Why there is a disparity between the performance measurement bwNumberOfUsers and User License Count?

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The License User count is specific to the number of User Licenses consumed, while the total number of users (shown by the counter byNumberOfUsers) is greater than just consumption of User licenses.

Users that do not consume User licenses are Virtual Users (Attendant Console, Call Center, Hunt Group, GroupCall, etc...) and TrunkGroup Users, hence the mismatch between the two values.

Please refer to section \"10.1.1.4 Provisioned Users\" of the System Engineering Guide for details.
/php/xchange/node/422649

Example:
AS_CLI/Monitoring/PM/Execution> get -f bwNumberOfUsers
Label   = bwNumberOfUsers
Description = \"Gives the total of users configured on the BroadWorks system\"Object ID   = .1.3.6.1.4.1.6431.1.2.16.1.2.0
Access   = ReadOnly
Value = 390

AS_CLI/System/Licensing> get
...
Subscriber Licenses:
Name   Licensed Used Available
==
User License   50000   141   49859

Relevant statistics related to License User count are:
- bwNumberOfLicensedUsers: the number of licensed users on the BroadWorks system (equal to user license numbers that the \"AS_CLI/System/Licensing> get\" command provides)
- bwNumberOfNonVirtualUsers: the number of actual users - excluding virtual users - on the BroadWorks system

NOTE
bwNumberOfLicensedUsers = bwNumberOfNonVirtualUsers – trunk group users.

TG users are visible via
AS_CLI/System/Licensing> get
....
Total Number of Trunk Users = 18
...

Finally the \"Service License Reporting Tool\" represents a valid source to track the license use on

the BroadWorks system.

The Feature Description document of this tool is available on Xchange at:

/php/xchange/node/416300