



# Decision Support System *Software Asset Management (SAM)*

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*Software Catalog Editor's Guide*

Version 1.2.2

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## DSS SAM Software Catalog

# Here's *What* You're About To *do*:

## Customize your Software 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?



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# The Catalog

The screenshot shows the BigFix DSS Software Asset Management interface. The top navigation bar includes 'My Account (bigfix)', 'Control Panel', 'Logout', and 'About'. Below this is a secondary navigation bar with tabs: 'Overview', 'Drill Down by Software', 'View All', 'Computers', 'Contract Report', 'Saved Reports', 'Contracts', and 'Software Catalog' (which is highlighted with a red box). The main content area is divided into three columns:

- Catalog Tools:** Includes links for 'Overview', 'Search', 'Add Using Workflow', 'Add Manually', 'Ambiguous Entries', and 'Audit Log'.
- Catalog Statistics:** Lists 'Total Publishers: 4786', 'Total Software Titles: 8435', 'Total Software Title Versions: 10238', 'Total Packages: 564', 'Total Applications: 11303', and 'Total Executables: 10764'.
- Top 10 Publishers:** A table listing publishers and their software titles.
- Top 10 Software Titles:** A table listing software titles and their versions.
- Recently Changed Entries:** A table with columns for Type, Name, User, Date, Catalog, Action, and Changes.

The DSS SAM Software Catalog stores a database of software publishers, titles, versions, applications, packages, and executables that are all utilized throughout the DSS SAM application. The primary function of the Catalog is to serve as an 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 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.

## 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 using, updating, and managing existing Catalog contents. For questions about the Software Catalog not addressed in this guide, check the Global Support section at the end of this document.

## What You Should Know First

The inventory data from computers in your environment correlates 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 *Installation and Configuration Guide* to set up DSS SAM in your environment, we recommend that you read the *DSS SAM Implementation Guide*, which provides high level information about the function and role of a software catalog in your deployment.

## New Features

The Software Catalog in DSS SAM 1.2.2 includes advanced features that provide you with even more tools for managing your software inventory:

- **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 with your existing deployment.
- **Flexible Contract Types**  
DSS SAM 1.2.2 includes the ability to select the BigFix Analysis Property to be used for the unit for analysis for a contract. For example, you can now specify the number of CPUs that may be deployed and select the applicable BigFix Analysis Property for “CPU count” as the contract multiplier.
- **Flexible Application Usage Properties**  
DSS SAM 1.2.2 includes the ability to add BigFix analysis properties that carry application usage information. This release continues to include the default application usage for Windows, but you may now add additional sources for application usage statistics. For example, DSS SAM now supports usage data for Windows, Mac, UNIX and Linux.

## Purpose and Design

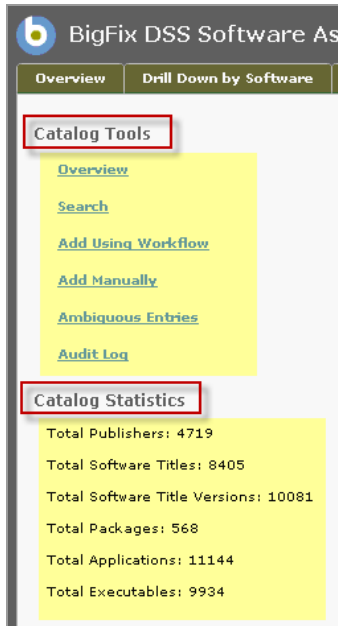
The function of the Software Catalog is to maintain an index of software publishers, titles, versions, and executable files that will be utilized and referenced within the DSS SAM application. The structure of the Catalog defines the relationships between the various types of Catalog content, and is 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 1.2.2 includes additional functionality 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 you're your own deployment to ensure accurate detection. These items are shown in the catalog Visualization Tool.

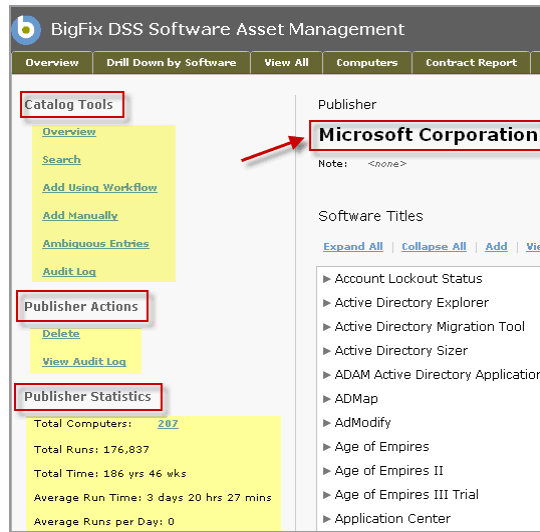
The Software Catalog is accessed from the top right tab of the main DSS SAM application.



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



The *Catalog Tools* and *Catalog Statistics* menus are 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*.

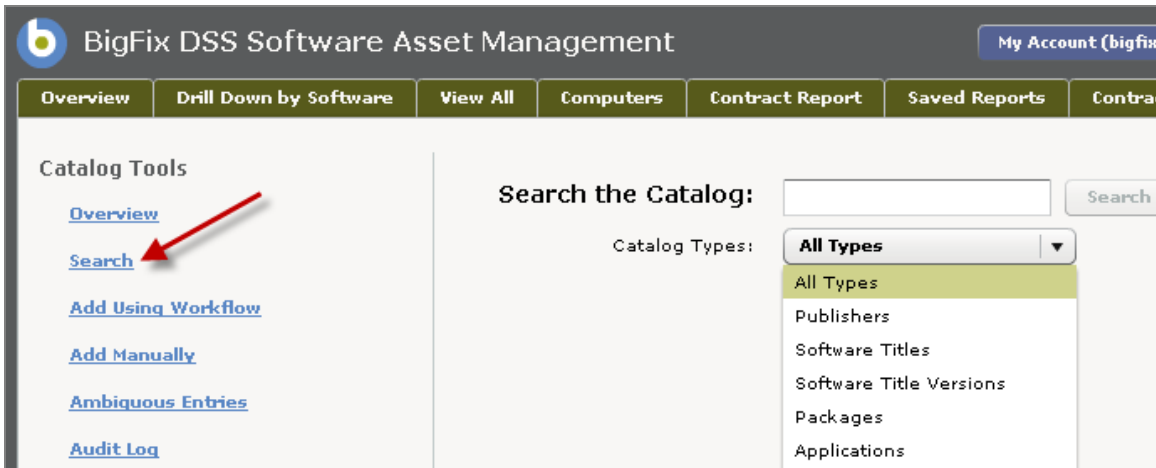


Below is a brief description of each of the Catalog Tools. Check Part 3 of this document or the Table of Contents for more detailed information on each feature.

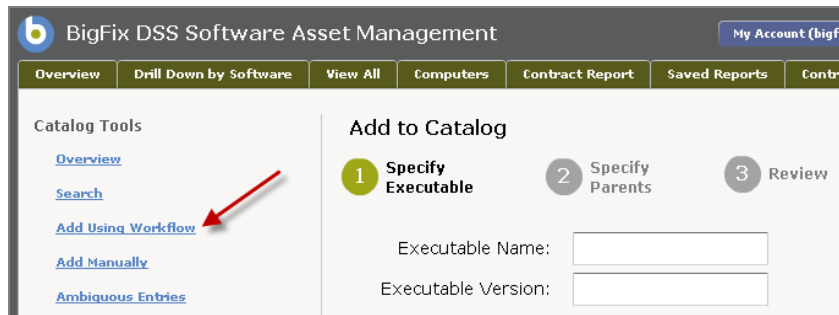
The [Overview](#) in the Software Catalog displays a summary of the *Top 10 Publishers*, *Top 10 Software Titles*, and *Recently Changed Entries* in your catalog.



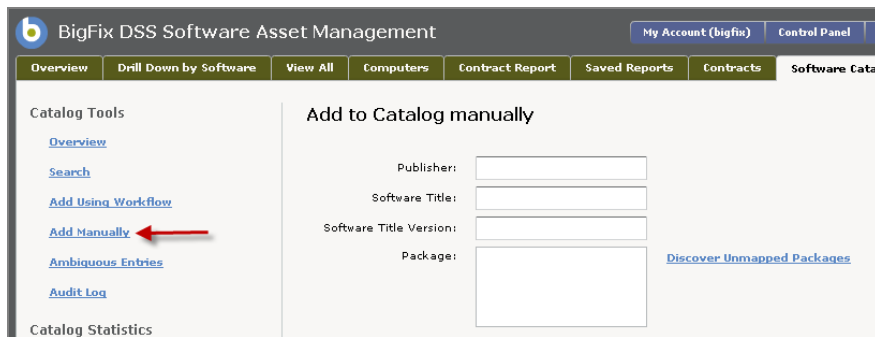
The [Search](#) capability allows you to search the entire catalog of publishers and products. You may search for specific entry types (e.g. publisher name, application name, executable name) or you may search for all types and then filter the results based on type.



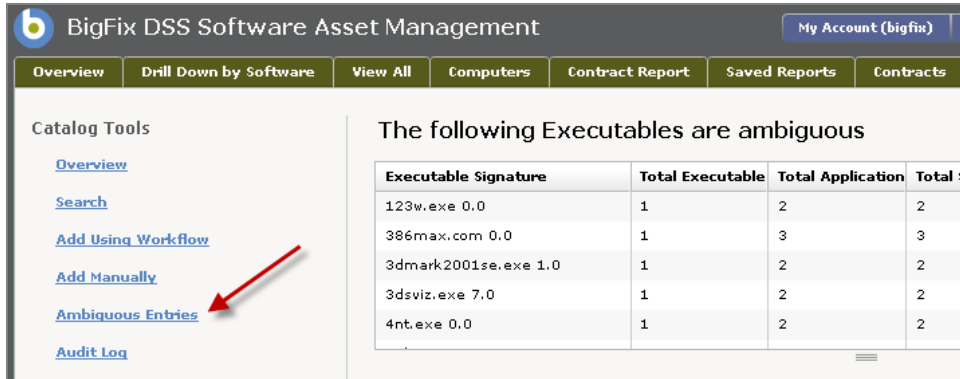
The [Add Using Workflow](#) feature allows you to add content to your Software Catalog using a series of screens in a workflow. This topic will be covered in more detail in Part 3 of this Guide.



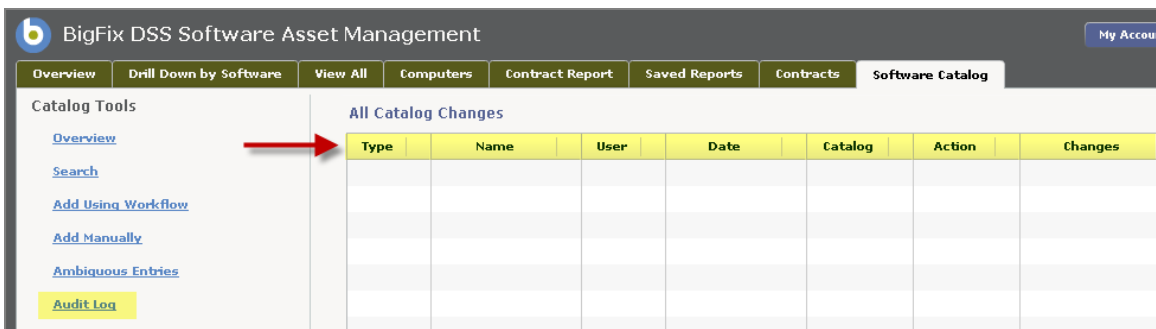
The [Add Manually](#) feature allows you to add all details to a Catalog entry using a single screen.



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*.



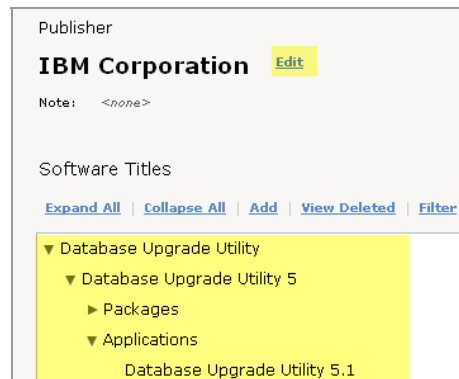
Parts 2 and 3 of this Guide will provide specific details on how to manage and modify your Software Catalog content by using the Catalog Tools.

# How it Works

## Catalog Concepts

### Tree Hierarchy

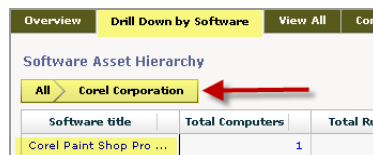
The Software Catalog organizes its content in an information “tree”, the highest level of which is the software publisher. The Catalog then sorts all information for a particular publisher under Software Title, Software Title Version, Package or Application, and Executable.



### Flow Down

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

1. The hierarchy or structure of the Catalog defines the relationships between publishers, titles, versions, packages, applications, and executables. This hierarchy is visible 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 version 1.2.2 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 has two possible methods for 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

This means 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 software. However, if the executable file is “ambiguous” and resembles another file in the system, then the second factor (i.e. 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. In this case, the package data is referred to as 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 1.2.2, you will be using your Software Catalog to perform two primary tasks:

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

### What is a Package?

A Package is an artifact collected from computers, such as 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 by clicking the *Ambiguous Entries* link under Catalog Tools.



Start by locating an executable in the list. Then when you click on an entry, the Visualization Tool will display a graphic view of the executable and its related hierarchy of data (application, software title version, title, and publisher) in the Software Catalog. To add package data, click the *Edit Packages* link in the Software Title Version box, as shown below.

The following Executables are ambiguous 542 Rows  limit to discovered executables

Executable Signature	Total Executables	Total Applications	Total Software Title V	Total Software Title	Software Title Version Names
audrack.exe 0.0	1	3	3	3	AudioRack 1.09, AudioRack 2.08, Audi...
audwiz.exe 4.2	1	2	2	2	AuditWizard 4.2, AuditWizard for SQL...
averywiz.exe 1110.210	1	2	2	2	Avery Wizard 2.1, Avery Wizard for Mic...

The diagram shows a hierarchy starting from an Executable (audwiz.exe 4.2) which branches into two Applications (AuditWizard for SQL Server 4.2 and AuditWizard 4.2). Each Application connects to a Software Title Version (AuditWizard for SQL Server 4.2 and AuditWizard 4.2). These Software Title Versions connect to Software Titles (AuditWizard for SQL Server and AuditWizard). Finally, all Software Titles connect to a single Publisher (Layton Technology Inc.). A 'Tools' panel with 'Drag', 'Select', '+', and 'Reset' buttons is also visible. Red arrows point to the 'Edit Packages' button in the Software Title Version boxes.

This will bring up a Packages window. Enter your new package data, and click *Add*. To locate an unmapped package in your inventory, click *Discover Unmapped Packages* and search for the package in the available list.

Packages

Software Title Version: AuditWizard for SQL Server 4.2

Add Packages:

(you can specify multiple packages using a newline separator)

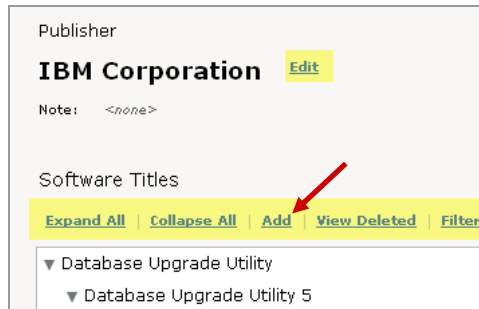
  

Unmapped Packages

Filter:

- Cake Shop (remove only) -
- Meeting Manager for Mozilla Firefox/Netscape Na
- PayClock E2 Ver 3.152 -

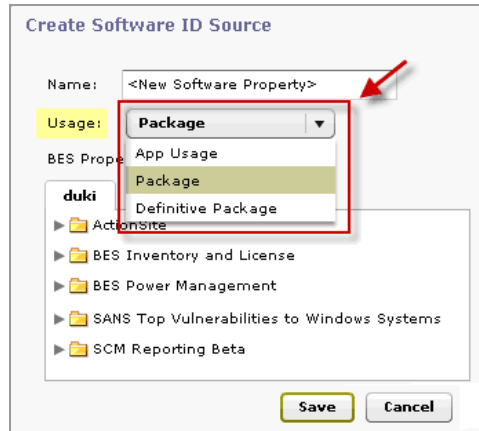
You can also add packages to your Software Catalog from within a Publisher by selecting the *Add* button.



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 enables DSS SAM to detect 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 active BigFix analysis on your BES server. To create a *definitive package* in DSS SAM, click on *Software ID Sources* in the Control Panel, and click the “+” sign. This will allow you to add a BES Property that will produce the data you need in DSS SAM to identify the software product. In the *Create Software ID Source* window, click the Usage dropdown menu and select *Definitive Package* to make that package property a “definitive package”. Then click *Save*.



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 process 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. For example, if one of the items in this data stream is *Adobe Photoshop CS3.app – 10.0.1*, add **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 in the Catalog. To locate an application within Microsoft Office, go to the *Top 10 Publishers* box on the Catalog Overview page and click on Microsoft. This will display all Microsoft titles currently contained in your Catalog. Since this list will be extensive, you may use the Filter feature to quickly find the exact title you need.

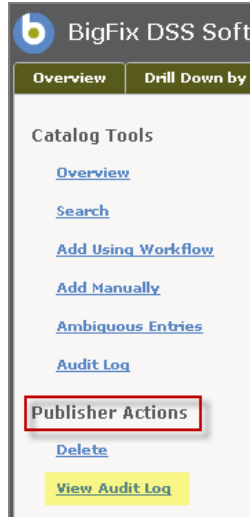


Clicking on the *Filter* link brings up a dialog box in which you will type your filter criteria. To find Microsoft Office, type the word *Office* in the filter dialog box. This will display only Catalog entries containing the word *Office*.



## View Audit Log

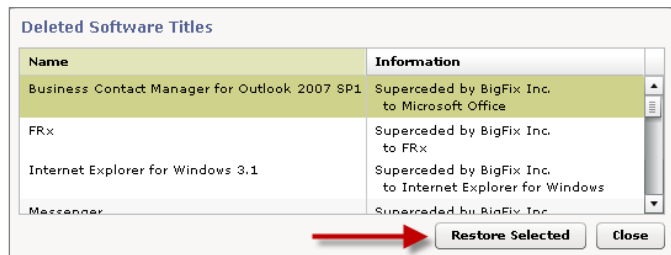
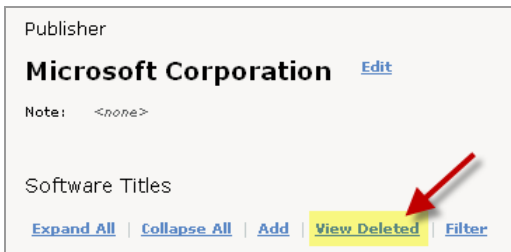
The *View Audit Log* link is available from within any Publisher menu.



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 that 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 window 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 your Catalog with no package strings to differentiate the products. You can see which products are affected, and you can use the “*limit to discovered executables*” checkbox to focus the list to only *ambiguous* executables in your environment.

BigFix DSS Software Asset Management

Overview | Drill Down by Software | View All | Computers | Contract Report | Saved Reports | Contracts | Software Catalog

Catalog Tools

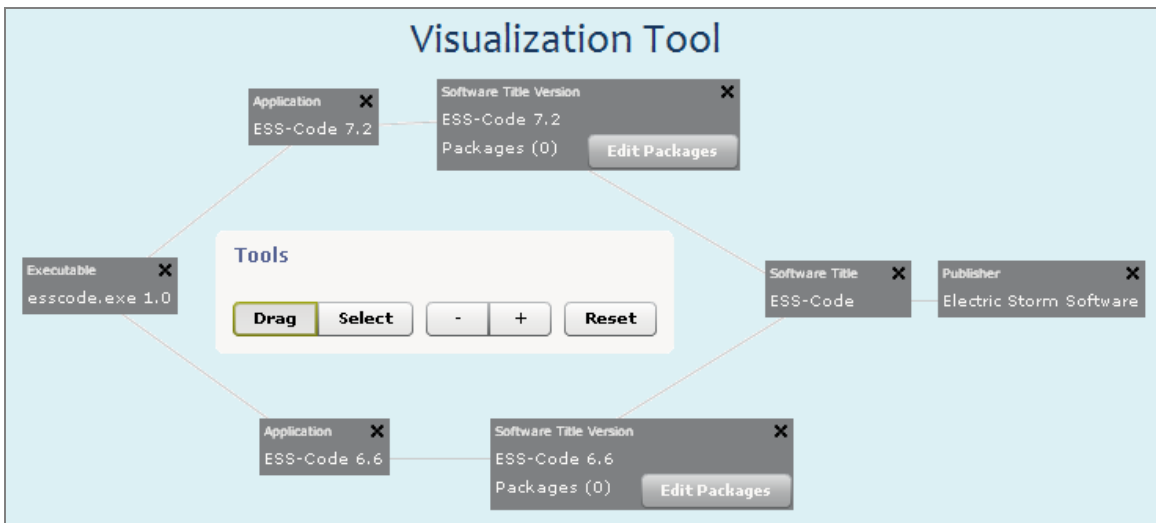
- Overview
- Search
- Add Using Workflow
- Add Manually
- Ambiguous Entries

The following Executables are ambiguous

limit to discovered executables

Executable Signature	Total Executables	Total Applications	Total Software Title Versions	Total Software Title Version
123w.exe 0.0	1	2	2	2
386max.com 0.0	1	3	3	3
3dmark2001se.exe 1.0	1	2	2	2
3dsviz.exe 7.0	1	2	2	1
4nt.exe 0.0	1	2	2	2

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.



# 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. For importing, click *Import Options* in the Control Panel. Select the *Reset All Import Sequences* check box and click *Run*.

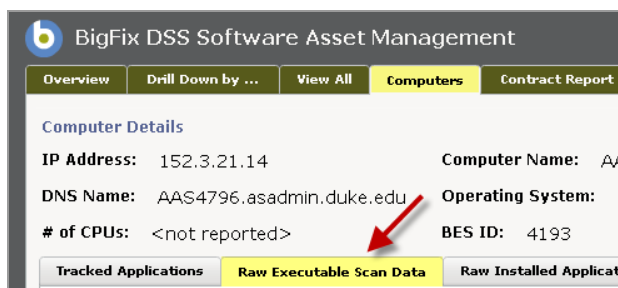
**Note:** To run a full import, you must have Administrator privileges in DSS SAM.

## Add and Delete Catalog Entries

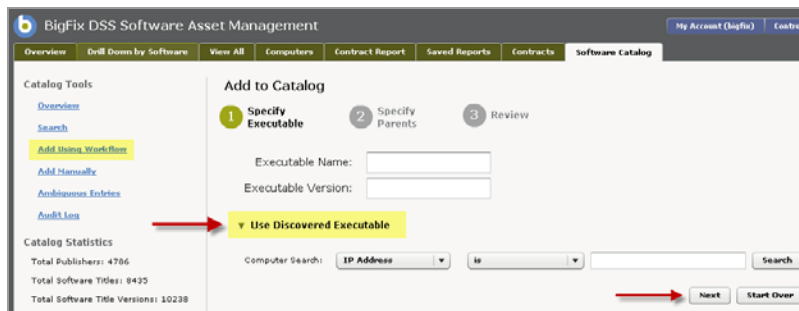
There are two basic methods for adding software content to your catalog. A “top down” approach includes a methodology for starting at the top of the catalog content hierarchy. For example, start with the software publisher, then drill down through the applicable software title, version, package or application,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

You may also use the *Add* link on the left sidebar of the Software Catalog to 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 the *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 Using Workflow* under Catalog Tools, click *Use Discovered Executables*, locate the executable, and click *Next*.

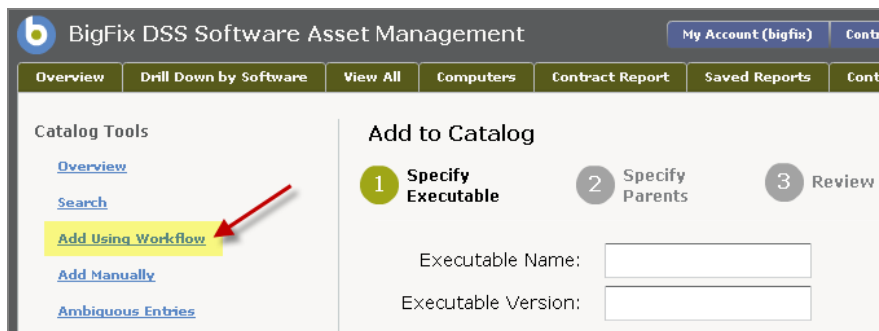


The sections below will highlight the manual “top down” approach. The second method involves the [Visualization Tool](#), which is referenced in more detail on page 25 of this guide.

**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 Using Workflow* 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 434 Results

IP Address	Computer Name	DNS Name	Operating System
10.254.254.253...	HUD226-04	hud226-04.win.duke.edu	WinXP 5.1.2600
192.168.1.101	AAS2848	aas2848.asadmin.duke.edu	WinXP 5.1.2600
192.168.1.105	MEASLAB04	measlab04.win.duke.edu	WinXP 5.1.2600
192.168.19.1...	CDSS1239	CDSS1239	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.

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:

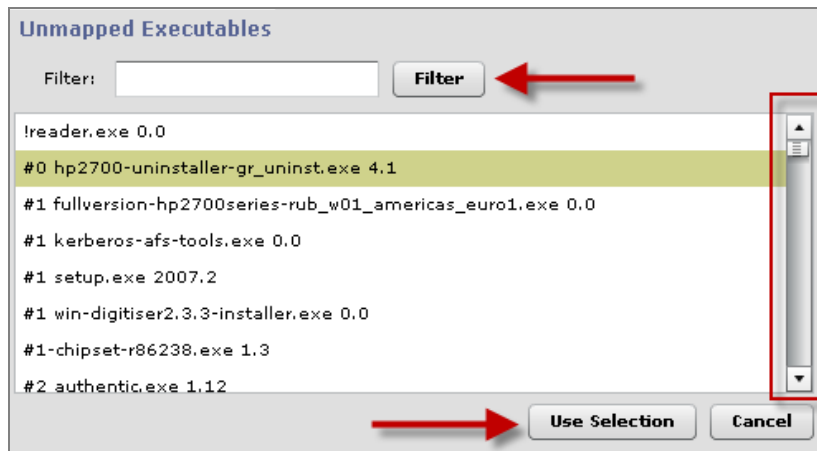
(you can specify multiple packages using a newline separator)

Application:

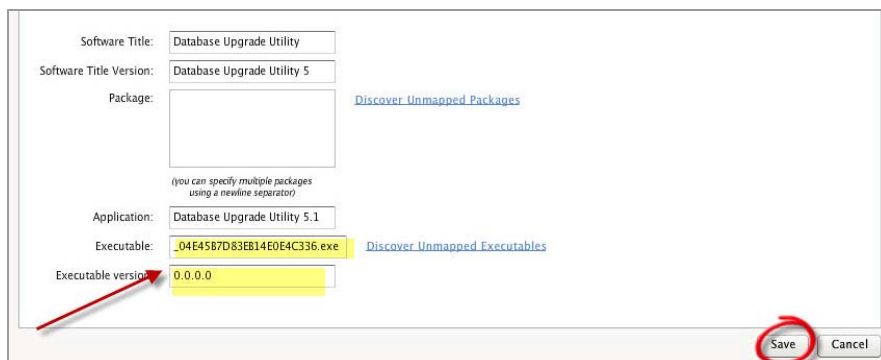
Executable:

Executable version:

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 either the Package or 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, you will drill down to the location in the Catalog hierarchy where you want to add the new artifact.

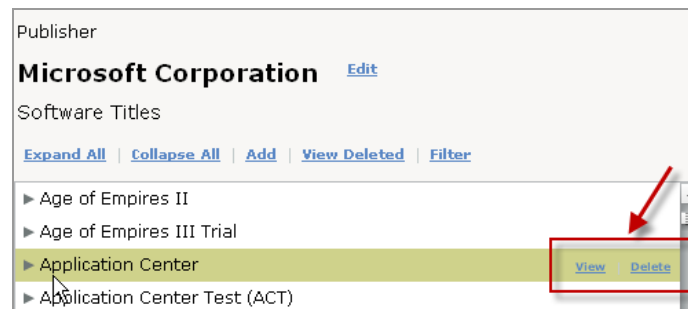
### Delete a Publisher

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.

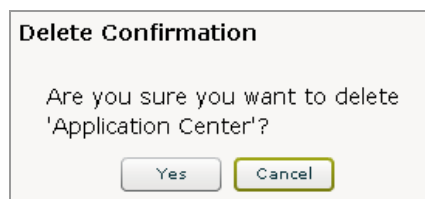


## Delete a Software Title

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*.

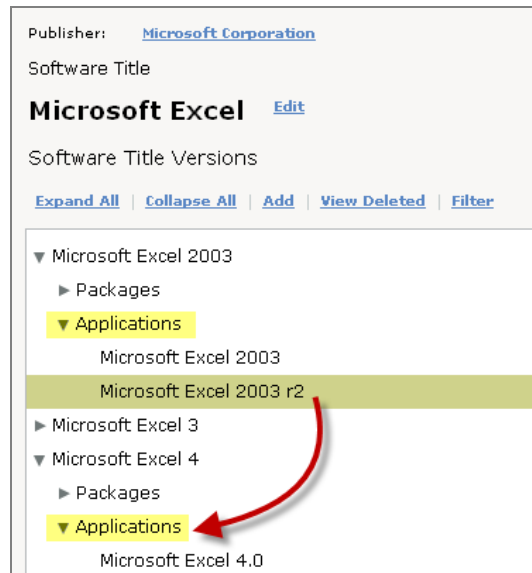
## Modify Existing Catalog Entries

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.

**Note:** You can only move or copy entries from one location to another if the new location is in the same hierarchal level as the old location.

Copying, linking, and moving software titles, versions, and applications allows you to alter the Drill Down By Software reports to meet your own needs for custom reports. When you alter the hierarchy in the Catalog, you are altering the drill down views in the reports. Copying, linking, and moving entries also allows you to create the application version groups you may need, so that your DSS SAM contracts match your vendor’s license terms.

For example, if you own licenses for Microsoft Excel that entitle you to *Microsoft Excel 4* and *Microsoft Excel 2003 r2*, drag-and-drop to copy the *Microsoft Excel 2003 r2* application from software title version *Microsoft Excel 2003* to software title version *Microsoft Excel 4*.



Once you successfully drag and move the entry into its new location, a dialog box will appear. Select *Copy* and then click *Submit*.


Dragging Application:  
Microsoft Excel 2003 r2

To Applications of:  
Microsoft Excel 4

Operation:

Copy

Link



Now you will see the entry you just copied under the new Applications list:

Publisher: [Microsoft Corporation](#)

Software Title

**Microsoft Excel** [Edit](#)

Software Title Versions

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

- ▼ Microsoft Excel 2003
  - ▶ Packages
  - ▼ Applications
    - Microsoft Excel 2003
    - Microsoft Excel 2003 r2
  - ▶ Microsoft Excel 3
  - ▼ Microsoft Excel 4
    - ▶ Packages
    - ▼ Applications
      - Microsoft Excel 2003 r2
      - Microsoft Excel 4.0



Now if you create a contract for Microsoft Excel 4, you will see your license deltas for the aggregation of all applications under that software title version, including the *Microsoft Excel 2003 r2* that you just added.

**Note:** To select multiple entries, use Control-Click to select specific entries or Shift-Click to select a contiguous block of entries.

## 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

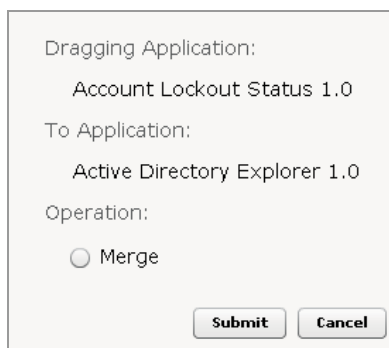
Microsoft Office. The Excel application is available in the Microsoft Office *Standard*, *Home*, and *Professional* versions.

**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*.



### Demote

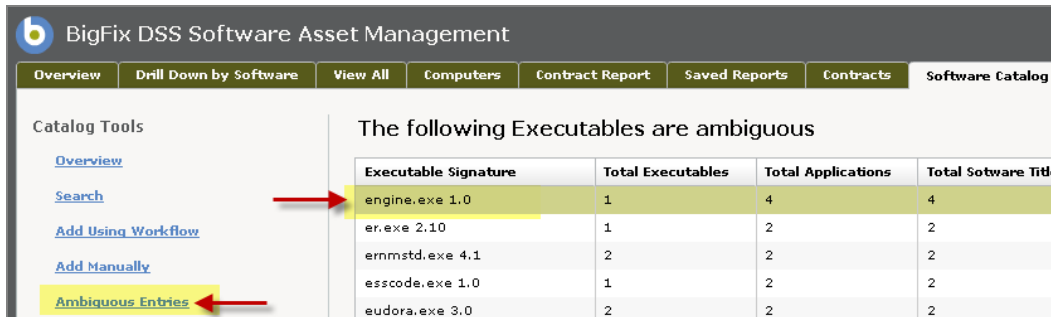
Use the Demote function when you want to change a software *title* into a software title *version*, thereby demoting the software title to a lower part of the Catalog hierarchy. First create a new Software Title Version for the selected Software Title. Then, take all applications and packages from the 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 1.2.2 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. 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.

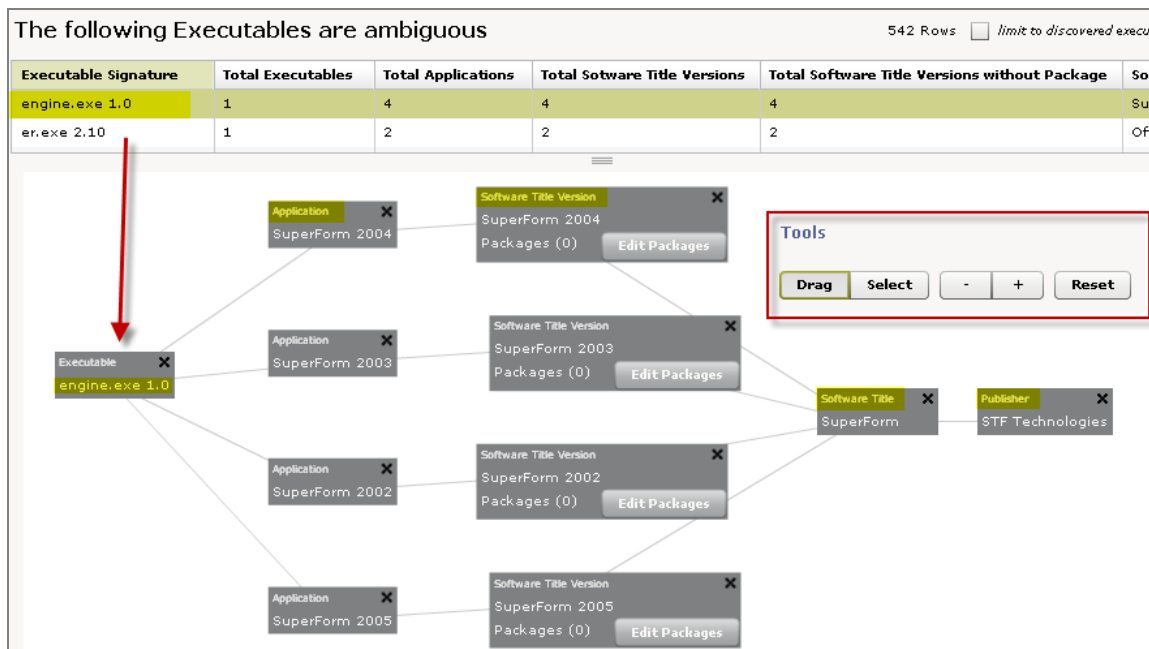
### Using the Visualization Tool

Open DSS SAM and click on the Software Catalog tab. Click on *Ambiguous Entries* listed under Catalog Tools in the left sidebar. Select an executable from the list displayed in the top table



After you click on an executable, the Visualization Tool will graphically display all of the elements of that catalog entry in a lateral view, starting with the executable you selected, along with the related application, software title version, software title, and publisher, as shown below.

**Note:** You may grab and drag the Tools menu within the Visualization Tool to anywhere within the window.



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

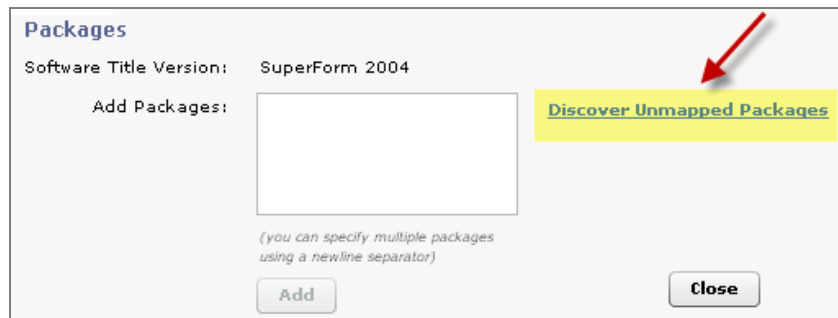
The **Select** view is for merging two entries into one. The **Drag** view is for manipulating and reshaping the items in the current view.

### Add Packages

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



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.

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## 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 1.2.2 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 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 Import Options 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 brief overview to help you quickly get started using DSS SAM.
- [Implementation Guide](#) – A general pre- or post-purchase guide on Software Asset Management concepts, best practices, strategies, and ROI metrics.
- [Release Notes](#) – A listing of the current Known Issues including descriptions and workarounds, as well as Resolved Issues, Software Catalog Content Updates, 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](mailto:enterprisesupport@bigfix.com)