

OpenLM monitors and optimizes the license usage of various license managers such as FlexLM, DSLS, IBM-LUM, Reprise RLM and many others. As part of this activity, OpenLM also produces license denial reports, i.e.: an account of events where the license server has declined an application license request. The quantity of license denials is a key parameter in license maintenance and in planning of additional license procurement.

This document addresses the required configurations for obtaining these reports for the FlexLM, DSLS, IBM LUM and Reprise RLM license managers.

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## 1. The Denials report

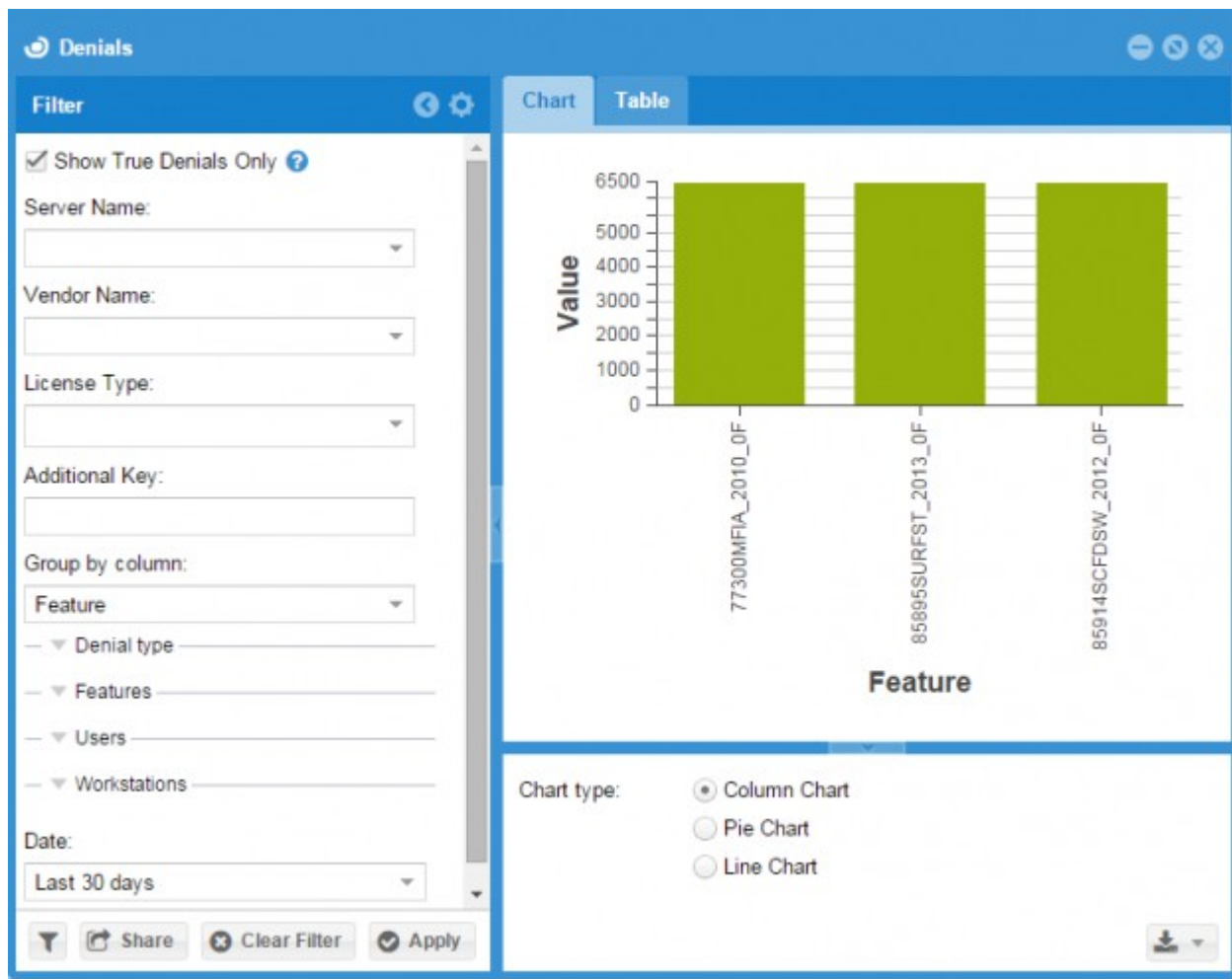
License denial information is clearly presented in OpenLM's EasyAdmin web interface. The report can be accessed by going to **EasyAdmin Start** → **Reports** → **Denials**. The Denials report window includes:

- Details of the denial event (e.g.: Denied username and workstation, Time, License

Server, Denied Feature and Vendor)

- The cause for denial (e.g.: limit of available licenses reached or [user is on the Options file exclude list](#))
- A Group by filter in order to display denials according to categories such as Features, Vendors, Users, Time period, Servers, etc.
- Different views to display denial events: table or different chart types
- True Denials toggle. After being denied a software license, a user may still receive a license automatically if 1) a license for the same feature is available in a different pool on the same license server or 2) a license is available on another license server. In such cases, a denial is still written in the log, even if the user ultimately receives a license. OpenLM can filter out such cases and keep only those when the user did not receive a license. These are referred to as “True” denials.
- Ability to export the report data to a CSV file
- Ability to share the report by link, by email or to schedule it (OpenLM Reports Scheduler required)
- Ability to save preset report filters for easy recall

The image below depicts an example of a ‘Denials’ report for Autodesk licensed features:

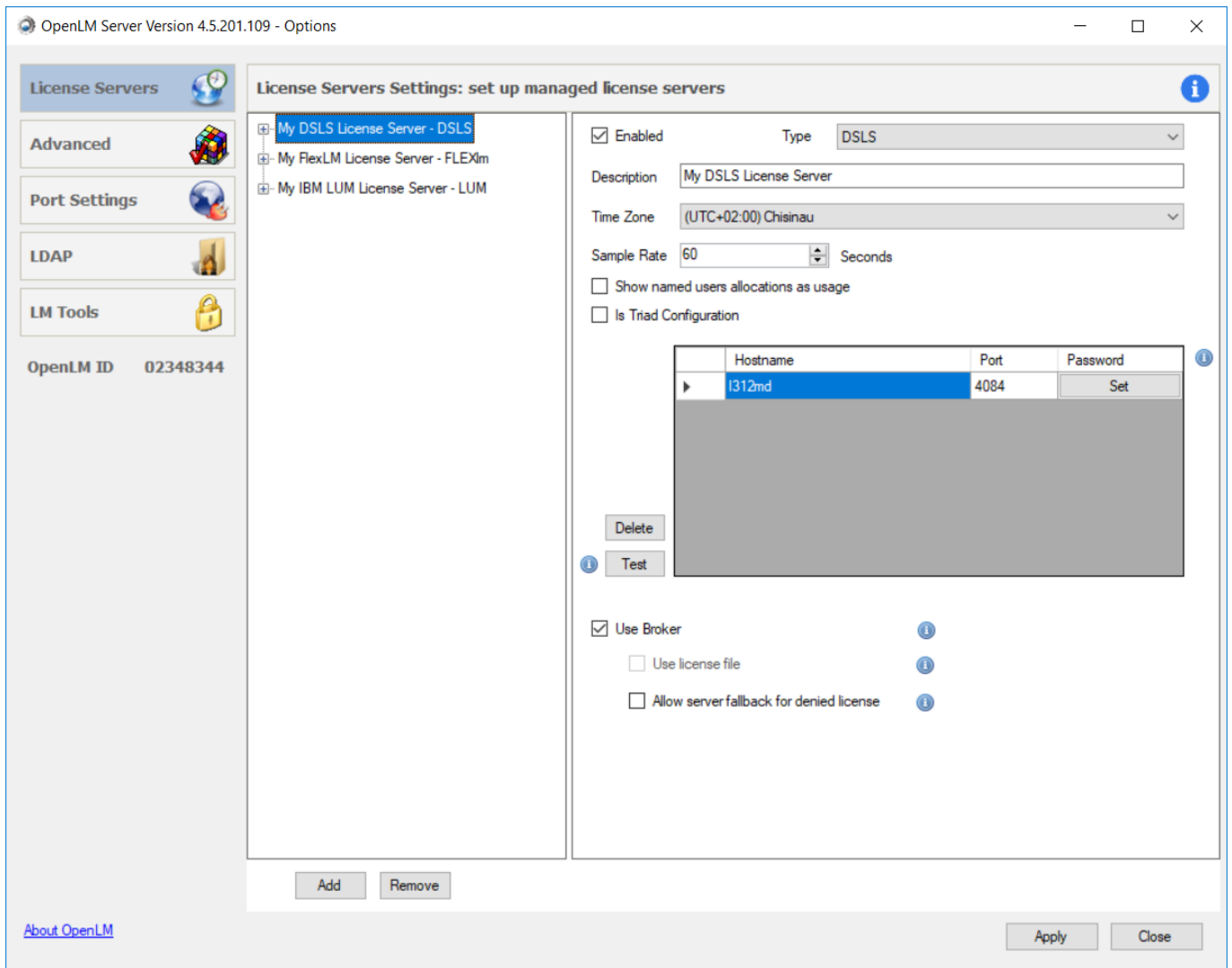


## 2. Setting up OpenLM to monitor license denials

In order to produce denial reports for monitored licenses, you must:

1. Set up the OpenLM Server to monitor the license server. In this example, we have set OpenLM to monitor three different license servers on 3 different ports of the **L312MD** machine:

- FlexLM license server on port **27000**
- IBM-LUM license server on port **1515**
- DSLS license server on port **4084**



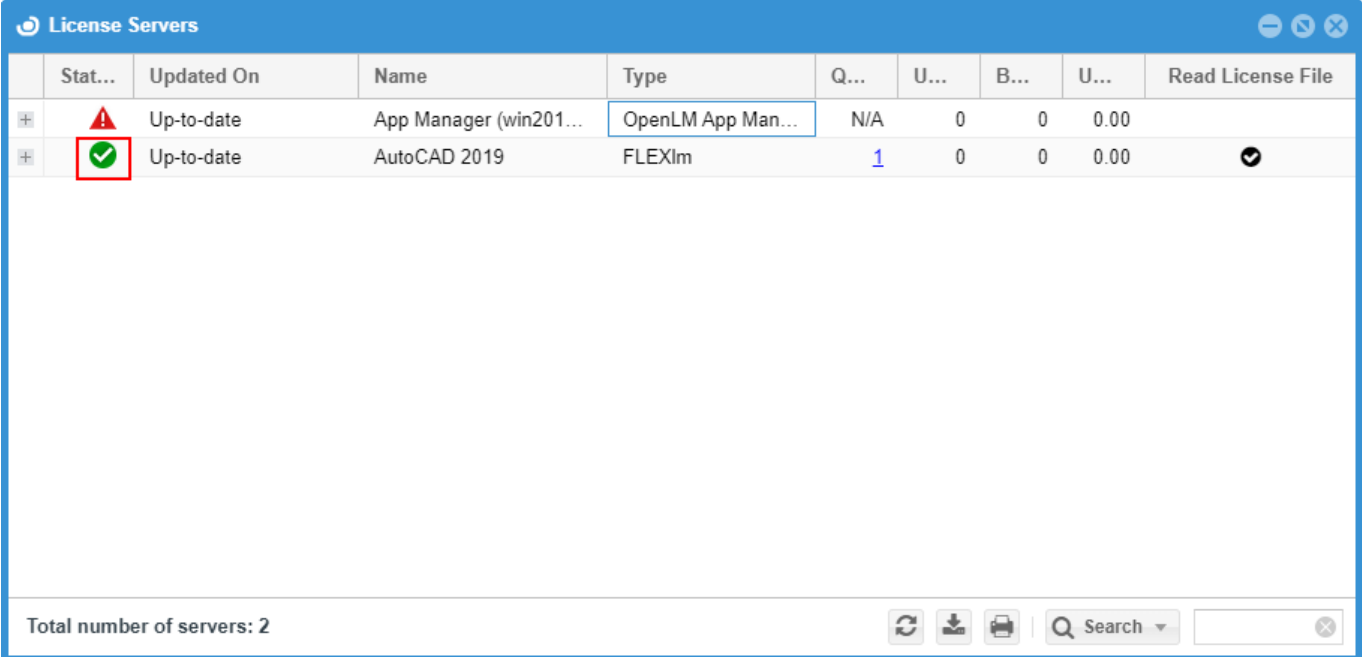
2. Install the OpenLM Broker on the license server machine. Then connect it to the OpenLM Server and configure it to monitor the local license servers, as described in the OpenLM Broker documentation:

- [OpenLM Broker Configuration Guide](#)

Make sure that the license server name is exactly the same as it is configured in the OpenLM Server configuration tool (e.g.: L312MD).

3. Configure the OpenLM Broker to query or extract license denial information according to one of the sub-sections below.

4. Make sure the marker in the **EasyAdmin Start → Widgets → License Servers** window is green.



	Stat...	Updated On	Name	Type	Q...	U...	B...	U...	Read License File
+	⚠	Up-to-date	App Manager (win201...	OpenLM App Man...	N/A	0	0	0.00	
+	✓	Up-to-date	AutoCAD 2019	FLEXlm	1	0	0	0.00	🔄

Total number of servers: 2

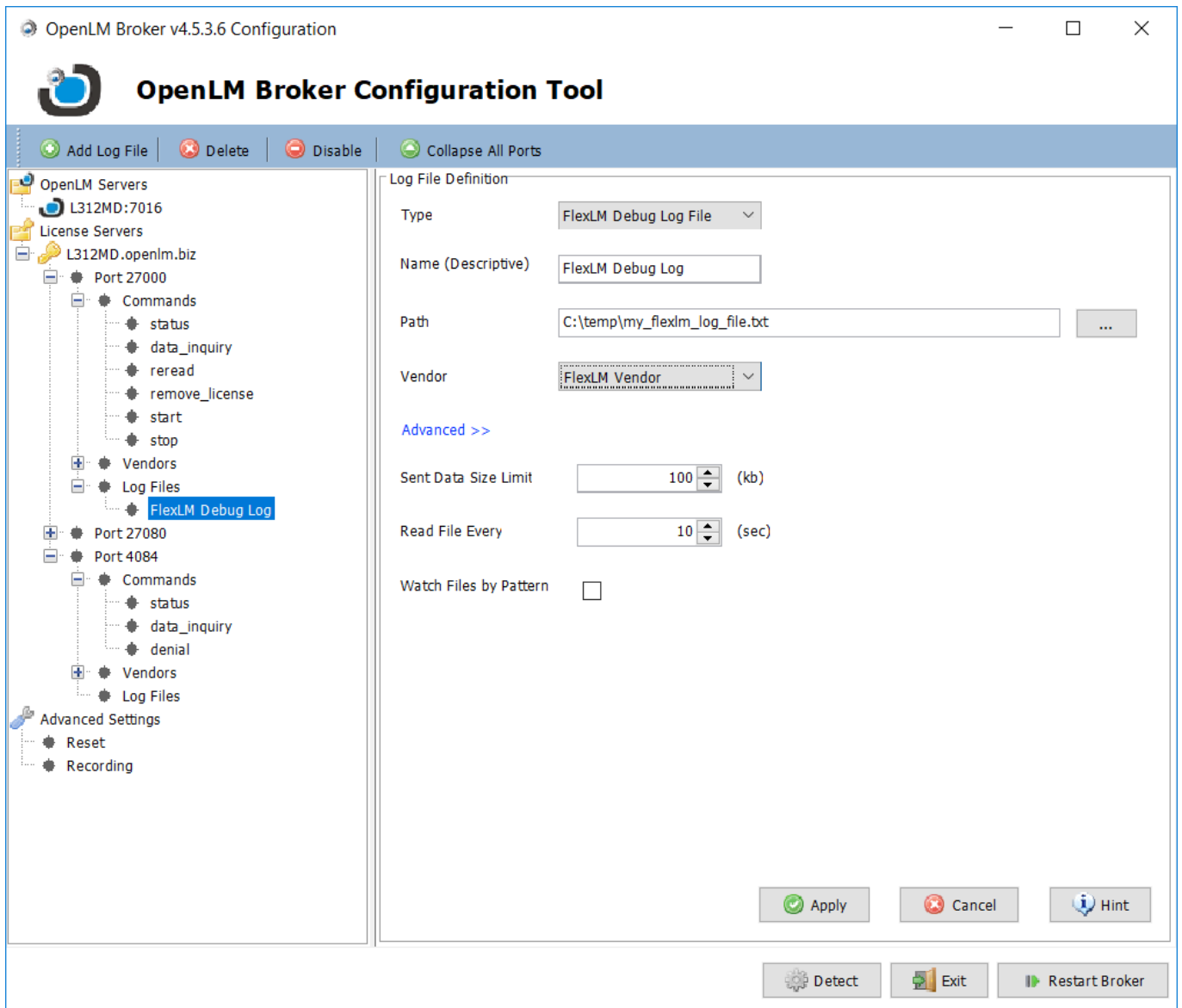
If it's showing up as yellow or red - please wait 5 to 10 minutes and refresh the "License servers" window. If it is still red - check your license server configuration as well as any alerts in the **EasyAdmin → Start → Widgets → Alerts** window.

## 2.1. For FlexLM

After configuring OpenLM Broker to monitor the FlexLM license server, OpenLM will also be set to query the license server for license denials. Click on the **Commands → Denial** node to review this configuration. You can also examine its functionality by clicking the **Execute** button. In addition to this, the FlexLM Debug Log file must be configured:

1. Click the 'Log Files' node on the left configuration panel.
2. Click the green 'Add Log File' button
3. From the Type dropdown menu, select "FlexLM Debug Log File".
4. In the "Name (Descriptive)" textbox, write something that you can easily recognize.
5. In the 'Path' textbox, set the full path to the FlexLM debug log file.
6. In the Vendor dropdown menu, select the vendor to which this log file corresponds.

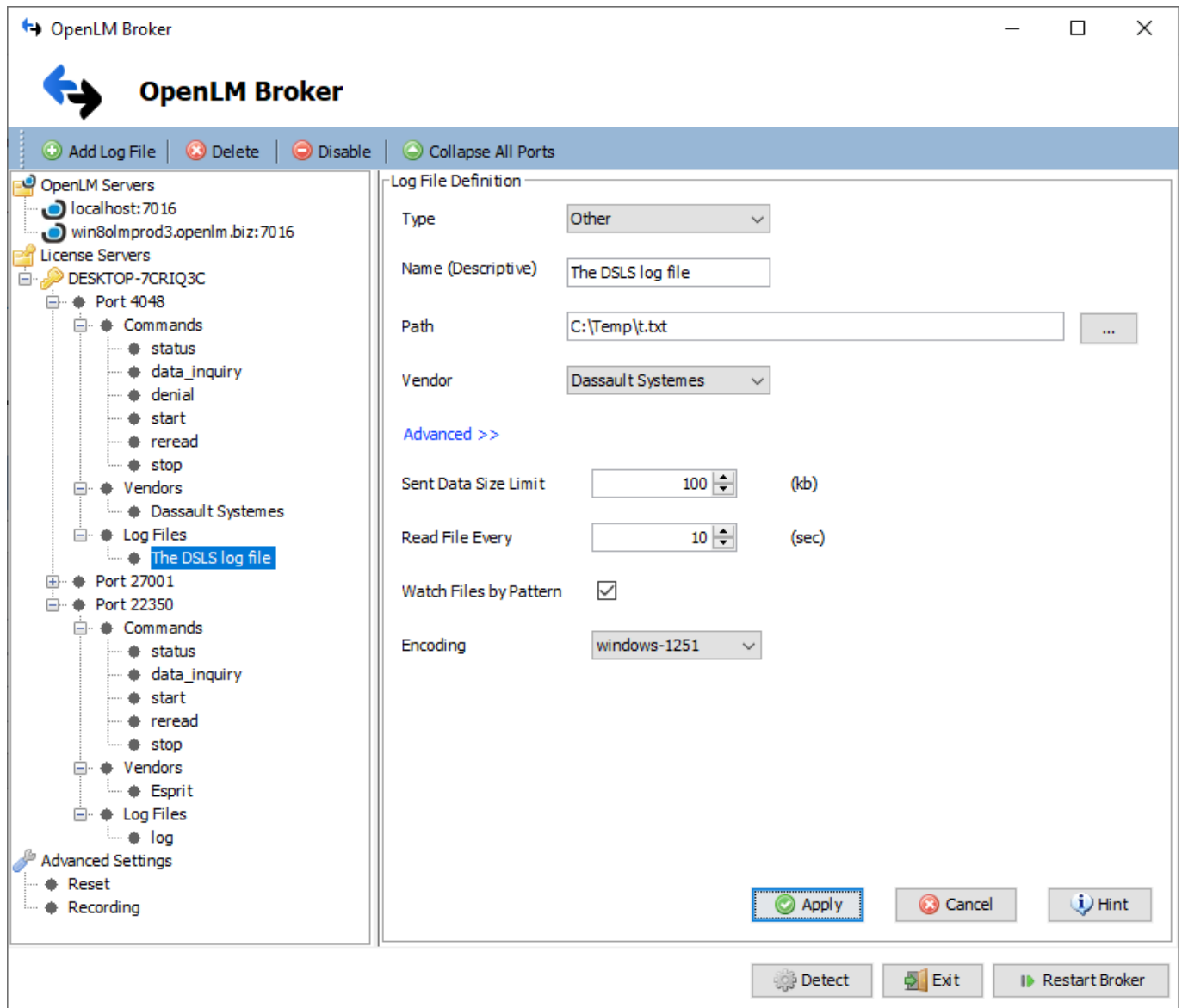
7. Click 'Apply' and "Restart Broker" to finalize the configuration.



## 2.2. For DSLS

OpenLM Broker can detect and configure monitoring for the DSLS license server automatically. This includes querying the license server for license denials. Click on the **Commands** → **Denial** node to review this configuration. You can also examine its functionality by clicking the **Execute** button. Additionally, the DSLS log file must be

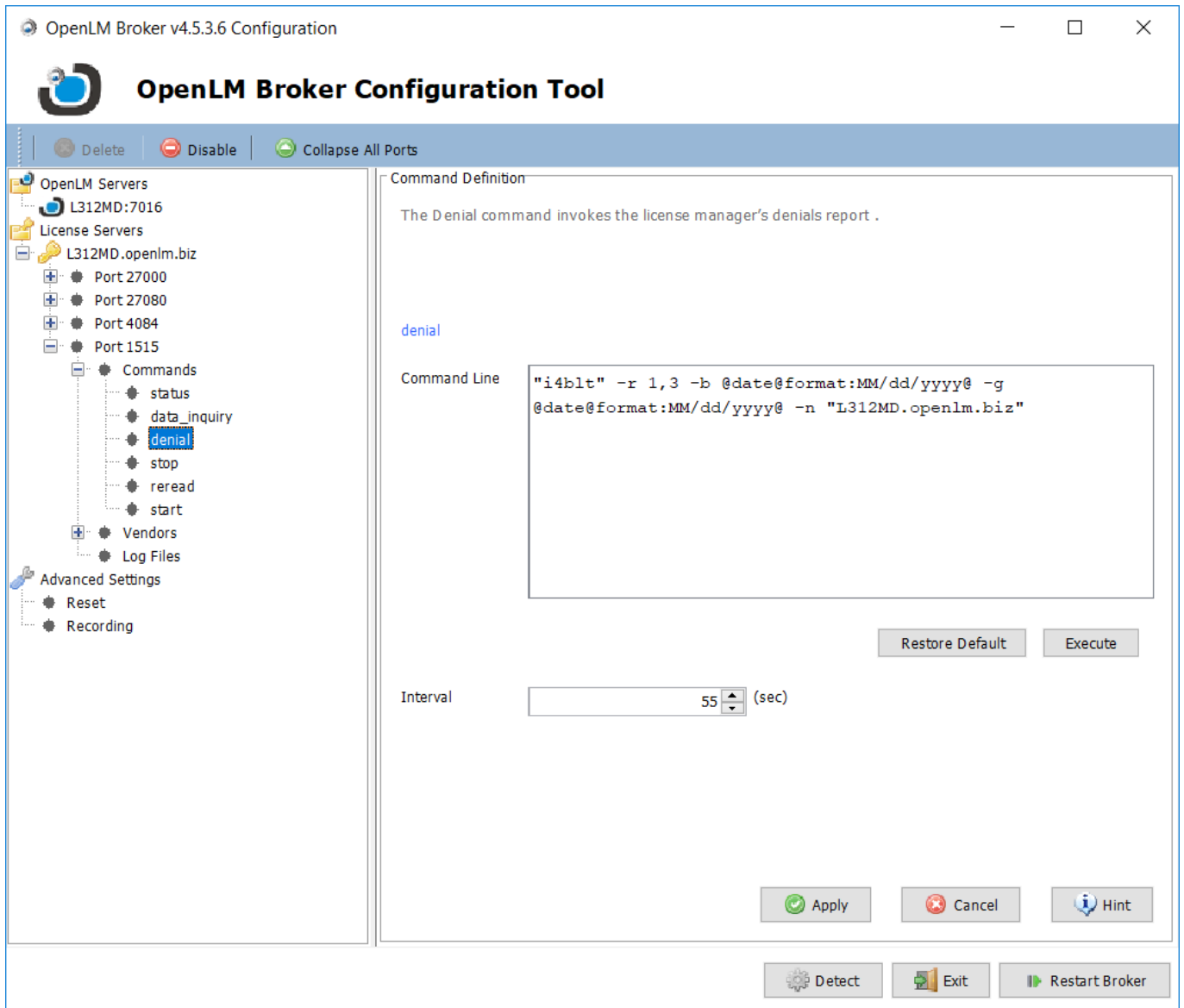
configured with the “Dassault Systemes” vendor, as described in the [Interfacing the DSLS license manager](#).



## 2.3. For IBM-LUM

OpenLM Broker can detect and configure monitoring for the IBM-LUM license server automatically. This includes querying the license server for license denials. Click on the **Commands** → **Denial** node to review this configuration. You can also examine its

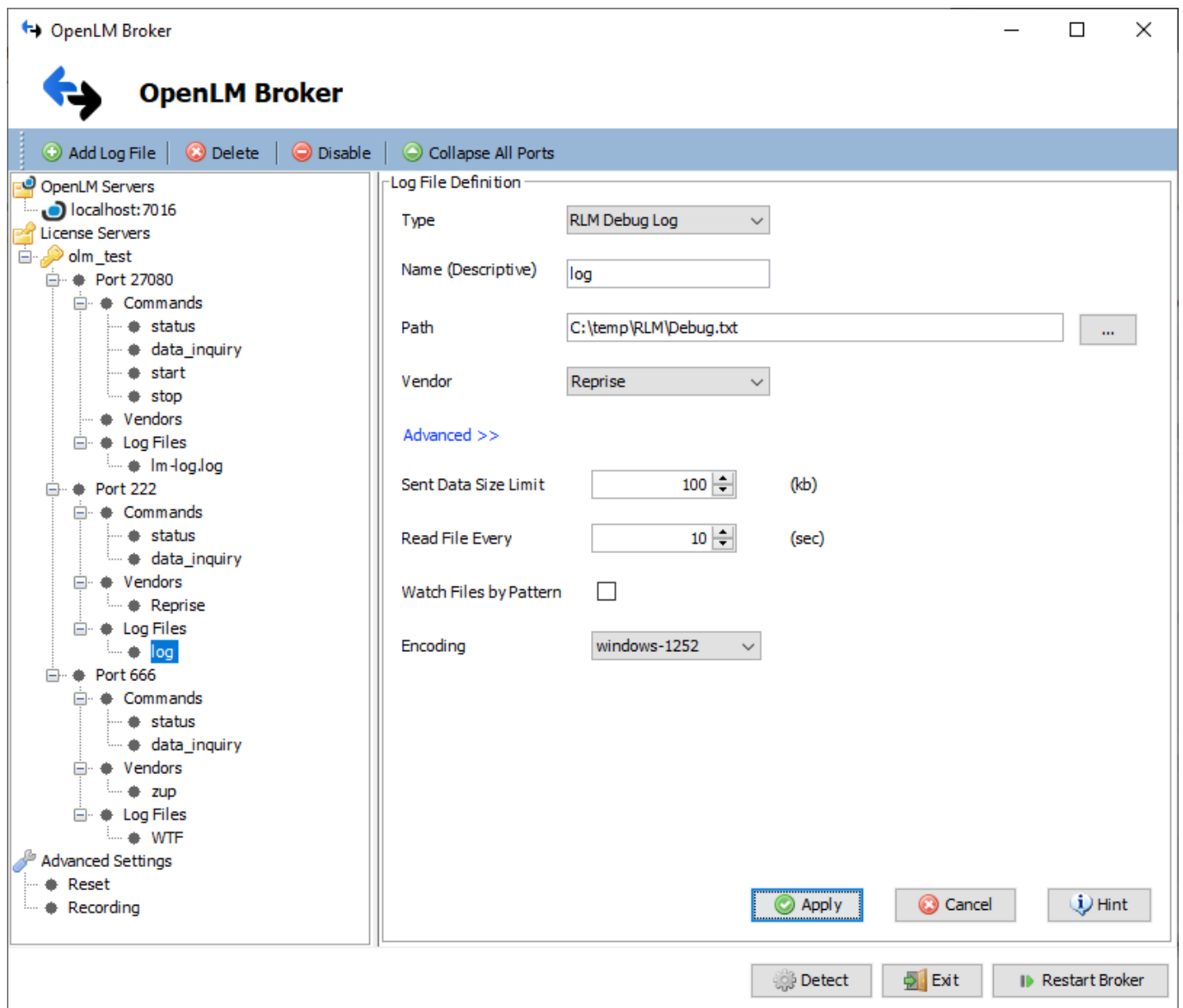
functionality by clicking the **Execute** button. For more details, consult the [Interfacing the IBM LUM license manager article](#). See the image below for clarification:



## 2.4. For Reprise RLM

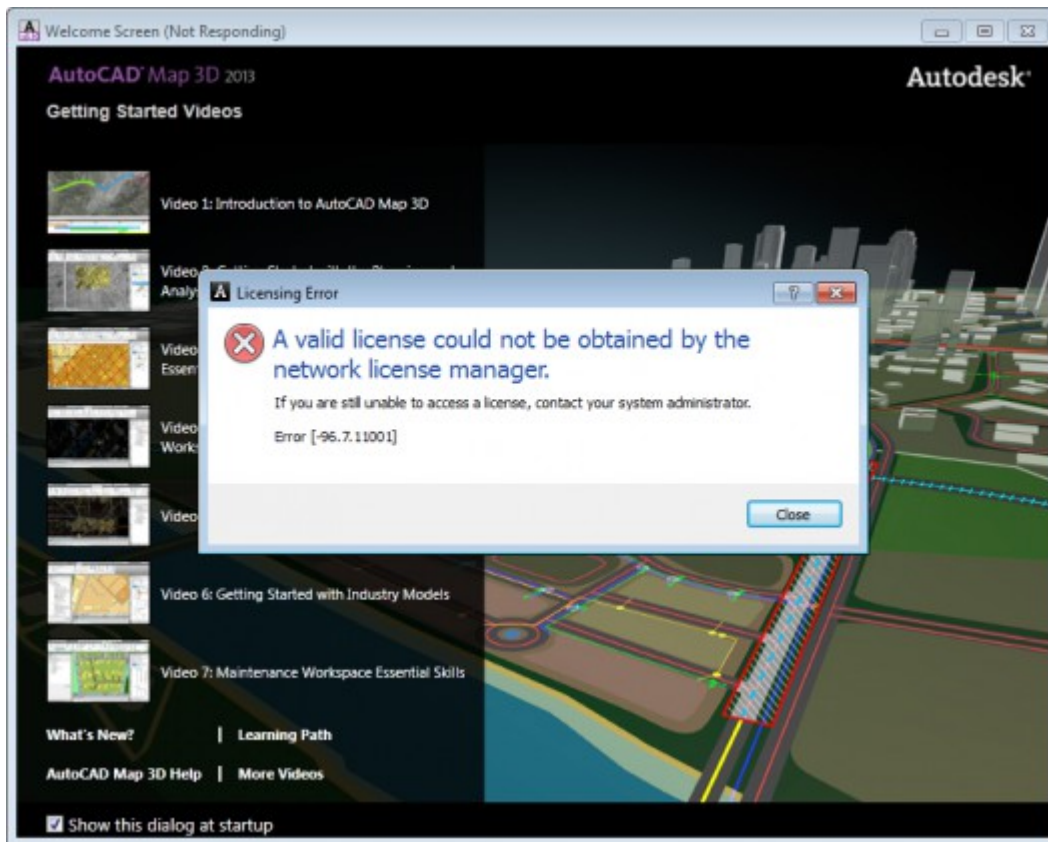
OpenLM Broker must be configured as per the [Interfacing the Reprise RLM license manager article](#).





### 3. Case Study: License number surpassed

In case the number of licenses has been surpassed - the vendor daemon would deny the license request and a license denial notification will be produced. In the case of FlexLM AutoCad: this is Network license error -96.



The debug log file shows this too as a string

“ Licensed number of users already reached. (-4,342) “

Note the last denial report at 4:12:22 (Central time):

```

3:37:05 (adskflex) IN: "85981MAP_2013_OF" ori@support1
3:37:05 (adskflex) IN: "65400MAP_F" ori@support1
3:39:12 (adskflex) OUT: "65400MAP_F" rachel@rachel-PC
3:39:12 (adskflex) OUT: "85981MAP_2013_OF" rachel@rachel-PC
3:41:02 (adskflex) DENIED: "65400MAP_F" ori@support1 (Licensed number of users already reached. (-4,342))
3:41:02 (adskflex) DENIED: "85981MAP_2013_OF" ori@support1 (Licensed number of users already reached. (-4,342))
3:49:56 (adskflex) DENIED: "65400MAP_F" ori@support1 (Licensed number of users already reached. (-4,342))
3:49:56 (adskflex) DENIED: "85981MAP_2013_OF" ori@support1 (Licensed number of users already reached. (-4,342))
3:56:43 (adskflex) DENIED: "65400MAP_F" ori@support1 (Licensed number of users already reached. (-4,342))
3:56:43 (adskflex) DENIED: "85981MAP_2013_OF" ori@support1 (Licensed number of users already reached. (-4,342))
4:12:22 (adskflex) DENIED: "65400MAP_F" ori@support1 (Licensed number of users already reached. (-4,342))
4:12:22 (adskflex) DENIED: "85981MAP_2013_OF" ori@support1 (Licensed number of users already reached. (-4,342))

```

It will be apparent on the EasyAdmin Denial reports window at 2:12:22, according to the difference in time zones between the location of the OpenLM Server (Pacific time) and the AutoCad License server (Central time, US).

## 4. Troubleshooting

### Denials do not appear in the Flexnet debug log

Denial reports may not appear in the FlexLM debug log if the application's option file contains a NOLOG line, with a DENIED flag. If this is the case, [edit the options file to exclude this flag](#), and restart the license server.