# JTB FlexReport Report Service and Client 12.2.0

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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. Optionally JTB Process Monitor is needed.

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 or 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 4.6 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 JTB FlexReport Service <version> Setup.exe.

At the end of the installation the Service Configurator will optionally 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

Ø JTB FlexReport Service Configurator								
General Configuration Email Configuration								
Server Machine Computer Name or IP	Address [	Windows10		JTB FlexReport Report Service Running On Port       2003         JTB FlexReport Auto Service Running On Port       2004				
	) SQL Auth Windows	entication Authentication	Y	Database				
User ID Password	oad SQL Se	rvers Load DB N	lames	Process Priority     Normal       Sampling to Cache       Precision Value     10 minutes       Sampling All Records				
JTB Services         JTB FlexReport Report Service         JTB FlexReport Service         JTB FlexReport Service         License Activation         Update DB         Configure         Start Services         Test DB Connection         Test Service Engines								

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.

**Update DB** is usually only needed after upgrading from an older version than version 11.

#### 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 Host name problem that needs to be fixed, a workaround is to use the IP address. It can also be 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 30<sup>th</sup> 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 <u>Auto Reports tab</u> 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.

JTB FlexReport Service Configurator						
General Configuration	on Email Configuration					
	Email settings					
From:						
To:						
SMTP:						
User name:						
Password:						
SMTP port:	Use default credential					
This server re	quires an encrypted connection (SSL) Configure email Send test email					

When ready and/or before pressing "Send test email" press "Configure email".

# **Client installation**

.NET Framework 4.6 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 JTB FlexReport Client <version> Setup.exe.

# 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.

(	Ø JTB FlexReport Client Configurator − □ ×								
	JTB FlexReport Client Configurator								
	Service Type								
	Self Hosted Service								
	JTB FlexReport Service Engine Server Name / IP Address								
	JTB FlexReport Report Service Running On Port 2003								
	JTB FlexReport Auto Service Running On Port 2004								
	Configure Test Service Engines Exit								

# 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**

	Report			JTB FlexReport		- 0
Report Settings Feature Server Detailed Auto Reports	Export Drill down list					
Time Frame 00:00-23:59	<ul> <li>Enable Manual Time Fram</li> </ul>	ne Interval	60 minutes	Color Fill effect	💡 Favorites 🕞	Data Label
Month Report     Week Report			Multiple Report Hide Issued Lic Highlight today			
Preset Values Last 30 days     From-	Created DateTime					
2017-09-17 is the oldest date available 2018-04-24 is the	Report Type	PerDay 🔽	Generate Report	Manage Gallery	Axis control	
Date Range			R	teport Settings	Favorites	Tools

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

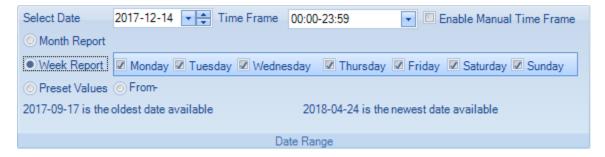
Before you can generate a report you need to use either of the tabs "Feature Server", "Detailed", "Hours Chart" or "List Report" (depending upon Report Type selected) and make selections there on what to report on.



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

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**

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.

Sele	ect Da	ate		2017	-12-	14	•
4	December			•	• 20	017	F.
	Мо	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	Last 6 month 🔹
2017-09-17 is the	Previous year
	Previous quarter
	Previous month
	Previous week
	This year
	This quarter
	This month
	This week
	Last 12 month
	Last 6 month
	Last 5 month
	Last 4 month
	Last 3 month
	Last 2 month
	Last 30 days
	Last 21 days
	Last 14 days
	Last 7 days
	Last 24 hours

"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.

			Enable Manual	al Time	Frame
Time Frame From	08:00	- ×	Time Frame To	16:00	- ×

#### **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.

Interval	60 minutes	<ul> <li>Color</li> </ul>	Fill effect				
Multiple in One	Not In Use	- Borrowed	Denials				
Multiple Report Hide Issued Lic							
Created DateTime							
Report Type Continuous Line Generate Report							
Report Settings							

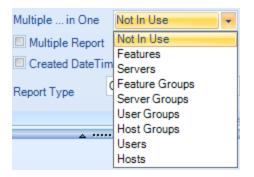
#### Interval

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 reasonable 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.

Interval	60 minutes 🔹
Multiple in One	1 minute
	2 minutes
Multiple Report	3 minutes
Created DateTim	4 minutes
	5 minutes
Report Type 🛛 🖁	6 minutes
	10 minutes
	12 minutes
	15 minutes
	20 minutes
	30 minutes
	60 minutes
	1 day
	1 week
	1 month
	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**

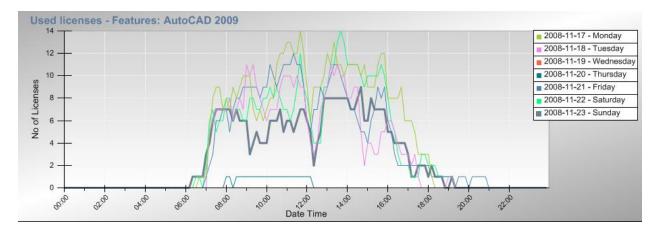
Useful for bar charts. For some other reports like Per Day and Continuous Line it can make the report not readable.

#### **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.

#### **Summation**

This is for histogram reports when multiple features are selected the license counts are summed up in the calculation. See examples of <u>histogram reports</u>.

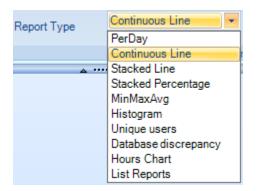
Summation can be useful when features and licenses overlap—you may have Building Design Suite Premium, Building Design Suite Advanced, and Architecture Engineering Construction Collection...someone who opens Revit could get any one of the three features depending on what's available.

Interval	10 minutes	✓ Color	✓ Fill effect
Multiple Report			
Report Type	Histogram	•	Generate Report
	Repo	rt Settings	

#### **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.

Different Ribbon tabs will show or hide depending on the Report Type.



#### **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.

Interval	10 minutes		plicate
Report Type	List Reports		Generate Report
	R	eport Settings	

#### 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.



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

Axi	s control	
	X - Orientation	<default></default>
	Y - Orientation	<default></default>
	X - Time Span	<default></default>
	Y - Num Span	<default></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 <u>http://en.wikipedia.org/wiki/Standard\_deviation</u> or <u>http://www.mathsisfun.com/data/standard-deviation.html</u>.

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

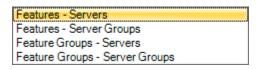
Show/Hide Lines	
Min Max Avg	
Standard Deviation	
Avg Grouping	
Avg Grouping Value 1	
MinMaxAvg Settings	

### **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".

Report Settings Feature Server Detailed Auto Reports	Tools	
	Search Filter Width 200 🖨	Search Filter Width 178 🚔
Factures Consume	<all></all>	<all></all>
Features - Servers	AutoCAD	ServerA
These reports are based on the 'log' table.	AutoCAD Architecture Revit Architecture Suite	ServerB
	Revit Architecture Suite Revit MEP Suite	
Generate Report		
Select Group	Features	Servers

#### 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.

Search Filter	Width	178 🌲
<all> <unassigned> FG1</unassigned></all>		
Featu	re Group	)S

## **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.

Report Settings Feature Server Detail	ed Auto Reports Tools	
	Search Filter Width 178 🚔	Search Filter Width 178 🚔
Features - User Groups	<aii> AutoCAD AutoCAD Architecture Revit Architecture Suite Revit MEP Suite</aii>	<all> <unassigned> UserGroupA UserGroupB UserGroupC</unassigned></all>
Select Combinations	Features	User Groups

Select Combinations in the drop down.

Features - User Groups	•
Select	_
Feature Groups - Host Groups	
Feature Groups - Hosts	
Feature Groups - Server Groups	
Feature Groups - Server Groups - Host Groups	
Feature Groups - Server Groups - Hosts	
Feature Groups - Server Groups - User Groups	
Feature Groups - Server Groups - Users	
Feature Groups - Servers	
Feature Groups - Servers - Host Groups	
Feature Groups - Servers - Hosts	
Feature Groups - Servers - Users	
Feature Groups - User Groups	
Feature Groups - Users	
Features - Host Groups	
Features - Hosts	
Features - Server Groups	
Features - Server Groups - Host Groups	
Features - Server Groups - Hosts	
Features - Server Groups - Users	
Features - Servers	
Features - Servers - Host Groups	
Features - Servers - Hosts	
Features - Servers - User Groups	
Features - Servers - Users	
Features - User Groups	
Features - Users	
Server Groups - Host Groups	
Server Groups - Hosts	
Server Groups - User Groups	
Server Groups - Users	
Servers - Host Groups	
Servers - Hosts	
Servers - User Groups	
Servers - Users	

# 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.

Report Settings Hours Chart	Auto Reports Tools		
Users V Features	Search Filter Width 178 🖨	Search Filter Width 178 🚔	HoursUsed All
Hosts     Servers       User Groups     Feature Groups       Host Groups     Server Groups	<all> User001 User002 User003 User004 User005 ▼</all>	<all> AutoCAD AutoCAD Architecture Revit Architecture Suite Revit MEP Suite</all>	From $0{}$ To $0{}$
Select report type	Users	Features	Hours Setting

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

File Report	Settings	List Report	Auto Reports				
List Report Type	Used Lice	enses		•	Preview Report	Print Report	Export to Excel
Selection	Server - F	eature - User	Host	•			
Aggregate Interval	Day			-			
			Gene	rate Report			
		Report Settin	ngs		Pr	int and Export Repor	ts

### List Report Type

Select what type of list report to generate.

List Report Type	Used Licenses 🔹
Selection	Used Licenses
0010011011	Borrowed Licenses
Aggregate Interval	Used and Borrowed Licenses
	Min/Max/AvgUsage
	User Groups
	Host Groups
Denied Requests	
	Raw data Report
	Raw Sampled data Report
	Pinged Host Report
	Features List Report

#### Selection

Make a selection depending on type of report.

List Report Type	Used Licenses .	•
Selection	Server - Feature - User - Host	•
Aggregate Interval	Server - Feature - User - Host Server - Feature - User Server - Feature - Host Server - Feature Feature - User - Host Feature - User Feature - Host Feature User Server - Feature - User - Host - Project Server - Feature - User - Project	

### Aggregate Interval

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

List Report Type	Used Licenses 🔹
Selection	Server - Feature - User - Host 🔹
Aggregate Interval	Day 🔹
	Day
	Month
	Year

### **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.

Report Settings	Feature Server Detailed	Auto Reports Export Drill down list	
Hourly     Daily     Monthly	Recur every 60 🔹 minute	File Save Path:	AutoCAD
Recurrence Pattern	Hourly Settings	Width 802 Height 1154 Save Settings	Edit Report Delete Report Cancel Report List

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.

<ul> <li>Hourly</li> <li>Daily</li> <li>Monthly</li> </ul>	Recurevery 60 🚔 minute
Recurrence Pattern	Hourly Settings

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

<ul> <li>Hourly</li> <li>Daily</li> <li>Monthly</li> </ul>	Auto GenerateTime 15:43 Monday Tuesday Wednesday Thursday Friday Saturday Sunday
Recurrence Pattern	Daily Settings

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

O Hourly	Auto GenerateTime 15:43
O Daily	● Day 30 🚔 of every month.
Monthly	○ The First
	Monday 🗾
Recurrence Pattern	Monthly Settings

#### 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.

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.

File Save	Path:	
E Fixed	File Name	Email
File Nam	ie :	
	<ul> <li>Image Resolution</li> </ul>	Save
Width	802 🌻 Height	1154 🚔
	Setti	ngs

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><u>Email</u> <u>Configuration</u>.

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.

	Email settings
	Use for all Auto Reports
То	info@jtbworld.com
Subject	Last 30 days AutoCAD report
Content	
	Cancel 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.

Export the current report or all reports to Excel. If a chart is exported the data for the chart will be exported, not the chart.

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

File	Report Settings	Feature Server	Detailed	Auto Reports	Export	Drill do
Saved File 1.xlsx 2.xlsx export.xlsz IRD Addit JTB test.x	x ion Sheets xlsx			Exported) : C:\Us e Exported): C:\Us	-	
testrevit.x test.xlsx	ISX	Export to	o Excel 👻	Export Report Ima	iges 👻	
		C	urrent Tab	t data and image	35	
		A	l Tabs	A		

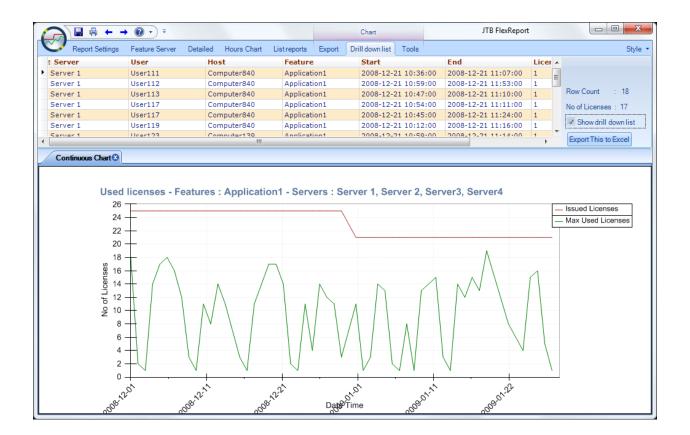
Click on the file in the list to open it.

### 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.

$\mathbf{O}$	Report Settings	Feature Server	Detailed	Auto Reports	Export D	Drill down list	Tool	3			
			$\sim$		-			Color	Created Date Time	Enable tooltip chang	ge
			$\sim$	- 😻		- 🖂	*	Fill effect	Show Data Labels	Auto pop delay (ms)	5000 🜩
Get Va	lue Max Usag	e Hide Line	Color	Zoom/Pan	Move	Reset		Issued Licenses	Show Markers	Reshow delay (ms)	500 🌲
		$\sim$			$\sim$			Borrowed	Differences	Initial delay (ms)	100 🛓
				• 🭊		•	•	Denials			
Data La	abel Highlight	Isolate	Title	Report Zoom	Axis contr	rol Gridline	s	Highlight today			
			Tools					Repo	rt Settings	Tooltip Sett	ings

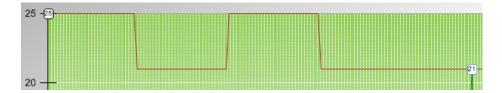
**Get value** shows information on a point on a line in a dialog box. The result can also be copied to the clipboard

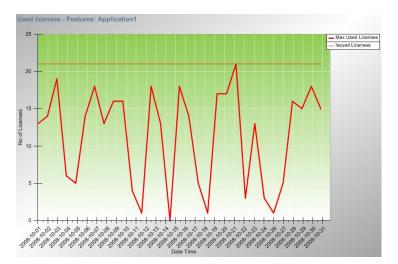
JTB FlexReport X				
Line Name : Date Time :	Used Licenses 2017-12-07 00:00:00			
No of Licenses : 17				
Copy to Clipboard				

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.



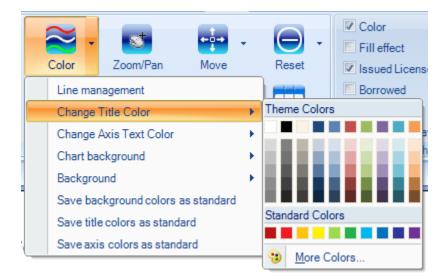


Highlight selected line makes the selected line red and bold.

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 management		Issued Licenses     Max Used Licenses
Profile test Current Profile : test		Color: Width: Factor:
Line Name     Issued Licenses     Max Used Licenses	<pre>Line Properties     <show editor="">     <show editor=""></show></show></pre>	Line style
Add new Profile Apply Set Cu	rrent Save Profile Delete	Clos Preview:
$\sim $		OK Cancel

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

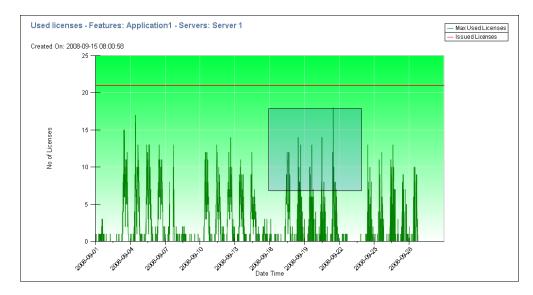
- Change Title Color
- Change Axis Text Color
- Chart background This is for the area within the chart. If the colors are different it will be gradient.
- Background This is for the area around the chart. If the colors are different it will be gradient.

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:

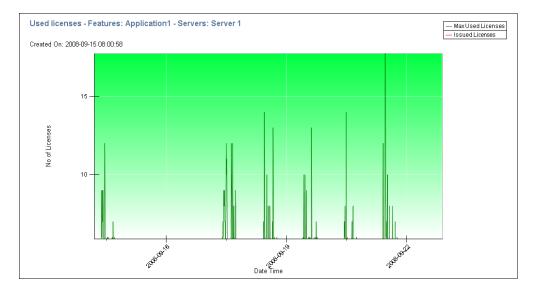


Chart Zoom acts on the chart area so you can adjust the size of it.

#### 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.

Move other items	
Move	Legend 🗸
Horizontal margin	Legend X - axis
Vertical margin	Y-axis Title Date Time
	No of Licenses

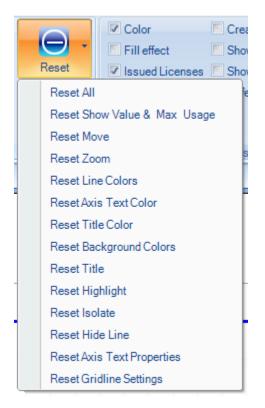
#### Axis controller

Allow you to make changes to the axis text.

Axis control	Gridlines
X - Orier	ntation 45
Y - Orier	ntation 0
X - Time	Span 1
Y - Num	Span
X - Hor.	Align Right 👻
X - Ver.	Align Top 👻
Y - Hor.	Align Right 👻
Y - Ver.	Align Center 🗸

#### Reset

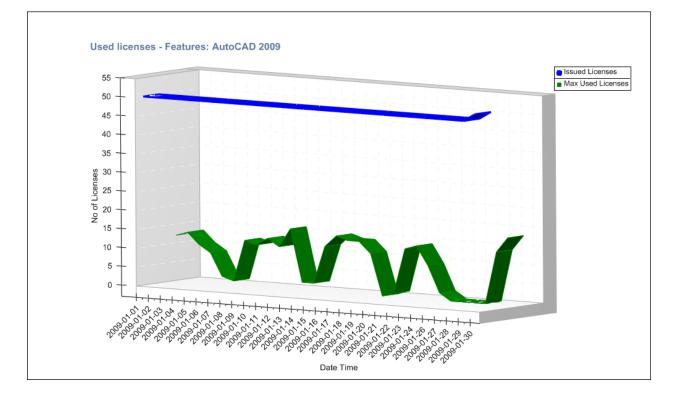
Most changes can be reset All at the same time or individually.



#### Gridlines



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

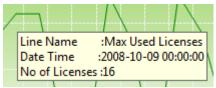


The trick to get the depth of the lines is to click on "Fill effect" twice.

#### **Chart Tooltip Settings**

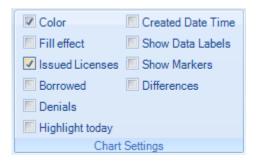
Enable tooltip change		
Auto pop delay (ms)	5000 🌲	
Reshow delay (ms)	500 🌲	
Initial delay (ms)	100 🌲	
Tooltip Settings		

• 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.

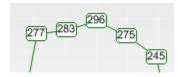
#### **Chart Settings**



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

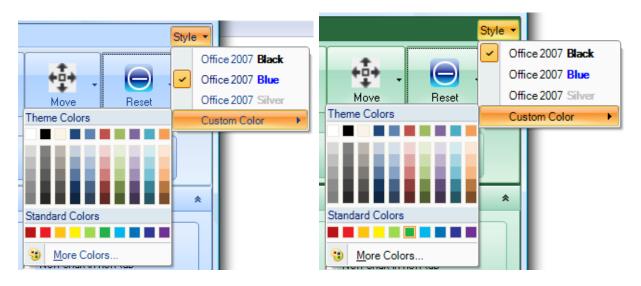


• Differences Used for the database discrepancy report only.

# 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. Note: If the database is large and with many rows in the tables this can cause the Client to take a long time to open so you might want to disable this feature for this reason.

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.

Copy Report
Save Report Ctrl+S
Print Ctrl+P
Print All Ctrl+Shift+P
Close Ctrl+W
Close All Ctrl+Shift+C
Mouse Wheel Tab Scroll
Autohide Ribbon
🗹 Auto Filter
🗷 Use Wizard
Play sound when ready
🛛 E <u>x</u> it

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

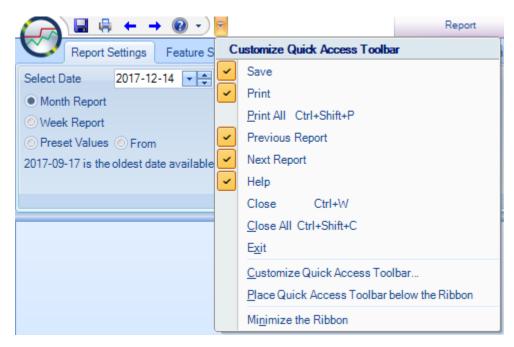
Size					
🔽 Use control (	dimensions	Width:	1059	- A-	
		Height:	684		
Options					
Bits per pixel:	32 bpp	-			
Image format:	BMP - Windo	ws Bitmap		•	
Quality (JPEG):	BMP - Windo EMF - Enhan Exif - Exchan GIF - Graphic ICO - Window JPEG - Joint I PNG - Portab TIFF - Tag Im	ced Windows geable Image s Interchange vs icon image Photographic le Network G	e File e Forma format Experts ( iraphics	àr	
			Clo	se	
Chart Print Manager			Clo:	se	J
	To OneNote 2007			Se Copies:	1
stalled printers: Send ientation: Lands				_	1
stalled printers: Send ientation: Lands Paper				_	1
stalled printers: Send ientation: Lands Paper Size: Letter				_	Ţ
stalled printers: Send ientation: Lands Paper Size: Letter Source: Default tray				_	J [1
stalled printers: Send ientation: Lande Paper Size: Letter Source: Default tray Margins (inches)				_	<b></b>
stalled printers: Send ientation: Lande Paper Size: Letter Source: Default tray Margins (inches) eft: 1.00				_	]
stalled printers: Send ientation: Lande Paper Size: Letter Source: Default tray Margins (inches) Left: 1.00 Fop: 1.00 Right: 1.00				_	1
stalled printers: Send ientation: Lande Paper Size: Letter Source: Default tray Margins (inches) Left: 1.00 Fop: 1.00 Right: 1.00				_	1
ientation: Lands Paper Size: Letter Margins (inches) Left: 1.00 Top: 1.00 Right: 1.00				_	

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

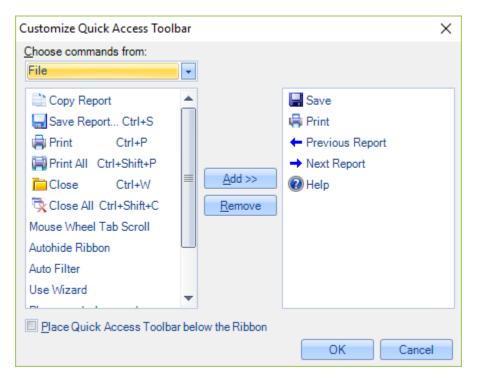
# **Quick Access Toolbar**

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.



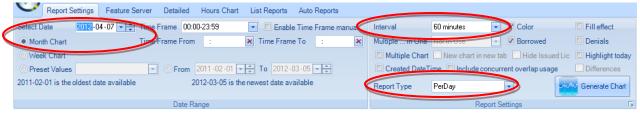
About dialog box shows besides versions information on the connection settings and database.



**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



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.

Used licenses - Features : AutoCAD - Servers : ServerA; Date range: 2012-03-01 to 2012-03-31; TimeFrame: 00:00-23:59 Issued Licenses 2012-03-01 30 2012-03-02 2012-03-03 27 2012-03-04 2012-03-05 2012-03-06 24 2012-03-07 2012-03-08 21 2012-03-09 2012-03-10 2012-03-11 18 2012-03-12 No of Licenses 2012-03-13 2012-03-14 15 2012-03-15 2012-03-16 12 2012-03-17 2012-03-18 2012-03-19 9 2012-03-20 2012-03-21 6 2012-03-22 2012-03-23 2012-03-24 3 2012-03-25 2012-03-26 2012-03-27 0 14:00 1<sup>6:00</sup> 18:00 22:00 04:00 06:00 08:00 10:00 20:00 2012-03-28 02:00 2:00 00:00 2012-03-29 2012-03-30 2012-03-31 Date Time

Use in combination with the Feature Server or Detailed tab.

## Monthly chart as a continuous line

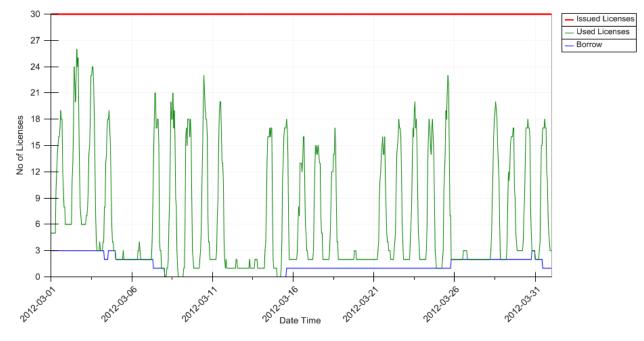
Report Settings Feature Ser	ver Detailed Hours Chart	List Reports A	uto Reports	Export	Drill down list	Toole		
select Date 2012-03-01	me Frame 00:00-23:59	Enable Tir	me Frame ma	nua	Interval	60 minutes	Color	Fill effect
Month Chart	Fine From :	X Time Frame To		×	Multiple in One	Not in Use	<ul> <li>Borrowed</li> </ul>	Denials
O Week Chart					Multiple Chart	New chart in n	ew tab 🔲 Hide Issu	ed Lic 🔲 Highlight today
O Preset Values	▼ ◎ From 2011-09-17 ▼	To 2012-04-2	24 👻 🌩		Created DateT	ime 🔲 Include co	ncurrent overlap usag	e Differences
2011-09-17 is the oldest date available	2012-04-24 is th	e newest date availa	ble	<	Report Type	Continuous Line		Generate Chart
	Date Range					Rep	ort Settings	[]]

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



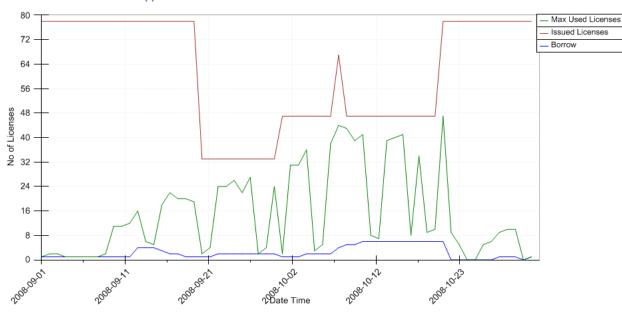
# Chart as a continuous line including borrowed usage and with interval set to 1 day

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	Interval	1 day	<ul> <li>Color</li> </ul>
Frame F	From	08:00	$\times$	Time Frame To	16:00 🗙	Multiple in One	Not In Use	<ul> <li>Borrowed</li> </ul>
						Multiple Chart	New chart in ne	ew tab 📃 Hide Ma
. ● Fr	om 2	008-09-01	÷.	To 2008-11-01	÷ •	Include concur	rent overlap usage	Created DateT
	20	09-01-30 is	the new	vest date available	e	Report Type	Continuous Line	•





## **Denials showing on charts**

Select Date	2008-06-11 🚔 🗸		
Month Chart			
Interval	1 day	Color	Fill effect
Multiple in One	Not In Use	<ul> <li>Borrowed</li> </ul>	Denials
Multiple Chart	New chart in new	/ tab 🔲 Hide MaxLic	Highlight today
Include concur	rent overlap usage	Created DateTime	
Report Type	Continuous Line	•	🗸 Generate Chart

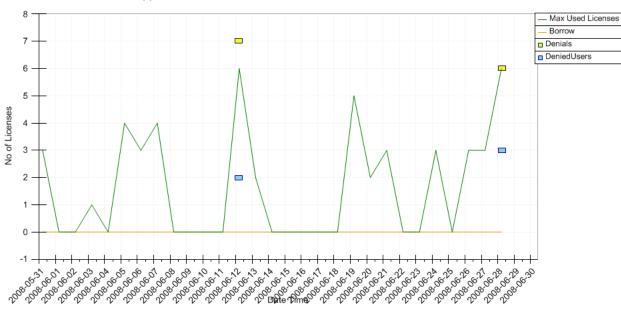
Use the Denials checkbox on the Report Settings tab together with the Continuous Line report type.

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

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

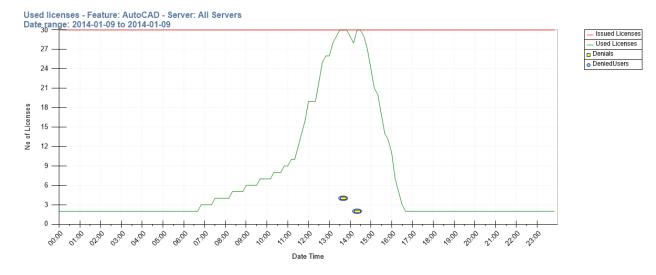
Denials is only available for Flex-enabled features and when having added FlexNet debug log in JTB FlexReport Config>Properties.

Use in combination with the Feature Server or Detailed tab.



**Used licenses - Features: Application3** 

## Here is another example of chart showing denials.



# **Stacked line**

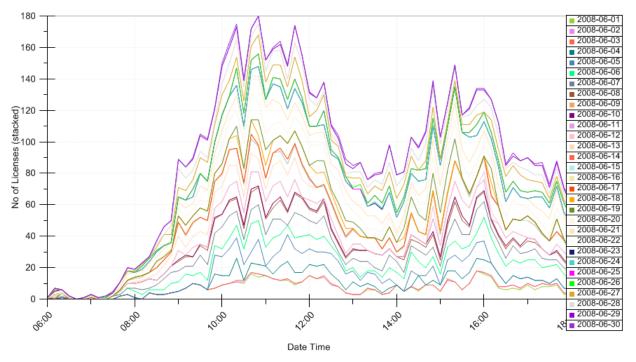
Select Date	2008-06-11 🜲 🗸	Time Frame	06:00-	18:00	-
Month Chart		Time Frame	From	08:00	×T

#### Select Report Type Stacked Line.

Interval	10 minutes	▼ Color
Multiple in One	Not In Use	Borrower
Multiple Chart	New chart in ne	ew tab 📃 Hide N
Include concurr	rent overlap usage	Created Date
Report Type	Stacked Line	•

#### 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.

Report Settings Fe	ature Server Detailed	Hours Chart Li	ist Reports Aut	to Reports	Export	t Drill down list	Tools		
Select Date 2013-12-16	Time Frame 00:0	0-23:59	Enable Tim	ne Frame ma	anual	Interval	1 day	✓ Color	Fill effect
Month Chart	Time Frame From	: <b>*</b> X	Time Frame To		* X	Multiple in One	Features	- Borrowed	Denials
Week Chart						Multiple Chart	New chart in ne	ew tab 🔲 Hide Issued	d Lic 🔲 Highlight today
Preset Values Last 2 mont	h 💽 💿 From	2013-09-17 💌 🚔	<b>To</b> 2014-04-24			Created DateT	ime 🔲 Include cor	current overlap usage	Differences
2013-09-17 is the oldest date a	vailable 2	014-04-24 is the new	west date availab	le		Report Type	Stacked Line	•	Generate Chart
	Date Ra	inge					Repo	ort Settings	Fa Fa

#### Then select multiple features.

Report Settings Feature Server	Detailed Hours Chart	List Reports Auto Reports	Export Drill dov	wn list Tools	
			Width 243 🚔		Width 243 🚔
		<al></al>		<all></all>	
Features - Servers	-	AutoCAD		ServerA	
		AutoCAD Architecture		ServerB	
These reports are based on the 'log' table.		Revit Architecture Suite			
	Generate Chart	Revit MEP Suite			
Select Group		Features			Servers

#### 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

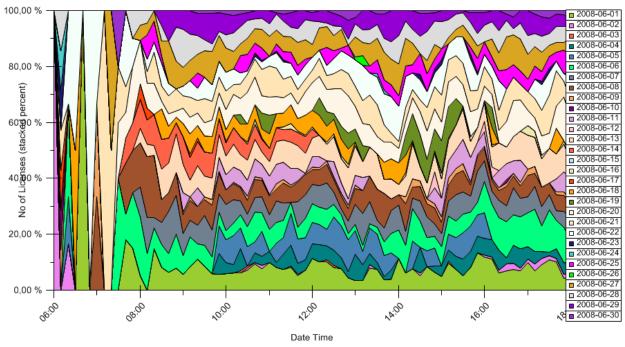
## Stacked percentage with fill effect

Select Date	2008-06-11 🚑 🗸	Time Frame	06:00-	18:00	•
Month Chart		Time Frame F	From	08:00	×T

#### Select Report Type Stacked Line and the Fill effect checkbox.

Interval	10 minutes	Color	Fill effect					
Multiple in One	Not In Use	Borrowed	Denials					
Multiple Chart	New chart in r	new tab 🔲 Hide MaxLic	Highlight to:					
Include concurrent overlap usage Created DateTime								
Report Type	Stacked Percenta	age 🔽 📔	৵ Generate C					

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

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

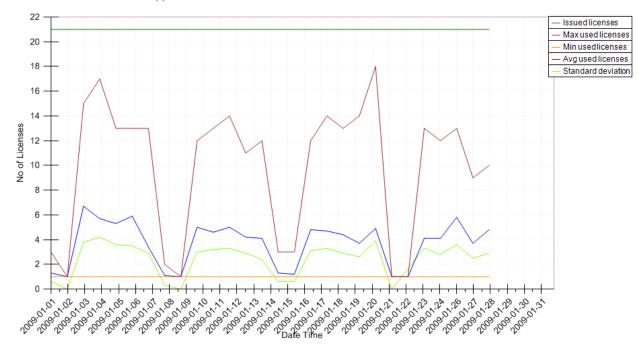
Select Date 2009-01-01 🚑 🗸

Month Chart

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

Interval	1 day 🔽	Color	Fill effect		Show/Hide Lines
Multiple in One	Not In Use 📃	Borrowed	Denials	🗹 Mir	n 🗷 Max 🗷 Avg
Multiple Chart	New chart in new to the second sec	tab 🔲 Hide Issued Lic	Highlight today	🗹 Sta	andard Deviation
Created DateT	ime 🔲 Include concu	rrent overlap usage	Differences		- Avg Grouping
Report Type	MinMaxAvg		Generate Chart	Avg G	irouping Value 1
	Report	Settings	Ex.	I	MinMaxAvg Settings

Use in combination with the Feature Server or Detailed tab.



#### Used licenses - Features: Application1

# Histogram

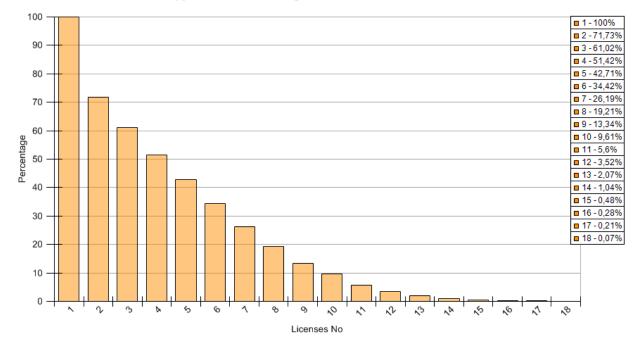
Select Date Range and Report Type Histogram.

File	Report Settin	s Feature Server	Detailed	Auto Reports	Export	Drill down list
		Time Fram	e 06:00-18:	00 🔽	Enable M	lanual Time Frame
OMonth	Report					
⊖Week I	Report 🔽 Mor	day 🖌 Tuesday 📝 W	ednesday 🗔	/ Thursday 🔽 Fri	day 🗌 Sa	turday 🗌 Sunday
OPreset	Values  From	2019-10-24 🝷	🔹 To 20	)19-11-26 🔹 韋		
2019-11-2	0 is the oldest d	ate available	2019-	11-20 is the newes	t date avail	able
			Date Range			
Interval	10 m	inutes 🗸 🗸	Color	✓ Fill effect		
Multipl	e Report					
Create	d DateTime	Summation				
Report Ty	rpe Histog	ram 🔻		Generate Rep	ort	
		Report Setting	S			

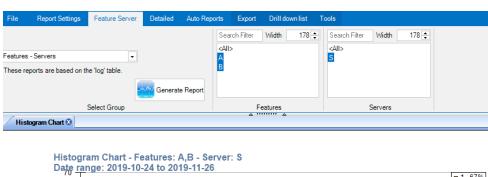
Use in combination with the Feature Server or Detailed tab.

Summation checkbox determines if multiple features are summed or not.

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.

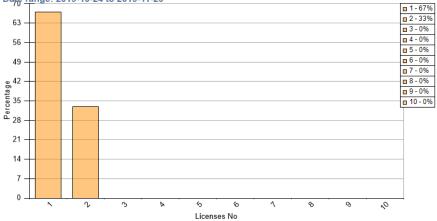


HistoGramChart: Features: Application1; Date range: 2009-01-01 to 2009-01-31



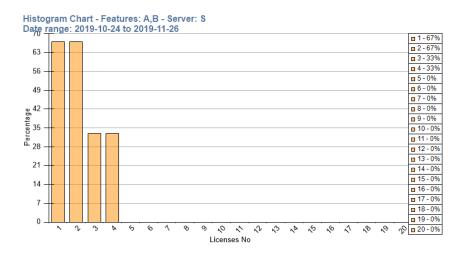
## Multiple features without summation selected.





#### In this case both feature A and B have the same usage so when summation is used this is the result.

File	Report Settings	Feature Server	Detailed Auto Re	ports	Export	Drill do	wnlist	Too	ols		
				Sea	arch Filter	Width	178 🛔	3	Search Filter	Width	178 🌲
Features	- Servers	•		<ali< td=""><td>&gt;</td><td></td><td></td><td></td><td><ali></ali></td><td></td><td></td></ali<>	>				<ali></ali>		
These re	ports are based on th	ne 'log' table.		В							
		2	Generate Report								
		Select Group				eatures				Servers	
/ Histogram Chart 3											



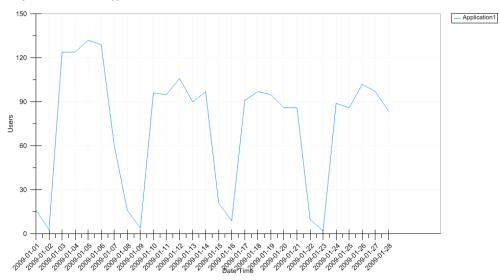
# Unique users chart showing how many different users were using the feature per selected interval

Select Report Type Unique users.

This example is created using Interval 1 day.

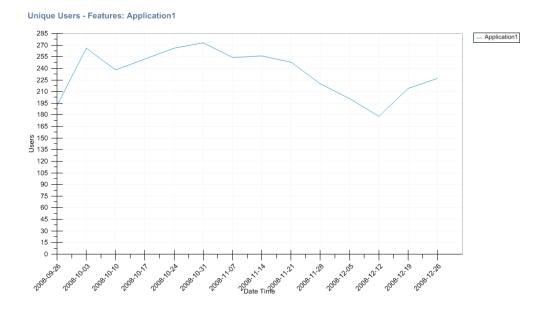
Use in combination with the Feature Server or Detailed tab.

Select Date 200	09-02-11 🚑 🔻 Time	e Frame 00:00-2	23:59 💌	Enable Time	Frame manu	Jal	Interval	1 day	👻 🔽 Cole
Month Chart	Time	e Frame From	: 🗙	Time Frame To		×	Multiple in One	Not In Use	💌 🗏 Bori
Week Chart							Multiple Chart	New chart in ne	ew tab 📃 H
Preset Values Pre	evious month	<ul> <li>O From 20</li> </ul>	09-02-11 🚑 🗸	To 2009-02-11	* *		Include concurr	rent overlap usage	Created
2008-06-01 is the olde	st date available	200	9-01-30 is the new	vest date available			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.

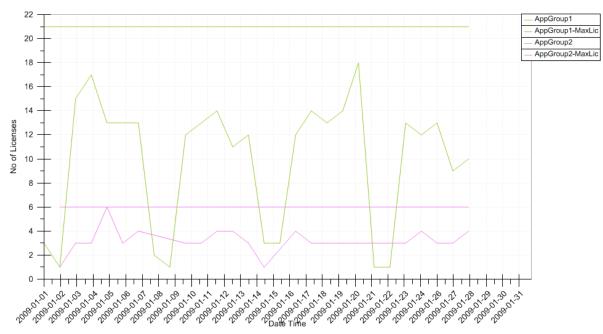
Report Settings	Ferature Server Deta	iled Hours Chart	List Reports	Auto Report	S			
Select Date 2012-10-2	26 主 🗧 Time Frame	06:00-18:00	Enable	Time Frame I	manual	Interval	60 minutes	🔽 🗹 Ca
Month Chart	Time Frame F	rom : 💌	X Time Frame	To :	$\star$ X	Multiple in One	Feature Groups	💌 🗖 Be
Week Chart						Multiple Chart	New chart in r	new tab 🔳
O Preset Values Last 24 ho	ours 🔽 💿 Fr	om 2012-09-17	<b>▼ 🕂 То</b> 2013-0	4-24 🔫 🌩		Created DateT	ïme 🔲 Include co	oncurrent ov
2012-09-17 is the oldest date	available	2013-04-24 is th	ne newest date ava	ailable		Report Type	Continuous Line	-
		_						
	Da	ite Range					Rej	port Settings

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

	Width 243 🜩	Width 243 🜩
Feature Groups - Servers	<unassigned> AppGroup1 AppGroup2 AppGroup3</unassigned>	Server 1 Server 2 Server3 Server4
Generate Chart	I	1
Select Group	Feature Groups	Servers

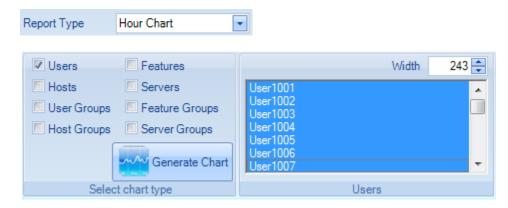
The feature groups will each have one usage line aggregated for all selected servers.

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

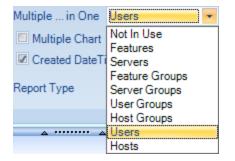


## **Hours per user**

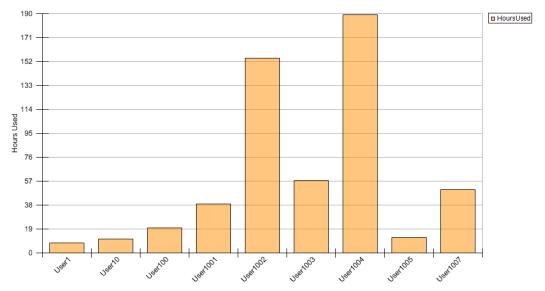
Select Report Type Hour Chart in Report Settings and use in combination with Hours tab. Hours Used includes borrowed hours. Borrowed hours can be showed separately if needed but Hours Used will still include the borrowed hours.



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.

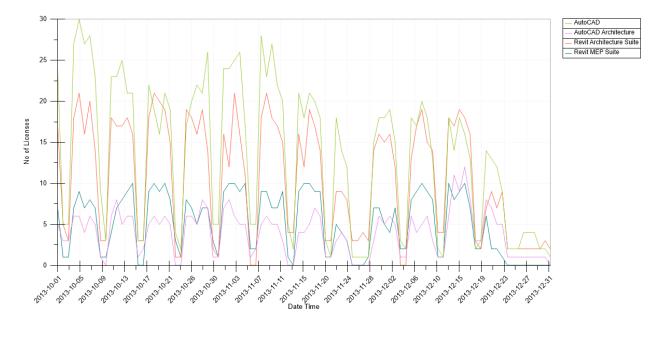


HoursChart: Hours per user; Date range: 2009-01-01 to 2009-01-31; TimeFrame: 00:00-23:59



## 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

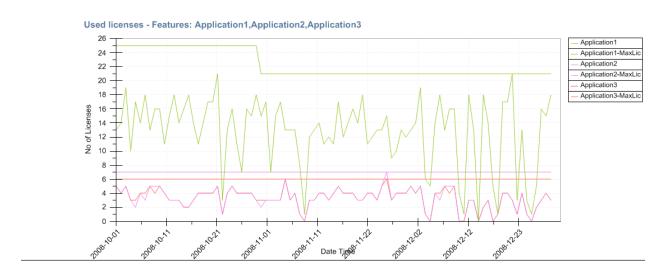
# Multiple chart with one chart with all features and then one chart per feature in separate tabs

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.

			C	Report Settings	Feature	Server	Gro
Interval	1 day	▼ Color			Width	243	-
Multiple in One	Features	<ul> <li>Borrowed</li> </ul>	Applica				
Multiple Chart	New chart in ne	ew tab 📃 Hide MaxLic	Applica Applica	ition3			
Include concur	rent overlap usage	Created DateTime	Applica AutoCA	ition4 AD 2010			
Report Type	Continuous Line	•					
	Repo	ort Settings		Featur	es		

MultiFeaturesInOne Application1 Application2 Application3



# **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	Interval 10 minutes 💌 🗖 Duplicate
Month Report	Multiply the Time
Week Report Monday Tuesday Wednesday Thursday Friday Saturday Sunday	Report Type
O Preset Values O From	
2017-09-17 is the oldest date available 2018-04-24 is the newest date available	
D + D	
Date Range	Report Settings

Select List Report tab and make selections

Report Sett	ings List Report Auto Reports						
List Report Type	Jsed Licenses						
Selection	ection User - Host						
Aggregate Interval	Day						
Generate Report							
	Report Settings						

When ready press Generate 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

## **Used Licenses**

This report is only shows usage, not including any borrowed usage of licenses.

Use Selection to determine what columns to see.

List Report Type	Used Licenses 🔹
Selection	Feature - User - Host 👻
Aggregate Interval	Server - Feature - User - Host Server - Feature - User
	Server - Feature - Host
	Server - Feature
	Feature - User - Host
	Feature - User
	Feature - Host
Detailed List R	Feature
Date	User
	Server - Feature - User - Host - Project
2020-03-20	Server - Feature - User - Project
2020 02 20	ConverA AutoCAD Ucor092

## Example of report:

List Report Type	Used Licenses		•	Preview Report	Print Report	Export to Excel.		
Selection	Server - Feature -	User - Host	-					
Aggregate Interval	Day		•					
			Generate Report					
	Repor	t Settings			Print and Export R			
Detailed List F	Report 😣					۰۰۰۰۰ ۵ ۱		
Date	Server	Feature	User	UserGroup	Host	HostGroup	Y Hours	Hours & Min
2020-03-20	ServerB	AutoCAD	User175	UserGroupC	Host256		23.83	23:50
2020-03-20	ServerA	AutoCAD	User083		Host005	HostGroupA	23.83	23:50
2020-03-21	ServerB	AutoCAD	User175	UserGroupC	Host256		23.83	23:50
2020-03-22	ServerB	Revit MEP Suite	User149	UserGroupC	Host085		23.83	23:50
2020-03-22	ServerB	AutoCAD	User175	UserGroupC	Host256		23.83	23:50
2020-03-22	ServerA	AutoCAD	User083		Host005	HostGroupA	23.83	23:50
		and the second second						

## **Borrowed Licenses**

This report is only including borrowed usage of licenses.

Use Selection to determine what columns to see.

List Report Type	Borrowed Licenses -
Selection	Server - Feature - User - Host 🔹
Aggregate Interval	Server - Feature - User - Host Server - Feature - User Server - Feature
	Feature - User - Host
	Feature - User

Example of report:

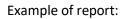
List Report Type	Borrowed License	S	-	Preview Report	Print Report	Export to Excel		
Selection	Server - Feature -	User - Host	•					
Aggregate Interval	Day							
			Generate Report					
	Repor	t Settings			Print and Export Rep			
Detailed List F	Report 🕄					۰۰۰۰۰۰ ۵	•• •	
-								
Date	i Server	Feature	User	UserGroup	Host	HostGroup	Hours	Hours & Min
Date 2020-05-21		Feature AutoCAD	User User228	UserGroup	Host Host037	HostGroup		Hours & Min 16:10
	Server			UserGroup		HostGroup	16.16	
• 2020-05-21	Server ServerA	AutoCAD	User228	UserGroup UserGroupA	Host037	HostGroup	16.16 16.16	16:10
2020-05-21 2020-05-21	Server ServerA ServerA	AutoCAD AutoCAD	User228 User246		Host037 Host145	HostGroup	16.16 16.16 16.16	16:10 16:10
<ul> <li>2020-05-21</li> <li>2020-05-21</li> <li>2020-05-21</li> </ul>	Server ServerA ServerA ServerA	AutoCAD AutoCAD Revit	User228 User246 User019	UserGroupA	Host037 Host145 Host060	HostGroup	16.16 16.16 16.16 16.16	16:10 16:10 16:10
<ul> <li>2020-05-21</li> <li>2020-05-21</li> <li>2020-05-21</li> <li>2020-05-21</li> </ul>	Server ServerA ServerA ServerA ServerB	AutoCAD AutoCAD Revit AutoCAD Revit MEP Suite	User228 User246 User019 User195	UserGroupA	Host037 Host145 Host060 Host263	HostGroup	16.16 16.16 16.16 16.16 16.16	16:10 16:10 16:10 16:10

### **Used and Borrowed Licenses**

This report is including used and borrowed usage of licenses.

Use Selection to determine what columns to see.

List Report Type	Used and Borrowed Licenses 🔹
Selection	Server - Feature - User - Host 🔹
Aggregate Interval	Server - Feature - User - Host
riggrogato interrar	Server - Feature - User
	Server - Feature - Host
	Server - Feature
	Feature - User - Host
	Feature - User
	Feature - Host
Detailed List R	Feature
	Server - Feature - User - Host - Project
Date	Server - Feature - User - Project
2020-06-19	Servera AutoCAD USer135



List Report Type	Used and Borrowe	ed Licenses	•	Preview Report	Print Report	Export to Excel		
Selection	Server - Feature -	User - Host	-					
Aggregate Interval	Day		-					
			Generate Report					
/ B . 3		t Settings			Print and Export Re	eports	5	
Detailed List I	-							
Date	Server	Feature	User	UserGroup	Host	HostGroup		Hours & Min
2020-06-19	ServerA	AutoCAD	User135	UserGroupC	Host252		17.49	17:30
2020-06-18	ServerA	AutoCAD	User135	UserGroupC	Host252		23.83	23:50
2020-06-17	ServerA	AutoCAD	User135	UserGroupC	Host252		23.83	23:50
		AutoCAD	User135	UserGroupC	Host252		23.83	23:50
2020-06-16	ServerA	AULOCAD	0001200					

## Min/Max/Avg Usage

This report is to show minimum, maximum and average usage of licenses.

Aggregate options:

List Report Type	Min/Max/Avg Usage	
Selection	·	
Aggregate Interval	Server Sum Per Month Concurrent	
	Day	
	Month	
	Year	
	Per Day Per Server	
	Per Month Per Server	
	Per Year Per Server	ľ
	Server Sum Per Day	
	Server Sum Per Month	
	Server Sum Per Year	
	Server Sum Per Day Concurrent	
	Server Sum Per Month Concurrent	
	Server Sum Per Year Concurrent	

Day (max/min no matter on what server or time) Month (max/min no matter on what server, day or time) Year (max/min no matter on what server, month, day or time) Per Day Per Server (max/min per server per day) Per Month Per Server (max/min per server per month) Per Year Per Server (max/min per server per year) Server Sum per Day (max/min per day of any time on each server and then Server Sum per Month (max/min per month of any time on each server and then summed) Server Sum per Year (max/min per year of any time on each server and then summed) Server Sum per Day Concurrent (max/min per day of sum at all concurrent times ) Server Sum per Month Concurrent (max/min per year of sum at all concurrent times) Server Sum per ear Concurrent (max/min per year of sum at all concurrent times) Example of report:

List Report Type Selection Aggregate Interval	Min/Max/Avg Usage	G	▼ ▼ Senerate Report	Preview Report	Print Report	Export to Excel.
/	Report Sett	ings		Pi	rint and Export Repor	ts
Detailed List F	-					
Date	E Feature	Total	MaxUsed	MinUsed	AvgUsed	STDDV_Used
2020-03-19	AutoCAD	150	3	2	2.36	0.48
2020-03-19	AutoCAD	15	3	3	3	0
2020-03-19	Revit	21	2	2	2	0
2020-03-19	Revit MEP Suite	20	1	1	1	0
2020-03-20	AutoCAD	150	2	2	2	0
2020-03-20	AutoCAD	15	3	3	3	0
2020-03-20	Revit	21	2	2	2	0
2020-03-20	Revit MEP Suite	20	1	0	0.29	0.46
	Auto CAD	150	16	2	6.72	4.93
2020-03-21	AutoCAD	100	10	-	0.72	4.20

## **User Groups**

This report is showing usage per user group.

Use Selection to determine what columns to see.

List Report Type	User Groups	•
Selection	User Group	Ŧ
Aggregate Interval	User Group	
, iggi egete interval	Min Max Avg	

## Example of User Group selection:

List Report Type Selection Aggregate Interval	User Groups User Group Per Day	Generate		v Report Print Report	Export to Excel			
(	Report Settings			Print and Export Reports	s 	4		
Detailed List R Date	Eport X	UserGroup	× Hours	Hours Borrowed HH:MM	Hours Used	Hours Used HH:MM	Hours Total	Hours Total HH:MM
2020-03-30	AutoCAD Architecture	UserGroupC	40.49	40:30	61.80	61:50	102.29	102:20
2020-04-11	AutoCAD		36.16	36:10	47.60	47:40	83.76	83:50
2020-04-12	Revit MEP Suite		31.83	31:50	54.10	54:10	85.93	86:00
2020-04-22	Revit MEP Suite		31.66	31:40	49.41	49:30	81.07	81:10
2020-03-25	AutoCAD		28.83	28:50	41.77	41:50	70.60	70:40
2020-03-26	AutoCAD Architecture	UserGroupC	25.66	25:40	23.83	23:50	49.49	49:30
2020-04-01	AutoCAD Architecture	UserGroupC	25.66	25:40	44.28	44:20	69.94	70:00
2020-03-20	Revit Architecture Suite	UserGroupB	23.83	23:50			23.83	23:50
2020-03-20	Revit Architecture Suite	UserGroupA	23.83	23:50			23.83	23:50
2020-03-20	AutoCAD Architecture	UserGroupC	23.83	23:50	23.83	23:50	47.66	47:40

Example of Min Max Avg selection:

F	File Rep	oort Settings List	Report	Auto Reports	Export			
Lis	st Report Type	User Groups			-			
Se	election	Min Max Avg			•			
Δa	gregate Interv	al Per Month			•			
					Generate Report			
		Rep	port Setting	gs				
/	Detailed Li	st Report 🙁			_			
	Date 🔧	Feature	l	JserGroup	Max usage	Min usage	Avg usage	Standard deviation
۲	2020-Mar	Revit MEP Suite	L	JserGroupC	5	1	1.9	1.1
	2020-Mar	Revit MEP Suite	L	JserGroupB	6	1	2.1	1.1
	2020-Mar	Revit MEP Suite	L	JserGroupA	5	1	1.7	1
	2020-Mar	Revit MEP Suite			11	1	3.3	2.4
	2020-Mar	Revit Architecture	e Suite L	JserGroupC	2	1	1	0.1
	2020-Mar	Revit Architecture	e Suite l	JserGroupB	3	1	1.1	0.3
	2020-Mar	Revit Architecture	e Suite L	JserGroupA	5	1	1.6	1
	2020-Mar	Revit Architecture	e Suite		12	1	4	2.8
	2020-Mar	AutoCAD Archited	cture l	JserGroupC	9	2	3.9	1.1
	2020-Mar	AutoCAD Archited	cture l	JserGroupB	2	1	1	0.2
	2020-Mar	AutoCAD Archited	cture l	JserGroupA	3	1	1.2	0.4
	2020-Mar	AutoCAD Archited	cture		3	1	1.1	0.4
	2020-Mar	AutoCAD	L	JserGroupC	10	1	3.3	2.1
	2020-Mar	AULUCAD						
	2020-Mar 2020-Mar	AutoCAD	L	JserGroupB	7	1	2.3	1
				JserGroupB JserGroupA	7	1	2.3	1 0.7

#### **Host Groups**

This report is showing usage per host group.

#### Example of report:

List Report Type	Host Groups	Preview F	eport Print Report	Export to Excel				
Selection	Host Group		<b>.</b>	·	<u> </u>			
Aggregate Interval	Per Day		•					
		Generat	e Report					
	Report Settings			Print and Export Report				
/ Detailed List R	leport 😣				۵ ۵	•		
Date	I Feature	HostGroup	Y Hours Borrowed	Hours Borrowed HH:M	IM Hours Used	Hours Used HH:MM	Hours Total	Hours Total HH:MM
2020-04-07	Revit Architecture Suite		1.83	1:50	42.62	42:40	44.45	44:30
2020-04-10	AutoCAD Architecture		1.83	1:50	23.83	23:50	25.66	25:40
2020-04-11	Revit Architecture Suite		1.83	1:50	61.10	61:10	62.93	63:00
2020-04-21	AutoCAD Architecture		0.66	0:40	71.90	72:00	72.56	72:40
2020-03-19	Revit MEP Suite				6.83	6:50	6.83	6:50
2020-03-19	AutoCAD	HostGroupA			6.83	6:50	6.83	6:50
2020-03-20	Revit MEP Suite				6.83	6:50	6.83	6:50
	AutoCAD	HostGroupA				23:50		23:50

#### **Denied Requests**

This report is showing denial of licenses. Denials by one user/host/feature combination that happens shortly after each other are grouped and show at what time the first denial happened and the last denial happened and the Denials column shows the number of denials. If a license was found within 10 minutes after the last denial the License Found column shows Yes.

#### Example of report:

List Report Type	Denied Requests		•	Preview Report	Print Report	Export to Excel	
Selection			-		- microport	Export to Excel	
Aggregate Interval	All		•				
			Generate Report				
	Dente	S-10		Priv	nt and Export Reports		
	Report S	bettings			it and export reports		
Detailed List F	- 1	settings				۵ ۵	
Detailed List F Date	- 1	HostName	Feature	FirstDenial	SecondDenial	License found	Denials
	Report 🙁	-	Feature AutoCAD			License found	
Date	Report 🛛	HostName		FirstDenial	SecondDenial	License found	
Date 2020-02-03	Report 3	HostName Host167	AutoCAD	FirstDenial 2020-02-03 14:03	SecondDenial 2020-02-03 14:04	License found No No	Denials 3
Date 2020-02-03 2020-02-03	Eeport S UserName User003 User004	HostName Host167 Host221	AutoCAD AutoCAD	FirstDenial 2020-02-03 14:03 2020-02-03 13:58	SecondDenial 2020-02-03 14:04 2020-02-03 14:02	License found No No No	Denials 3
Date 2020-02-03 2020-02-03 2020-02-03	Report 8 UserName User003 User004 User003	HostName Host167 Host221 Host167	AutoCAD AutoCAD AutoCAD	FirstDenial           2020-02-03 14:03           2020-02-03 13:58           2020-02-03 13:55	SecondDenial 2020-02-03 14:04 2020-02-03 14:02 2020-02-03 14:01	License found No No No No	Denials

#### **Raw data Report**

This report is showing the raw data from tables tblUserDetailedLog and tblUSerDetailedLogPrev. This shows the start and end date/time for each license usage.

Example of report:

List Report Type Selection Aggregate Interval	Raw data Re	port	Generate R	Preview Report	Print	Report	Export to Excel				
Detailed List R		Report Settings			Print and Ex	port Report	is	<u> </u>			
Date	Server	ServerDes	Feature	FeatureDescription	User	Host	Start	End	Minutes	Hours	BorrowEnd
2020-04-23	ServerA		64300ACD_F	AutoCAD	User222	Host190	2020-04-23 05:32	2020-04-23 12:20	408	6.80	
2020-04-23	ServerA		64300ACD_F	AutoCAD	User248	Host072	2020-04-23 05:39	2020-04-23 05:50	11	0.18	
2020-04-23	ServerA		64300ACD_F	AutoCAD	User248	Host072	2020-04-23 06:03	2020-04-23 06:20	17	0.28	
2020-04-23	ServerA		64300ACD_F	AutoCAD	User248	Host072	2020-04-23 08:32	2020-04-23 09:00	28	0.47	

#### **Raw Sampled data Report**

This report is showing the raw data from table UserDetailedLogTemp. This shows the sampled start and end date/time for each license usage. If the sampling service is used UserDetailedLogTemp is populated based on data from tblUserDetailedLog and tblUserDetailedLogPrev.

Example of report:

List Report Type Selection Aggregate Interval	Raw Sam	pled data Report	Genera	Preview     The second se	Report Print Report	Export to Excel	•			
		Report Settings			Print and Export Rep	orts				
/ Detailed List R	leport 😣									
Date	^	Server	ServerDescri	Feature	FeatureDescription	User	Host	Licenses	ID	ProjectID
2020-05-20 09	0:10:00	ServerA		64300ACD_F	AutoCAD	User135	Host252	1	16883	0
2020-05-20 09	9:10:00	ServerA		64300ACD_F	AutoCAD	User228	Host037	1	16860	0
2020-05-20 09	9:10:00	ServerA		64300ACD_F	AutoCAD	User246	Host145	1	16861	0
2020-05-20 09	9:10:00	ServerB		65300ARCHDESK_F	AutoCAD Architecture	User175	Host256	1	16865	0
2020-05-20 09	9:10:00	ServerB		65300ARCHDESK_F	AutoCAD Architecture	User195	Host263	1	16866	0
2020-05-20 09	9:10:00	ServerB		65200REVSYP_F	Revit MEP Suite	User206	Host079	1	16863	0
2020-05-20 09	9:10:00	ServerB		65200REVSYP_F	Revit MEP Suite	User226	Host065	1	16864	0
2020-05-20 09	9:10:00	ServerA		65900REVITS_F	Revit Architecture Suite	User019	Host060	1	16859	0
2020-05-20 09	9:10:00	ServerB		65200REVSYP_F	Revit MEP Suite	User067	Host071	1	16862	0
2020 05 20 00		Comunat		C43004.0D E	Autocap	11	LINE AND ADDRESS OF A DRESS OF A D	4	10001	0

#### **Pinged Host Report**

If correctly set up in JTB FlexReport Config hosts (computers) borrowing a license can be monitored to see if they are connected to the network and maybe should return the borrowed license earlier.

Example of report:

List Report Type	Pinged Host Report		•	Preview Report	Print Report E	Export to Excel				
Selection	Report		•							
Aggregate Interval			T							
		G	enerate Report							
	Report Settir	ngs		Print and Export Reports						
Detailed List R	eport 🙁					A A				
CheckedOutD	ate 🗉 Server Name	User Name	User Host	Feature	FirstOnline	LastOnline	BorrowedUntil			
2019-02-01	ServerA	User001	Host001	64300ACD_F	2019-02-01 10:00	2019-02-01 10:00	2019-02-28 00:00			

Example of Raw Report showing all borrowed licenses and PingResult showing OK if you they cash be pinged, otherwise ERR.

Lis	st Report Type	rt Type Pinged Host Report -						Prev	rt Ex	Export to				
Se	lection	Raw Report -							Print Repo					
Aggregate Interval														
Report Settings								Print and Export Reports						
2	Detailed List R	eport	8											
	CheckedOutDa	ate	Server	Feature	User	Host	Ling	erDate	LicHandle	PingDate	PingRe	sult		
۲	2019-02-01		ServerA	64300ACD_F	User002	Host002	2019	-02-16	7	2019-02-02	ERR			
	2019-02-01		ServerA	64300ACD_F	User001	Host001	2019	-02-16	8	2019-02-01	ERR			
	2019-02-01		ServerA	64300ACD_F	User001	Host001	2019	-02-28	5	2019-02-01	ОК			

### **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.

E FeatureNameDescription	First date A	Last date A	CountA	First date B	Last date B	CountB	ServerName	ServerNameDescription
AutoCAD	2019-09-17 14:50:00	2020-08-31 23:50:00	49680	2019-09-17 14:50:00	2020-08-24 13:50:00	7131	ServerA	ServerA
AutoCAD Architecture	2019-09-17 14:50:00	2020-08-31 23:50:00	49680	2019-09-17 14:50:00	2020-05-21 16:20:00	2084	ServerB	ServerB
Revit Architecture Suite	2019-09-17 14:50:00	2020-08-31 23:50:00	49680	2019-09-17 14:40:00	2020-05-21 16:20:00	3898	ServerA	ServerA
Revit MEP Suite	2019-09-17 14:50:00	2020-08-31 23:50:00	49680	2019-09-17 14:50:00	2020-05-21 16:20:00	3778	ServerB	ServerB
	AutoCAD AutoCAD Architecture Revit Architecture Suite	AutoCAD Architecture         2019-09-17 14:50:00           Revit Architecture Suite         2019-09-17 14:50:00	AutoCAD         2019-09-17 14:50:00         2020-08-31 23:50:00           AutoCAD Architecture         2019-09-17 14:50:00         2020-08-31 23:50:00           Revit Architecture Suite         2019-09-17 14:50:00         2020-08-31 23:50:00	AutoCAD         2019-09-17 14:50:00         2020-08-31 23:50:00         49680           AutoCAD Architecture         2019-09-17 14:50:00         2020-08-31 23:50:00         49680           Revit Architecture Suite         2019-09-17 14:50:00         2020-08-31 23:50:00         49680	AutoCAD         2019-09-17 14:50:00         2020-08-31 23:50:00         49680         2019-09-17 14:50:00           AutoCAD Architecture         2019-09-17 14:50:00         2020-08-31 23:50:00         49680         2019-09-17 14:50:00           Revit Architecture Suite         2019-09-17 14:50:00         2020-08-31 23:50:00         49680         2019-09-17 14:40:00	AutoCAD         2019-09-17 14:50:00         2020-08-31 23:50:00         49680         2019-09-17 14:50:00         2020-08-24 13:50:00           AutoCAD Architecture         2019-09-17 14:50:00         2020-08-31 23:50:00         49680         2019-09-17 14:50:00         2020-08-24 13:50:00           Revit Architecture Suite         2019-09-17 14:50:00         2020-08-31 23:50:00         49680         2019-09-17 14:50:00         2020-08-21 15:20:00	AutoCAD         2019-09-17 14:50:00         2020-08-31 23:50:00         49680         2019-09-17 14:50:00         2020-08-24 13:50:00         7131           AutoCAD Architecture         2019-09-17 14:50:00         2020-08-31 23:50:00         49680         2019-09-17 14:50:00         2020-08-24 13:50:00         2084           Revit Architecture Suite         2019-09-17 14:50:00         2020-08-31 23:50:00         49680         2019-09-17 14:40:00         2020-05-21 16:20:00         3898	AutoCAD         2019-09-17 14:50:00         2020-08-31 23:50:00         49680         2019-09-17 14:50:00         2020-08-24 13:50:00         7131         ServerA           AutoCAD Architecture         2019-09-17 14:50:00         2020-08-31 23:50:00         49680         2019-09-17 14:50:00         2020-05-21 16:20:00         2084         ServerA           Revit Architecture Suite         2019-09-17 14:50:00         2020-08-31 23:50:00         49680         2019-09-17 14:40:00         2020-05-21 16:20:00         3898         ServerA

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.

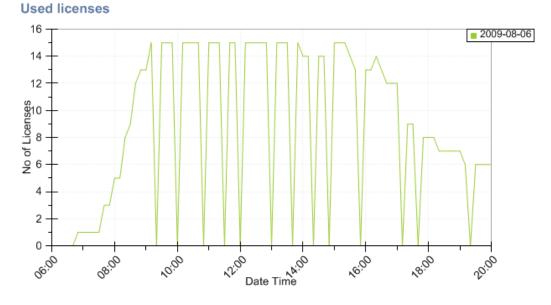
# **Miscellaneous questions answered**

# Why are there dips in the charts?

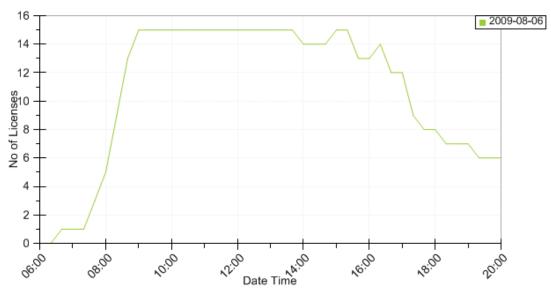
The reason for this can be that the interval is set too low for the data that exists in the database.

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.



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.

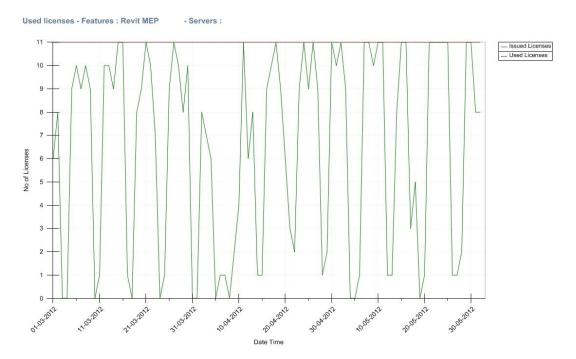
But it might happen that at 11:35 50 licenses were used. Because of the interval setting you will not see this in reports based on the "log" table.

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.

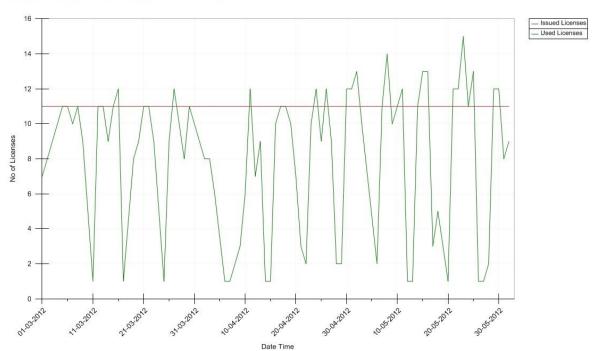
There is a second interval that is used for the detailed tables. It is a sampling interval that can be anything from 1 minute up to 60 minutes but not lower than the snapshot interval. The lower sampling interval the more correct result but the time to produce the reports will take longer.

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

To get more data in some of the service logs this can be done.

Edit this file in Notepad. C:\Program Files (x86)\JTB World\JTB FlexReport Service\JTB FlexReport Chart Service.exe.config Change this row <level value="INFO" /> Into <level value="DEBUG" />

Same can be done with JTB FlexReport Sampling Service.exe.config and JTB FlexReport Auto Chart Service.exe.config.

After that run reports of let services run for some time and send logs to JTB World.

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'." To add a Windows Authentication user use NT AUTHORITY\SYSTEM as login name. 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\_backupoperator', 'db\_datareader' and 'db\_datawriter' permissions for the SQL Server database.

Try to use port 2003, 2004 or ports in a series after that. The ports should match between Service and Client Configurators.

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 0.0.0.2000. 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."

"Service connection Failed. The request failed with HTTP status 504: Unknown Host." might show while starting the Configurator. Use IPV4 address or edit the Windows host file.

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 in the installation folders for the Service and Client: "JTB FlexReportClient.exe.config", "JTB FlexReport Sampling Service.exe.config" and "JTB FlexReport Service Configurator.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 in the installation folder 'JTB FlexReport Client' 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: JTBFlexReportWCFService 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. It might help to use IP address or fix the host name problem.

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

Auto Filter: This applies to simplify making selections in the list boxes of features, servers, users, hosts, etc. Note: If the database is large and with many rows in the tables this can cause the Client to take a long time to open so you might want to disable this feature for this reason.

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.

Auto report settings files are saved as XML files in this folder:

#### C:\ProgramData\JTB World\JTB FlexReport Service

Q. Why is the Client slow to start?

A. It can be because of the Auto Filter. See the main application menu for its checkbox. If the database is large and with many rows in the tables this can cause the Client to take a long time to open so you might want to disable this feature for this reason.

- Q. Why is it taking several minutes to create reports?
- A. It could be due to a very large database or it might help to just restart the server.
- Q. How can I check the size of the SQL Server tables?
- A. Run SQL Server Management Studio (SSMS).
- Right click on the database
- Navigate to Reports > Standard Reports > Disk Usage By Table