BIGFIX

Decision Support System
Software Asset Management (SAM)

Release Notes

Version 1.2.2

April, 2010

Contents

Product Overview

The BigFix Decision Support System Software Asset Management (DSS SAM) application is a comprehensive tool used to identify under-utilized software, track software usage patterns and trends, and detect over-used software licenses to maintain compliance with license agreements.

Product documentation for DSS SAM 1.2.2 includes an *Installation and Configuration Guide, Software Catalog Editor's Guide, User's Guide, End User QuickStart, Implementation Guide,* and *Release Notes.* Electronic versions of these resources are available in PDF format on the documentation page of the BigFix website.

To purchase or download product updates, first check the BigFix website to determine if an upgrade is available. Go to www.bigfix.com and click on the *Products* link.

System Requirements

- The DSS SAM application must be installed on a Microsoft Windows 2003 Server (32-bit or 64-bit) or a Microsoft Windows 2008 server (32-bit or 64-bit). This will be your target application server.
- BigFix Server version 7 must be available in your environment. The BigFix DSS SAM application may be installed on the same server, or on a separate server.
- SQL Server 2005 or 2008 (32-bit or 64-bit) with TCP/IP must be available in your environment. This server may be on the same computer as the DSS SAM application or on a separate server. You may use the same database server used for the BigFix Server, or a separate database server, depending on the size of your deployment and available hardware resources. This version of DSS SAM supports all editions of SQL Server 2005 and 2008.
- SQL Server Browser is needed if you are using a named instance rather than the default instance of SQL Server. It is also needed by the Configurator to enumerate named instances in the server's combo box on the SQL credentials panel.

SQL Server Required Components

Component	Required by DSS SAM
SQL Server 2005 or 2008	Yes
SQL Server Active Directory	No
SQL Server Agent	No
SQL Server Browser	Yes
SQL Server Full Text Search	No
SQL Server VSS Writer	No

- Users and Administrators of the DSS SAM application must use Internet Explorer version 7 or FireFox version 3 (or later versions) and Adobe Flash version 10 (or later) to access the application. Your browser needs to have cookies enabled in order to run the application properly.
- To generate PDF format reports (in addition to CSV), you must have the Java JDK version 1.4 or higher (Java Development Toolkit) on your DSS SAM Server. (Note: This is different than Java Runtime Environment.) Access Java JDK from Sun's website: http://www.sun.com/download/index.jsp or http://java.sun.com/javase/downloads/index.jsp to download the latest JDK. If JDK is not installed, all DSS exports will use the CSV output rather than PDF. For specific installation instructions, go to the BigFix Knowledge Base.

User Accounts and Access Recommendations

During installation and configuration, you will be asked for usernames and passwords. Each stage of the installation (which installs different components) may require a user with different permissions. Use the table below to determine which username to use according to your stage of the installation process:

Stage 1 – Subscribe to the Content Site
Stage 2 – Install the DSS SAM application
Stage 3 – Configure the services that run the software
Stage 4 – Configure the connection from the DSS SAM application to the databases

	Stage	Account Requirements	Type
1.	Subscribe to DSS SAM Content Site	BES Operator login with permissions to subscribe to content sites	BES Operator
2.	Install DSS SAM	Administrator for the O/S where you're installing DSS SAM ***Note:** A non-administrator may be able to run the Configurator, but this may result in an error.	Domain or local
3.	Configure the services that run DSS SAM and connect to the databases	Service account with db_datareader permissions on BES DB and read permission to the BigFix server upload manager directory	Domain
4.	Create the DSS SAM databases	Specify using the service account with Administrator permissions on the database server, or User with SQL Authentication with Administrator permissions on database server	Domain SQL

For additional guidance on user accounts and access, check the [Knowledge Base](#) on the BigFix support site.

Deployment Sizing Requirements

The DSS SAM application is designed to run in a variety of deployment configurations, depending on the size and architecture of your system and how you intend to use the application. Sizing requirements and hardware specifications will vary according to your configuration. Consider the following factors to ensure the correct component processing speed, RAM, and disk space to accommodate your BigFix Client capacity:

- The number of users accessing the DSS SAM application will determine how much processing power and RAM your server must have.
- The number of BigFix Clients will determine the amount of disk space required for files and for the database server.

Note: If you are using SQL Server Express Edition, see the Microsoft website for size limitations.

For a two-computer server configuration, 1MB per BigFix Client should be allocated on the BigFix Server split between files and the database, and 1-2MB per BigFix Client on the DSS SAM application system, also split between files and database.

For example, 10,000 BigFix Clients would require 10GB of free space on the BigFix Server, and 10-20GB free space on the DSS SAM application machine. This scenario would require the BigFix Server database to be on the same machine as the DSS SAM application. For sizing requirements on other deployment configurations, see the Appendix.

Hardware Specifications

The values listed below are recommended hardware specifications that will provide optimum performance for similar sized deployments of the DSS SAM application. If your deployment will include over 20 DSS SAM application users, consider augmenting your hardware specifications to the next higher scale, or contact BigFix Technical Support for assistance with hardware selection.
For best performance, consider the following recommendations:

Deployment Size	CPU	Memory	Hard Disks
< 250	2-3 GHz	1 GB	Standard HD
1,000	2-3 GHz - 2 Cores	2 GB	1 RAID Array (RAID 10, 5)
10,000	2-3 GHz - 2-4 Cores	4 GB	1-2 RAID Arrays (RAID 10)
50,000	2-3 GHz - 4 Cores	8 GB	2 RAID Arrays (RAID 10)
100,000	2-3 GHz - 4-8 Cores	12 GB	3 RAID Arrays (RAID 10)
> 200,000	2-3+ GHz - 8-16 Cores	16+ GB	3-4 RAID Arrays (RAID 10)

RAID arrays must support use of the disk cache for both reading and writing. The disk cache should be set to 50/50 read write.

Resolved Issues

The following table highlights Known Issues that have been **resolved** in DSS SAM version 1.2.2:

Issue	Category	Description	Resolution
33817	Import	Application usage data did not properly import when certain invalid characters appeared in the raw data.	The import process is now more tolerant to invalid characters.
32630	Import	Need more information in the import log about computers with malformed inventory data.	Additional information has been added to help identify and locate computers that have malformed inventory data.
34159	Software ID Properties	It was not possible to modify or delete properties used for software identification.	DSS SAM Administrators may now modify or delete the default properties used for software ID. This is useful if you would like to use a custom-installed applications analysis or custom application usage analysis.
34533	Import	The import process logs may include erroneous information about malformed data in raw inventory.	Spurious warnings in import about malformed data in executable scan files are now suppressed.

Known Issues

Please review the contents of the list of **Known Issues** below prior to contacting BigFix Support or reporting new issues.

Issue #	Category	Description of Known Issue	Workaround
19761	BigFix Server	Executable inventory does not aggregate to a single parent server in a BigFix DSA (Distributed Server Architecture) configuration, nor does the data replicate across all DSA servers, so inventory will be incomplete when using DSS SAM in an environment with DSA.	Configure DSA so that all computers report to a single root server rather than reporting dynamically to the various DSA servers. The implication is that although the BigFix database will replicate across DSA servers, the clients will not load balance across multiple root servers. Alternatively, you can contact BigFix for assistance with replicating the inventory data to a centralized location for DSS SAM.
22469	Import	If an import is interrupted, the application will continue to allow users to log in even though there may be inaccurate data due to the incomplete import.	Re-run the import and let it complete.
28761	UI	Computer Details: For executables designated as 'ambiguous', the 'Add' link appears even though it is already there.	Be sure to use the Ambiguous Entries tool to ensure your Catalog meets your expectations.
21675	Export	PDF becomes unreadable with larger number of columns.	Use landscape view for the export to fit more columns. Ensure that the number of columns in view is not excessive.
22897	Installer	Selecting a valid database server from drop down list on the Database Settings screen during installation will sometimes fail.	Ensure that the database server name and database name (if using a named instance) is correct. You may have to manually enter the name if it does not appear correctly in the dropdown list.
23281	Import	When deleting a datasource and then re-adding the same datasource, any existing custom retrieved properties lose their way.	After deleting a datasource, you should remove all custom retrieved properties. You may re-add them after re-adding the datasource, and then run an import to re-populate the data.

27947, 27729	Catalog	It is possible to add an entry in the Catalog that is a duplicate of other entries.	Before adding to the Catalog, search for the item that you want to add to make sure it does not already exist. You may use the Ambiguous Entries tool to ensure your new items have not created any duplication.
28361	Configurator	During installation, certain configurations may result in the following error: "An error occurred connecting to the SQL server utility using TCP/IP. Ensure TCP/IP is enabled for the server." This may be an erroneous message.	First ensure that TCP/IP is enabled for your SQL server. Also ensure that you are using the SQL server port number for the server you are connecting to using the following convention: "Server name,port number".
28599	Catalog	If you use the Add link to initiate the Add to Catalog workflow from the Computer Detail page, the Add link will persist until the next import.	Manually run an import, or wait until the next scheduled import. Then the Add link will change to reflect the newly-added Catalog entry.
19893	UI	On the Computer detail screen, properties with multiple values on the "BES Properties" tab only display the first value.	You may add the desired properties as Computer Properties in DSS SAM for better usability, or you may use the BES Console to access this data.
20592	Import	If two datasources point to redundant DSA servers, the inventory will be redundant.	If you have multiple datasources, you should ensure that they are not replicated DSA servers.
21119	Installer	SSL certificates are properly used when configuring DSS SAM to run in https mode, but the configuration process does not validate that the SSL certificate is valid during the install.	Ensure that you have a valid SSL certificate before you use it for the DSS SAM configuration. If you install using an invalid certificate, your DSS SAM server may not run properly. In this case, please check the BigFix Knowledge Base for information or contact BigFix Support.
21215	Installer	Configuration wizard UI appears to be unresponsive during scripted actions, but it continues to install.	
22049	Java/JDK	Without Java on the DSS server, PDF export will not be available to end users and there is no warning.	Install JDK on the DSS server and restart all your BigFix DSS services. Please check the BigFix Knowledge Base for information or contact BigFix Support for more information.
23362	UI	Deleting BES group does not delete it from existing listings in DSS SAM Computer Group.	Delete removed BES groups from DSS SAM UI.

27156	DSS SAM Server	If you already have Ruby on Rails installed on your DSS SAM server when you install DSS SAM, DSS SAM may install correctly, but fail to run.	You may need to edit Windows Environment Variables to direct the DSS SAM Ruby code to the correct Ruby executables and libraries.
26418	Import	Changes to Computer Groups don't show in Filters & Columns right away.	Need to run Import.
27145	UI	Some browsers may cache the Filters & Columns dialog, so after you add a Computer Property you need to refresh the screen or logout/login before that property appears in the dialog.	Refresh your browser screen or logout and login.
26929	Installer	Installer displays the "Show the Windows Installer log" checkbox, but it is not functional.	
28762	Import	When only one datasource is configured and that datasource is deleted, data is not erased from the Drill Down by Software tab.	The data will be replaced after you add a new datasource and run an import.
32047	Scan directory	The datasource test button might show "success" when the exe scan directory is pointed to the wrong path.	Be sure that the directory you specify is the location of the exe scan files
31962	Apache service	When upgrading DSS SAM on Windows 2008, you will see a warning message that will restart Apache.	Ignore the warning.
31618	Import	The Contract Import process cannot process 2-digit years in the 21st century.	Be sure to use four-digit years for imports.
31603	Installer	If you cancel the installation before it completes, you may be left with a partial install.	Re-running the installer to its completion may rectify this issue.
31029	Import	Hitting "next" before resolving unmatched software titles during contract import will cause an error.	Go back and resolve the match before hitting *Next.*
29627	Database server	There is no size limit on the BF_InventoryLog.ldf.	See the Upgrading section of the DSS SAM *Installation and Configuration Guide* for specific information.
28632	Computer Properties	Some analysis properties show "Inactive" in the *Create Computer Properties* form, but they show active in the BES Console. When using them in DSS SAM, the data will be available in DSS SAM.	There is no need to work around this UI issue – your data will be in tact.
27678	Catalog	The Software Catalog editing UI does not consistently prevent you from creating duplicate entries in the Catalog. Creating duplicate entries will likely result in software recognition	Avoid creating duplicate applications entries anywhere in the Catalog. To determine if you have ambiguous entries,

		ambiguity and inconsistent inventory reports.	use the Ambiguous Entries tool to find and reconcile them.
23562	Contracts	Contracts with a future purchase date should be inactive.	Don't include contracts with a future purchase date in your contract analyses.
27730	Installer	A non-Administrator user is able to run the Configurator, but gets an initialization error in the end of the installation.	A user with Administrative permissions should run the Installer.
34625	Export	The "Total Time" column on Drill Down, View All, and Contract Analysis reports exports to PDF and CSV as "0 secs" even though the correct values appear in the web UI.	If Total Time is required in your exported report, you will have to manually transcribe the values for this column from the web UI to the exported CSV.
34671	Installer	When installing DSS SAM 1.2.2 on Microsoft Windows Server 2008 R2, an erroneous error message may appear stating that DSS SAM is not supported on this version of the OS.	The error is incorrect; Windows Server 2008 R2 is supported. You may click OK and proceed with the install.

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