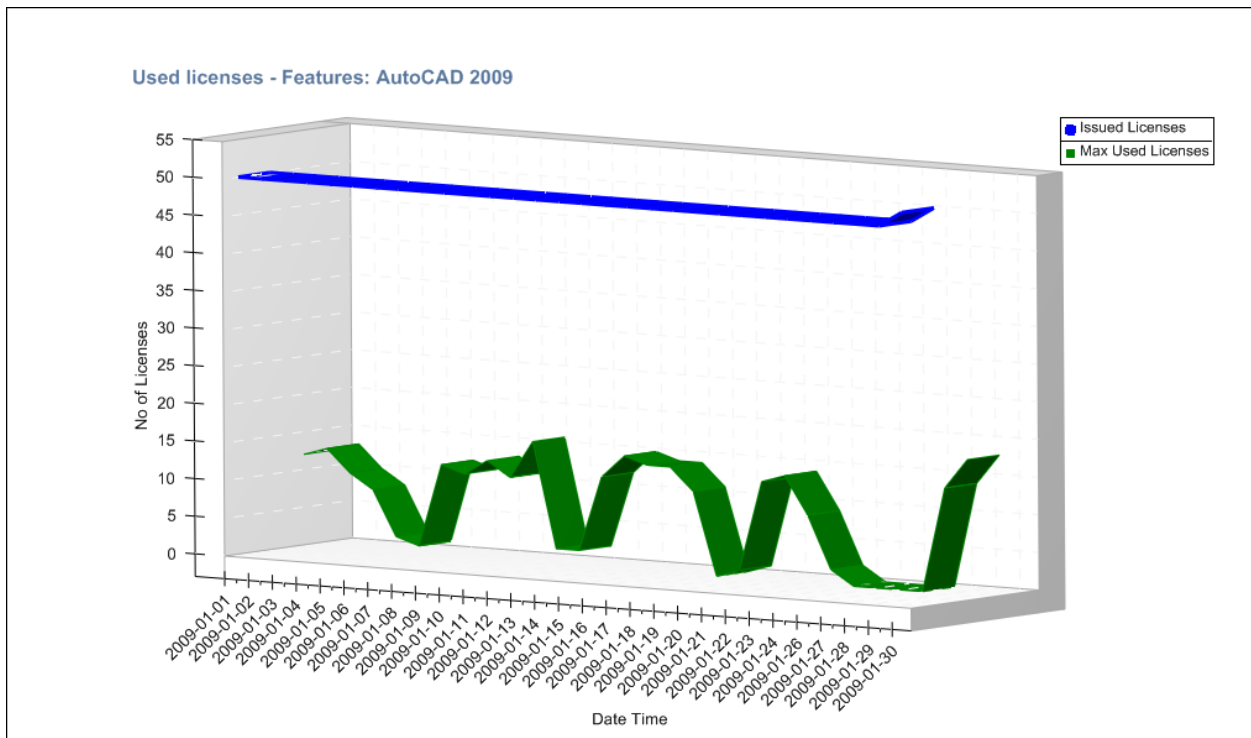
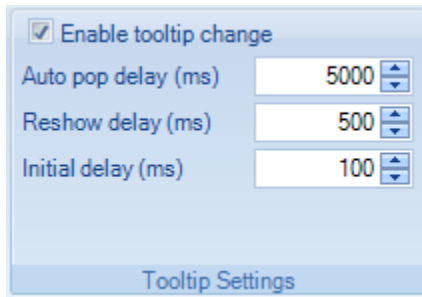
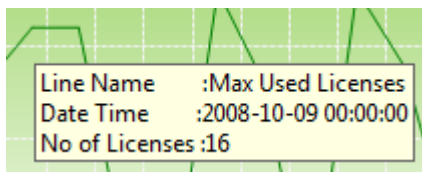


Chart Tooltip Settings



The screenshot shows a dialog box titled "Tooltip Settings" with a light blue background. At the top, there is a checked checkbox labeled "Enable tooltip change". Below this, there are three settings, each with a text input field and a spin button on the right: "Auto pop delay (ms)" with the value "5000", "Reshow delay (ms)" with the value "500", and "Initial delay (ms)" with the value "100". The dialog box has a standard Windows-style border with a title bar.

- When **enable tooltip change** is checked a tooltip shows when you hold the cursor above a point on a line.



- **Auto pop delay** is in milliseconds how long the tooltip will show.
- **Reshow delay** is in milliseconds how long before showing another tooltip when you move the cursor.
- **Initial delay** is in milliseconds how long before the tooltip will show up.

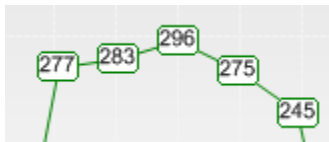
Chart Settings

<input checked="" type="checkbox"/> Color	<input type="checkbox"/> Created Date Time
<input type="checkbox"/> Fill effect	<input type="checkbox"/> Show Data Labels
<input checked="" type="checkbox"/> Issued Licenses	<input type="checkbox"/> Show Markers
<input type="checkbox"/> Borrowed	<input type="checkbox"/> Differences
<input type="checkbox"/> Denials	
<input type="checkbox"/> Highlight today	
Chart Settings	

Toggles the settings on the currently visible chart.

- **Color**
- **Fill effect**
- **Issued Licenses**
- **Borrowed**
- **Denials**
- **Highlight today**
- **Create Date Time**
- **Show Data Labels**

Show or hide the data labels



- **Show Markers**

Show or hide the markers

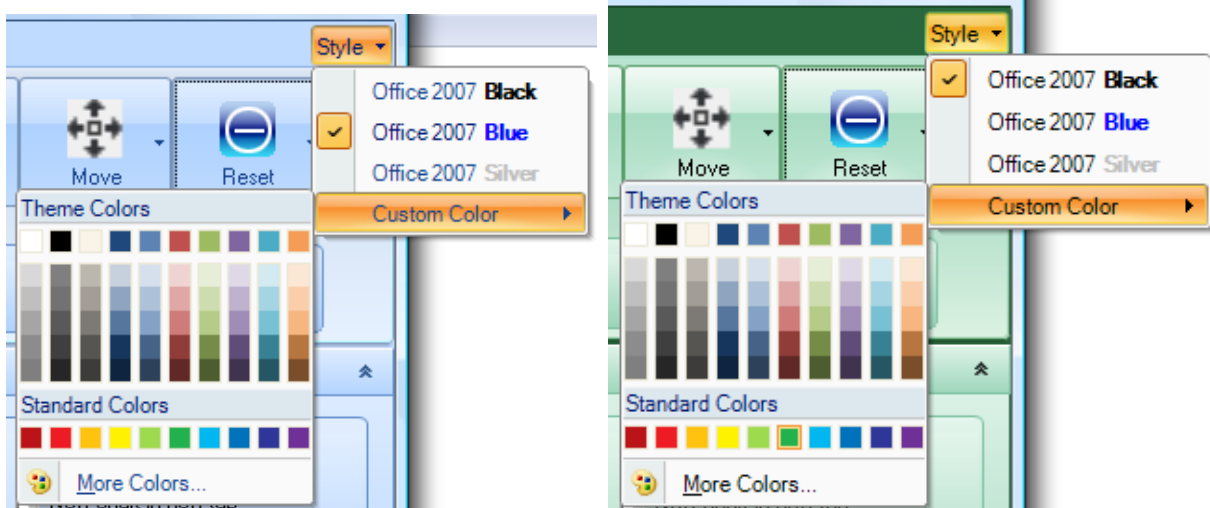


- **Differences**
Used for the database discrepancy report only.

Style

Select your preferred color theme.

First select the base style Black, Blue or Silver. Then you can select a custom color that will adjust this style further.



Application menu

Copy report image to clipboard.

Reports can be saved/exported to file and printed.

Close current or all reports.

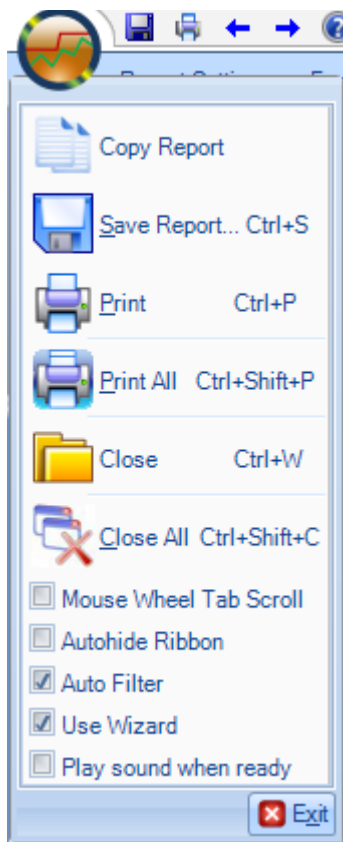
Determine if the mouse wheel should scroll among the tabs or not.

Determine if the Ribbon should be hidden automatically.

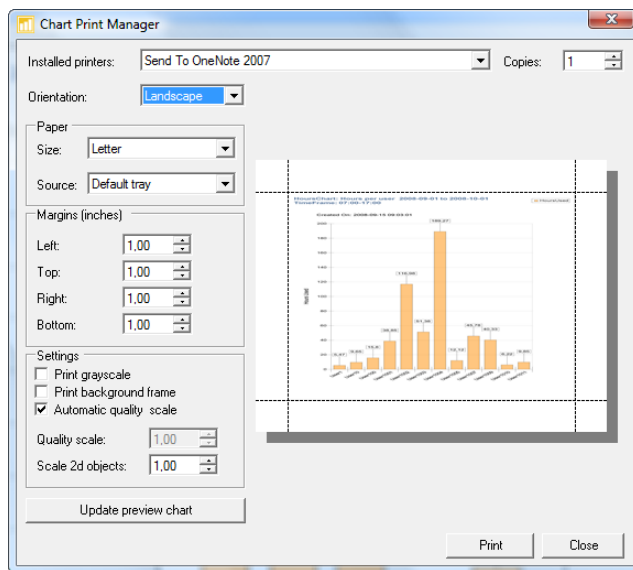
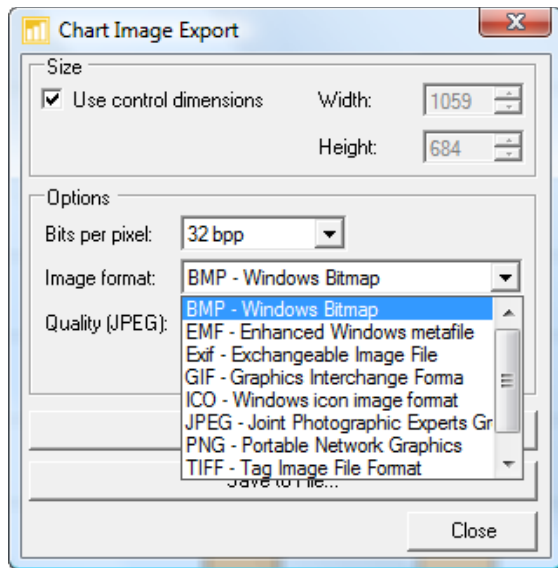
Auto Filter: This applies to simplify making selections in the list boxes of features, servers, users, hosts, etc.

Use Wizard: The Wizard is activated by default and makes it easier to make selections of settings by hiding those that are not available depending on report type selected.

Play sound when ready: If you want to hear when the report(s) is ready.



Save Report opens up this dialog box making it possible to save to different image formats.

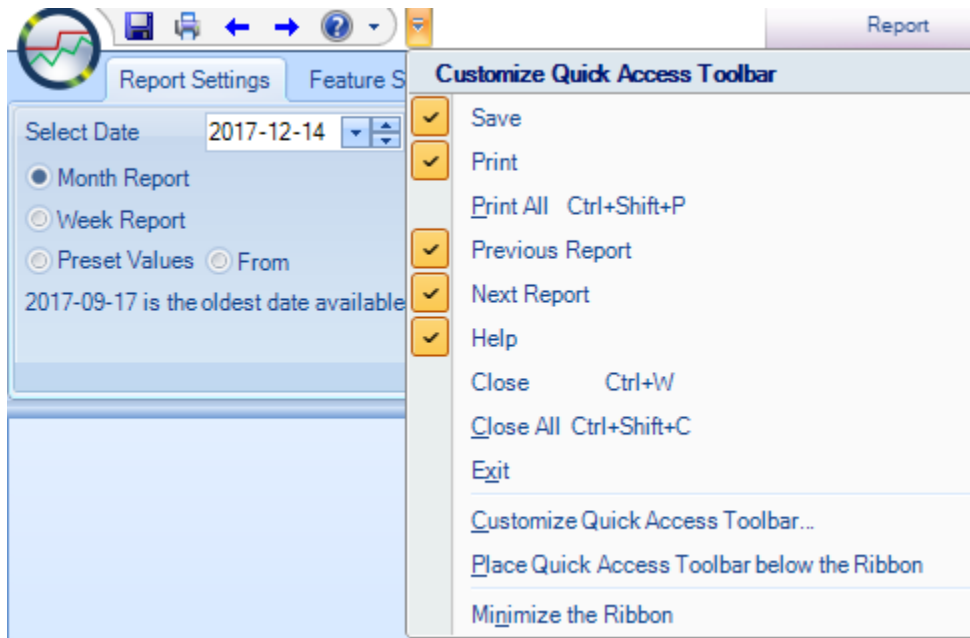


To be able to export all chart tabs to images see the Export tab.

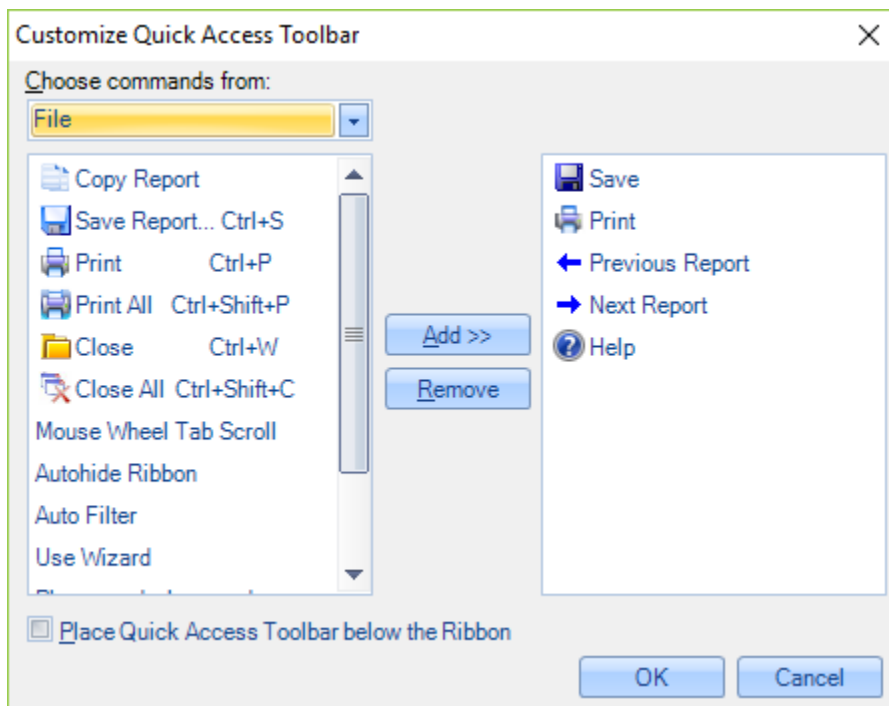
Quick Access Toolbar

Use the arrows to move among multiple reports that have been created.

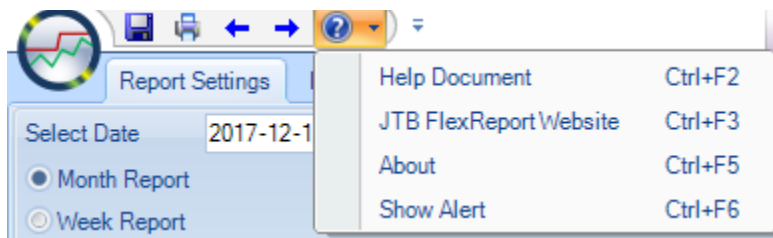
The Ribbon can be minimized and maximized also by right-clicking on the arrow to the right in the Quick Access Toolbar (QAT).



Command can be added to the Quick Access Toolbar



Click on the arrow on QAT to access these options.



About dialog box shows besides versions information on the connection settings and database.



Show Alert will activate that the dialog box is shown when there is a need to select further data from other tabs.

Sample reports

Monthly chart on a per day basis

Report Settings | Feature Server | Detailed | Hours Chart | List Reports | Auto Reports

Select Date: 2012-04-07 | Time Frame: 00:00-23:59 | Enable Time Frame manually: ☐ | Interval: 60 minutes | Color: ☐ Fill effect: ☐ | Multiple ... in One: ☐ | Borrowed: ☐ | Denials: ☐ | Multiple Chart: ☐ | New chart in new tab: ☐ | Hide Issued Lic: ☐ | Highlight today: ☐ | Created DateTime: ☐ | Include concurrent overlap usage: ☐ | Differences: ☐ | Report Type: PerDay | Generate Chart

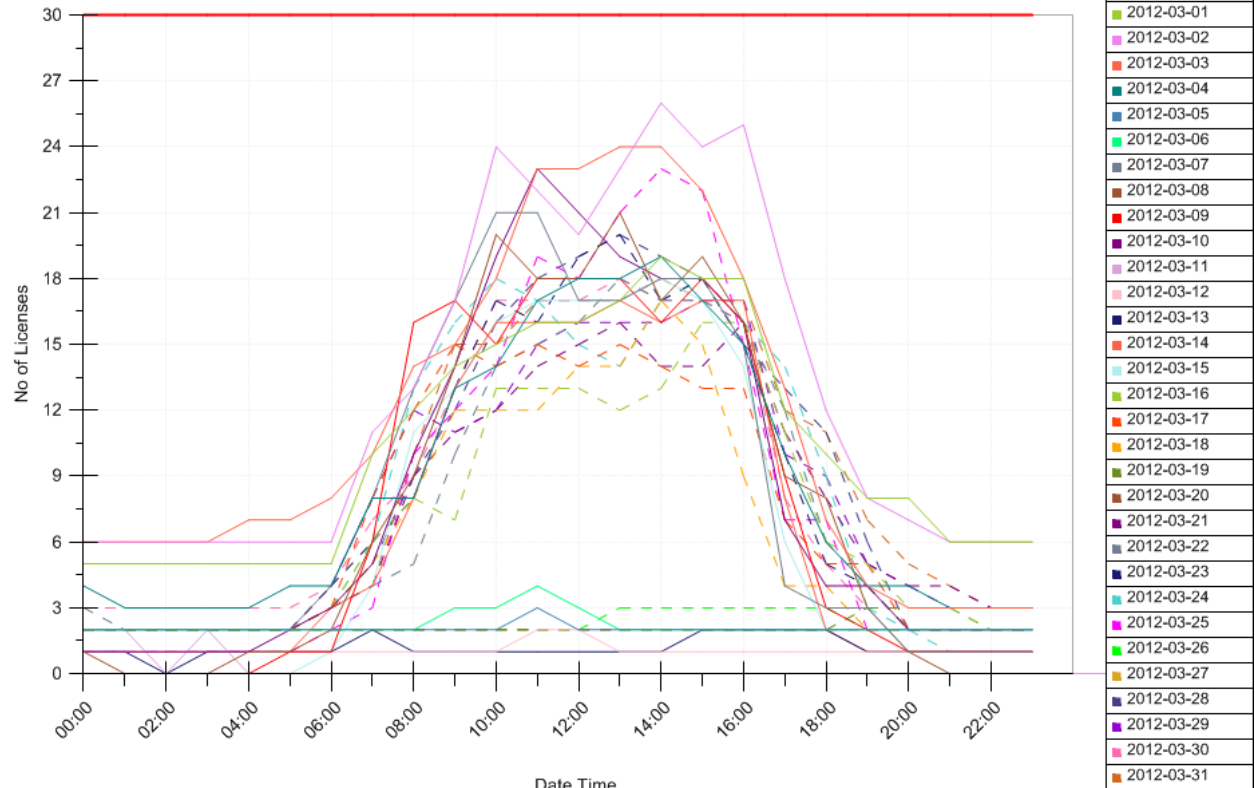
Month Chart | Week Chart | Preset Values: | From: 2011-02-01 | To: 2012-03-05 | 2011-02-01 is the oldest date available | 2012-03-05 is the newest date available

Date Range | Report Settings

Select Report Type PerDay. Select Month Chart radio button and any date within the month you want to include in the report. Use lower interval than 1 day.

Use in combination with the Feature Server or Detailed tab.

Used licenses - Features : AutoCAD - Servers : ServerA;
Date range: 2012-03-01 to 2012-03-31; TimeFrame: 00:00-23:59



Monthly chart as a continuous line

The screenshot shows the 'Report Settings' window. Three red circles highlight specific fields: the 'Select Date' dropdown (set to 2012-03-01), the 'Interval' dropdown (set to 60 minutes), and the 'Report Type' dropdown (set to Continuous Line). Other visible fields include 'Time Frame' (00:00-23:59), 'From' (2011-09-17), 'To' (2012-04-24), and various checkboxes for 'Color', 'Borrowed', 'Denials', etc. A 'Generate Chart' button is located at the bottom right.

Select Report Type Continuous Line. Select Month Chart radio button and any date within the month you want to include in the report. You can also select month using Preset Values dropdown or From and To dates. Interval can be any interval larger than how the sampling interval or snapshot interval is set.

Use in combination with the Feature Server or Detailed tab.

Optionally use checkboxes like Color, Borrowed, Hide Issued Lic, Fill effect, Denials.

Used licenses - Features : AutoCAD - Servers : ServerA

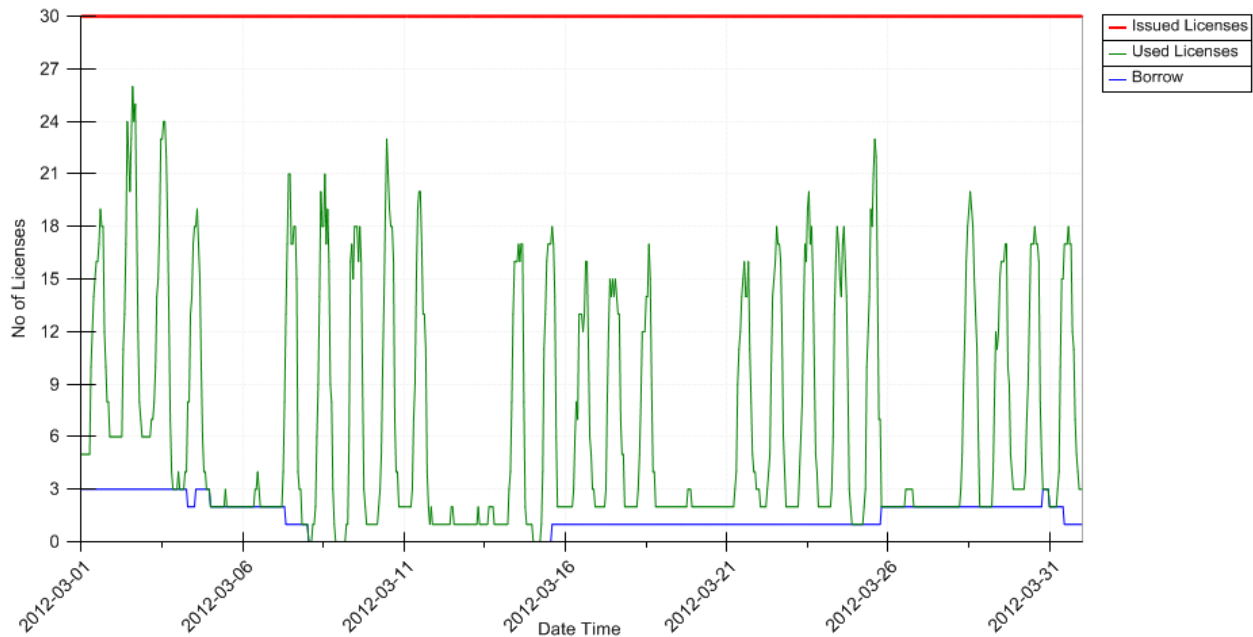


Chart as a continuous line including borrowed usage and with interval set to 1 day

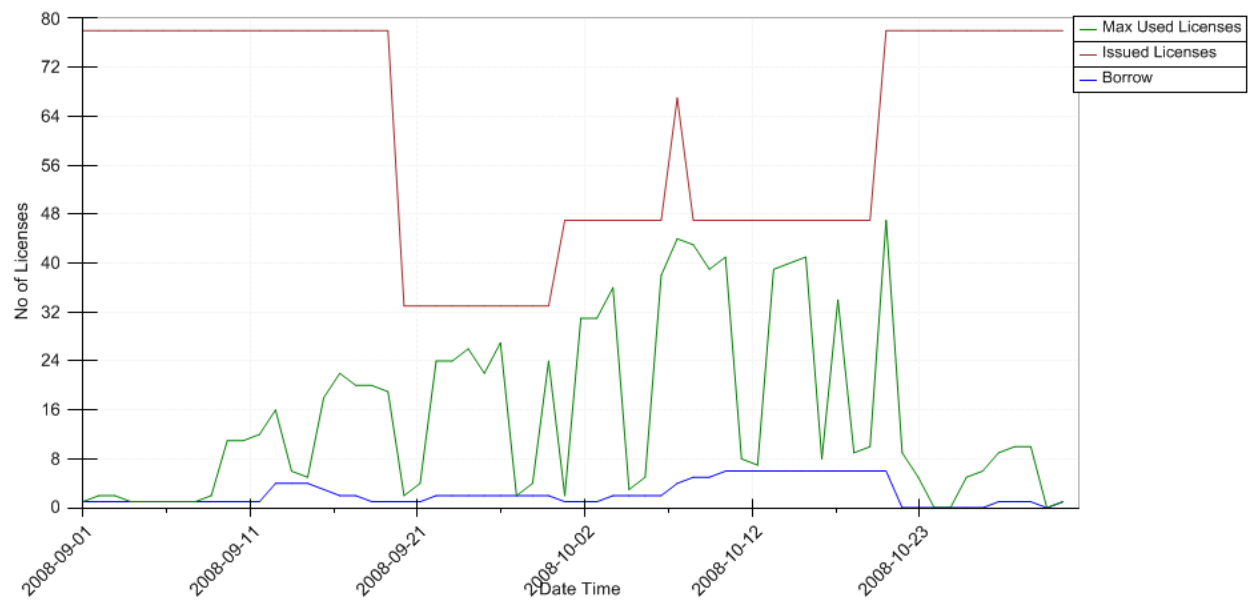
Report Type used is Continuous Line. A custom date range has been used and Interval set to 1 day.

Use in combination with the Feature Server or Detailed tab.

Borrowed usage is still included in the Max Used Licenses line.

Frame: 06:00-18:00 ☐ Enable Time Frame manual
Frame From: 08:00 Time Frame To: 16:00
From: 2008-09-01 To: 2008-11-01
2009-01-30 is the newest date available
Interval: 1 day ☒ Color
Multiple ... in One: Not In Use ☒ Borrowed
☐ Multiple Chart ☒ New chart in new tab ☐ Hide Ma
☐ Include concurrent overlap usage ☐ Created DateT
Report Type: Continuous Line

Used licenses - Features: Application4



Denials showing on charts

Select Date

☒ Month Chart


Interval ☒ Color ☐ Fill effect

Multiple ... in One ☒ Borrowed ☒ Denials

☐ Multiple Chart ☒ New chart in new tab ☐ Hide MaxLic ☐ Highlight today

☐ Include concurrent overlap usage ☐ Created DateTime

Report Type

 Generate Chart

Use the Denials checkbox on the Report Settings tab together with the Continuous Line report type.

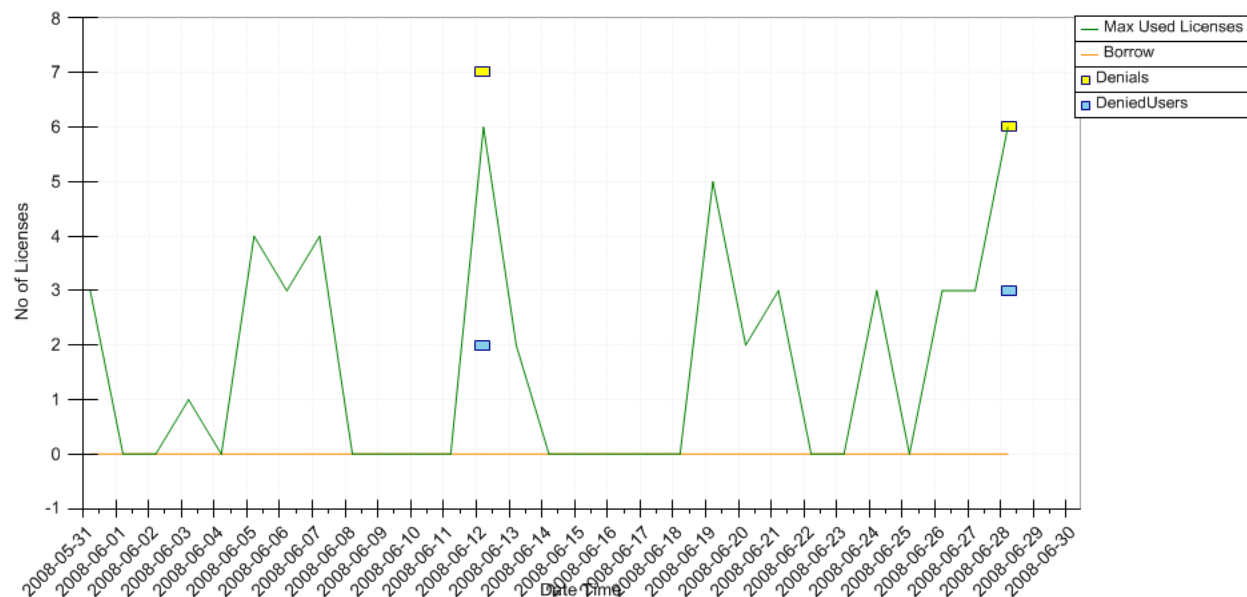
The points Denials are showing how many denials happened that day.

The points for DeniedUsers show how many different users had denials that day.

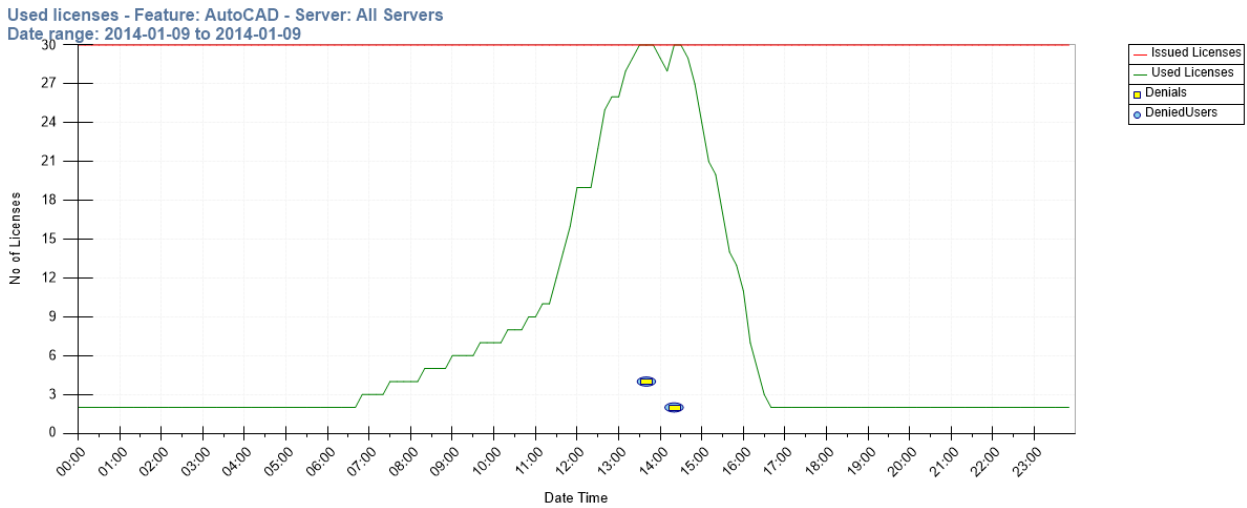
Denials is only available for Flex-enabled features and when having added FlexNet debug log in JTB FlexReport Config>Properties.

Use in combination with the Feature Server or Detailed tab.

Used licenses - Features: Application3



Here is another example of chart showing denials.



Stacked line

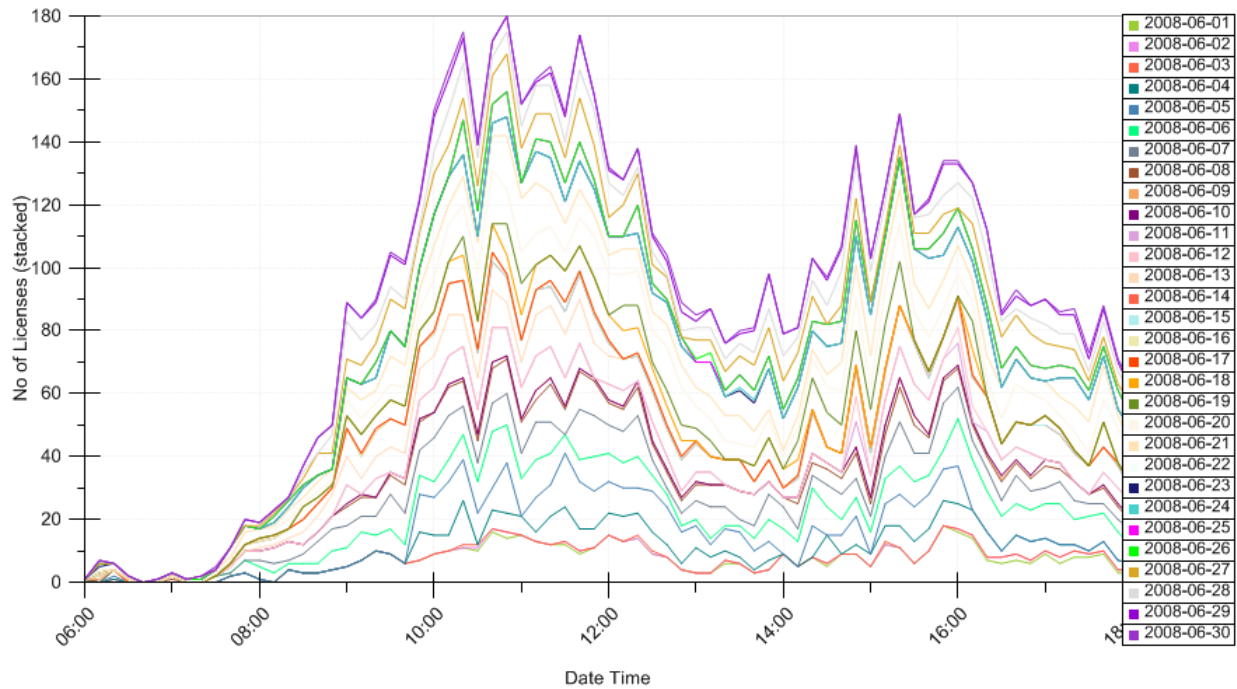
Select Date Time Frame
☒ Month Chart Time Frame From

Select Report Type Stacked Line.

Interval ☒ Color
Multiple ... in One ☐ Borrower
☐ Multiple Chart ☒ New chart in new tab ☐ Hide M
☐ Include concurrent overlap usage ☐ Created Date
Report Type

Use in combination with the Feature Server or Detailed tab.

Used licenses - Features: Application1; Date range: 2008-06-01 to 2008-06-30; TimeFrame: 06:00-18:00

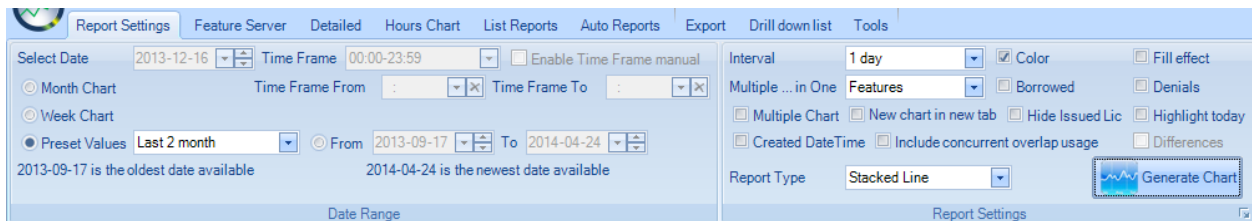


Stacked Line with multiple features in one chart

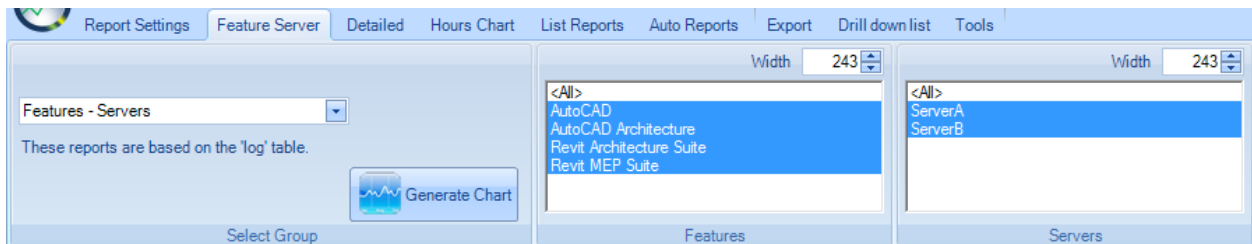
To create this chart select Report Type “Stacked Line”, interval 1 day or higher, “Multiple...in One” set to Features.

Use in combination with the Feature Server or Detailed tab.

This can be useful if you are phasing out one version and starting to use a new version at a company and want to follow the progress for the users to switch using version.

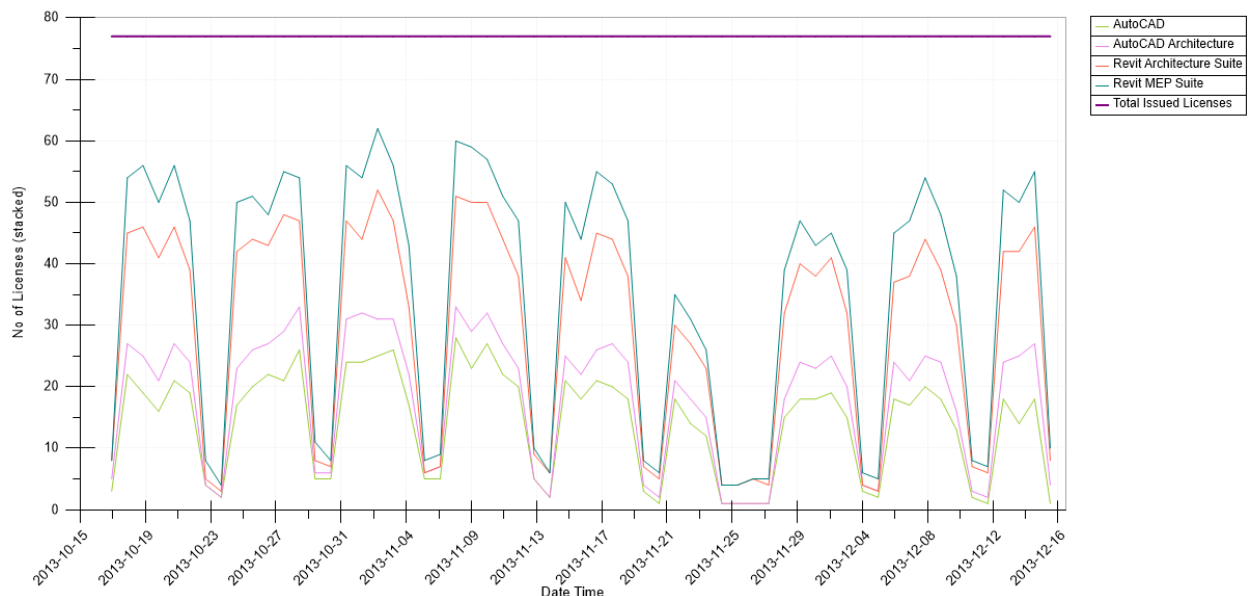


Then select multiple features.



Below are the multiple features stacked on top of each other with each feature as a separate line.

Used licenses - Features: AutoCAD,AutoCAD Architecture,Revit Architecture Suite,Revit MEP Suite - Servers: ServerA, ServerB
Date range: 2013-10-16 to 2013-12-16; Time Frame: 00:00-23:59



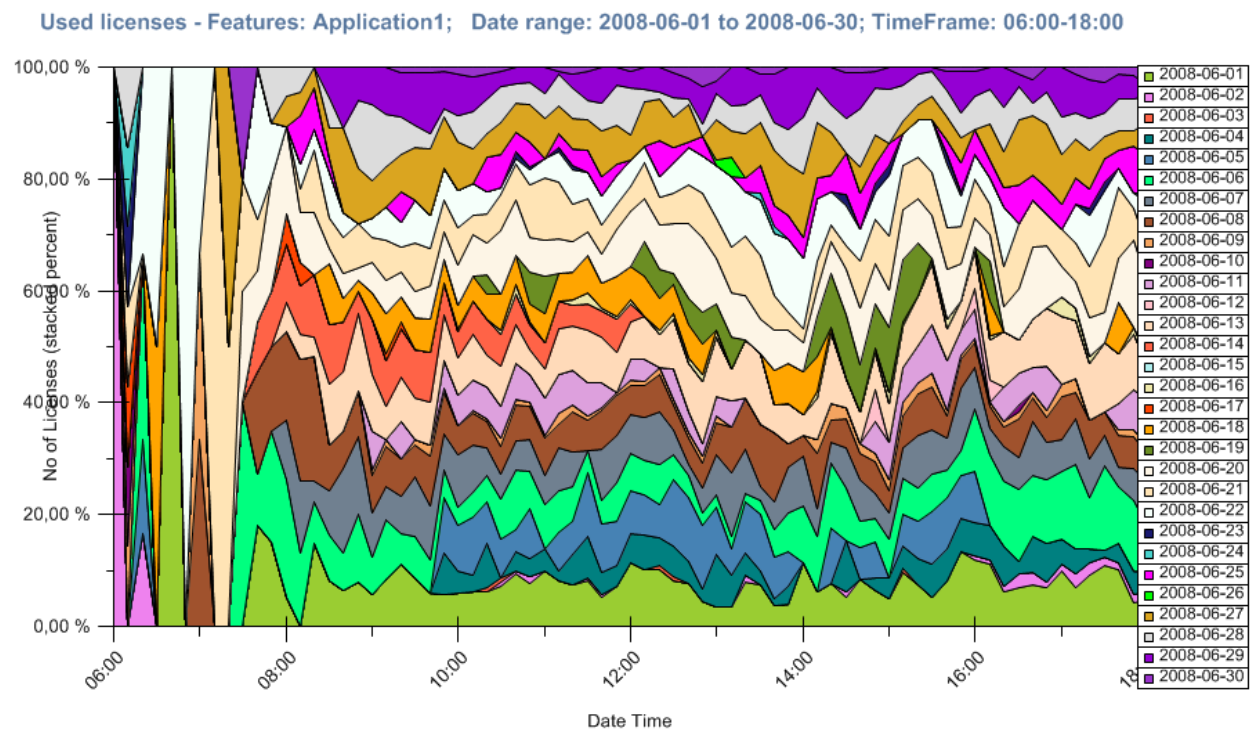
Stacked percentage with fill effect

Select Date Time Frame
☒ Month Chart Time Frame From T

Select Report Type Stacked Line and the Fill effect checkbox.

Interval ☒ Color ☒ Fill effect
Multiple ... in One ☐ Borrowed ☐ Denials
☐ Multiple Chart ☒ New chart in new tab ☐ Hide MaxLic ☐ Highlight to
☐ Include concurrent overlap usage ☐ Created DateTime
Report Type

Use in combination with the Feature Server or Detailed tab.



MinMaxAvg showing Max, Min, Avg used licenses and Standard deviation

Select Date

☒ Month Chart

Select Report Type MinMaxAvg and then select what lines to show or hide in the MinMaxAvg Settings area. Use a larger interval like 1 day is recommended.

Interval ☒ Color ☐ Fill effect

Multiple ... in One ☐ Borrowed ☐ Denials

☐ Multiple Chart ☐ New chart in new tab ☐ Hide Issued Lic ☐ Highlight today

☐ Created DateTime ☐ Include concurrent overlap usage ☐ Differences

Report Type

Report Settings

Show/Hide Lines

☒ Min ☒ Max ☒ Avg

☒ Standard Deviation

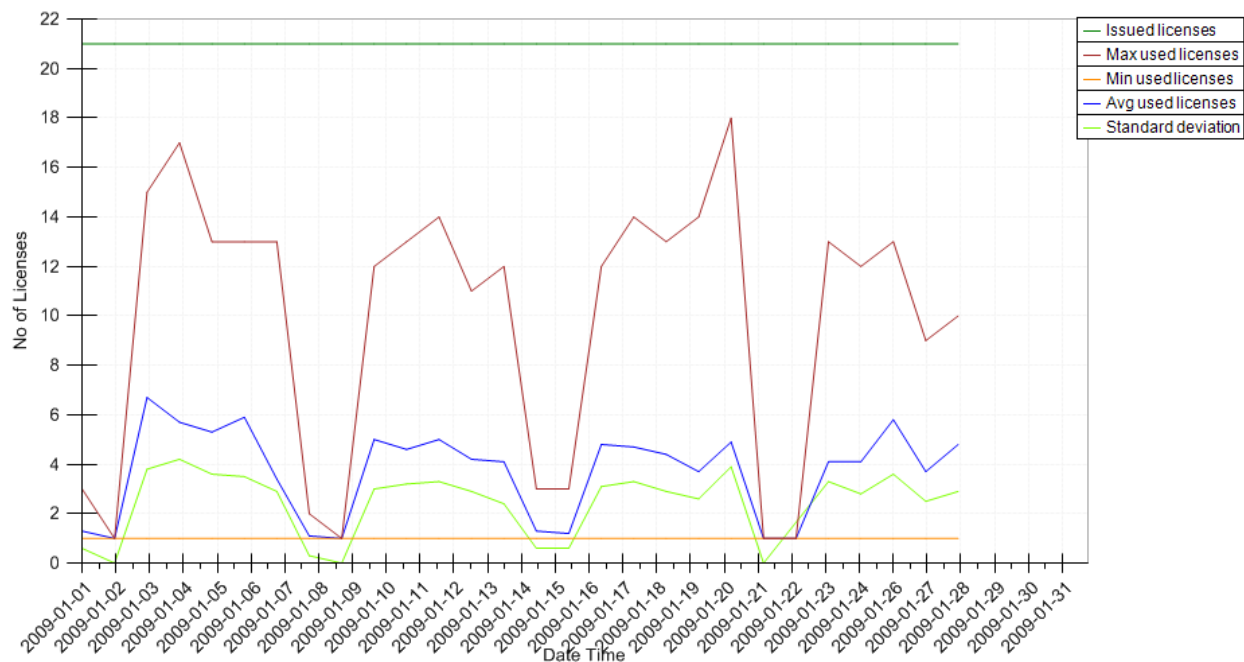
Avg Grouping

Avg Grouping Value

MinMaxAvg Settings

Use in combination with the Feature Server or Detailed tab.

Used licenses - Features: Application1



Histogram

Select Report Type Histogram.

Select Date

☒ Month Chart

Interval ☒ Color ☒ Fill effect

Multiple ... in One ☐ Borrowed ☐ Denials

☐ Multiple Chart ☒ New chart in new tab ☐ Hide MaxLic ☐ Highlight today

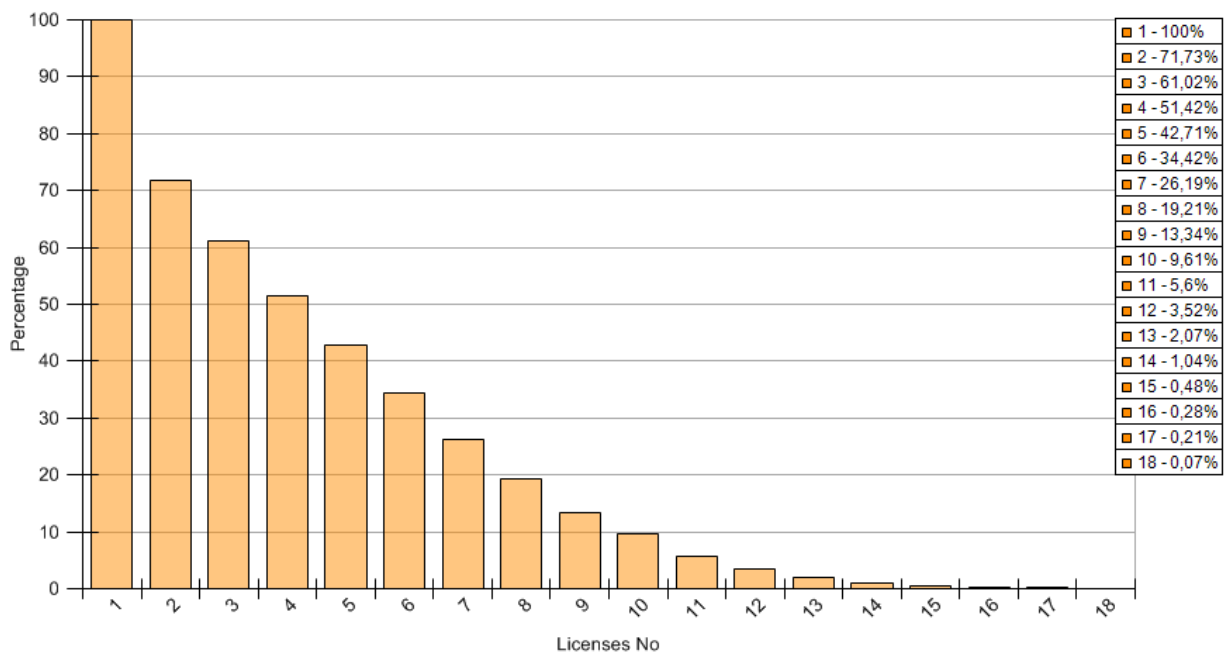
☐ Include concurrent overlap usage ☐ Created DateTime

Report Type

Use in combination with the Feature Server or Detailed tab.

This example below shows that 100% of the time at least 1 license was used. 72% of the time at least 2 licenses was used, etc.

HistoGramChart: Features: Application1; Date range: 2009-01-01 to 2009-01-31



Unique users chart showing how many different users were using the feature per selected interval

Select Report Type Unique users.

This example is created using Interval 1 day.

Use in combination with the Feature Server or Detailed tab.

Select Date: 2009-02-11 Time Frame: 00:00-23:59 ☐ Enable Time Frame manual

☐ Month Chart Time Frame From: : Time Frame To: : ☐ Week Chart

☒ Preset Values Previous month ☐ From: 2009-02-11 To: 2009-02-11

2008-06-01 is the oldest date available 2009-01-30 is the newest date available

Interval: 1 day ☒ Col

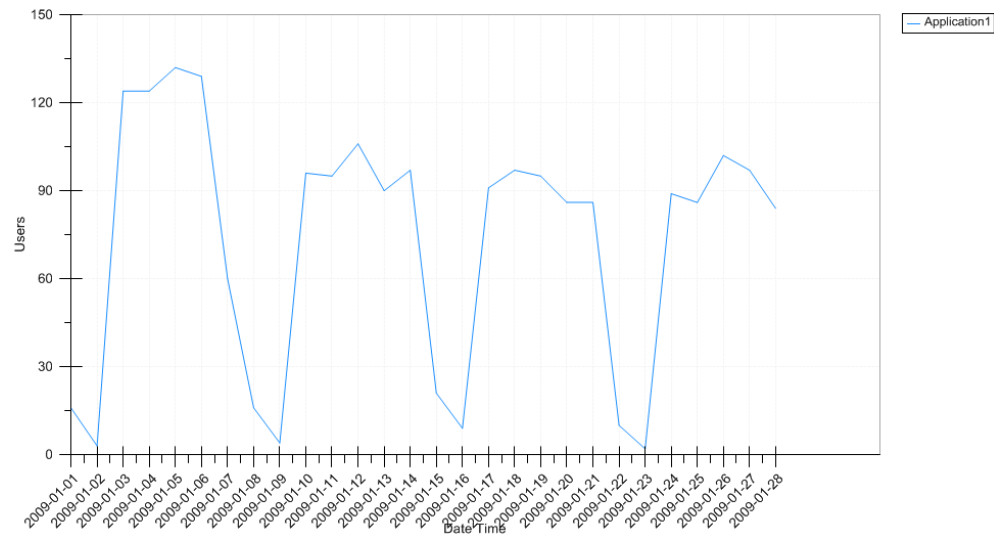
Multiple ... in One: Not In Use ☐ Bon

☐ Multiple Chart ☐ New chart in new tab ☐ H

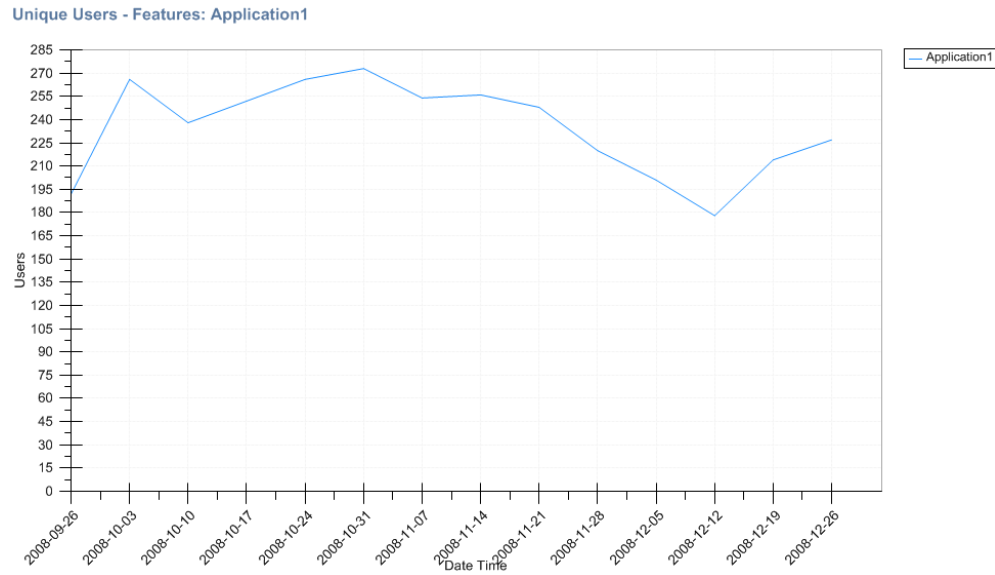
☐ Include concurrent overlap usage ☐ Created

Report Type: Unique users

Unique Users - Features: Application1



And here per 1 week interval.



Multiple feature groups are selected as well as multiple servers and plotted in the same chart

When multiple are selected like this and Multiple...in One is "Feature Groups" the data will be aggregated.

Report Settings

Select Date: 2012-10-26 Time Frame: 06:00-18:00 Enable Time Frame manual

Month Chart Week Chart Preset Values: Last 24 hours From: 2012-09-17 To: 2013-04-24

2012-09-17 is the oldest date available 2013-04-24 is the newest date available

Interval: 60 minutes Multiple ... in One: Feature Groups

Multiple Chart New chart in new tab Created DateTime Include concurrent ov

Report Type: Continuous Line

Use in combination with the Feature Server or Detailed tab where one or many feature groups and servers can be selected.

Feature Groups - Servers

Generate Chart

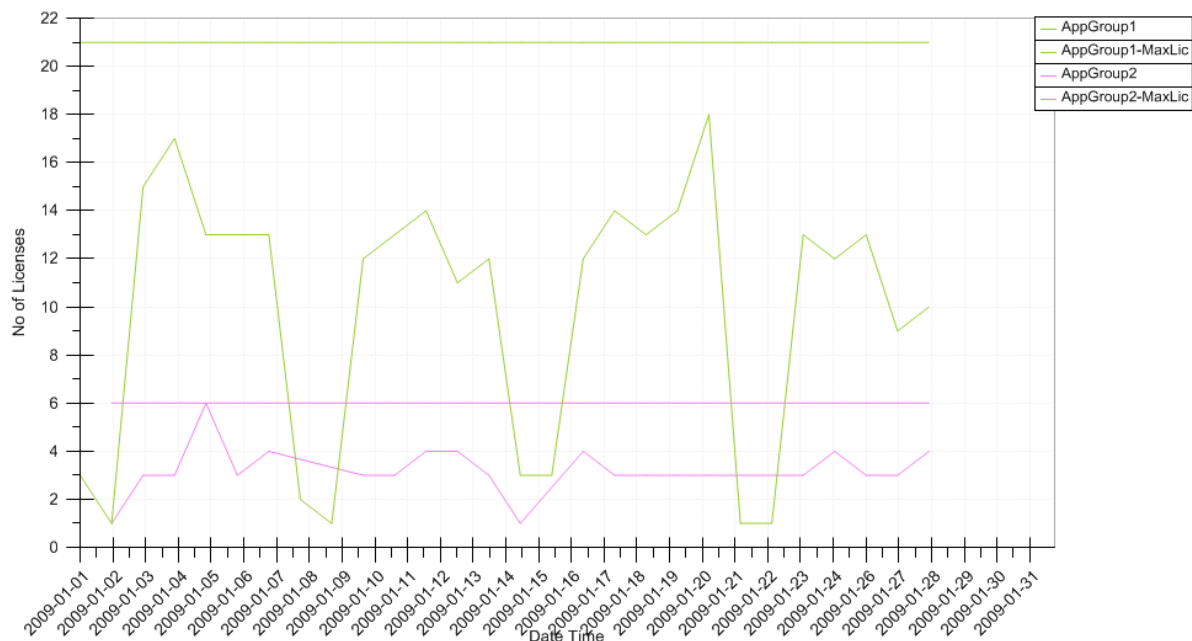
Select Group

Feature Groups

Servers

The feature groups will each have one usage line aggregated for all selected servers.

Used licenses - Feature Groups: AppGroup1,AppGroup2 - Servers: Server 1, Server 2



Hours per user

Select Report Type Hour Chart in Report Settings and use in combination with Hours tab. Hours Used includes borrowed hours. Borrowed hours can be showed separately if needed but Hours Used will still include the borrowed hours.

Report Type: Hour Chart

Select chart type: ☒ Users, ☐ Features, ☐ Hosts, ☐ Servers, ☐ User Groups, ☐ Feature Groups, ☐ Host Groups, ☐ Server Groups. [Generate Chart]

Width: 243

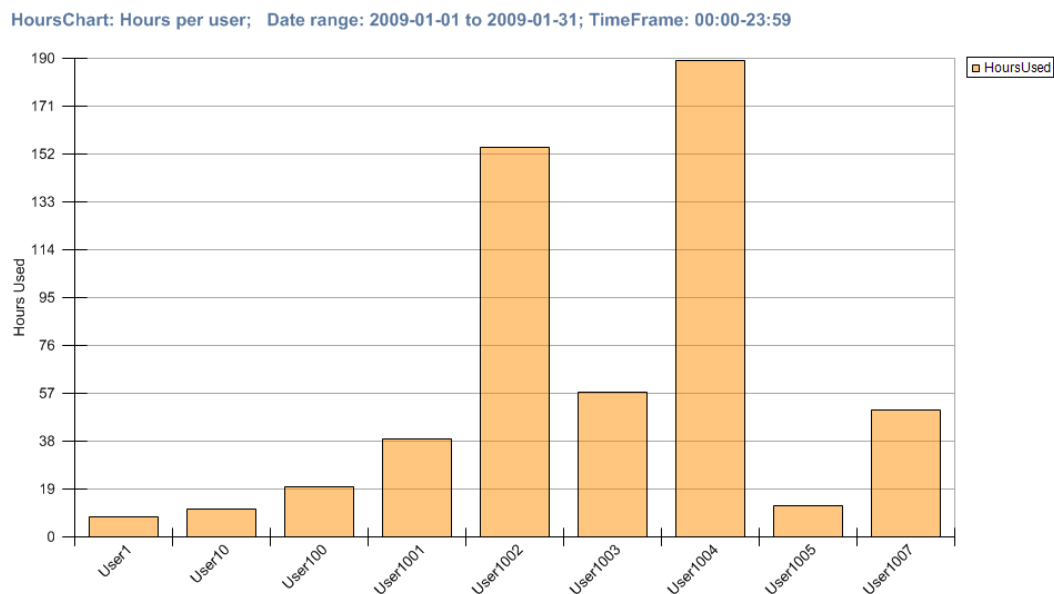
Users: User1001, User1002, User1003, User1004, User1005, User1006, User1007

To see one bar per user make use of Multiple ... in One on the Report Settings tab. The same is true for other combinations as well. If Not In Use is selected the time will be aggregated.

Multiple ... in One: Users

Multiple Chart: ☐ Created Date/Time: ☒

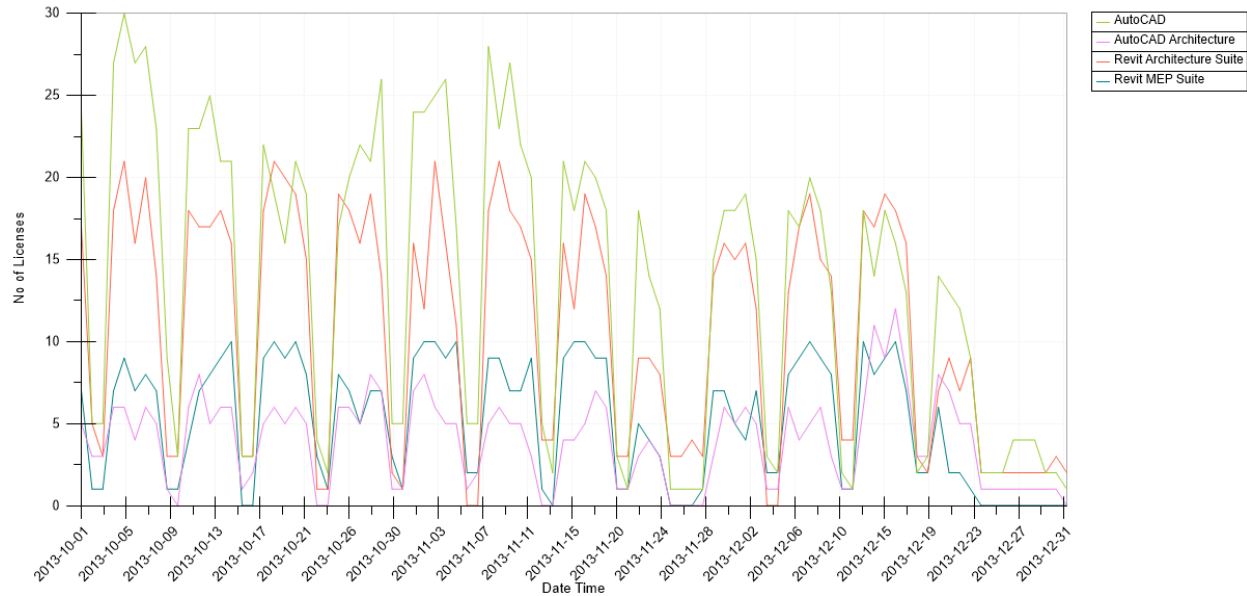
Report Type: [Dropdown]



A whole quarter but with interval set to 1 day

A Continuous Line Report Type, with interval set to 1 day used in combination with the Feature Server or Detailed tab. When using a longer time period like a quarter it is best to use a larger interval like 1 day or more. Issued Line checkbox is unchecked.

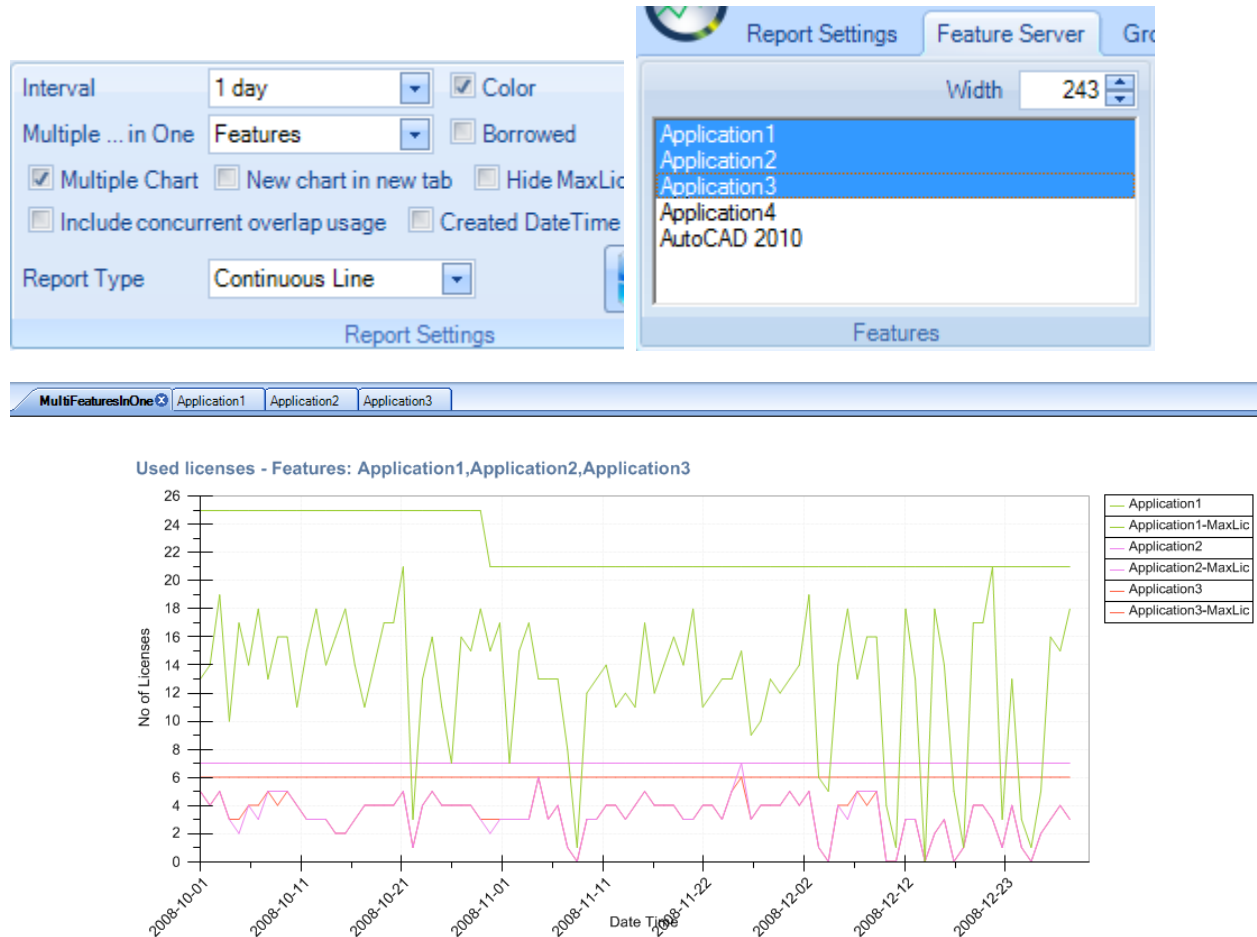
Used licenses - Features: AutoCAD,AutoCAD Architecture,Revit Architecture Suite,Revit MEP Suite - Servers: ServerA, ServerB



Multiple chart with one chart with all features and then one chart per feature in separate tabs

Use the Multiple Chart check box and optionally in combination with the Multiple...in One dropdown.

Use in combination with the Feature Server or Detailed tab.



List Reports

Make selection of date range and interval.

Duplicate and Multiply the Time are normally unchecked.

Report Settings | List Report | Auto Reports

Select Date: 2017-12-14 | Time Frame: 00:00-23:59 | ☐ Enable Manual Time Frame

☒ Month Report
☐ Week Report ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday
☐ Preset Values ☐ From

2017-09-17 is the oldest date available | 2018-04-24 is the newest date available

Interval: 10 minutes | ☐ Duplicate | ☐ Multiply the Time

Report Type: List Reports | Generate Report

Date Range | Report Settings

Select List Report tab and make selections

Report Settings | List Report | Auto Reports

List Report Type: Used Licenses

Selection: User - Host

Aggregate Interval: Day

Generate Report

Report Settings

When ready press Generate Report

Detailed List Report								
Date	Server	Feature	User	UserGroup	Host	HostGroup	Hours	Hours&Minu...
2017-12-01	ServerA	AutoCAD	User008	UserGroupA	Host003	HostGroupA	5.66	5:40
2017-12-01	ServerA	AutoCAD	User010	UserGroupA	Host008	HostGroupB	3.66	3:40
2017-12-01	ServerA	AutoCAD	User011	UserGroupA	Host011	HostGroupB	0.33	0:20
2017-12-01	ServerA	AutoCAD	User014	UserGroupA	Host215		8.33	8:20
2017-12-01	ServerA	AutoCAD	User025	UserGroupA	Host070		0.16	0:10
2017-12-01	ServerA	AutoCAD	User043	UserGroupB	Host101		1.00	1:00
2017-12-01	ServerA	AutoCAD	User048	UserGroupB	Host195		23.83	23:50
2017-12-01	ServerA	AutoCAD	User059	UserGroupB	Host292		1.16	1:10
2017-12-01	ServerA	AutoCAD	User081		Host014	HostGroupB	3.49	3:30
2017-12-01	ServerA	AutoCAD	User089		Host006	HostGroupA	7.33	7:20
2017-12-01	ServerA	AutoCAD	User090		Host001	HostGroupA	0.16	0:10
2017-12-01	ServerA	AutoCAD	User091		Host029		0.16	0:10
2017-12-01	ServerA	AutoCAD	User105		Host125		0.50	0:30
2017-12-01	ServerA	AutoCAD	User107		Host201		7.99	8:00
2017-12-01	ServerA	AutoCAD	User120		Host142		0.16	0:10
2017-12-01	ServerA	AutoCAD	User124		Host174		1.66	1:40
2017-12-01	ServerA	AutoCAD	User125		Host096		9.33	9:20
2017-12-01	ServerA	AutoCAD	User136	UserGroupC	Host245		2.66	2:40
2017-12-01	ServerA	AutoCAD	User149	UserGroupC	Host085		11.49	11:30
2017-12-01	ServerA	AutoCAD	User160	UserGroupC	Host080		8.00	8:00
2017-12-01	ServerA	AutoCAD	User165	UserGroupC	Host136		1.99	2:00
2017-12-01	ServerA	AutoCAD	User171	UserGroupC	Host274		6.16	6:10
2017-12-01	ServerA	AutoCAD	User177	UserGroupC	Host257		0.83	0:50
2017-12-01	ServerA	AutoCAD	User185	UserGroupC	Host275		0.50	0:30
2017-12-01	ServerA	AutoCAD	User199	UserGroupC	Host268		19.66	19:40
2017-12-01	ServerA	AutoCAD	User206	UserGroupC	Host235		0.16	0:10
2017-12-01	ServerA	AutoCAD	User208	UserGroupC	Host021	HostGroupC	0.66	0:40
2017-12-01	ServerA	AutoCAD	User211	UserGroupC	Host200		8.66	8:40
2017-12-01	ServerA	AutoCAD	User214		Host188		10.66	10:40
2017-12-01	ServerA	AutoCAD	User235		Host082		1.83	1:50

Miscellaneous questions answered

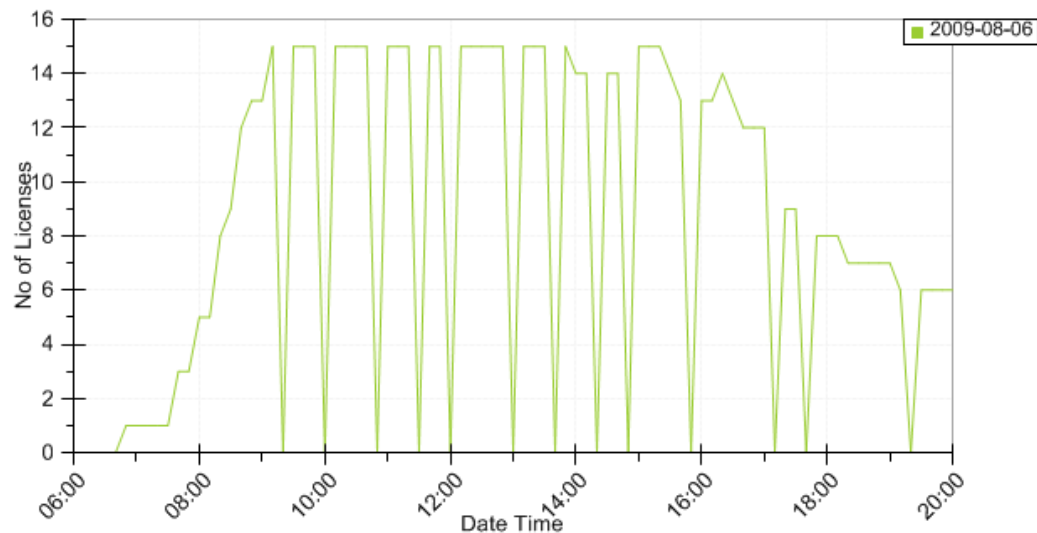
Why are there dips in the charts?

The reason for this can be that the interval is set too low for the data that exists in the database.

You might have specified JTB FlexReport to save data with a 20 minute interval and you try to create the chart with a 10 minute interval.

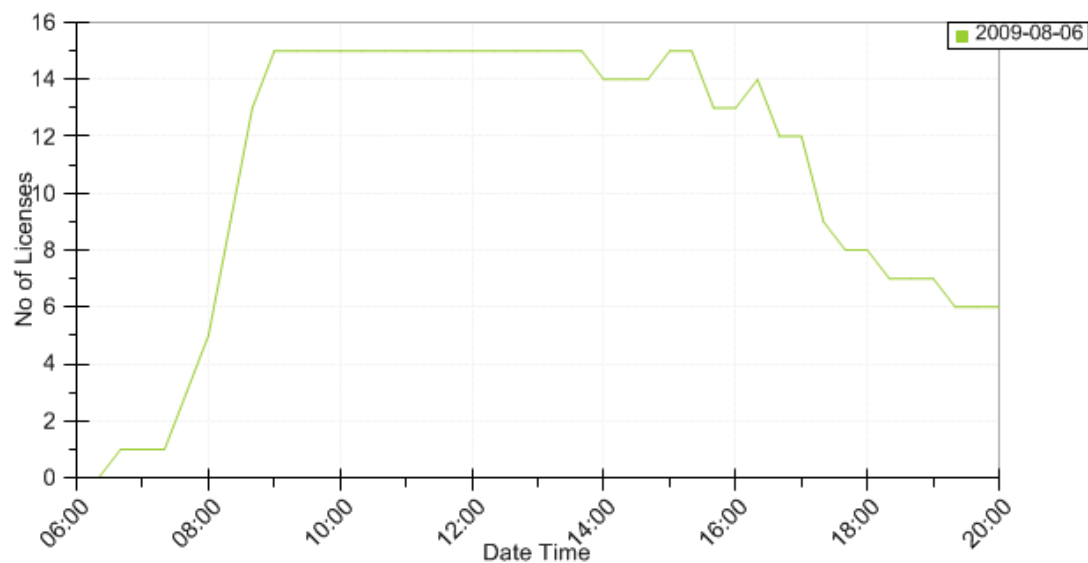
In this example the database mostly contain data with an interval of 10 minutes, but for some reasons like lack of server connections there are sometimes data missing and resulting in dips like this.

Used licenses



The solution is to increase the interval for the chart creation and it will look better.

Used licenses



How to move the JTB FlexReport Report Service installation to another server?

Install JTB FlexReport Report Service on the new server. You can optionally copy all .config files in the JTB FlexReport old folder to the new location as this will keep your database configurations or run JTB FlexReport Service Configurator and make sure all settings are ok and then configure and start the services.

The setting files are saved on the computer where JTB FlexReport Service is installed in this folder and can be moved to the new server:

%ALLUSERSPROFILE%\JTB World\JTB FlexReport Service

%ALLUSERSPROFILE% location:

XP: C:\Documents and Settings\All Users

Vista, Windows 7, Windows 8, Windows 8.1, Windows 10: C:\ProgramData

What discrepancies in the reports should I be aware of?

Data that is saved to the “log” table is saved at the snapshot interval specified in JTB FlexReport Config. Say you have an interval of 10 minutes. The charts might show that you have not reach your maximum usage but still you have found that licenses have been denied.

Here is an example showing why.

11:30 49 licenses are used.

11:40 49 licenses are used.

11:50 48 licenses are used.

But it might happen that at 11:35 50 licenses were used. Because of the interval setting you will not see this in reports based on the “log” table.

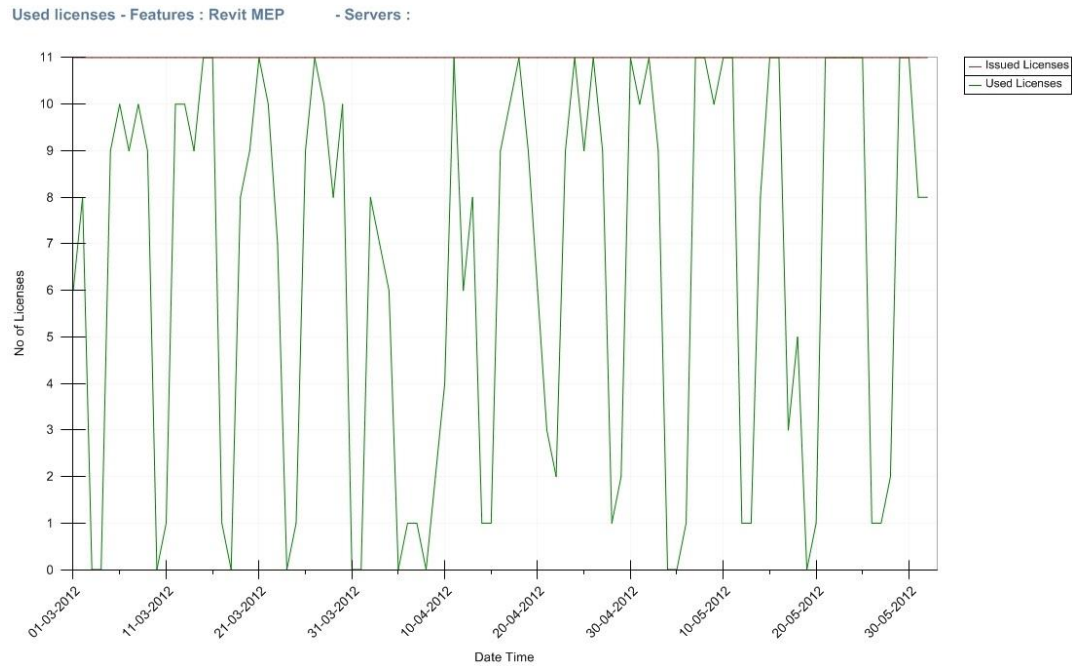
On the other hand the data saved into tblUserDetailedLog and tblUserDetailedLogPrev saved data on a lower level with both start and stop time for each user using a license. As there are much more data in these tables it will take much longer time to produce reports based on them but it might show a slightly more correct picture of the usage.

But reports based on the detailed logs can also in some cases show too much usage because the time when a license is returned (checked in) to the license server is not known. Example.

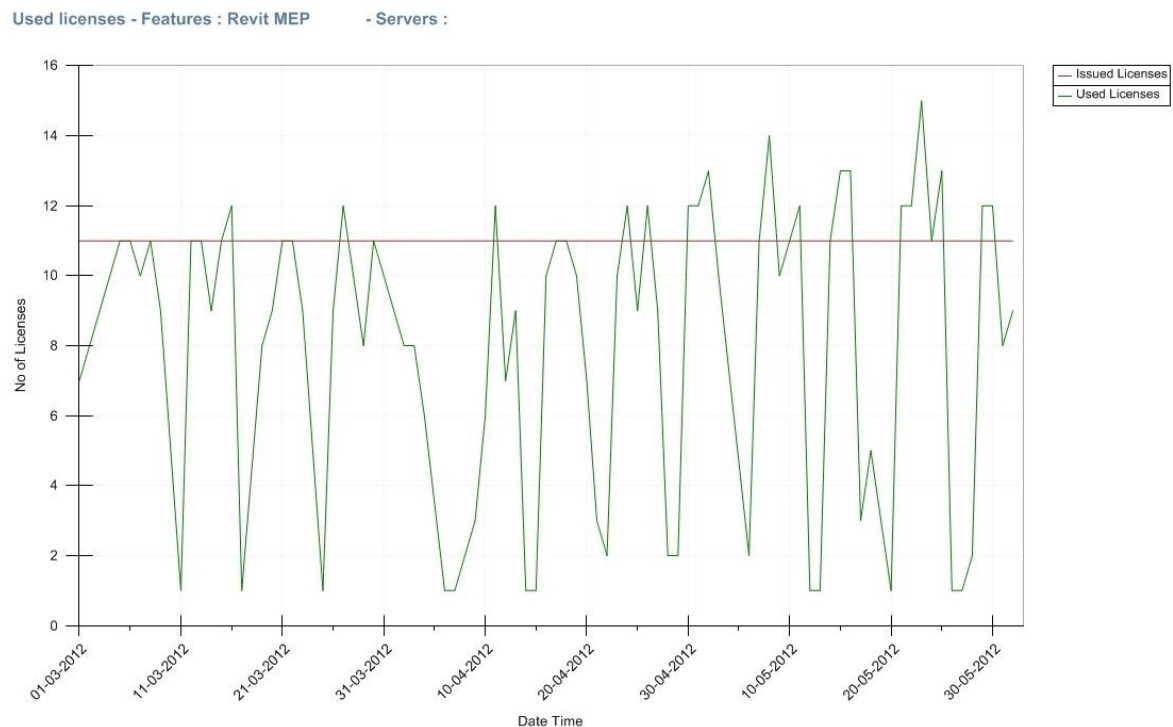
Say a license is checked out at 11:30 and it is checked in at 11:57. If the snapshot setting is at 10 minutes the time is saved as 12:00 instead of 11:57. Because of this you might find that when data is aggregated to find concurrent licenses used based on the detailed logs compared to the log table there is a discrepancy. It can even result in a chart showing that more licenses are used than what you have.

There is a second interval that is used for the detailed tables. It is a sampling interval that can be anything from 1 minute up to 60 minutes but not lower than the snapshot interval. The lower sampling interval the more correct result but the time to produce the reports will take longer.

Here is a chart created using the Feature Server tab.



And here is a chart created using the Detailed tab. Notice how the number of licenses used exceeds the number of licenses available. Normally if only feature and server info should be charted it is best to use the Feature Server tab.



Hours reported using the hour chart report type is not making use of the Interval on the Report Settings tab. It is only using the sampling interval specified in JTB FlexReport Service Configurator. The lower interval the more correct result. Example: A license is used between 8:16 and 9:49. If the sampling interval is 10 minutes it will create a usage between 8:10 and 9:40. It is rounding down the start time to nearest value rounded by the interval, in this case from 8:16 to 8:10 and the end time from 9:49 to 9:40. But if the sampling is at 1 minute the result will be between 8:16 and 9:49. Conclusion is that to lower the sampling interval for best accuracy and especially if applications are used for quite short time (less than 30 min) per session. In case like this it is also recommended to lower the snapshot interval in JTB FlexReport Config to lower than the default 10 minutes.

Other tips and tricks

In case of errors there are different log files created that can be sent to JTB World for further investigation. "Program Files (x86)" below is "Program Files" on 32-bit Windows.

Client: **%localappdata%\JTB World\JTB FlexReport Client** and/or the installation folder that by default is **C:\Program Files (x86)\JTB World\JTB FlexReport Client**

Service: **%programdata%\JTB World\JTB FlexReport Service** and/or the installation folder that by default is **C:\Program Files (x86)\JTB World\JTB FlexReport Service**

If you get the error "Cannot open database"<database name>" requested by the login. The login failed. Login failed for user 'NT AUTHORITY\ANONYMOUS LOGIN'." JTB services are by default running using the "Local System" account. Change them to run with an account that has access to the SQL database. Another solution is to use SQL authentication connection.



The database needs 'db_datareader' and 'db_datawriter' permissions for the SQL Server database.

Try to use port 2003, 2004 or a port in a series after that.

Check the Windows Event Viewer for any Application or System errors being logged that are related to JTB FlexReport.

If Test Service Engine gives this error: "The Remote Name Could Not Be Resolved: 'localhost'" and if the Event Viewer has this event (Event ID: 15005 Source: HTTP) you can try to change the port number to next number. Typically try port numbers from 2000 and up. This is also a message that might come up: "Unable to bind to the underlying transport for 0.0.0.0:2000. The IP Listen-Only list may contain a

reference to an interface which may not exist on this machine. The data field contains the error number."

Try to use IP number instead of host name for the JTB Report Service or Process Service.

Make sure to use the name or IP of the machine in the service configurator where JTB FlexReport Service is installed. The same should be used in the client configurator.

Make sure that there is no firewall blocking any of the JTB FlexReport exe files or ports used. It might be needed to add exceptions for the exe files and the port used.

Check if the service is running in Windows Services.

Make sure that the service address is the same in all the config files: "JTB FlexReportClient.exe.config", "JTB FlexReportSelfStartService.exe.config" and "ServiceConfigurator.exe.config". The address can be for example: `http://MyServer:2000/Service`

To test from the client if it has contact with the server service you can locate JTB FlexReportClient.exe.config and locate near the end of the file this row: `<endpoint address="http://MyServer:2000/Service"`. Now try to enter the address in a web browser and see if there are any problems to access the service or not. You can also try to ping the actual server.

Using `netstat -o` in command prompt window will help to identify ports that are used on the machine. Sometimes the port configured is already used and to solve the conflict you need to change the port in the configuration on the server and the client.

If test of service engine gives this error "Please start the Service before testing. The remote name could not be resolved: 'localhost'" and/or if the Windows Event Viewer with Event Source: JTBFlexReportWCFSservice has this error it is an indication that an older .NET Framework version is installed or that it needs reinstall. 3.0 or newer is needed.

Event error description: Service cannot be started. System.Configuration.ConfigurationErrorsException: Configuration system failed to initialize ---> System.Configuration.ConfigurationErrorsException: Unrecognized configuration section system.serviceModel.

If the reports that are using the Details tab or the Hours Chart tab only works partly or not at all it could be because the data sampling is not done or has stopped. Make sure the JTB FlexReport Sampling Service is running and if needed activate it in JTB FlexReport Service Configurator. It can be needed to press the "Clear" button followed by "Sampling All Records" then wait some time. If the database is large it can take some hours. One more thing you can check is that the JTBFlexReport.NET-temp.mdb database is not close to 2GB in size. In that case you can try to delete it and then re-sample the data. If the size after some time gets close to 2GB again you will need to start with a new core database or backup and delete some old data before re-sample again.

Favorites data is saved in this folder on the client:

%LOCALAPPDATA%\JTB World\JTB FlexReport Client\Gallery

For example: **C:\Users\jtb\AppData\Local\JTB World\JTB FlexReport Client\Gallery**

These can be made backup of or be copied to another computer if need be.