

# How do I manage Unrestricted User subscriptions?

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## What is the Unrestricted User model?

For certain applications, ServiceNow® offers a simplified user licensing model that has no restrictions on role assignment. The number of users allowed to be designated as “active” is determined by the number of Unrestricted User licenses purchased. Although Unrestricted User is a simplified model, you need proactive user administration to stay in compliance.

## Where can I check my license usage?

With [ServiceNow Subscription Management](#), you can view subscription details including purchased quantity versus consumed quantity for your production instance. Your system administrators should manage subscriptions, monitor application use, and update subscription levels as needed.

## How do I know if I'm compliant with the Unrestricted User model?

The Subscription Management Dashboard has a summary of subscription products, including purchased and consumed quantities. To be in compliance, consumed subscriptions must not exceed purchased subscriptions.

**Subscription Management Dashboard**

Name	Type	Category	Start date	End date	Purchased	Allocated
ITSM Fulfiller	Per-User	ServiceNow	01.09.2015	10.10.2019	12	0
ITSA Fulfiller	Per-User	ServiceNow	01.06.2015	31.01.2016	60	33
Facilities Service	Max-User	ServiceNow	01.09.2015	10.10.2019	600	562
StoreBusinessProcess	Unlimited-User	Store Application	01.08.2015	31.01.2016	12	N/A

Shows summary of products and subscription type

Shows purchased vs. allocated quantities

Shows subscription term

# How do I manage Unrestricted User subscriptions? (Cont.)

## What steps can I take to keep my user count in compliance with the Unrestricted User model?

- Check your number of purchased versus consumed Unrestricted User subscriptions using the Subscription Management application. If the number of used subscriptions exceeds the purchased number, you can either purchase additional licenses or reduce your number of used licenses by deactivating users.
- Use [User Administration](#) to deactivate individual users. In most cases, you should use User Administration to allocate users to groups and user sets. Activation, role assignment, and deactivation is managed by group administration.

## How can I automate user activation/deactivation?

For large and complex organizations, user administration activities such as creation, assignment to groups and roles, and deactivation are performed by configuring **automatic synchronization with a central user repository such as LDAP**.

- [LDAP integration](#) allows your ServiceNow instance to use your existing LDAP server (e.g., Microsoft Active Directory) as the master source of user data.
- Schedule periodic scans of the LDAP server to pick up changes and keep the User Table synchronized.
- [LDAP listener](#) should be turned on to capture any changes to user data in LDAP.

## How can I ensure the accuracy of user data imported from external sources?

LDAP integration and integration from other external data sources can sometimes lead to extraneous user entries set to “active” in the sys\_user table. This can be due to:

- Imports of non-user data from LDAP, such as conference rooms or printers
- Imports of users who have left the organization but have not been deactivated
- Imports of users from outside the organization

ServiceNow offers several options to help with user administration and maintenance:

- While importing user data from LDAP, Xform Maps and Xform Scripts are used as filters to import data selectively.
- LDAP scans and an LDAP listener is used to ensure that sys\_user data is always up to date.

*If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please [contact us](#).*