Docusnap

License Exeeded

What to do in case of license exceeding?

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AUTHOR	Docusnap Consulting
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1. INTRODUCTION

If you have Docusnap in use, your network size is to be licensed. The network size includes all

- Windows- (Clients and Server)
- Linux-
- Mac-
- Thin-Clients
- HP-UX-Systems

which are located in your IT environment, regardless of whether they are inventoried or not.

SNMP systems such as routers, printers, switches and mobile devices do not have to be specified.

To check the network size, all active computer accounts (Windows operating system), which have reported to the Active Directory within 90 days, are counted.

This document describes the following scenarios:

- List the current number of licenses in use
    - License calculator
    - Possibilities in Docusnap
- Clean license
    - Clean Active Directory
    - Delete systems with licenses
    - ADDS reconciliation
- Check and fix underlicensing

Note: The optional Docusnap demo company "Docusnap Sports" included in the database creation is not subject to licensing.

2. LICENSES REQUIRED

For Docusnap, you can find information regarding the use of your licenses in different places.

2.1 LICENSE CALCULATOR

On our website you can download the Docusnap license calculator: https://www.docusnap.com/en/license-calculator/

It queries the Active Directory for active computer accounts (Windows operating system) that have registered within 90 days.

In addition, it is necessary to enter other values, such as non-domain Windows or Linux systems.

The license calculator calculates the network size to be licensed on the basis of all the information.

2.2 REPORT - LICENSE USAGE

Docusnap comes with the License Usage report by default, you can find it in the Data Tree / Data Explorer as follows:

Overview – Reports – Docusnap – License Usage

The report provides you with an overview of the current state of license usage. First, you will see general license information - Edition, Licensed for, Licensed network size, Valid until (the last one is only displayed for the subscription variant).

Following you will find all your clients and their domains from the database or which you have inventoried with your license key across other databases. Important here is the information about the network size, license obligation and which system last transmitted this value to the Docusnap license server.

This is followed by a list of all systems requiring a license that are in the database and were therefore inventoried with Docusnap or created manually.

The previously mentioned network size is composed of the following key figures:

- Active computer accounts from the Active Directory with Windows operating system.
- Licensed, inventoried systems - without Windows systems that are part of the domain

For example:

- Linux	10	License required
- Mac	10	License required
- Windows, not a member of the domain	10	License required
- Windows, member of the domain	50	Included in AD computer accounts
- Active AD computer accounts with Windows OS	100	License required
- **Network size**	**130**	

2.3 LICENSING INFORMATION

In addition to the license usage report mentioned in the previous step, Docusnap still offers you the option to view and update the license information in a separate window.

Top right question mark – License Information.

The window provides you with an overview of the current state of license usage. First, general information about your license is listed - Product, Licensed for, Licensed network size, Valid until (the last one is only displayed for the rental version).

Subsequently, you will be provided with more detailed license information:

- Number of inventoried systems subject to licensing
  Corresponds to the number of systems inventoried under license in the database.
- Active Directory Size
  Corresponds to the number of license-required active Windows systems in the AD

Furthermore, you will find all your clients and their domains from the database or which you have inventoried with your license key across other databases. Important here is the information about the license obligation as well as the larger value, which is highlighted in color (either inventoried systems requiring a license or AD size). This determines the license size of the company.

Important: To remove entries in the license information, the corresponding companies or domains must be deleted in Docusnap via right-click. Simply uninstalling Docusnap or deleting the database will not update the license information on our license server.

3. LOCATE REASON FOR LICENSE EXCEEDING

Basically, there are two possible scenarios, and mixtures of both are also possible.

3.1 NUMBER OF LICENSED SYSTEMS IN ACTIVE DIRECTORY EXCEEDED

Over time, more computer accounts have been added to Active Directory, resulting in a license overrun in Docusnap, as the sum of all active computer accounts, running the Windows operating system, that have registered within 90 days exceeds the license size.

3.2 NUMBER OF SYSTEMS REQUIRING A LICENSE EXCEEDED IN THE DATABASE

In this case, you have exceeded the number of licensable systems (Windows (workstations and servers), Linux, Mac, thin clients, and HP-UX systems) within the database.

4. CLEAN UP LICENSE EXCEEDANCE

After clarifying why a license was overwritten, the license must be cleaned up again.

4.1 ACTIVE DIRECTORY BEREINIGEN

A cleansed Active Directory also reduces the network size to be licensed in Docusnap. This can be done by deactivating or deleting computer accounts that are no longer needed or present.

Docusnap can use the following report to list systems that have not reported to Active Directory for 90 days or more. It should be noted that the data is based on the current Active Directory inventory:

COMPANY – Infrastructure – DOMAIN – Reports – AD DS Security – Computer Passwords older than 90 days.

4.1.1 ADDS SYNCHRONIZATION

The ADDS Synchronization Wizard is located in the Inventory section. Here, the inventoried Windows systems are reconciled with the computer objects in the Active Directory.

The wizard lists the systems that are no longer, optionally only deactivated, in the Active Directory, but are in the Docusnap database. These Windows systems, which are only present as "corpses" in Docusnap, are then deleted.

Note: In the wizard step 3 there is the option to set an OU filter. This should be set to the root level to avoid deleting workgroup devices from the Docusnap database.

Note: The Active Directory is not changed by Docusnap.

4.2 LICENSE INFORMATION - DELETE SYSTEMS

In the License Information Wizard, the Delete Systems window provides the option to clean up inventoried license-required systems from the database.

Top right question mark - License information - Delete systems

For example, Linux systems that no longer exist can be removed here.

5. UPDATE LICENSE INFORMATION

After all cleanups have been performed, it is necessary to update the network size to be licensed. This can be done in the License Information Wizard - here the authentication against the affected domains must be checked:

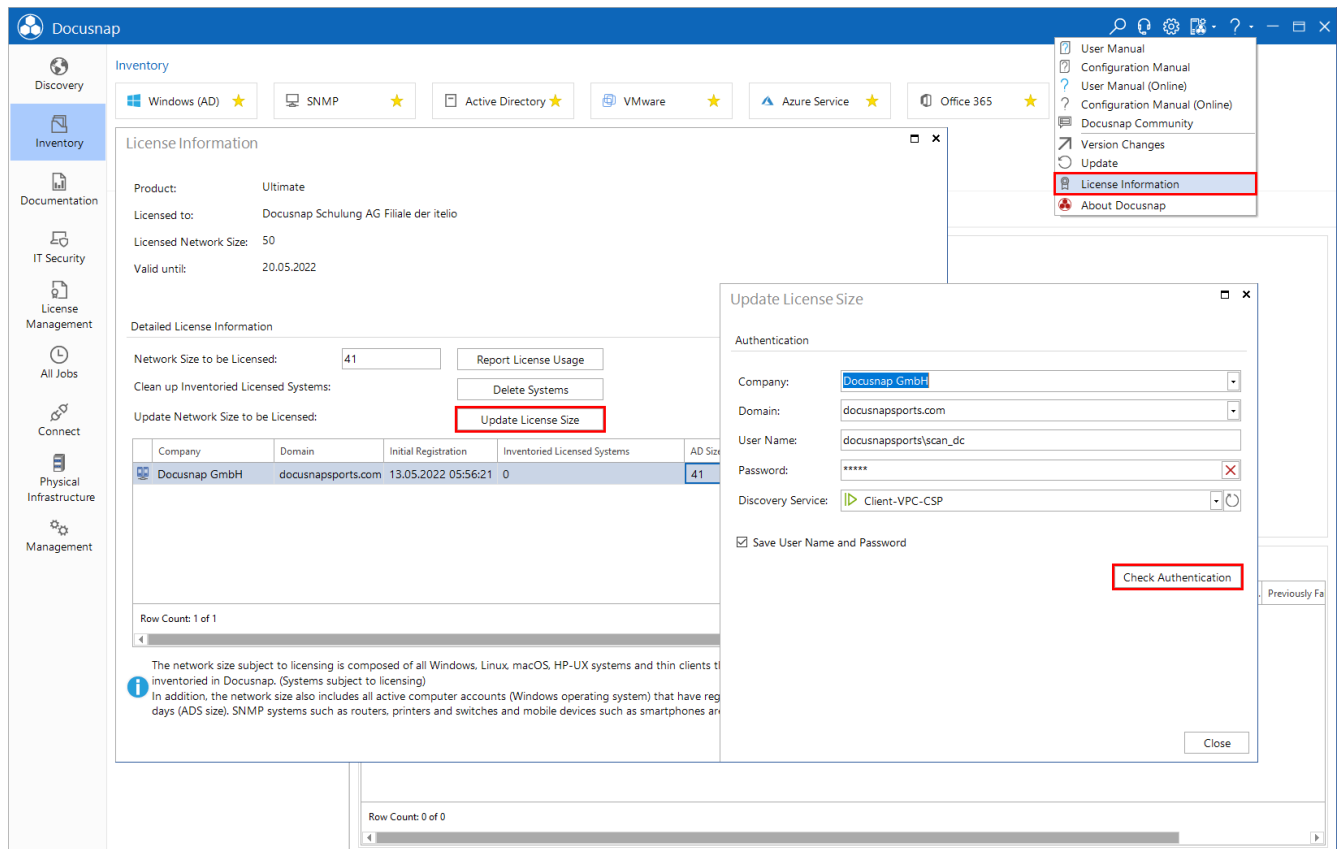Top right question mark – License Information – Update License Size – Check Authentication

Figure 1 - Update License Size

If everything is licensed correctly, the underlicensing message will no longer appear.

5.1 RESTART SERVER SERVICE

In order for the Docusnap Server to also use the updated license information, it is necessary to restart the Docusnap Client first, then the Docusnap Server service.

LIST OF FIGURES

VERSION HISTORY

Date	Description
06/03/2022	Document created