



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

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User's Guide

Version 1.2.2

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# Introduction

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## Background

A well-implemented Software Asset Management (SAM) initiative creates significant cost savings across your enterprise - on software as well as process and infrastructure. It puts you in a stronger negotiating position with software vendors and, most importantly, provides you with powerful peace of mind when it comes to the complexities of license compliance. With a healthy SAM implementation within your environment, you'll always know what software you have, where it is, and how it's being used.

Offered as an add-on to the [Systems Lifecycle Management](#) suite, BigFix DSS SAM is a powerful solution for discovering software installed on the desktops, laptops and servers in your environment. Its powerful technology matches your software usage with the software publisher's license information for immediate, accurate and automated license "true-ups". By identifying precise information on software licensing and usage, you can quickly identify and remediate any noncompliant use of software, enterprise-wide.

The DSS SAM application can help your enterprise support contract negotiations, vendor audits and IT budget planning; accurately identify software and validate software license compliance; discover and eliminate unauthorized or risky applications; reduce overspending and reallocate software based on usage trends; and feed your asset repository with accurate and fresh data.

## 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 <b>*Note:</b> 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.

## What You Should Know First

To initiate a proper deployment of DSS SAM within your enterprise, you should first be familiar with the BigFix Platform and have read the [BigFix Console Operator's Guide](#). Thereafter, you should read the *DSS SAM Installation and Configuration Guide*.

Once you've properly installed and configured DSS SAM in your environment, use this *User's Guide* to learn about the basic functionality of each component of the application. Then, the *DSS SAM Software Catalog Editor's Guide* will show you how to set up your Catalog to match your deployment, as well as describe the processes for manipulating your Catalog contents. For a deeper understanding of Software Asset Management software, review the *DSS SAM Implementation Guide*.

## New Features

- **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 up 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.

# How-To

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

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

**Note:** The tabs you see are limited by your user role(s) as assigned by the application Administrator. For example, the Control Panel is not visible for all roles.

The screenshot shows the BigFix DSS Software Asset Management interface. At the top, there is a navigation bar with the following tabs: Overview, Drill Down by Software, View All, Computers, Contract Report, Saved Reports, Contracts, and Software Catalog. A 'Control Panel' button is highlighted with a red box and a red arrow. The main content area displays the Overview page with a welcome message and a list of features. On the right, there are summary statistics for Contract Stats, Computer Stats, and Catalog Stats.

**Contract Stats**

- Total Contracts in use: 1
- Total Contracts not used: 0

**Computer Stats**

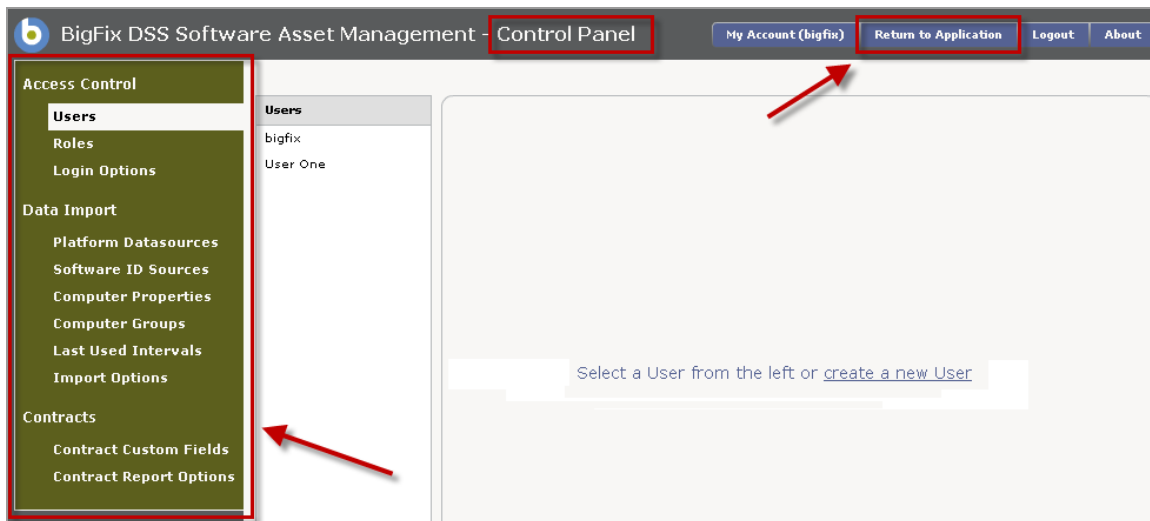
- Last Import Time: 9/28/2009 15:30:31 -0700
- Total Computers: 8174
- Total Computers with Application Data: 4259

**Catalog Stats**

- Total Publishers in Catalog/Discovered: 4786/609
- Total Software Titles in Catalog/Discovered: 8435/1518
- Total Software Title Versions in Catalog/Discovered: 10238/2034

Search the Catalog:

Click 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 overview screen.



## 2. Set Up Users

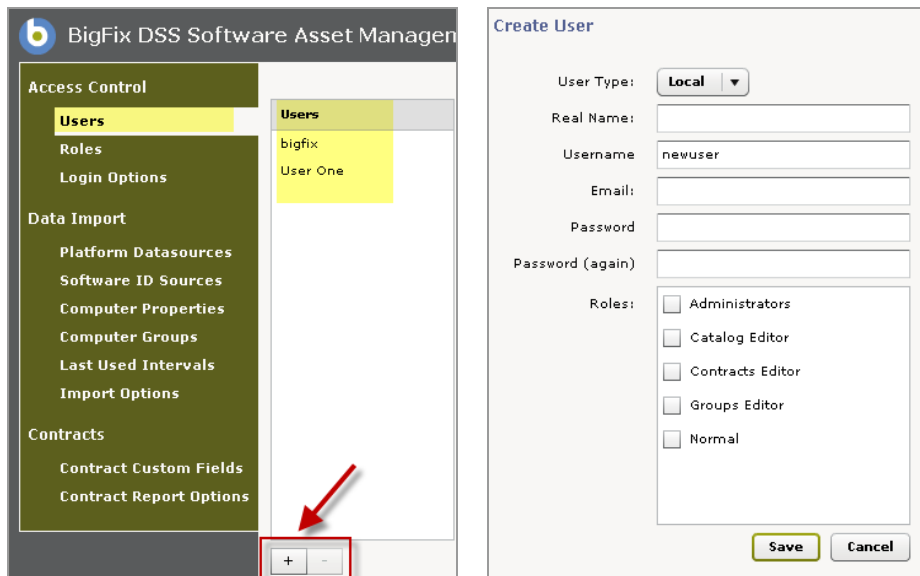
DSS SAM users are divided into four essential roles:

- **Administrators** Can access all DSS SAM functionality, including creating users, modifying permissions, deleting users, creating data sources and running imports.
- **Catalog Editors** Can browse and edit the software catalog.
- **Contracts Editors** Can create and edit contracts and browse the Software Catalog.
- **Normal Users** Can browse through the tabs in DSS SAM and adjust view options, but cannot make any changes.

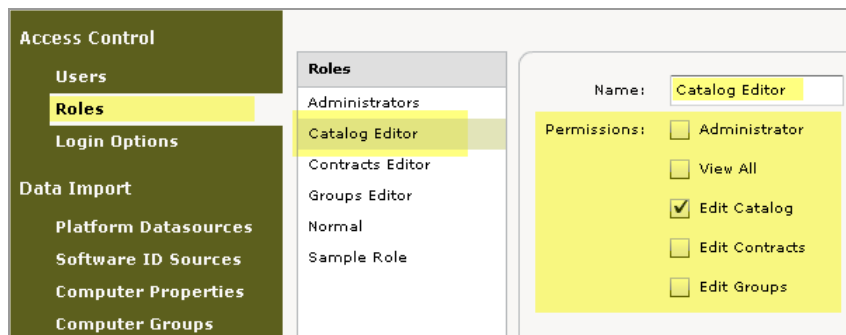
Each user role, regardless of location, plays a critical role in how DSS SAM is used. For detailed information on setting up user roles, see the DSS SAM *Installation and Configuration Guide*.

DSS SAM makes it possible to have portions of a geographically distributed team work from their respective remote locations to edit the Catalog and contracts data pertaining to their localized requirements. This approach helps streamline IT processes to avoid bottlenecks in the workflow.

To set up users, click on the *Control Panel* and select *Users* under the *Access Control* menu. View your current list of users, or click the *Plus 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 already 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.

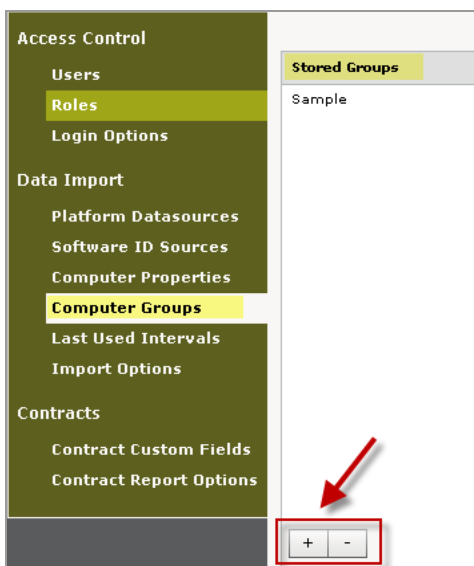
When you assign a contract to a computer group, you are indicating which computers are entitled to the licenses described by that contract. In the Contract Analysis screen, licensed and unlicensed computers will be drawn from the entitled Computer Group. Untitled Computers are those computers outside of the Computer Group that also have the software title version that is associated with the contract.

The [Contract Analysis](#) screen displays the following:

- **Licensed computers** -- those computers in the Computer Group with the software installed that are entitled to the software,

- **Unlicensed computers** -- those computers in the Computer Group with the software installed that are entitled to the software, but there are not enough licenses for the number of computers with the software installed, and
- **Unentitled computers** -- those computers with the software installed that are not entitled to the software because they are not in the Computer Group associated with the contract.

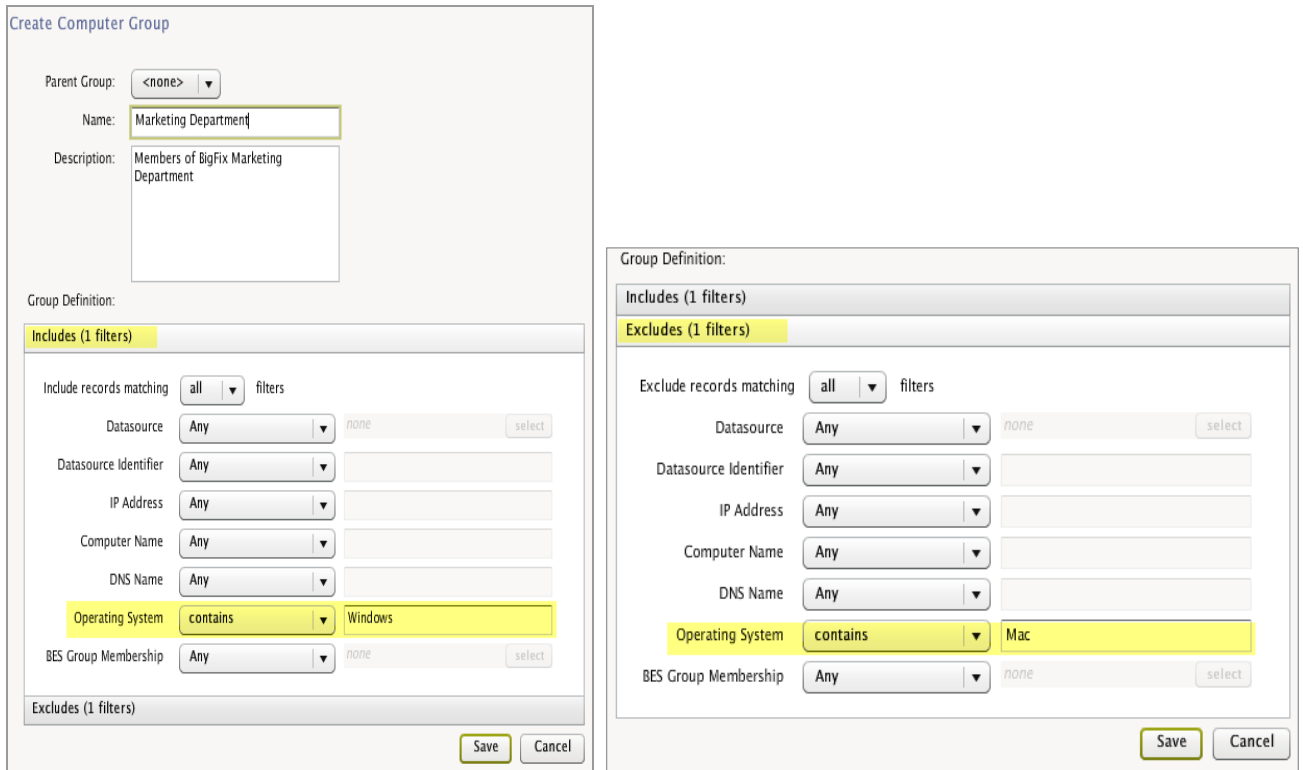
Click on the Control Panel and select *Computer Groups* under the Data Import menu to view any computer groups you have previously created. To create a new group, click the *Plus Sign* at the bottom of the screen.



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 entering additional Computer Properties (described in the next section). Click *Save*.

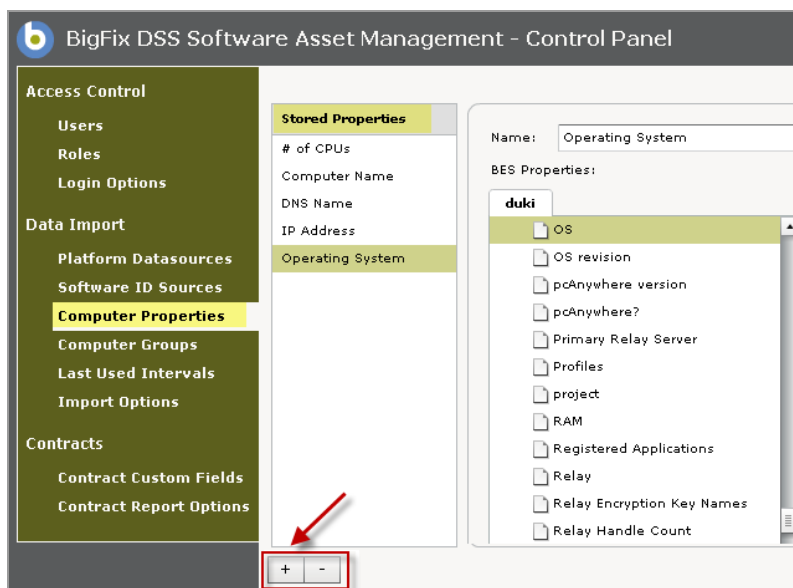
After you've created your new group, view it in the Stored Groups list. You may drag one group into another to make it a "child" or subgroup of that group.

You may need to run an Import to refresh the required attributes before the new groups become available in the DSS SAM components.



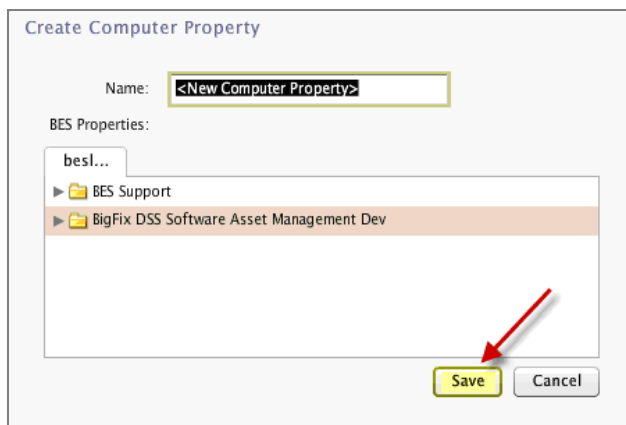
## 4. Set Up Computer Properties

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.



To add more properties to the list, click the “+” sign on the bottom of your screen. The computer properties available on the BigFix platform server(s) you have defined as Platform Datasources will appear.

Expand the available 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. Then click **Save**.



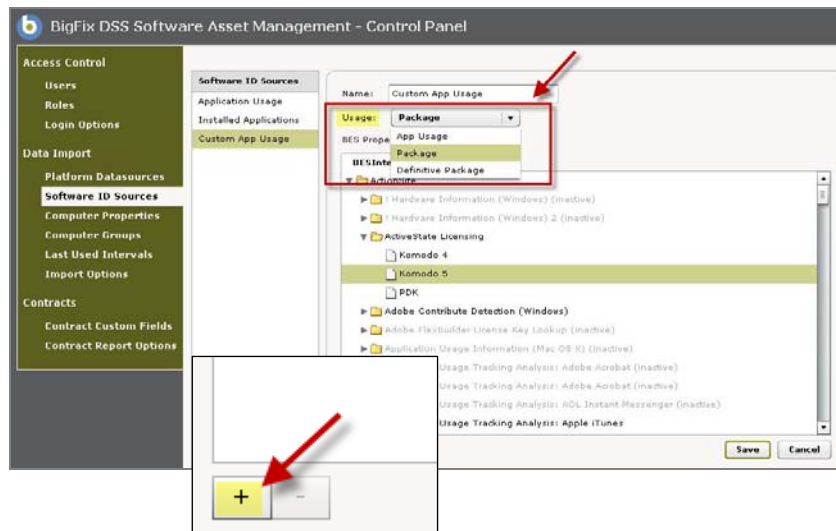
**Note:** Any computer property that you want to designate as a “unit of contract” analysis must be configured in Computer Properties before it can be used as a contract unit. If you want to create contracts based on a particular “unit of licensing” (such as number of CPUs or number of processor value units), you must configure the computer property that will be used to provide data on that unit of licensing. For more information, see the [Contracts](#) section of this document.

## 5. Set Up Software ID Sources

Software ID Sources, which can include package properties or application usage properties, are BigFix analysis properties that will be used for software recognition and usage information. These properties will be 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.

There are three ways to use Software ID Sources in DSS SAM: as application usage data, as Package Data that assists the identification of executables, and as Definitive Packages that stand alone as the software identification source.

To create a new ID source, click *Software ID Sources* from the Control Panel and click the “+” sign at the bottom of the page. Choose the Usage “type” from the pull-down menu and then choose the corresponding analysis property.

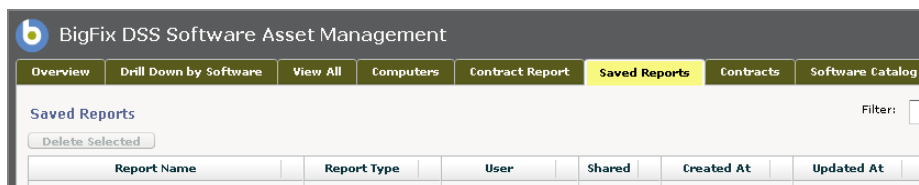


- App Usage**  
 For non-Windows application usage information, create a Software ID Source and select the “App Usage” option in the Usage pull-down menu (above).
- Package**  
 The role of *regular* (as opposed to *definitive*) packages within the DSS SAM Software Catalog is to serve as a tie breaker to help distinguish between two executables that look alike. For “ambiguous” software title versions (such as Microsoft Word sold as a standalone product and also bundled with Microsoft Office), it is important to have associated packages that reflect the exact software packages you have installed.
- Definitive Package**  
 The role of definitive packages is to serve as the primary source of information about software installed on your computers. Software title versions, using definitive properties, do not need executables for software recognition. To read more about Definitive Properties, check the DSS SAM Software Catalog *Editor's Guide*.

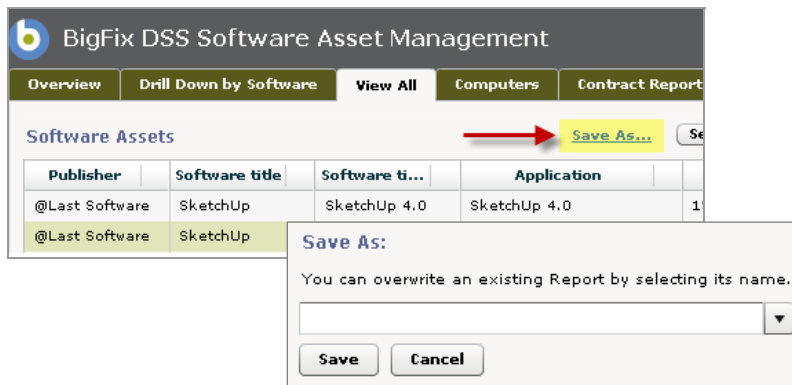
## 6. Reports

### Saved Report Settings

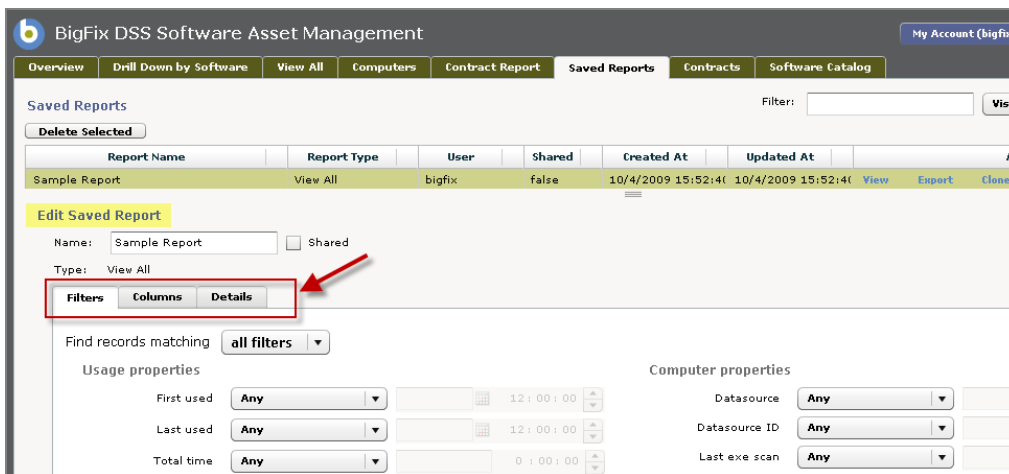
The Saved Reports feature allows you to quickly view the exact data you need, while saving the parameters of how your information is displayed. Click the Saved Reports tab at the top of your screen to see a list of your saved reports.



If you do not yet have any saved reports, you can create one through the *Save As* button that appears on most of the tabs in DSS SAM. By clicking *Save As*, you can select an existing report name to change or you can type in a new name.



Clicking on an existing Saved Report will display an *Edit Saved Report* window, where you can customize how your report will look by setting specific parameters. The Edit Saved Report content is organized into three tabs – Filters, Columns, and Details.



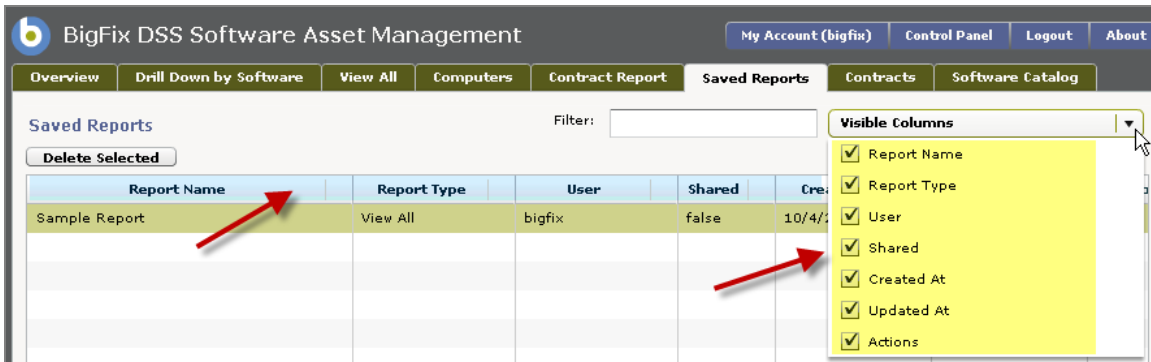
Some instances for using a Saved Report setting can include:

- Specifying useful report filters and parameters to reuse in the future
- Sharing saved reports with other DSS SAM users (click the *Shared* checkbox on the report options on the Saved Reports tab)



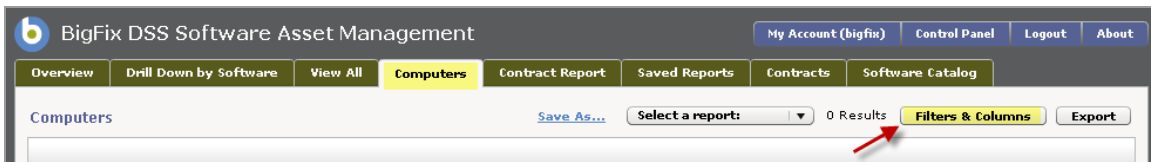
- Email Saved Reports settings

You can select which columns to display in your Saved Reports through the pull-down menu at the top right of the screen:

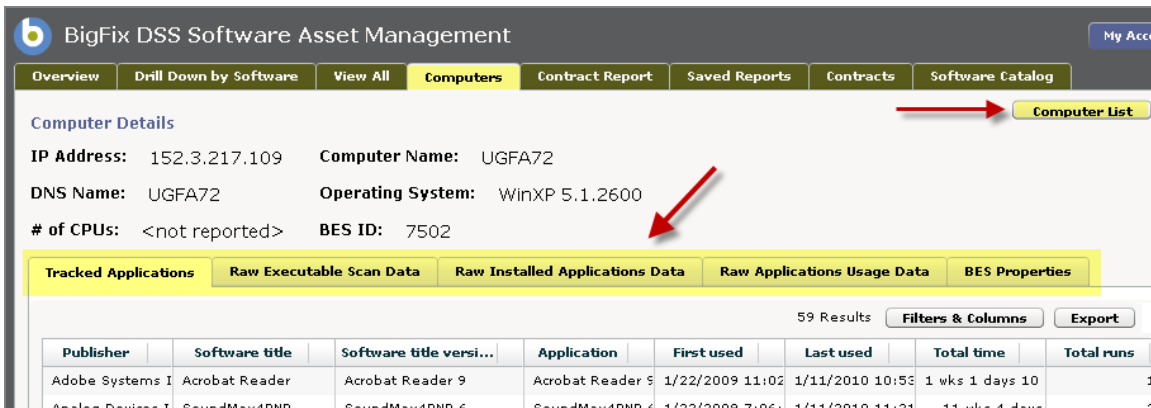


## Track Computers

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.

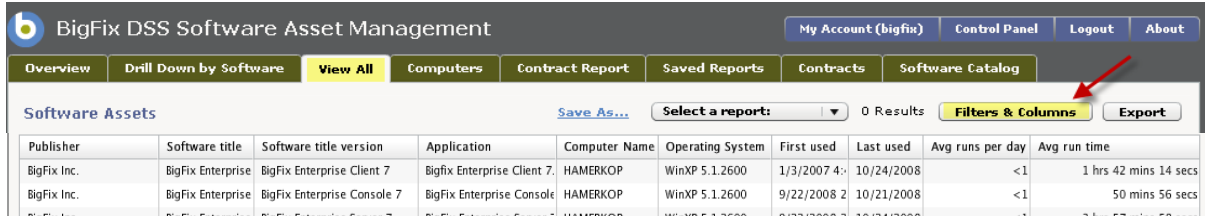


Click on a computer displayed in the list to view Computer Details, such as IP Address, Computer Name, DNS Name, Operating System, # of CPUs, and BES ID. In addition, you will see five tabs that display tracked applications, raw data, and BES properties. Click *Computer List* in the top right of the window to return to the original list view.



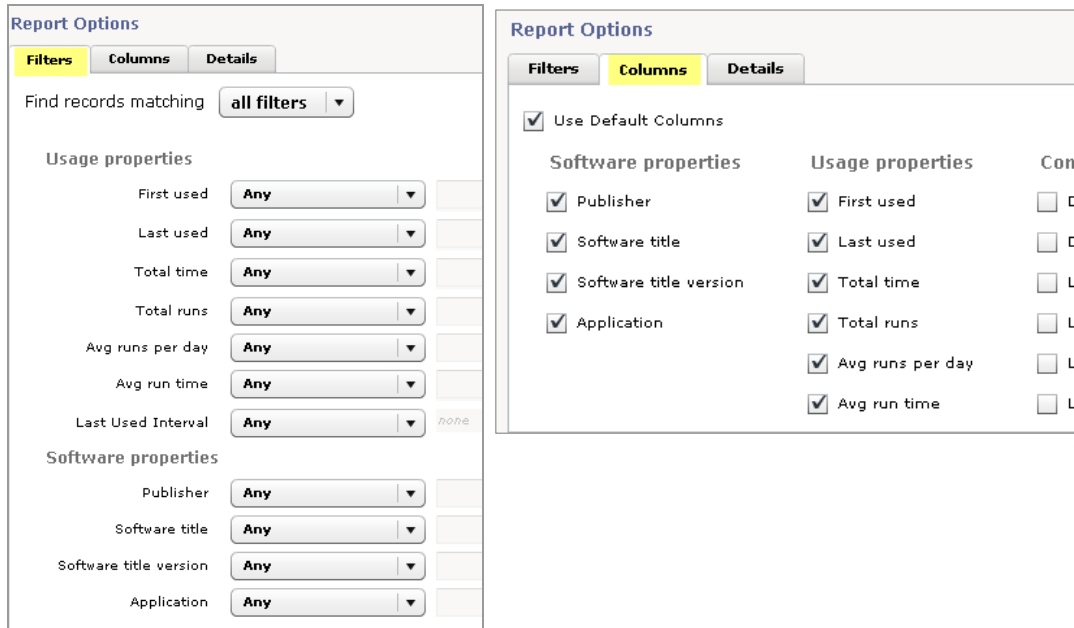
## Track Software

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.



Publisher	Software title	Software title version	Application	Computer Name	Operating System	First used	Last used	Avg runs per day	Avg run time
BigFix Inc.	BigFix Enterprise	BigFix Enterprise Client 7	Bigfix Enterprise Client 7	HAMERKOP	WinXP 5.1.2600	1/3/2007 4:	10/24/2008	<1	1 hrs 42 mins 14 secs
BigFix Inc.	BigFix Enterprise	BigFix Enterprise Console 7	BigFix Enterprise Console	HAMERKOP	WinXP 5.1.2600	9/22/2008 2	10/21/2008	<1	50 mins 56 secs

The *Filter & Columns* button will display a *Report Options* window, which enables you to set parameters for how your asset data will display. You will see *Filters*, *Columns*, and *Details* tabs.



**Report Options**

**Filters** Columns Details

Find records matching **all filters** ▼

**Usage properties**

First used **Any** ▼

Last used **Any** ▼

Total time **Any** ▼

Total runs **Any** ▼

Avg runs per day **Any** ▼

Avg run time **Any** ▼

Last Used Interval **Any** ▼ none

**Software properties**

Publisher **Any** ▼

Software title **Any** ▼

Software title version **Any** ▼

Application **Any** ▼

**Report Options**

Filters **Columns** Details

Use Default Columns

Software properties	Usage properties	Com
<input checked="" type="checkbox"/> Publisher	<input checked="" type="checkbox"/> First used	<input type="checkbox"/> D
<input checked="" type="checkbox"/> Software title	<input checked="" type="checkbox"/> Last used	<input type="checkbox"/> D
<input checked="" type="checkbox"/> Software title version	<input checked="" type="checkbox"/> Total time	<input type="checkbox"/> L
<input checked="" type="checkbox"/> Application	<input checked="" type="checkbox"/> Total runs	<input type="checkbox"/> L
	<input checked="" type="checkbox"/> Avg runs per day	<input type="checkbox"/> L
	<input checked="" type="checkbox"/> Avg run time	<input type="checkbox"/> L

## Contracts

How you design your Contracts management workflow is directly related to the overall success of your DSS SAM implementation. First, DSS SAM's Contracts tools can help you:

- Track costs associated with contracts and help eliminate ambiguous terms or language
- Create your Contracts reporting to conform to service level agreements (SLAs)
- Stay within your internal corporate compliance policies
- Monitor and correct questionable licensing issues
- Calculate costs for replacements and updates or downsizing a contract's license quantity
- Avoid unnecessary costs for non-compliance

BigFix DSS SAM gives you a full array of flexible tools to configure the way your Contracts data is collected, arranged, displayed and reported. It allows customization options for adding and modifying fields, as well as other selection tools to meet your reporting needs.

### **Compile List of Contracts by Computer Groups**

Endpoints will generally fall into categories that can be grouped by function or even geography. These might be by department, by business units or by any functional distinction. This helps to contextualize the types of software being used across your enterprise and is useful for meaningful analysis. For example, knowing that a computer in the Shipping Department has graphics editing software installed with very little usage indicates that the application is not cost effective and should be removed. The first step is to enter a complete list of your current software contracts into DSS SAM.

### **Configure DSS SAM Reporting Options**

Contracts Editors configure and customize the Contracts information you need to see in your reports. Contracts Editors can create custom fields and assign priorities to how the information is ordered, either by license or contract, cost, date, etc. These functions are done in the DSS SAM Control Panel under the *Contracts* heading.

### **Types of Licensing**

DSS SAM allows you to add filtering criteria to your Contracts data, such as the types of licenses that are being entered and tracked:

- Trial software – Applications available for pre-purchase for a limited time period
- Product software – Applications or packages purchased from the publisher or an authorized reseller
- Solution software packages – Software packages with multiple licenses from different publishers
- Versions – The same software title including various versions for which you are licensed
- Bundled software or “Suites” – Related software titles (each available separately) that are grouped together (Microsoft Office, Adobe Creative Suite, etc.)
- OEM – Software repackaged by a third party either with a different name or contained in a different package or bundle

### **Test Accuracy - Generate Reports**

To ensure the usefulness and accuracy of your Contracts data, generate reports and analyze not only the data but its presentation based on the priorities and criteria assigned. It is often more cost effective to make adjustments during a test cycle than after it has gone live across your enterprise.

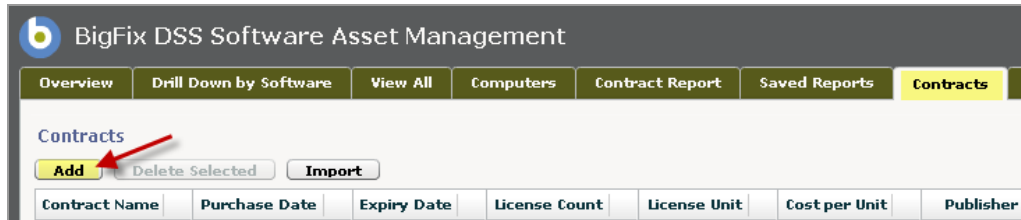
## Analyze Reports and Update Contracts

Once the initial Contracts reporting criteria have been entered by the Contracts Editor, reports should be distributed to stakeholders for feedback on accuracy and relevance. Once a final configuration finds consensus, that configuration should be written into corporate policy to ensure consistent, accurate reporting.

## Start Creating Contracts

To create contracts, click on the *Contracts* tab in the DSS SAM main menu to manage information about the software contracts and products licenses in your enterprise. Click *Add* to create a new contract for your software licenses.

**Note:** Alternatively, you may right click on a title version in the *Drill Down by Software* tab and add a contract for that title version.

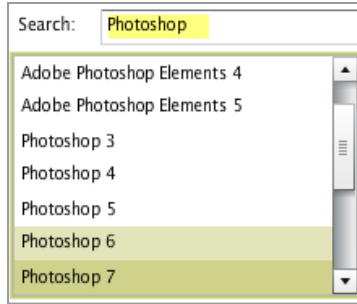


At the *Create Contract* dialog box, enter the name of your new contract, then populate the fields on the right.

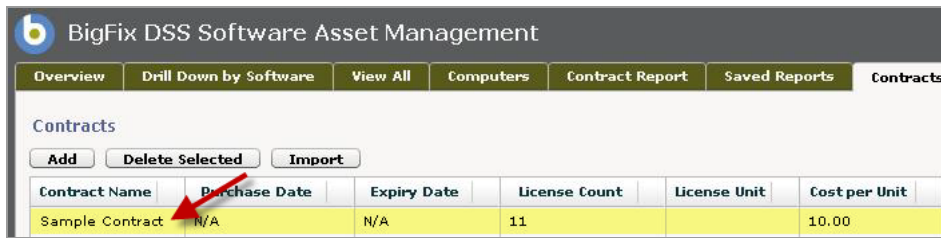
The screenshot shows the 'Create Contract' dialog box. On the left, there is a 'Name' field containing 'new contract' and a 'Computer Groups' section with a checkbox for 'Sample'. On the right, there is a yellow highlighted area containing fields for 'Software Title Version' (set to 'none'), 'Cost per Unit', 'License Count', 'License Unit' (set to '<none>'), 'Purchase Date', and 'Expiry Date'. A 'select' button is next to the 'Software Title Version' field, and 'clear' buttons are next to the date fields. At the bottom right, there are 'Save' and 'Cancel' buttons. Red arrows point to the 'select' button and the 'Save' button.

**Note:** If you are attempting to set up a contract that uses a unit of licensing other than the number of installed computers, then that unit of licensing must be configured as a computer property in DSS SAM. Go to the Control Panel and set up your new licensing unit ("x") as a property before you create a contract that uses "x" as that licensing unit.

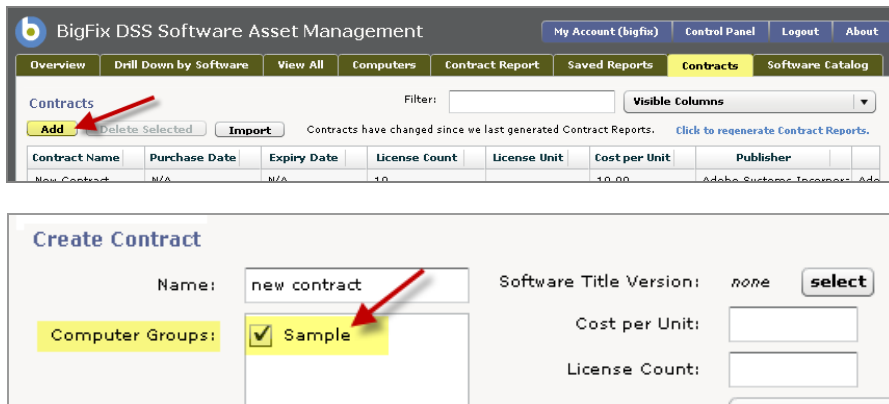
First, find the software title for which you will create a contract. Click the *Select* button located next to Software Title Version (as shown above), and type the name of the software in the Search box shown below. A list of possible software title versions will auto-populate below the search field. Scroll through the list to locate the exact software title you want, then enter information in the remaining fields in the Create Contract dialog box. Click *Save*.



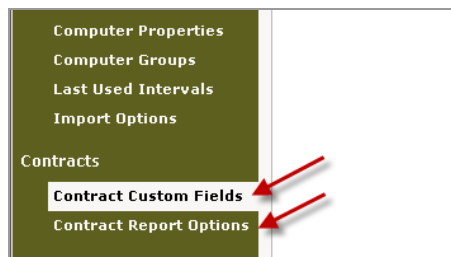
Now view your newly-created contract.



You may allocate licenses to computers or computer groups by selecting the “group” in the Create Contract window. Do this by clicking the *Contracts* tab, click the *Add* button in the top left, then populate the Create Contract form.

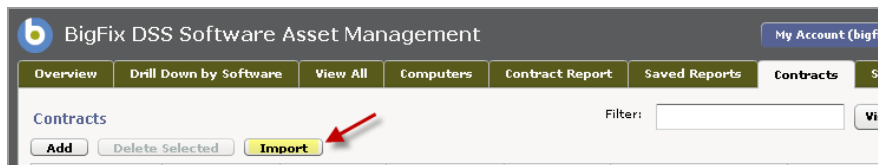


To define the order in which licenses are allocated to computers in a group, use the *Contract Report Options* tab in the Control Panel. To create custom Contract data fields, use the *Contract Custom Fields* tab in the Control Panel.

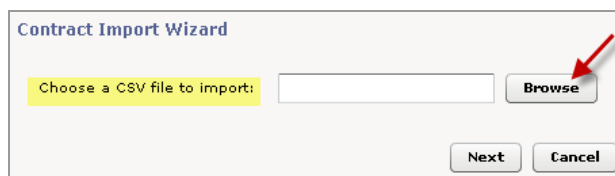


## Import Contract Reports

In DSS SAM version 1.2.2, 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.



This will bring up a *Contract Import Wizard* screen, where you will select a .CSV file that contains your contract data.



Specify a particular .CSV file to upload from any UNC path accessible from the client computer. DSS SAM displays the first few rows of data from the uploaded file along with mapping options. "Mapping options" in this context indicate how columns in the .CSV file correlate to the fields in a DSS SAM contract. Available fields are:

- Contract Name
- Purchase Date
- Expiry Date
- License Count
- Cost
- License Unit Name
- License Unit ID
- Software Title Version ID (the Software Catalog ID)
- Software Title Version Name
- Computer Group
- Custom Fields

If any mapping conflicts exist for Software Title Versions or Computer Groups, you will be presented with options for resolving those conflicts during the import workflow.

**Note:** If you are importing contracts with license units and some of these contracts are licensed per computer, use the value <none> to indicate contracts that are licensed per computer.

If any type-data mismatches or data length violations occur, you will be presented with options for resolving those conflicts.

If there are any blank required fields in the CSV, they will be left blank in the imported contracts. You will need to manually populate these later.

After the import, the system reports how many rows were imported and how many were ignored. For ignored rows, you can download a separate CSV file of *just* all the ignored rows. This CSV

file contains all of the original data of the uploaded CSV file with the addition of an “\_\_ImportErrorMessage\_\_” column detailing why a particular row was ignored.

**Note:** For contract imports, only one value for a check box can be imported.

## 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 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	Total Licenses	Licenses Used	License Delta	Cost Delta
21-6 Product	PE Builder	PE Builder 3.1	1	20	0	20	200.00

A description of each field is shown below:

<b>Publisher</b>	The publisher of the software.
<b>Software Title</b>	The software title.
<b>Software Title Version</b>	The software title including its version. (Note: DSS SAM tracks software licensing based on software title version.)
<b>Active Contracts</b>	The number of contracts that apply to this software title version and have not expired.
<b>Total Licenses</b>	The total license count of all contracts for this software title version.
<b>Licenses Used</b>	The total number of licenses used by “entitled computers” that have this software title version.
<b>License Delta</b>	The difference between total licenses and licenses used.
<b>Cost Delta</b>	The difference between the value of the contract and the value of software used by entitled computers.
<b>Entitled Computers</b>	The number of computers that have this software title version and are entitled to it.
<b>Licensed Computers</b>	The number of entitled computers that have licenses.
<b>Unlicensed Computers</b>	The number of entitled computers that do not have a license. This is either because you ran out of licenses, or the contract has a license unit other than per-computer, and the computer is failing to report the number of licenses it requires.
<b>Misreporting Computers</b>	If the contract has a license unit other than per-computer, this is the number of computers failing to report the number of licenses they require.

## Contract Analysis

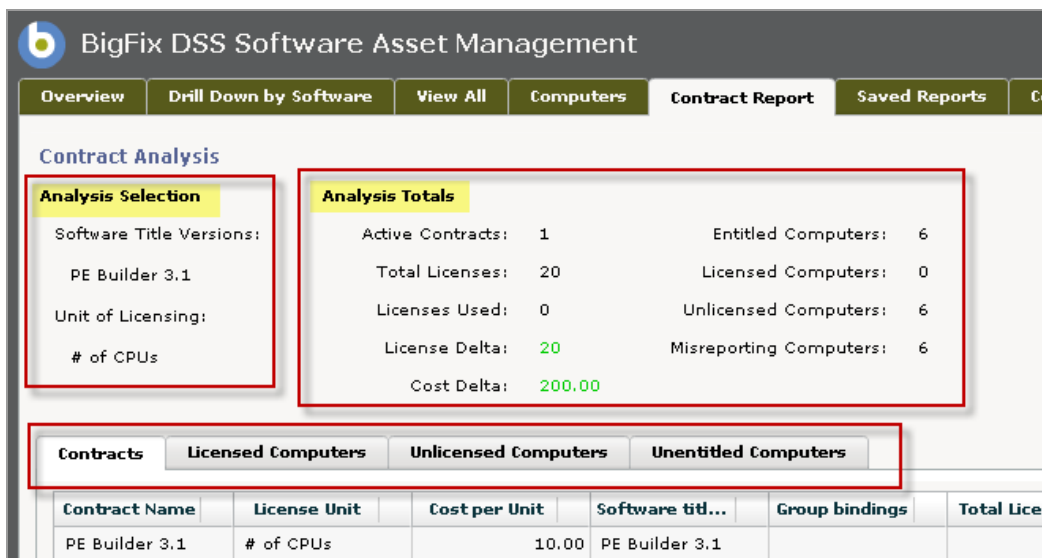
The Contract Analysis screen, which can be accessed through the *Contract Report* tab, appears when you select an existing contract and then click the *Analyze* button in the bottom right of the screen. You may also access the Contract Analysis screen by right-clicking on an existing contract and selecting *Analyze* from the drop-down list.



The Contract Analysis content is organized into *Analysis Selection*, *Analysis Totals*, and four bottom tabs that provide additional detail: *Contracts*, *Licensed Computers*, *Unlicensed Computers*, and *Unentitled Computers*.

The *Analysis Totals* section provides a summary of the following:

- Active Contracts
- Total Licenses
- Licenses Used
- License Delta
- Cost Delta
- Entitled Computers
- Licensed Computers
- Unlicensed Computers
- Misreporting Computers



A contract analysis can show you the totals over multiple contracts or multiple software titles. If you select multiple software titles displayed under the Contract Report tab and click *Analyze*, the Contract Analysis screen will display a total of all designated rows.

## 7. Drill Down by Software

Click the *Drill Down by Software* tab on the DSS SAM main page and view the title menus, as highlighted below.

Publisher	Total Computers	Total Runs	Total Time	Average Run...	Average Run ...	Used 1 week ...	Used 2 weeks...	Used 3 weeks...	Used 4 weeks ago
21-6 Producti...	6	0	0 secs	N/A	N/A	0	0	0	0
2BrightSparks...	21	2152	12 wks 6 days	0.52	3 hrs 54 mins 47 se	13	14	14	14
2Wire Inc.	1	0	0 secs	N/A	N/A	0	0	0	0

You can use a drill-down method to gather detailed information about your software assets. Start by clicking on one of the publishers displayed in the list.

Publisher	Total Computers	Total Runs	Total Time	Average Ru...
Copernic Technolo...	2	7	5 hrs 12 mins 53 s	0
Core FTP	1069	538	34 wks 3 days	0
Corel Corporation	417	23373	7 yrs 10 wks	0

Then drill down by first clicking on the software title, then software title version and application.

**Screenshot 1: Software Asset Hierarchy**

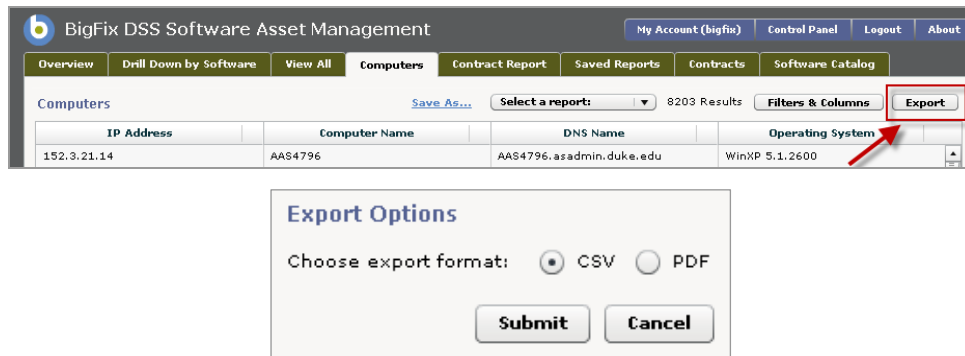
Software title vers...	Total Computers	Total Runs	Total Time	Average Ru...
Corel Paint Shop Pro ...	1	94	2 days 21 hrs 55 r	

**Screenshot 2: Software Asset Hierarchy**

Application	Total Computers	Total Runs	Total Time	Average Ru...	Average Ru...
Corel Paint Shop Pro Photo	1	94	2 days 21 hrs 55 r	0.27	44 mins 37

## 8. Export

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



# Resources

## Advanced Features

- **Advanced filtering**

In the *Filters & Columns* settings for each report type, you specify the settings for your view. Typically you identify a property (e.g. IP address), the operator (e.g. contains), and then you enter in the desired value (e.g. 192).

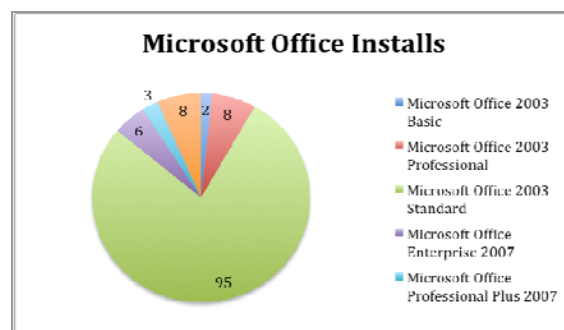
You may use the “%” symbol as wildcards for values, and you may use the “AND” and “OR” operators between values for advanced filtering. For example *Operating System contains %2003 OR mac%*.

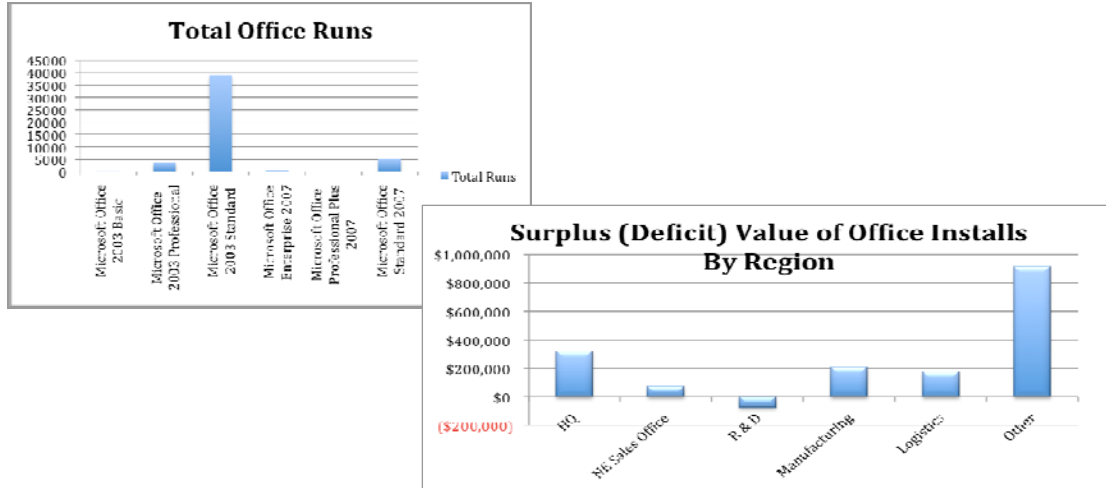
- **Exporting a report and generating charts in Excel**

DSS SAM 1.2.2 does not contain any native charting functions. To generate charts, you should generate the desired data using DSS SAM columns and filters, export the data to a .CSV, and use a spreadsheet tool like Microsoft Excel to generate your charts.

For example, export this view to a .CSV to generate some interesting charts:

Software Asset Hierarchy			
All > Microsoft Corporation > Microsoft Office			
Software title version	Total Computers	Total Runs	
Microsoft Office 2003 Basic	2	336	
Microsoft Office 2003 Professional	8	3734	
Microsoft Office 2003 Standard	95	39128	
Microsoft Office Enterprise 2007	6	546	
Microsoft Office Professional Plus 2007	3	245	
Microsoft Office Standard 2007	8	5130	





- **How do I add custom information about my IT assets, like asset tags, or rack locations for computers in DSS SAM?**

The BigFix platform is an extremely flexible tool for exploring information about your IT assets. The BigFix agent installed on your computers can be instructed to do many things, including look at attributes of the computer and report back what it sees. Using BigFix, you can generate data like “soft asset tags”, geographic locations, or rack locations for computers listed in DSS SAM. For this type of data, you would first create files or registry entries that reside on each computer with the information you want to retrieve (you can use BigFix tasks to create the files or registry entries). Then you create BigFix analysis properties to report this data to your BigFix and DSS SAM server.

For example:

1. Create a task that generates a custom file for each computer. This file might contain things like provisioned date, vendor, procurement data, rack location, geographic location, asset tag.
2. Create a BigFix analysis that reports the various entries in the file that you automatically created on every computer.
3. Add the new BigFix analysis properties to DSS SAM as stored Computer Properties.

This simple process allows you to customize and control the asset data DSS SAM reports about your computers that may not be available out of the box from BigFix.

- **How does BigFix compute report calculations?**

The table below provides a description of each calculation used in DSS SAM reports:

<b>Total Computers</b>	The count of computers on which the item was found. The algorithm rolls up counts from lower levels in the Catalog hierarchy, de-duplicating where necessary. E.g. if Adobe Photoshop was found on 300 computers and Adobe Freehand was also found on 10 of those same computers, it would show a count of 300 for Adobe (not 310). When drilling through the hierarchy (i.e. clicking on Adobe) a count of 300 would show for Photoshop and 10 for Freehand.
<b>Total Runs</b>	The total number of times that the product(s) represented at that level in the hierarchy have been launched, in aggregate across all computers upon which the

	product(s) have been found since the Application Usage Information analysis has been active on the BES server. The algorithm aggregates counts from lower levels in the Catalog hierarchy. E.g. if Adobe Photoshop was run 10 times on each of 50 computers and Adobe Freehand was run 5 times on each of 10 computers, the total runs for Adobe would be 550. When drilling through the hierarchy (i.e. clicking on Adobe) total runs for Photoshop would be 500 and total runs for Freehand would be 50.
<b>Total Time</b>	The total time that the product(s) represented at that level in the hierarchy have appeared in the process tree of the computer(s), in aggregate across all computers upon which the product(s) have been found since the Application Usage Information analysis has been active on the BES server. As in the statistics above, the algorithm aggregates counts from lower levels in the Catalog hierarchy.
<b>Average Runs Per Day</b>	Total Runs divided by number of days that the statistic has been collected. As in the statistics above, the algorithm aggregates the averages from lower levels in the Catalog hierarchy.
<b>Average Run Time</b>	Total Time divided by the Total Runs. As in the statistics above, the algorithm aggregates the averages from lower levels in the Catalog hierarchy.
<b>Used &lt;n time &gt; Ago</b>	Number of computers that launched the product(s) represented at that level in the hierarchy during the described usage interval, as long as the Application Usage Information analysis has been active on the BES server for that usage interval. As in the statistics above, the algorithm rolls up the counts from lower levels in the Catalog hierarchy.
<b>First Used</b>	The date and time (in client's local time setting) when the product first appeared in the process tree of the computer.
<b>Last Used</b>	The date and time (in client's local time setting) when the product most recently appeared in the process tree of the computer.

## FAQs

### When importing content for a Contract from a .CSV file, will the application automatically create new columns to match my .CSV file?

No - If there are any additional columns specified in the CSV that are not present in the contract model, they will be ignored. (The import process will not create them.)

### What kinds of User Accounts should I set up for my deployment?

Ideally you will have one domain user account with the following permissions:

- Permission to install the application on your DSS SAM server
- Permission to connect to your database server and create databases
- Permission to connect to your BES database and read data
- Permission to read data from the BES server upload manager directory

Read more about User Accounts in the DSS SAM *Installation and Configuration Guide*.

### How do I create a Saved Report?

Through the *Save As* button located on the *Drill Down by Software*, *View all*, *Computers*, and *Contract Report* tabs in DSS SAM.

## Additional Documentation

This User's Guide is one of the user resource documents created with the release of DSS SAM 1.2.2. Additional user documents include:

- **Installation and Configuration Guide** – A detailed guide that walks you through the installation and configuration process in DSS SAM.
- **End User QuickStart** – A brief overview to help you quickly get started using DSS SAM 1.2.2.
- **Software Catalog Editor's Guide** – Detailed information about how to use and customize your Software Catalog and how to make it match the software in your deployment.
- **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, along with 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)