



License Usage Statistics

Installation Document for License Usage Statistics (Share-IT)

[DOC-42852](#)

Disclaimer

Users assume the entire risk of use of information provided in this presentation. Under no circumstances will LANDesk be liable for any consequential, incidental or direct damages suffered in the course of using the information presented in this document.

All alterations to the database are the liability of the customer.

LANDesk advises following best practice approaches for any changes. This includes - but is not limited to - creating backups before committing any changes, testing changes in a separate test environment, and consulting DBA or a dedicated Consultant.

See [ShareIT Disclaimer](#) for details

Prerequisites

To complete this Installation you will need

1. Administrator access to the LANDesk Service Desk Console
 - a. Working knowledge of LANDesk Service Desk Object and Query Designs is needed to verify success of installation
2. Administrative access to the SQL server running your Landesk Service Desk Database
 - a. Working knowledge of running SQL scripts, adding SQL Agent Jobs and Triggers is needed to verify success of installation
 - b. We strongly recommend you seek assistance of a DBA for these tasks

Installation Overview

The Installation consist of three steps

1. Download of the installation files from community document [DOC-42852](#)
2. Setting up the Data structure, by importing the Design Transfer Document
3. Setting up the Database Trigger and SQL Agent Job, by running the installation Script

In the following sections we will go through each of these steps.

Download of Installation files

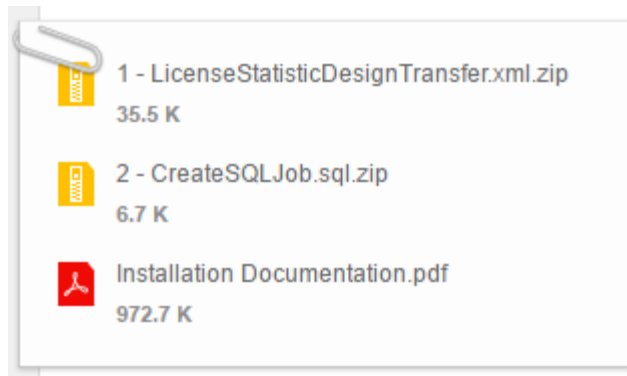


Download files needed

From the LANDesk Community download all files attached to the article DOC-42852.

You will need a Community user linked to a supported LANDesk Account to download the files via the below link.

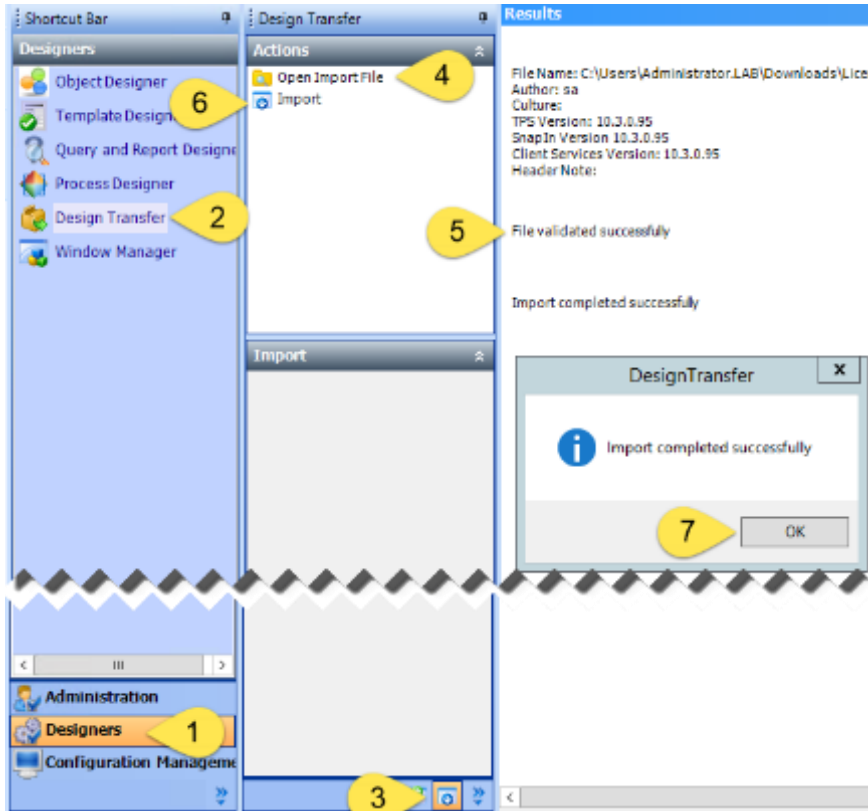
[Getting License Usage Statistics](#)



Setting up Data structures



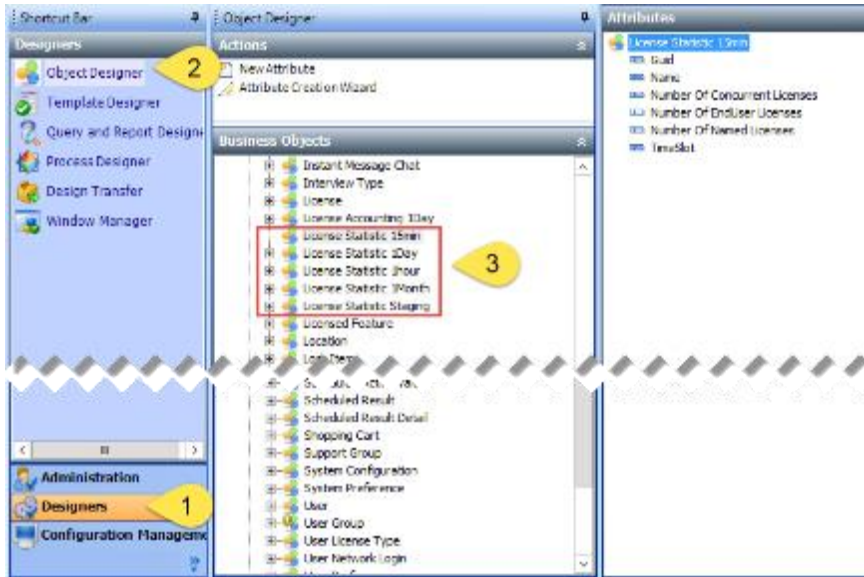
Import Design Transfer Document



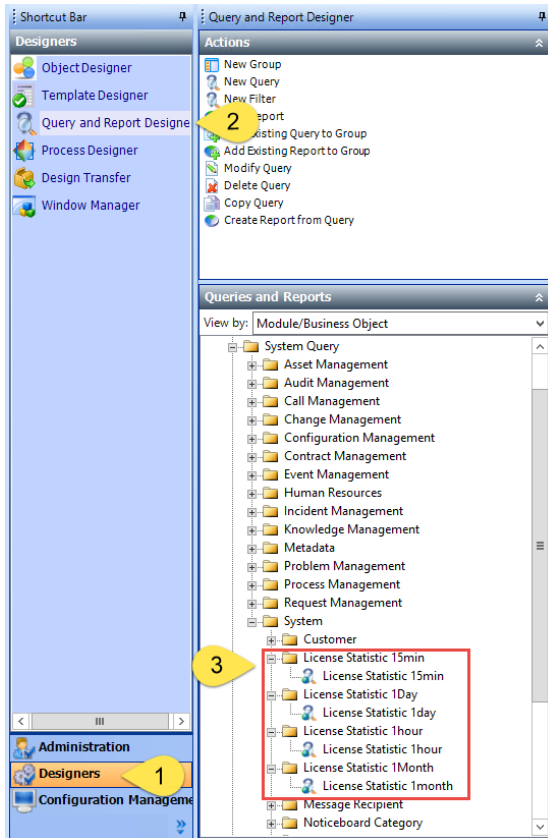
1. Open the console and go to the Designers
2. Select Design Transfer
3. Choose to import a Design Transfer Document
4. Open the file LicenseStatisticDesignTransfer.xml
5. Wait for the validation of the document
6. Start the import of the file
7. Close the Dialog by clicking on OK

Verify that Data Structure is now present

1. While still in the Designers
2. Open the Object Designer
3. Open the System Module and verify that 5 new “License Statistic xxx” Objects exist



Verify that default queries are now present

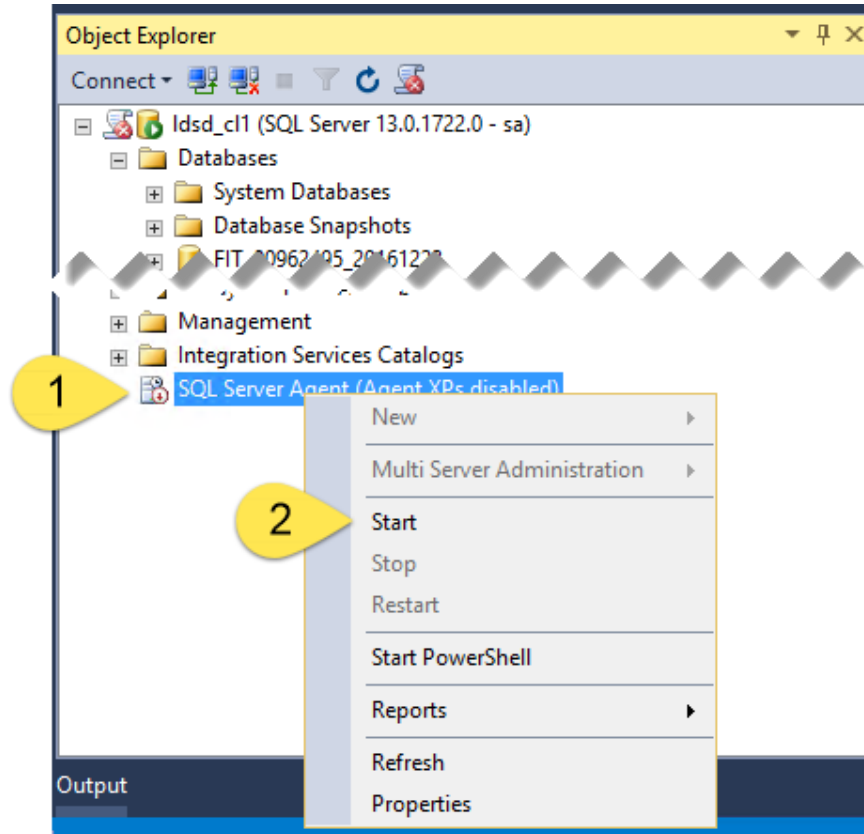


1. While still in the Designers
2. Open the Query and Report Designer
3. Open the System Queries of the System Module and verify that 4 new “License Statistic xxx” queries exist

Setting up Database Triggers and SQL Agent Job



Ensure that the SQL Agent Service is running



The SQL Server Agent is needed to periodically update the statistics. It is therefore vital that the SQL Server Agent service is up and running

1. In the SQL Management Studio check if the SQL Server Agent shows a green symbol
2. Should it show a red symbol; right click on the Agent and select Start from the context menu

Seek assistance from your DBA should you run into any problem.

Run the installation script

```
1 SET ANSI_NULLS ON;
2 SET QUOTED_IDENTIFIER ON;
3 GO
4
5 /*****
6 ****
7 ****
8 ****
9 ****
10 ****
11 ****
12 ****
13 ****
14 ****
15 ****
16 ****
17 ****
18 USE [LDSO_20163]; /* replace the DB name and remove this comment starting with the "/*" at the left
19 GO
20
21
22 -- C
23 DECL @LDSO_20163_DEU NVARCHAR(MAX)= (
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
```

INSTRUCTIONS:

- 1) Replace {replace_with_DB_name} in the USE statement with the name of the Database where SQL# should be installed (line 18)
- 2) Change login for the SQL job from the current user, if needed (line 23)

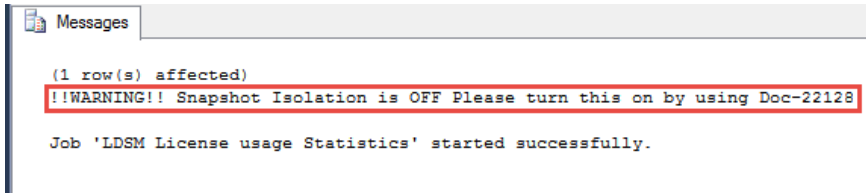
1

3

2

1. Open the CreateSQLJob.sql file in SQL Server Management Studio and read the instructions
 - You might need assistance from your DBA to verify the logon for the SQL Agent job. If in doubt log in as SA to the database and leave the default.
2. When entering the SD database name, SSMS will assist you by showing you a list of databases
3. Remove the comment line to enable the script
4. Run the script by pressing F5

Set Snapshot Isolation level

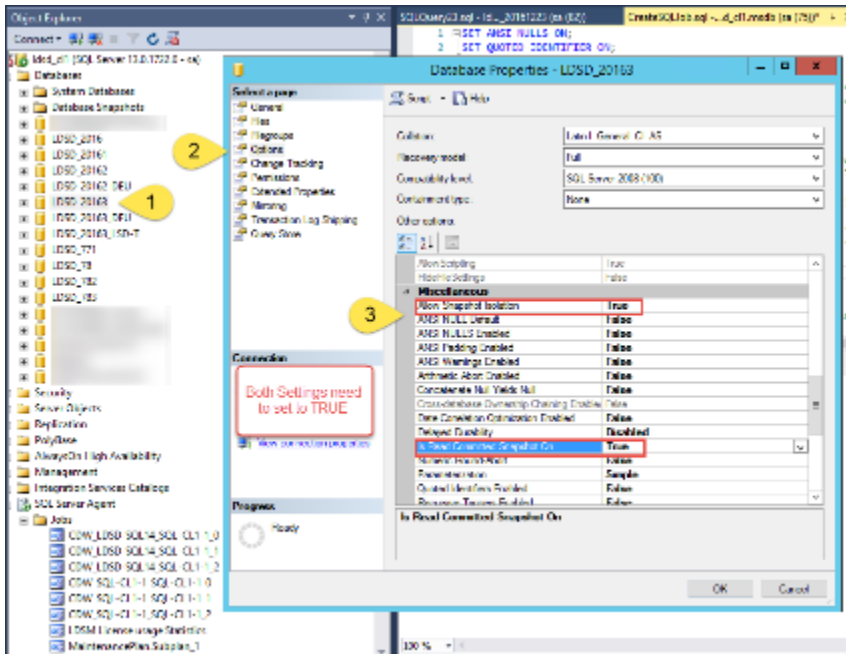


Enable Snapshot Isolation, should you see the Warning when running the script

1. Right Click on your SD database in SSMS and select the Properties from the context menu
2. Open the Options of the Database
3. Set “Allow Snapshot Isolation” along with “Is Read Committed Snapshot On” to TRUE

This will prevent the Trigger from locking your database, so that all operations continue normally.

Seek assistance from your DBA should you run into any problem.



Verify functionality

You can verify the functionality by running one of the default queries.

Note:

Only newly logged in users will be counted, so you will need to log out from all consoles and browser sessions first.

Also the statistics only get updated every 5 minutes.

Query : License Statistic 15min			
TimeSlot	Number Of Concurrent Lic...	Number OfEndUser Licenses	Number OfNamed Licenses
1/5/2017 9:30:00 AM	1	0	0
1/5/2017 9:15:00 AM	1	0	0
1/5/2017 9:00:00 AM	0	0	0
1/5/2017 8:45:00 AM	0	0	0
1/5/2017 8:30:00 AM	0	0	0
1/5/2017 8:15:00 AM	0	0	0
1/5/2017 8:00:00 AM	0	0	0
1/5/2017 7:45:00 AM	0	0	0

This concludes the Installation

