



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

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Software Catalog Upgrade Guide

February, 2010

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# Overview

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You have just received a new DSS SAM Software Catalog. This upgrade, which includes an entirely new catalog, is packaged as a .zip file and contains everything you need to bring your DSS SAM deployment up-to-date with the most comprehensive list of current software publishers, software titles, and software title versions.

This document includes detailed instructions for the installation of these upgrade components, as well as a list of new publishers and titles that have been added to the Software Catalog.

Installation of your DSS SAM Software Catalog will vary according to a number of factors, such as server bandwidth. For most deployments, it should take less than 5 minutes to update your DSS SAM server.

**Note:** This Software Catalog Upgrade Guide will work with DSS SAM versions 1.1, 1.1.1, and 1.1.2. It is not required for DSS SAM 1.2, which already includes the contents of Catalog 2010-02.

# Upgrade Instructions

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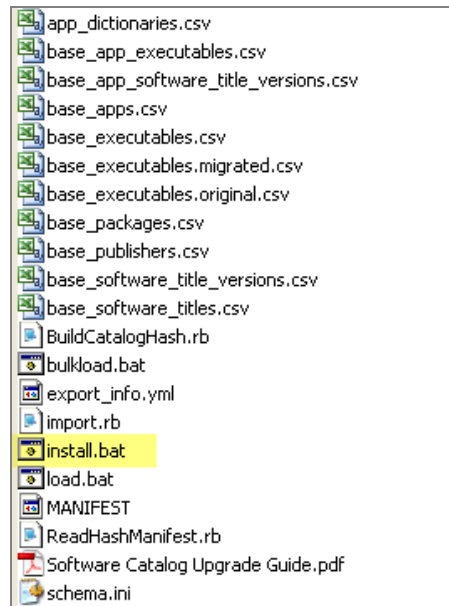
To install the attached DSS SAM Software Catalog .zip file, use the steps outlined below:

1. Log into your DSS SAM Server as the user or service account that you used to install the DSS SAM service. You can also log into the DSS SAM Server as a user with Administrator privileges on the server and on the DSS SAM database.
2. Create a sub-directory within your rails\db directory called **Catalog\_2010-02**.

For example:

`c:\Program Files\BigFix Enterprise\DSS\rails\db\Catalog_2010-02`

3. Extract the catalog package in the .zip file into your new **Catalog\_2010-02** sub-directory. Contents are listed below:



4. From your new **rails\db\Catalog\_2010-02** directory, double-click on **install.bat**. This will install the latest DSS SAM Software Catalog, maintaining any customizations you may have made to your pre-existing Catalog.

In extremely rare circumstances, your customizations and the updates provided in this upgrade package may conflict. To ensure that this upgrade is installed properly in your deployment, use the pre- and post-installation steps below:

#### **Pre-installation:**

Your customizations will always take precedence over any updates in this Catalog upgrade. However, if you would like to take advantage of the BigFix updates in lieu of your customizations, compare the list of additional publishers/titles in this document with your Software Catalog Audit Log.

#### **Post-installation:**

In rare circumstances, a Catalog update could remove or change a software title version without redirecting an existing contract that uses that particular software title version. This contract will still be present, but it will not have a software title version associated with it. In this case, check to ensure that every DSS SAM contract includes a software title version.

To address situations where your Catalog customizations are duplicated by the upgrade package content, check the Ambiguous Entries Visualization Tool to identify any duplicate or redundant entries. The Visualization Tool is accessed from the main DSS SAM Software Catalog menu.

5. After the Software Catalog has been upgraded, the new Catalog will be in effect the next time your inventory is imported into DSS SAM. Click the *Run* button under Import Options in the DSS SAM Control Panel. Alternatively, if you have a scheduled import, it will take effect at that time.

# Software Catalog Content Updates

The table below includes a list of new or changed software products that are included with this upgrade to augment your existing catalog:

Publisher	Title	Version	Application
4D	4d_client	4d_client 2	4d_client 2.0
Abacre Software	Advanced Find and Replace	Advanced Find and Replace 2.2	Advanced Find and Replace 2.2
ACD Systems Ltd.	ACDSee Photo Editor	ACDSee Photo Editor 4	ACDSee Photo Editor 4.0
ACD Systems Ltd.	ACDSee Pro	ACDSee Pro 2	ACDSee Pro 2.0
Acer Inc.	Acer eRecovery Management	Acer eRecovery Management 2	Acer eRecovery Management 2.0
Adobe Systems Incorporated	Acrobat Reader	Acrobat Reader 9	Acrobat Reader 9.2
Adobe Systems Incorporated	Adobe Acrobat	Adobe Acrobat 8 Professional	Acrobat 8.1
Adobe Systems Incorporated	Adobe Acrobat	Adobe Acrobat 8 Standard	Acrobat 8.1
Adobe Systems Incorporated	Adobe Acrobat	Adobe Acrobat 9 Professional	Adobe Acrobat 9.2
Adobe Systems Incorporated	Adobe Acrobat	Adobe Acrobat 9 Professional Extended	Adobe Acrobat 9.2
Adobe Systems Incorporated	Adobe Acrobat	Adobe Acrobat 9 Standard	Adobe Acrobat 9.2
Adobe Systems Incorporated	Adobe Creative Suite	Adobe Creative Suite 3 Design Standard	Adobe Dreamweaver CS3
Adobe Systems Incorporated	Adobe Creative Suite	Adobe Creative Suite 3 Design Standard	Adobe Extension Manager CS3
Adobe Systems Incorporated	Adobe Creative Suite	Adobe Creative Suite 3 Design Standard	Adobe Flash CS3
Adobe Systems Incorporated	Adobe Creative Suite	Adobe Creative Suite 3 Design Standard	Adobe Flash Video Encoder CS3
Adobe Systems Incorporated	Adobe Flash Builder	Adobe Flash Builder 4	Adobe Flash Builder 4
Adobe Systems Incorporated	Adobe Flex Builder	Adobe Flex Builder 3	Adobe Flex Builder 3
Adobe Systems Incorporated	ColdFusion	ColdFusion 3	ColdFusion 3.1
Adobe Systems Incorporated	ColdFusion	ColdFusion 4	ColdFusion 4.5.1
Adobe Systems Incorporated	ColdFusion	ColdFusion 7	ColdFusion 7.0
Adobe Systems Incorporated	Shockwave Player	Shockwave Player 8	Shockwave Player 8.0
Aerials Express	AEView 4	AEView 4 4	AEView 4 4.4

Aerials Express	AEView 4	AEView 4 5	AEView 4 5.2
ALeadSoft.com Inc.	Search Engine Builder Professional	Search Engine Builder Professional 2	Search Engine Builder Professional 2.0
Allscripts-Misys Healthcare Solutions Inc.	Allscripts Homecare Client	Allscripts Homecare Client 5	Allscripts Homecare Client 5.0
Alps Electric Co. Ltd.	Dell Touchpad	Dell Touchpad 7	Dell Touchpad 7.1
Alps Electric Co. Ltd.	Dell Touchpad	Dell Touchpad 7	Dell Touchpad 7.102
Altiris Inc.	Altiris Local Recovery	Altiris Local Recovery 6	Altiris Local Recovery 6.1
Altova Inc.	StyleVision	StyleVision 2005	StyleVision 2005
Amazon.com Inc.	Amazon MP3 Downloader	Amazon MP3 Downloader 1	Amazon MP3 Downloader 1.0
Analog Devices Inc.	SMax4PNP	SMax4PNP 6	SMax4PNP 6
Analog Devices Inc.	SMax4PNP	SMax4PNP 6	SMax4PNP 6.0
Analog Devices Inc.	SoundMAX	SoundMax 5	SoundMax 5.2
Apple Computer Inc.	iPodService Module	iPodService Module 9	iPodService Module 9.0
Apple Computer Inc.	iTunes	iTunes 9	iTunes 9.0
Apple Computer Inc.	Safari	Safari 3	Safari 3
Apple Computer Inc.	Safari	Safari 4	Safari 4.0
ATConsulting LLC	E-Z Audit	E-Z Audit 7	E-Z Audit 7.6
Autodesk Inc.	Autodesk CAD Manager Tools	Autodesk CAD Manager Tools 17	Autodesk CAD Manager Tools 17.2
Autodesk Inc.	Autodesk Impression	Autodesk Impression 1	Autodesk Impression 1.1
Autodesk Inc.	Autodesk Vault Explorer	Autodesk Vault Explorer 2009	Autodesk Vault Explorer 2009
Autodesk Inc.	CAiCE Visual Transportation	CAiCE Visual Transportation 10	CAiCE Visual Transportation 10.0
Autodesk Inc.	Ecotect	Ecotect 5	Ecotect 5.5
Autodesk Inc.	Hurricane	Hurricane 6	Hurricane 6.8
Autolt	Autolt	Autolt 3	Autolt 3
Autolt	Autolt	Autolt 3	Autolt 3.3
Barnes & Noble Inc.	BN eReader	BN eReader 1	BN eReader 1.0
Boingo Wireless Inc.	GoBoingo!	GoBoingo! 1	GoBoingo! 1.5
Broadcom Corporation	Bluetooth	Bluetooth 6	Bluetooth 6.1
Broadcom Corporation	Broadcom CV Host Component	Broadcom CV Host Component 1	Broadcom CV Host Component 1.6
Brother Industries Ltd.	Brother MFL Pro	Brother MFL Pro 1	Brother MFL Pro 1



Brother Industries Ltd.	Brownie	Brownie 1	Brownie 1 #1.0
CA Clarity	Open Workbench	Open Workbench 1	Open Workbench 1
CADzation	AcroPlot	AcroPlot 2007	AcroPlot 2007
Canneverbe Limited	CDBurnerXP	CDBurnerXP 4	CDBurnerXP 4.2
Canneverbe Limited	CDBurnerXP	CDBurnerXP 4	CDBurnerXP 4.2 [1]
Canon U.S.A. Inc.	Canon Digital Camera	Canon Digital Camera 6	Canon Digital Camera 6
Canon U.S.A. Inc.	Canon Utilities PhotoStitch	Canon Utilities PhotoStitch 3	Canon Utilities PhotoStitch 3
Canon U.S.A. Inc.	RAW Image Converter	RAW Image Converter 1.0	RAW Image Converter 1.1
Cardinal Brands Inc.	Tax Forms Helper	Tax Forms Helper 2008	Tax Forms Helper 2008
Castelle Corp.	FaxPress	FaxPress 8	FaxPress 8.1
Citrix Systems Inc.	Citrix Password Manager	Citrix Password Manager 4	Citrix Password Manager 4.6
Citrix Systems Inc.	Citrix XenApp Plugin	Citrix XenApp Plugin 11	Citrix XenApp Plugin 11.0
Coastal and Hydraulics Laboratory	CHANLPRO	CHANLPRO 2	CHANLPRO 2.0
Conexant Systems Inc.	Universal Device Install/Uninstall	Universal Device Install/Uninstall 4	Universal Device Install/Uninstall 4.0
Coordination Group Publishing Ltd.	Educational Publishing Information Centre	Educational Publishing Information Centre 1	Educational Publishing Information Centre 1
Corel Corporation	Corel Paint Shop Pro Photo X2	Corel Paint Shop Pro Photo X2 12	Corel Paint Shop Pro Photo X2 12.0
CyberLink Corp.	PowerDVD	PowerDVD 6	PowerDVD 6.0
CyberLink Corp.	PowerProducer	PowerProducer 3	PowerProducer 3
Daxesoft Ltd	Pipe Flow Wizard	Pipe Flow Wizard 1	Pipe Flow Wizard 1.07
Department of The Army Corps. of Engineers	HEC-DSSvue	HEC-DSSvue 1	HEC-DSSvue 1.2
Department of The Army Corps. of Engineers	HEC-HMS	HEC-HMS 3	HEC-HMS 3.1
Department of The Army Corps. of Engineers	HEC-HMS	HEC-HMS 3	HEC-HMS 3.3
Deutsche Postbank AG	Stampit Business	Stampit Business 1	Stampit Business 1.6
DHI Water & Environment Inc.	MIKE Zero	MIKE Zero 7	MIKE Zero 7.0
dotSyntax LLC	Digsby	Digsby 1	Digsby 1.0
Eclipsit Corporation	Microangelo Toolset	Microangelo Toolset 6	Microangelo Toolset 6
Eltima Software	Absolute Color Picker	Absolute Color Picker 3	Absolute Color Picker 3.0

Environment Canada	HYDAT CD	HYDAT CD 6	HYDAT CD 6.0
FAICO Information Solutions	AFSearch	AFSearch 9	AFSearch 9.55
FdrLab	Undelete Plus	Undelete Plus 2	Undelete Plus 2
Firebird Foundation Inc.	Firebird SQL Server	Firebird SQL Server 1	Firebird SQL Server 1.5
FontGear Inc.	FontDoctor	FontDoctor 2	FontDoctor 2.5
Friedman Corporation	Viwinquote	Viwinquote 6	Viwinquote 6.3
Gadwin Systems Inc.	Gadwin PrintScreen	Gadwin PrintScreen 3	Gadwin PrintScreen 3
GeoGraphix	GeoGraphix Discovery	GeoGraphix Discovery R2007	GeoGraphix Discovery R2007.2
GEO-SLOPE International Ltd.	GeoStudio	GeoStudio 2004	GeoStudio 2004
GEO-SLOPE International Ltd.	GeoStudio	GeoStudio 2004	GeoStudio 2004 [4]
gINT Software	gINT	gINT 6	gINT 6
gINT Software	gINT	gINT 6	gINT 6.1 [1]
Global Mapper Software LLC	Global Mapper	Global Mapper 9	Global Mapper 9.2
Google	Google Chrome	Google Chrome 3	Google Chrome 3.0
Grig Software	Compare It!	Compare It! 3	Compare It! 3
Grisoft Software	AVG Anti-Virus	AVG AntiVirus 7.1	AVG Anti-Virus 7.5
Helios Software Solutions	TextPad	TextPad 5	TextPad 5.3
Hewlett-Packard Company	HP Digital Sender 9100C Address Book Manager	HP Digital Sender 9100C Address Book Manager 4	HP Digital Sender 9100C Address Book Manager 4.0
Hewlett-Packard Company	HP Download Manager	HP Download Manager 4	HP Download Manager 4.1
Hewlett-Packard Company	HP Software Update	HP Software Update 4	HP Software Update 4
Hewlett-Packard Company	Toolbox	Toolbox 2	Toolbox 2.0
HHD Software Ltd.	Hex Editor	Hex Editor 3	Hex Editor 3
IBM Corporation	IBM Lotus Domino Document Manager	IBM Lotus Domino Document Manager 7	IBM Lotus Domino Document Manager 7.0
IBM Corporation	Lotus Symphony	Lotus Symphony 1	Lotus Symphony 1
IBM Corporation	ZapNotes	ZapNotes 3	ZapNotes 3.4
ibs-quadrat GmbH	ContactGrabber Enterprise Edition	ContactGrabber Enterprise Edition 1	ContactGrabber Enterprise Edition 1.0
IHS Inc.	QUE\$TOR	QUE\$TOR 9	QUE\$TOR 9.6
iLinc Communications Inc.	iLinc Conferencing Suite	iLinc Conferencing Suite 10	iLinc Conferencing Suite 10.1
iLinc Communications Inc.	iLinc Conferencing Suite	iLinc Conferencing Suite 10	iLinc Conferencing Suite 10.2
Ingegneria Dei Sistemi S.p.A.	Report Manager	Report Manager 1	Report Manager 1

Innovative Technology Inc.	NMS-Edit Professional	NMS-Edit Professional 2006	NMS-Edit Professional 2006
Innovative Technology Inc.	NMS-Edit Professional	NMS-Edit Professional 2007	NMS-Edit Professional 2007
Instrumentation Northwest Inc.	Aqua4Plus	Aqua4Plus 1	Aqua4Plus 1.3
Interact Commerce Corp.	ACT!	ACT! 2006	ACT! 2006
Intergraph Corporation	GeoMedia Professional	GeoMedia Professional 6	GeoMedia Professional 6
Internetsoft Corporation	FTP Commander Pro	FTP Commander Pro 7	FTP Commander Pro 7.7
Internetsoft Corporation	FTP Commander Pro	FTP Commander Pro 8	FTP Commander Pro 8.0
Intuit Inc.	Quicken	Quicken 2008	Quicken 2008
iPass Inc.	iPass	iPass 3	iPass 3.30
Ipswitch, Inc.	WS_FTP	WS_FTP	WS_FTP 94
JAM Software	TreeSize	TreeSize 5	TreeSize 5.1
JAM Software	TreeSize Professional	TreeSize Professional 2	TreeSize Professional 2.43
Kaplan Educational Centers	Test Prep	Test Prep 3	Test Prep 3.7
Kaspersky Lab	Kaspersky Administration Kit	Kaspersky Administration Kit 6	Kaspersky Administration Kit 6.0
Kaspersky Lab	Kaspersky Anti-Virus	Kaspersky Anti-Virus 6	Kaspersky Anti-Virus 6.0
LavaSoft	Ad-Aware SE Personal	Ad-Aware SE Personal 1	Ad-Aware SE Personal 1.0
LDAPSoft Corporation	LDAP Admin Tool Professional	LDAP Admin Tool Professional 4	LDAP Admin Tool Professional 4.0
Lenovo Group Ltd.	Presentation Director	Presentation Director 1	Presentation Director 1
Linguatec GmbH	Voice Reader Studio	Voice Reader Studio 2	Voice Reader Studio 2.0
Logitech Software Inc.	Logitech SetPoint	Logitech SetPoint 3	Logitech SetPoint 3.21
LSoft Technologies Inc.	Active@ ISO Burner	Active@ ISO Burner 2	Active@ ISO Burner 2.0
Malwarebytes Corporation	Malwarebytes' Anti-Malware	Malwarebytes' Anti-Malware 1	Malwarebytes' Anti-Malware 1.22
Malwarebytes Corporation	Malwarebytes' Anti-Malware	Malwarebytes' Anti-Malware 1	Malwarebytes' Anti-Malware 1.31
Malwarebytes Corporation	Malwarebytes' Anti-Malware	Malwarebytes' Anti-Malware 1	Malwarebytes' Anti-Malware 1.34
Malwarebytes Corporation	Malwarebytes' Anti-Malware	Malwarebytes' Anti-Malware 1	Malwarebytes' Anti-Malware 1.37
Malwarebytes Corporation	Malwarebytes' Anti-Malware	Malwarebytes' Anti-Malware 1	Malwarebytes' Anti-Malware 1.38
Memeo Inc.	Memeo AutoBackup	Memeo AutoBackup 2	Memeo AutoBackup 2.0
MetaProducts Corporation	DeskTool	DeskTool 3	DeskTool 3.3
Micro Solutions Inc.	Backpack	BACKPACK 1.0	Backpack 1.0
Microsoft Corporation	Fiddler	Fiddler 2	Fiddler 2.1
Microsoft Corporation	Internet Explorer	Internet Explorer 8	Internet Explorer 8.0
Microsoft Corporation	Microsoft Driver Package Installer	Microsoft Driver Package Installer 2	Microsoft Driver Package Installer 2.1
Microsoft Corporation	Microsoft Flight Simulator	Microsoft Flight Simulator 9	Microsoft Flight Simulator 9.1

Microsoft Corporation	Microsoft Forefront Client Security	Microsoft Forefront Client Security 1	Microsoft Forefront Client Security 1.0
Microsoft Corporation	Microsoft MapPoint	Microsoft MapPoint 2009	Microsoft MapPoint 2009
Microsoft Corporation	Microsoft MapPoint	Microsoft MapPoint 2010	Microsoft MapPoint 2010
Microsoft Corporation	Microsoft Office	Microsoft Office 2000 Developer	Access 2000
Microsoft Corporation	Microsoft Office	Microsoft Office 2000 Developer	Microsoft Excel 2000
Microsoft Corporation	Microsoft Office	Microsoft Office 2000 Developer	Microsoft FrontPage 2000
Microsoft Corporation	Microsoft Office	Microsoft Office 2000 Developer	Microsoft Office 2000 Developer Tools 2000
Microsoft Corporation	Microsoft Office	Microsoft Office 2000 Developer	Microsoft PhotoDraw 2000
Microsoft Corporation	Microsoft Office	Microsoft Office 2000 Developer	Microsoft PowerPoint 2000 SR-1 sp3
Microsoft Corporation	Microsoft Office	Microsoft Office 2000 Developer	Microsoft Word 2000 SR-1 sp3
Microsoft Corporation	Microsoft Office	Microsoft Office 2000 Developer	Outlook 2000
Microsoft Corporation	Microsoft Office	Microsoft Office 2000 Small Business	Microsoft Small Business Tools 2000/SR-1/
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Enterprise	InfoPath 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Enterprise	Microsoft Access 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Enterprise	Microsoft Business Contact Manager 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Enterprise	Microsoft Excel 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Enterprise	Microsoft Outlook 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Enterprise	Microsoft Powerpoint 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Enterprise	Microsoft Publisher 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Enterprise	Microsoft Word 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Small Business	Microsoft Business Contact Manager 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Small Business	Microsoft Excel 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Small Business	Microsoft Powerpoint 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Small Business	Microsoft Publisher 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Small Business	Microsoft Word 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Student and Teacher	Microsoft Excel 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Student and Teacher	Microsoft Outlook 2003

Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Student and Teacher	Microsoft Powerpoint 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 2003 Student and Teacher	Microsoft Word 2003
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Developer	Microsoft Access 97
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Developer	Microsoft Excel 97
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Developer	Microsoft Outlook 97
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Developer	Microsoft PowerPoint 97
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Developer	Microsoft Word 97
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Small Business	Microsoft Excel 97
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Small Business	Microsoft Outlook 98
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Small Business	Microsoft Publisher 98
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Small Business	Microsoft Word 97
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Standard	Microsoft Excel 97
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Standard	Microsoft Outlook 97
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Standard	Microsoft PowerPoint 97
Microsoft Corporation	Microsoft Office	Microsoft Office 97 Standard	Microsoft Word 97
Microsoft Corporation	Microsoft Office	Microsoft Office Enterprise 2007	Microsoft Groove 2007
Microsoft Corporation	Microsoft Office	Microsoft Office Enterprise 2007	Microsoft Office Communicator 2007
Microsoft Corporation	Microsoft Office	Microsoft Office Professional 2007	Business Contact Manager for Outlook 2007 SP1 3
Microsoft Corporation	Microsoft Office	Microsoft Office Professional 2007	Microsoft Office Accounting 2007
Microsoft Corporation	Microsoft Office	Microsoft Office Professional Plus 2007	Microsoft Office Communicator 2007
Microsoft Corporation	Microsoft Office	Microsoft Office Professional Plus 2007	Microsoft Office InfoPath 2007
Microsoft Corporation	Microsoft Office	Microsoft Office Small Business 2007	Business Contact Manager for Outlook 2007 SP1 3
Microsoft Corporation	Microsoft Office	Microsoft Office Ultimate 2007	Business Contact Manager for Outlook 2007 SP1 3
Microsoft Corporation	Microsoft Office	Microsoft Office Ultimate 2007	Microsoft Groove 2007
Microsoft Corporation	Microsoft Office	Microsoft Office Ultimate 2007	Microsoft Office Communicator 2007
Microsoft Corporation	Microsoft Office	Microsoft Office Ultimate 2007	Microsoft Office InfoPath 2007
Microsoft Corporation	Microsoft Office	Microsoft Office XP Developer	Microsoft Access 2002

Microsoft Corporation	Microsoft Office	Microsoft Office XP Developer	Microsoft Excel 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Developer	Microsoft FrontPage 2002 sp2
Microsoft Corporation	Microsoft Office	Microsoft Office XP Developer	Microsoft Outlook 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Developer	Microsoft PowerPoint 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Developer	Microsoft Word 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro Special Edition	Microsoft Access 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro Special Edition	Microsoft Excel 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro Special Edition	Microsoft FrontPage 2002 sp2
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro Special Edition	Microsoft Outlook 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro Special Edition	Microsoft PowerPoint 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro Special Edition	Microsoft Publisher 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro Special Edition	Microsoft Word 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro with FrontPage	Microsoft Access 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro with FrontPage	Microsoft Excel 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro with FrontPage	Microsoft FrontPage 2002 sp2
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro with FrontPage	Microsoft Outlook 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro with FrontPage	Microsoft PowerPoint 2002
Microsoft Corporation	Microsoft Office	Microsoft Office XP Pro with FrontPage	Microsoft Word 2002
Microsoft Corporation	Microsoft Office Live Meeting	Microsoft Office Live Meeting 8	Microsoft Office Live Meeting 8.0
Microsoft Corporation	Microsoft Office SharePoint Server	Microsoft Office SharePoint Server 2007	Microsoft Office SharePoint Server 2007
Microsoft Corporation	Microsoft SQL Server	Microsoft SQL Server 2008	Microsoft SQL Server 2008
Microsoft Corporation	Microsoft SQL Server	Microsoft SQL Server 2008 x64	Microsoft SQL Server 2008 x64
Microsoft Corporation	Microsoft SQL Server	Microsoft SQL Server 6	Microsoft SQL Server 6.5 sp4
Microsoft Corporation	Microsoft SQL Server	Microsoft SQL Server 6	Microsoft SQL Server 6.5 sp5
Microsoft Corporation	Microsoft SQL Server	Microsoft SQL Server 64-bit	Microsoft SQL Server 64-bit
Microsoft Corporation	Microsoft SQL Server	Microsoft SQL Server 7	Microsoft SQL Server 7.0 sp1
Microsoft Corporation	Microsoft SQL Server	Microsoft SQL Server 7	Microsoft SQL Server 7.0 sp2
Microsoft Corporation	Microsoft SQL Server	Microsoft SQL Server 7	Microsoft SQL Server 7.0 sp3
Microsoft Corporation	Microsoft SQL Server	Microsoft SQL Server 7	Microsoft SQL Server 7.0 sp4
Microsoft Corporation	Microsoft SQL Server	Microsoft SQL Server 9	Microsoft SQL Server 9
Microsoft Corporation	Microsoft SQL Server	Microsoft SQL Server 9	Microsoft SQL Server 9.0 [2]
Microsoft Corporation	Microsoft Windows	Microsoft Windows Operating System NT 4	Microsoft Windows Operating System NT 4

Microsoft Corporation	Microsoft Windows	Microsoft Windows Vista/2008 x64	Microsoft Windows Operating System Vista
Microsoft Corporation	Microsoft Windows	Microsoft Windows Vista/2008 x64	Windows Remote Assistance COM Server
Microsoft Corporation	Microsoft Windows	Microsoft Windows XP/2003 x64	Microsoft Windows Operating System XP
Microsoft Corporation	Microsoft Windows	Windows 7 Enterprise x64	Windows 7
Microsoft Corporation	Microsoft Windows	Windows 7 Home Basic	Windows 7
Microsoft Corporation	Microsoft Windows	Windows 7 Home Basic x64	Windows 7
Microsoft Corporation	Microsoft Windows	Windows 7 Home Premium x64	Windows 7
Microsoft Corporation	Microsoft Windows	Windows 7 Ultimate x64	Windows 7
Microsoft Corporation	Microsoft Winter Fun Pack for Windows XP	Microsoft Winter Fun Pack for Windows XP 2004	Microsoft Winter Fun Pack for Windows XP 2004
Microsoft Corporation	Windows Defender	Windows Defender 6	Windows Defender 6.1
Microsoft Corporation	Windows Journal	Windows Journal 6	Windows Journal 6.1
Microsoft Corporation	Windows Live Mail	Windows Live Mail 2009	Windows Live Mail 2009
Microsoft Corporation	Windows Mail	Windows Mail 6	Windows Mail 6.1
Microsoft Corporation	Windows Media Player	Windows Media Player 12	Windows Media Player 12.0
Microsoft Corporation	Windows Sidebar	Windows Sidebar 1	Windows Sidebar 1.0
Microsoft Corporation	Windows System Image Manager	Windows System Image Manager 6	Windows System Image Manager 6.1
Microsoft Corporation	Zune	Zune 4	Zune 4.0
Minitab Inc.	Minitab	Minitab 14	Minitab 14.12
Minnesota Department of Transportation	MnCon	MnCon 2	MnCon 2.04
Morpheus Software LLC	Morpheus Photo Morpher	Morpheus Photo Morpher 3	Morpheus Photo Morpher 3.10
Musicnotes Inc.	Musicnotes Player	Musicnotes Player 1	Musicnotes Player 1.23
MySoftware Company	MyAttorney Home And Business	MyAttorney Home And Business 1	MyAttorney Home And Business 1.0
MySQL AB	MySQL Server	MySQL Server 5	MySQL Server 5.1
Netscape Communications Corporation	Netscape	Netscape 7	Netscape 7.2
Network Associates Inc.	McAfee SiteAdvisor Enterprise	McAfee SiteAdvisor Enterprise 1	McAfee SiteAdvisor Enterprise 1.6

Network Associates Inc.	McAfee System Compliance Profiler	McAfee System Compliance Profiler 2	McAfee System Compliance Profiler 2.0
NewTech InfoSystems Inc.	NTI Backup NOW! for Windows	NTI Backup NOW! for Windows 4	NTI Backup NOW! for Windows 4.5
NewTech InfoSystems Inc.	NTI CD&DVD-Maker	NTI CD&DVD-Maker 7	NTI CD&DVD-Maker 7.5
Nokia Mobile Phones Ltd.	Nokia Software Updater	Nokia Software Updater 1	Nokia Software Updater 1.3
Onset Computer Corporation	BoxCar Pro	BoxCar Pro 4	BoxCar Pro 4.3
Onset Computer Corporation	HOBOWare	HOBOWare 2	HOBOWare 2
OpenLimit SignCubes GmbH	S-TRUST Sign-it	S-TRUST Sign-it 2	S-TRUST Sign-it 2.1
OPTIMAL System-Beratung GmbH & Co. KG	Smart Imaging Pro	Smart Imaging Pro Beta	Smart Imaging Pro Beta
OPTIMAL System-Beratung GmbH & Co. KG	Smart ZIP	Smart ZIP 1	Smart ZIP 1.0
Oracle	Oracle Database 10g	Oracle Database 10g 10	Oracle Database 10g 10
Panda Security SL	Panda ClientShield	Panda ClientShield 4	Panda ClientShield 4.1
Passport Health Communications Inc	Healthworks Alliance Thin Client	Healthworks Alliance Thin Client 1	Healthworks Alliance Thin Client 1.2
Pelmorex Media Inc.	WeatherEye	WeatherEye 2	WeatherEye 2
Photodex Corporation	Photodex Presenter	Photodex Presenter 2	Photodex Presenter 2
PJLM Software Inc.	Print Audit	Print Audit 5	Print Audit 5.0
PTC	Pro ENGINEER	Pro ENGINEER 2.0	Pro Engineer 2.0
Rare Ideas LLC	Mozilla Firefox Portable Edition	Mozilla Firefox Portable Edition 2	Mozilla Firefox Portable Edition 2.0
Rare Ideas LLC	Mozilla Firefox Portable Edition	Mozilla Firefox Portable Edition 3	Mozilla Firefox Portable Edition 3.0
RBR Ltd.	RBR Logger Software	RBR Logger Software 4	RBR Logger Software 4.26
RealNetworks Inc.	Rhapsody Music Subscription Service	Rhapsody Music Subscription Service 4	Rhapsody Music Subscription Service 4.0
Realtek Semiconductor Corp	Realtek update and remove driver tool	Realtek Update and remove driver tool 2	Realtek Update and remove driver tool 2.4
Red Gate Software Ltd.	SQL Data Generator	SQL Data Generator 1	SQL Data Generator 1.2
Red Gate Software Ltd.	SQL Dependency Tracker	SQL Dependency Tracker 2	SQL Dependency Tracker 2.5
Red Gate Software Ltd.	SQL Prompt	SQL Prompt 3	SQL Prompt 3.9
Research In Motion Limited	BlackBerry Device Manager Driver	BlackBerry Device Manager Driver 4	BlackBerry Device Manager Driver 4



RICOH Company LTD.	DeskTopBinder Lite	DeskTopBinder Lite 5	DeskTopBinder Lite 5.3
Ringler Informatik (Ltd.) AG	Snapform Viewer	Snapform Viewer 1	Snapform Viewer 1.6
Riverbed Technology Inc.	Steelhead Mobile	Steelhead Mobile 2	Steelhead Mobile 2.0
RJL Software Inc.	Resize Browser	Resize Browser 1	Resize Browser 1
Sensormatic	American Dynamics EDVR Client	American Dynamics EDVR Client 3	American Dynamics EDVR Client 3.5
Sepialine Inc.	Argos Client	Argos Client 6	Argos Client 6.3
Sepialine Inc.	Argos Print Monitor	Argos Print Monitor 6	Argos Print Monitor 6.3
Serif Inc.	Serif PhotoPlus	Serif PhotoPlus 6	Serif PhotoPlus 6.0
Sharman Networks	Kazaa Media Desktop	KaZaA Media Desktop 2	KaZaA Media Desktop 2.6
ShurVault Solutions Inc.	ShurVault	ShurVault 2	ShurVault 2.5
SiComponents	SIL Editor	SIL Editor 4	SIL Editor 4.1
SiComponents	SIL Editor	SIL Editor 5	SIL Editor 5.1
SiComponents	TsiLang Dictionary Manager	TsiLang Dictionary Manager 2	TsiLang Dictionary Manager 2.3
SiComponents	TsiLang Dictionary Manager	TsiLang Dictionary Manager 3	TsiLang Dictionary Manager 3.0
Sigma Tel Inc.	C-Major Audio	C-Major Audio 1	C-Major Audio 1.0
sipgate GmbH (V.i.S.d.P)	sipgate Faxdrucker	sipgate Faxdrucker 1	sipgate Faxdrucker 1.0
Software Protection Labs	PC Guard for .NET/Win32	PC Guard for .NET/Win32 5	PC Guard for .NET/Win32 5.0
SoMat Corporation	InField	InField 1	InField 1
Sprint Nextel	Sprint PCS Connection Manager	Sprint PCS Connection Manager 3	Sprint PCS Connection Manager 3.0
Star Finanz GmbH	StarMoney	StarMoney 6	StarMoney 6.0
Starfish Software	Sidekick	SideKick 1.0	Sidekick 1.0
Sun Microsystems Inc.	Java 2 Runtime Environment	Java 2 Runtime Environment 5	Java 2 Runtime Environment 5.0
SUPERAntiSpyware.com	SUPERAntiSpyware Free Edition	SUPERAntiSpyware Free Edition 4	SUPERAntiSpyware Free Edition 4.25
Symantec Corporation	Backup Exec DLO	Backup Exec DLO 2	Backup Exec DLO 2.0
Symantec Corporation	Backup Exec DLO	Backup Exec DLO 3	Backup Exec DLO 3.1
Sysinternals LLC	AccessChk	AccessChk 4	AccessChk 4.23
Sysinternals LLC	AdRestore	AdRestore 1	AdRestore 1.1
Sysinternals LLC	Autologon	Autologon 2	Autologon 2.10
Sysinternals LLC	BgInfo	BgInfo 4.5	BGInfo 4
Sysinternals LLC	BgInfo	BgInfo 4.5	BGInfo 4.7
Sysinternals LLC	CacheSet	CacheSet 1	CacheSet 1.0
Sysinternals LLC	ClockRes	ClockRes 2	ClockRes 2.0

Sysinternals LLC	Coreinfo	Coreinfo 1	Coreinfo 1.0
Sysinternals LLC	Ctrl2Cap	Ctrl2Cap 2	Ctrl2Cap 2.0
Sysinternals LLC	DiskExt	DiskExt 1	DiskExt 1.1
Sysinternals LLC	EFSDump	EFSDump 1	EFSDump 1.02
Sysinternals LLC	Hex2dec	Hex2dec 1	Hex2dec 1.0
Sysinternals LLC	LDMDump	LDMDump 1	LDMDump 1.02
Sysinternals LLC	LoadOrder	LoadOrder 1	LoadOrder 1.0
Sysinternals LLC	LogonSessions	LogonSessions 1	LogonSessions 1.1
Sysinternals LLC	MoveFile	MoveFile 1	MoveFile 1.0
Sysinternals LLC	PendMoves	PendMoves 1	PendMoves 1.1
Sysinternals LLC	PipeList	PipeList 1	PipeList 1.01
Sysinternals LLC	ProcDump	ProcDump 1	ProcDump 1.5
Sysinternals LLC	ProcFeatures	ProcFeatures 1	ProcFeatures 1.10
Sysinternals LLC	RegDelNull	RegDelNull 1	RegDelNull 1.10
Sysinternals LLC	RegJump	RegJump 1	RegJump 1.01
Sysinternals LLC	SDelete	SDelete 1	SDelete 1.51
Sysinternals LLC	ShareEnum	ShareEnum 1	ShareEnum 1.6
Sysinternals LLC	ShellRunas	ShellRunas 1	ShellRunas 1.01
Sysinternals LLC	Streams	Streams 1	Streams 1.56
Sysinternals LLC	Sysinternals Debugview	Sysinternals Debugview 4	Sysinternals Debugview 4.76
Sysinternals LLC	Sysinternals Handle	Sysinternals Handle 3	Sysinternals Handle 3.42
Sysinternals LLC	VMMMap	VMMMap 2	VMMMap 2.4
Sysinternals LLC	VolumeID	VolumeID 2	VolumeID 2.0
Sysinternals LLC	ZoomIt	ZoomIt 4	ZoomIt 4.0
TangoTools.com	JpegSizer	JpegSizer 6	JpegSizer 6.4
TeamViewer GmbH	TeamViewer	TeamViewer 4	TeamViewer 4.1
TechHit LLC	MessageSave	MessageSave 4	MessageSave 4.0
Technesis Inc.	Technesis Client	Technesis Client 5	Technesis Client 5.64
Teratrax Inc.	Teratrax Database Manager	Teratrax Database Manager 4	Teratrax Database Manager 4.0
Tracker Software Products Ltd.	PDF-XChange Viewer	PDF-XChange Viewer 2	PDF-XChange Viewer 2.0
Trend Micro Inc.	CWShredder	CWShredder 2	CWShredder 2.10
Trend Micro Inc.	Trend Micro PortalProtect	Trend Micro PortalProtect 1	Trend Micro PortalProtect 1.7
triCerat Inc.	ScrewDrivers Client	ScrewDrivers Client 4	ScrewDrivers Client 4.2
Typz Software	Virtual Dimension	Virtual Dimension 0	Virtual Dimension 0.94

U.S. Environmental Protection Agency	EPA SWMM	EPA SWMM 5	EPA SWMM 5.0
Utimaco Safeware AG	SafeGuard PrivateCrypto	SafeGuard PrivateCrypto 2	SafeGuard PrivateCrypto 2.11
VMware Inc.	VMware Workstation	VMware Workstation 7	VMware Workstation 7
Wave Systems Corp.	Password Vault Viewer	Password Vault Viewer 3	Password Vault Viewer 3
Wavelink Corporation	Wavelink Avalanche Console	Wavelink Avalanche Console 4	Wavelink Avalanche Console 4.8
Webyog Softworks Pvt. Ltd.	SQLyog	SQLyog 1	SQLyog 1.0
Wiziple.NET	PicPick	PicPick 1	PicPick 1.0
Wiziple.NET	PicPick	PicPick 2	PicPick 2.1
Wootalyzer Development	Wootalyzer	Wootalyzer 3	Wootalyzer 3.54
Xobni Corporation	XobniService	XobniService 1	XobniService 1.8
Xtreeme GmbH	Search Engine Studio	Search Engine Studio 3	Search Engine Studio 3.0
Yahoo! Inc.	Yahoo! Toolbar	Yahoo! Toolbar 7	Yahoo! Toolbar 7
Yokogawa Electric Corporation	Exaquantum	Exaquantum 2	Exaquantum 2.20
YSI Incorporated	EcoWatch for Windows	EcoWatch for Windows 3	EcoWatch for Windows 3.17
Zipher Ltd.	CLARISOFT	CLARISOFT 4	CLARISOFT 4.4
ZOHO Corporation	Zoho Meeting	Zoho Meeting 1	Zoho Meeting 1 1.0

# Support

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For questions or issues regarding the DSS SAM Software Catalog, see the *Documentation* link on the BigFix support website, where you can view and download all available user documentation for DSS SAM.

For general product support, BigFix offers a suite of options to help optimize your user-experience and success with our products. 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)