



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

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End User QuickStart

Version 1.1.2

November, 2009

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All inquiries regarding the foregoing should be addressed to:

BigFix, Inc.  
1480 64th Street, Suite 200  
Emeryville, California 94608

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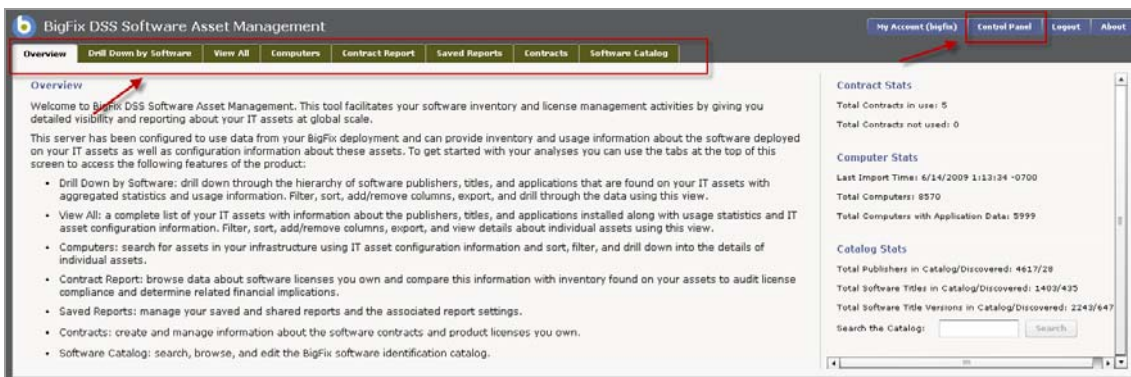
# Use it in 8 Steps

DSS SAM is designed to operate from a standard web browser. Log onto the URL for DSS SAM as specified by your system administrator, then enter your username and password. This will display the main DSS SAM application GUI.

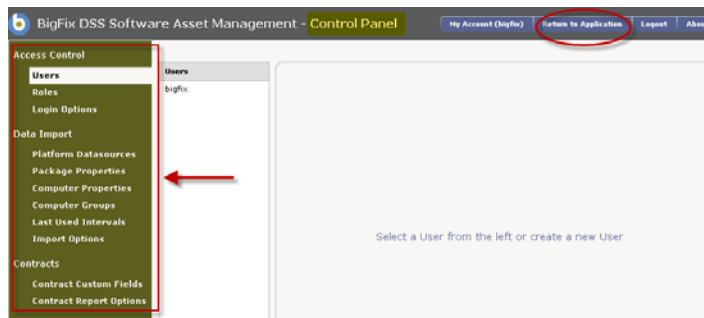
## 1. Review the GUI

First, read through the content on the *Overview* tab from the DSS SAM main screen. Click on the other tabs across the top to get familiar with their content: *Drill Down by Software*, *View All*, *Computers*, *Contract Report*, *Saved Reports*, *Contracts*, and *Software Catalog*.

**Note:** The tabs are limited by your user role(s). Control Panel is not visible for all roles.

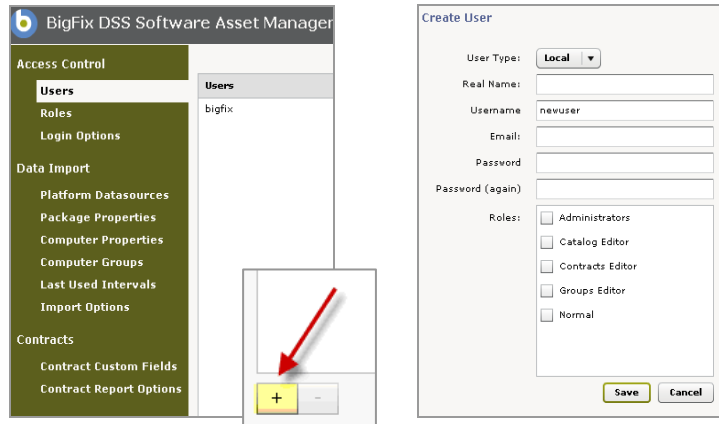


Click on the *Control Panel* button on the top right of the main menu. Read through the contents of the menu on the left side of your screen, then click the *Return to Application* button to return to the main screen.

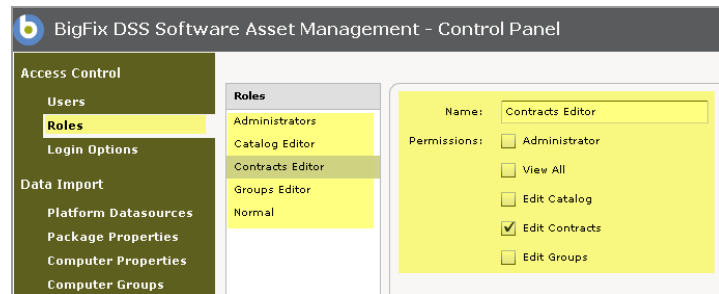


## 2. Set Up Users

Click on the *Control Panel* and select *Users* under *Access Control*. View your current list of users, or click the “+” sign at the bottom of your screen to add new users. Click *Save* after adding or editing each user.



To view, edit, or add user roles, click on Roles under *Access Control* and view the roles pre-populated in your system. For each role, review the list of accompanying permissions and check the applicable boxes to assign permissions to each role.



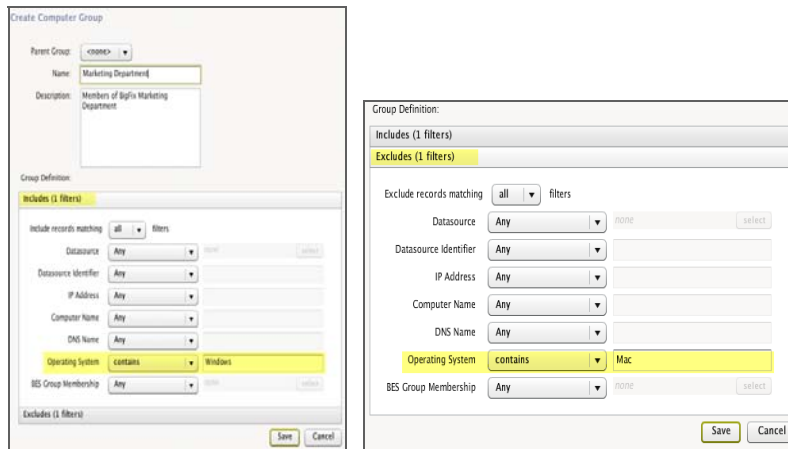
### 3. Set Up Computer Groups

Computer Groups can be useful for sorting and filtering inventory reports. They can also be used with Contracts to associate the *Contract* to specific computers. Click on the Control Panel and select Computer Groups under *Data Import* to view computer groups you have previously created. To create a new group, click the “+” sign at the bottom of the screen.



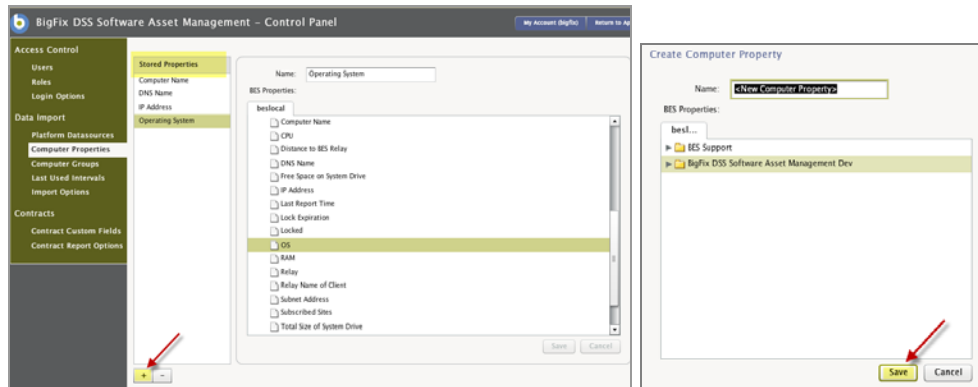
In the Create Computer Group box, enter the name of the group and use the Group Definition menus to create filters for your group parameters. If there are additional computer attributes you'd like to use for group parameters, you may add more by adding additional Computer Properties.

Click **Save**. After you've created your new group, view it in the Stored Groups list. You may drag one group into another to make it a “child” or subgroup of that group. Note that you may need to run an **Import** to refresh the required attributes before the new groups become available in the DSS SAM components.



## 4. Set Up Computer Properties

Use the **Computer Properties** feature to configure the information DSS SAM will display about the computers in your network. Click the **Control Panel**, then select **Computer Properties** under the **Data Import** menu. View the list of stored properties and the corresponding BES properties displayed on the right side of your screen.

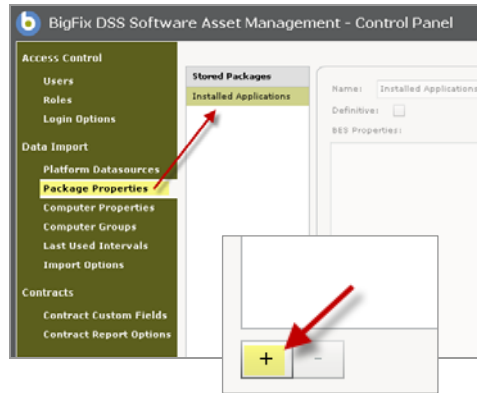


Use the “+” sign to add properties. The computer properties available on the BigFix platform server(s) you have defined as Platform Datasources will appear. Open folders by clicking the arrow on the left. Select a property and edit the name that will appear in the DSS SAM views, if necessary.

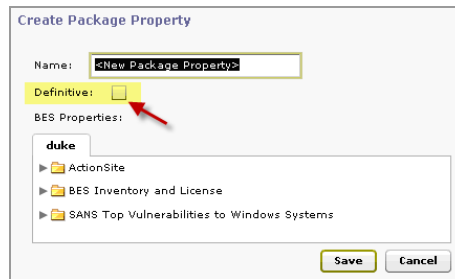
## 5. Set up Package Properties

Package Properties are BigFix analysis properties that will be used for software recognition and are correlated to your Software Catalog. A Package is an artifact collected from computers, such as uninstall strings from the Windows registry. Package data can come from any BigFix analysis.

The role of software *regular* packages (as opposed to *definitive*) is to serve as a tie breaker to help distinguish between two executables that look alike. For “ambiguous” software title versions (such as Microsoft Word available as a standalone product and also bundled with Microsoft Office), you can custom-create or add packages from your systems. Click *Package Properties* from the Control Panel and click the “+” sign at the bottom of the page.



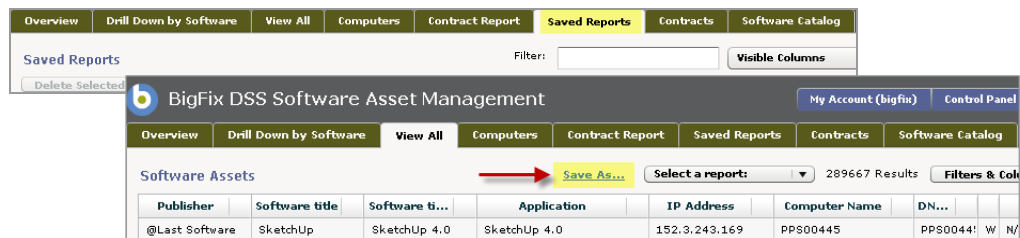
This displays a Create Package Property screen, where you can custom create a property for software recognition in your Catalog. Add a property name and click Save. You may also click the Definitive button to set this property as a “definitive property”. To read more about Definitive Properties, check the DSS SAM Software Catalog *Editor’s Guide*.



## 6. Reports

### Saved Reports

The new Saved Reports feature allows you to quickly view the exact data you need, while saving the parameters of how your information is displayed. Click the Saved Reports tab at the top of your screen to see a list of your saved reports. If you do not yet have any saved reports, you can create a Saved Report through the *Save As* button that appears on all of the tabs in DSS SAM. In the *Save As* dialog, you can select an existing report name to change or you can type in a new name.

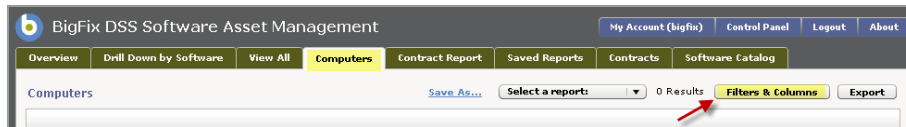


All Saved Reports will be accessible in one location, so you can find whatever report you want without clicking through the tabs. Some instances for using a Saved Report setting can include:

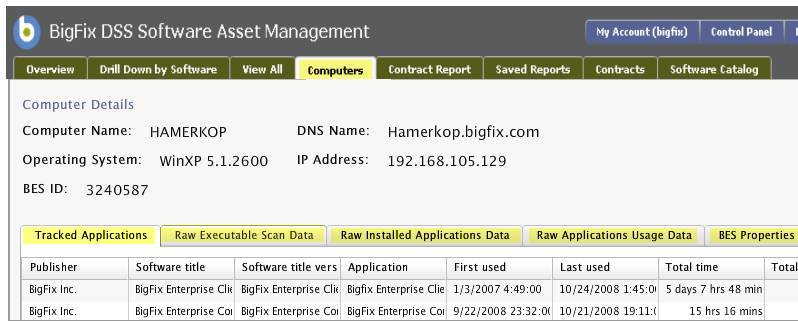
- Create a saved report by specifying all the filters to reuse in the future.
- When navigating through the application, you may find a report that would be useful – this feature allows you to save that current “view” as a Saved Report. The next time you need to view that data, your view-settings are saved in that report.
- Share saved reports with other DSS SAM users by clicking the Share checkbox on the report options on the Saved Reports tab.
- Email Saved Reports settings for even more automation.

## Track Computers

Use the *Computers* tab in the DSS SAM main menu to search for assets in your infrastructure, and use the *Filters & Columns* feature to customize how your data will display.

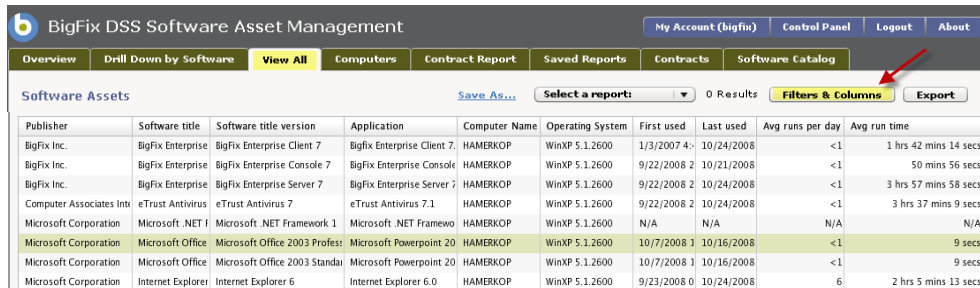


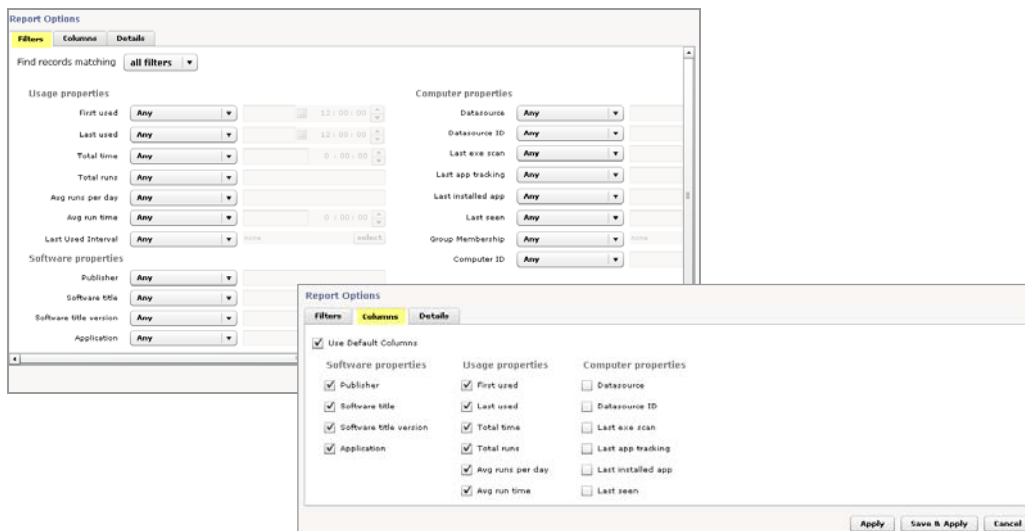
Click on a computer displayed in the list to view tracked applications, raw data, and properties.



## Track Software

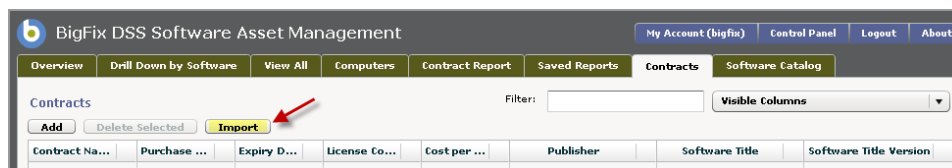
Click the *View All* tab in the DSS SAM main menu to view a complete list of your IT assets, along with usage statistics and asset configuration information. Click the *Filters & Columns* button to customize the information you need about your assets and how you want it to display.





## Import Contract Reports

For general information about contracts in DSS SAM, see the *DSS SAM User's Guide* and the *Software Catalog Editor's Guide* for details. In DSS SAM version 1.1.2, you are now able to import contract reports from an external .CSV file. To do this, initiate the import by clicking the Import button on the Contracts tab primary screen.



Click the Contract Report tab to browse data on your software licenses. Compare this data with your asset inventory to audit license compliance agreements.



## View Contract Reports

The primary function of your SAM deployment is to generate the reports you will use to meet regulatory and compliance obligations and to help you monitor and manage your software expenditures. Ultimately, it is the reporting that will save your enterprise money and elevate your compliance standing.

Now that you've created a licensing contract in the previous step, click the *Contract Report* tab to browse data on your software licenses. Compare this data with your asset inventory to audit license compliance agreements.

Publisher	Software title	Software title version	Active Contracts	Inventory	Licensed Computers	Unlicensed Computers	Cost Delta
Adobe Systems	Adobe Photoshop	Photoshop 7	1	100	0	0	

## 7. Drill Down by Software

Click the *Drill Down by Software* tab on the DSS SAM main page and view the title menus. Click on one of the selected publishers, and use the drill down method to gather more detailed information about your software assets.

Publisher	Total Computers	Total Runs	Total Time	Average Runs per Day	Average Run time	Used 1 week ago	Used 2 weeks ago	Used 3 weeks ago
BigFix Inc.	1	121	1 wks 3 days 14 hrs	<1	2 hrs 10 mins 23 secs	0	0	0
Computer Associates Internation...	1	28	4 days 5 hrs 20 mins	<1	3 hrs 37 mins 9 secs	0	1	1

Publisher	Total Computers	Total Runs	Total Time	Average Runs per Day	Average Run time	Used 1 week ago	Used 2 weeks ago	Used 3 weeks ago
BigFix Inc.	1	121	1 wks 3 days 14 hrs	<1	2 hrs 10 mins 23 secs	0	0	0
Computer Associates Internation...	1	28	4 days 5 hrs 20 mins	<1	3 hrs 37 mins 9 secs	0	1	1
Microsoft Corporation	1	2,284	22 wks 4 days	6	1 hrs 41 mins 9 secs	0	0	0

Software title	Total Computers	Total Runs	Total Time	Average Runs per Day	Average Run time	Used 1 week ago	Used 2 weeks ago	Used 3 weeks ago
eTrust Antivirus	1	28	4 days 5 hrs 20 mins	<1	3 hrs 37 mins 9 secs	0	0	0

Application	Total Computers	Total Runs	Total Time	Average Runs per Day	Average Run time	Used 1 week ago	Used 2 weeks ago	Used 3 weeks ago
eTrust Antivirus 7	1	28	4 days 5 hrs 20 mins	<1	3 hrs 37 mins 9 secs	0	0	0

## 8. Export

The *Export* button is located on the top right of the *Drill Down by Software*, *View all*, *Computers*, and *Contract Reports* tabs. Export the information on your screen to either CSV or PDF format.

Computer Name	DNS Name	Operating System
CDSS0878	CDSS0878	WinXP 5.1.2600

**Export Options**

Choose export format:  CSV  PDF

## Support

BigFix offers a suite of support options to help optimize your user-experience:

- 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)