



Decision Support System *Software Asset Management (SAM)*

Software Catalog Upgrade Guide

May, 2010

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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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Overview

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 file will work with DSS SAM versions 1.1 and later.

Upgrade Instructions

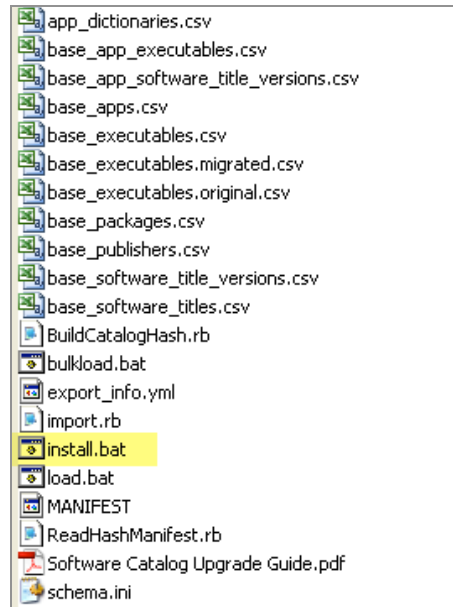
To install the attached DSS SAM Software Catalog .zip file, use the steps outlined below:

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_2010-05**.

For example:

`c:\Program Files\BigFix Enterprise\DSS\rails\db\Catalog_2010-05`

3. Extract the catalog package in the .zip file into your new **Catalog_2010-05** sub-directory. Contents are listed below:



4. From your new **rails\db\Catalog_2010-05** 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 in which 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. You can do this by clicking the *Run* button under Import Options in the DSS SAM Control Panel. Alternatively, if you have a scheduled import, it will take effect then.

Support

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 this product.

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