



Decision Support System *Software Asset Management (SAM)*

Software Catalog Editor's Guide

Version 1.1

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Software Catalog

Primary Task:

Customize your Catalog to Match Your Deployment

Here's how:

- 1. Fill in the Gaps**
This means adding installation artifacts (e.g. executables) that were found in your environment but don't yet exist in your Software Catalog.
- 2. Organize it!**
Arrange the organization of the higher levels of your Catalog (such as Software Titles and Software Title Versions).
- 3. Manage Ambiguous Software**
You'll be using "packages" to differentiate software assets that are similar to other software assets. This guide will provide details on how to add packages, package data, and package properties.

Ready?



Contents

Part One	5
The Catalog.....	5
About This Guide.....	5
What You Should Know First	6
New Features	6
Purpose and Design	7
Part Two	11
How it Works.....	11
Catalog Concepts.....	11
Tree Hierarchy	11
Flow Down.....	11
Manipulating Data.....	12
Getting Accurate Software Recognition.....	12
Package Data	13
Catalog Features	15
Using Filters	15
View Audit Log.....	16
Visualization Tool.....	16
Part Three	18
How To Use It.....	18
Add and Delete Catalog Entries	18
Modify Existing Catalog Entries	23
Manage Ambiguous Software	24
Using the Visualization Tool.....	24
Part Four	27
Help.....	27
Case Examples.....	27
FAQs.....	28
Glossary	28
Additional Documentation	29
Global Support	29

The Catalog

The screenshot shows the BigFix DSS Software Asset Management interface. The 'Software Catalog' menu item is highlighted in a red box. The main content area is divided into three sections:

- Catalog Tools:** Overview, Search, Add, Ambiguous Entries, Audit Log.
- Catalog Statistics:**
 - Total Publishers: 4617
 - Total Software Titles: 1403
 - Total Software Title Versions: 2243
 - Total Packages: 426
 - Total Applications: 2404
 - Total Executables: 2543
- Top 10 Publishers:**

Name	Software Titles
Microsoft Corporation	448
Symantec Corporation	127
IBM Corporation	109
Hewlett-Packard Company	103
Network Associates Inc.	85
Adobe Systems Incorporated	75
Computer Associates Internationa	53
Autodesk Inc.	51
Novell Inc.	35
VERITAS Software Corporation	35
- Top 10 Software Titles:**

Name	Software Title Versions
Microsoft Visual Studio	19
Microsoft Office	18
Microsoft Windows	17
NetMeeting	16
Visio	15
Adobe Acrobat	14
Norton AntiVirus	13
Quicken	13
Adobe Creative Suite	12
AutoCAD LT	11
- Recently Changed Entries:**

Type	Name	User	Date	Catalog	Action	Changes

The DSS SAM Software Catalog stores a database of software publishers, titles, versions, applications, packages, and executable files that are all utilized throughout the DSS SAM application. The primary function of the Catalog is to serve as the index used during the inventory reporting process to automatically identify software products installed on the computers in your environment.

The Software Catalog contains “signatures” or “fingerprints” of software products on the market, and may be augmented with information about custom or proprietary software products in your enterprise. When one of these signatures is found on one of the computers in your network, the information (such as the publisher or software title) from the Catalog corresponding to that signature is displayed in your inventory reports. You may use the editing tools described in this guide to add, remove, and reorganize the Catalog content to suit your needs.

BigFix provides periodic updates to the Catalog, which you may merge into the Catalog that was initially installed as part of your DSS SAM application. Please refer to the BigFix [Knowledge Base](#) for information about acquiring and installing Software Catalog updates.

About This Guide

The Software Catalog *Editor’s Guide* is intended to support DSS SAM Catalog Editors in maintaining and modifying Software Catalog content. Specifically, it includes detailed information on the Catalog’s key concepts, as well as step-by-step instructions for adding, deleting, modifying, and updating existing Catalog contents. For questions about the Software Catalog not addressed in this guide, check the Software Catalog *Visual Guide* or the Global Support section at the end of this document.

What You Should Know First

The inventory data from computers in your environment is correlated to the entries in your Software Catalog. In order to get the most out of your DSS SAM Software Catalog, you should be familiar with the software inventory data that the BigFix platform collects from computers.

After using the DSS SAM *Installation and Configuration Guide* to set up SAM in your environment, we recommend that you read the DSS SAM *Implementation Guide*, which will provide high level information on the importance of the software catalog. Additionally, we have created a Software Catalog *Visual Guide*, which uses graphics and screenshots to describe the various workflows of the catalog.

New Features

The Software Catalog in DSS SAM 1.1 comes equipped with a number of advanced features that provide you with even more tools for managing your software inventory:

- **Software Inventory Support Available for all Platforms**

Now DSS SAM is available for Windows *and* non-Windows users. For specific details related to non-Windows support, see the DSS SAM *Installation and Configuration Guide*.

- **New Workflow for Adding Catalog Entries**

A key difference between DSS SAM versions 1.0 and 1.1 is that in this version, adding catalog entries is an ascending process, where you start from the executable and work your way up to the package or application, software title version, software title, and then publisher. The previous version prompted you to begin with the publisher and work your way down. This new workflow allows you tighter control over the contents of your catalog as well as better tools for distinguishing between similar or ambiguous entries.

- **Elimination of “Unblessed” Catalog Items**

This new version has eliminated the previous “hidden/unblessed” state for Catalog items. This feature provides significantly more out-of-the-box software recognition than DSS SAM version 1.0.

- **Content Updates to Software Catalog**

This version of DSS SAM includes thousands of new content entries to the Software Catalog. This additional content will give you a more comprehensive list of software inventory to match up with your existing deployment.

- **Visualization Tool for Ambiguous Entries**

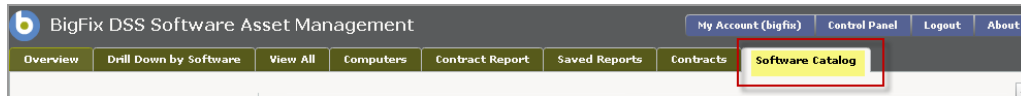
Through an upgrade to the Software Catalog, DSS SAM 1.1 has created a workflow to distinguish between similar or “ambiguous” catalog entries. This workflow, called a **Visualization Tool**, enables you to add “package” data from your system to sync up your software catalog with the content in your native deployment.

Purpose and Design

The function of the Software Catalog within the DSS SAM application is to maintain an index of software publishers, titles, versions, and executable files that will be utilized and referenced within the DSS SAM application. The structure of the Catalog defines the relationships between the various types of Catalog content, and is used in various places within DSS SAM. For example, the *Drill Down by Software* tab in DSS SAM uses the structure of the Software Catalog to provide a simple, hierarchical drill down through your entire inventory. To reorganize the drill down function, you may use the Software Catalog editing interface described in this Guide.

DSS SAM version 1.1 includes additional functionality to the Software Catalog to provide more convenient access to a wider range of software titles. This means that, out of the box, the system will detect more software with no user action required. However, some titles require specific information from the user's own deployment to ensure accurate detection. These items are listed in the catalog Visualization Tool.

The Software Catalog is located in the top right tab of the main DSS SAM application.



Your primary method of navigation through the catalog will be through the *Catalog Tools* shown in the left sidebar of your screen.



The *Catalog Tools* and *Catalog Statistics* menus will always be visible from any location in the Catalog on the left side of your screen, except when you've clicked on a specific Publisher. In this case, the left sidebar changes from *Catalog Tools* and *Catalog Statistics* to *Catalog Tools*, *Publisher Actions*, and *Publisher Statistics*.



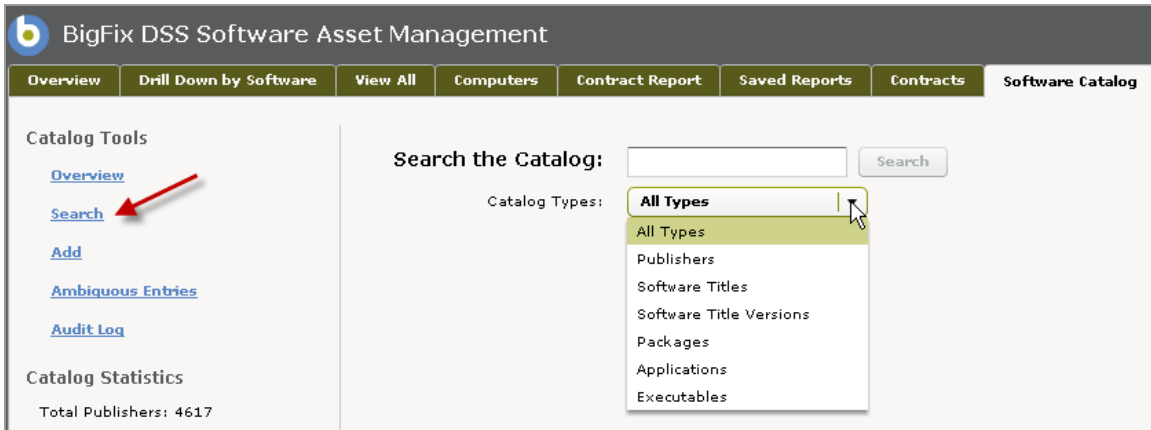
Below is a brief description of each of the **Catalog Tools**. Check Section 3 of this document or the Table of Contents for more detailed information on each feature.

The **Overview** screen displays a summary of the *Top 10 Publishers*, *Top 10 Software Titles*, and *Recently Changed Entries* in your catalog.

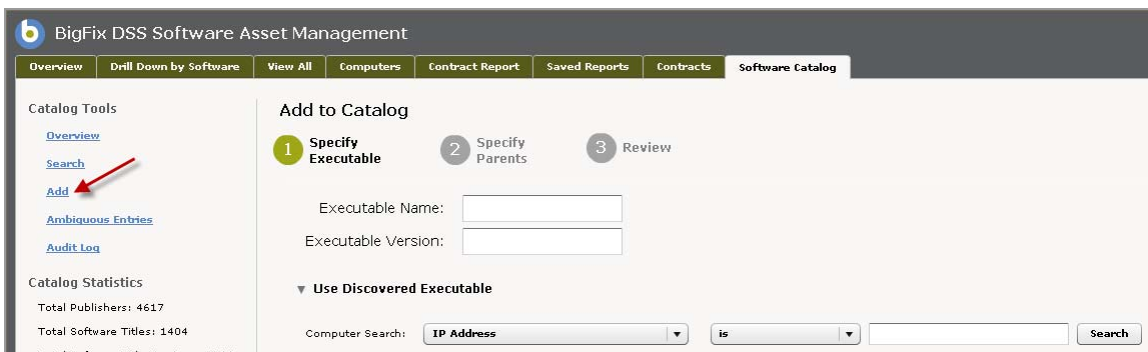


The **Search** capability in the Software Catalog allows you to search the entire catalog of publishers and products. You may search for specific entry types (e.g. publisher name,

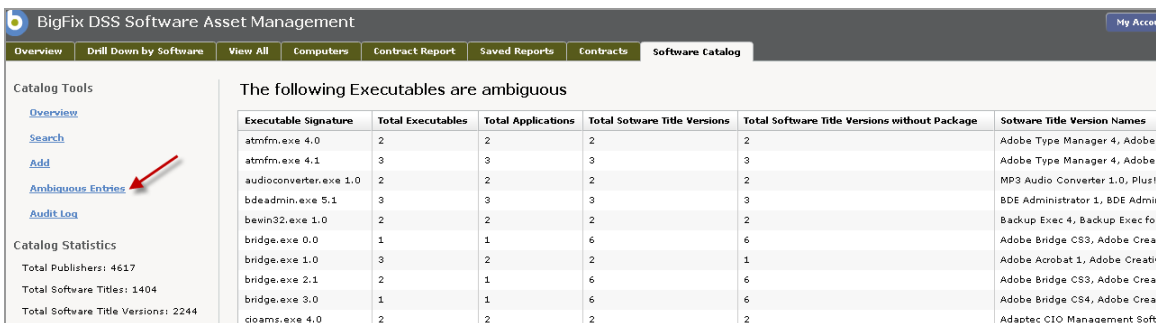
application name, executable name) or you may search for all types and then filter the results based on type.



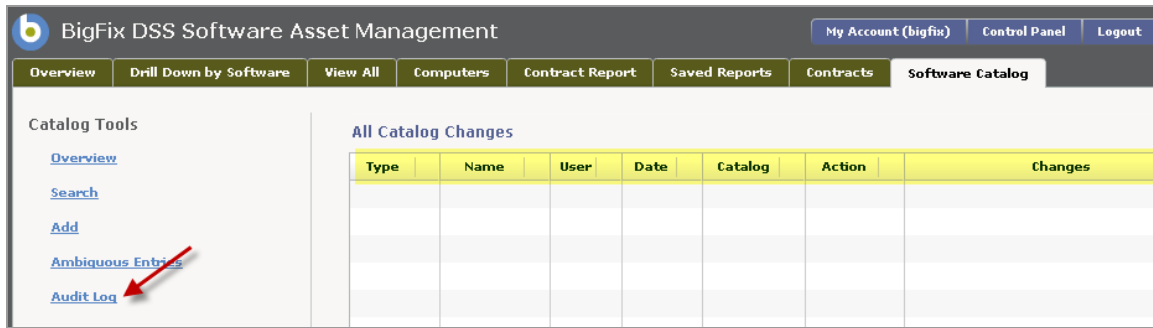
The **Add** feature allows you to add content to your Software Catalog in a variety of ways. This topic will be covered in more detail in Part 3 of this Guide.



The **Ambiguous Entries** feature contains a Visualization Tool workflow that enables you to distinguish between two seemingly identical executables. You can read more about the Visualization Tool in Part 3 of this Guide.



The **Audit Log** feature displays a list of all catalog changes according to the Type of change, Name, User, Date, Catalog, Action, and a Description of changes.



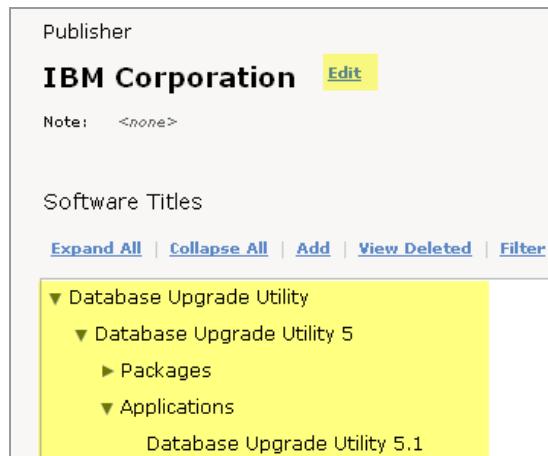
Parts 2 and 3 of this Guide will provide specific details on how to manage and modify your Software Catalog content by using the Catalog Tools.

How it Works

Catalog Concepts

Tree Hierarchy

The Software Catalog organizes its content in an information “tree”. The highest level of the tree is the Publisher. The Catalog then sorts all information for a particular publisher under Software Title, Software Title Version, Package or Application, and Executable.



Flow Down

The content of the Software Catalog affects the DSS SAM application in two ways:

- 1) The hierarchy or structure of the Catalog defines the relationships between publishers, titles, title versions, packages, applications, and executables. This hierarchy is manifest on the Drill Down by Software tab in the DSS SAM inventory reports.
- 2) The package information (under software title versions) and the executable information (under applications) constitute the “signatures” of software that might be installed on your computers. This information is used to identify the presence of software on your computers during the inventory reporting process.

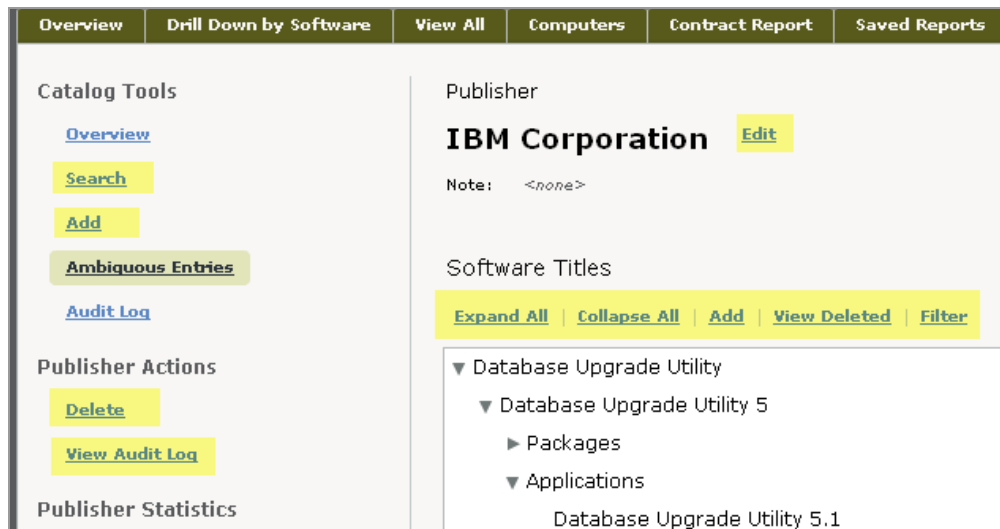
DSS SAM versions 1.1 offers a new workflow, so that adding catalog entries is an ascending process, where you start from the executable and work your way up through the hierarchy to the package or application, software title version, software title, and then publisher.

Manipulating Data

As an authorized Editor of the Software Catalog, you have permissions that will allow you to manipulate your content through the following actions:

- **Add** a record (publisher, software title, version, application, executable)
- **Delete** a record (publisher, software title, version, application, executable)
- **Edit** a record
- **Copy** content from one record to another
- **Link** two records within the Catalog
- **Merge** two existing records into one
- **Demote** a record to a lower part of the Catalog hierarchy
- **Expand** or **Collapse** items in a list (software titles)
- **Search** the Catalog for a publisher, software title, version, application, or executable
- **Filter** to narrow your search for an existing record
- **View** a record

These actions may be accessed from several places in the Catalog.



Part 3 of this guide will explain how to perform these actions.

Getting Accurate Software Recognition

DSS SAM uses a one or a two-factor approach to software recognition. The system will recognize software from:

- The presence of an executable file
- The presence of “package data” from the computer, which includes
 - a “Definitive” package or
 - a regular package with an executable

What this means is that in order to get software recognized on your system, you either need to know the name of the executable you want to add or else know the computer where that executable exists to enable you to manually search for it.

The presence of the executable file is the primary factor and may be used exclusively to detect the presence of the software. However, if the executable file is “ambiguous” and resembles another file in the system, then the second factor (i.e. the package data) must be used. In some cases, the package data may be used as the primary factor and may be used exclusively to detect the presence of software. This is called a “definitive package”.

The DSS SAM Software Catalog ships with pre-populated executables and packages that correspond to the package data in the tasks and analyses you deploy using your BES server. You may also add your own executables and packages and make these correspond to properties from analyses that you have on your BES server.

When you add a "package property", the BigFix property it is linked to becomes an additional source of package data.

Package Data

Based on the new features and functionality of DSS SAM version 1.1, you will be using your Software Catalog to do two things:

- Resolve ambiguities
- Add new catalog entries based on executables and other evidence of software installations found in your environment

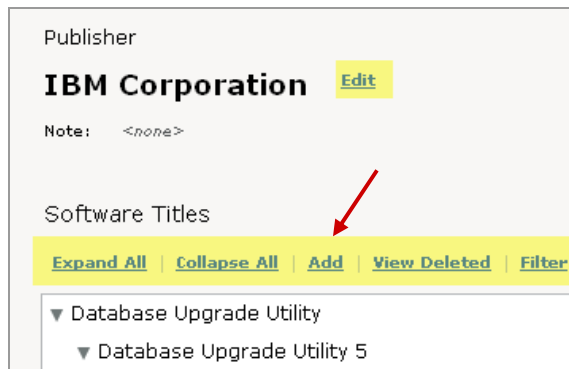
What's a Package?

A Package is an artifact collected from computers, for example uninstall strings from the Windows registry. Package data can come from any BigFix analysis.

There are two types of package data used in DSS SAM – *regular* and *definitive*. A regular package helps the inventory process distinguish between two similar executables, where executables are the primary method of identifying the presence of software on a computer. A definitive package does not need an executable listed in the catalog – it is the primary method for identifying the presence of software on a computer.

Adding Packages to Your Software Catalog

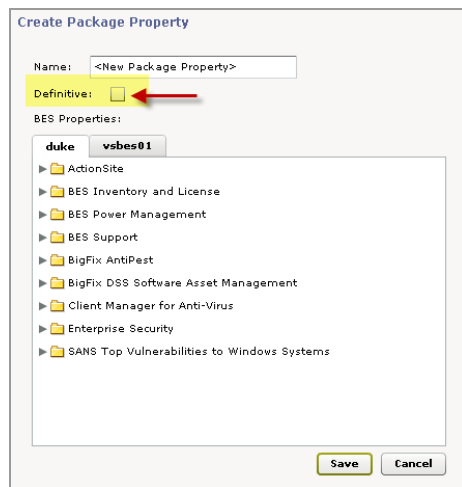
You can add packages using the new Visualization Tool under the Ambiguous Entries link in the Software Catalog, or you can add packages to your Software Catalog from within a Publisher by selecting the Add button, as shown below.



Adding packages is required for accurate software inventory recognition when the software titles cannot be identified by executable data alone (these are referred to as “ambiguous executables”). The package string information may come from the DSS SAM Installed Applications analysis you activated on your BES server or from any other analysis property that helps DSS SAM understand the origin of the ambiguous executable.

Making a Definitive Package

If you cannot identify the software installation using an executable, you may be able to identify it using a definitive package, the data for which can come from any BigFix analysis you have active on your BES server. To create a *definitive package* in DSS SAM, click on the Control Panel, Package Properties, and click the “+” sign to add a BES Property that will produce the data you need in DSS SAM to identify the software product. In the next screen, click the *Definitive* box to make that package property a “definitive package”.



After you have added Package Properties, you need to run an Import (Control Panel, Import Options, click *Import Now*). This will cause the data reported in the BES analysis property you just selected to stream into the DSS SAM database. This data stream contains the strings of data you will use to create Packages in the Software Catalog. This will connect the data stream to a software product, enabling the DSS SAM inventory process to identify software.

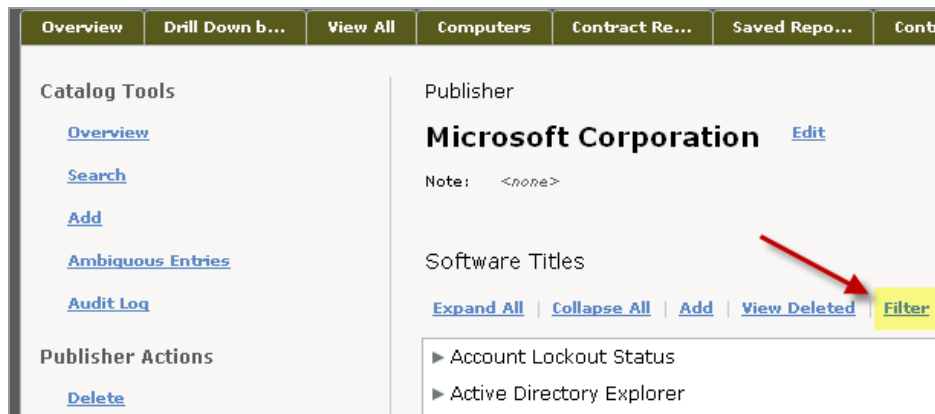
For example, if you add *BES Inventory and License > Application Information (Mac OS X) > Installed Applications – Versions – Mac OS X* as a definitive package property in DSS SAM, you will be adding Mac OS X software inventory data to DSS SAM. But you still need a way to identify

the items in this data stream as software products. If one of the items in this data stream is *Adobe Photoshop CS3.app – 10.0.1*, you can add something like **Adobe Photoshop CS3.app – 10.*** to the Photoshop CS3 entry in the Software Catalog. At that point, you have told DSS SAM that whenever data from a Package Property data stream contains Adobe Photoshop CS3.app – 10.*, the computer reporting that string will be indicated as having Adobe > Photoshop > Photoshop CS3 installed.

Catalog Features

Using Filters

Filters are drill-downs that enable you to specify a search and quickly locate software within your Catalog. Filters are available from a variety of locations within the Catalog. To locate an application within Microsoft Office, go to the Top 10 Publishers box on the Overview page and click on Microsoft. This will display all Microsoft titles currently contained in your Catalog. Since this list will be extensive, use the Filter feature to find the exact title you need.

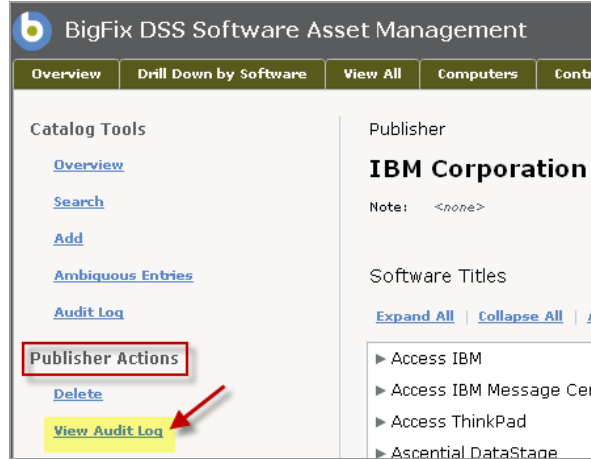


Clicking on the *Filter* link brings up a dialog box in which you will type your filter criteria. To find Microsoft Office, type the word *Office* in the filter dialog box. This will display only Catalog entries containing the word *Office*.

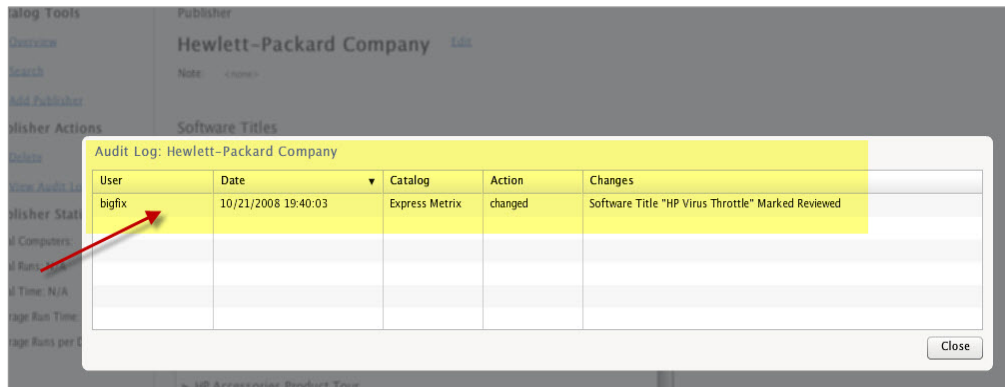


View Audit Log

The *View Audit Log* link is available from within any Publisher menu.



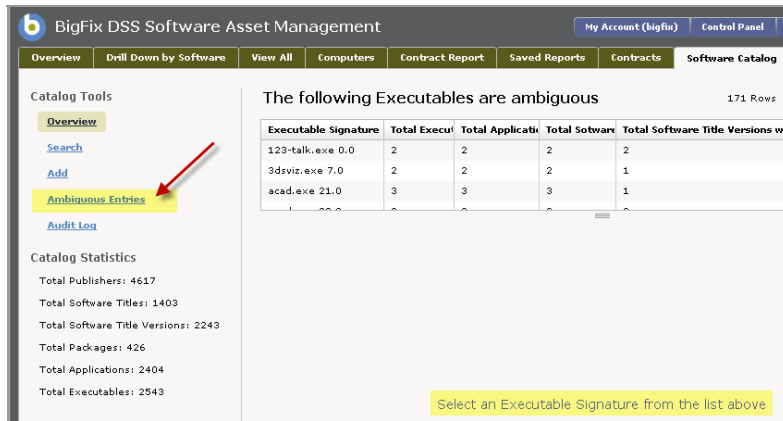
This link brings up a dialog box that populates the following fields: User, Date of the change, Catalog item, Action, and a description of the change that was made to a particular record.



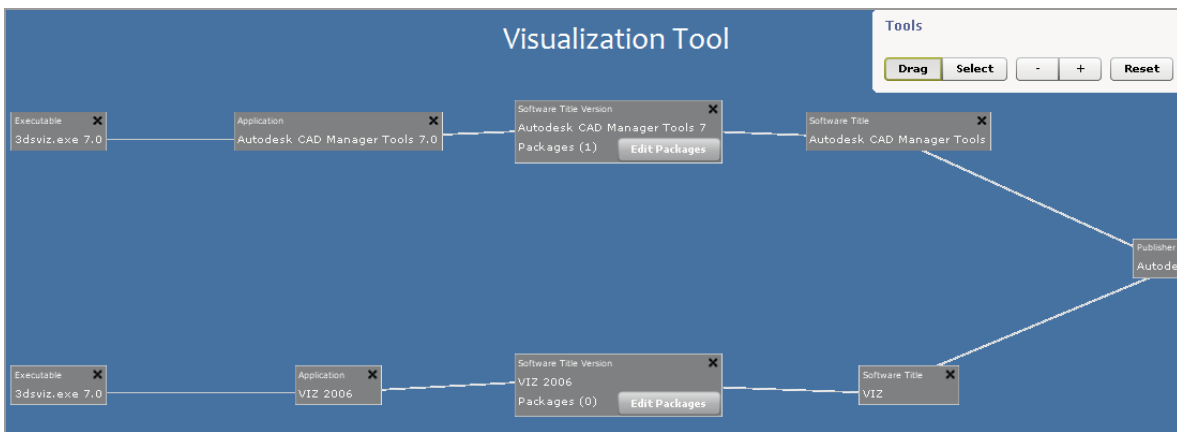
If there is an edit shown in the audit log that you would like to “undo”, you can click the item in the Audit Log to go to the location in the Catalog where the edit was made and change it back. If an item has been deleted and you want to undelete it, use the View Deleted link under any Publisher to restore it.

Visualization Tool

The Software Catalog Visualization Tool is accessible under the Ambiguous Entries link in the Software Catalog. It provides a visual workflow for modifying the contents of your Software Catalog. Items appear on this list when there are two or more similar executables associated with software titles in the Catalog but there are no package strings to help differentiate the products. You can see which products are affected, and you can use the “limit to discovered executables” checkbox to hone the list down to only those executables found in your environment that are ambiguous.



Clicking on any line in the displayed list will bring up a visual display of that executable and its related hierarchy of data, such as Publisher, software title, version, and package information.



Section 3 of this Guide will describe in more detail how to use the Visualization Tool.

How To Use It

This section will address the various processes for manipulating the records in your Software Catalog. After making *any* of these changes, you must run a full import to connect your existing inventory data to your new information.

Note: To run a full import, you must have Administrator privileges in DSS SAM.

For importing, use the steps below:

- 1) Click the *Control Panel* button on the top right of your screen.
- 2) Click on *Platform Datasources*, then select the desired Datasource.
- 3) Click *Reset Import Sequences*.

Note: This will not affect any historical usage data you have already captured.

- 4) Click *Import Options* in the Control Panel.
- 5) Click *Run Now*.

Add and Delete Catalog Entries

There are two basic methods for adding software content to your catalog. A “top down” approach includes a methodology for starting at the top of the catalog content hierarchy. For example, start with the software publisher, then drill down through the applicable software title, version, package or application, and then add an executable. This is a manual method based on the user having explicit knowledge about the software they want to add.

The other method for adding content is to use the Add link on the left sidebar in the Software Catalog, where you essentially take a “bottom up” approach to adding content. In this case, you begin with the executable, and then climb up the hierarchal ladder through the package data/application, software title version, software title, and then publisher. These approaches can be based on found data (meaning “unmapped” software installation information in your environment). The advantage to this approach is that it allows you tighter control over the contents of your catalog as well as better tools for distinguishing between similar or ambiguous entries. For this method, there are two ways to enter catalog data:

- From the Computers tab in the application, click on a computer, click Raw Executable Scan Data tab on the Computer Details screen, locate the item you want to add by browsing the contents of the computer, then click the *Add* button.
- From the Software Catalog tab, click *Add* from the Catalog Tools, click Use Discovered Executables, locate the executable, and click *Next*.

The sections below will highlight the manual “top down” approach. The second method involves the Visualization Tool, referenced in more detail on page 24 of this Guide.

Note: When modifying Software Catalog entries, be aware that these changes will affect any related Contracts that are tied to these entries. For example, if you delete a software title from the catalog, the contracts associated with that title will

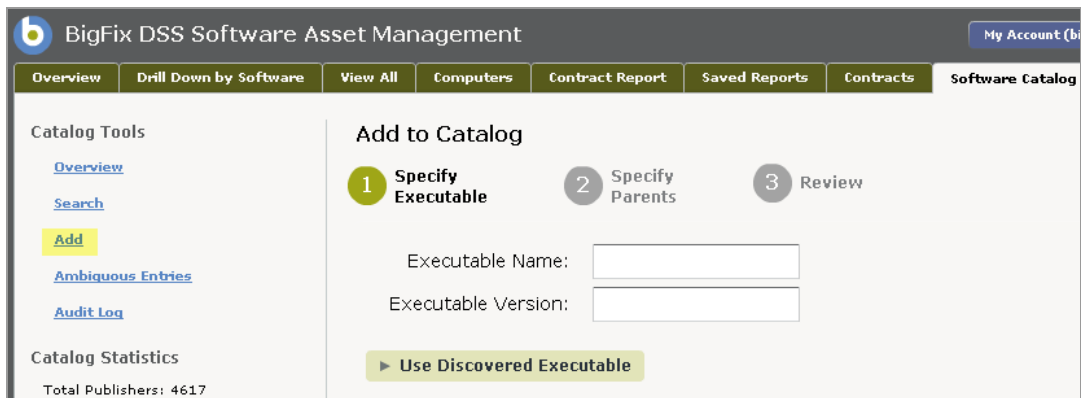
be affected. You may then need to edit the related contracts to associate them with an alternate software title.

Add an Executable and its Parentage (with workflow)

From the Software Catalog tab, click *Add* on the left sidebar under Catalog Tools.



This will bring up an Add to Catalog function, which organizes your process for adding content into three stages – *Specify Executable*, *Specify Parents* and *Review*. If you know the executable name or version, enter it in the appropriate field.



If not, click the Use Discovered Executable link. This brings up additional fields to help you find a computer on which the software you'd like to add exists. Use the available pull down menus to specify the parameters of your search, then click *Search*.



This will display an additional field containing the names of computers. Scroll through the list and click on the applicable computer to display the directory listings showing the executables found on the computer. When you find the executable you'd like to add, select it and click *Next* on the bottom right side of the page.

▼ **Use Discovered Executable**

Computer Search:

Select a Computer 664 Results

IP Address	Computer Name	DNS Name	Operating System
192.168.8.29	PBS-OWL	pbs-owl	WinXP 5.1.2600
192.168.238.1...	FRUITBAT-PC	fruitbat-pc	WinXP 5.1.2600
10.254.254.253...	MEMPLAB07	memplab07.win.duke.edu	WinXP 5.1.2600
192.168.1.5...	HUD226-04	hud226-04.win.duke.edu	WinXP 5.1.2600

Add Catalog Items Directly to the Catalog (without workflow)

You will most often be adding software titles or details about software titles (such as package and executable signature information), rather than publishers. Click on the publisher of the software you want to add, then scroll through the list to verify that the software title does not already exist in the Catalog.

Catalog Tools

- [Overview](#)
- [Search](#)
- [Add](#)
- [Ambiguous Entries](#)
- [Audit Log](#)

Publisher Actions

Publisher

Microsoft Corporation [Edit](#)

Note: <none>

Software Titles

[Expand All](#) [Collapse All](#) [Add](#) [View Deleted](#) [Filter](#)

▶ Account Lockout Status

The *Discover Unmapped Packages* and *Discover Unmapped Executables* fields contain inventory data that was found on your computers by the BigFix inventory process.

Add a Software Title

Publisher: Microsoft Corporation

Software Title:

Software Title Version:

Package:

(you can specify multiple packages using a newline separator)

Application:

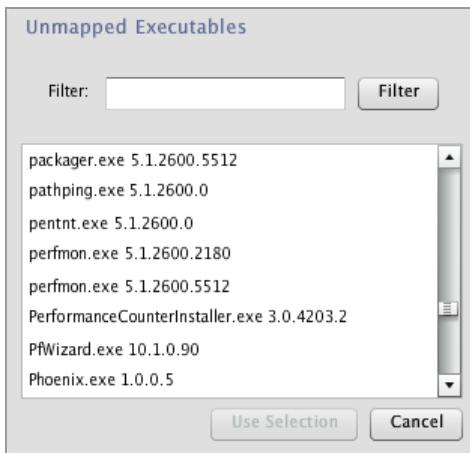
Executable:

Executable version:

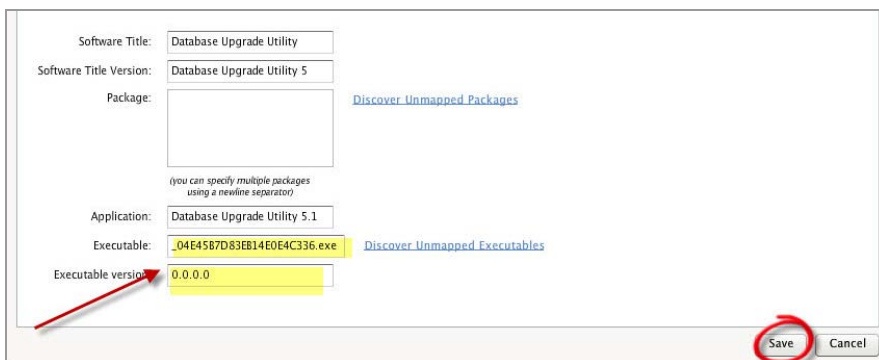
Discover Unmapped Packages

Discover Unmapped Executables

Use the Filter function or scroll through the list for anything matching up with your title. If you already know the package or executable filename for the software title you are adding or editing, locate it in the list and click *Use Selection*.



This will populate the packages box or the executable box with your selection. Click Save.



Your new software title should now appear in the software list under your Publisher.

Add a Software Version, Package, Application, or Executable

Follow the same steps as above to add a software title version, package, application, or Executable to the Software Catalog, in each case, drilling down to the location in the Catalog hierarchy where you want to add the new element.

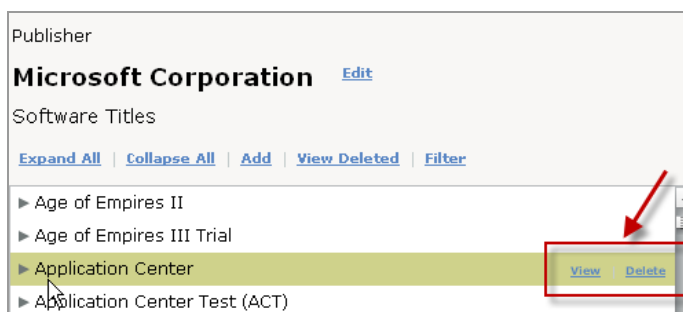
Delete a Publisher

To delete a publisher, click on the applicable Publisher from the list on the Overview page. Then click *Delete* under Publisher Actions in the left sidebar. A Delete Confirmation box will appear. Click Yes.

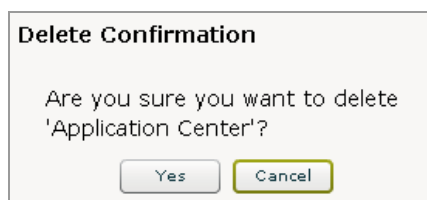


Delete a Software Title

To delete an existing software title, locate the publisher of the software, then scroll through the list to find the exact title you want to delete. After clicking on the desired title, the words *View* and *Delete* will appear on the right.



Click *Delete*. A Delete Confirmation box will appear. Click *Yes*.



Delete a Software Version, Package, or Application

To delete a package or application, first locate the applicable publisher. Then scroll through the list to find the applicable software title and click the arrow to the left of the title to display the title versions. When you've identified the element you want to delete, mouse-over the text to highlight it. The words *View* and *Delete* will appear on the right, as shown above. Click *Delete*. A Delete Confirmation box will appear. Click *Yes*.

Modify Existing Catalog Entries

Use the “Drag and Drop” method to copy, link, merge, or demote records from within the Software Catalog. When you locate the particular record(s) you want to target, click on the first record and drag it to the location of the second record. A dialog box will appear:

Dragging Application:
Account Lockout Status 1.0

To Applications of:
Active Directory Explorer 1

Operation:
 Copy
 Link

Submit Cancel

Copy

The Copy function allows you to automatically duplicate the information in one record to another record without having to manually input your content. An example is if two records are mapped to the same executable file. This feature follows the same drag and drop method. At the dialog box, select *Copy*, then click *Submit*.

Link

Use the Link feature when you want to connect two records that have the same executable file, even if they appear in two places within the Catalog. An example is linking the executable file for a standalone version of Microsoft Excel to the executable Excel file within the “package” of Microsoft Office. The Excel application is available in the Microsoft Office *Standard*, *Home*, and *Professional* versions.

Note: DSS SAM's inventory process differentiates between duplicate .exe files by relying on the “package” information for these records.

At the dialog box, select *Link*, then click *Submit*.

Merge

The Merge function allows you to combine two existing records that contain the same or similar file(s) into one. Click on the first record, then drag and drop it onto the second record. You will see the dialog box below. Select *Merge*, then click *Submit*.

Dragging Application:
Account Lockout Status 1.0

To Application:
Active Directory Explorer 1.0

Operation:
 Merge

Submit Cancel

Demote

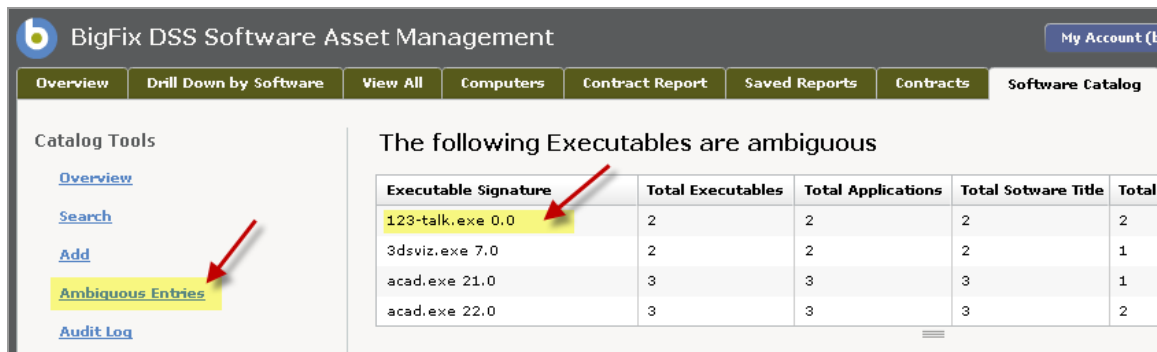
Use the Demote function when you want to change a software *title* into a software title *version*, thereby demoting the software title to a lower part of the Catalog hierarchy. First create a new Software Title Version for the selected Software Title. Then, take all applications and packages from the existing version and place them under the new software title version. You may also use the drag and drop method to move one title under another. The application will ask if you want to Merge or Demote. At the dialog box, select *Demote*, then click *Submit*.

Manage Ambiguous Software

DSS SAM version 1.1 comes with an Ambiguous Software tool, which takes the guesswork out of software redundancies. A redundant or “ambiguous” software product could be a standalone version of Microsoft Word that’s also included in a Microsoft Office Professional product. It is common for there to be similar, or even identical, executables relating to the same software application. This duplication can occur for a number of reasons. But the primary job of the Ambiguous Software tool is to search for the “package data” that relates to that executable – this may be found data from a BigFix analysis property (for example, one that returns the contents of the Windows Registry). These package “strings” are the key to differentiating ambiguous software entries in your catalog.

Using the Visualization Tool

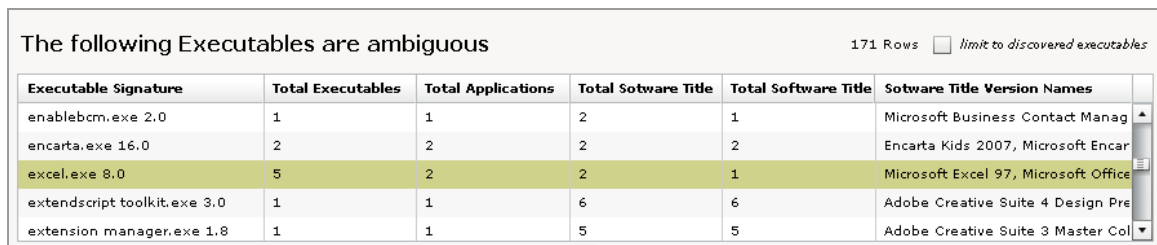
Open DSS SAM and click on the Software Catalog tab. Click on *Ambiguous Entries* listed under Catalog Tools on the left sidebar.



The following Executables are ambiguous

Executable Signature	Total Executables	Total Applications	Total Software Title	Total
123-talk.exe 0.0	2	2	2	2
3dsviz.exe 7.0	2	2	2	1
acad.exe 21.0	3	3	3	1
acad.exe 22.0	3	3	3	2

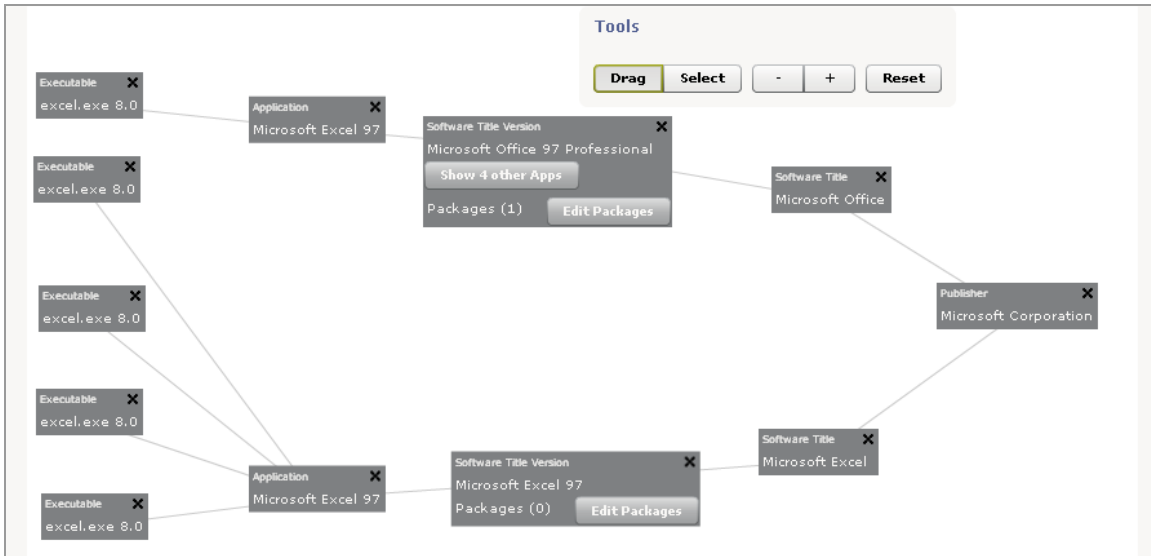
Select an executable from the list displayed in the top table.



The following Executables are ambiguous 171 Rows limit to discovered executables

Executable Signature	Total Executables	Total Applications	Total Software Title	Total Software Title	Software Title Version Names
enablebcm.exe 2.0	1	1	2	1	Microsoft Business Contact Manag
encarta.exe 16.0	2	2	2	2	Encarta Kids 2007, Microsoft Encar
excel.exe 8.0	5	2	2	1	Microsoft Excel 97, Microsoft Office
extendscript toolkit.exe 3.0	1	1	6	6	Adobe Creative Suite 4 Design Pre
extension manager.exe 1.8	1	1	5	5	Adobe Creative Suite 3 Master Col

After you click on an executable, the Visualization Tool will graphically display all of the elements of that catalog entry, as shown below:



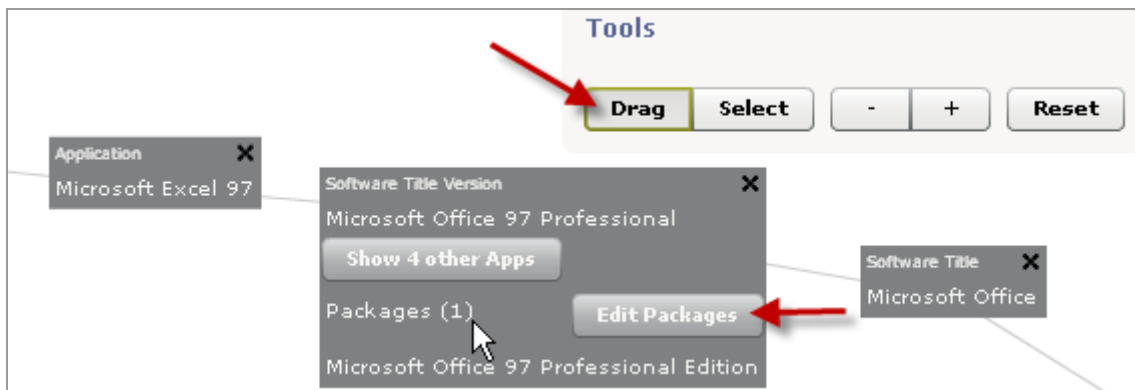
The Visualization Tool enables you to merge the items from a Software Title Version “down,” or to add packages to the affected Software Title Versions.

Drag and Select Buttons

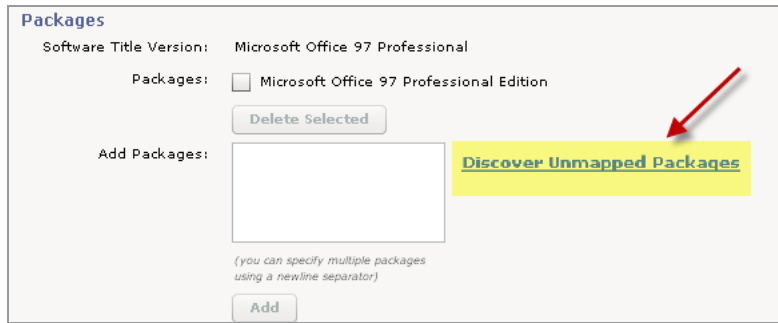
The Select view is for merging two entries into one. The Drag view is for manipulating and reshaping the items in the current view.

Add Packages

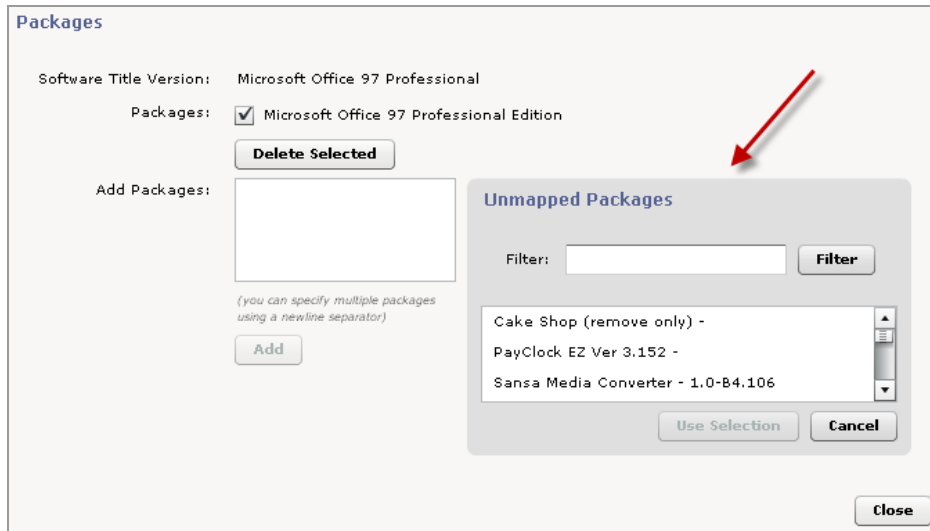
Once you’ve opened the Visualization Tool, select the Drag mode, and click *Edit Packages*.



This brings you to a dialog box where you can manually add package strings or select package strings from unmapped packages (i.e. data found on your computers that is not yet used in the Catalog).



When you click Discover Unmapped Packages, the dialog allows you to use filters to find your desired catalog entry. Once you've made a selection, click *Use Selection*, then click *Close*.



Merge Packages

From within the Visualization Tool, change from Drag to Select mode. Pull the top STV into the bottom STV, or vice versa. Follow the same process for applications.

Case Examples

I want to add a custom software product found in my environment.

1. Add the software product and all applicable details.
2. Use the *Discover Unmapped Packages* or *Discover Unmapped Executables* functions to locate the strings in the actual inventory.

Tip: You may review the raw inventory to discover products that are unique to your environment. Do this by clicking on the *Computers* tab in the main menu for DSS SAM, then click on one of the computers listed. From here, you may view raw data from any of the existing tabs.

I want to duplicate Microsoft Office Standard 2003 and change the package information to reflect the custom packaging my IT group uses when installing this software product.

This process will allow you to identify the origin of the software when it's identified on a computer (such as from your IT group or from some other source).

1. Click on Microsoft under *Top Ten Publishers* on the Catalog main page.
2. Add title version "Office Standard 2003 – *Internal*" under Microsoft Office.
3. Drag and drop Office Standard 2003 into Office Standard 2003 – *Internal*.
4. Select *Copy*.
5. *View* Office Standard 2003 – *Internal*.
6. *Edit* the package information to reflect the way your group packages the product during your custom packaging process (such as Microsoft Office 2003 Standard – KPI).

I want to add Mac OS X software titles to my Catalog.

1. Go the Control Panel > Package Properties.
2. Click the [+] button to add a property.
3. Scroll through the list and click on the BES analysis property that contains the inventory data from Mac OS X computers. For example, the BigFix Asset and License site includes an analysis property called *BES Inventory and License > Application Information (Mac OS X) > Installed Applications – Versions – Mac OS X*
4. Click the Definitive checkbox to make it a definitive property (i.e., no executable information is required to identify the software – the package data is the only information required).
5. Click *Save*.
6. Go to Control Panel, Import Option, and click *Import Now*.
7. Go to the Software Catalog, go the software title version (or create one) for the Mac OS X software you want to inventory.
8. Add a Package. Use the Unmapped Packages link to see the package data found in your environment. (Note: Mac OS X applications usually have the .app extension, so you can use this to filter the items in the Unmapped Packages list.)
9. Once you have added the package strings that correspond to the inventory data streamed from the new Package Property, each time you do an import, your Mac OS X software products will be identified each time you do an import.

FAQs

How do I get non-Windows software recognition?

The way non-windows support works in DSS SAM version 1.1 is by using “package properties”. See page 34 of the DSS SAM *Installation and Configuration Guide* for more details. As the Software Catalog does not include any non-windows software titles, users must enter their own entries and manually map them to the definitive package property data that they create.

How do I recognize or see a Definitive Package in my Catalog?

When you’re e adding package data to a software title version, you may use the “Note” field to indicate the package datasource (property) that this data will come from.

How do I un-delete a deleted software artifact?

You may see that items were deleted when you look at the Audit Log under Catalog Tools in the left sidebar of the Software Catalog tab. Each level in the Catalog hierarchy contains a View Deleted action. Click this link to view and then restore the deleted items.

How do I find a publisher that’s not listed in the Top 10 Publishers?

Click the Search link under Catalog Tools.

Do I need to do a re-import every time I make a change to my Software Catalog?

Yes. Click Import Options under Datasource in the Control Panel, and click *Run Now* (or you may wait for the next scheduled import). Some changes to the catalog require that you Reset Import Sequences, accessible on the Datasources tab of the Control Panel.

Do I necessarily need to add everything shown in my Unmapped Executables list?

No. This list can be used as a reference. Only add the executables that are necessary to match your catalog to your deployment.

How do I add a publisher without adding an executable (e.g. if I am using a definitive package and have no executable)?

Add a temporary executable using the Add workflow initiated from the Software Catalog actions.

Glossary

Ambiguous Software – A software is considered “ambiguous” when it a) has an executable that looks like another executable, or b) when it exists in more than one place in the catalog (Microsoft Word as a standalone product or bundled with Microsoft Office).

Data Stream - A string of information that serves as a source of package data.

Definitive Package - A string of data that identifies the presence of software and serves as the primary method for identifying the presence of software on a computer.

Package - A secondary artifact collected from computers, which is an identification string pulled from the Windows registry.

Package Data – A type of data used in the Software Catalog to help distinguish between two similar executables – includes “regular” and “definitive” packages.

Additional Documentation

This Software Catalog Visual Guide is part of the DSS SAM Documentation Toolkit. Other documents within the kit include:

- **Installation and Configuration Guide** – A detailed guide on the installation and configuration of the DSS SAM application.
- **User's Guide** – A detailed guide focused on how to use the primary components, including Tips and FAQs.
- **End User QuickStart** – A 1-page guide to help you quickly get started using DSS SAM 1.1.
- **Software Catalog Visual Guide** – A graphic depiction of the various parts and functionality of the DSS SAM Software Catalog.
- **Implementation Guide** – A general pre- or post-purchase guide on Software Asset Management concepts, Best Practices, strategies, and ROI metrics.
- **System Requirements** – A 1-page listing of the hardware and software requirements for using DSS SAM, as well as deployment guidelines and information on user accounts.
- **Release Notes** – A listing of the current Known Issues including descriptions and workarounds, along with System Requirements and Support information.

Global Support

BigFix offers a suite of support options to help optimize your user-experience and success with this product. Here's how it works:

- First, check the BigFix website [Documentation](#) page:
- Next, search the BigFix [Knowledge Base](#) for applicable articles on your topic:
- Then check the [User Forum](#) for discussion threads and community-based support:

If you still can't find the answer you need, [contact](#) BigFix's support team for technical assistance:

- Phone/US: 866 752-6208 (United States)
- Phone/International: 661 367-2202 (International)
- Email: enterprisesupport@bigfix.com