HITACHI
Inspire the Next

Job Management Partner 1/Asset Information Manager

Administrator's Guide

3020-3-S78-90(E)

■ Relevant program products

P-2642-1N97 Job Management Partner 1/Asset Information Manager version 09-50 (for Windows Server 2008, Windows Server 2003, Windows XP Professional, Windows 2000)

■ Trademarks

■ Restrictions

■ Issued

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■ Copyright

Summary of amendments

The following table lists changes in the manuals 33020-3-S76-90(E), 3020-3-S77-90(E), and 3020-3-S78-90(E) for JP1/Asset Information Manager 09-50 and product changes related to these manuals.

Changes	Location
Related asset information can now be managed.	Description: *1.2.2* Planning and Setup Guide: *2.1.1(2)*
By assigning divisions to users, a single user can now manage information about multiple groups.	Description: *1.2.2*, *1.2.3* Planning and Setup Guide: *3.1.3* Admin. Guide: *1.2*, *1.3*, *1.4*, *1.4(1)*, *1.6*
Login authentication can now be performed by linking to Active Directory. In addition, Active Directory user information can now be acquired.	Description: *1.2.10*, *2.10*, *2.11* Planning and Setup Guide: *1.2.3*, *3.5*, *3.5.1*, *3.5.2*, *4.1*, *4.1.1(9)*, *5.3*, *5.3.6*, *5.3.6(1)*, *5.3.6(3)*, *5.3.6(4)*, *5.3.6(5)*, *5.3.6(6)*, *5.3.6(7)*, *5.3.6(8)*, *5.3.6(9)*, Appendix *D* Admin. Guide: *1.1.1*
The following operation logs can now be referenced and summarized: • USB connection allowed • USB connection suppressed • Connection allowed for external media other than USB • Connection suppressed for external media other than USB	Description: *2.9(1)* Planning and Setup Guide: *4.1.1(7)* Admin. Guide: *2.7.1*, *2.7.1(1)(a)*, *2.7.1(2)(a)*
Microsoft SQL Server 2008 R2 is now supported as a database management system.	Description: Entire manual Planning and Setup Guide: Entire manual Admin. Guide: Entire manual
Under **Link with JP1/SD** in the Server Setup dialog box, the setting **Host ID** has been changed to **Targets for inventory**. **Targets for inventory** allows the user to acquire inventory information from all devices, or only from devices with host identifiers, or only from devices with system information.	Planning and Setup Guide: *1.3*, *5.3.7(5)*
The setting **Inventory acquisition method** has been added under **Link with JP1/SD** in the Server Setup dialog box, which allows the user to select **Multithreading method** as the method for acquiring inventory information.	Planning and Setup Guide: *1.3*, *5.3.7(20)*

Changes	Location
The setting **Multiplex level for inventory** has been added under **Link with JP1/SD** in the Server Setup dialog box, which allows the user to specify the multiplex level when inventory information is collected using the multithread method.	Planning and Setup Guide: *1.3*, *5.3.7(21)*
By defining an assignment-exception MAC list, users can now register multiple devices as separate assets when JP1/Software Distribution inventory information is acquired, even if the devices have the same MAC address.	Planning and Setup Guide: *3.2.3*, *3.2.3(17)*
Machine serial number can be selected as the assigned key when JP1/Software Distribution inventory information is acquired.	Planning and Setup Guide: *3.2.3(1)*, *3.2.3(11)*, *3.2.3(12)*, *3.2.3(13)*, *3.2.3(14)*, *5.3.7(8)*, *5.3.7(9)*, *5.3.7(10)*, *9.6.1*, Appendix *D*
The following items have been added under **Link with Directory Server** in the Server Setup dialog box: • **Directory server usage** • **Server name** • **Port number** • **Access user** • **Response monitoring time** • **User information DN** • **User ID attribute name** • **User name attribute name**	Planning and Setup Guide: *3.5.1*, *5.3*, *5.3.1*, *5.3.6*, *5.3.6(1)*, *5.3.6(3)*, *5.3.6(4)*, *5.3.6(5)*, *5.3.6(6)*, *5.3.6(7)*, *5.3.6(8)*, *5.3.6(9)*, Appendix *D*
Microsoft Internet Explorer 9 is now supported as a Web browser.	Planning and Setup Guide: *4.1.1(2)*, *4.2.1*, *5.2.1(2)*, *11.8(1)*
The setting **Status to display in device search windows** under **Basic Information** in the Server Setup dialog box has been added to the Add Related Device window.	Planning and Setup Guide: *5.3.4(21)*, *8.2*
The setting **Device log management** has been added under **Basic Information** in the Server Setup dialog box, which allows the user to select whether to manage the initial change history of a device to be managed when a **Delete change log** task is performed.	Planning and Setup Guide: *5.3.4(22)*
Items in the outbox can now be copied to create new Items.	Planning and Setup Guide: *5.3.4(20)*, Appendix *D* Admin. Guide: *3.3.1*, *3.3.6*, *3.3.6(1)*
Asset Information Manager operations can now be output to an audit log.	Planning and Setup Guide: *5.3.4(23)*, *5.3.4(24)*, Appendix *D*, Appendix *G*, *G.1*, *G.2*, *G.3*, *G.3(1)*, *G.3(2)*, *G.3(3)*, *G.3(3)(a)*, *G.3(3)(b)*, *G.3(4)*, *G.4*, *G.5*
When an Item is attached, users who have been assigned as agents for that Item can now be notified by email.	Planning and Setup Guide: *5.3.5*, *5.3.5(2)*, Appendix *D* Admin. Guide: *3.1.1*, *3.2.2*

Changes	Location
The setting **Number of JP1/CSC notifications** has been added under **Link with JP1/SD** in the Server Setup dialog box, which allows the user to set the timing for reporting the acquisition of JP1/Software Distribution inventory information to JP1/Client Security Control.	Planning and Setup Guide: *5.3.7(19)*
The following operations have been added for data maintenance tasks: • *Delete related asset information that does not have target asset information* • *Delete division information set for groups that no longer exist*	Planning and Setup Guide: *5.9.3(1)*, *5.9.3(3)*
Settings for Windows Server 2008 have been added to the following cluster administrator resources: • Microsoft Internet Information Services resource • Embedded RDB service resource	Planning and Setup Guide: *5.13.3*
The following asset types have been added for importing and exporting: • Division information • Assign division	Planning and Setup Guide: *7.1.2(2)*, *7.1.2(3)*, *7.1.3(3)*, *7.1.4(16)*, *7.2.3(3)*, *14.1.1*, *14.1.2*, *14.2.9*, *14.3.5*, *14.3.6*, *14.4*, *14.4.20*, *14.4.21* Admin. Guide: *4.10.1(3)(q)*, *4.10.1(3)(r)*, *4.10.2(1)*, *4.10.2(2)*
Related asset information has been added as an asset type that can be specified when importing asset information with the **Import** job menu or with `jamCsvImport.bat`, and when exporting asset information with the **Export** job menu or with `jamCsvExport.bat`.	Planning and Setup Guide: *7.1.2(2)*, *7.1.3(3)*, *7.1.4(15)*, *7.2.3(3)*, *14.1.1*, *14.1.2*, *14.1.3*, *14.2.26*, *14.3.11*, *14.4*, *14.4.19* Admin. Guide: *4.10.1(3)(p)*, *4.10.2(1)*, *4.10.2(2)*
The official authority *Item auditor* has been added. Users who have this official authority can view the latest Item content and attachments in the Execution Item Management window.	Planning and Setup Guide: *10.1.1*, *10.2*, *10.2.3* Admin. Guide: *3.4*
A table object has been added to allow multiple entries for a single Item object. In addition, the component Table Designer has been added for defining table objects.	Planning and Setup Guide: *10.4.3*, *10.4.3(1)*, *10.4.3(1)(e)*, *10.4.3(3)*, *10.4.5*, *10.4.5(1)*, *10.4.5(2)*, *10.4.5(3)*, *10.4.5(4)*, *10.5.2*, *10.5.4(1)*, *10.5.4(2)*
A date can now be set to the subject data type of an Item.	Planning and Setup Guide: *10.4.3(3)(b)*
A note about the work required to rebuild Microsoft Internet Information Services has been added.	Planning and Setup Guide: *11.5.6*
Greater detail is now provided in the table that shows the correspondence between information created for Asset Information classes and the inventory information assigned in JP1/Software Distribution.	Planning and Setup Guide: *13.1*

Changes	Location
The modification date of system configuration information and the modification date of registry information can now be managed as asset information.	Planning and Setup Guide: *13.1.1*, *14.2.2*, *14.4.1*
`DivisionInfo` has been added as an object class.	Planning and Setup Guide: *14.1.1*, *14.1.3*, *14.2.9*, *14.4*, *14.4.20*, *14.4.21*
The following association classes have been added: • `DivisionLink` • `DivisionUserLink`	Planning and Setup Guide: *14.1.2*, *14.1.3*, *14.3.5*, *14.3.6*, *14.4*
In the table listing the size of each information item in the section on the disk space required by the asset management database, the size of the hardware information item has been changed from 51.7 KB to 52.1 KB.	Planning and Setup Guide: *C.2(1)*
The number of assigned license keys can now be displayed in the Owned License List window.	Admin. Guide: *2.4.1*
The **Related devices** tab has been added to the Device Details dialog box, which allows the user to manage linkages between devices.	Admin. Guide: *2.8*, *2.8.6*
A **Divisions** tab has been added to the Group Details dialog box of the **Group and User** job menu, in which options such as modifying division information and outputting a list of divisions to a CSV file have been added. An option for assigning divisions to users has also been added to the **Divisions** tab.	Admin. Guide: *4.1*, *4.1.3*, *4.1.5*, *4.1.5(1)*, *4.1.5(2)*, *4.1.6*, *4.1.6(1)*, *4.1.6(2)*, *4.1.6(3)*, *4.1.6(4)*, *4.1.6(5)*
A note has been added about the format of CSV files that are imported using the **Import** job menu.	Admin. Guide: *4.10.1(1)*

Legend:

Description: *Job Management Partner 1/Asset Information Manager Description*

Planning and Setup Guide: *Job Management Partner 1/Asset Information Manager Planning and Setup Guide*

Admin. Guide: *Job Management Partner 1/Asset Information Manager Administrator's Guide*

In addition to the above changes, minor editorial corrections have been made.

Preface

This manual describes the functions of the following program product:

- Job Management Partner 1/Asset Information Manager

In this manual:

- *Job Management Partner 1* is usually abbreviated to *JP1*.
- *Job Management Partner 1/Asset Information Manager* is abbreviated to *Asset Information Manager*.

This manual explains the functional details and procedures you need to understand in order to operate Asset Information Manager. The manuals for Asset Information Manager (including this manual) are listed below. The descriptions of each manual will help you decide the order in which you should read them.

JP1 Version 9 Job Management Partner 1/Asset Information Manager Description

Read this manual first.

This manual provides a brief overview of Asset Information Manager features and some typical ways in which Asset Information Manager is used.

JP1 Version 9 Job Management Partner 1/Asset Information Manager Planning and Setup Guide

This manual explains the points you need to consider before you set up Asset Information Manager, and provides detailed procedures that explain how to install and set up Asset Information Manager. The manual also explains how to optimize Asset Information Manager to best suit your asset management operations.

JP1 Version 9 Job Management Partner 1/Asset Information Manager Administrator's Guide

This manual explains the functional details and procedures you need to understand in order to operate Asset Information Manager.

Intended readers

The explanations in this manual assume that the readers are the following:

- Asset managers who will manage asset information
- Persons who will reference asset information and use it in applications

This manual also assumes readers have an understanding of the following:

- How to use Windows Server 2008, Windows Server 2003, Windows XP

Professional, or Windows 2000

- A basic knowledge of relational databases
- Knowledge of Microsoft SQL Server or Oracle (if Microsoft SQL Server or Oracle is being used)
- How to use linkage products (if Asset Information Manager is being linked to JP1/Software Distribution, Network Node Manager version 8 or earlier, or JP1/Integrated Management)
- A basic knowledge of software licensing

Organization of this manual

This manual consists of the following chapters and appendixes:

1. Basic Operating Procedure

Chapter 1 explains the basic operation and setup of the Asset Information Manager windows. It also describes how to select the job menu that best suits your goals.

2. Executing Asset Management Jobs

Chapter 2 describes the details of each job and of the window operations.

3. Executing Asset Management Jobs That Use Items

Chapter 3 explains how to execute asset management jobs that use Items.

4. Managing Shared Information

Chapter 4 explains how to execute jobs that manage the shared information used for system operations.

A. Version Changes

Appendix A describes the changes that have been made in each version.

B. Glossary

Appendix B defines terms used in this manual.

Related publications

This manual is part of a related set of manuals. The manuals in the set are listed below (with the manual numbers):

- *Job Management Partner 1/Asset Information Manager Description* (3020-3-S76(E))
- *Job Management Partner 1/Asset Information Manager Planning and Setup Guide* (3020-3-S77(E))

For details about collecting inventory information, collecting operation log data, and distributing software:

- *Job Management Partner 1/Software Distribution Description and Planning Guide* (3020-3-S79(E)), for Windows systems
- *Job Management Partner 1/Software Distribution Setup Guide* (3020-3-S80(E)), for Windows systems
- *Job Management Partner 1/Software Distribution Administrator's Guide Volume 1* (3020-3-S81(E)), for Windows systems
- *Job Management Partner 1/Software Distribution Administrator's Guide Volume 2* (3020-3-S82(E)), for Windows systems

For functions needed to handle problems in asset management systems on the basis of JP1 event information:

- *Job Management Partner 1/Integrated Management - Manager Overview and System Design Guide* (3020-3-R76(E))
- *Job Management Partner 1/Integrated Management - Manager GUI Reference* (3020-3-R79(E))
- *Job Management Partner 1/Base User's Guide* (3020-3-R71(E))

For functions needed to manage client security on the basis of asset management system information:

- *Job Management Partner 1/Client Security Control Description, User's Guide and Operator's Guide* (3020-3-S71(E))

For understanding messages output from an Embedded RDB database:

- *HiRDB Version 8 Messages* (3020-6-358(E))

About online Help

Asset Information Manager provides the following manuals as online (HTML) Help. The text in parentheses following each manual title denotes the name of the corresponding online Help file.

Job Management Partner 1/Asset Information Manager (`assetim.chm`)

The following manuals constitute an integrated set:

- *Job Management Partner 1/Asset Information Manager Description* (`aimintro.chm`)
- *Job Management Partner 1/Asset Information Manager Planning and Setup Guide* (`aimconst.chm`)
- *Job Management Partner 1/Asset Information Manager Administrator's Guide* (`aimuse.chm`)

Job Management Partner 1/Asset Information Manager - Creating an Access Definition File (`assetscr.chm`)

To access online Help, you must use a computer on which Microsoft Internet Explorer 6 SP1 or later is installed.

The online Help files are stored in the following folder:

Asset-Information-Manager-installation-folder`\help`

Conventions: Abbreviations for product names

This manual uses the following abbreviations for product names:

Abbreviation	Full name or meaning
ActiveX	ActiveX(R)
AIX	AIX(R)
AMD Athlon	AMD Athlon(TM)
AMD Duron	AMD Duron(TM)
AMD Opteron	AMD Opteron(TM)
AMD Sempron	AMD Sempron(TM)
AMD Turion	AMD Turion(TM)
Asset Information Manager, AIM	Job Management Partner 1/Asset Information Manager
Asset Information Manager Embedded RDB Edition	Job Management Partner 1/Asset Information Manager Embedded RDB Edition
JP1/Base	Job Management Partner 1/Base
JP1/Client Security Control, JP1/CSC	Job Management Partner 1/Client Security Control - Agent
	Job Management Partner 1/Client Security Control - Manager
JP1/IM	Job Management Partner 1/Integrated Management - Manager
	Job Management Partner 1/Integrated Management - Rule Operation
	Job Management Partner 1/Integrated Management - View
	Job Management Partner 1/Integrated Manager - Central Console
	Job Management Partner 1/Integrated Manager - Central Scope

Abbreviation		Full name or meaning
		Job Management Partner 1/Integrated Manager - View
JP1/IM - Manager		Job Management Partner 1/Integrated Management - Manager
		Job Management Partner 1/Integrated Manager - Central Console
JP1/Integrated Manager - Central Console		Job Management Partner 1/Integrated Manager - Central Console
JP1/Software Distribution, JP1/SD	JP1/Software Distribution Client	Job Management Partner 1/Software Distribution Client
	JP1/Software Distribution Manager	Job Management Partner 1/Software Distribution Manager
MBSA		Microsoft(R) Baseline Security Analyzer
Microsoft Internet Explorer		Microsoft(R) Internet Explorer(R) 6 SP1 or later
		Windows(R) Internet Explorer(R) 7
		Windows(R) Internet Explorer(R) 8
		Windows(R) Internet Explorer(R) 9
Microsoft Office		Microsoft(R) Office 2000
		Microsoft(R) Office 2003
		Microsoft(R) Office 2007
		Microsoft(R) Office 2010
		Microsoft(R) Office XP
Microsoft SQL Server	Microsoft SQL Server 2000	Microsoft(R) SQL Server 2000 Enterprise Edition
		Microsoft(R) SQL Server 2000 Standard Edition
	Microsoft SQL Server 2005	Microsoft(R) SQL Server 2005 Enterprise Edition
		Microsoft(R) SQL Server 2005 Enterprise x64 Edition
		Microsoft(R) SQL Server 2005 Standard Edition
		Microsoft(R) SQL Server 2005 Standard x64 Edition

Abbreviation		Full name or meaning
	Microsoft SQL Server 2008	Microsoft(R) SQL Server 2008 Enterprise
		Microsoft(R) SQL Server 2008 Standard
		Microsoft(R) SQL Server 2008 R2 Enterprise
		Microsoft(R) SQL Server 2008 R2 Standard
	Microsoft SQL Server 7.0	Microsoft(R) SQL Server 7.0
		Microsoft(R) SQL Server 7.0 Enterprise Edition
HP NNM, HP NNM Version 7.5 or earlier		HP OpenView network node manager 6.4
		HP OpenView Network Node Manager Starter Edition 7.5
		HP OpenView NNM SE 7.51
ORACLE, Oracle		Oracle8i and Oracle9i
Pentium		Pentium(R)
Windows	Windows 2000	Microsoft(R) Windows(R) 2000 Advanced Server Operating System
		Microsoft(R) Windows(R) 2000 Professional Operating System
		Microsoft(R) Windows(R) 2000 Server Operating System
	Windows 95	Microsoft(R) Windows(R) 95 Operating System
	Windows 98	Microsoft(R) Windows(R) 98 Operating System
	Windows CE	Microsoft(R) Windows(R) CE, Handheld PC Professional Edition
	Windows Me	Microsoft(R) Windows(R) Millennium Edition Operating System
	Windows NT 4.0	Microsoft(R) Windows NT(R) Server Enterprise Edition Version 4.0
		Microsoft(R) Windows NT(R) Server Network Operating System Version 4.0
	Windows Server 2003	Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition

Abbreviation		Full name or meaning
		Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition
		Microsoft(R) Windows Server(R) 2003 R2, Standard Edition
		Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition
		Microsoft(R) Windows Server(R) 2003, Enterprise Edition Operating System
		Microsoft(R) Windows Server(R) 2003, Enterprise x64 Edition
		Microsoft(R) Windows Server(R) 2003, Standard Edition Operating System
		Microsoft(R) Windows Server(R) 2003, Standard x64 Edition
	Windows Server 2003 (x64)	Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition
		Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition
		Microsoft(R) Windows Server(R) 2003, Enterprise x64 Edition
		Microsoft(R) Windows Server(R) 2003, Standard x64 Edition
	Windows Server 2008#	Microsoft(R) Windows Server(R) 2008 Enterprise
		Microsoft(R) Windows Server(R) 2008 Standard
		Microsoft(R) Windows Server(R) 2008 R2 Datacenter
		Microsoft(R) Windows Server(R) 2008 R2 Enterprise
		Microsoft(R) Windows Server(R) 2008 R2 Standard
	Windows XP	Microsoft(R) Windows(R) XP Home Edition Operating System
		Microsoft(R) Windows(R) XP Professional Operating System
Windows XP Professional		Microsoft(R) Windows(R) XP Professional Operating System
WSUS		Microsoft(R) Windows Server(R) Update Services

#: Does not include installations that include the Server Core option.

Conventions: Acronyms

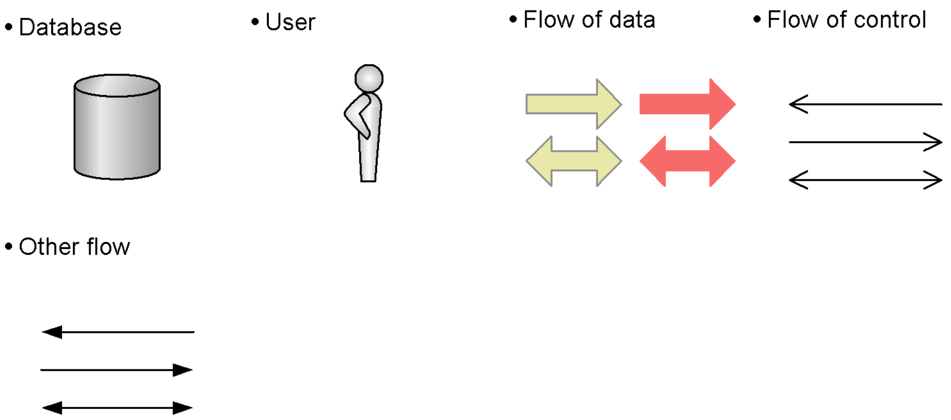
This manual also uses the following acronyms:

Acronym	Full name or meaning
AMD	Advanced Micro Devices
CD-R	Compact Disc Recordable
CD-R/W	Compact Disc Read/Write
CN	Common Name
CPU	Central Processing Unit
CSV	Comma Separated Value
DAT	Digital Audio Tape
DBMS	Data Base Management System
DC	Domain Component
DHCP	Dynamic Host Configuration Protocol
DN	Distinguished Name
DVD	Digital Versatile Disk
EULA	End User License Agreement
FAQ	Frequently Asked Question
GUI	Graphical User Interface
HDD	Hard Disk Drive
HTTP	Hyper Text Transfer Protocol
ID	Identification
IT	Information Technology
ITU	International Telecommunication Union
LDAP	Lightweight Directory Access Protocol
MIB	Management Information Base
MO	Magneto-Optical disk
ODBC	Open Data Base Connectivity
OS	Operating System

Acronym	Full name or meaning
OU	Organization Unit
PC	Personal Computer
RDB	Relational Database
SNMP	Simple Network Management Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
URL	Uniform Resource Locator
USB	Universal Serial Bus
WS	Work Station

Conventions: Diagrams

This manual uses the following conventions in diagrams:



Conventions: Fonts and symbols

The following table explains the fonts used in this manual:

Font	Convention
Bold	**Bold** type indicates text on a window, other than the window title. Such text includes menus, menu options, buttons, radio box options, or explanatory labels. For example: • From the **File** menu, choose **Open**. • Click the **Cancel** button. • In the **Enter name** entry box, type your name.

Font	Convention
Italics	*Italics* are used to indicate a placeholder for some actual text to be provided by the user or system. For example: • Write the command as follows: `copy` *source-file target-file* • The following message appears: `A file was not found. (file =` *file-name*`)` *Italics* are also used for emphasis. For example: • Do *not* delete the configuration file.
`Code font`	A `code font` indicates text that the user enters without change, or text (such as messages) output by the system. For example: • At the prompt, enter `dir`. • Use the `send` command to send mail. • The following message is displayed: `The password is incorrect.`

The following table explains the symbols used in this manual:

Symbol	Convention
|	In syntax explanations, a vertical bar separates multiple items, and has the meaning of OR. For example: `A|B|C` means A, or B, or C.
{ }	In syntax explanations, curly brackets indicate that only one of the enclosed items is to be selected. For example: {`A|B|C`} means only one of A, or B, or C.
`[ ]`	In syntax explanations, square brackets indicate that the enclosed item or items are optional. For example: `[A]` means that you can specify `A` or nothing. `[B|C]` means that you can specify `B`, or `C`, or nothing.
`...`	In coding, an ellipsis (. . .) indicates that one or more lines of coding are not shown for purposes of brevity. In syntax explanations, an ellipsis indicates that the immediately preceding item can be repeated as many times as necessary. For example: `A, B, B, ...` means that, after you specify `A, B,` you can specify B as many times as necessary.

Conventions for permitted characters

In most cases, only the following characters are permitted as syntax elements (if other characters are permitted, the manual will state this explicitly):

Type	Definition
Alphabetic characters	`A` to `Z`, `a` to `z`

Type	Definition
Upper-case alphabetic characters	`A` to `Z`
Lower-case alphabetic characters	`a` to `z`
Numeric characters	`0` to `9`
Alphanumeric characters	`A` to `Z`, `a` to `z`, `0` to `9`

Symbols	`! " # $ % & ' ( ) + , - . / :`
	`; < = > @ [ ] ^ _ { } ~ ?`
	space

Conventions: KB, MB, GB, and TB

This manual uses the following conventions:

- 1 KB (kilobyte) is 1,024 bytes.
- 1 MB (megabyte) is $1{,}024^2$ bytes.
- 1 GB (gigabyte) is $1{,}024^3$ bytes.
- 1 TB (terabyte) is $1{,}024^4$ bytes.

Conventions: References to other manuals

Within the group of manuals *Description*, *Planning and Setup Guide*, and *Administrator's Guide*, references in one manual to another manual are indicated in the following format:

For details about *AAA*, see *n.n.n BBB* in the *CCC* manual.

AAA

The topic to be referenced.

n.n.n

The chapter or section number to be referenced. This number might be followed by a number or letter in parentheses.

BBB

The title of the chapter or section to be referenced.

CCC

The abbreviated name of the manual to be referenced. Common parts of manual names, such as *Job Management Partner 1/Asset Information Manager*, are omitted.

Conventions: Version numbers

The version numbers of Hitachi program products are usually written as two sets of two digits each, separated by a hyphen. For example:

- Version 1.00 (or 1.0) is written as 01-00.
- Version 2.05 is written as 02-05.
- Version 2.50 (or 2.5) is written as 02-50.
- Version 12.25 is written as 12-25.

The version number might be shown on the spine of a manual as *Ver. 2.00*, but the same version number would be written in the program as *02-00*.

Contents

Chapter

1. Basic Operating Procedure

This chapter describes the basic operation and setup of the Asset Information Manager windows. The chapter also describes how to select the job menu that best suits your goals.

1.1 Logging in to and out of Asset Information Manager
1.2 Window component names and usage
1.3 Search procedure
1.4 Registration procedure
1.5 Differences in window functions by user role
1.6 Job menus that can be used to specify divisions as search conditions and values to be registered

1.1 Logging in to and out of Asset Information Manager

This section describes how to log in to and out of Asset Information Manager.

1.1.1 Logging in

To use Asset Information Manager, use a Web browser to access the login window and log in to Asset Information Manager.

Notes

- To ensure a secure environment, the first time you log in, make sure that you change the asset manager's default password (user ID: `admin`). We also recommend that you change the password periodically.
- Even when Active Directory is used for authentication, the user IDs used for logging in must be managed as Asset Information Manager user information. Only passwords can be consolidated when Active Directory is used for login authentication. To log in under a user ID that is not registered in Active Directory, that user ID must be authenticated as user information (user ID and password) managed in Asset Information Manager.

  For example, user IDs and passwords that are registered only in Asset Information Manager are managed in the asset management database, which is the case for the asset manager (user ID: `admin`).

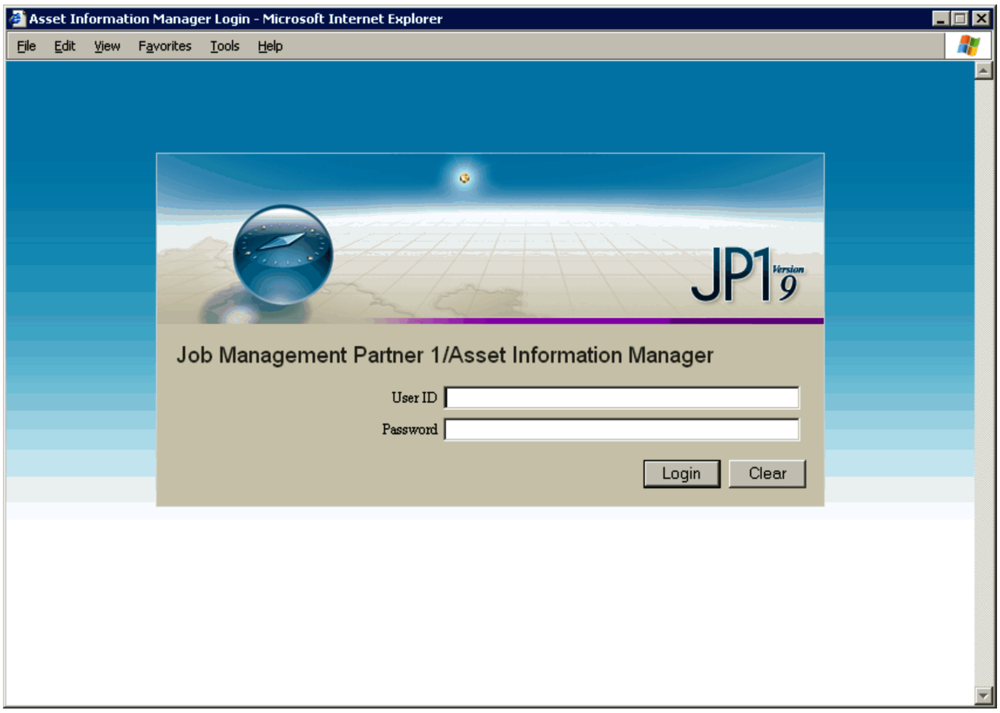
To log in to Asset Information Manager:

1. Open a Web browser and access the login window.

   To access the login window, enter its URL into a Web browser. The URL of the login window is `http://`*host-name*`/jp1asset/login.htm`.

   The following figure shows Asset Information Manager's login window.

Figure 1-1: Login window



User ID text box

Enter the user ID.

Password text box

Enter the password.

Login button

Logs in to Asset Information Manager and displays the top page.

Clear button

Clears the values that you specified for **User ID** and **Password**.

2. Enter your user ID and password to log in to Asset Information Manager.

Immediately after installation, only the asset manager (whose user ID and password are both `admin`) can use Asset Information Manager. When you are logging in for the first time or when no Asset Information Manager user has been registered, log in as the asset manager. Then use the **Group and User** job menu to register the users who will use Asset Information Manager.

For details about registering users, see *4.1.2 Adding a user*.

If you import the sample users and groups provided by Asset Information Manager, you can log in using the user IDs and passwords shown in the table below.

The following table describes the user roles by user ID.

Table 1-1: User roles defined for user IDs

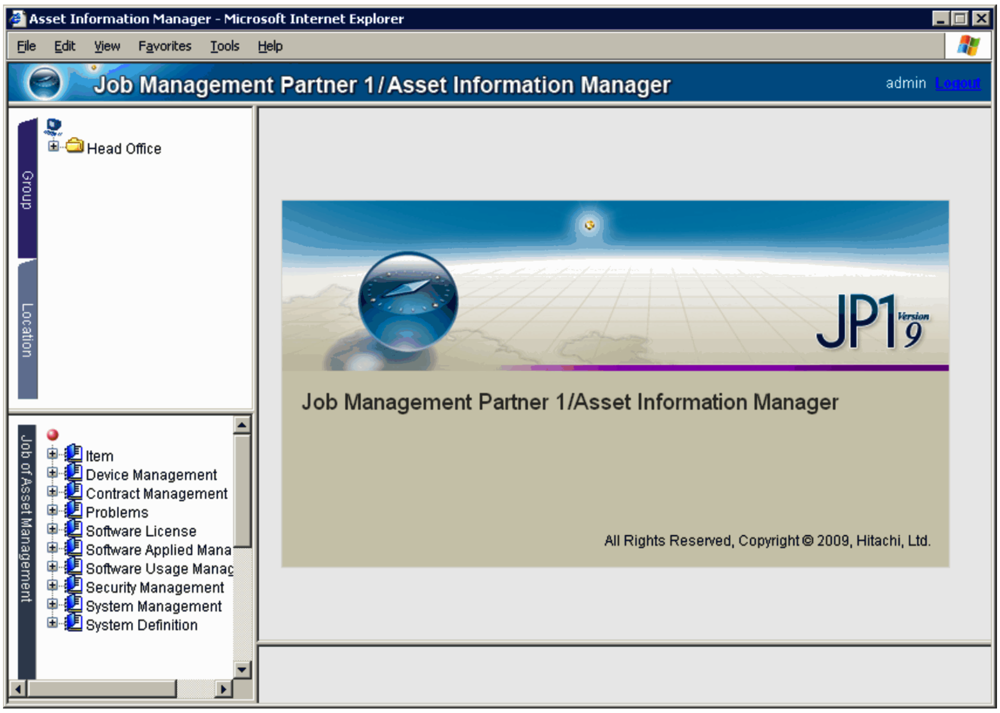
User ID and password	User role	User name	Group name
`user1`	Administrator	Smith	IT Management Dept.
`user2`	User	Satoh	IT Management Dept.
`user3`	User	Kim	General Affairs Dept./General Affairs Section
`user4`	User	Brown	General Affairs Dept./ Accounting Section
`user5`	User	Lopez	Sales Dept./Section 1
`user6`	User	Yamada	Sales Dept./Section 2

For details about how to import information about the sample users and groups, see *5.11 Importing the sample data that can be used in windows* in the *Planning and Setup Guide*.

3. Click the **Login** button.

   If Asset Information Manager authentication is successful, the following initial window is displayed.

Figure 1-2: Initial window



1.1.2 Logging out

To log out of Asset Information Manager:

1. Click the **Logout** link in the upper right corner of the window.

   If logout is successful, the message `Logout was successful.` is displayed, and then the login window is displayed.

   From this window, you can log in to Asset Information Manager again. To do so, enter your user ID and password.

Even if you do not log out manually, you are logged out automatically when the amount of time specified during setup elapses. If you have been logged out automatically, the character string `The user has already logged out.` is displayed when you execute a job from an operation window, and then the login window is displayed.

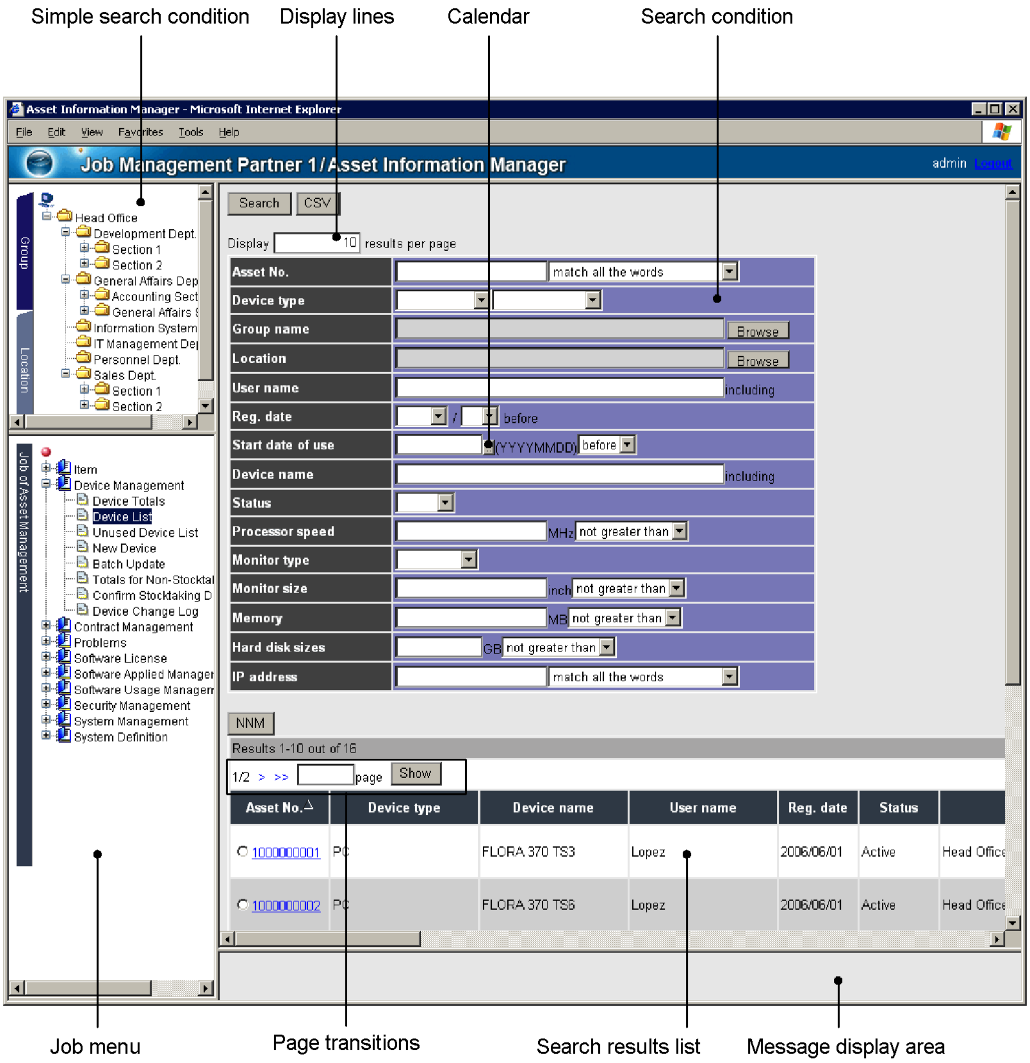
You can set the automatic logout time using the **Communication-less monitoring time** option, which is under **Session Information** in the Server Setup dialog box. For details about specifying settings in this dialog box, see *5.3.3 Setting Session Information* in the *Planning and Setup Guide*.

1.2 Window component names and usage

This section describes the names of the window components used to execute asset management jobs, and explains how to use these components.

Asset Information Manager consists of various windows for asset management jobs. The following figure shows the names of the window components.

Figure 1-3: Names of window components



Simple search condition

To specify a group or location as a search condition or to specify registration and update values, simply select the corresponding group and location on the tree.

Use the tabs to switch between groups and locations.

The displayed group and location depend on the user role. For details about the access permission settings by user role, see *3.1.3 Assigning access permissions according to organizational hierarchy* in the *Planning and Setup Guide*.

Also, if divisions are assigned to the login user, **Divisions** will be displayed when the **Group** tab is selected. Note that the assigned division names and division group names will be displayed for **Divisions**. Selecting a division name and group name from this tree enables you to specify group search conditions and values to be registered.

For details about how to configure settings for **Divisions**, see *4.1.6 Viewing and editing divisions*. For details about selecting a division to use as a search condition or a value to be registered, see *1.6 Job menus that can be used to specify divisions as search conditions and values to be registered*.

Display lines

You can change the number of lines displayed in a page of search results by specifying the number of lines in the display lines input area and then clicking the **Search** button. You can specify a number from 1 to 1,000 for the number of lines; this setting is valid only for the specified window. The default number is 200.

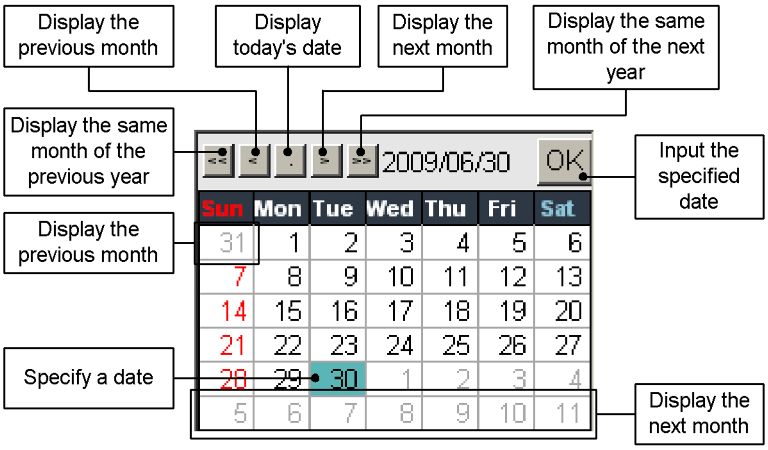
To hide the display lines input area and display the same number of lines uniformly on all windows, specify the information in **Basic information** in the Server Setup dialog box. For details about how to hide the display lines input area, see *5.3.4(2) Show number column* in the *Planning and Setup Guide*.

Calendar

Use the calendar to specify a date. Click the button to display the calendar.

The following figure shows how to use the calendar to specify a date.

Figure 1-4: Using the calendar to specify a date



To close the calendar, click outside the calendar window (such as in the background).

Search conditions

Displays the conditions for searching for asset information according to the selected job.

You can change the values to be specified in the search conditions according to the operation mode of the asset management system. You can also change the search conditions that can be specified depending on the user role. For details about each update method, see *9.2 Changing managed items (Customize Managed Items)* or *9.3 Changing a window for a user role (Customize Job Windows)* in the *Planning and Setup Guide*.

Job menus

Enables you to select the work you wish to perform.

When you select a job menu in the tree, the corresponding window is displayed in the right-hand frame.

As is the case with simple search conditions, the displayed job menus depend on the user role.

You can also select the job menus to be displayed according to the operation mode of the asset management system. For details about how to view or hide job menus, see *9.4 Changing the executable jobs (Customize Job Menu)* in the *Planning and Setup Guide*.

Page transitions

If the search results span multiple pages, click a link to display another page.

Each time you click a link, a different page is displayed.

- >

  Displays the next page.
- <

  Displays the previous page.
- >>

  Displays the last page.
- <<

  Displays the first page.

In the input area, you can also specify the page number of the page that you want to display. Clicking the **Show** button displays the specified page.

Search results list

Displays a list of asset information that satisfies the specified search condition. The search results contain only the asset information that can be processed by the user who is currently logged in.

You can select an item from these search results to perform further processing: such as viewing or editing details.

When the item title displays ▽ or △, clicking the title sorts the list in ascending or descending order.

Message display area

Displays a message indicating the progress of processing.

Buttons

The window operation buttons are described next:

- **CSV** button

  Downloads as a CSV file the search results list, summary results list, or other list information displayed in the window.
- **NNM** button

  Enables you to use Network Presenter to check the network configuration, including associated assets. To display Network Presenter, you must link with HP NNM Version 7.5 or earlier.

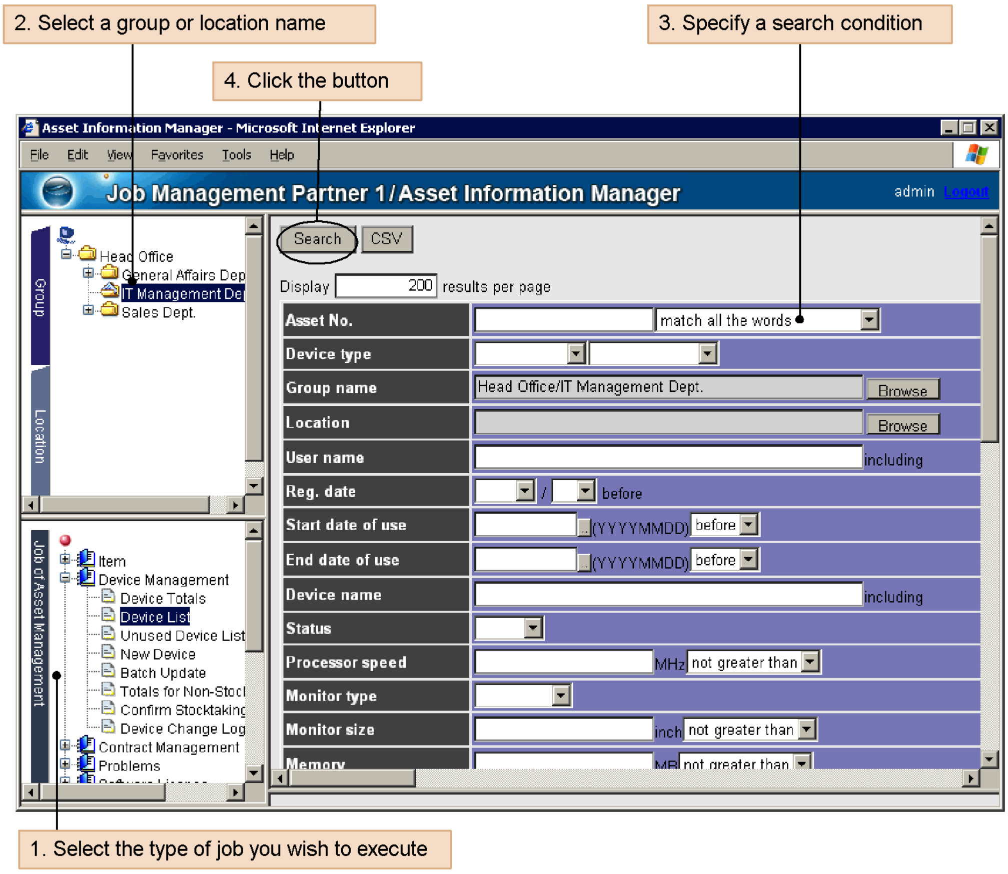
  For details about the required setup method for using the **NNM** button, see *5.3 Setting up the asset management server* in the *Planning and Setup Guide*.

1.3 Search procedure

The asset management system enables you to total and search for managed asset information to best suit your goals.

This section describes the procedures for specifying search conditions to search for asset information and for executing various processing by using the search results. The following figure shows the search procedure and the window location that corresponds to each step.

Figure 1-5: Search procedure



To search for asset information:

1. From the job menus, select the type of work you wish to execute (such as **Device List**).

The window for the selected job type is displayed.

2. Using a simple search condition or by clicking the **Browse** button, select a desired group or location.

   You can easily specify a search condition by selecting a desired group or location from the appropriate tree. Use the tabs to switch between the group and location trees.

   To clear a specified condition, click the icon on the top of the tree.

   If divisions have been assigned to the login user, selecting the **Group** tab displays the assigned division names and division group names in the tree. If you wish to specify a division in a condition, select the corresponding division name and division group name from the tree. The **Group** and **Division** radio buttons are displayed in the **Group** field. Note that when you select **Division**, the **Browse** button is disabled. Select a desired division name and division group name from the tree to specify the search conditions.

3. Specify other search conditions, in addition to a group or location.

   The possible search conditions depend on the job type. If you specify multiple search conditions, they are treated as being joined by logical AND.

4. Click the **Search** button.

   A listing of the search results is displayed.

   You can output the search results as a CSV file, or view the resulting device locations in the floor layout chart.

(1) Hints on searching for asset information

This section provides advice on specifying conditions for searching for asset information.

Searching by **Asset No.** or **Contract No.**

If you know the asset number of the asset to be searched for, enter the asset number and select **match all the words**. You can identify the asset with a single search because a unique asset number is assigned to each asset.

If the asset numbers are classified by category and you know only a part of the asset number, you can specify **match part of the words**, **match beginning of the words**, or **match end of the words** to search for the asset. The same applies to the contract numbers that are used when contract information is searched.

Searching by **Device type**

For the device type, you can specify **Computing**, **Networking**, or **Accessories**, and then further narrow down the type.

By specifying the type in two stages, you can narrow down the search condition according to purpose, such as searching for devices by type or for a specific device.

Searching by **Software name**

If you search the asset information for software names managed by Asset Information Manager, you need to be aware that there are two types of software names, as described below. Note that these software names might not match for the same software item.

- Software name

  This is the name of the software that was registered as the target for license management. **Software name** in the search condition normally assumes this name.

- Installed software name

  This is the name of the software installed on devices. If you register inventory information acquired by JP1/Software Distribution, this is the name of the software collected by JP1/Software Distribution.

Searching by **match part of the words**

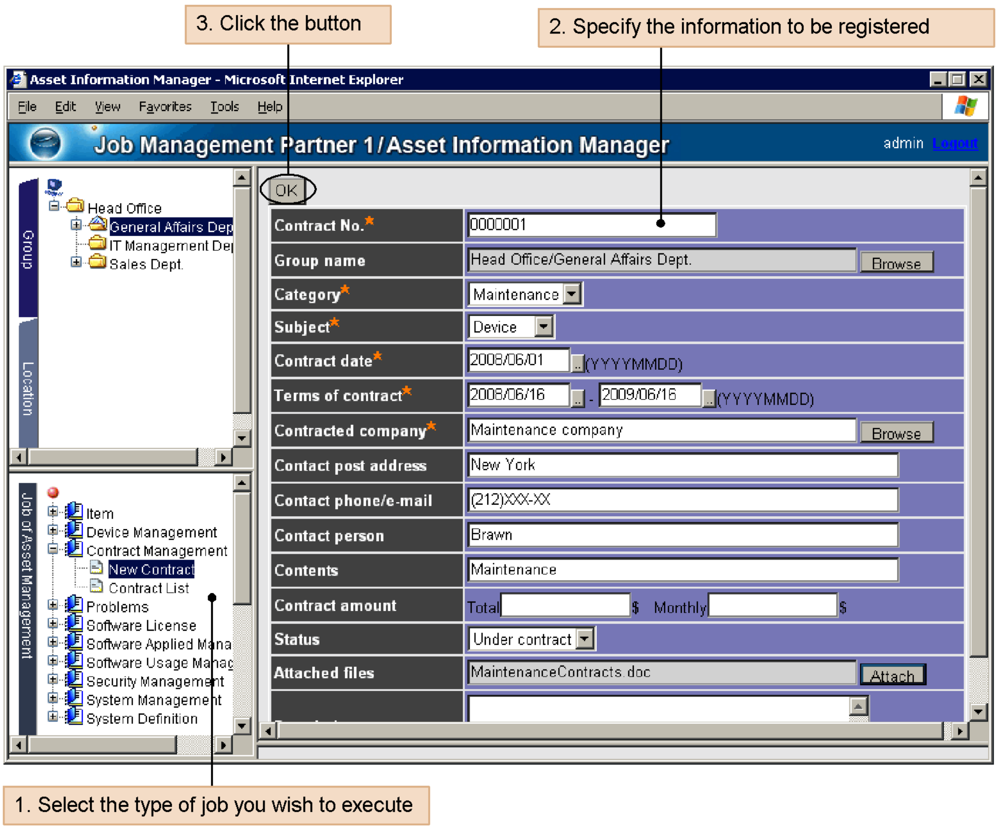
Searches performed by using the **match part of the words**, **match beginning of the words**, or **match end of the words** options in the drop-down list, as well as searches for items under the **including** label such as user names, are case sensitive. However, when using Microsoft SQL Server, the collating sequence of the database is used so you can also perform comparisons that are not case-sensitive.

1.4 Registration procedure

The asset management system enables you to register asset information, such as devices, contracts, and software items, from the windows.

This section describes the procedure for registering asset information, such as devices, contracts, and software items. The following figure shows the registration procedure and the location in the window that corresponds to each step.

Figure 1-6: Registration procedure



To register asset information:

1. From the job menus, select the type of work you wish to execute (such as **New Device**).

   The window for the selected job type is displayed.

2. In the displayed window, specify each item.

Items identified by a star ( ) are mandatory.

Specify a group or location by selecting it from the simple search conditions. If a division has been assigned to a login user, the group of a job corresponding to a division can also be specified by selecting the division group from the tree.

To specify a user name, enter it from the keyboard or use the **Browse** button.

To specify an attached file, use the **Attach** button.

3. Click the **OK** button.

   The specified information is registered into the asset management database.

(1) How to specify a group

The two methods of specifying a group are to use the **Browse** button or to select the group from the simple search conditions tree. Note that when you select **Division**, the **Browse** button is disabled. Select the division group name from the simple search conditions tree. However, in the dialog box displayed by clicking a link or a button from the operation window, you cannot specify a group by selecting it from the simple search conditions tree.

To use the **Browse** button to specify a group:

1. In the group specification field, click the **Browse** button.

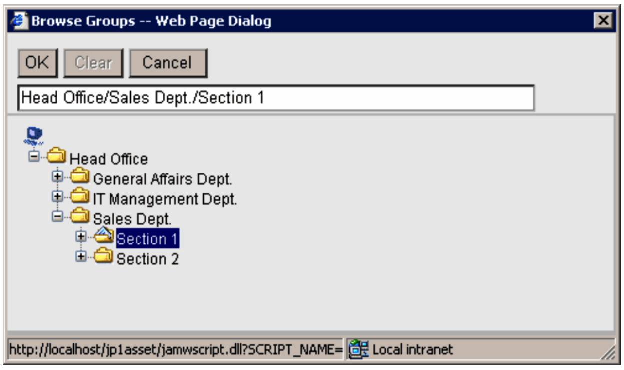
   The Browse Groups dialog box is displayed.

2. From the tree, select the desired group, and then click the **OK** button.

   The Browse Groups dialog box closes, and the selected group is specified.

The following figure shows the Browse Groups dialog box in which a group is selected.

Figure 1-7: Browse Groups dialog box



(2) How to specify a user name

You can specify a user name by using the **Browse** button or by directly typing the user name from the keyboard. If the user to be specified is registered in Asset Information Manager, you can use either of these two methods. If the user is not registered, such as in the case of a user who only uses the device, you must directly type the user name from the keyboard.

To specify a user name by using the **Browse** button:

1. In the user name specification field, click the **Browse** button.

   The Browse Users dialog box is displayed.

2. From the tree, select the group to which the user belongs.

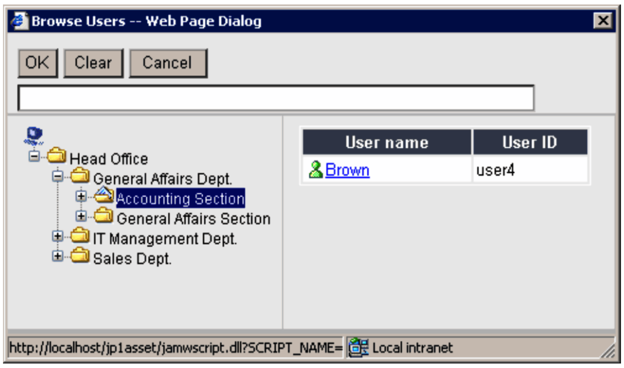
   A list of users belonging to the selected group is displayed.

3. Select the desired user name, and then click the **OK** button.

   The Browse Users dialog box closes, and the selected user is specified.

The following figure shows the Browse Users dialog box with a user selected.

Figure 1-8: Browse Users dialog box



(3) How to specify an asset location

In the dialog box that is displayed by clicking a link or button in a window, use the **Browse** button to specify a location.

To specify a location:

1. In the location specification field, click the **Browse** button.

   The Browse Locations dialog box is displayed.

2. From the tree, select a location, and then click the **OK** button.

   The Browse Locations dialog box closes, and the selected location is specified.

The following figure shows the Browse Locations dialog box with a location selected.

Figure 1-9: Browse Locations dialog box

(4) How to specify an attached file

Files that are to be managed together with contracts, license certificates, and other contract information can be registered as attached files.

To specify an attached file:

1. Click the **Attach** button in the attach file specification area.

   The Edit Attached Files dialog box is displayed.

2. Click the **Add** button.

   The File Registration dialog box is displayed.

3. Click the **Browse** button.

   A dialog box for selecting a file is displayed.

4. Select the file to be added, and click the **Open** button.

   The specified file is added to **File name when saved** and **Upload file**. You can edit the character string displayed in **File name when saved**.

5. Click the **OK** button.

   The specified file is added.

6. Click the **Close** button.

   The File Registration dialog box closes.

7. Click the **Close** button.

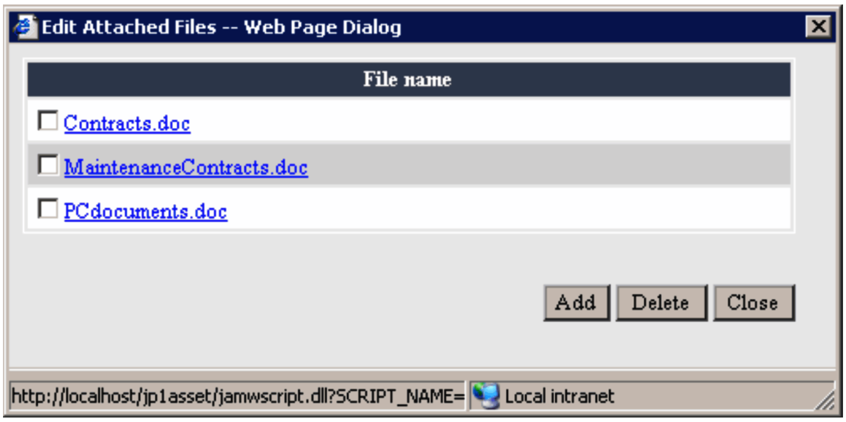
   The Edit Attached Files dialog box closes.

   At this point, the added file is not yet registered in the asset management system. When you click the **OK** or **Update** button on a window that has an attached file specification area, the file is registered with the asset management system.

   Note that if the added file is opened before the file is registered, it is downloaded with a file name that is different from the one specified in **File name when saved**.

The following figure shows the Edit Attached Files dialog box with files specified.

Figure 1-10: Edit Attached Files dialog box



1.5 Differences in window functions by user role

This section presents the differences in the job menus displayed in the window depending on the user role, and describes limitations to the accessible asset information depending on the user role.

(1) Differences in job menus

The functionality available in windows depends on the user role. The two user roles that use window operations are `user` and `administrator`.

The following table describes the default job menus for each user role.

Table 1-2: Differences in job menus by user role

Job category	Job menu	User	Administrator
Item	**New Item**	Y	Y
	Inbox	Y	Y
	Outbox	Y	Y
	Execution Item Management	N	Y
Device Management	**Device Totals**	Y	Y
	Device List	Y	Y
	Unused Device List	Y	Y
	New Device	Y	Y
	Batch Update	Y	Y
	Totals of Stocktaking-Unexecuted Devices	Y	Y
	Confirm Stocktaking Device	N	Y
	Device Change Log	Y	Y
Contract Management	**New Contract**	N	Y
	Contract List	N	Y
Problems	**Problems**	Y	Y
Software License	**Owned License List**	Y	Y
	Excess License List	Y	Y
	Unauthorized Usage List	Y	Y

Job category	Job menu	User	Administrator
	Unused License List	N	Y
	Unknown Usage List	Y	Y
	New Software	Y	Y
	Software List	Y	Y
	Transfer License	Y	Y
	New Volume License	Y	Y
	Volume License List	Y	Y
	Totals List & Execution	N	Y
	Update History	Y	Y
Software Applied Management	**Software Applied**	N	Y
	Distribution Status	N	Y
	WSUS Updates Management	N	Y
Software Usage Management	**Software Operation Status**	Y	Y
	Unauthorized Install List	Y	Y
	Program Execution History	N	N
	Window Title Update History	N	N
Security Management	**Operation Log List**	N	Y
	Operation Log Total	N	Y
System Management	**Group and User**	N	Y
	Search Users	Y	Y
	Location	N	Y
	IP Group	N	Y
	Device Catalog	N	Y
	Software Name	N	Y
	Installed Software	N	Y
	Code	N	Y

Job category	Job menu	User	Administrator
	Individual Information	Y	Y
	Import	N	Y
	Export	N	Y
	Result Import	N	Y
	Log	N	Y
System Definition	**Role**	N	Y
	Customize Managed Items	N	Y
	Customize Job Windows	N	Y
	Customize Job Menu	N	Y
	Create User Report	N	Y
	Assign Inventory	N	Y
	Acquire Device Update Record Items	N	Y
	Item Definition	N	Y
	Official Authority	N	Y

Legend:

Y: Available

N: Not available

You can change the available job menus for each user role. For details, see *9.4 Changing the executable jobs (Customize Job Menu)* in the *Planning and Setup Guide*.

(2) Differences in accessible asset information

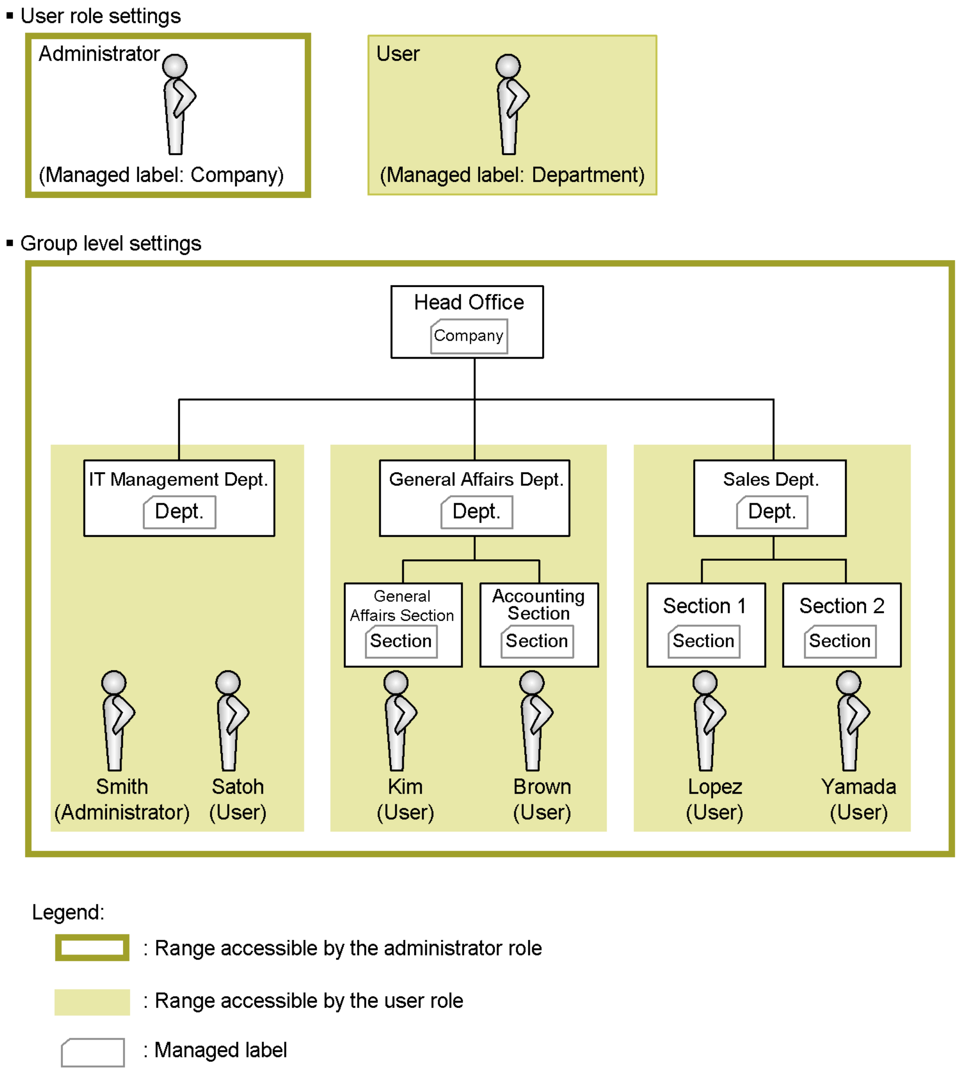
The asset information accessible from windows depends on the user role.

If access is limited by group level, a user can reference only the asset information permitted for his or her group, including all lower groups, assuming the group's managed label is the same as for the user role. For details about setting access control by group level, see *3.1.3 Assigning access permissions according to organizational hierarchy* in the *Planning and Setup Guide*.

The figure below shows the organization of groups and managed labels when the sample user and group information is imported.

For details about importing the sample user and group information, see *5.11 Importing* *the sample data that can be used in windows* in the *Planning and Setup Guide*.

Figure 1-11: Accessible range based on organization of sample groups



1.6 Job menus that can be used to specify divisions as search conditions and values to be registered

When **Division** is displayed in the tree of the **Group** tab of simple search conditions, you can select a division from this tree to specify a group search condition and registration values. However, some job menus do not allow you to specify divisions. Also, even among job menus that do allow you to specify divisions, some permit only a division group name to be specified.

The following table lists the job menus that support this function.

Table 1-3: Job menus that can be used to specify divisions as search conditions and values to be registered

Job category	Job menu	Whether specifiable	
		Division name	Division group name#
Device Management	**Device Totals**	Y	Y
	Device List	Y	Y
	Unused Device List	Y	Y
	New Device	N	Y
	Batch Update	Y	Y
	Totals of Stocktaking-Unexecuted Devices	Y	Y
	Device Change Log	Y	Y
Contract Management	**New Contract**	N	Y
	Contract List	Y	Y
Software License	**Owned License List**	Y	Y
	Excess License List	Y	Y
	Unauthorized Usage List	Y	Y
	Unused License List	Y	Y
	Unknown Usage List	Y	Y
	New Software	N	Y
	Software List	Y	Y

Job category	Job menu	Whether specifiable	
		Division name	Division group name#
	Transfer License	Y	Y
	New Volume License	N	Y
	Volume License List	Y	Y
	Update History	Y	Y
Software Usage Management	**Software Operation Status**	Y	Y
	Unauthorized Install List	Y	Y
	Window Title Update History	Y	Y
Security Management	**Operation Log Total**	N	Y

Legend:

Y: Can be specified.

N: Cannot be specified.

#

For groups assigned to the division.

Chapter

2. Executing Asset Management Jobs

This chapter describes the details of each job and of the window operations.

2.1 Device Management

This section describes how to execute device-related asset management jobs.

Device Management enables you to use the centrally managed information as a device management ledger, such as for totaling the number of devices held (owned) by each group and for searching for specific devices.

The job menus related to device management are displayed under the **Device Management** job category.

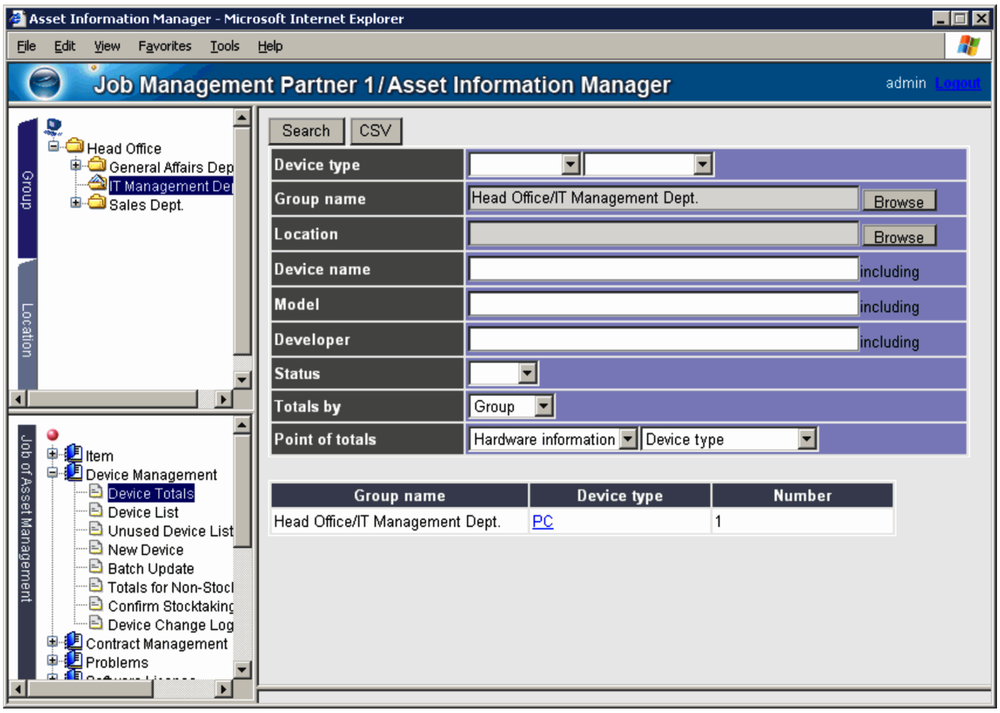
This section describes the operations available from each menu and shows the windows. Each subsection title contains the selected menu name in parentheses.

2.1.1 Checking the number of owned devices (Device Totals)

By using managed items, you can total the number of owned devices by group or location, as well as for the entire organization. You can check the number of each type of device and the number of devices that are to be replaced for each group or location. For example, **Status** can be used as the *point of* (filter for) totals to check the number of devices that are active or in stock for each status. **Reg. date** can also be used as a point of totals to check the number of installed devices.

To total the number of owned devices, start from the Device Totals window, which is displayed by clicking the **Device Totals** job menu. The following figure shows the Device Totals window.

Figure 2-1: Device Totals window



In the Server Setup dialog box, you can set the device statuses that are displayed for the **Status** search condition. For details about how to configure this setting, see *5.3.4(21) Status to display in device search windows* in the *Planning and Setup Guide*.

(1) Totaling the number of owned devices by specifying conditions

To total the number of owned devices by group or location, select **Group name** or **Location** for the **Totals by** search condition. You can filter the range to be totaled for the group or location by specifying simple search conditions or by using the **Browse** button.

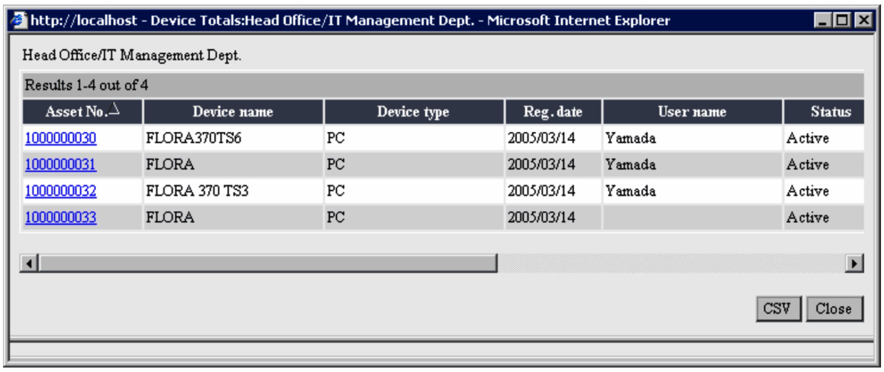
To total by device status or by manufacturer, select the items to total via the **Point of totals** search condition. To change which items to total, select **Asset information** or **Hardware information** from the **Point of totals** search condition, and then select the details from the drop-down list to the right. The default is **Device type** for **Hardware information**.

(2) Displaying a breakdown of the totaled results

By clicking a link corresponding to the details specified via **Point of totals** and displayed for totaled results, a breakdown of totaled results is displayed. From here, you can also display details about an individual device. For details about how to view and edit details about an individual device, see *2.8 Managing device details*.

The following figure shows the window that displays a breakdown of the details specified by **Point of totals**.

Figure 2-2: Window displaying a breakdown of details specified by Point of totals (Device Totals)



(3) Changing the display widths of the totaled results

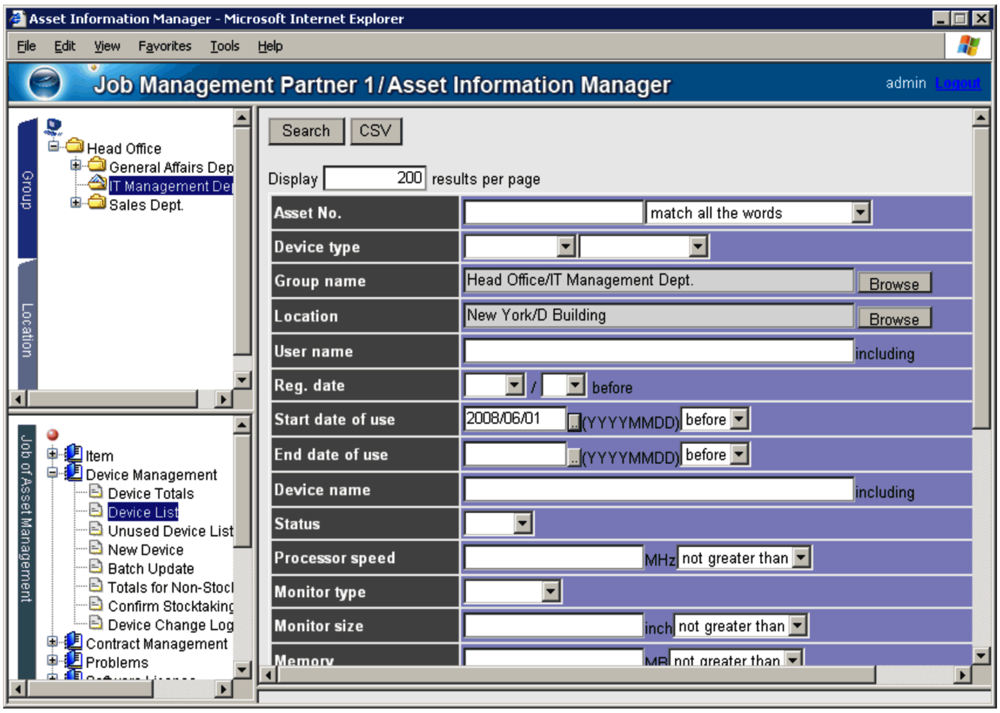
You can change the display widths of the items in the totaled results. For details about how to change the display widths, see *9.3.6(3) Setting the display widths for the items in search results* in the *Planning and Setup Guide*.

2.1.2 Searching for devices (Device List)

By using the **Device List** job menu, you can search for specific devices among owned devices. For example, you can list devices for a particular purpose, such as to identify devices with an old registration date or devices whose performance is below a specified level. You can also change information about the listed devices.

To search for devices, start from the Device List window, which is displayed by clicking the **Device List** job menu. The following figure shows the Device List window.

Figure 2-3: Device List window



In the Server Setup dialog box, you can set the device statuses that are available for the **Status** search condition. For details about how to configure this setting, see *5.3.4(21) Status to display in device search windows* in the *Planning and Setup Guide*.

(1) Specifying search conditions for a particular purpose

In **Device List**, specify the necessary search conditions. The following are examples of specifying conditions for searching for owned devices.

- Searching for devices to be replaced

  To search for old devices or for devices whose performance is below a specific level, specify an item such as **Reg. date**, **Processor speed**, or **Memory**.

- Searching for devices to be scheduled for maintenance

  If you know the name of the device, specify **Device name** to search for it. If not all the device names are registered, also specify **Device type** for a more thorough search.

Be aware that IP address segments can be specified with two or fewer digits when both specifying an IP address for a search condition and searching for partial matches or beginning-of-word matches. For example, if `33.22.1` is specified for a search, the search is conducted in the range from `33.22.100.`*xxx* to `33.22.199.`*xxx*. Therefore, if you want to search for `33.22.1.`*xxx*, enter a period (`.`) at the end, as in `33.22.1.`, or place zeros in front of the number, as in `33.22.001`. For example, if you want to search for *xxx*`.22.1.`*xxx*, specify `.22.1.` or `022.001`.

(2) Checking the network configuration using Network Presenter

You can use Network Presenter to check the network configuration, including devices.

In Network Presenter, you can select the devices that you want to display from the list of search results, and then click the **NNM** button to display the associated devices in Network Presenter.

To display Network Presenter, you must be linked to HP NNM Version 7.5 or earlier. For details about the settings for linking to HP NNM Version 7.5 or earlier, see *6.1 Settings for linking to HP NNM Version 7.5 or earlier* in the *Planning and Setup Guide*.

(3) Displaying device details

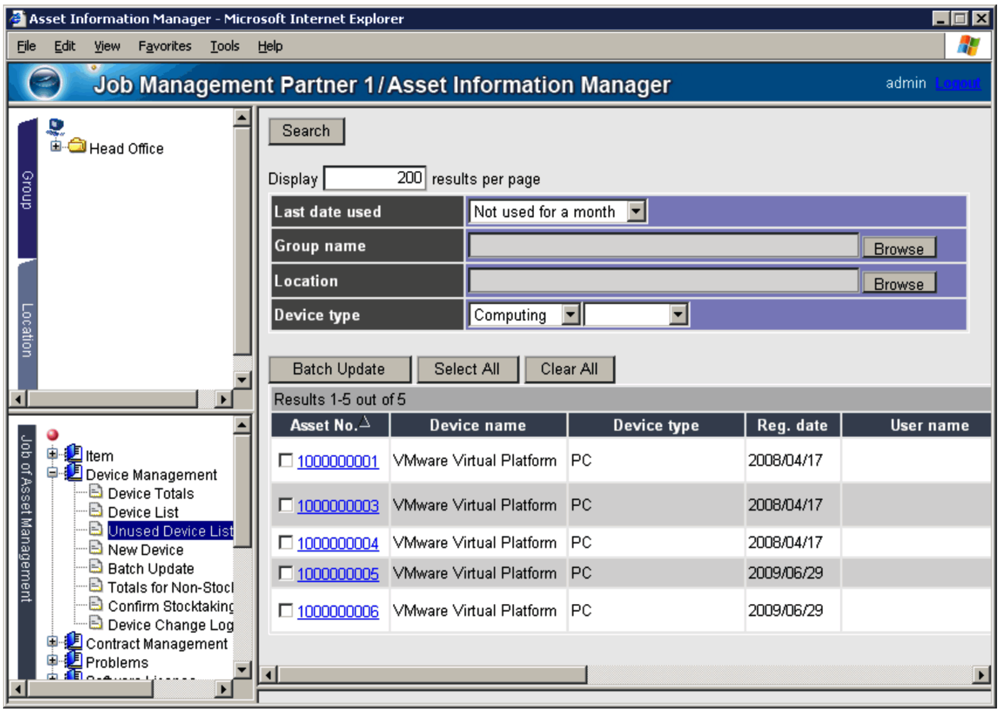
In the search results list, clicking a link under **Asset No.** displays the Device Details dialog box, which enables you to view and edit details about that device. For details about how to view and edit details about a device, see *2.8 Managing device details*.

2.1.3 Searching for unused devices (Unused Device List)

By using the **Unused Device List** job menu, you can check for devices that are not being used. This helps you utilize your assets more efficiently because you can assign unused devices when device distribution requests are received from groups.

A device is unused if its information has not been updated for a specified period of time. To search for unused devices, start from the Unused Device List window, which is displayed by clicking the **Unused Device List** job menu. The following figure shows the Unused Device List window.

Figure 2-4: Unused Device List window



In the Unused Device List window, the devices that are regarded as being active are searched for in order to identify the devices that have not been used for the period specified in the **Last date used** search condition.

From **Unused Device List**, only devices whose operation status is being managed can be displayed. Use the Device Details dialog box to specify whether a device's operation status is to be managed.

- When a JP1 product is linked to in order to acquire asset information

  If a JP1 product is linked to so that asset information can be updated periodically, the system regards a device as being inactive if it has not been updated for the specified period of time since the last time inventory information was collected from that JP1 product.

  When linked to JP1/Software Distribution

  > This is the period beginning from the day inventory information was collected from the JP1/Software Distribution linked to.

  When linked to HP NNM Version 7.5 or earlier

  > This is the period beginning from the day information about HP NNM

Version 7.5 or earlier was registered with Asset Information Manager.

HP NNM Version 7.5 or earlier uses **Set network polling** queries to remove nodes that do not respond within a set period from the map. The default is one week. For details about **Set network polling**, see the manual *HP NNM*.

When node information is deleted from the map, the information in Asset Information Manager does not change and is displayed as an unused device. If you do not want the device displayed as unused devices, do not specify the device for usage management.

For details about how to handle devices as unused devices, see *2.8.1 Viewing and changing device details (Device tab)*.

(1) Displaying device details

In the search results list, clicking a link under **Asset No.** displays the Device Details dialog box, which enables you to reference and edit details about that device. For details about how to view and edit details about a device, see *2.8 Managing device details*.

(2) Changing the status of unused devices in a batch operation

To change the status of unused devices to **Scrap** in a batch operation, the management information of the unused devices must be changed as follows:

1. Specify **Group name** and **Location** search conditions as necessary, specify **Active** for **Status**, and then click the **Search** button.

   The devices that match the conditions are searched for.

2. Click the **Select All** button, and click the **Batch Update** button.
3. Select the **Status** check box.
4. From the **Status** drop-down list, choose **Scrap**.

   The Set Changes dialog box is displayed.

   To cancel, click the **Close** button.

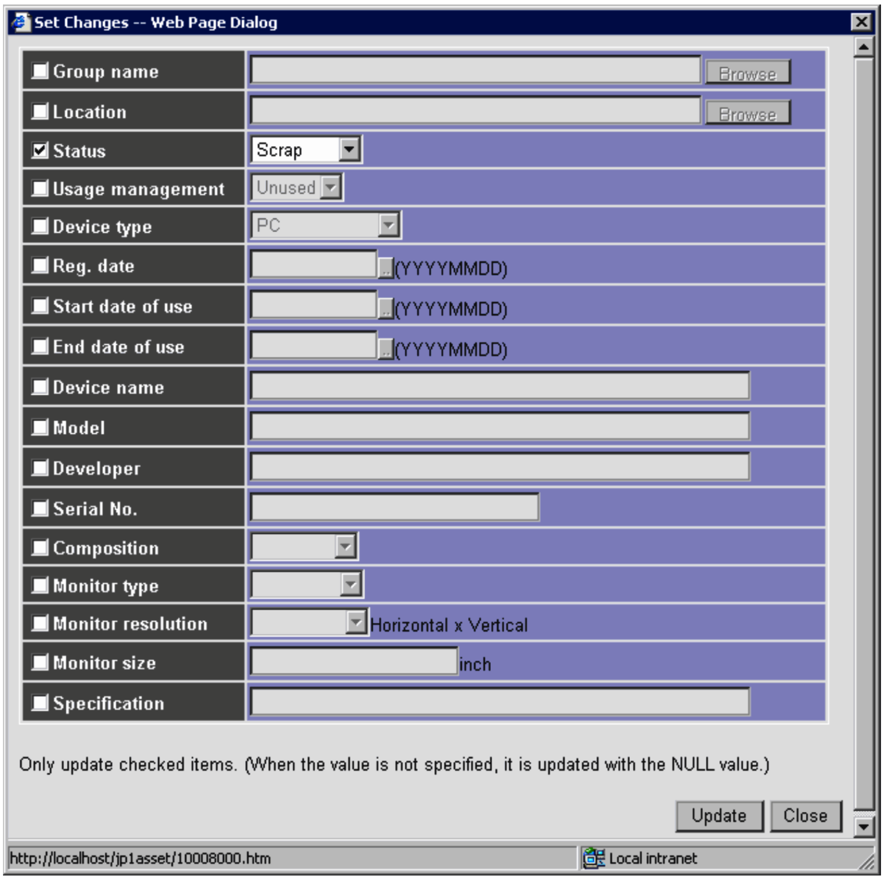
5. Click the **Update** button.

   The Set Changes dialog box closes, and the devices for which **Status** is **Active** are changed to **Scrap**.

   From the Set Changes dialog box, select the check box of the item to be changed. To delete a registered value, select the check box, and then click the **Update** button without setting a value. However, the values for **Status**, **Usage management**, and **Device type** cannot be deleted.

The following figure shows the Set Changes dialog box with **Status** set to **Scrap**.

Figure 2-5: Set Changes dialog box

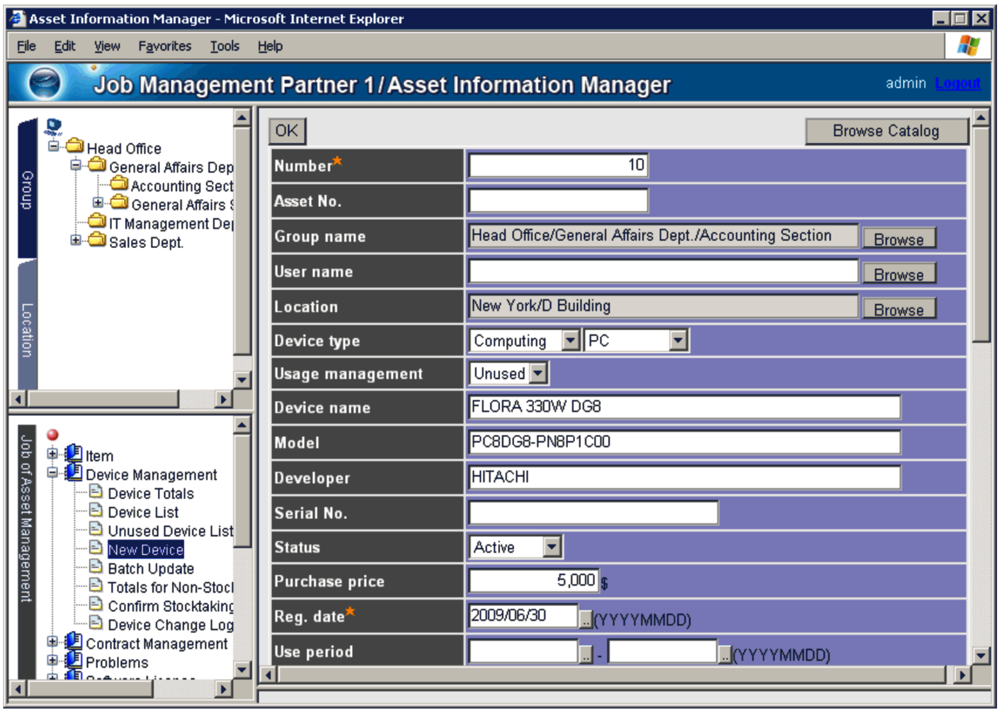


2.1.4 Registering device information (New Device)

By using the **New Device** job menu, you can register a new device. You can add devices to be managed by registering, for example, accessories for which information cannot be collected from JP1/Software Distribution and devices that are not connected to the network.

To register a new device, start from the New Device window, which is displayed by clicking the **New Device** job menu. The following figure shows the New Device window.

Figure 2-6: New Device window



Asset numbers when multiple devices are registered

You can use batch mode to register the same device information for multiple devices by specifying a numeric value in **Number**. The New Device window enables you to register a maximum of 500 devices at one time.

When more than one device is registered, the automatically assigned number is registered as the asset number, not a specified value.

If you want to specify the asset numbers to be assigned, you must register the devices one at a time, and specify the desired value in **Asset No.** along with any other required command information.

How to specify the user name

To specify a user name, either use the **Browse** button or directly enter the name using a keyboard. The latter method enables you to specify a user name that is not registered in Asset Information Manager.

However, a user name cannot be directly entered if the user name is already registered. If that is the case, use the **Browse** button to find the user with that name.

(1) How to register information using a device catalog

Device information, such as the CPU and memory size, is predetermined for each product. A *device catalog* is a collection of these information items registered for a product.

By selecting a product from among the device catalogs, because one or more items will already be set for that product, you can eliminate the time required to enter that information.

For details about registering a device catalog and the items that can be specified, see *4.5 Managing device catalog information (Device Catalog)*.

To register device information using a device catalog:

1. In the upper-right corner of the window, click the **Browse Catalog** button.

   The Browse Device Catalog dialog box is displayed.

2. Specify search conditions, as necessary.

   Specify one or more of the following: **Device type**, **Device name**, **Model**, and **Developer**.

3. Click the **Search** button.

   A list of catalog entries is displayed. Clicking a column title sorts the list in either ascending order or descending order by that column.

   Clicking a link under **Device name** enables you to view the content of the catalog.

   To cancel, click the **Close** button.

4. Select the desired catalog items, and then click the **OK** button.

   The Browse Device Catalog dialog box closes, and the information in the catalog information is specified for the corresponding items.

5. Specify each item that cannot be registered from the catalog, and then click the **OK** button.

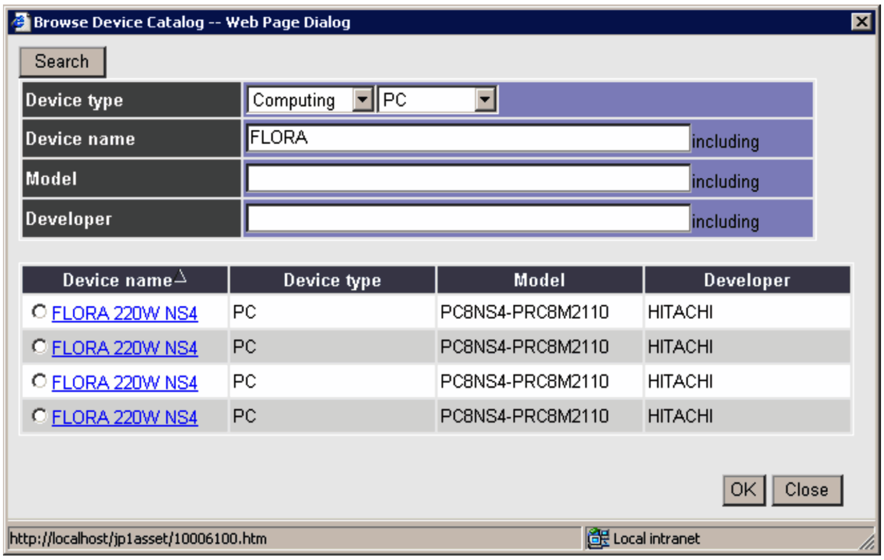
   Items identified by a star ( ) are mandatory.

   The device information is registered based on the specified information.

   You can change the information registered here from the Device Details dialog box that is displayed from the search results of a window such as Device List window.

The following figure shows the Browse Device Catalog dialog box in which device catalogs are searched for.

Figure 2-7: Browse Device Catalog dialog box

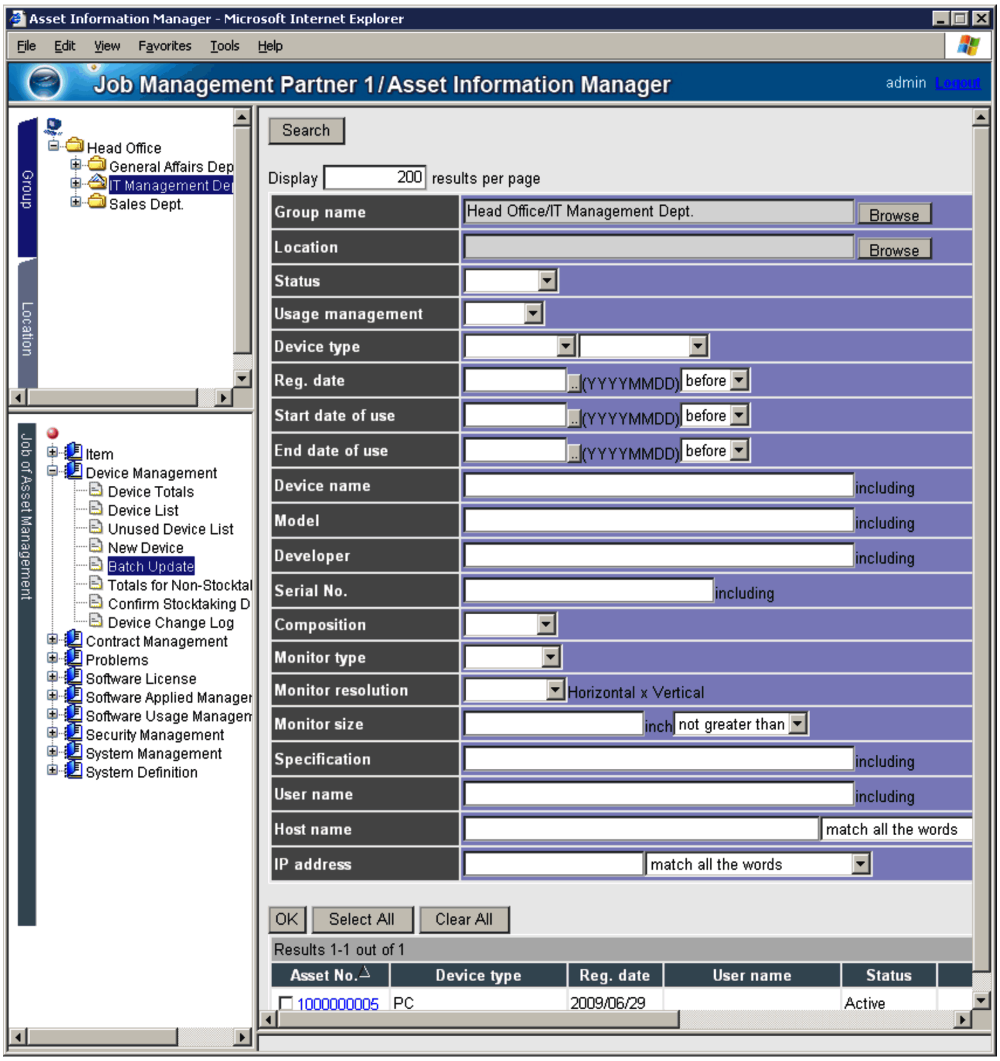


2.1.5 Changing device information (Batch Update)

By using the **Batch Update** job menu, you can change such device information as **Group name**, **Location**, and **Status** in a batch operation. This is useful when moving your work location or changing the office layout.

To change device management information in a batch operation, start from the Batch Update window, which is displayed by clicking the **Batch Update** job menu. The following figure shows the Batch Update window.

Figure 2-8: Batch Update window



Clicking a link under **Asset No.** enables you to reference and edit the details about that device.

(1) Changing the location

To change device management information by, for example, moving the Sales Dept. from A Building to B Building:

1. For the search conditions, specify `Head Office/Sales Dept.` in **Group name**, `New York/A Building` in **Location**, and **Active** in **Status**, and then click the

Search button.

The system searches for devices used by the Sales Dept. in the A Building.

2. Click the **Select All** button, and then click the **OK** button.

   The Set Changes dialog box is displayed.

3. Select the **Location** check box.

4. Click the **Browse** button for **Location**, and select **B Building** from the Browse Locations dialog box.

   New York/B Building is specified in **Location**.

   To cancel, click the **Close** button.

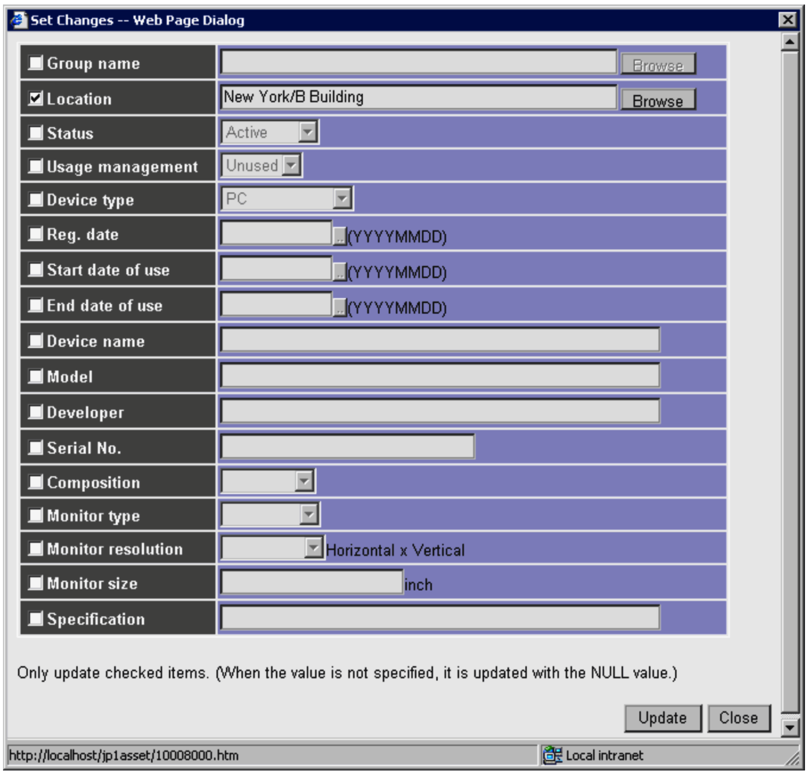
5. Click the **Update** button.

   The Set Changes dialog box closes, and the location of the devices used by the Sales Dept. changes from A Building to B Building.

   From the Set Changes dialog box, select the check box of the item to be changed. To delete a registered value, select the check box, and then click the **Update** button without setting a value. The values for **Status**, **Usage management**, and **Device type** cannot be deleted.

The following figure shows the Set Changes dialog box in which the new location is specified.

Figure 2-9: Set Changes dialog box

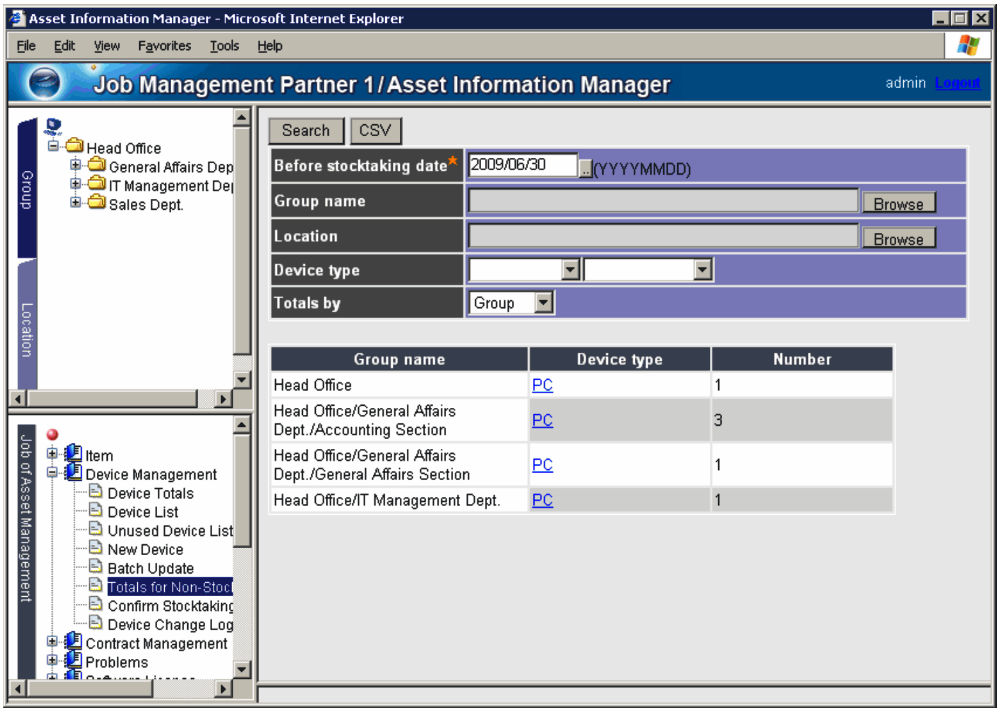


2.1.6 Checking the number of devices that require stocktaking (Totals of Stocktaking-Unexecuted Devices)

By using the **Totals of Stocktaking-Unexecuted Devices** job menu, you can total the number of devices for which stocktaking has not been completed by group or location. You can check the progress of stocktaking jobs, and perform stocktaking for devices that require stocktaking.

To total the number of devices for which stocktaking has not been performed, start from the Totals for Non-Stocktaking Devices window, which is displayed by clicking the **Totals of Stocktaking-Unexecuted Devices** job menu. The following figure shows the Totals of Stocktaking-Unexecuted Devices window.

Figure 2-10: Totals of Stocktaking-Unexecuted Devices window



A list is displayed of devices whose device status category is **Active**, but for which stocktaking has not been performed since the date entered in **Stocktaking start date** in the search conditions.

(1) Totaling the devices for which stocktaking has not been executed by group

To total the devices for which stocktaking has not been performed for each group, select **Group name** as the search condition in **Totals by**. To narrow down the range of groups to total, use a simple search condition or the **Browse** button to specify desired groups.

(2) Totaling the devices for which stocktaking has not been executed by location

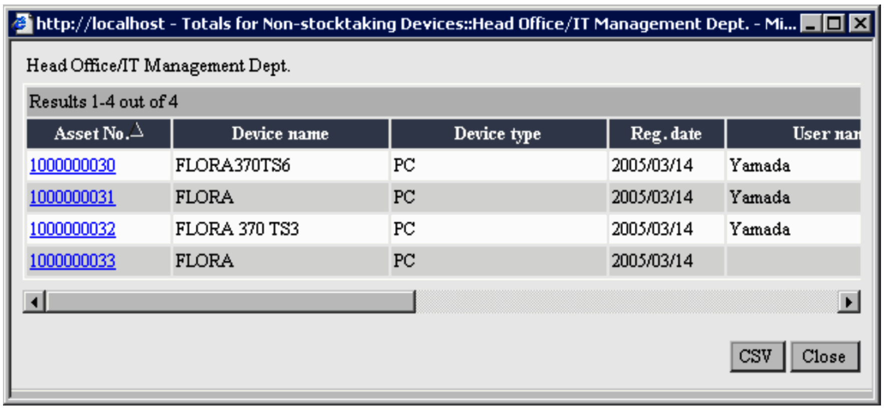
To total the devices for which stocktaking has not been performed for each location, select **Location** as the search condition in **Totals by**. To narrow down the range of locations to total, use a simple search condition or the **Browse** button to specify desired locations.

(3) Displaying a breakdown of the totaled results

From displayed totaled results, clicking a link under **Device type** displays a breakdown by device type. From here, you can also display details about individual devices. For details about how to view and edit details about an individual device, see *2.8 Managing* *device details*.

The following figure shows the window that displays a breakdown of totaled results by device type.

Figure 2-11: Window that displays a breakdown of totaled results by device type (Totals of Stocktaking-Unexecuted Devices)



(4) Downloading the totaled results

You can download the totaled list of devices for which stocktaking has not been performed as a CSV file. To do this, in the Totals of Stocktaking-Unexecuted Devices window or the window that displays the breakdown of totaled results, click the **CSV** button.

The information that is downloaded as a CSV file includes **Group name**, **Asset No.**, **Device name**, **Device type**, **Reg. date**, **User name**, **Status**, **Location**, **Start date of use**, and **End date of use**.

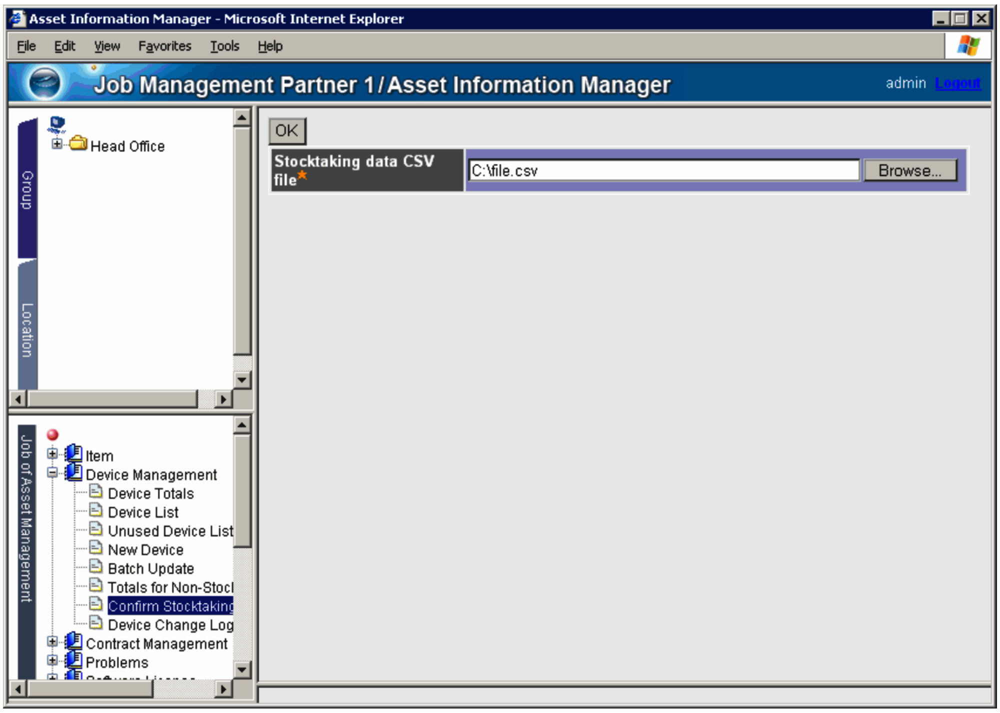
2.1.7 Registering actual stocktaking data (Confirm Stocktaking Device)

You can add to the Asset Management database the information for the devices for which stocktaking has been performed (results of stocktaking). This enables you to exclude those devices for which stocktaking has not been performed.

By default, only the administrator can register actual stocktaking data.

To register actual stocktaking data, start from the Confirm Stocktaking Device window, which is displayed by clicking the **Confirm Stocktaking Device** job menu. The following figure shows the Confirm Stocktaking Device window.

Figure 2-12: Confirm Stocktaking Device window



For **Stocktaking data CSV file**, specify the name of the CSV file that contains the actual stocktaking data.

You should check that the specified file is a CSV file. If a large file is specified and an error occurs, it might take a considerable amount of time before the error is reported.

- Format of the CSV stocktaking data file

  The format of the CSV file to be registered to the asset management database as actual stocktaking data is shown below.

Table 2-1: Format for registering stocktaking data

Column	Item name	Description	Omissible
1	Asset name	Specifies the asset number of the asset to be registered as a stocktaking-completed asset.	M
2	Stocktaking date	Specifies the stocktaking date according to the following format: *YYYY/MM/DD*	O#

Legend:

M: Mandatory

O: Optional

#

If the stocktaking date is omitted, the date the CSV file is registered is used for the stocktaking date.

Note

If you use Microsoft Excel to directly open and edit a CSV file to be registered into Asset Information Manager, any leading zeros (`0`) are automatically deleted from codes, IDs, and other numbers that start with one or more zeros (`0`). As such, the values might be updated with values that are different from the original values. When using Microsoft Excel, use the **Import Text File** function to set the data format for columns to **Text**, and then read and edit the file.

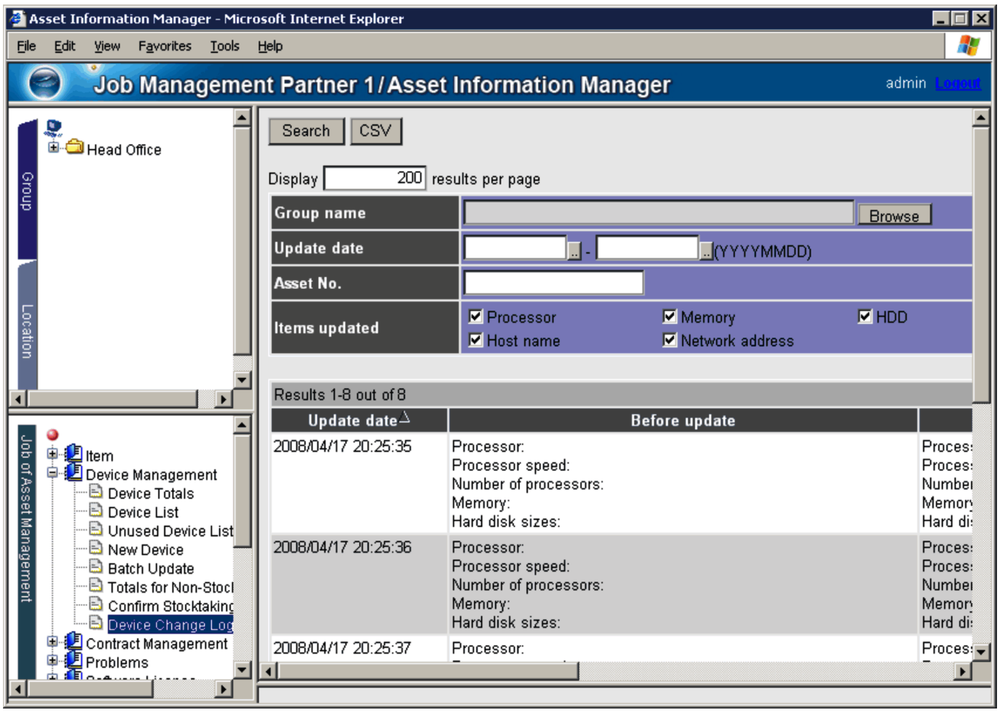
2.1.8 Managing the device change log (Device Change Log)

By using the **Device Change Log** job menu, you can manage change log information, such as for a computing device's CPU, memory size, and disk space. You can detect increases or changes in memory, hard disk drives, etc. by browsing for changes in the memory size and disk space. You can also use this job to manage the change logs of IP addresses and MAC addresses.

Device change logs are acquired when you register inventory information from JP1/Software Distribution and node information from HP NNM Version 7.5 or earlier. This means that Asset Information Manager must be linked to either JP1/Software Distribution or HP NNM Version 7.5 or earlier for you to manage device change logs.

To manage device change logs, start from the Device Change Log window, which is displayed by clicking the **Device Change Log** job menu. The following figure shows the Device Change Log window.

Figure 2-13: Device Change Log window



If you click an **Asset No.** link in the search results list, the Device Details dialog box is displayed, allowing you to view the details of the corresponding device.

Providing email notification for device change logs

When any device change log data is acquired, the asset administrator can be notified via email of the number of devices for which the change occurred. For details about how to provide email notification regarding the number of devices for which a change has occurred, see *5.9.10 Notification of device information change* in the *Planning and Setup Guide*.

(1) Collecting the change logs for a specified period

In the Device Change Log window, for the search conditions, specify the period for which to acquire device change logs. By performing this type of search, you can obtain the change logs regarding the CPU, memory, and disk capacity devices for the specified period.

If you want to know when changes were made to a device's CPU, memory, or disk space, or if you want to see change logs related to the computing device type of each device, select the managed group, specify the start date and end date for **Update date** for the period over which you want to collect the logs, and then perform a search.

If the start date is omitted and only the end date is specified, the logs are collected from the earliest date that inventory information logs were collected until the specified end date.

If the end date is omitted and only the start date is specified, the logs are collected from the specified start date until the most recent log date.

(2) Collecting change logs for network addresses

To discover if an IP address or a MAC address has changed, specify `Network address` as a search condition.

Before you can acquire change logs for network addresses (IP or MAC addresses), you must first use the **Acquire Device Update Record Items** job menu to set IP addresses and MAC addresses as items for which to acquire change logs. For details about setting items to collect as change logs, see *9.7 Selecting the items to be acquired as device change logs (Acquire Device Update Record Items)* in the *Planning and Setup Guide*.

For **Network address**, IP addresses and MAC addresses are displayed in the form *IP-address* - *MAC-address*. If change logs are set to be acquired for only one of these types of addresses, however, only change logs for addresses of that type are displayed.

Note:

The MAC address value is used as the key for acquiring change logs for network addresses. For this reason, if MAC addresses are not set to be acquired as change logs, a change log might be acquired even if the IP address has not changed.

2.2 Contract Management

This section describes how to execute asset management jobs related to maintenance, lease, and rental contracts.

Contract Management involves the registration of new contract information and the editing of existing contract information.

The jobs related to contract management are displayed under the **Contract Management** job category. This section describes the operations available from each menu and shows the windows. Each subsection title shows the selected menu name in parentheses.

2.2.1 Registering contract information (New Contract)

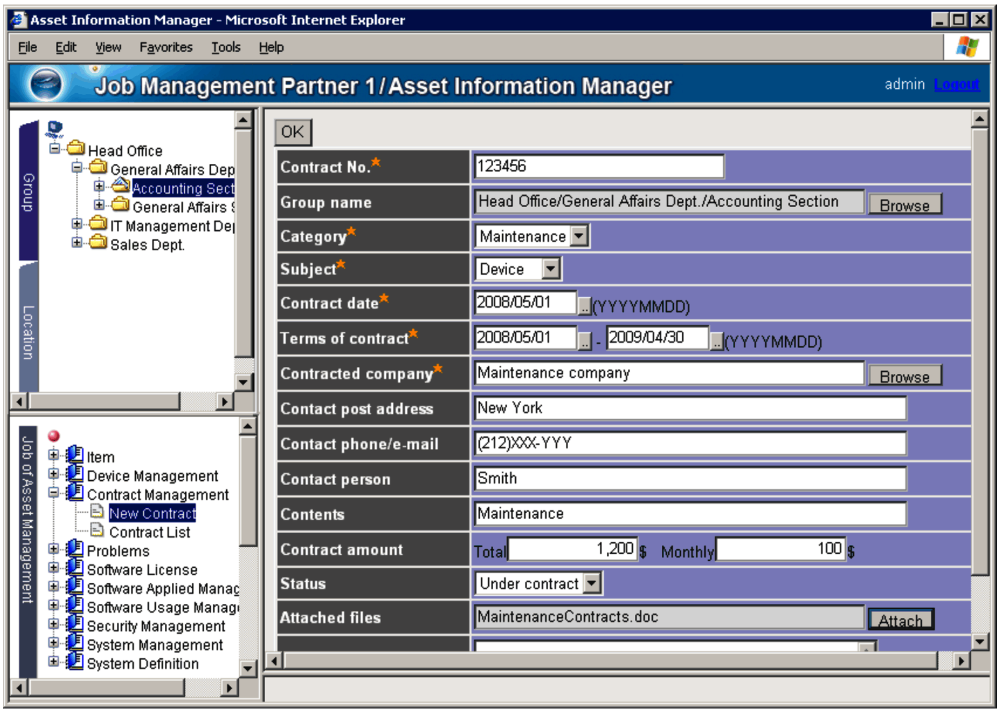
By using the **New Contract** job menu, you can register various types of contract information for devices and software assets.

When a new contract is registered, the corresponding device or software information is not registered. After the contract is registered, use the **Contract List** job menu to add the subject devices or software.

By default, only the administrator can register new contracts.

To register new contract information, start from the New Contract window, which is displayed by clicking the **New Contract** job menu. The following figure shows the New Contract window.

Figure 2-14: New Contract window



(1) Using existing data to register new information

You can use existing data to specify information about a company with which a maintenance or lease contract is to be signed. To use existing data, use the **Company Catalog**.

The Contract Catalog dialog box can be used to specify the fields **Contracted company**, **Contact post address**, **Contact phone/e-mail**, **Contact person**, and **User properties**. For information on how to specify user properties, see *9.2.3 Adding managed items* in the *Planning and Setup Guide*.

To specify information about a contracted company using existing information:

1. Click the **Browse** button for **Contracted company**.

   The Company Catalog dialog box is displayed.

   The Company Catalog dialog box displays a maximum of 20 contracted companies that have been registered most recently.

   To cancel, click the **Close** button.

2. Select the applicable contracted company and then click the **OK** button.

   The Contract Catalog dialog box closes and the values for **Contracted company**, **Contact post address**, **Contact phone/e-mail**, and **Contact person** are set. If user properties have been added as managed items, the user properties are also set.

3. Specify other information, and then click the **OK** button.

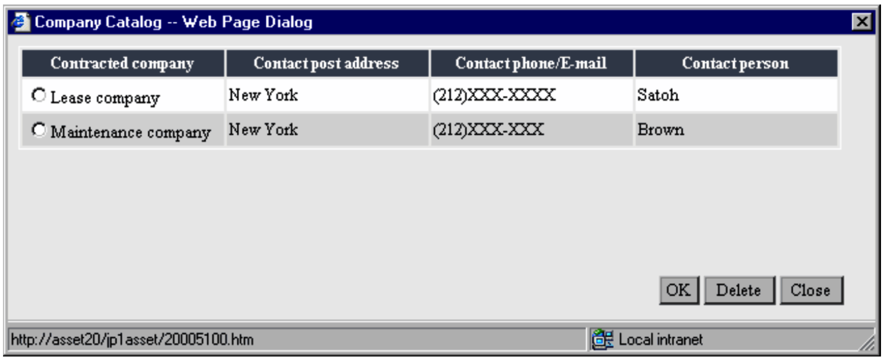
   Items identified by a star (★) are mandatory.

   Contract data can also be registered as attached data. For details about how to specify attached files, see *1.4(4) How to specify an attached file*.

   The contract information is registered based on the specified values.

The following figure shows the Company Catalog dialog box, which is displayed by clicking the **Browse** button.

Figure 2-15: Company Catalog dialog box



To delete registered information, select the corresponding contracted company, and then click the **Delete** button.

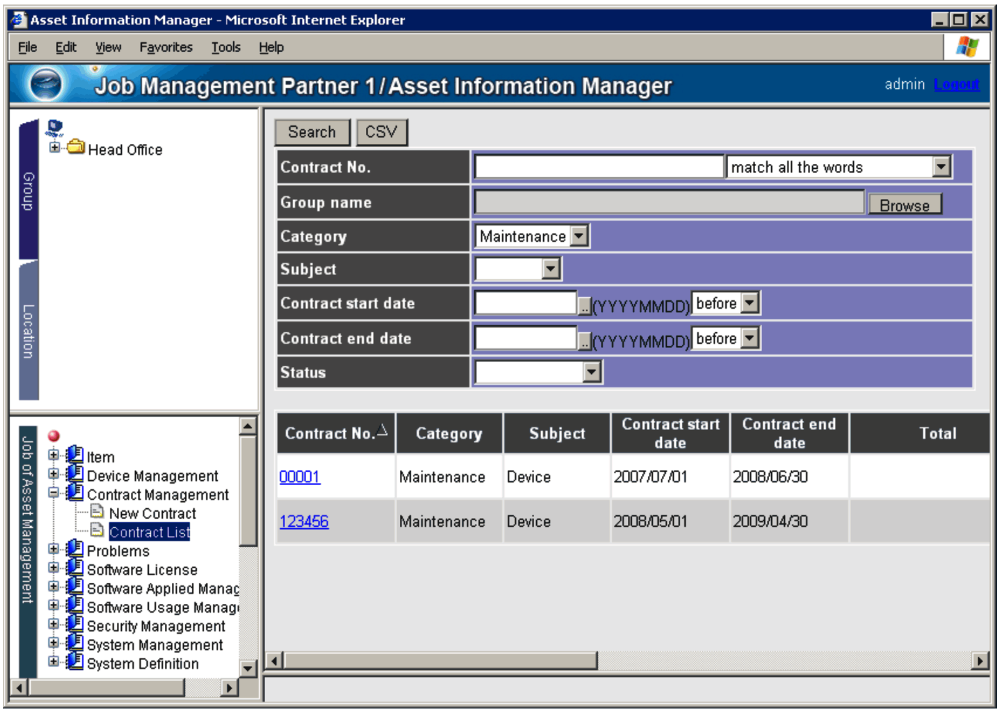
2.2.2 Changing contract information (Contract List)

By using the **Contract List** job menu, you can search for contracts that are about to expire and change various contract information that has been registered. You can also use this job to add device and software information to newly registered contract information.

By default, only the administrator can change contract information.

To change contract information, start from the Contract List window, which is displayed by clicking the **Contract List** job menu. The following figure shows the Contract List window.

Figure 2-16: Contract List window



In the search results list, clicking a column title sorts the list in ascending or descending order of that column's information.

(1) Searching for contracts that are about to expire

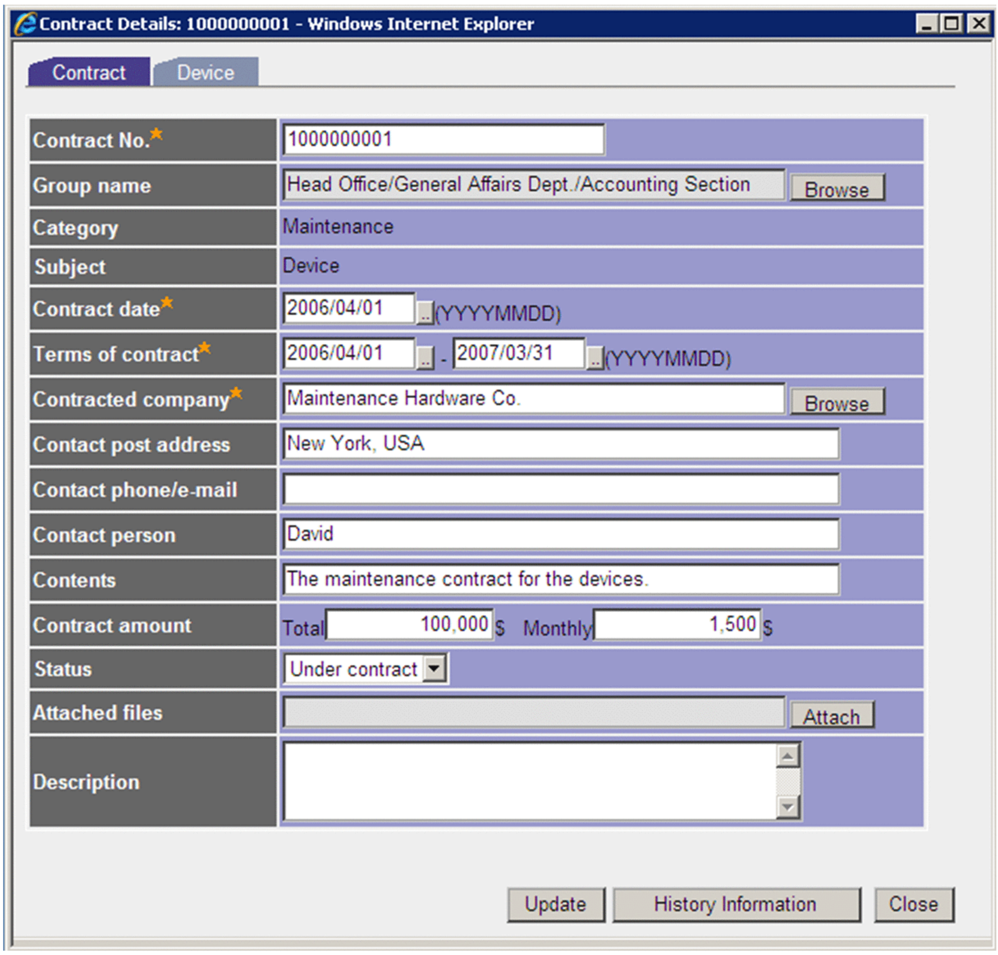
To search for contracts that are about to expire, specify **Contract end date** as the search condition.

In addition to using window operations to search for contracts that are about to expire, you can use a **Notification of invalid contract information** task registered in Windows Task Scheduler to have emails sent to the administrator. For details about using a task to send email notification, see *5.9 Setting the tasks that are registered in Task Scheduler* in the *Planning and Setup Guide*.

(2) Browsing and changing contract information

Clicking a link under **Contract No.** displays the Contract Details dialog box below and enables you to change the contract's information items.

Figure 2-17: Contract Details dialog box



You can update contract information by editing the information, and then clicking the **Update** button. To cancel, click the **Close** button.

If the system is set up to acquire contract history, clicking the **Update** button displays a dialog box that lets you choose whether the contract information is to be registered as contract history. Choose **Yes** to register the updated information and to register the information as contract history. Choose **No** to only register the updated information, but not register the information as contract history.

To acquire contract history, open the Server Setup dialog box, and select **Acquire** for **Acquisition of contract history**.

(3) Adding devices subject to a contract

To add devices to a contract:

1. Search for the contract to which devices are to be added.

   You cannot add devices to a contract that is in the `expire` or `erase` status.

2. In the search results list, click the applicable **Contract No.** link.

   The Contract Details dialog box is displayed.

3. From the **Device** tab, click the **Add** button.

   The Search Device Details dialog box is displayed.

4. Specify conditions as necessary, and then click the **Search** button.

   The system searches for the devices that are not under any other contracts for the devices that satisfy the specified conditions.

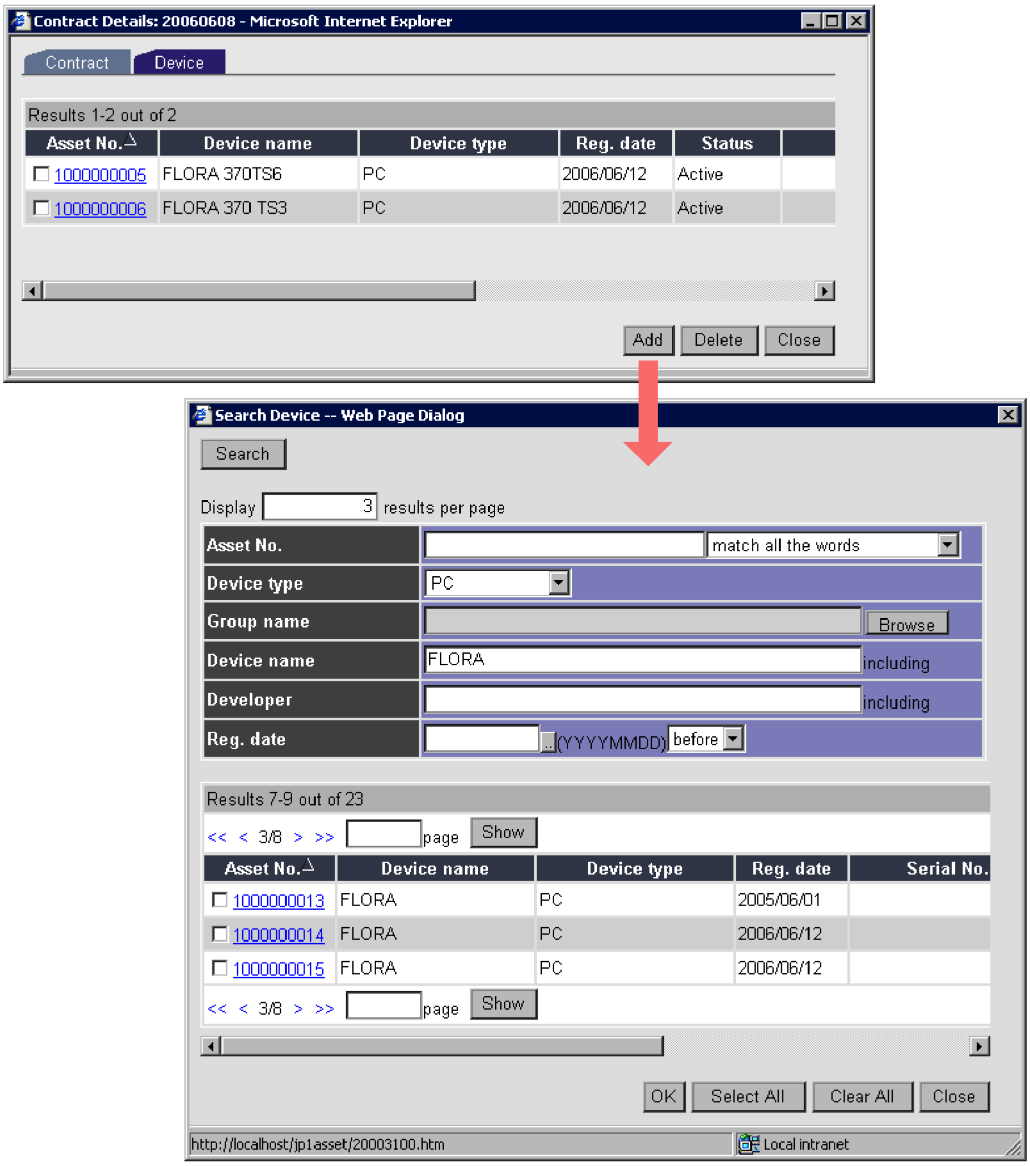
   To cancel, click the **Close** button.

5. In the search results, select a desired device, and then click the **OK** button.

   The selected device is added as a device that is subject to the contract.

The following figure shows the procedure for displaying the Search Device Details dialog box from the **Device** tab and then adding a target device.

Figure 2-18: Procedure for adding a target device



(4) Changing the devices subject to a contract

To change (delete or restore) devices subject to a contract:

1. Search for the contract for which devices are to be changed.

   You cannot change devices for a contract that is in the `expire` or `erase` status.

2. In the search results list, click the **Contract No.** link.

   The Contract Details dialog box is displayed.

3. Click the **Device** tab.

   The devices subject to the contract are listed.

   To cancel, click the **Close** button instead of clicking the **Delete** or **Restore** button.

   - Deleting devices

     Select the check box of each device to be deleted, and click the **Delete** button.

   - Restoring devices to a lease contract

     Select the check box of each device to be restored, and click the **Restore** button.

4. Click the **Close** button.

   The Contract Details dialog box closes, and the devices subject to the contract are changed.

(5) Adding software subject to a contract

To add or change the software subject to a contract:

1. Search for the contract to which software is to be added.

   You cannot add software to a contract that is in the `expire` or `erase` status.

2. In the search results list, click the appropriate **Contract No.** link.

   The Contract Details dialog box is displayed.

3. From the **Software** tab, click the **Add** button.

   The Search Software dialog box is displayed.

4. Specify conditions as necessary, and then click the **Search** button.

   The system searches for software that satisfies the specified conditions.

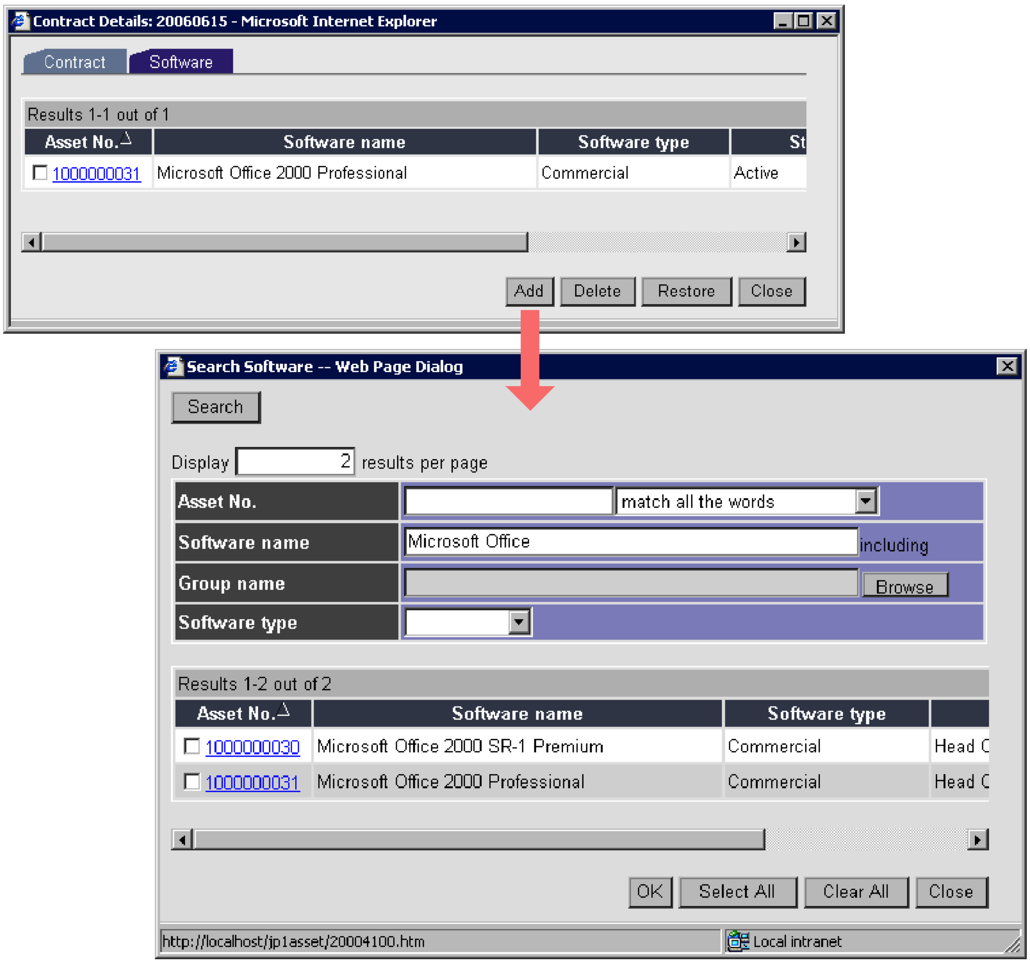
   To cancel, click the **Close** button.

5. In the search results, select the desired software, and then click the **OK** button.

   The selected software is added as software that is subject to the contract.

The following figure shows the flow for displaying the Search Software dialog box from the **Software** tab and then adding software.

Figure 2-19: Procedure for adding software



(6) Changing software subject to a contract

To change (delete or restore) software subject to a contract:

1. Search for the contract for which software is to be changed.

   You cannot change software for a contract that is in the `expire` or `erase` status.

2. In the search results list, click the **Contract No.** link.

   The Contract Details dialog box is displayed.

3. Click the **Software** tab.

   The software subject to the contract is listed.

To cancel, click the **Close** button instead of clicking the **Delete** or **Restore** button.

- Deleting software

  Select the check box for each software item to be deleted, and click the **Delete** button.

- Restoring software

  Select the check box of the software to be restored, and click the **Restore** button.

4. Click the **Close** button.

   The Contract Details dialog box closes, and the software subject to the contract is changed.

(7) Viewing the contract update history

You can view the history of updated contract contents as well as previous contract contents. To view the contract history, open the Server Setup dialog box, and select **Acquire** for **Acquisition of contract history**. The Contract Details dialog box displays the **History Information** button. Click this button to view the contract history.

To view contract history:

1. Click the **History Information** button of the Contract Details dialog box.

   The Contract History dialog box is displayed.

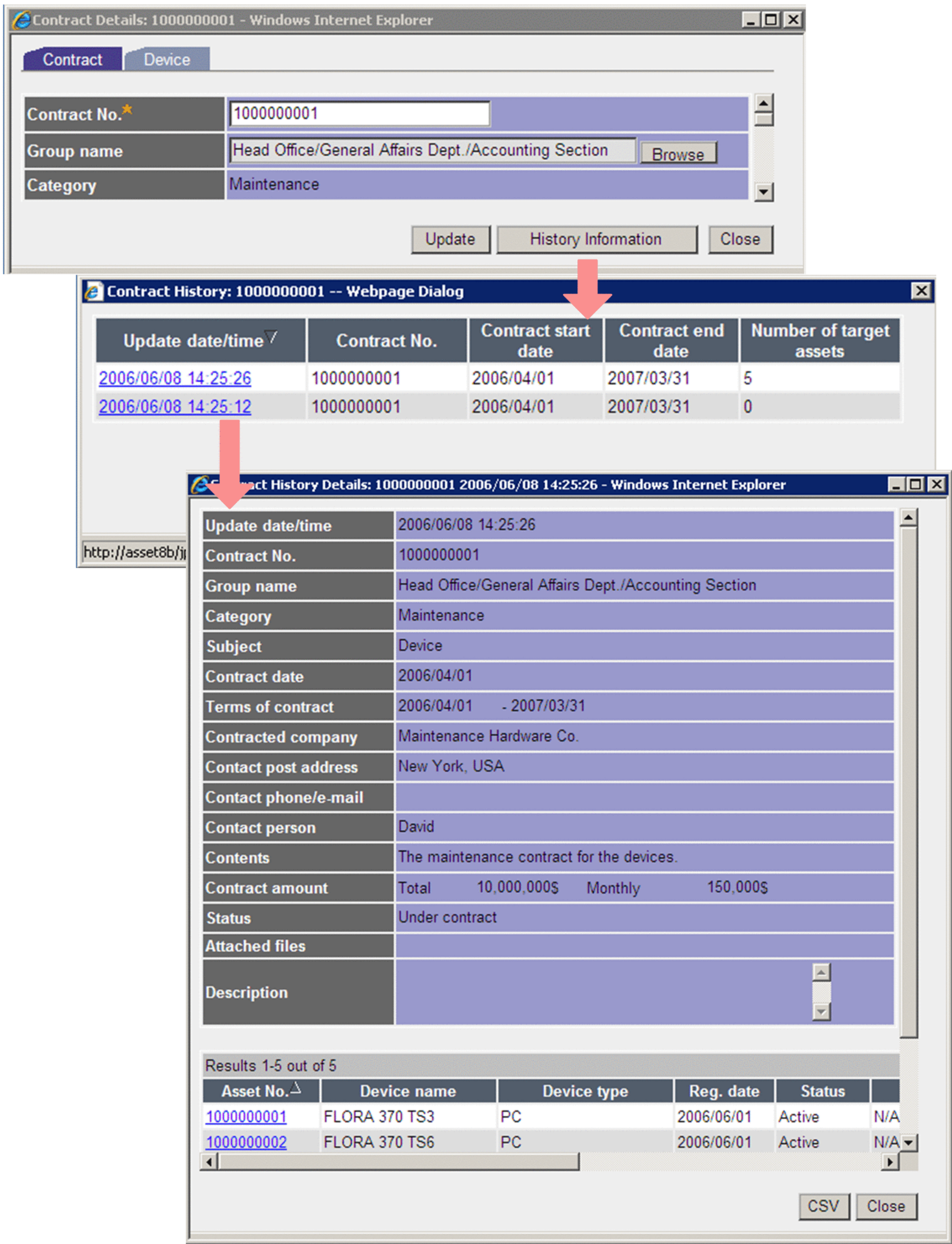
2. Click the link of the **Update date/time** for which you wish to view details.

   The Contract History Details dialog box is displayed.

   You can check the contract contents, which include the attached file, and output the contents to a CSV file.

The following figure shows the procedure for displaying the Contract History dialog box and Contract History Details dialog box from the Contract Details dialog box and checking contract history details.

Figure 2-20: Flow for checking contract history details



- Clicking a link under **Asset No.** displays the corresponding Device Details dialog box (or Software Details dialog box). However, if the relevant device or software has already been deleted, only the asset number is displayed.

- When you output contract contents to a CSV file, the contents of attached files are not output.

2.3 Problems

This section explains how to execute asset management jobs related to problems.

Problems enables you to manage problems in the asset management system. If JP1/IM is linked to, you can share JP1 events and SNMP trap information managed by JP1/IM.

For details about linking to JP1/IM, see *6.2 Settings to link to JP1/IM* in the *Planning and Setup Guide*.

The problem management jobs are displayed under the **Problems** job category.

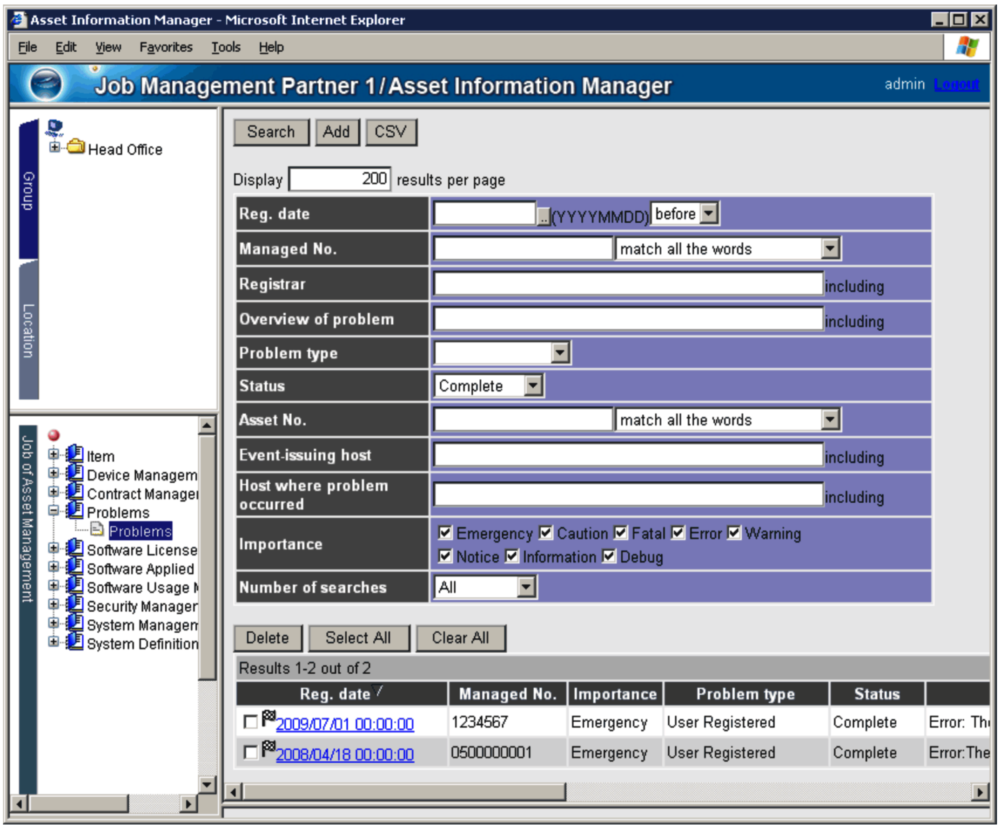
This section describes the operations available from this job menu and shows the windows. Each subsection title shows the selected menu name in parentheses.

2.3.1 Managing system problems (Problems)

By using the **Problems** job menu, you can manage problems in the asset management system by viewing the JP1 events, the problems registered from SNMP traps converted to JP1 events, and the error information registered by Asset Information Manager.

You can view information about problems in the Problems window, which is displayed by clicking the **Problems** job menu. The following figure shows the Problems window.

Figure 2-21: Problems window



The window displays a list of JP1 events, problems registered from SNMP traps converted to JP1 events, and registered error information. Clicking a link under **Reg. date** displays the corresponding details.

Note

The **Host where problem occurred** value for an SNMP trap shows the IP address (or host name) of the server on which the JP1/Base that collected the SNMP trap is operating.

(1) Specifying search conditions for a particular purpose

This section describes the specification of conditions for searching for problems in the asset management system.

- Searching for serious errors

  To check whether there are any serious problems, specify **Importance** as the search condition for a search for problem information.

- Referencing the previous error handling procedures

  To reference previous error handling procedures, specify information, such as the nature of the error or the corrective action, as the search condition. Error handling might be facilitated by referencing the procedures used in the past to handle similar errors.

(2) Registering error information

To register error information:

1. Click the **Add** button.

   The Add Problem dialog box is displayed.

2. Specify an overview of the problem, and then click the **OK** button.

   Items identified by a star (★) are mandatory.

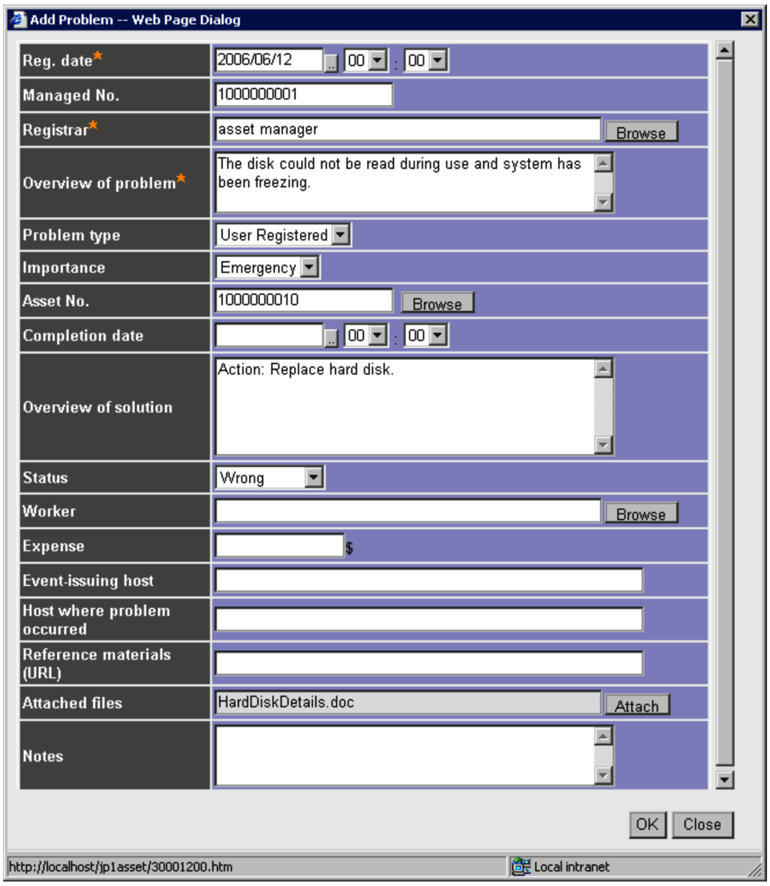
   By default, only **User Registered** can be selected in **Problem type**. Make additions or changes, as necessary. For details about how to add or change the items in **Problem type**, see *4.8 Adding and changing types and statuses (Code)*.

3. Click the **Close** button.

   The Add Problem dialog box closes, and the specified information is registered.

The following figure shows the Add Problem dialog box in which the information to be registered is specified.

Figure 2-22: Add Problem dialog box



(3) Changing error information

To change registered error information:

1. In the search results list, click the **Reg. date** link for the information you wish to change.

   The Problem Details dialog box is displayed.

2. Click the **Edit** button.

   The Edit Problem dialog box is displayed.

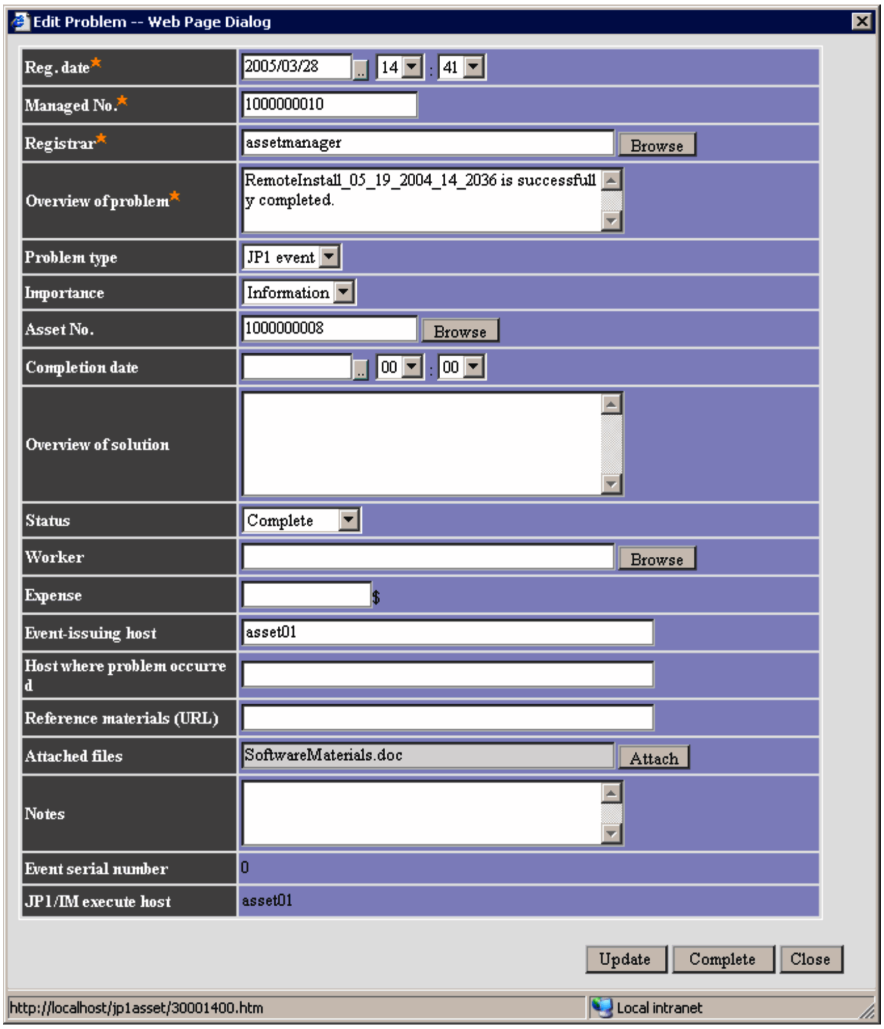
3. Change the information, and then click the **Update** button.

   Items identified by a star () are mandatory.

   The Edit Problem dialog box closes, and the specified information is applied.

The following figure shows the Edit Problem dialog box.

Figure 2-23: Edit Problem dialog box



(4) Reporting the completion of an action to JP1/IM

When a problem is resolved in the asset management system, you can report this event to JP1/IM. The status of the reported JP1 event is updated to `Complete` by JP1/IM. For details about the settings needed to report completion, see *6.2.1(2) Setting error completion notification* in the *Planning and Setup Guide*.

To report completion of an action to JP1/IM:

1. In the search results list, click the **Reg. date** link for the JP1 event or SNMP trap

that has been handled.

The Problem Details dialog box is displayed.

2. Click the **Edit** button.

   The Edit Problem dialog box is displayed.

3. Specify an overview of the solution, and then click the **Complete** button.

   The **Complete** button is displayed only for JP1 events and SNMP traps that have been acquired from JP1/IM.

   Items identified by a star () are mandatory.

   Completion of the action is reported to JP1/IM.

4. Click the **Close** button.

   The Edit Problem dialog box closes.

(5) Deleting problem information

To delete problem information from the list of search results, select the check box of the problem information that you wish to delete, and then click the **Delete** button.

2.4 Software License

This section explains how to execute asset management jobs related to software licenses.

The following jobs are executed for license management:

- Checking the license usage status from the totaled results to determine if there are exceeded licenses or invalid licenses being used.
- Checking unused licenses based on software that is not being used.
- Software asset information maintenance, such as registering information on purchased software and changing group licenses.
- Registering information on volume licenses and managing points-based licenses.

The total number of licenses can be obtained by executing the **Totals List & Execution** job menu or by periodically executing a **Notice of license excess** task or a **Totals number of licenses** task registered in Windows Task Scheduler. If the information on which the totals are based is inventory information collected from JP1/Software Distribution, the type of information collected is based on the settings specified in the Server Setup dialog box. For this purpose, you should ensure that the settings enable collection of software information and software inventory information.

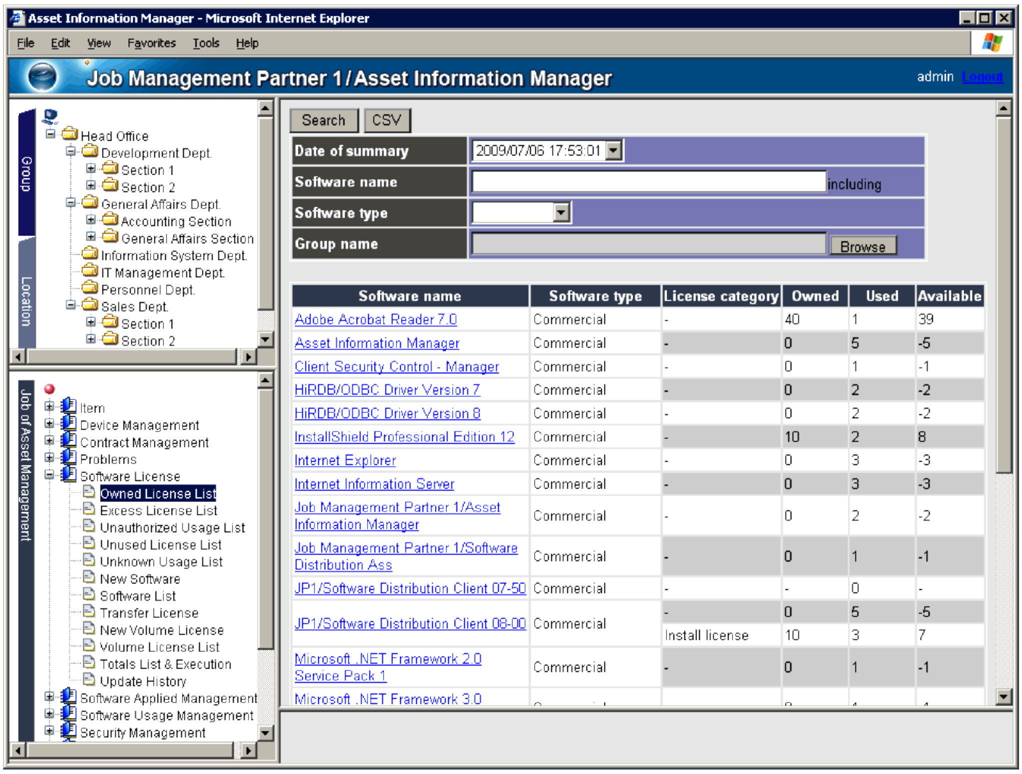
The jobs related to license management are displayed under the **Software License** job category. This section describes the operations available from each menu and shows the windows. Each subsection title shows the selected menu name in parentheses.

2.4.1 Checking the license usage status (Owned License List)

By using the **Owned License List** job menu, you can total the number of software licenses held (owned licenses), the number of software licenses being used, and the number of available software licenses. You also use this job to check the license usage status. If licenses are applied to downgrade software, their numbers are also totaled.

To total the usage status of licenses, start from the Owned License List window, which is displayed by clicking the **Owned License List** job menu. The following figure shows the Owned License List window.

Figure 2-24: Owned License List window



From the Owned License List window, this job totals the software assets that are in the active status and within their valid usage period.

If nothing is displayed in the **Date of summary** search condition

Owned License List totals the license usage status on the basis of existing totaled results. If nothing is displayed in the **Date of summary** search condition, you must first perform totaling from the Totals List & Execution window. For details about performing totaling, see *2.4.11(1) Performing totaling*.

How to interpret the totaled results

- A hyphen (-) in the **License category** column identifies software whose license information has not been registered or whose license type is **Other**.
- A hyphen (-) in the **Owned** and **Available** columns identifies an unlimited license owned by the local group.

  This also applies to freeware that is owned by the local group.
- If a single software asset name corresponds to multiple installed software

names, its usage count is `1`.

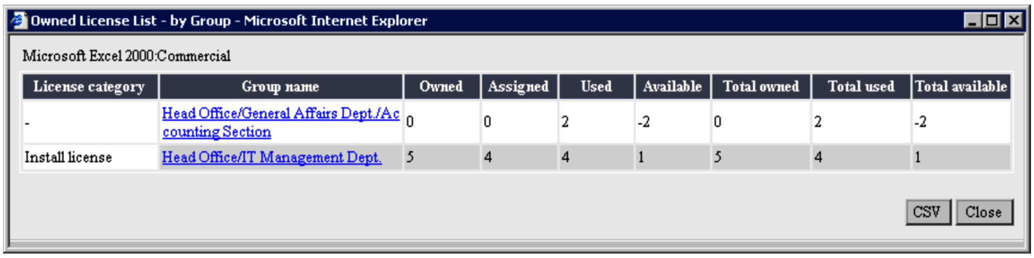
For example, installed software names `AA` and `AB` both correspond to software named `A`. If software `AA` and `AB` are both installed on a computer, the usage count for software `A` is `1`.

- The number of license keys assigned is displayed under **Assigned**. However, **Assigned** is set to be hidden by default. To show **Assigned**, you must edit the search results list of **Owned License List** in the **Customize Job Windows** job menu. For details about configuring items for display in the search results list, see *9.3.6 Setting the items to be displayed in search results* in the *Planning and Setup Guide*.

(1) Displaying a breakdown by group

In the Owned License List window, clicking a link under **Software name** in the totaled results displays the total numbers of owned, assigned, used, and available licenses by group, including subgroups. The following figure shows the window that displays a breakdown by group.

Figure 2-25: Window displaying a breakdown by group (Owned License List)



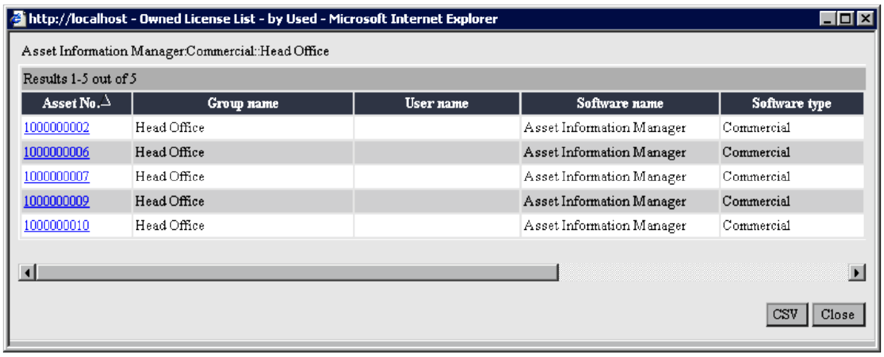
- For software whose license information has not been registered or whose license category is **Other**, the numbers of owned and used licenses are totaled. The value displayed under **Used** indicates the number of software assets installed on the computers in the group that own the licenses.
- **Assigned** displays the number of assigned devices when the license category is **Install license** and the number of assigned users when the license category is **User license**.

  Parentheses enclose the number of licenses assigned to other groups.
- In **Used** and **Total used**, parentheses enclose the number of downgrade software assets that are installed.

(2) Displaying a list of devices on which software is installed

In the window that displays a breakdown by group, clicking a link under **Group name** displays a list of that group's devices on which the corresponding software is installed. The following figure shows the window that displays the devices on which corresponding software is installed.

Figure 2-26: Window displaying the devices on which software is installed (Owned License List)



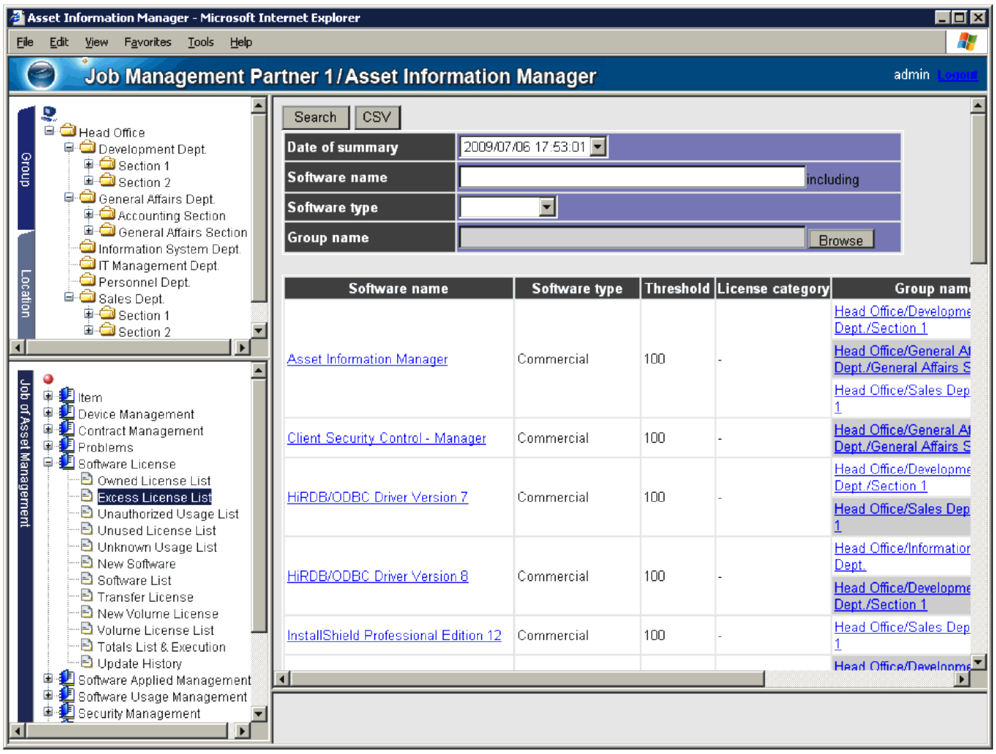
This window displays the information that was in effect when the licenses were totaled. Therefore, the information displayed in the selected list might not match the information displayed in the Device Details dialog box or the applicable device might have been deleted.

2.4.2 Checking for exceeded licenses (Excess License List)

By using the **Excess License List** job menu, you can check for software whose number of installed copies has exceeded a preset threshold.

To search for software whose number of installed copies exceeds a specified threshold, start from the Excess License List window, which is displayed by clicking the **Excess License List** job menu. The following figure shows the Excess License List window.

Figure 2-27: Excess License List window



In the Excess License List window, the job searches for software assets that are regarded as being active and within their valid usage period.

A hyphen (-) in the **License category** column indicates software whose license information has not been registered or whose license type is **Other**.

If nothing is displayed for the **Date of summary** search condition

Excess License List searches software on the basis of existing totaled results. If no date of summary is displayed in the **Date of summary** search condition, you must first perform totaling from the Totals List & Execution window. For details about performing totaling, see *2.4.11(1) Performing totaling*.

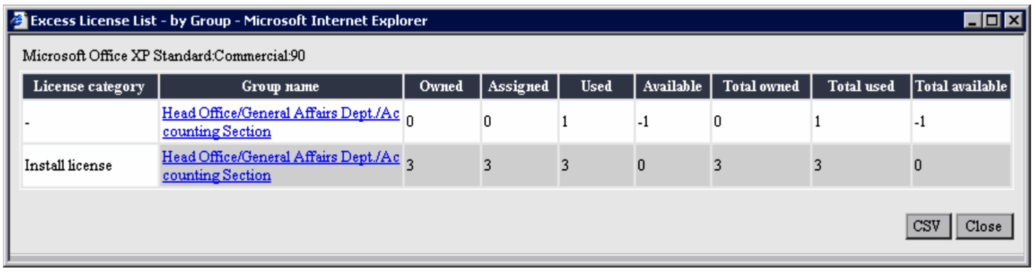
Sending email notification of exceeded licenses

If you are using the **Notice of license excess** task registered in Windows Task Scheduler for totaling license usage statuses, you can send email notification of software that remains installed beyond its period of validity. For details about the settings for the task that monitors for exceeded licenses, see *5.9 Setting the tasks that are registered in Task Scheduler* in the *Planning and Setup Guide*.

(1) Displaying a breakdown by group

In the Excess License List window, clicking a link under **Software name** in the totaled results displays the numbers of owned, assigned, used, and available licenses by group for that license category as well as cumulative totals that include subgroups. The following figure shows the window that displays a breakdown for a group.

Figure 2-28: Window displaying a breakdown by group (Excess License List)



- **Assigned** displays the number of devices assigned when the license category is **Install license** and the number of users assigned when the license category is **User license**.

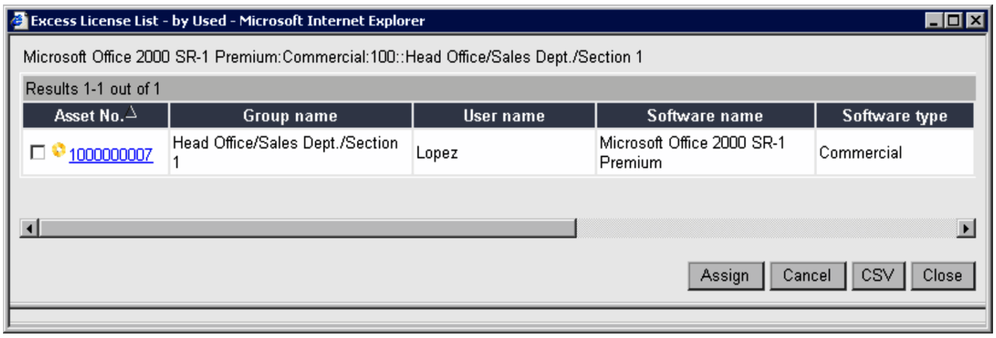
  Parentheses enclose the number of licenses assigned to other groups.

- In **Used** and **Total used**, parentheses enclose the number of downgrade software assets that are installed.

(2) Displaying a list of devices on which software is installed

In the Excess License List window or the window displaying a breakdown by group, clicking a link under **Group name** displays a list of the devices on which the corresponding software is installed. The following figure shows the window that displays the devices on which corresponding software is installed.

Figure 2-29: Window displaying the devices on which software is installed (Excess License List)



If a device has been assigned a license, the  icon is displayed in the **Asset No.** column. Similarly, the icon is displayed if a license has been assigned to the user of a device.

This window displays the information that was in effect when the licenses were totaled. Therefore, the information displayed in the selected list might not match the information displayed in the Device Details dialog box or the applicable device might have been deleted.

(3) Assigning licenses to devices or users

Assign licenses from the available licenses to the devices or users retrieved as exceeded licenses.

To assign licenses from the Excess License List - by Used dialog box:

1. From the Excess License List - by Used dialog box, select the check boxes of the devices to which a license is to be assigned (or the devices being used by users to whom a license is to be assigned).

   Do not select devices to which a license is already assigned (or devices being used by a user to whom a license is assigned).

2. Click the **Assign** button.

   The Unassigned License List dialog box is displayed.

3. If necessary, specify search conditions, and click the **Search** button.

   Software assets that match the search conditions and have available licenses are displayed. Only software assets whose status is active become search targets.

4. Select the check box of the software to be assigned, and click the **OK** button.

   The Assigned Target List dialog box is displayed.

5. Check the devices and software to be assigned, and click the **Execute** button.

   The assignment results are displayed in the Assigned Target List dialog box.

   For a user license, the number of assigned licenses becomes `1` if the selected devices contain devices being used by the same users.

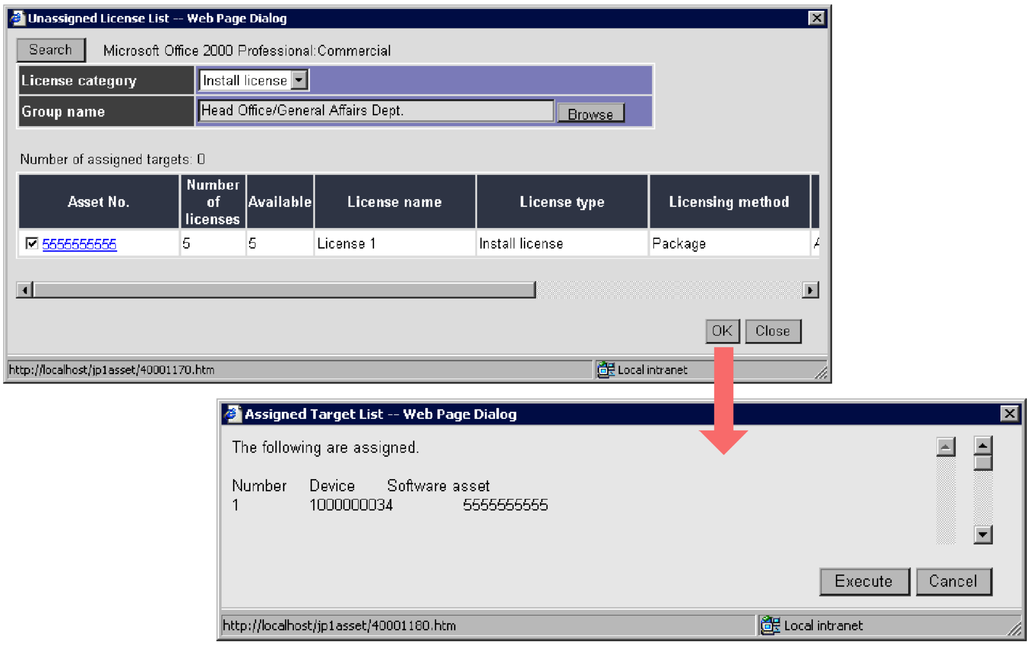
   If key information has not been registered to the software to be assigned, the software is assigned with **Product ID**, **License key**, and **Serial No.** still blank.

6. Click the **Close** button.

   The Assigned Target List dialog box and the Unassigned License List dialog box close.

The following figure shows the flow of displaying the Assigned Target List dialog box from the Unassigned License List dialog box and assigning licenses.

Figure 2-30: Flow of assigning licenses to devices with exceeded licenses (or users who use those devices)



(4) Canceling a license assignment

To cancel a license assignment:

1. At the Excess License List - by Used dialog box, select the check boxes of the devices for which the license is to be canceled (or the devices being used by users for whom the license is to be canceled).
2. Click the **Cancel** button.

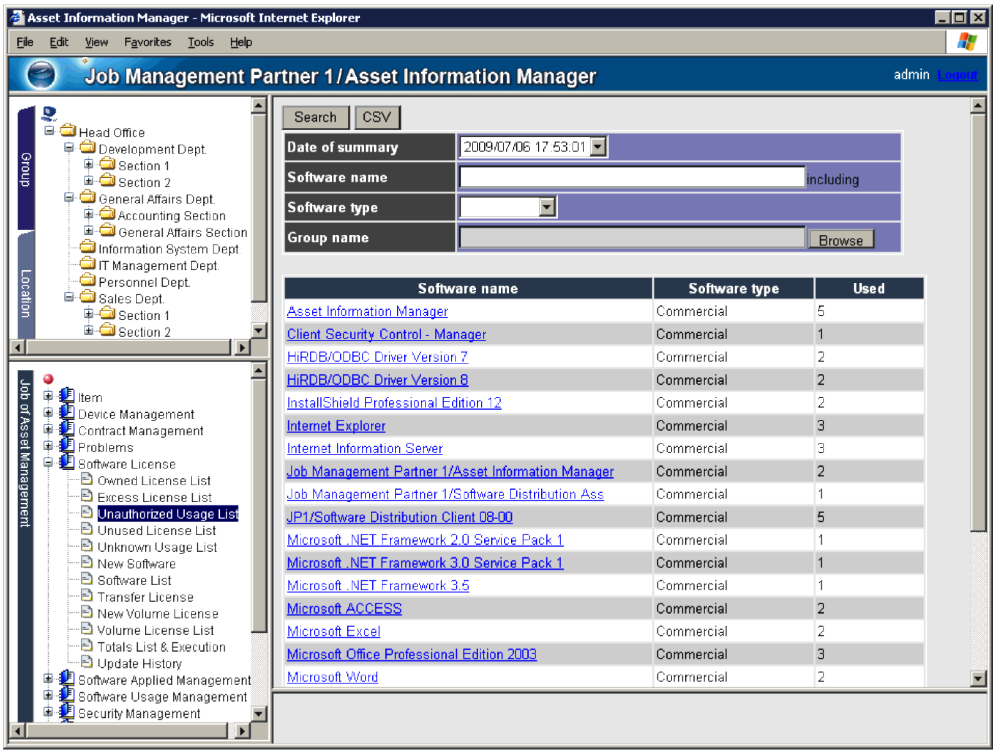
   When the confirmation dialog box is displayed, click the **OK** button. The licenses assigned to the selected devices (or users) are canceled.

2.4.3 Checking for expired licenses (Unauthorized Usage List)

By using the **Unauthorized Usage List** job menu, you can check for software whose license has expired and for software that is managed as an asset (software name is registered) but for which no license is held.

To check for unauthorized licenses, start from the Unauthorized Usage List window, which is displayed by clicking the **Unauthorized Usage List** job menu. The following figure shows the Unauthorized Usage List window.

Figure 2-31: Unauthorized Usage List window



If nothing is displayed in the **Date of summary** search condition

Unauthorized Usage List searches for software on the basis of existing totaled results. If no date of summary is displayed in the **Date of summary** search condition, you must first perform totaling from the Totals List & Execution window. For details about performing totaling, see *2.4.11(1) Performing totaling*.

When downgrade software is assigned

In the case of a software asset whose name is registered, but no license is owned, if a license is assigned as downgrade software, it is not counted as an unauthorized license.

(1) Displaying a breakdown by group

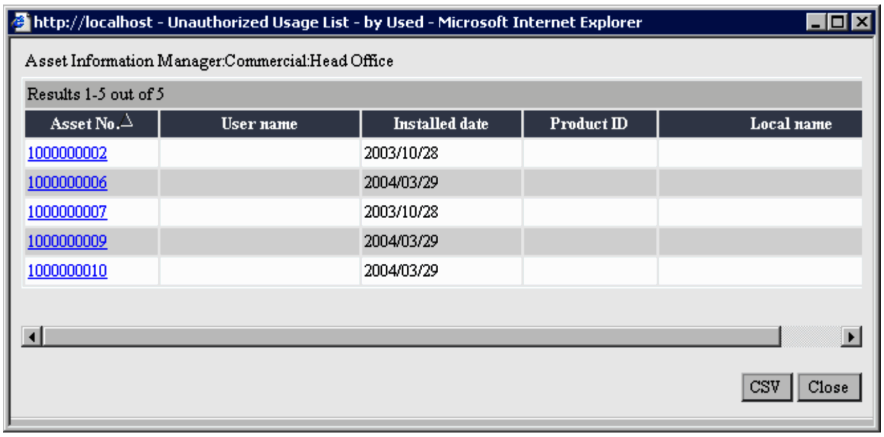
In the Unauthorized Usage List window, clicking a link under **Software name** in the totaled results displays the usage count for each group. The following figure shows the window that displays the breakdown by group.

Figure 2-32: Window displaying a breakdown by group (Unauthorized Usage List)

(2) Displaying a list of devices on which software is installed

In the window displaying a breakdown by group, clicking a link under **Group name** displays a list of the devices on which the corresponding software is installed. The following figure shows the window that displays the devices on which corresponding software is installed.

Figure 2-33: Window displaying the devices on which software is installed (Unauthorized Usage List)



This window displays the information that was in effect when the licenses were totaled. Therefore, the information displayed in the selected list might not match the information displayed in the Device Details dialog box, or the applicable device might have been deleted.

2.4.4 Checking for unused licenses (Unused License List)

By using the **Unused License List** job menu, you can check for licenses that are not being used. This is useful for finding extra licenses to transfer to a group that does not have enough licenses, or for finding unnecessary licenses.

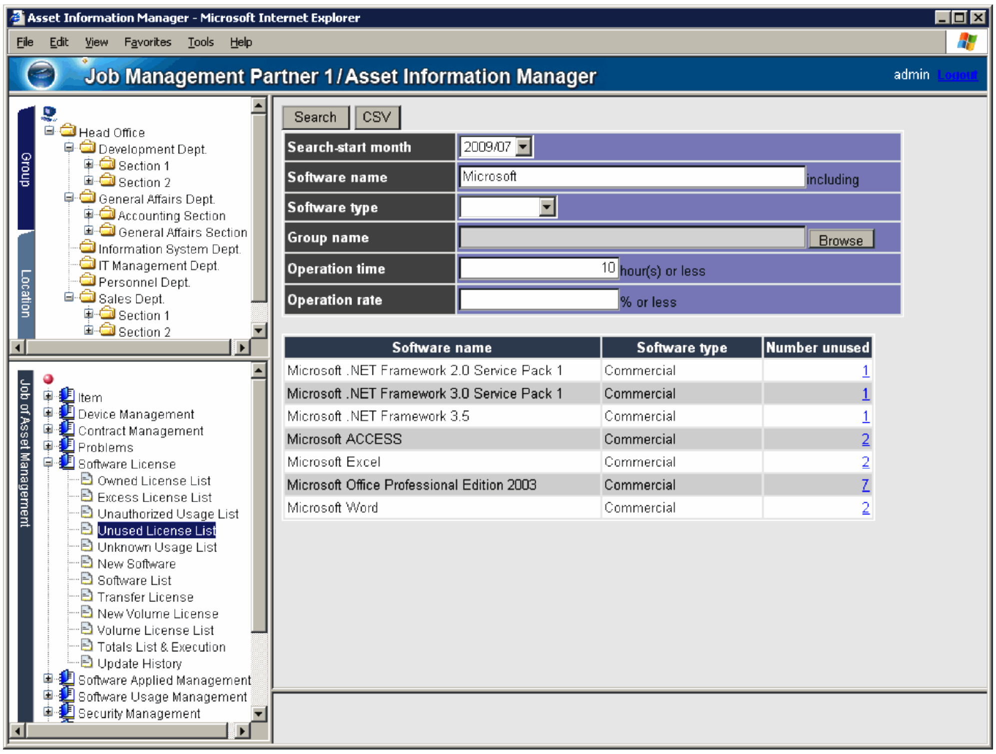
To check for unused licenses, you must use JP1/Software Distribution version 08-10 or later to acquire software operation times. For details about how to link to JP1/ Software Distribution, see *5.1.1 Workflow necessary for linking to JP1/Software Distribution* in the *Planning and Setup Guide*.

Note:

For the software name and version used to acquire the operation time, specify the values that were assigned to the installed software.

Check for unused licenses in the Unused License List window, which is displayed by clicking the **Unused License List** job menu. The following figure shows the Unused License List window.

Figure 2-34: Unused License List window



In the search results, installed software assets whose operation time or operation rate is less than the value specified as the condition are displayed, along with the corresponding number of devices (**Number unused**).

How to interpret the search results

For software assets whose usage information is not acquired by JP1/Software Distribution, the search results provide a count of the number of unused devices.

(1) Specifying conditions and displaying the number of unused software assets

Specify conditions and then click the **Search** button to display the number of software assets that match the conditions. The following shows how to specify the **Search-start month**, **Group name**, **Operation time**, and **Operation rate** search conditions. You must always specify either **Operation time** or **Operation rate**.

- **Search-start month**

  Specify the month from which you want to start searching for unused licenses. You can specify any month up to six months before the current month. The default is the month in which the search is performed.

- **Group name**

  Specify the name of the group for which you want to check the number of unused licenses. Specify a device group for this search condition.

- **Operation time**

  Specify a base value for the time software assets that have been used within the search period. You can specify from `0` to `5000` hours. If you specify `0`, the system finds installed software assets whose operation time has not been acquired.

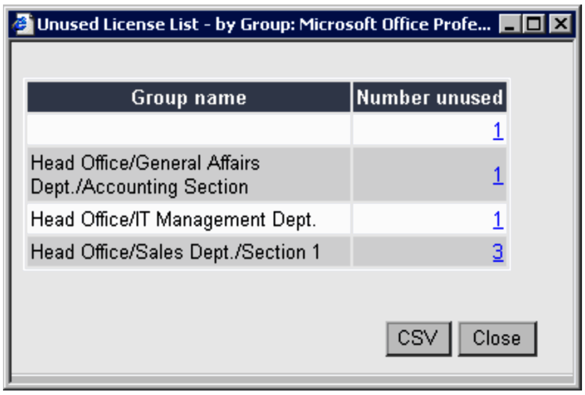
- **Operation rate**

  Specify a base value for the operation rate of software assets within the search period. The operation rate is the percentage of time a software asset on a target device was used compared with the amount of time the target device was in operation. You can specify from 0 to 100%. If you specify `0`, the system finds installed software assets whose operation rate has not been acquired.

(2) Displaying a breakdown by group

By clicking a link under **Number unused** in the search results of the Unused License List window, you can display the number of unused licenses for each group. The following figure shows the window that displays a breakdown by group.

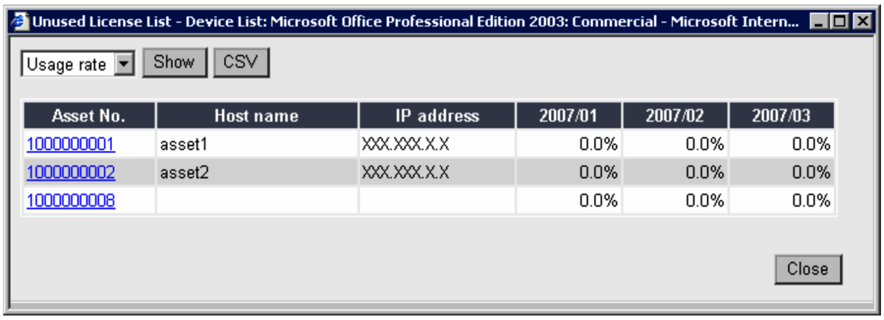
Figure 2-35: Window that displays a breakdown by group (Unused License List)



(3) Displaying the software operation rate and operation time

By clicking a link under **Number unused** in the window that displays a breakdown by group, you can display the software operation rate and operation time for each device on which the corresponding software asset is installed. The following figure shows the window that displays the devices on which the corresponding software asset is installed.

Figure 2-36: Window that displays the devices on which the software is installed (Unused License List)



Choose **Operation rate** or **Operation time** from the drop-down list and click the **Show** button to display the operation rate or the operation time by month.

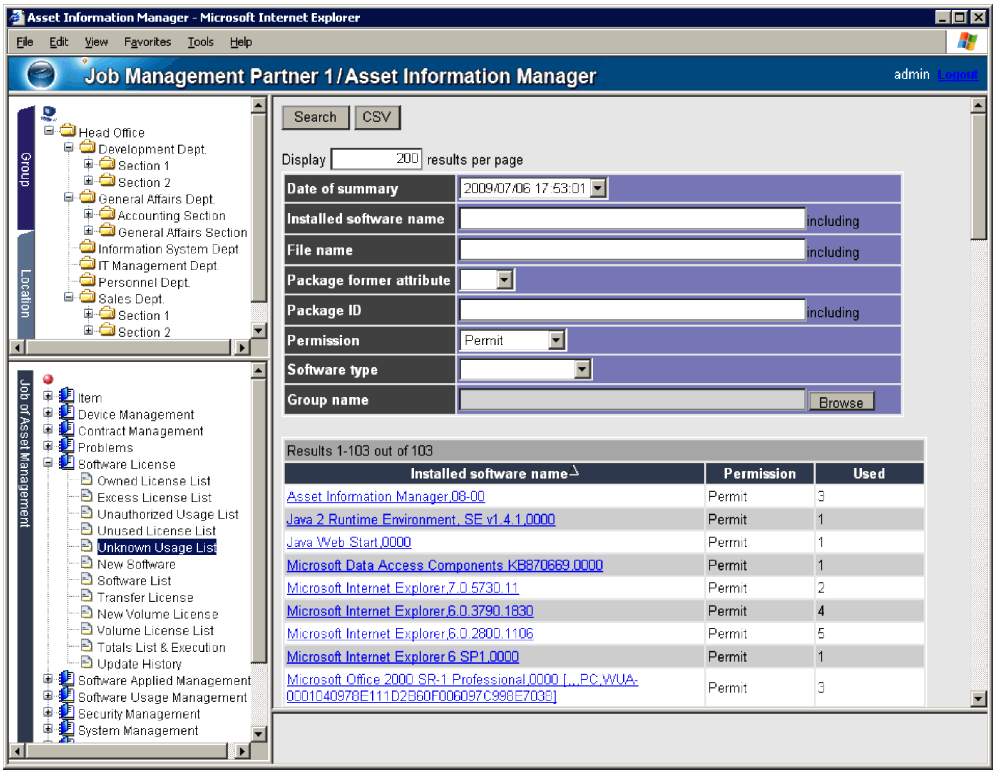
2.4.5 Checking the usage status of unregistered software (Unknown Usage List)

By using the **Unknown Usage List** job menu, you can check the usage status of software items that are not being managed as assets (software items whose software names have not been registered).

You can total the number of software assets that are being used and whose names have not been registered, such as freeware that does not require license management.

To check the usage status of unregistered software, start from the Unknown Usage List window, which is displayed by clicking the **Unknown Usage List** job menu. The following figure shows the Unknown Usage List window.

Figure 2-37: Unknown Usage List window



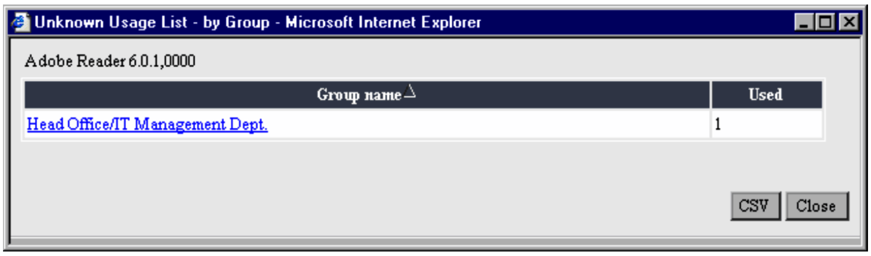
Unknown Usage List searches for software on the basis of existing totaled results. If no date of summary is displayed in the **Date of summary** search condition, you must first perform totaling from the Totals List & Execution window. For details about performing totaling, see *2.4.11(1) Performing totaling*.

Installed software name displays the file name, size, and date, if registered, as well as the name of the installed software and its version.

(1) Displaying a breakdown by group

In the Unknown Usage List window, clicking a link under **Installed software name** in the totaled results displays the usage count by group. The following figure shows the window that displays a breakdown by group.

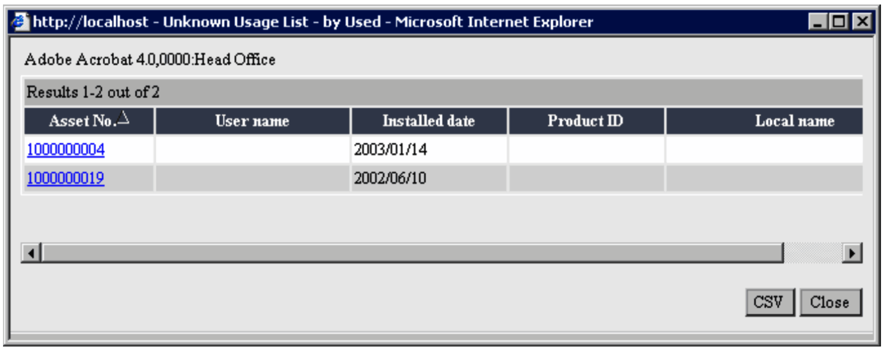
Figure 2-38: Window displaying a breakdown by group (Unknown Usage List)



(2) Displaying a list of devices on which software is installed

In the window displaying a breakdown by group, clicking a link under **Group name** displays a list of the devices on which the corresponding software is installed. The following figure shows the window that displays the devices on which corresponding software is installed.

Figure 2-39: Window displaying the devices on which software is installed (Unknown Usage List)



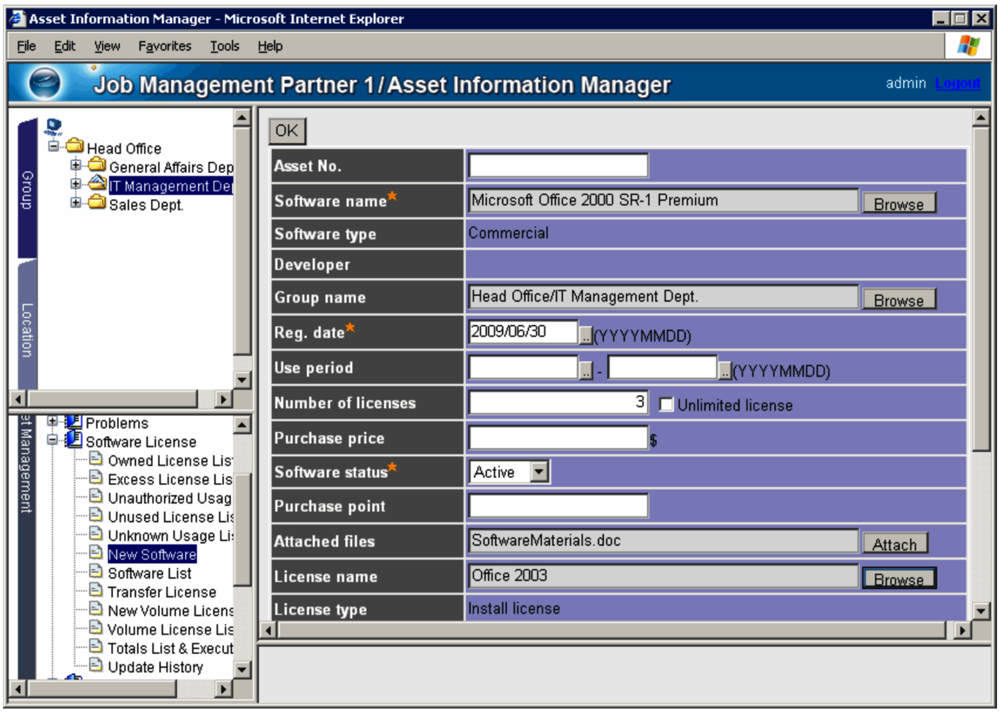
This window displays the information that was in effect when the licenses were totaled. Therefore, the information displayed in the selected list might not match the information displayed in the Device Details dialog box or the applicable device might have been deleted.

2.4.6 Adding a license (New Software)

By using the **New Software** job menu, you can register a newly purchased or additionally purchased license.

To register a license, start from the New Software window, which is displayed by clicking the **New Software** job menu. The following figure shows the New Software window.

Figure 2-40: New Software window



To register a license, specify a value for each item, and then click the **OK** button. Items identified by a star ( ) are mandatory.

- To specify **Software name**, **Software type**, and **Developer**, use the Software dialog box that is displayed by clicking the **Browse** button for **Software name**.
- If **Number of licenses** shows **Freeware** as the **Software type**, do not specify anything.
- Licenses and other data can be registered as attached files. For details about specifying attached files, see *1.4(4) How to specify an attached file*.
- To specify **License name**, **License type**, **Licensing method**, **Upgrade assurance**, **Downgrade**, **License category**, **Description**, and **Notes**, use the Licenses dialog box that is displayed by clicking the **Browse** button for **License name**.
- In **Use period**, specify the expiration date of a trial version or the termination date of a lease contract.

(1) How to specify Software name

To specify **Software name** when registering a new license by, for example, registering a new software name and assigning an installed software name at the same time:

1. In the New Software window, click the **Browse** button for **Software name**.

   The Software dialog box is displayed.

2. Specify the name of the software asset to be registered for the search condition, and then click the **Search** button.

   If the applicable software name is found, select the **Software name** radio button, and then click the **OK** button.

   The **Installed software name** field displays the installed software name that is assigned to a software name. If multiple installed software names are assigned, click the link to display a pop-up window that lets you view the installed software names that are assigned.

3. If the name of the software asset to be registered is not included in the search results, click the **Add** button.

   The Add Software dialog box is displayed.

4. Specify each item, and then click the **OK** button.

   Items identified by a star (★) are mandatory.

   The software name is registered, and the Browse Software dialog box is displayed again.

5. Click the link of the registered software name.

   The Software Name Details dialog box is displayed.

6. Click the **Add** button in the Assign tab.

   The Add Installed Software dialog box is displayed.

7. Search for the installed software name that you want to assign.

   Search for the installed software names that have not been assigned to other software names.

   To cancel, click the **Close** button.

8. From the search results, select the installed software name to be assigned, and click the **OK** button.

   The Add Installed Software dialog box closes, and the selected installed software name is added to the assigned installed software names.

9. Click the **Close** button.

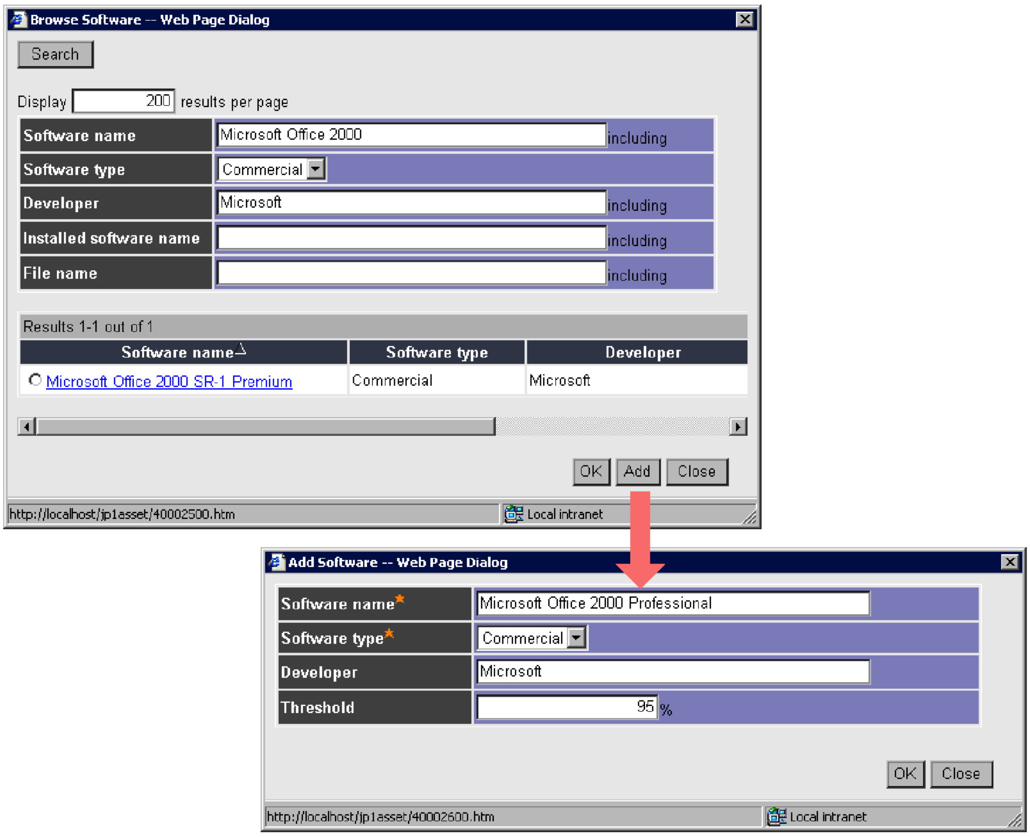
   The Software Name Details dialog box closes, and the Browse Software dialog box is displayed again.

10. Specify the registered software name, and click the **OK** button.

    The Browse Software dialog box closes, and the New Software window is displayed again. The registered information is specified for **Software name**, **Software type**, and **Developer**.

The following figure shows the procedure for specifying **Software name** by registering a software name in the Add Software dialog box.

Figure 2-41: Procedure for specifying a software name



(2) How to specify a license name

To specify **License name** when new license information is registered:

1. In the New Software window, click the **Browse** button for **License name**.

   The License dialog box is displayed.

   If the License dialog box contains the applicable license information, select the radio button for that **License name**, and then click the **OK** button.

2. Click the **Add** button.

   The Add License dialog box is displayed.

3. Specify each item, and then click the **OK** button.

   Items identified by a star (★) are mandatory.

   Licenses are totaled by the value specified in **License category**. To manage license information, register the **License type** and **Licensing method** as supplementary information.

   - To set **Downgrade** to **Enable**, you must register the downgrade software name for the software name of the license to be registered. For details about how to register a downgrade software name, see *4.6.4 Changing a software name and attributes*.

   The license information is registered, and the License dialog box is displayed again.

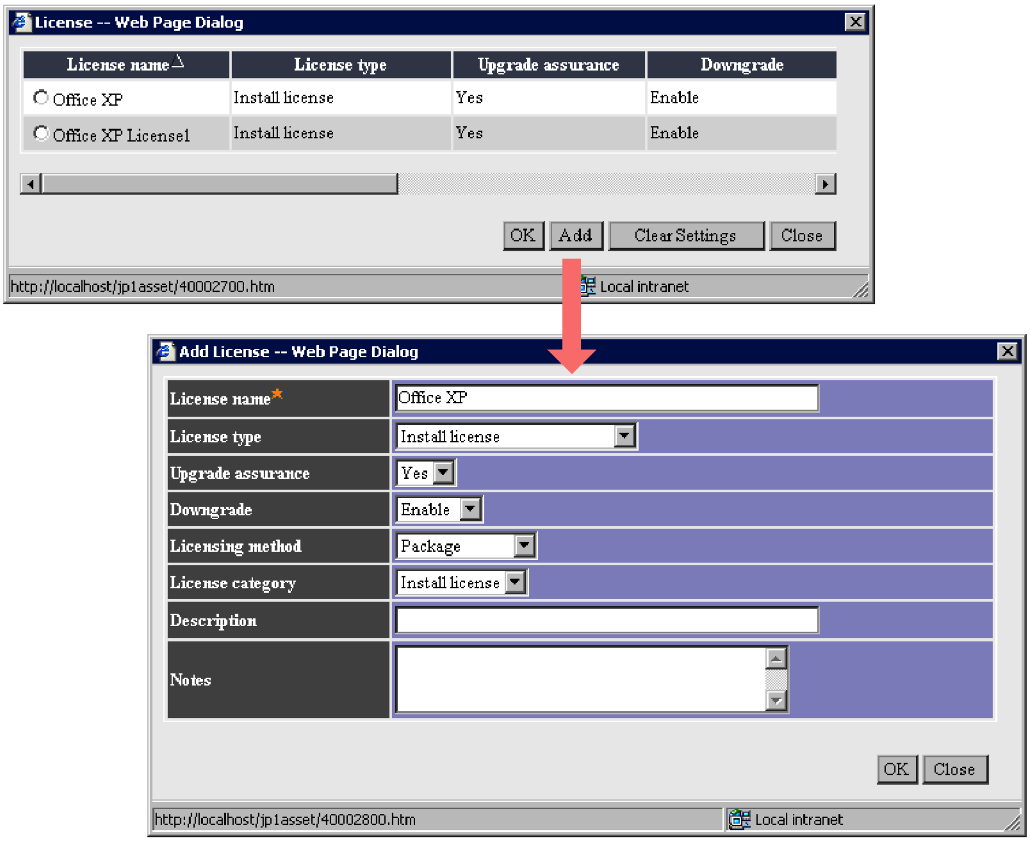
4. Select the radio button for the registered license, and then click the **OK** button.

   The New Software window is displayed again.

   The registered information is specified in **License name**, **License type**, **Licensing method**, **Upgrade assurance**, **Downgrade**, **License category**, **Description**, and **Notes**.

The following figure shows the procedure for specifying **License name** by registering license information in the Add License dialog box.

Figure 2-42: Procedure for specifying a license name



To clear specified license information

To clear license information that has been specified, click the **Browse** button again, and in the displayed License dialog box, click the **Clear Settings** button.

To change registered license information

To change registered license information, use the **License** tab of the Software Name Details dialog box. For details about changing license information, see *4.6.8 Changing license information*.

(3) Notes on upgrading

To register an upgrade version of existing software that has already been registered in the asset management database, you must take into account the correspondence between the software name to be registered and the installed software name.

For example, in the case of a free upgrade, purchase information is not retained even when the version changes. After you install the upgraded license, you must decide whether the new or the old software name is to be used to manage its license. If you use the new software name after upgrading, be sure to change the old software name to the new software name in the **Software Name Details** dialog box, and then add the new installed software name to that name.

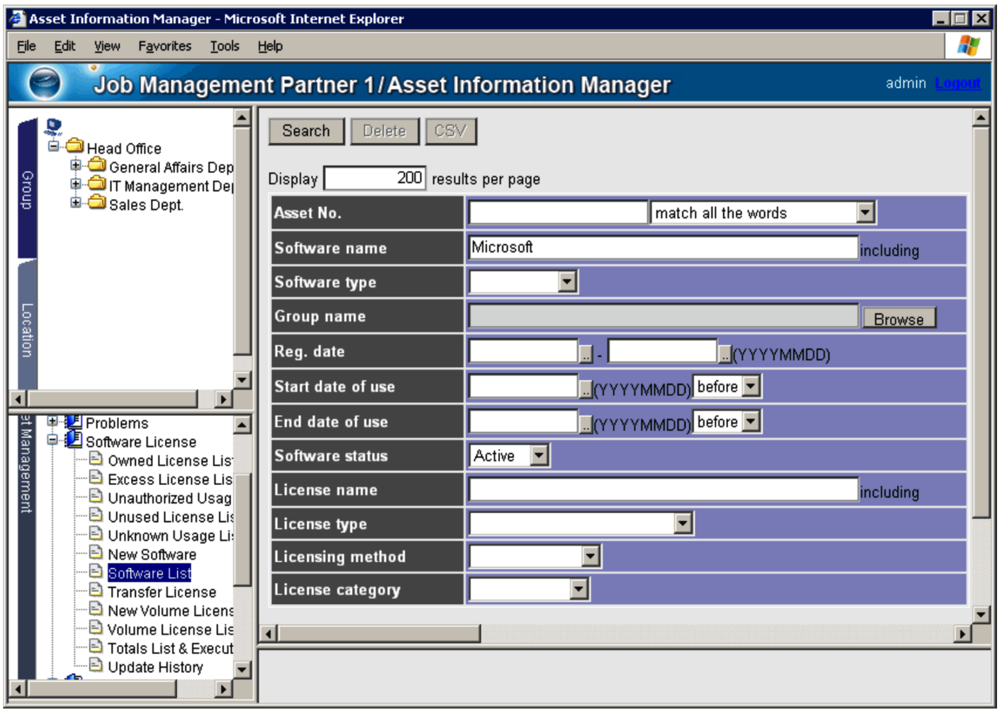
2.4.7 Searching for software (Software List)

By using the **Software List** job menu, you can search for the owned software assets for a specified software asset. For example, you can search for software assets for reasons such as to determine whether a software asset to be used has been registered or to determine the managerial group for software A.

This job can also be used to assign a retrieved software license to devices and users.

To search for a software asset and assign licenses for it, start from the Software List window, which is displayed by clicking the **Software List** job menu. The following figure shows the Software List window.

Figure 2-43: Software List window



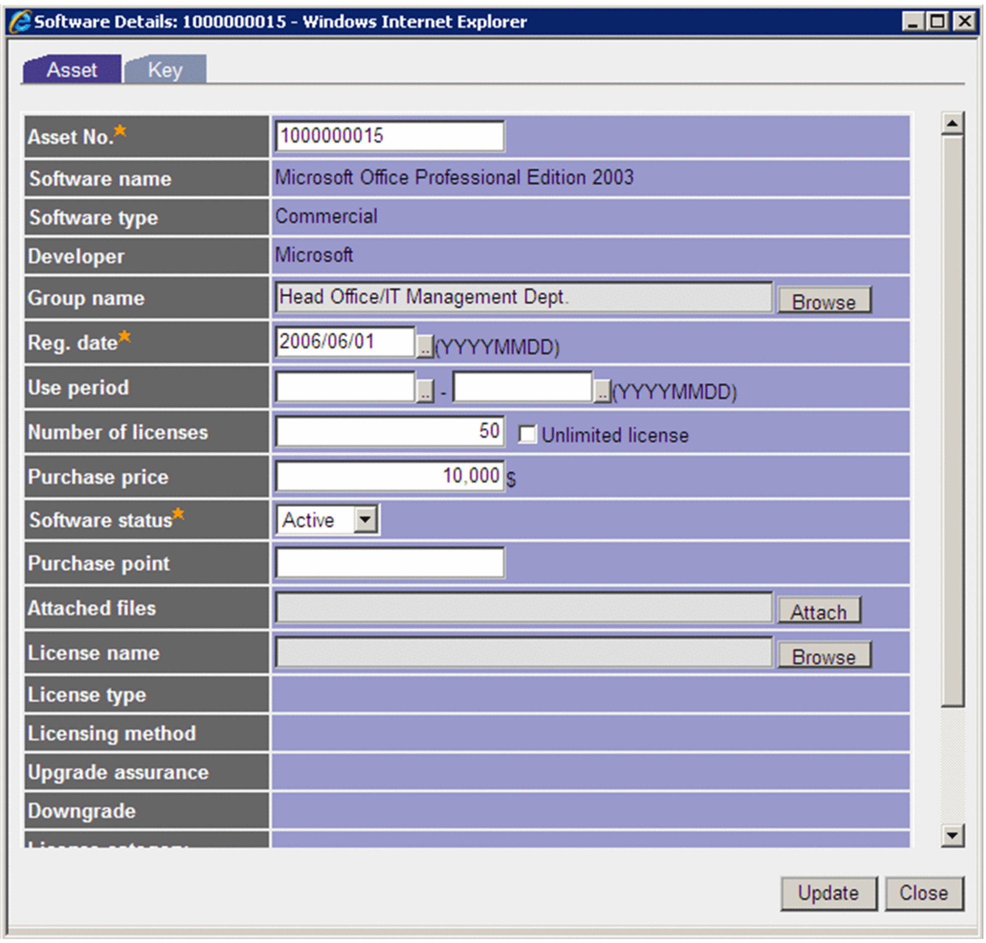
The Software List window displays the search results for each group that owns the license.

(1) Changing software information

To change software information, click the link of the **Asset No.** in the search results list and display the Software Details dialog box.

The **Asset** tab displays information about the software name and licenses.

Figure 2-44: Software Details dialog box (Asset tab)



You can change the information for a software asset by editing the various items for the software, and then clicking the **Update** button. When editing the information, items identified with a star (★) are mandatory. To cancel, click the **Close** button.

This dialog box does not allow you to change **License name** for a software asset that has been assigned a license. In addition, you cannot change **License name** for a transferred software asset.

You can specify all license information in a batch operation by using the **Browse** button for **License name**. To assign licenses, you must register the license information in advance. For details about registering licenses, see *2.4.6(2) How to specify a license name*.

Changing the number of owned instances of software by changing the software type to Freeware

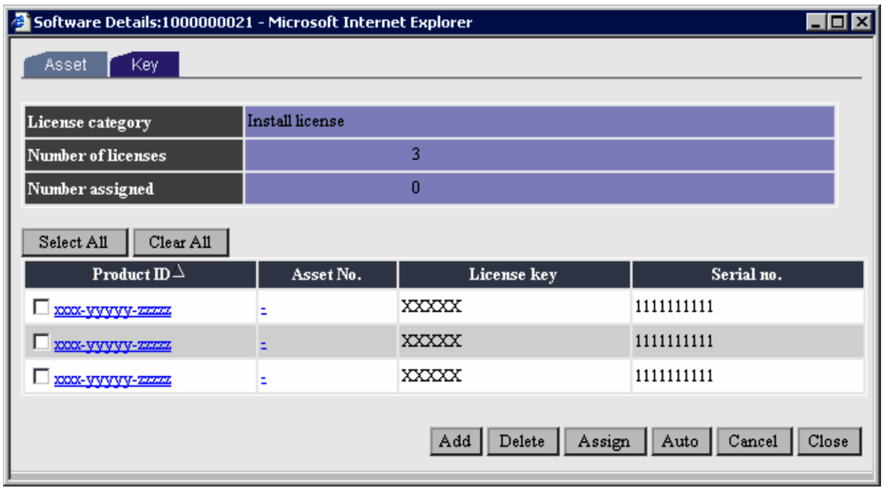
If you change the software type to **Freeware** after it has been registered as **Commercial** or **Shareware**, the license is not automatically changed to an unlimited license. Therefore, after you delete (from the number of owned and registered software items) software whose software type was changed to **Freeware**, select the **Unlimited license** check box in order to change the license to an unlimited license.

(2) Assigning licenses

To accurately manage the installation destination of each owned license, correspondence is established between a device and the information used to identify the license (*key information*), such as the product ID and serial number. This task is not necessary if you do not manage the license assignment targets.

Licenses are allocated from the **Key** tab of the Software Details dialog box.

Figure 2-45: Software Details dialog box (Key tab)



License category, **Number of licenses**, and **Number assigned** display the license information set in the **Asset** tab. A license key is assigned according to this information.

The list also displays the registered key information. The items for which **Asset No.** or **User ID** is displayed have already been assigned. Clicking a link under **Asset No.**

displays the Device Details dialog box that enables you to view the details about the assigned device.

Because license assignment can be registered according to the license category, you must have already registered the **License category** in the **Asset** tab of the Software Details dialog box.

(a) Add license key

To add a license key for the purpose of assigning licenses:

1. In the **Key** tab of the Software Details dialog box, click the **Add** button.

   The Add License Key dialog box is displayed.

2. Specify each key information item.

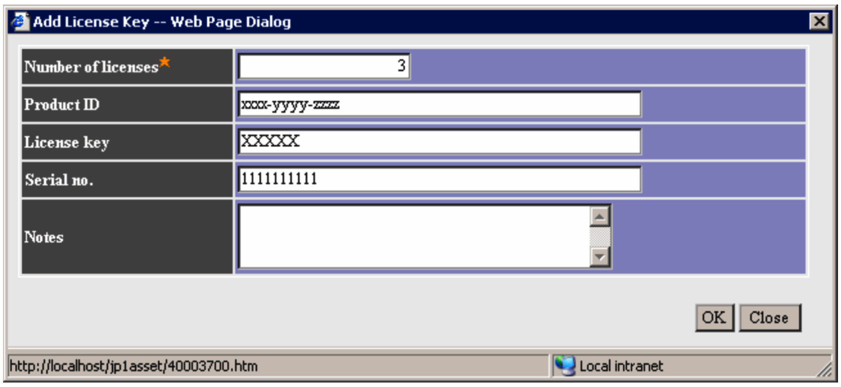
   In **Number of licenses**, specify the number of licenses for which key information is to be created at the same time.

3. Click the **OK** button.

   The Add License Key dialog box closes, and the Software Details dialog box displays the registered key information.

The following figure shows the Add License Key dialog box for specifying registration information.

Figure 2-46: Add License Key dialog box



(b) Assignment target

To assign an added license key to a license target:

1. Select the check box of the added license key in the **Key** tab of the Software Details dialog box.

2. To assign one at a time, click the **Assign** button.

The Target Specification dialog box is displayed.

To cancel, click the **Cancel** button.

Figure 2-47: Target Specification dialog box

Specify **Asset No.** or **User ID**, and then click the **OK** button. The Target Specification dialog box closes and the license key is assigned.

3. To assign multiple devices in a batch operation, click the **Auto** button.

   The Search Assignments dialog box is displayed.

4. Specify the desired search conditions, and then click the **Search** button.

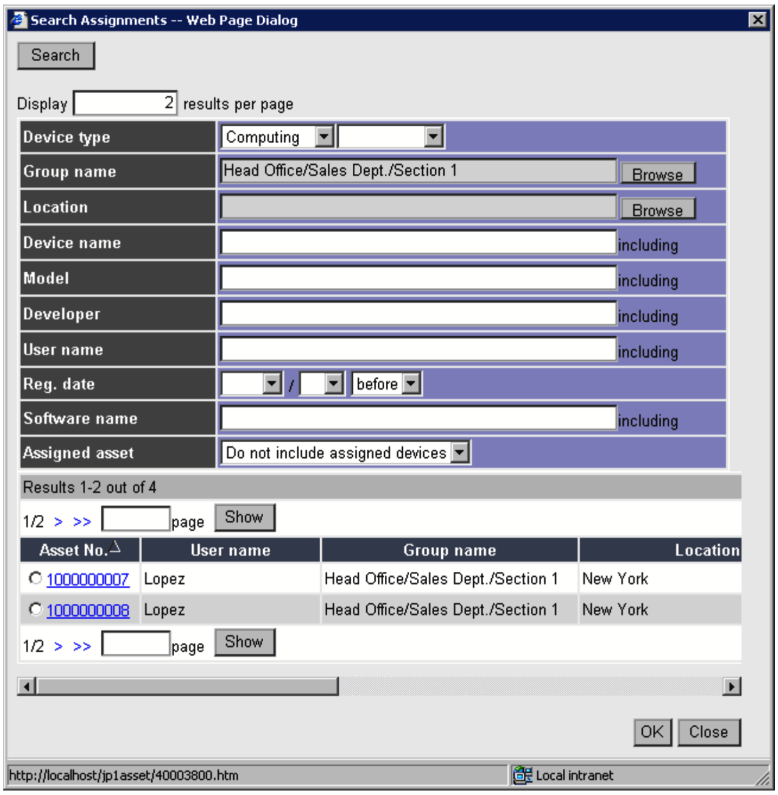
   The applicable devices are searched for.

5. Select the check box for the device to which the license is to be assigned, and then click the **OK** button.

   The Search Assignments dialog box closes, and the key information is assigned to the selected device or user.

The following figure shows the Search Assignments dialog box after searching for the target device.

Figure 2-48: Search Assignments dialog box



You cannot change or delete license information after it has been assigned to a usage target. To change or delete such license information, you must cancel the entire assignment of the license.

(3) Changing a license assignment

The following paragraphs describe how to change the license key and assignment target that were registered when a license was assigned.

(a) Changing the key information

To change the registered key information, in the Software Details dialog box, in the **Key** tab, click the **Product ID** link of the key information to be changed.

In the displayed License Key Details dialog box, change applicable items and then click the **Update** button.

(b) Changing the target

To change a license assignment:

1. In the Software Details dialog box, in the **Key** tab, select the check box for the item to be changed, and then click the **Cancel** button.

   In order to change an assignment, you must first cancel the existing assignment.
2. Select the check box for the item to be changed, and then click the **Assign** button.

   The target specification dialog box is displayed.

   To cancel, click the **Cancel** button.
3. Specify the target asset number or user ID, and then click the **OK** button.

   The target specification dialog box closes, and the assignment target is changed.

(4) Deleting software information

To delete software information, in the search results list, select the check box for the software asset to be deleted, and then click the **Delete** button.

(5) Downloading search results

You can download the search results list as a CSV file. To do this, select the check box for the desired software, and then click the **CSV** button. The search results are downloaded as a CSV file.

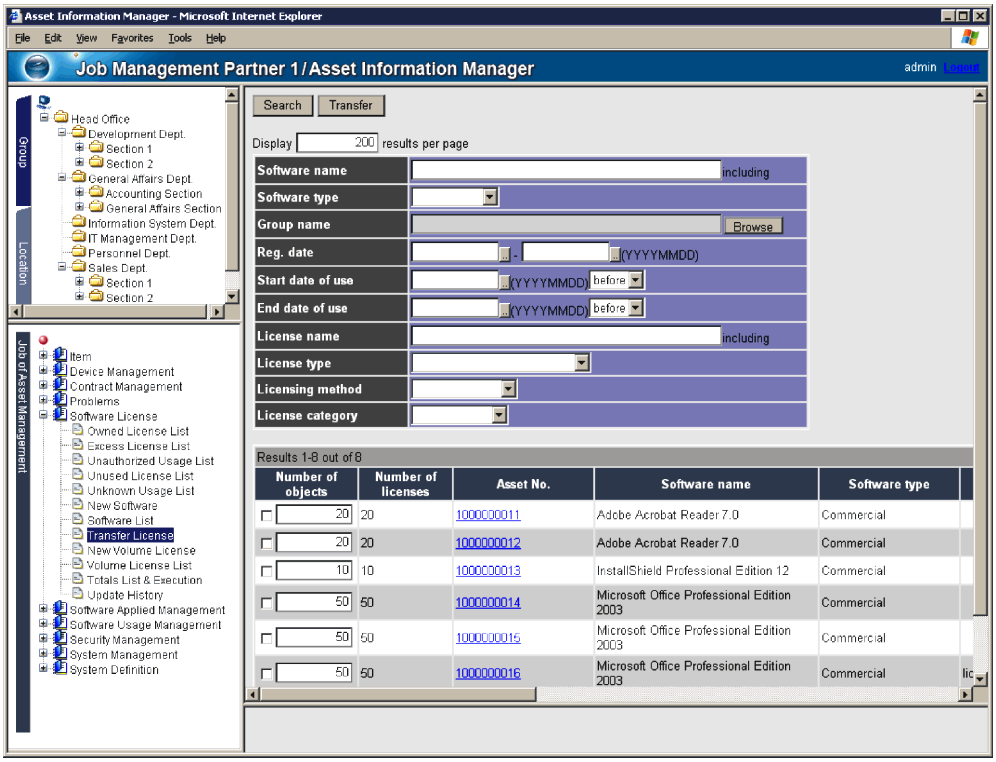
The information that is downloaded includes **Asset No.**, **Software name**, **Software type**, **Number of licenses**, **Group name**, **Reg. date**, **Start date of use**, **End date of use**, **Status**, **License name**, **License type**, **Licensing method**, and **License category**.

2.4.8 Changing the managerial group of a license (Transfer License)

By using the **Transfer License** job menu, you can change the managerial group of a license.

To change the managerial group of a license, start from the Transfer License window, which is displayed by clicking the **Transfer License** job menu. The following figure shows the Transfer License window.

Figure 2-49: Transfer License window



(1) Transferring a software asset together with its license key

To change the managerial group of a license:

1. Search for the software asset whose managerial group is to be changed.
2. In the search results list, select the check box for the software asset whose managerial group is to be changed.
3. In **Number of objects**, specify the number of licenses to be changed.
4. Click the **Transfer** button.

   The Set Destination dialog box is displayed.

   To cancel, click the **Close** button.
5. In the **Destination Group** tab, specify the target group.
6. In the **Transfer Key** tab, select the check box for the key information to be transferred.

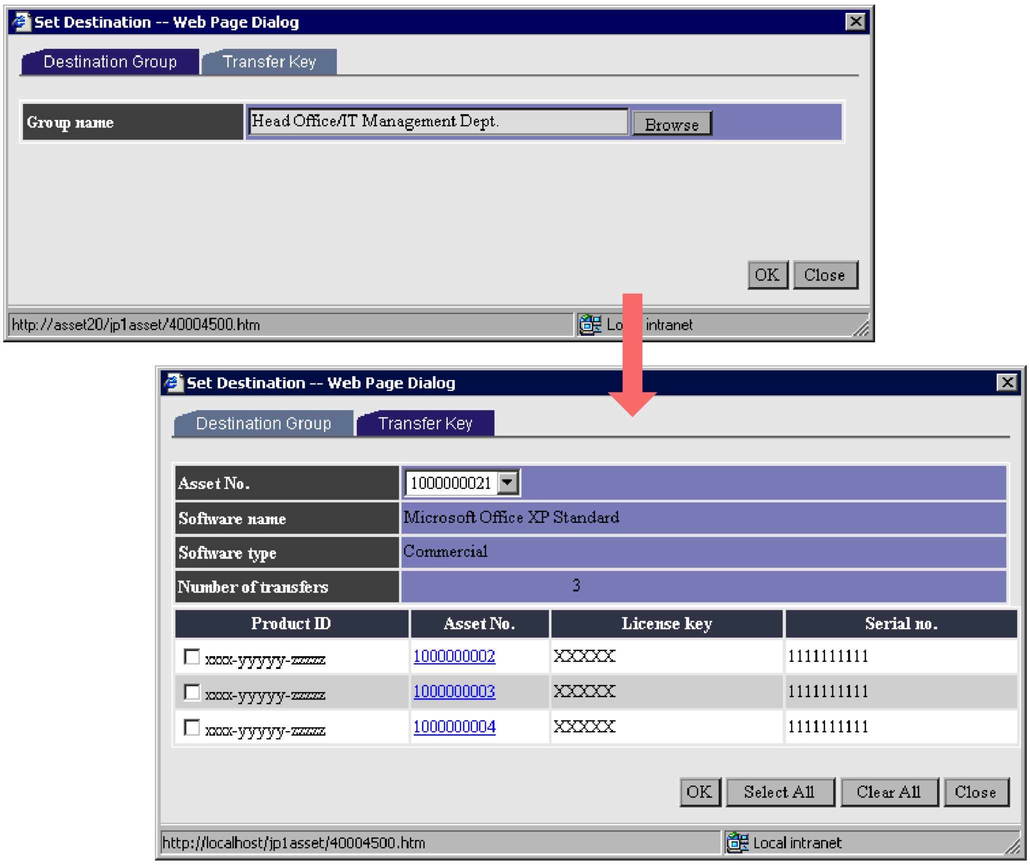
   If you do not manage license assignment, skip this step.

7. In the **Destination Group** tab, click the **OK** button.

   The Set Destination dialog box closes, and the specified number of licenses are transferred.

The purchase price and points are managed for each software asset (they are not divided or consolidated depending on the number of licenses). Therefore, the target group inherits the purchase price and points of the software asset as is.

Figure 2-50: Procedure for transferring a software asset together with its license key



(2) Transferring freeware and unlimited license software

When you transfer freeware and unlimited license software, you specify whether the transfer source information is to be deleted from the Set Destination dialog box.

To delete, select the **Delete freeware or unlimited license** check box, and then click the **OK** button.

When you transfer with this setting, the number of licenses in the software asset information of the transfer source becomes 0. If the software asset information of the transfer source is not needed, delete it from the Software List window.

If software already exists in the transfer destination group with the same asset number, then if either the transfer source or the transfer destination is an unlimited license, the license is unlimited after the transfer.

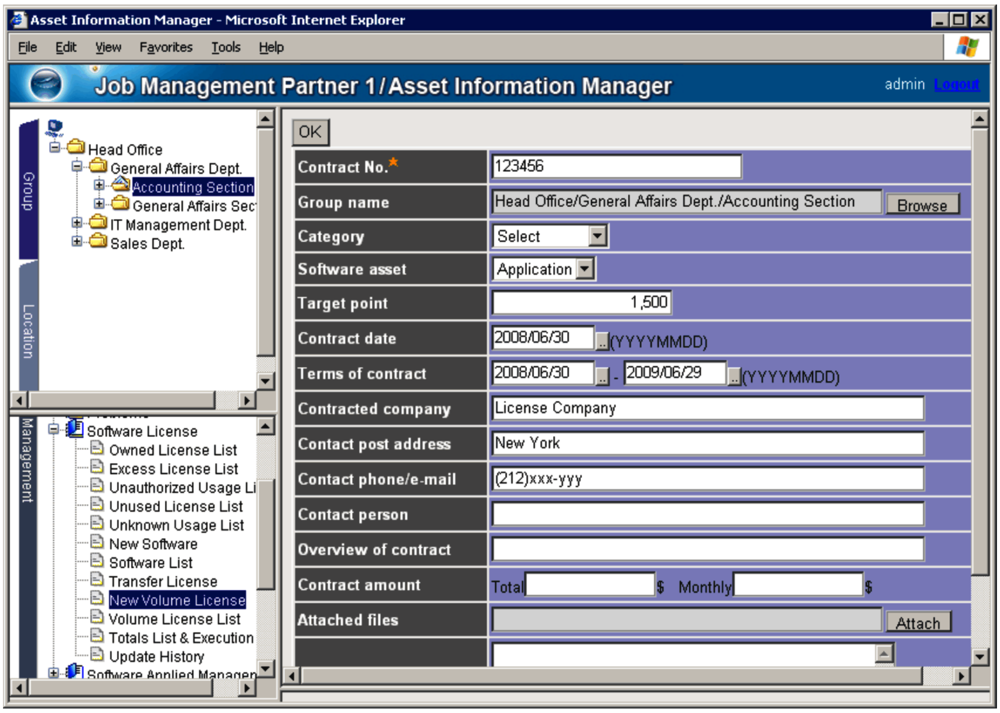
2.4.9 Registering volume contract information (New Volume License)

By using the **New Volume License** job menu, you can register contract information for a volume license. By registering the volume license information, you can manage points-based licenses.

Registration of a volume license does not accompany registration of information about the software subject to the contract. After the contract is signed, you must add the applicable software using the **Volume License List** job menu.

To register volume license information, start from the New Volume License window, which is displayed by clicking the **New Volume License** job menu. The following figure shows the New Volume License window.

Figure 2-51: New Volume License window



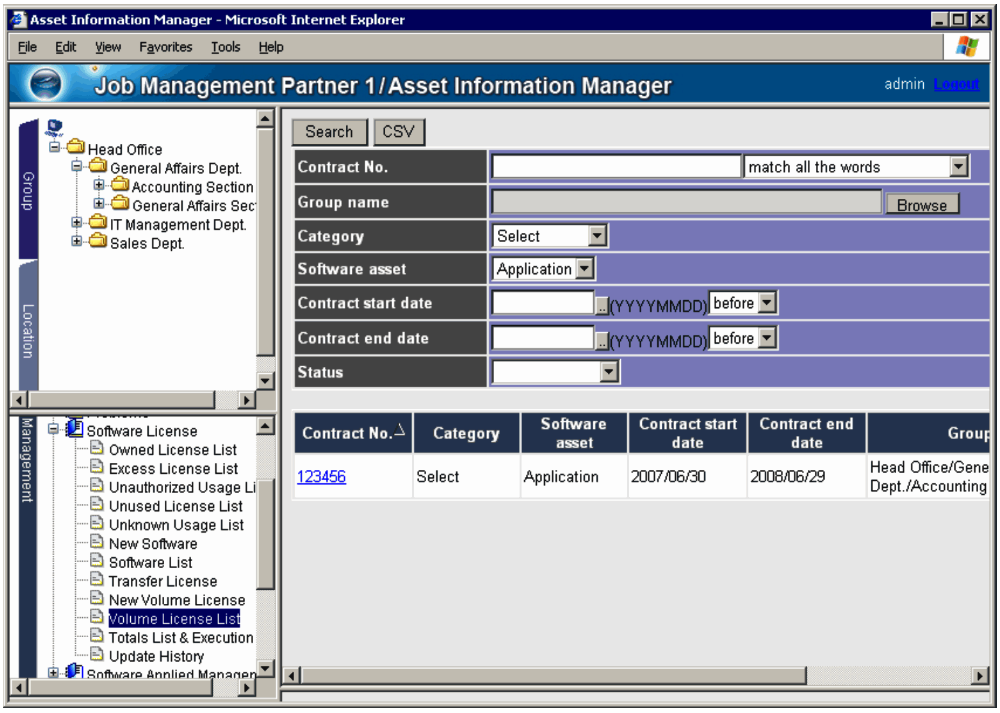
Specify each item, and then click the **OK** button. Make sure that **Contract No.** is specified.

2.4.10 Changing volume contract information (Volume License List)

By using the **Volume License List** job menu, you can check the status of purchase points for volume licenses and to change registered information. You also use this job to add software assets to newly registered volume licenses.

To change volume license information, start from the Volume License List window, which is displayed by clicking the **Volume License List** job menu. The following figure shows the Volume License List window.

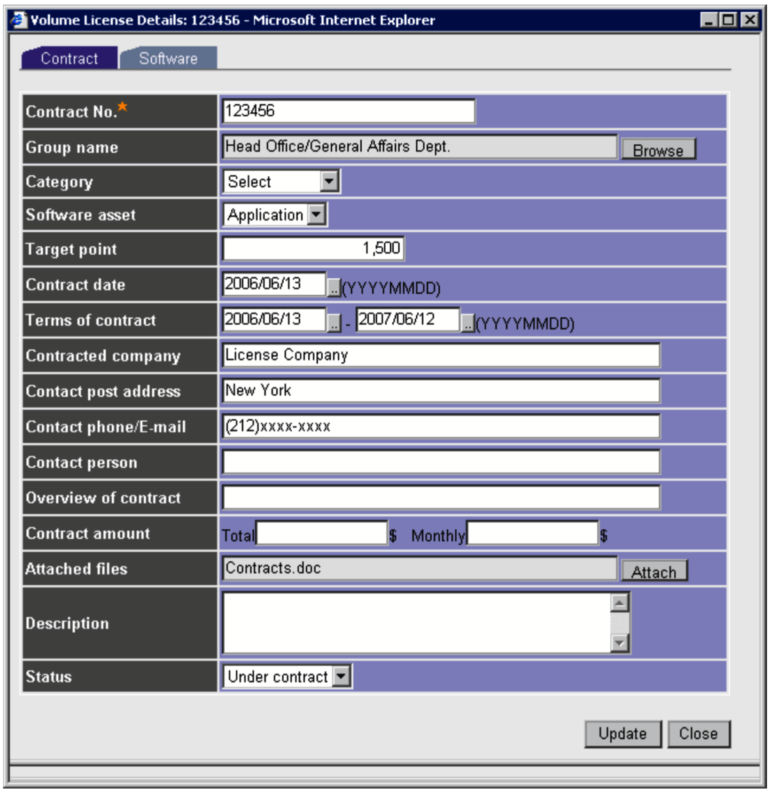
Figure 2-52: Volume License List window



(1) Viewing and changing contract information

In a search results list, clicking a link under **Contract No.** displays the Volume License Details dialog box, as shown below, which you use to change volume contract information.

Figure 2-53: Volume License Details dialog box



You update volume contract information by editing the existing volume contract information and then clicking the **Update** button. To cancel, click the **Close** button.

(2) Adding target software

To add target software to a contract:

1. Search for the contract whose target software is to be added.

   You cannot add a target to a contract that is in the `expire` or `erase` status.

2. In a search results list, click the applicable **Contract No.** link.

   The Volume License Details dialog box is displayed.

3. In the **Software** tab, click the **Add** button.

   The Search Software dialog box is displayed.

4. Specify conditions as necessary, and then click the **Search** button.

   The software assets satisfying the conditions are retrieved.

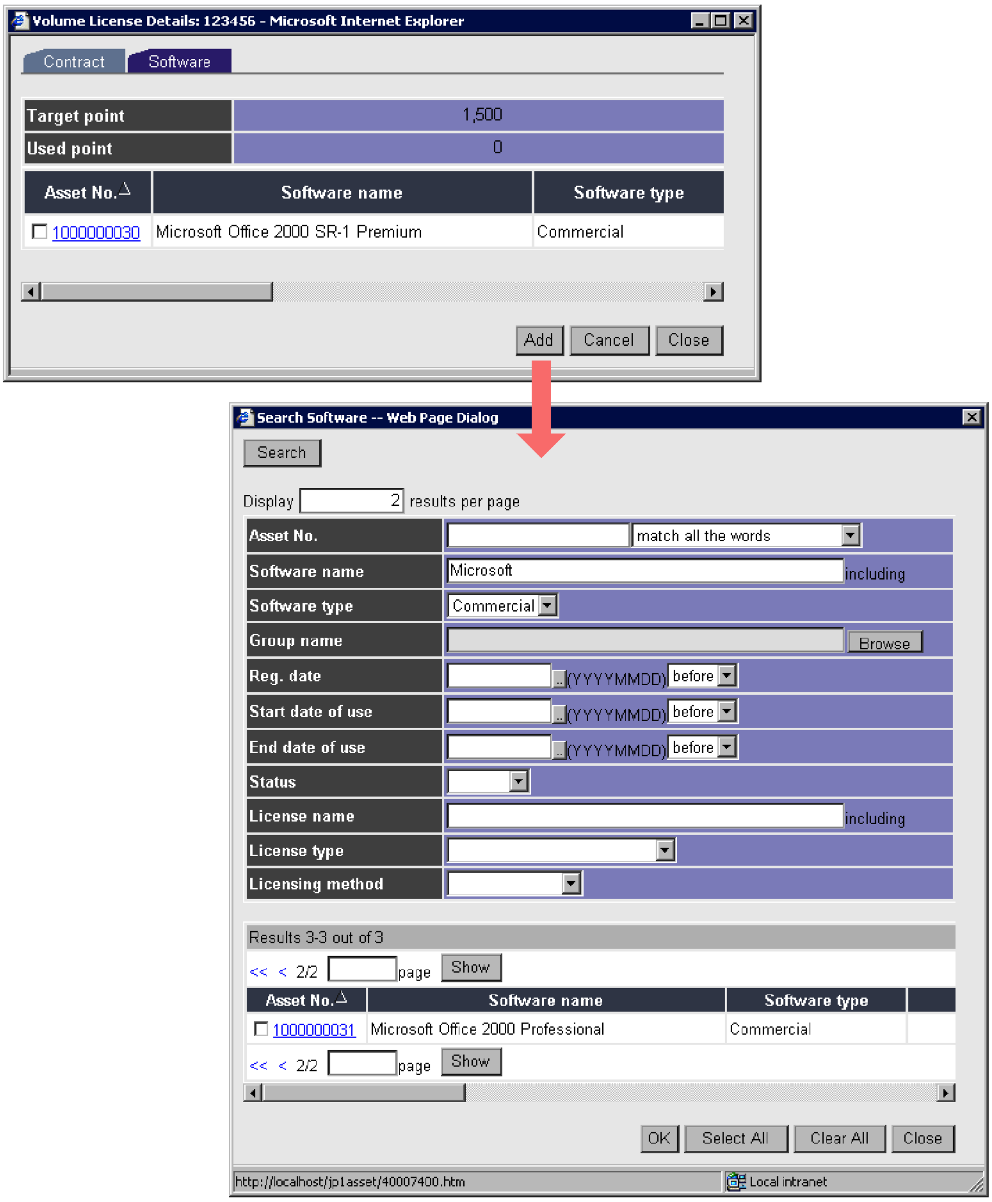
To cancel, click the **Close** button.

5. From the search results, select a software asset, and then click the **OK** button.

   The selected software asset is added as a contract target.

The following figure shows the procedure for opening the Search Software dialog box from the **Software** tab and then adding a target software.

Figure 2-54: Procedure for adding a target software to a volume contract



(3) Changing target software

To change the target software of a contract:

1. Search for the contract whose target software is to be changed.

You cannot change the target software of a contract that is in the `expire` or `erase` status.

2. From the search results list, click the **Asset No.** link.

   The Volume License Details dialog box is displayed.

3. Click the **Software** tab.

   To cancel, click the **Close** button instead of the **Cancel** button.

   Select the check box of the software to be cancelled, and click the **Cancel** button.

4. Click the **Close** button.

   The Volume License Details dialog box closes, and the license of the contract software is changed.

2.4.11 Totaling licenses (Totals List & Execution)

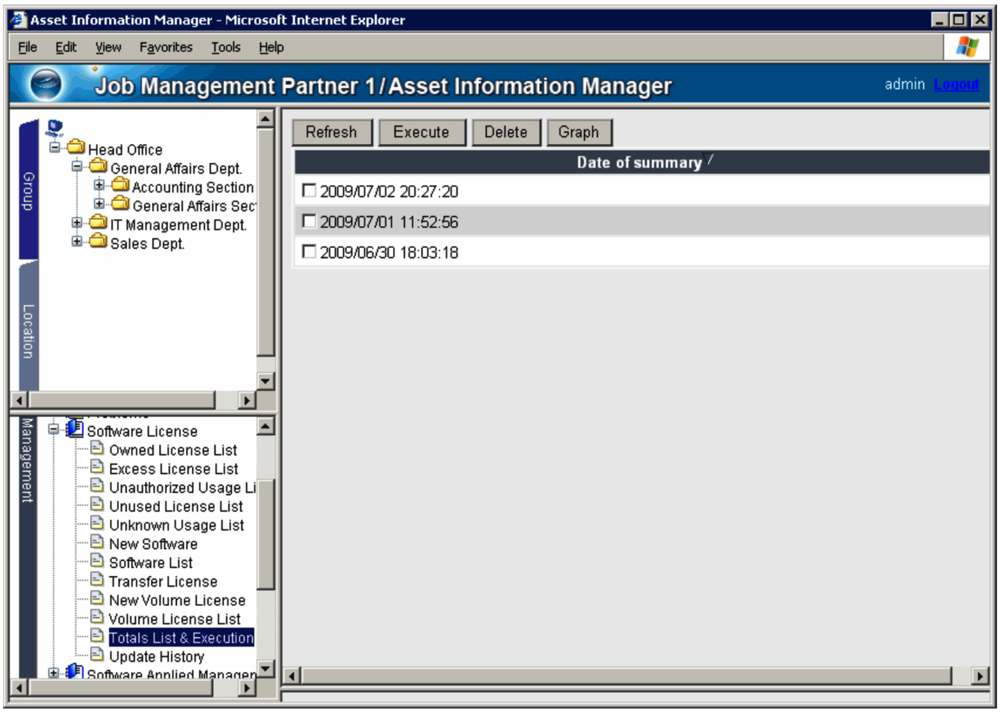
By using the **Totals List & Execution** job menu, you can perform totaling, so that the information can be used for all license management work.

The license management jobs that extract required information on the basis of a set of totaled results include **Owned License List**, **Excess License List**, **Unauthorized Usage List**, and **Unknown Usage List**.

By default, only the administrator can execute **Totals List & Execution**.

To total licenses, start from the Totals List & Execution window, which is displayed by clicking the **Totals List & Execution** job menu. The following figure shows the Totals List & Execution window.

Figure 2-55: Totals List & Execution window



You can also total licenses periodically by using the **Notice of license excess** task or the **Totals number of licenses** task registered in the Windows Task Scheduler.

Date of summary displays a history of totaling including totaling executed by tasks. To refresh the displayed information to the most recent status, click the **Refresh** button.

For details about using a task registered in Windows Task Scheduler to periodically perform totaling, see *5.9 Setting the tasks that are registered in Task Scheduler* in the *Planning and Setup Guide*.

Notes

If totaling is performed multiple times in a large system with several thousand devices, a large amount of old totaled results data might remain in the database, increasing the time required to search for, add, or delete information, reducing the performance of totaling.

If you have a large asset management system with several thousand devices, you should delete old totaled results periodically.

(1) Performing totaling

To perform totaling, click the **Execute** button. A history of execution dates and times is displayed in **Date of summary**.

To sum up the number of licenses, you must have registered information about the software assets installed on each device in the asset management database and you must have established correspondence between software names.

For details about how to register installed software information, see *3.2.4 Setting the software name assignment method* in the *Planning and Setup Guide*. For details about establishing correspondence between software names, see *4.6 Establishing correspondence between software names (Software Name)*.

(2) Displaying a graph of the changes in the numbers of licenses

From the sets of totaled results displayed in **Date of summary**, you can display in graph format a history of the changes in the numbers of owned and used licenses. The range of the graph is the range of the history displayed in **Date of summary**.

To display the history of changes in the number of licenses as a graph, you must install the Microsoft Office Web component on the PC on which the graph is to be displayed. Either install the Microsoft Office Web component from the Microsoft Office 2003 (or earlier) media, or download it from Microsoft's website.

To display a graph of the changes in the numbers of licenses:

1. Click the **Graph** button.

   The Select Graph Object window is displayed.

2. Specify search conditions, if necessary, and search for the software assets to be displayed in the graph.

   The software assets satisfying the specified conditions are retrieved.

   To cancel, click the **Close** button.

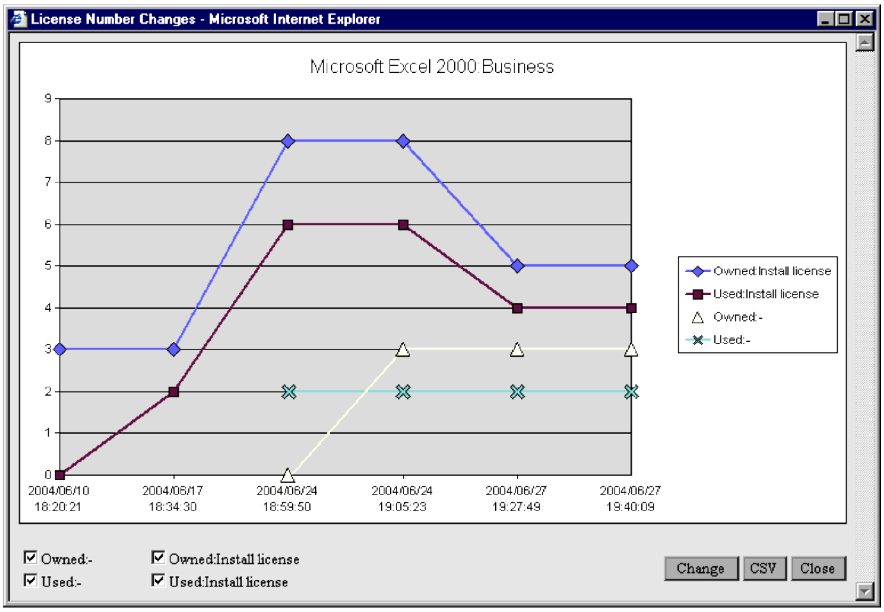
3. In the search results, click a **Software name** or **Group name** link.

   The License Number Changes window is displayed.

   To display a graph of the number of licenses for all groups, click a **Software name** link; to display a graph of the number of licenses for a group, click a **Group name** link.

The following figure shows the License Number Changes window.

Figure 2-56: License Number Changes window



The change in the number of owned and used licenses is displayed for each license category. You can select the check boxes under the graph to include the corresponding data in the graph.

When a software asset is changed to an unlimited license

If a software asset was changed to unlimited license, its number of owned licenses is treated as 0 in the graph.

Disabling component downloads

If you attempt to display a graph in an environment in which Microsoft Office is not installed, the Microsoft Internet Explorer settings might cause it to download Microsoft Office Web components. Use the following procedure to disable such downloading and to ensure that such components will not be downloaded.

To disable component download:

1. Select **Tools**, and then **Internet Options** in Microsoft Internet Explorer.

   The Internet Options dialog box is displayed.

2. Click the **Custom Level** button in the **Security** tab.

   The Security Settings dialog box is displayed.

3. Disable **Download signed ActiveX controls** and **Download unsigned ActiveX controls**.

4. Click the **OK** button.

   The settings are enabled, and the Security Settings dialog box closes.

(a) Changing the graph type

The three available graph styles are line graph, horizontal bar graph, and vertical bar graph. In the License Number Changes window, clicking the **Change** button toggles the graph type.

(3) Downloading the data displayed as graph

You can download the data for a displayed graph showing the changes in the number of licenses as a CSV file. Clicking a link under **Software name** and then clicking the **CSV** button in the displayed window downloads the displayed graph data as a CSV file.

The information that is downloaded as a CSV file includes **Date of summary**, **License category**, **Group name**, **Owned**, and **Used**.

(4) Deleting totaled results

To delete a set of totaled results, select the check box of the totaled results in the Totals List & Execution window, and then click the **Delete** button.

2.4.12 Managing the installed software update history (Update History)

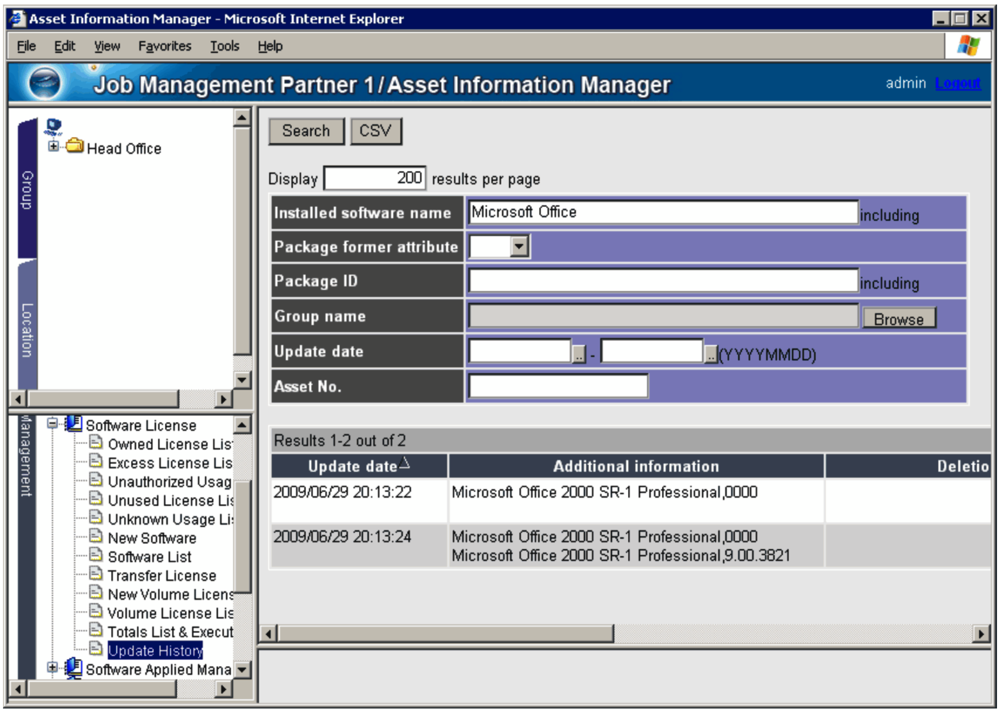
By using the **Update History** job menu, you can manage the update history for software installed on devices.

The software change log is collected when JP1/Software Distribution inventory information is collected. To manage the software change log, you must be linked to JP1/Software Distribution.

Even when the contents collected from inventory information are changed via window operations, the information remains in the change log. However, installed software information added in a window operation is not collected into the change log if it is deleted before the inventory information is assigned.

You manage the software change log by clicking the **Update History** job menu to display the Update History window. The following figure shows the Update History window.

Figure 2-57: Update History window



If you click on an **Asset No.** link in the change log search results list, the Device Details dialog box is displayed, enabling you to browse the associated software details.

(1) Collecting the change log at specified times

In the Update History window, specify, as a search condition, a period for which to acquire the update history for the installed software. By performing the search, you can determine the software programs that were installed on the device during the specified period. This is also helpful for checking the devices on which specific software is installed. When you want to know the time that software was installed on a device or the change log associated with the software for each device, select the group that you are managing, specify in **Update date** the start date and end date of the log that you desire, and perform the search.

If the start date is omitted and only the end date is specified, the log is collected from the earliest date that the inventory information log was collected until the specified end date.

If the end date is omitted and only the start date is specified, the log is collected from the specified start date until the most recent log date.

(2) Information collected in the change log

The information collected in the change log is software information that can be set with **Add/Remove Programs** in the **Control Panel** of Windows.

When JP1/Software Distribution inventory information is being collected, a log is collected whenever changes occur in any of the following information (note that software inventory information is not collected):

- Installed package information
- Microsoft Office information

A log is also collected whenever any of the following items is edited from an Asset Information Manager window operation:

- File date
- File name
- File size
- Installed software name
- Version
- Package ID
- Package former attribute

A change log is not collected for managed items added to user properties.

Note

When a version upgrade is performed from an Asset Information Manager 07-10 asset management database, the inventory information collection performed immediately after the migration does not result in collection of a log of deleted anti-virus products information or Microsoft Office information.

For this reason, you should collect inventory information after migrating the asset management database.

2.5 Software Applied Management

This section describes how to execute the asset management jobs related to software application.

Software applied management enables you to check the status of software installed on devices managed by Asset Information Manager by linking to JP1/Software Distribution. You can also distribute software to selected devices and check the status of software distribution.

You can also manage updates by linking to WSUS.

The jobs related to software applied management are displayed under the **Software Applied Management** job category. This section describes the operations available from each menu and shows the windows. Each subsection title shows the selected menu name in parentheses.

Before executing a job from the **Software Applied** or **Distribution Status** job menu, perform the following operations:

- Acquire installed software information from JP1/Software Distribution.
- Use JP1/Software Distribution to package the software to be distributed.

  For details about packaging, see the manual *Job Management Partner 1/Software Distribution Administrator's Guide Volume 1*, for Windows systems.

2.5.1 Managing the software application status (Software Applied)

By using the **Software Applied** job menu, you can specify conditions and search for devices to determine if patches, anti-virus software, or other software is installed on devices. Packaged software can also be distributed to devices on which the software is not installed.

The software applied status is managed from the Software Applied window that is displayed when you select the **Software Applied** job menu. Devices selected from the search results on this window become the installation destinations, and the JP1/Software Distribution job executes, transferring and installing the selected package. You can also specify a JP1/Software Distribution host group as the installation destination.

The following shows the flow from checking the software applied status until software is installed on devices.

To manage the software application status:

1. Check the software applied status, and specify the required devices.

   In the **Device** tab, perform a search using the software name and applied status as conditions, and select the devices on which the package is to be installed. For details about the operations in the **Device** tab, in the same way as for menus selected by **Software type**, see *(1) Searching for the applied status of installed software*, *(2) Searching for the applied status of patches*, and *(3) Searching for the applied status of anti-virus software*.

The installation destinations can also be specified from the **Destination** tab. For details about the **Destination** tab, see *(4) Specifying the destinations for the installation destinations*.

2. Select the package to be distributed.

   In the **Package** tab, specify the package to be installed on the devices. For details about operations in the **Package** tab, see *(5) Selecting the package to be installed*.

3. Install the package.

   Install the package using the values set in steps 1 and 2. For details about package installation, see *(6) Installing the package*.

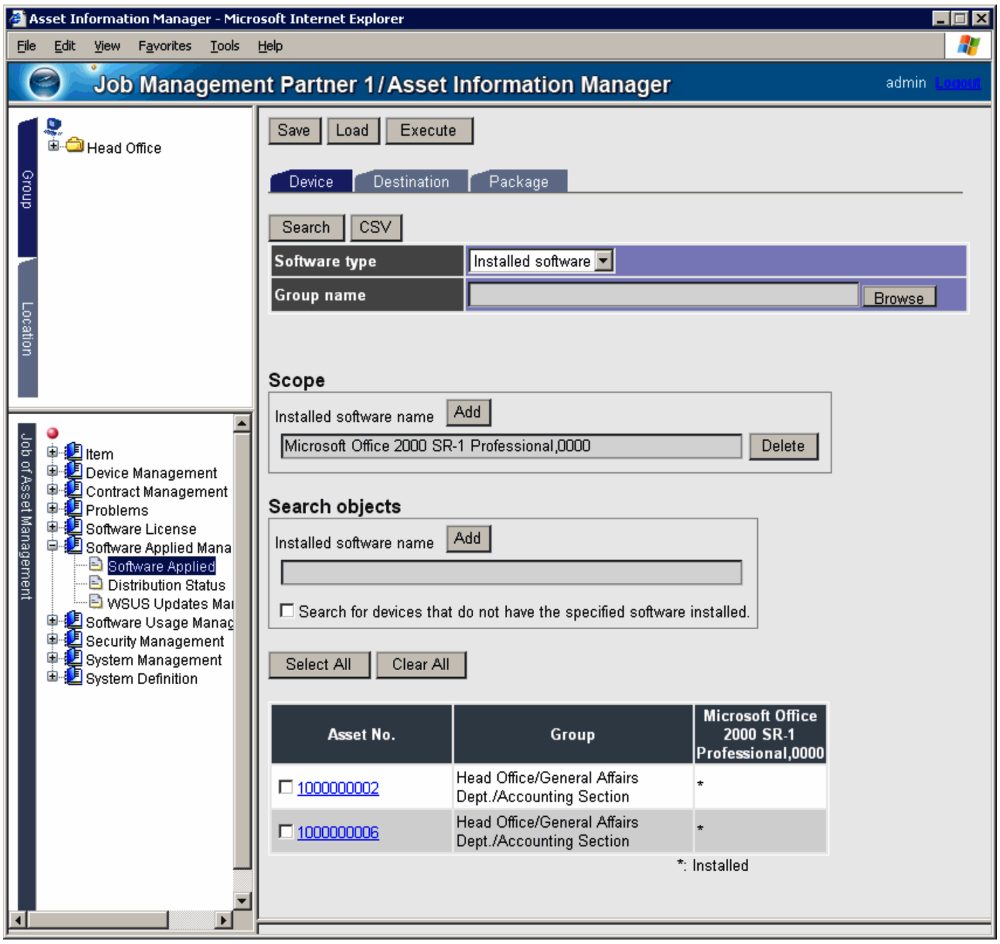
(1) Searching for the applied status of installed software

Check the applied status of installed software, and select the target installation devices from the search results list.

For example, you can set up the system so that particular software items are to be installed on those devices where they are not already installed.

The following shows the Software Applied window when **Installed software** has been selected in the **Software type** drop-down list.

Figure 2-58: Device tab in the Software Applied window (installed software)



In this case, the target is software other than patches or anti-virus software.

You can use saved search conditions by clicking the **Load** button and selecting the applicable set of conditions.

This section shows the procedure for specifying new search conditions for checking the applied status and for selecting the target installation devices from the list of search results.

To specify new search conditions:

1. In **Group name**, **Scope**, and **Search objects**, specify the installed software that is to be searched for.

   Specify **Scope** and **Search objects** as follows:

- **Scope**

  Specify software that is a prerequisite for the software that is to be installed, such as Windows 2000 Professional.

- **Search objects**

  Specify the software whose installation status is to be determined, such as Service Pack 4. To search for the devices on which the specified software asset has not been installed, select the **Search for devices that do not have the specified software installed** check box.

To select the software asset to be used for the search condition, click the **Browse** button to display the Search Software dialog box. You can select the desired software asset from the search results.

If you specify multiple software assets in **Scope** and **Search objects**, an OR condition is used to search for the software assets.

2. Click the **Search** button.

   The search starts, and the search results display devices on which the software specified in **Scope** is installed and the software specified in **Search objects** is installed (or not installed).

   By saving the specified search conditions, you can use them again in the future. If you save the search conditions, we recommend that you assign a name with which you can easily identify them in the future.

3. In the search results list, select the check boxes for the target devices on which you wish to install the software.

   The selected devices become the target devices for software installation. Note that you can select only devices for which inventory information has been acquired from JP1/Software Distribution.

(2) Searching for the applied status of patches

Check the applied status of patches, and select the devices that require patches.

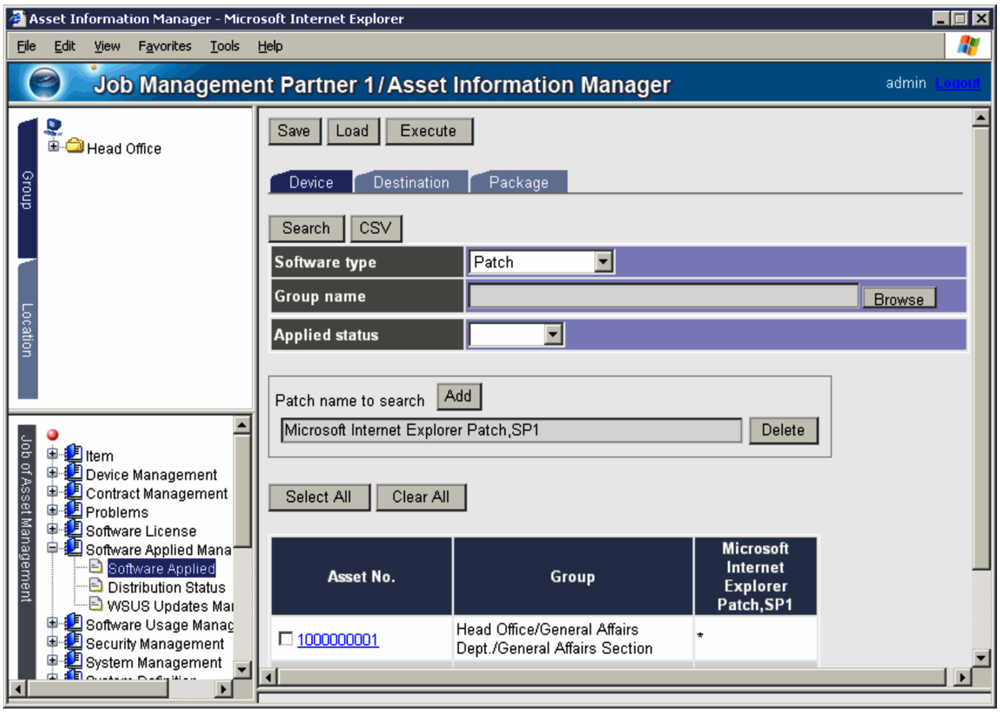
For example, security can be strengthened by distributing appropriate patches to devices that do not have the most recent patches.

Only devices installed by JP1/Software Distribution can be searched for.

In order to search for devices where patches have not been applied, it is necessary to link to JP1/Software Distribution 07-50 or later. With versions of JP1/Software Distribution prior to 07-50, you can still search for devices where patches have not been applied from the **Patch** tab in the Device Details dialog box.

The following shows the Software Applied window when **Patch** has been selected in the **Software type** drop-down list:

Figure 2-59: Device tab in the Software Applied window (Patch)



You can use saved search conditions by clicking the **Load** button and selecting the appropriate set of conditions.

To search for devices with unapplied patches, and then selecting the target devices from the search results.

To search for devices:

1. Click the **Add** button next to **Patch name to search**.

   The Search Patch dialog box is displayed.

2. Specify the required conditions, and search for the patches.

   A list of patches that match the conditions is displayed.

3. Select the check box for each patch whose application status you wish to check, and click the **OK** button.

   The selected patches are set in **Patch name to search**.

   Specify at least one patch name.

   To delete, click the **Delete** button in **Patch name to search** for the patches that you wish to delete.

4. In the **Applied status** drop-down list, select **Unapplied**.

   To search for devices where the specified patches have been applied, select **Applied**. To search for devices both where the specified patch have and have not been applied, do not select anything.

5. Click the **Search** button.

   A list is displayed of the devices on which at least one of the specified patches has not been applied.

   If you save the search conditions, you can load them for subsequent use. When you save a set of conditions, we recommend that you use a name that makes it easy to identify the contents of the conditions.

6. Select the check boxes for the devices in the search results list where the patches are to be applied.

   The checked devices then become the targets for applying the patches. The only devices that can be checked are those for which inventory information was collected from JP1/Software Distribution.

(3) Searching for the applied status of anti-virus software

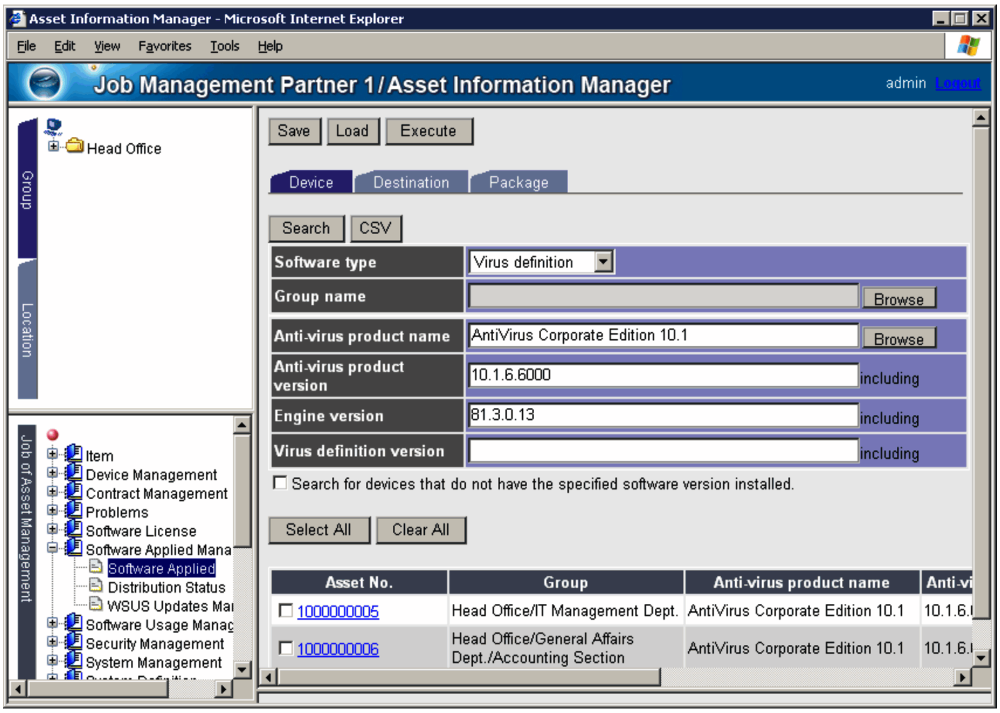
Check the applied status of anti-virus software and virus definition files, and select the devices on which needed software and definition files are to be installed.

For example, anti-virus protection can be enhanced by distributing anti-virus upgrades to those devices that do not have the most recent virus definitions for installed anti-virus software.

Only devices on which JP1/Software Distribution is installed can be searched for.

The following figure shows the Software Applied window when **Virus definition** is selected in the **Software type** drop-down list.

Figure 2-60: Device tab in the Software Applied window (Virus definition)



You can use saved search conditions by clicking the **Load** button and selecting the appropriate set of conditions.

This section shows the procedure for searching for devices on which required anti-virus software and virus definition files are not installed, and then selecting the target installation devices from the list of search results.

To search for devices:

1. Specify the search conditions.

   To select anti-virus software, click the **Browse** button to display the Browse Anti-Virus Products dialog box. When an anti-virus product name is specified, its anti-virus software version and engine version are also specified.

   If you want to search for those devices on which a specified version of the software is not installed, select the **Search for devices that do not have the specified software version installed** check box.

2. Click the **Search** button.

   Devices that match the conditions are displayed in a list.

   After specifying the search conditions, you can save them and load them for subsequent use. When you save a set of conditions, we recommend that you use a name that makes it easy to identify the contents of the conditions.

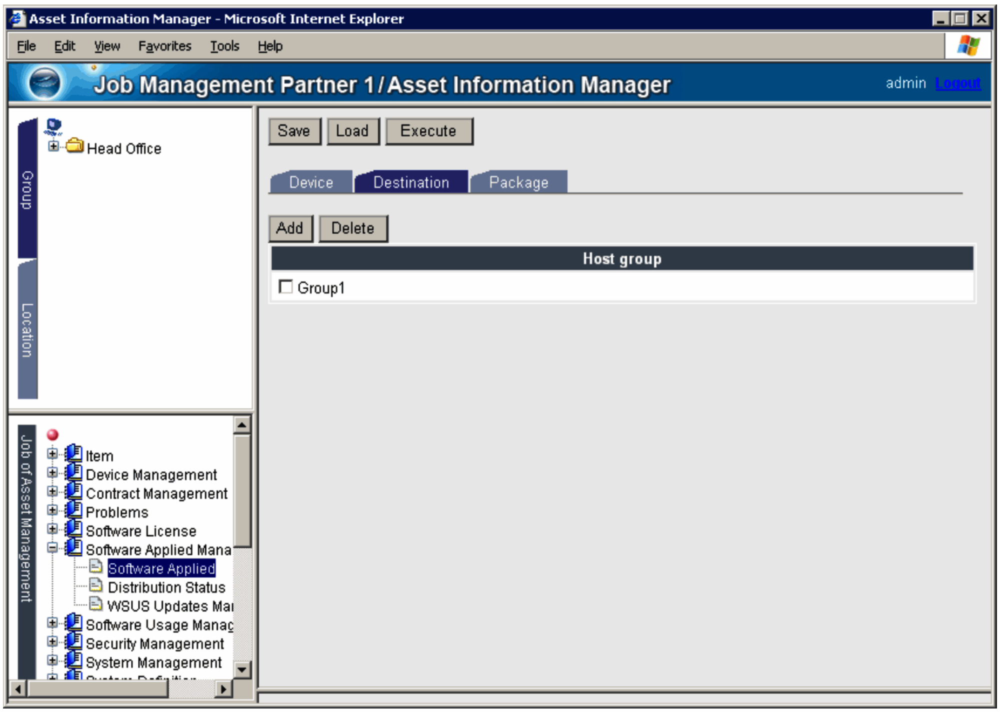
3. Select the check boxes in the search results list for the devices where the software is to be installed.

   The checked devices then become the targets for installing the software. The only devices that can be checked are devices for which inventory information was collected from JP1/Software Distribution.

(4) Specifying the destinations for the installation destinations

In the **Destination** tab of the Software Applied window, you can specify the installation destinations from the JP1/Software Distribution destination group. The installation destinations can be specified at the same time in the **Device** tab. The following figure shows the **Destination** tab.

Figure 2-61: Destination tab in the Software Applied window



To select the installation destination:

1. Click the **Add** button.

   The Host Group List dialog box is displayed. All destination groups registered with JP1/Software Distribution are displayed.

2. Click the **Host group** link to be specified as the installation destination.

   You can confirm the destinations from the displayed dialog box that displays a list of destinations.

3. Click the **Close** button.

   The dialog box that displays the list of destination groups closes.

4. Select the **Host group** check box for the installation destination, and click the **OK** button.

   The selected destination group is displayed in the **Destination** tab of the Software Applied window as the installation destination. All displayed destination groups become installation destinations for the package.

   A maximum of 200 destination groups can be specified. When devices are selected for installation in the **Device** tab, a maximum of 199 destination groups can be specified.

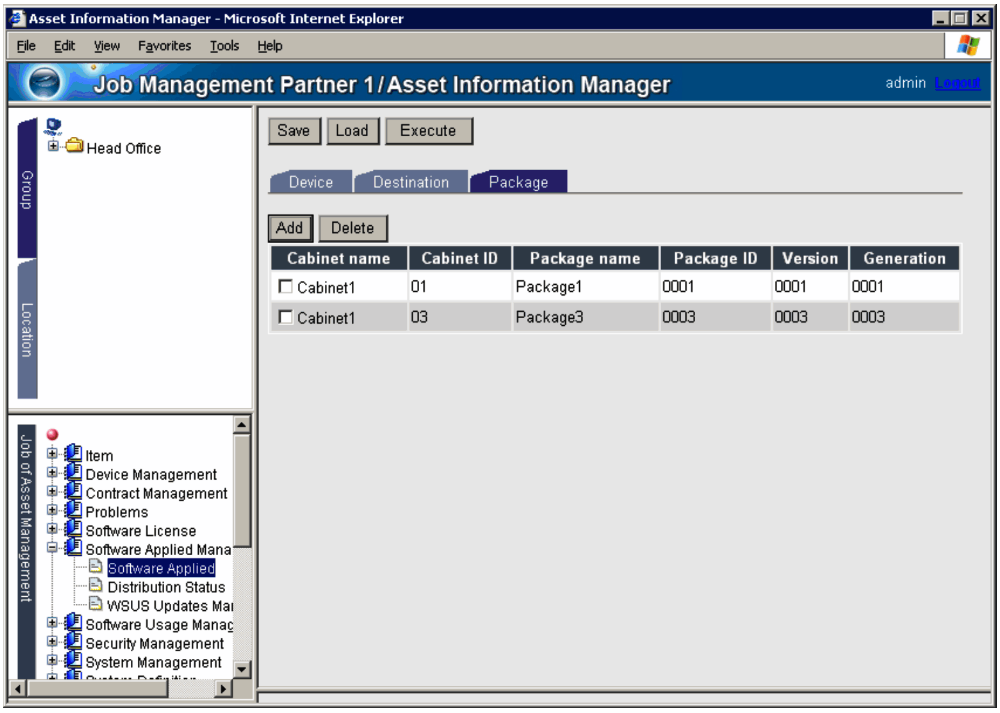
If you wish to delete a destination from the installation destinations, select its check box, and then click the **Delete** button.

When the **Destination** tab is selected, the specified destination group cannot be saved or loaded.

(5) Selecting the package to be installed

In the Software Applied window, in the **Package** tab, select from a JP1/Software Distribution cabinet the package that is to be installed. The following figure shows the **Package** tab.

Figure 2-62: Package tab in the Software Applied window



To select the package to be installed:

1. Click the **Add** button.

   The Select Package dialog box is displayed. It displays in tree format all cabinets in JP1/Software Distribution.

2. Select the cabinet that contains the package to be installed.

   All packages contained in the selected cabinet are displayed.

3. Select the check box for the package to be installed, and then click the **OK** button.

   The checked package is displayed in the **Package** tab in the Software Applied window as the package to be installed. All displayed packages are to be installed on the devices.

   You can install a maximum of 100 packages at one time. To delete a package from the installation list, select the check box for that package and then click the **Delete** button.

   After specifying package conditions, you can save them and load them for subsequent use. When you save a set of conditions, we recommend that you use a name that makes it easy to identify the contents of the package.

(6) Installing the package

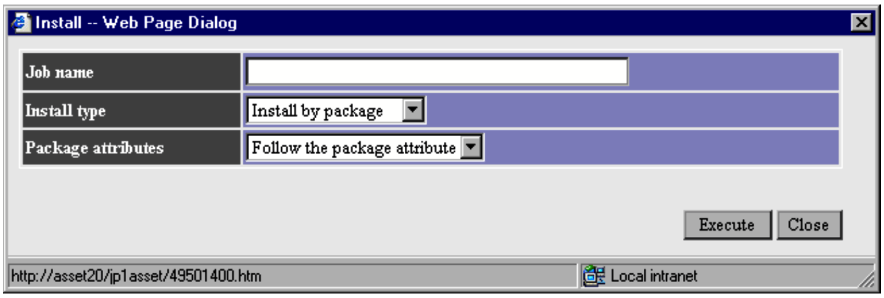
Install the package displayed in the **Package** tab on the devices that were checked in the **Device** tab in the Software Applied window.

To perform installation from the Software Applied window:

1. Click the **Execute** button.

   The Install dialog box shown below is displayed.

   Figure 2-63: Install dialog box



2. Specify a job name, the installation type, and the package attributes.

   The following describes how to specify each item:

   - **Job name**

     You can specify any name from 1 to 32 bytes. None of the following characters or spaces can be specified:

     `\ / * " : ' ! | . < > ? , ; { }`

     If this item is omitted, the job name in the format shown in the following table is set, depending on the selected installation type.

Table 2-2: Format of job name to be set

Installation type	Format of job name to be set
Install by package	`NETM_INSTALL`-*execution-date-and-time*
Install by client user	`NETM_USERINST`-*execution-date-and-time*

   - **Install type**

     Select one of the two installation types (job types) shown below; the default is **Install by package**:

     Install by package

     Installs the package on the target devices in a batch operation according to the administrator's request.

Install by client user

Grants permission to each target device to install the package. Each device's user can install the package at any time.

- **Package attributes**

  If the same package has already been installed on a target device, specifies whether the existing package is to be overwritten. The default is **Follow the package attribute**. To overwrite the existing package, select **Overwrite**.

3. Click the **Execute** button.

   The job for installing the package on the target devices according to the specified settings is created and executed. The created job is stored in JP1/Software Distribution's job storage folder.

   Do not execute a job with the same name more than one time in succession. If you do so, an error might result. To execute a job again with the same name, wait at least one minute.

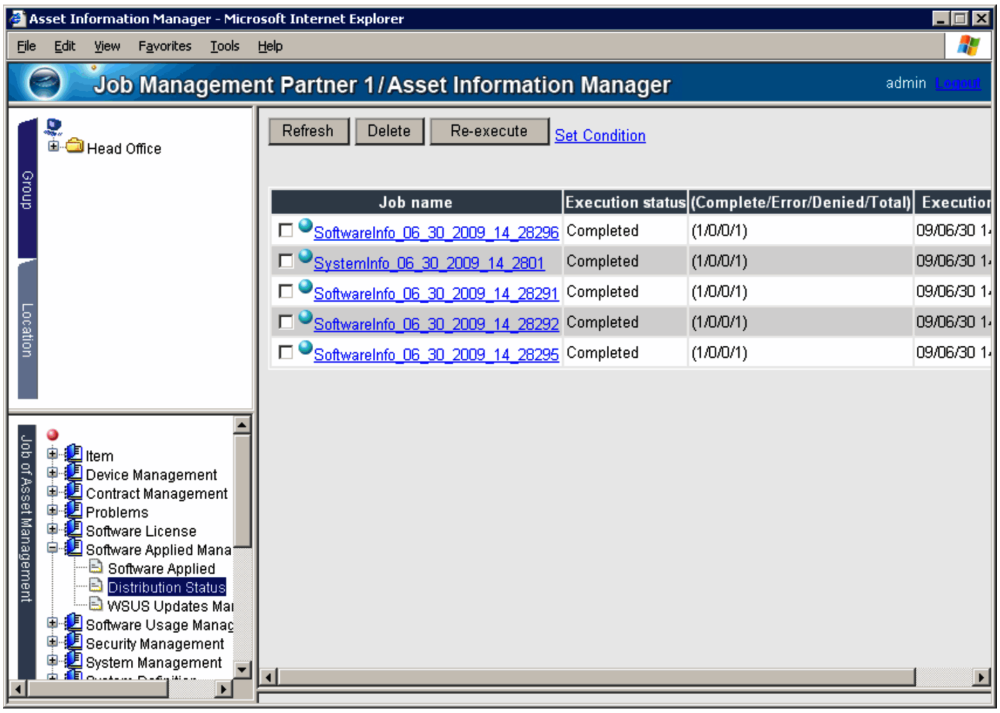
2.5.2 Checking the status of software distribution (Distribution Status)

By using the **Distribution Status** job menu, you can check the execution status of a package installation job that was executed from the Software Applied window. You can check the status of jobs executed from the Software Applied window and jobs executed using items. You also use this job to delete jobs or to re-execute a job whose execution resulted in an error.

We recommend that when a job terminates normally, you execute a job again to have JP1/Software Distribution acquire installed software information. By running a new job to acquire installed software information, you can verify that the newly-distributed software has been installed.

To check the status of software distribution, use either the JP1/Software Distribution Remote Installation Manager or the Distribution Status window, which is displayed by clicking the **Distribution Status** job menu. The following figure shows the Distribution Status window.

Figure 2-64: Distribution Status window



The icon displayed in front of the job name uses colors to show the job's execution status. For details about the execution status indicated by the icon colors, see *(1) Checking the installation status*. By clicking on the **Set condition** link and then setting conditions in the Set Condition dialog box that is displayed, you can determine the status by filtering the display information based on the conditions.

If conditions have been set and you wish to display the most recent status, click the **Refresh** button.

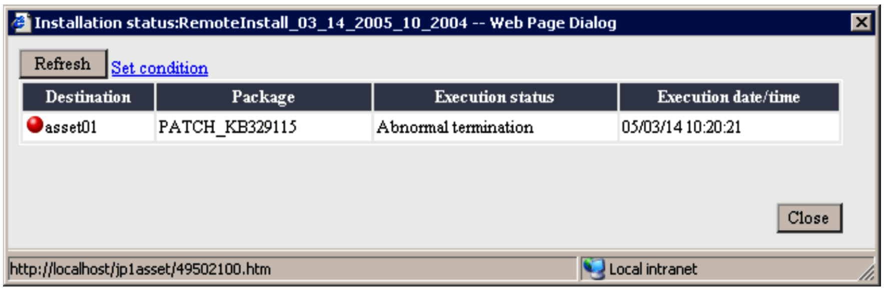
If you click the **Job name** link, the Installation Status dialog box is displayed, which provides details about job destinations and the execution status of individual packages.

The Distribution Status window displays the jobs stored in JP1/Software Distribution's job storage folder. The information on any job stored in the same folder as JP1/Software Distribution is displayed.

(1) Checking the installation status

This section explains what can be determined from the Installation Status dialog box.

Figure 2-65: Installation Status dialog box



Destination

Displays the target devices (destinations) of an executed job. The color of the icon that precedes each device name indicates the execution status at that device.

Package

Displays the packages that are to be installed by the executed job.

Execution status

Displays the job execution status. The statuses are explained in the table below. If a single job has more than one execution status because of multiple destinations or packages, the lowest execution status listed in the following table is displayed as the execution status for the job.

Table 2-3: Job execution statuses

Execution status	Icon color	Description
`Completed`	Blue	Job execution terminated normally
`Waiting for transmission`	Green	The job was created, but it is at the JP1/Software Distribution server waiting to be transferred to the target devices.
`Running`		The job is being transferred to the target devices, or it is being executed at the target devices.
`Suspended at relay system`#		Job execution has been suspended because suspension was instructed by JP1/Software Distribution.
`Resumed`#		Job execution has been resumed because resumption was instructed by JP1/Software Distribution.
`Standing by`#		The job is stored at the relay system.
`Client not started`#		Attempt was made to transfer the job, but the relay system or target device is not active; or, JP1/Software Distribution Client is not resident at a target device.

Execution status	Icon color	Description
`Waiting for installing`		The job is waiting for installation at the target devices, or it has been placed on hold at a target device.
`Installation rejected`	Yellow	An *Install by client user* job was executed, but the user at a target device deleted the package using Package Setup Manager.
`Communication error`		A communication error occurred during job transfer.
`Abnormal termination`	Red	An error occurred during job execution, or the job was cancelled at a target device.

#

This execution status is displayed only in the Installation Status dialog box. In the Distribution Status window, it is displayed as `Running`.

Execution date

Displays the date and time the job was executed.

To refresh the information displayed, click the **Refresh** button. To narrow down the information to be displayed, click the **Set condition** link to display the Set Condition dialog box. In this dialog box, set a desired condition, and then click the **Refresh** button.

(2) Deleting jobs

You should delete a job that has terminated normally as soon as possible. If a job is left undeleted, its information is retained in the JP1/Software Distribution database and might affect processing speed.

To delete a job, select its check box in the Distribution Status window, and then click the **Delete** button.

(3) Re-executing a job

If a job terminates abnormally, you must eliminate the cause of the error and then re-execute it.

To re-execute a job, click the **Re-execute** button in the Distribution Status window. Any job whose execution status is `Waiting for transmission`, `Communication error`, or `Abnormal termination` for a destination and package is re-executed.

2.5.3 Managing WSUS updates (WSUS Updates Management)

By using the **WSUS Updates Management** job menu, you can manage WSUS updates by linking to the WSUS server. You can also apply updates to devices and check the application status.

To link to the WSUS server, you must set up the WSUS server and then specify settings that enable communication between the WSUS server and Asset Information Manager. For details about setting up communication with the WSUS server, see *5.3.9(1) URL of the WSUS connector* in the *Planning and Setup Guide*.

The information displayed in the WSUS Updates Management window references information from all WSUS servers. Thus, you cannot change the search conditions or the values specified in the search conditions from the **Customize Managed Items** job menus.

The flow from linking to the WSUS server to applying updates to devices is shown below. When you select a tab in the WSUS Updates Management window, a search is performed automatically with the default search conditions.

To apply updates to devices:

1. Check the devices to which the updates are to be applied.

   Use the **Applicable List** or **Not Applied List** tab to check the devices to which the updates are to be applied. The **Applicable List** tab allows you to check the number of devices to which the updates must be applied, the number of devices to which the program does not need to be applied, and other details. For details about checking information in the **Applicable List** tab, see *(3) Checking devices that require updates application (Applicable List tab)*. The **Not Applied List** tab allows you to check whether the updates have not been applied to any of the devices that require application. For details about checking information in the **Not Applied List** tab, see *(4) Checking devices on which updates have not been applied (Not Applied List tab)*.

2. Apply the updates to the devices.

   To apply the updates to devices, change the approval status to **Install** on each tab. Although the approval status can be changed on each tab, the selected updates are not displayed in the **Applied Status List** tab unless it has not been applied to at least one device. For details about changing the approval status, see *(1) Changing the approval status of updates*.

3. Check the application status of the updates.

   To confirm whether the updates have been applied to all devices that require application, check whether there are unapplied devices in the **Not Applied List** tab. If there are unapplied devices in the **Not Applied List** tab and you want to check application status details, such as the number of devices for which application failed, use the **Applied Status List** tab. For details about using the **Not Applied List** tab to check the application status, see *(4) Checking devices on which updates have not been applied (Not Applied List tab)*. For details about using the **Applied Status List** tab to check application status details, see *(5) Checking the application status of updates (Applied Status List tab)*.

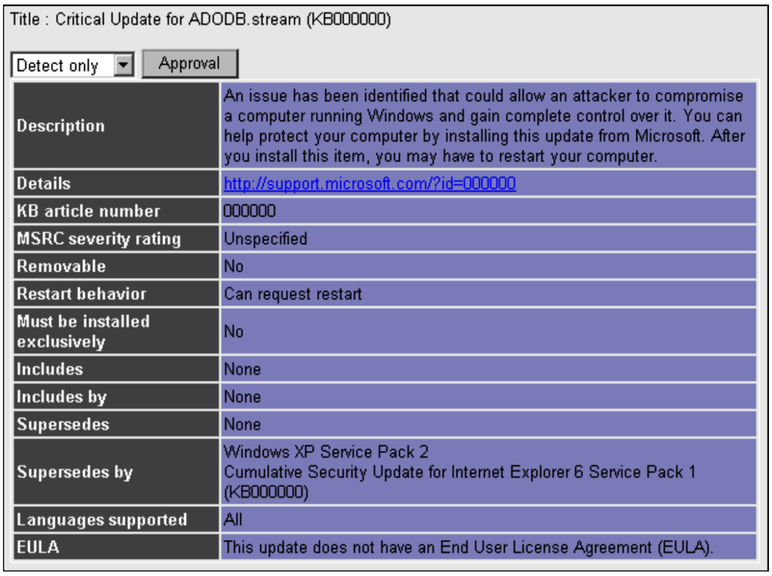
(1) Changing the approval status of updates

To change the approval status from details for updates of the selected updates:

1. From the search results, click the **Title** link of the updates for which you want to change the approval status.

   Details of the selected updates are displayed below the search results. The details of the updates are shown in the next figure.

   Figure 2-66: Details for updates



2. Select the new approval status from the details for updates drop-down list of the updates, and click the **Approval** button.

   The approval status of the updates is changed. However, the status cannot be changed to **Remove**. When you change the approval status, the new status is applied to all target devices. For example, when you change the status to **Install**, the updates are applied to all target devices.

   The selection standard for each approval status is described below.

   - **Not approved**

     Select this status if you want to hold off on the decision to apply the selected updates. When you change the approval status to **Not approved**, the updates are not displayed in the **Applicable List**, **Not Applied List**, and **Applied Status List** tabs.

   - **Detect only**

Select this status if you want to check whether the selected updates must be applied. When you change the approval status to **Detect only**, you can check the totaled results in the **Applicable List** and **Not Applied List** tabs.

- **Install**

  Select this status if you want to apply the selected updates to devices. When you change the approval status to **Install**, the WSUS server applies the selected updates to devices that require application. You can check the application status by viewing the **Not Applied List** and **Applied Status List** tabs.

- **Declined**

  Select this status if you do not want to apply the selected updates in the future. When you change the approval status to **Declined**, the selected updates can no longer be applied. In addition, the updates are not displayed in the **Applicable List**, **Not Applied List**, and **Applied Status List** tabs.

If the updates include an End User License Agreement, you must agree to the agreement when you first change the approval status. If you agree, the approval status changes. To view the details of an End User License Agreement, click the **View EULA** link of **EULA** in the details for updates.

You can change the approval status regardless of the actual application status. For example, you can even change the approval status from **Install** to **Declined**. In this case, however, the system does not uninstall the updates that were already applied. When you change that approval status, avoid situations in which only the approval status changes and becomes inconsistent with the actual status.

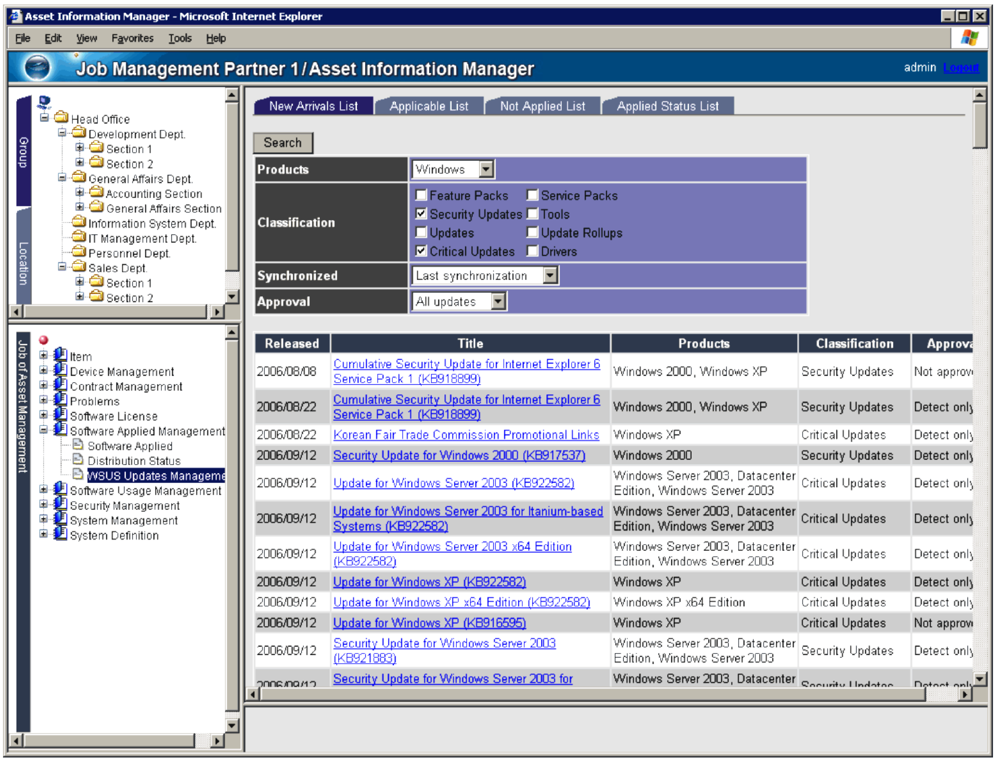
(2) Viewing newly arrived updates (New Arrivals List tab)

Use the **New Arrivals List** tab to view new updates from the WSUS server that is linked to. This tab also allows you to check details about updates whose approval status is not **Detect only**. You can also check the approval status of the newly arrived updates.

If the WSUS server has new updates, you can use the **Notification of WSUS updates** task registered in Windows Task Scheduler to notify the administrator by email. For details about setting up email notification using a task, see *5.9 Setting the tasks that are registered in Task Scheduler* in the *Planning and Setup Guide*.

The following figure shows the **New Arrivals List** tab of the WSUS Updates Management window.

Figure 2-67: WSUS Updates Management window (New Arrivals List tab)



The search conditions are described below.

- **Classification**

  This condition indicates the updates category, such as **Security Updates** or **Critical Updates**.

- **Synchronized**

  This condition indicates the period when Microsoft Update and the WSUS server are to be synchronized. Specify a period that includes the timing when the updates to be searched for first arrive at the WSUS server.

  - **Last Synchronization**

    Only the updates that were acquired the previous time Microsoft Update and the WSUS server were synchronized become the search targets.

  - **Within the last** ***X*** **days** (*X* is **7**, **14**, **30**, **60**, or **90**)

    Only the updates that were acquired when Microsoft Update and the WSUS server were synchronized within the past *X* days from the current date become search targets.

- **Approval**

  When **Approval** is selected, updates that have the **Detect only**, **Install**, or **Remove** approval status are searched for.

To check the contents of newly arrived programs by using the **New Arrivals List** tab:

1. If necessary, specify search conditions, and search for updates.

   When you select a tab, only the latest updates that are categorized as **Security Updates** or **Critical Updates** in Windows are searched for. Updates of all approval status values are searched for.

2. In the search results, click the **Title** link of the updates for which you want to check details.

   Details of the selected updates are displayed.

3. Change the approval status of the updates.

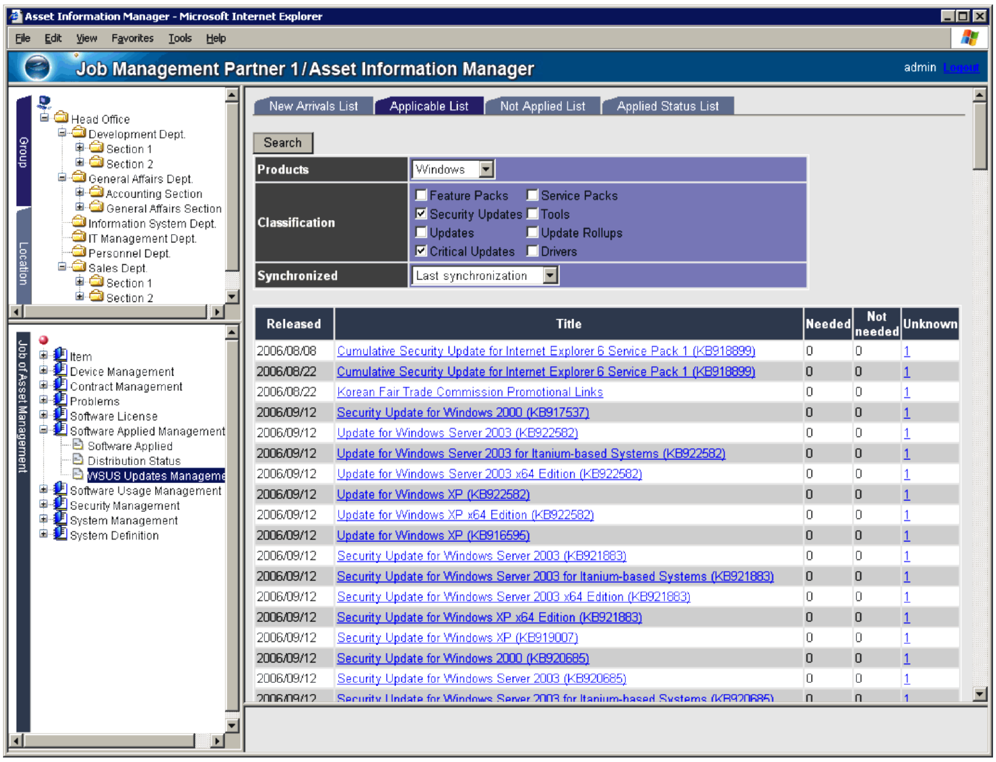
   For details about changing the approval status of updates, see *(1) Changing the approval status of updates*.

(3) Checking devices that require updates application (Applicable List tab)

Use the **Applicable List** tab to check the devices that require updates.

The following figure shows the **Applicable List** tab of the WSUS Updates Management window.

Figure 2-68: WSUS Updates Management window (Applicable List tab)



To perform operations using the **Applicable List** tab:

1. Specify search conditions and search for updates, as necessary.

   The displayed totaled results, which indicate whether all updates specified in the search conditions must be applied to devices, are categorized into **Needed**, **Not needed**, and **Unknown**.

   When you select a tab, only the latest updates that are categorized as **Security Updates** or **Critical Updates** in Windows are searched for.

2. Click the **Needed**, **Not needed**, or **Unknown** link of the updates for which you want to check the totaled devices.

   A device list is displayed.

   The meaning of each status is described below.

   - **Needed**

     These are devices that require application of the selected updates.

   - **Not needed**

These are devices that do not require application of the selected updates.

- **Unknown**

  These are devices for which it cannot be determined whether updates need to be applied.

Clicking a link under **Computer name** in a device list displays the Device Details dialog box for the selected device. In this dialog box, you can view the device details managed in the asset management database. Device details are assigned by host name and IP address.

3. Check the devices that require updates to be applied.
4. In the details for updates, change the approval status to **Install**.

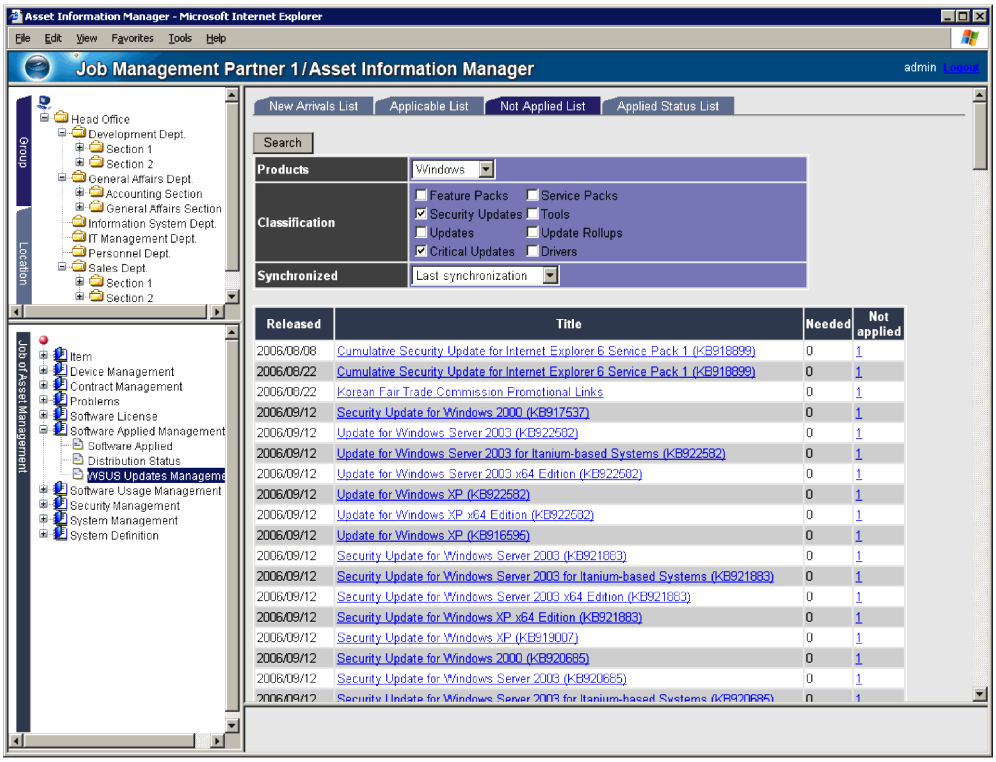
   The WSUS server applies the updates to the devices. For details about changing the approval status of updates, see *(1) Changing the approval status of updates*.

(4) Checking devices on which updates have not been applied (Not Applied List tab)

Use the **Not Applied List** tab to check whether the updates have not been applied to any devices that require updates application.

The following figure shows the **Not Applied List** tab of the WSUS Updates Management window.

Figure 2-69: WSUS Updates Management window (Not Applied List tab)



To use the **Not Applied List** tab to apply updates to devices on which the program has not been applied:

1. Specify search conditions and search for updates, as necessary.

   For all updates specified in the search conditions, the totaled results of the devices on which updates have not been applied are categorized into **Needed** or **Not applied**, and displayed.

   When you select a tab, only the latest updates that are categorized as **Security Updates** or **Critical Updates** in Windows are searched for.

2. In the search results, click the **Needed** or **Not applied** link of the updates for which you want to check devices on which they have not been applied.

   A device list is displayed.

   The meaning of each status is described below.

   - **Needed**

     These devices require application of the selected updates.

- **Not applied**

  These are the **Needed** devices for which the selected updates have not been applied. Included are devices for which application of the selected updates might be in progress or has failed.

Clicking a link under **Computer name** in a device list displays the Device Details dialog box for the selected device. In this dialog box, you can view the device details managed in the asset management database. The device details are assigned by host name and IP address.

3. Check the devices to which the updates have not been applied.
4. In the details for updates, change the approval status to **Install**.

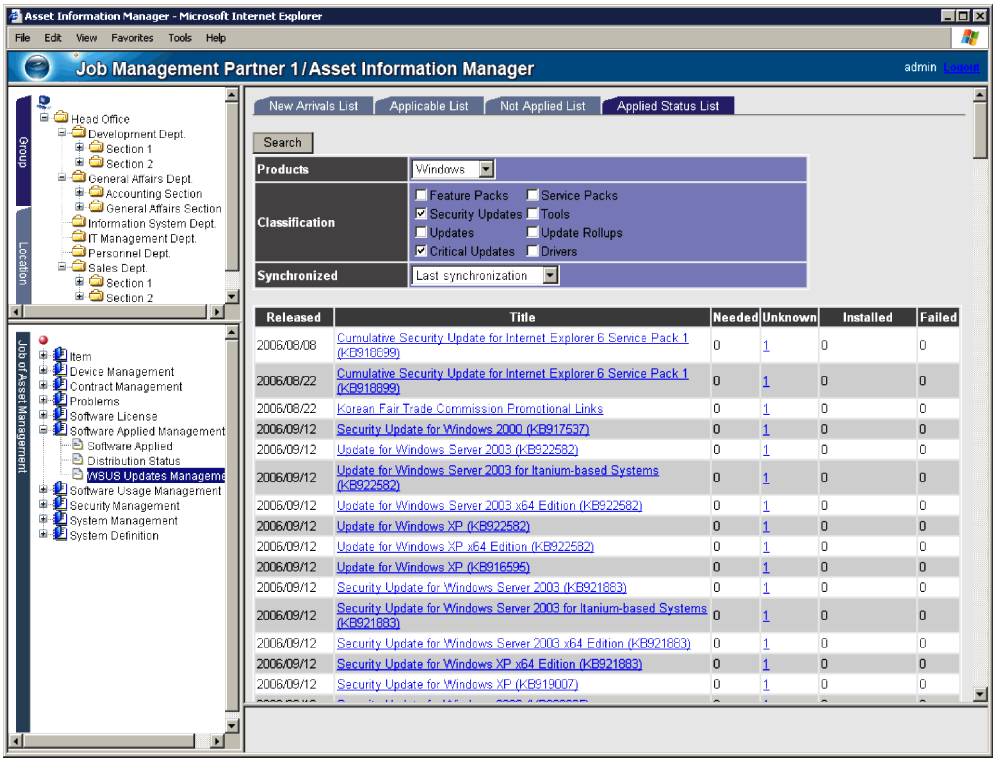
   The WSUS server applies the updates to the devices. For details about changing the approval status of updates, see *(1) Changing the approval status of updates*.

(5) Checking the application status of updates (Applied Status List tab)

The **Applied Status List** tab allows you check the totaled results of the devices for which the selected updates have not been applied. This tab displays updates that have the **Install** approval status. The tab does not display updates that have no update target devices.

The following figure shows the **Applied Status List** tab of the WSUS Updates Management window.

Figure 2-70: WSUS Updates Management window (Applied Status List tab)



To perform operations using the **Applied Status List** tab:

1. Specify search conditions and search for updates, as necessary.

   For all updates specified in the search conditions, the totaled results of the device application status are categorized into **Needed**, **Unknown**, **Installed**, or **Failed**, and displayed.

   When you select a tab, only the latest updates that are categorized as **Security Updates** or **Critical Updates** in Windows are searched for.

2. In the search results, click the **Needed**, **Unknown**, **Installed**, or **Failed** link of the updates for which you want to check the application status.

   A device list is displayed.

   The meaning of each status is described below.

   - **Needed**

     These devices require application of the selected updates.

   - **Unknown**

These are the **Needed** devices for which application of the selected updates might be in progress.

- **Installed**

  These are the **Needed** devices for which application of the selected updates were completed. This status has a different meaning from the **Install** approval status.

- **Failed**

  These are the **Needed** devices for which an error occurred during application of the selected updates.

Clicking a link under **Computer name** in a device list displays the Device Details dialog box for the selected device. From this dialog box, you can view the device details managed in the asset management database. Device details are assigned by host name and IP address.

3. Check the devices on which the updates were applied and the devices for which application failed.
4. In the details for updates, change the approval status to **Install**.

   The WSUS server applies the updates to the devices for which application failed. For details about changing the approval status of updates, see *(1) Changing the approval status of updates*.

2.6 Software Usage Management

This section describes how to execute asset management jobs related to software usage.

Software usage management enables you to check the usage status of software, and to make sure that unauthorized software is not installed. You can also collect a log of the programs that users have used and the titles of the windows they have operated.

Jobs related to software usage management are displayed under the **Software Usage Management** job category.

This section describes the operations available from the menu and shows the windows. Each subsection title shows the selected menu name in parentheses.

2.6.1 Checking software usage status (Software Operation Status)

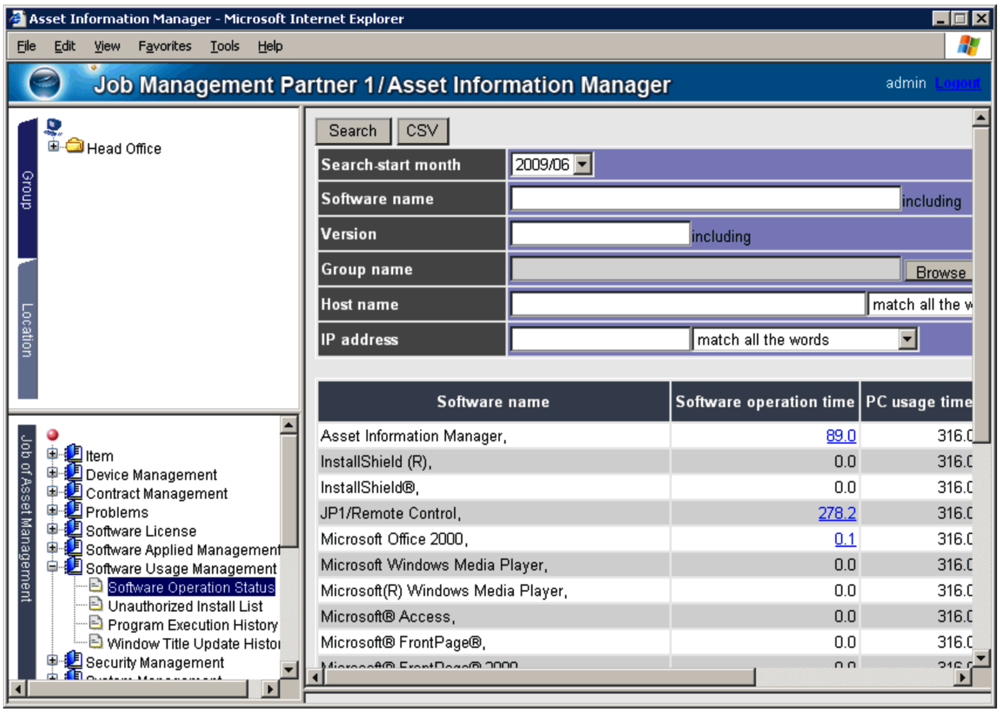
By using the **Software Operation Status** job menu, you can obtain monthly totals of software operation time and operation rate. You can use this information to determine changes in software operation time and operation rate.

To check for licenses that are not being used, use the **Unused License List** job menu.

To manage software usage status, you must use JP1/Software Distribution version 08-10 or later to acquire software operation times. For details about how to link to JP1/Software Distribution, see *5.1.1 Workflow necessary for linking to JP1/Software Distribution* in the *Planning and Setup Guide*.

You can check the software usage status in the Software Operation Status window, which you display by clicking the **Software Operation Status** job menu. The following figure shows the Software Operation Status window.

Figure 2-71: Software Operation Status window



How to interpret the search results

- **PC usage time** displays the time during which the device was running. This time includes the time when no software was running.
- **Number of devices containing software** displays the number of devices on which the applicable software is installed. The window displays the number of devices for which there is an installed software list with a matching software name and version managed by JP1/Software Distribution. The package former attribute and package ID are ignored. If there is no corresponding installed software list, a hyphen (-) is displayed. If a group is specified as a search condition, the number of devices existing under the specified group is displayed.

(1) Specifying conditions and displaying the usage status of software assets

Specify the conditions and click the **Search** button to display the usage status of software assets that match the conditions. The following shows how to specify the **Search-start month**, **Software name**, **Version**, and **Group name** search conditions.

- **Search-start month**

  Specify the month from which you want to start search for usage status. You can specify any month up to six months earlier. The default is the month in which the search is performed.

- **Software name**

  Specify the name of the software specified in JP1/Software Distribution when operation times are acquired.

- **Version**

  Specify the version of the software specified in JP1/Software Distribution when operation times are acquired.

- **Group name**

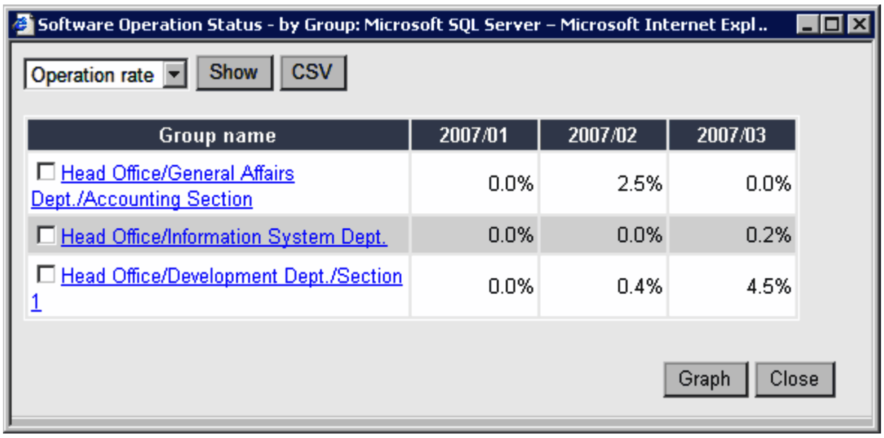
  Specify the device group for which you want to check software usage status.

(2) Displaying a breakdown by group

By clicking a link under **Software operation time** in the search results, you can display the software operation rate and operation time for each group. The operation rate is the percentage of time a software asset on a device was used compared with the amount of time the device was operating.

The following figure shows the window that displays the operation rate breakdown by group.

Figure 2-72: Window that displays the operation rate breakdown by group

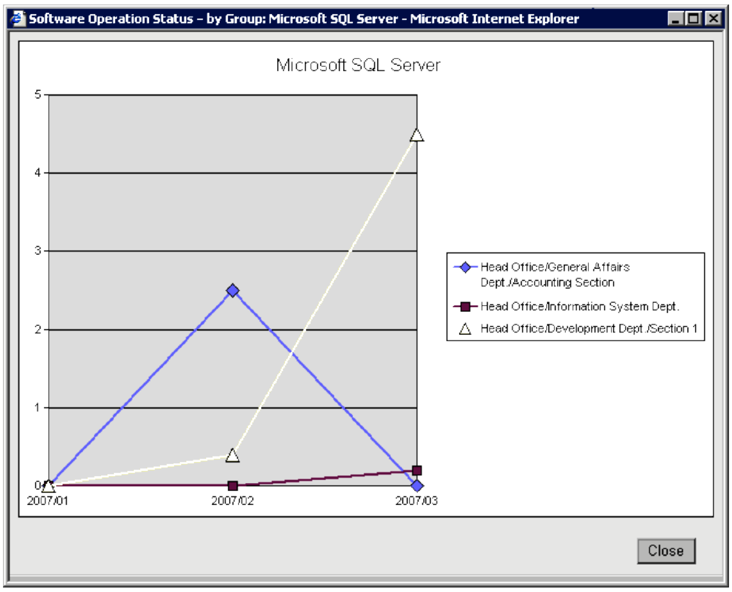


By selecting one or more **Group name** check boxes and clicking the **Graph** button, you can display a graph of the operation rates for the selected groups over the search period, as shown in the figure below. The only metric you can graph is the operation rate. You can select up to 255 groups.

To display the operation rates as a graph, you must install the Microsoft Office Web component on the PC on which the graph is to be displayed. Either install the Microsoft

Office Web component from the Microsoft Office 2003 (or earlier) media, or download it from Microsoft's website.

Figure 2-73: Window that displays a graph of the software operation status

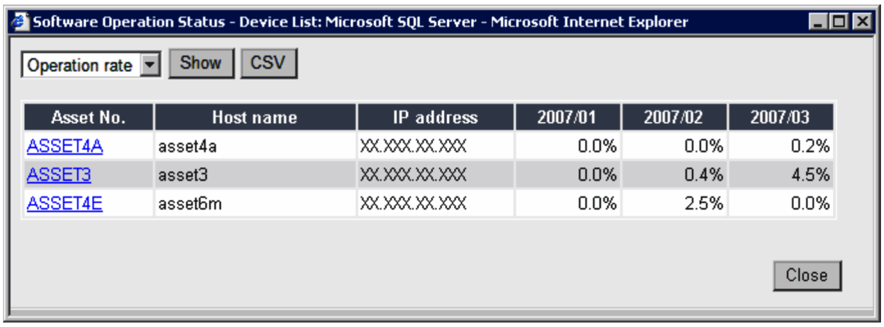


(3) Displaying a list of devices on which software is used

By clicking a link under **Group name** in the window that displays a breakdown by group, you can display a list of devices on which the corresponding software asset is used. You can also display the same window by clicking a link under **Number of running PCs** from the search results in the Software Operation Status window. In the window that is displayed, the software operation rate and operation time for each device is displayed.

The following figure shows the window that displays the devices on which the corresponding software asset is used.

Figure 2-74: Window that displays the devices on which a software asset is used



Choose **Operation rate** or **Operation time** from the drop-down list and click the **Show** button to display the software operation rate or operation time for each device.

2.6.2 Checking for unauthorized software installations (Unauthorized Install List)

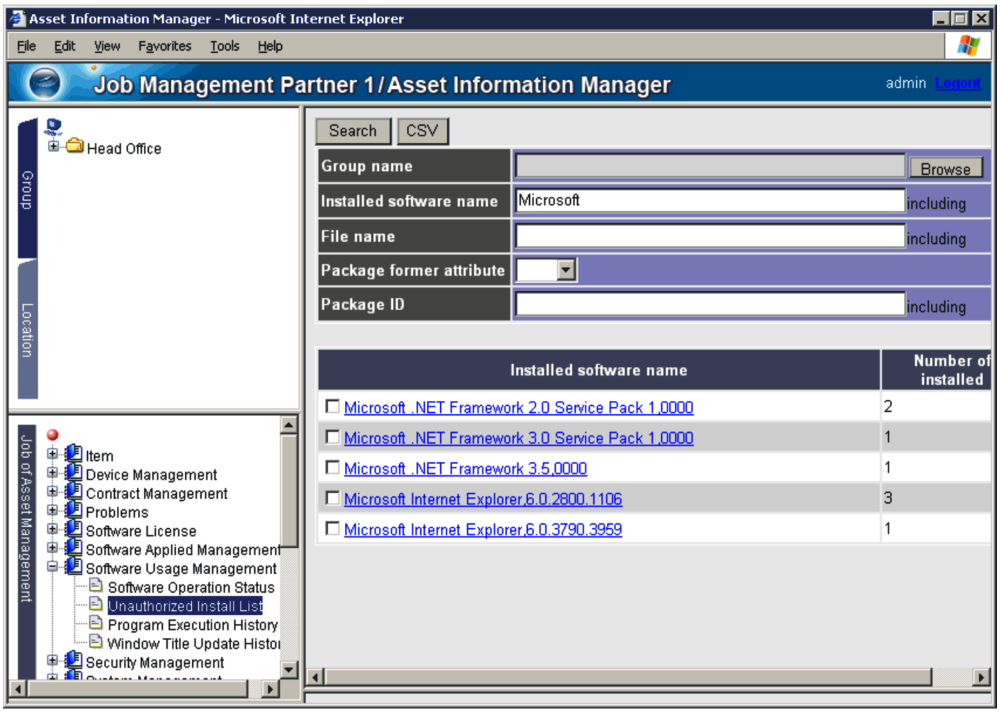
By using the **Unauthorized Install List** job menu, you can check for installation of unauthorized software assets.

To set the permission to install registered software assets, use the Installed Software window. To register the name of newly installed software from JP1/Software Distribution's inventory information, use the Server Setup dialog box.

For details about the setup method in the Installed Software window, see *4.7 Changing information about installed software (Installed Software)*. For details about the settings for permitting installation when new software assets are registered from JP1/Software Distribution, see *5.3.7 Setting Link with JP1/SD* in the *Planning and Setup Guide*.

To determine whether the installation of software is permitted, check the Unauthorized Install List window that is displayed by clicking the **Unauthorized Install List** job menu. The following figure shows the Unauthorized Install List window.

Figure 2-75: Unauthorized Install List window

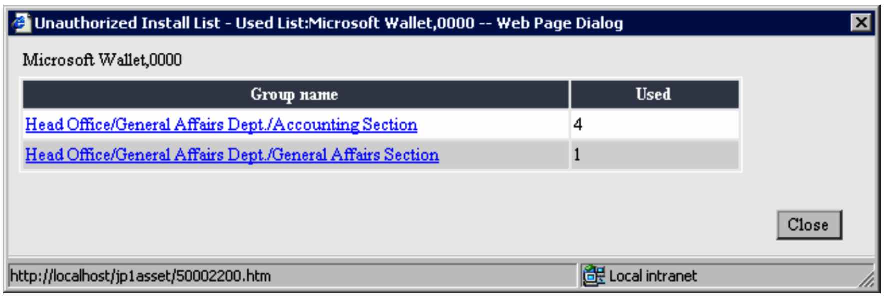


(1) Displaying a breakdown by group

In totaled results, clicking a link under **Installed software name** displays the number of devices on which that software asset has been installed for each group.

The following figure shows the window that displays a breakdown by group of the number of devices on which a software asset has been installed.

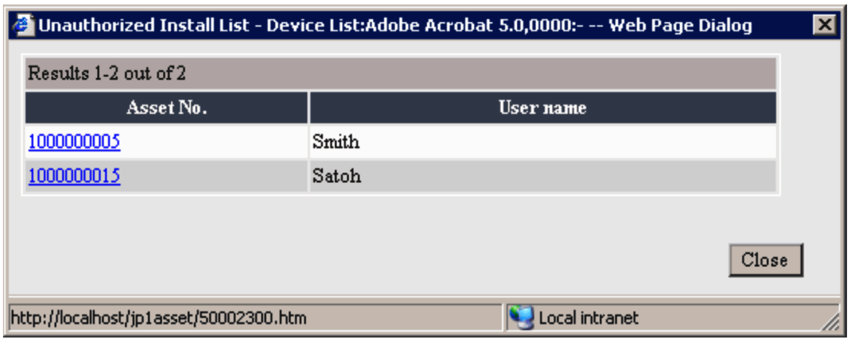
Figure 2-76: Window displaying a breakdown by group (Unauthorized Install List)



(2) Displaying a list of devices on which software is installed

In the window that displays a breakdown by group, clicking a link under **Group name** displays a list of devices on which the corresponding software has been installed. The following figure shows the window that displays the devices on which the software asset has been installed.

Figure 2-77: Window displaying the devices on which a software asset has been installed (Unauthorized Install List)



(3) Downloading the search results

You can download the search results list as a CSV file. To do this, select the check box for the desired software, and then click the **CSV** button. The search results are downloaded as a CSV file.

The information that is downloaded to a CSV file includes **Installed software name**, **Install software version**, **File name**, **File size**, **File date**, **Package ID**, **Package former attribute**, **Group name**, **Asset No.**, and **User name**.

2.6.3 Checking programs used (Program Execution History)

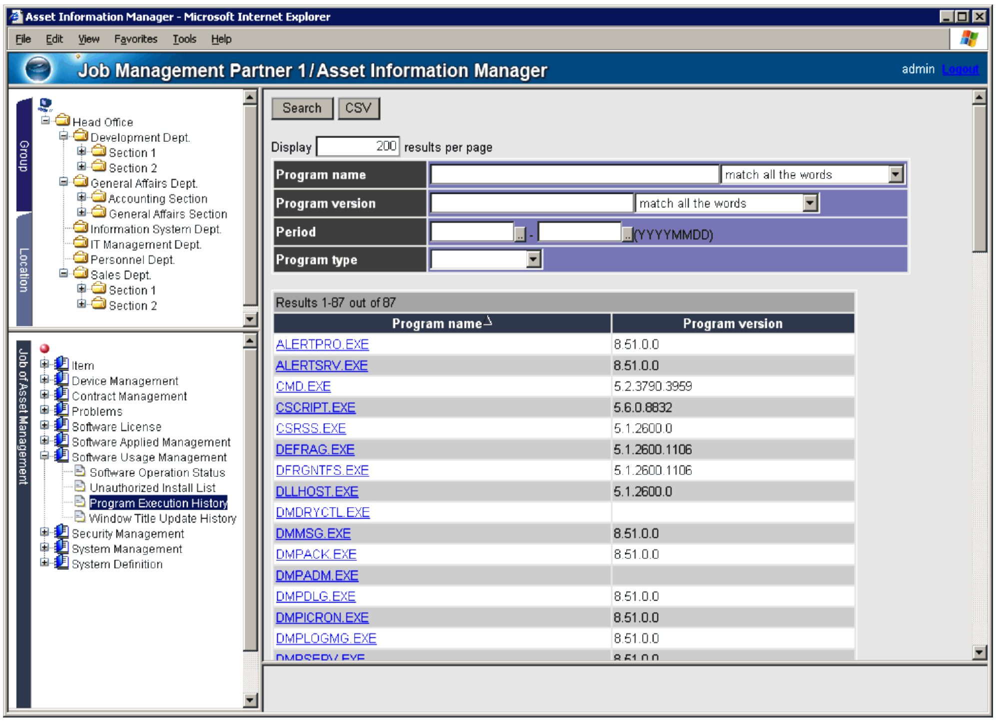
By using the **Program Execution History** job menu, you can determine the programs used by users from the log of program start and end times.

To view the program execution history by using the **Program Execution History** job menu, you must execute the **Take operation history** task in Windows Task Scheduler and get the operation logs. For details about getting the program execution history, see *5.9.1 Types of tasks* in the *Planning and Setup Guide*.

By default, only the administrator can browse the program execution history.

You can check the program execution history by clicking on the **Program Execution History** job menu to display the Program Execution History window. The following figure shows the Program Execution History window.

Figure 2-78: Program Execution History window



Specify the required conditions, click the **Search** button, and a list of programs that match the conditions is displayed.

You can set up the system so that it collects program execution history only for information that you want to manage. To manage the history regardless of the program version, hide the program versions by using the **Customize Job Windows** job menu.

For details about each setup method, see *5.9.8 Specifying the operation history acquisition range and filtering* or *9.3.6(1) Setting the view/hide settings for search results* in the *Planning and Setup Guide*.

(1) Search for the log with a time period specified

To search for programs within a specified time period, specify, under the **Period** search condition, the start date and the end date of the desired log data.

If the start date is omitted and only the end date is specified, the log is searched from the oldest date for which program execution history was collected until the specified end date.

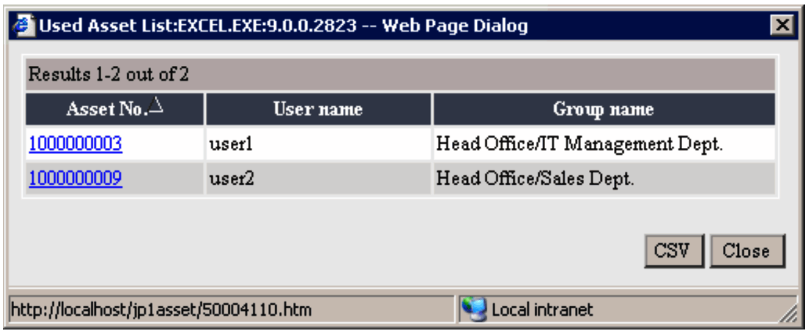
If the end date is omitted and only the start date is specified, the log is searched from the specified start date until the most recent log date.

(2) Display devices that have used a program

You can click the **Program name** link in the list of search results to display a list of the devices that use the program. From here, you can display when the program started and stopped on each device.

The following figure shows an example of a window that displays the devices that have used a program.

Figure 2-79: Window that displays devices that have used a program (program execution history)

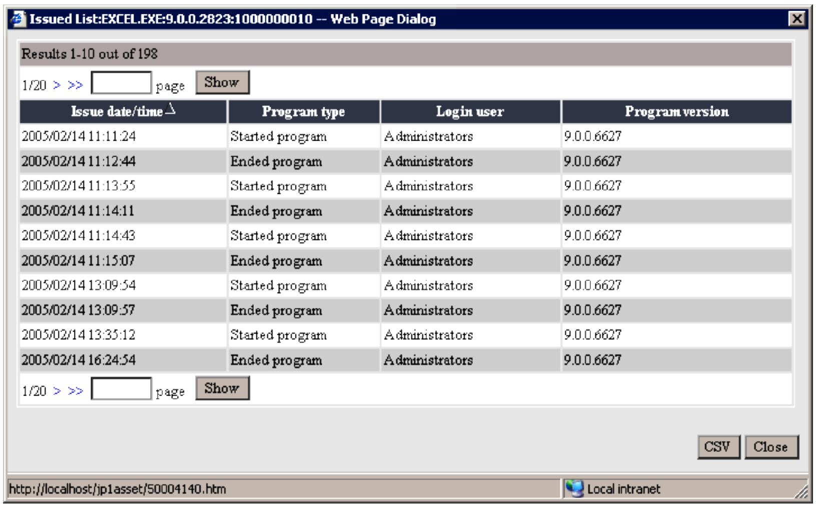


(3) Display the log for a device

You can display a log of the program start and end times for a device. Click an **Asset No.** link in the window displayed in (2) to display the associated device's start and end times.

The following figure shows the window that displays the start and end times for a device.

Figure 2-80: Window that displays the start and end times for a device (program execution history)



2.6.4 Checking operated windows (Window Title Update History)

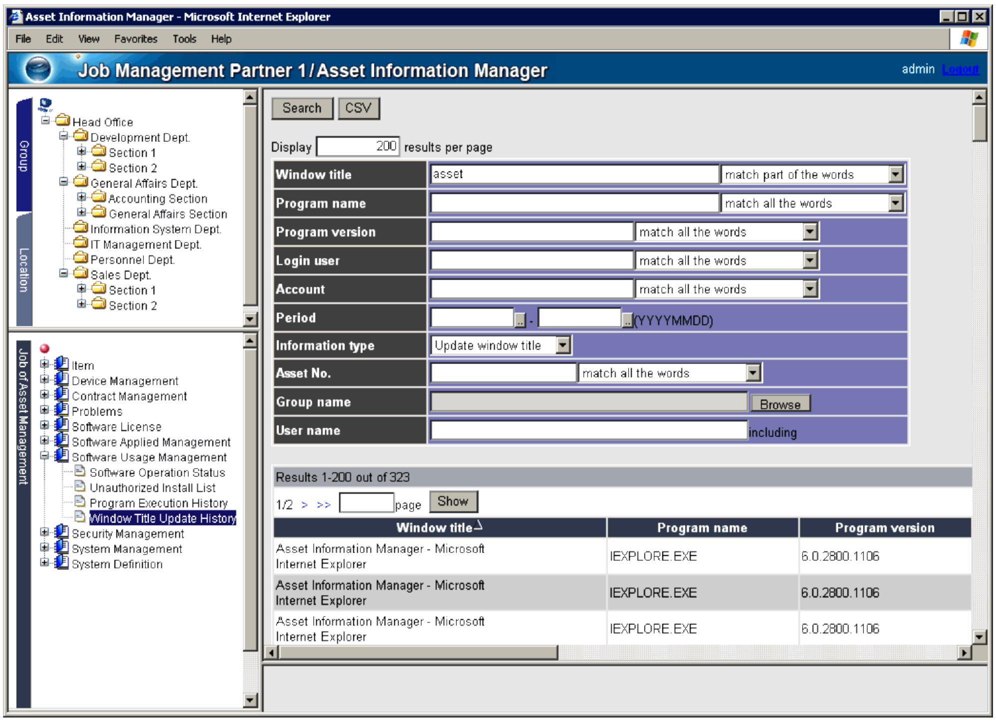
By using the **Window Title Update History** job menu, you can determine whether a user has visited sites that are unrelated to work from the titles of the sites visited by the user.

To view the window title update history by using the **Window Title Update History** job menu, you must execute the **Take operation history** task in Windows Task Scheduler and get the operation logs. For details about how to acquire the window title update history, see *5.9.1 Types of tasks* in the *Planning and Setup Guide*.

By default, only the administrator can browse the Window Title Update History window.

The window title update history can be checked by clicking the **Window Title Update History** job menu to display the Window Title Update History window. The following figure shows the Window Title Update History window.

Figure 2-81: Window Title Update History window



Specify conditions as necessary, click the **Search** button, and a list of search results that match the conditions is displayed.

You can set the window title update history to collect only the information that you wish to manage. For details about how to set the window title update history, see *5.9.8 Specifying the operation history acquisition range and filtering* in the *Planning and Setup Guide*.

2.7 Security Management

This section describes how to execute the asset management jobs related to security.

Security management manages logs operated by users as operation logs.

You can check a list of operation logs collected by JP1/Software Distribution. You can also total the operation logs and determine the status by group. If the operation logs of file operations have been collected, you can also trace the operations that users have performed on files.

For details about how to link to JP1/Software Distribution, see *5.1.1 Workflow necessary for linking to JP1/Software Distribution* in the *Planning and Setup Guide*.

The jobs related to security management are displayed under the **Security Management** job category.

This section describes the operations that can be executed from each menu and shows the windows. Each subsection title shows the selected menu name in parentheses.

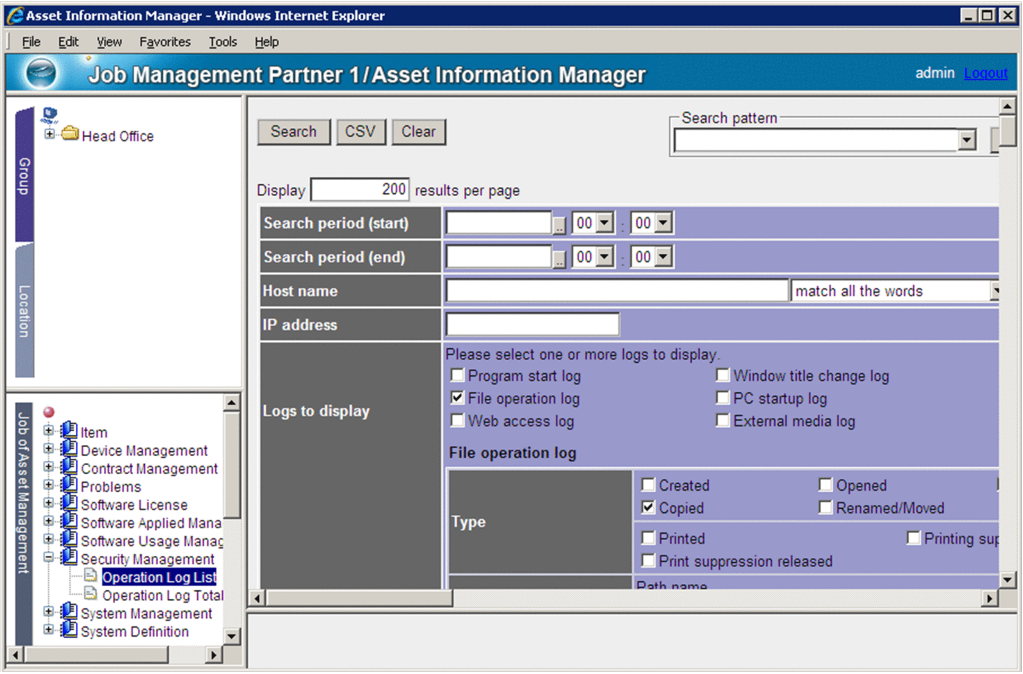
2.7.1 Checking operation logs (Operation Log List)

By using the **Operation Log List** job menu, you can check user operation logs such as those for file creation date/time and the PC stop date and time. The Operation Log List window allows you to directly access the JP1/Software Distribution database and check the operation logs stored in the database for each device.

With the default setting, only the administrator can execute operations from the Operation Log List window.

To check the operation logs, start from the Operation Log List window, which is displayed by clicking the **Operation Log List** job menu. The following figure shows the Operation Log List window.

Figure 2-82: Operation Log List window



Specify conditions, as necessary, and click the **Search** button. A list of search results that match the conditions is displayed.

(1) Searching for operation logs

Specify search conditions and search for the operation logs. Depending on the search conditions, a large volume of search results might be displayed. You should therefore specify appropriate search conditions so that the target information can be narrowed down.

You can also search for the operation logs by using a preset search pattern. For details about using a search pattern to search for the operation logs, see *(2) Using a search pattern to search for the operation logs*.

To search for the operation logs:

1. Specify search conditions.

   For **Logs to display**, select the check boxes of the operation logs that you wish to search for. For details about specifying **Logs to display**, see *(a) Specifying Logs to display*.

   To clear all the conditions, click the **Clear** button.

2. Click the **Search** button.

The operation logs that match the search conditions are displayed.

The number of logs displayed in the search results is the number for each JP1/ Software Distribution table that was set for **Number of search results acquired for the operation log** in the Server Setup dialog box.

You can also register the conditions specified in step 1 as a search pattern. For details about registering a search pattern, see *(2)(b) Registering or updating a search pattern*.

You can trace user operations from the File Operation Trace dialog box, which you display by clicking a link under **File name**. For details about how to trace user operations, see *2.7.3 Tracing user operations*.

(a) Specifying Logs to display

For **Logs to display,** select the check boxes of the operation logs to be checked, and specify conditions in the displayed search items. The following table lists and describes the check boxes for the operation logs to be checked and the linked products.

Table 2-4: Check boxes for the operation logs to be checked and the linked products

Operation log to be checked	Corresponding check box
Date and time a program was started, stopped, or suppressed	**Program start log**
Change made to a window title	**Window title change log**
• Folder or file manipulation • Print operation	**File operation log**
Start, termination, log-on, or log-off operation on the PC	**PC startup log**
Title or URL of an accessed Web tab	**Web access log**
• External media connection or disconnection • Operation that permits or suppresses a connection to external media.	**External media log**

The following explains the specification of and provides notes for **Logs to display**.

- Make sure that you select one of the **Type** check boxes, regardless of the type of operation log to be checked.
- If you specify a path name in **File name** and select **match beginning of the words**, the folders and files found under the specified path are searched for.

  For example, if `C:\ABC\` is specified, the folders and files found under the `C:\ABC\` path are searched for. If `C:\ABC` is specified, the folders and files found under the paths `C:\ABCD\` and `C:\ABCE\` are searched for, in addition to those under `C:\ABC\`.

- If the **External media logs** check box is selected and either the **Connection allowed** check box or the **Connection suppressed** check box is selected for **Type**, you must link with JP1/Software Distribution 09-50 or later.

The following provides notes about selecting **File operation log** in **Logs to display**, and about searching for the file operation logs:

- If you specify **Created**, **Opened**, **Deleted**, **Copied**, or **Renamed/Moved** in **Type**, the search conditions that can be used concurrently are **File name**, **Drive type**, **Program name**, and **Login user**.
- If you specify **Printed**, **Printing suppression**, or **Print suppression released** in **Type**, the search conditions that can be used concurrently are **Login user** and **Document name**.
- If you specify at least one of **Created**, **Opened**, **Deleted**, **Copied**, and **Renamed/Moved** in **Type**, and if you also specify at least one of **Printed**, **Printing suppression**, and **Print suppression released**, the search conditions that can be used concurrently are **Drive type** and **Login user**.
- If you specify a value in both **File name** (or **Program name**) and **Document name** in the search conditions, the search result contains no item.

(b) Operation logs corresponding to Type items for File operation log

The **Type** items that are specified when **File operation log** is selected for the **Logs to display** search condition include items that correspond to multiple JP1/Software Distribution types.

The following table shows the operation logs types in JP1/Software Distribution that correspond to the **Type** items of **File operation log**.

Table 2-5: JP1/Software Distribution operation log type that correspond to Type items

Type item	Operation log type in JP1/Software Distribution
Created	• Create file • Create folder
Opened	• Open file
Deleted	• Delete file • Delete folder
Copied	• Copy file • Copy folder

Type item	Operation log type in JP1/Software Distribution
Renamed/Moved	• Move file • Move folder • Rename file • Rename folder
Printed	• Printed
Printing suppression	• Printing suppression
Print suppression released	• Print suppression released (applicable when the result is **Successful** or **Failed**)

(2) Using a search pattern to search for the operation logs

A search pattern has pre-registered search conditions for an operation log to be searched for. By using search patterns to search for operation logs, you can eliminate the work of setting search conditions for each search. The following diagram shows the **Search pattern** setup area.

Figure 2-83: Search pattern setup area

- **Search pattern** combo box

  Select a search pattern from the registered search pattern. For search patterns that are provided as default patterns, see *(a) Search patterns provided as default patterns*.

- **Apply** button

  Click this button to apply the selected search pattern to the search conditions.

- **Save** button

  Click this button to register or update a search pattern with the search pattern name displayed in the combo box. For details about registering and updating search patterns, see *(b) Registering or updating a search pattern*.

- **Delete** button

  Click this button to delete the search pattern displayed in the combo box. For details about deleting a search pattern, see *(c) Deleting a search pattern*.

An example of the procedure for using a search pattern to search for an operation log is described below. In this example, the operation log that records files removed from the organization is searched for.

To use a search pattern to search for an operation log:

1. Using the **Search pattern** combo box, specify the **Copy detections** search pattern.

   Copy detections is a search pattern provided as a default pattern. For details about other search patterns provided as default patterns, see *(a) Search patterns provided as default patterns*. Correct the search conditions as necessary.

   To return the conditions to the initial status, click the **Clear** button.

2. Click the **Apply** button.

   The search pattern is applied to the search conditions. The **Copy detections** search pattern sets the following search conditions:

   - **Logs to display**: **File operation log**
   - **Type**: **Copied**
   - **Drive type**: All

   Check the search conditions before the search, because a large volume of search results might be displayed.

3. Click the **Search** button.

   The operation logs that match the search conditions are displayed.

   The number of logs displayed in the search results is the number for each JP1/ Software Distribution table that was set for **Number of search results acquired for the operation log** in the Server Setup dialog box.

   If you changed the conditions of the search pattern that was set in step 1, you can register the search pattern as a new search pattern. For details about registering a search pattern, see *(b) Registering or updating a search pattern*.

(a) Search patterns provided as default patterns

The following table lists and describes the provided default search patterns and the log data that is displayed.

Table 2-6: Description, and logs to display of available search patterns

Search pattern	Description	Logs to display
Site inspections	This pattern checks window titles, such as the sites viewed by users.	• **Window title change log**
Copy detections	This pattern checks the copying of folders or files.	• **File operation log**
Program start preventions	This pattern checks startup suppressions of programs.	• **Program start log**

Search pattern	Description	Logs to display
Output of all logs	This pattern checks all operation logs.	• **Program start log** • **Window title change log** • **File operation log** • **PC startup log** • **Web access log** • **External media log**
Output of all program start logs	This pattern checks the start, termination, or suppression of programs.	• **Program start log**
Output of all window title change logs	This pattern checks window title changes.	• **Window title change log**
Output of all file operation logs	This pattern checks user operation of folders or files.	• **File operation log**
Web access logs	This pattern checks the title or URL of accessed Web tabs.	• **Web access log**
Print logs	This pattern checks print operations.	• **File operation log**
External media logs	This pattern checks connections and disconnections with external media, as well as the operations for permitting or suppressing connections to external media.	• **External media log**
Output of all PC startup logs	This pattern checks PC start, stop, logon, and logoff operations.	• **PC startup log**

(b) Registering or updating a search pattern

Any number of search patterns can be registered.

To register or update a search pattern:

1. Set the search conditions.

   Set the search conditions according to the purpose of the search. Set appropriate search conditions because otherwise a large volume of search results might be displayed.

   To update a search pattern that is already registered, select the search pattern and click the **Apply** button. After the search conditions for that pattern are set, change the search conditions.

2. Enter a search pattern name in the **Search pattern** combo box.

   If you are updating a search pattern, check that you have entered the search pattern name to be used after the update.

3. Click the **Save** button.

   A dialog box for confirming the registration or update is displayed.

4. Click the **OK** button.

   The search pattern is saved with the conditions that were set.

   If the search pattern name that you specified in step 2 is not registered, a new search pattern is registered. If you set a search pattern name that is already registered, the search pattern is updated with the search conditions that were set.

   During registration if another user has registered a search pattern with the same name, an error occurs when you click the **OK** button. In this case, save the search pattern by specifying a different name.

Note:

When you upgrade from Asset Information Manager version 08-00 or later, the default search patterns are overwritten. If you need these search patterns, save them under different names before you upgrade.

(c) Deleting a search pattern

To delete a search pattern:

1. From the **Search pattern** combo box, select the search pattern to be deleted.
2. Click the **Delete** button.

   The dialog box for confirming the deletion is displayed.

3. Click the **OK** button.

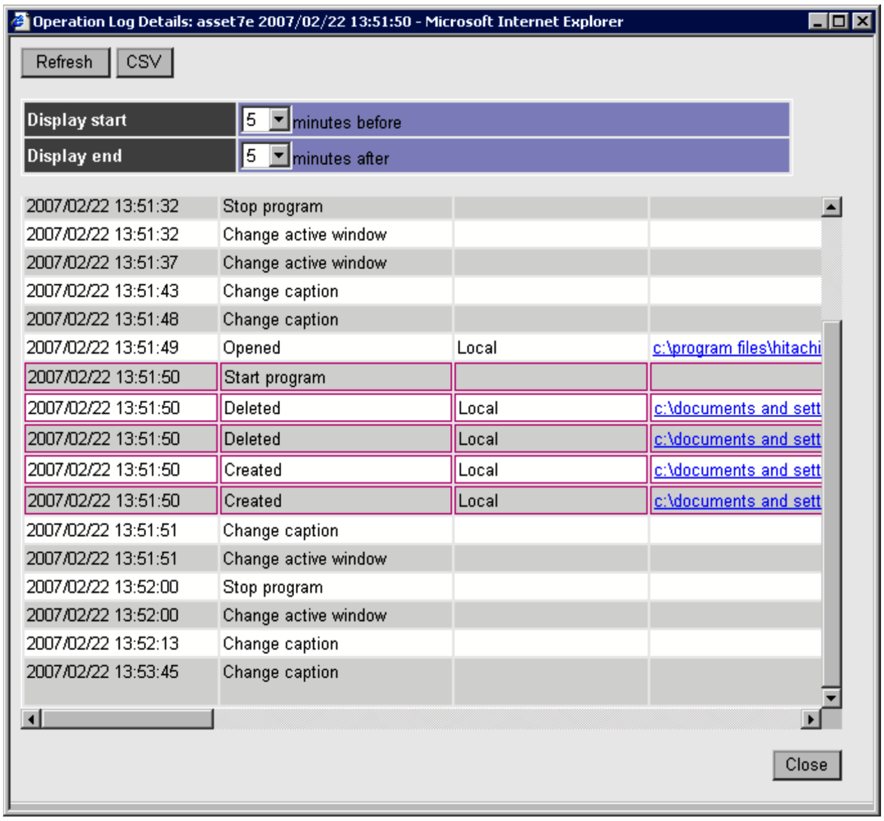
   The selected search pattern is deleted.

(3) Checking operation log details for each device

Clicking the **Date/time** link in the search results displays the Operation Log Details dialog box. This dialog box allows you to check the operation log of devices having the same host name within the specified time range.

The following figure shows the Operation Log Details dialog box.

Figure 2-84: Operation Log Details dialog box



In **Display start** and **Display end**, specify the time range (minutes) of the logs you wish to check, and then click the **Refresh** button. The time of the selected log is used as a reference, and you can check all operation logs of that device that fall within the specified time range. The operation log of the reference time is displayed in a purple frame. You can specify a time range from 0 to 30 minutes. With the default settings, logs that were collected within 5 minutes before or after the specified log are displayed.

You can trace user operations from the File Operation Trace dialog box, which you display by clicking a link under **File name**. For details about how to trace user operations, see *2.7.3 Tracing user operations*.

(4) Checking the asset information of a device

You can view details of a target device by clicking the **Host name** link in the search results. The details that can be viewed is the information managed by Asset Information Manager. If the selected **Host name** corresponds to one device, clicking the **Host name** link displays the Device Details dialog box, which allows you to check details for that device.

If there are two or more corresponding devices, clicking the **Host name** link displays the Operation Log - Device List dialog box, which allows you to view a list of the corresponding assets. To view details of the target device, click the corresponding **Asset No.** link in the Operation Log - Device List dialog box. The Device Details dialog box is displayed, and you can view the details.

(5) Downloading search results

You can download the search results list as a CSV file. To do so, set the search conditions of the operation logs to be output to a CSV file, and then click the **CSV** button.

The number of logs output to the CSV file is the number for each JP1/Software Distribution table that was set for **Number of search results acquired for the operation log** in the Server Setup dialog box. This is the same as the number of acquired search results displayed in the Operation Log List window.

To output all operation log entries that correspond to the specified search conditions, execute `jamTakeOperationLog.bat` as a user with administrator permissions. For details about executing `jamTakeOperationLog.bat`, see *7.3.1 Executing jamTakeOperationLog.bat* in the *Planning and Setup Guide*.

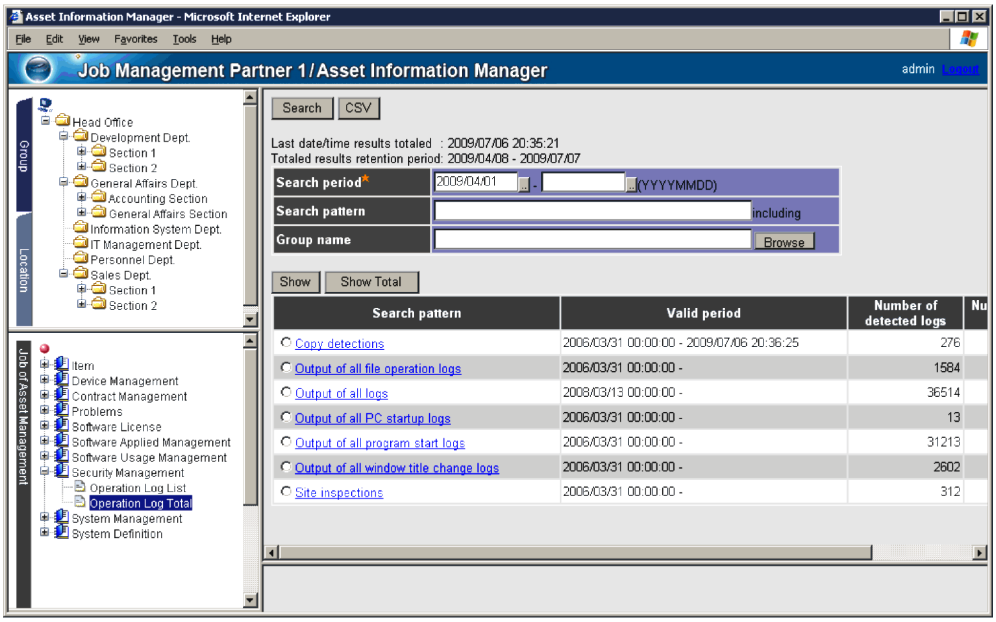
2.7.2 Totaling operation logs (Operation Log Total)

By using the **Operation Log Total** job menu, you can check the status for each group based on operation log totals. You can check how often an operation such as copying of files to external media has occurred or how the number of detected operation logs has changed over time.

By default, only an administrator can total operation logs.

You check operation log totals from the Operation Log Total window, which you display by clicking the **Operation Log Total** job menu. The following figure shows the Operation Log Total window.

Figure 2-85: Operation Log Total window



To insure that you acquire correct totals, make sure that operation logs have been accurately collected from the managed clients.

Before you can check the totals from the Operation Log Total window, you must execute the `jamOperationLogAddUp` command to collect operation logs. For details about how to execute the `jamOperationLogAddUp` command, see *(5) Executing the jamOperationLogAddUp command (operation log totaling)*.

(1) Specifying conditions and displaying totals

You can check operation log totals by specifying the desired search conditions and clicking the **Search** button. For **Search period**, specify the period over which you want to check totals. Specify a search period of one year or less. You must always specify a start date for **Search period**. If you do not specify an end date for **Search period**, the date the search is performed is assumed to be the search period end date.

How to interpret the search results

- Under **Search pattern**, the search patterns registered in the **Operation Log List** job menu are displayed. Click a **Search pattern** link to display the search conditions of the corresponding search pattern.
- Under **Valid period**, the period saved in the search pattern is displayed.
- Under **Number of detected logs**, the number of operation logs that were detected for totaling is displayed. These totals might differ from the actual totals, however,

if the association between the asset information and the operation logs cannot be properly determined. This might occur, for example, if the value of the working key does not match any of the devices registered in the asset management database from which JP1/Software Distribution is collecting information and the host name is registered to more than one device.

- **Number of detected devices** displays the total number of devices for which operation logs were detected during the specified search period.

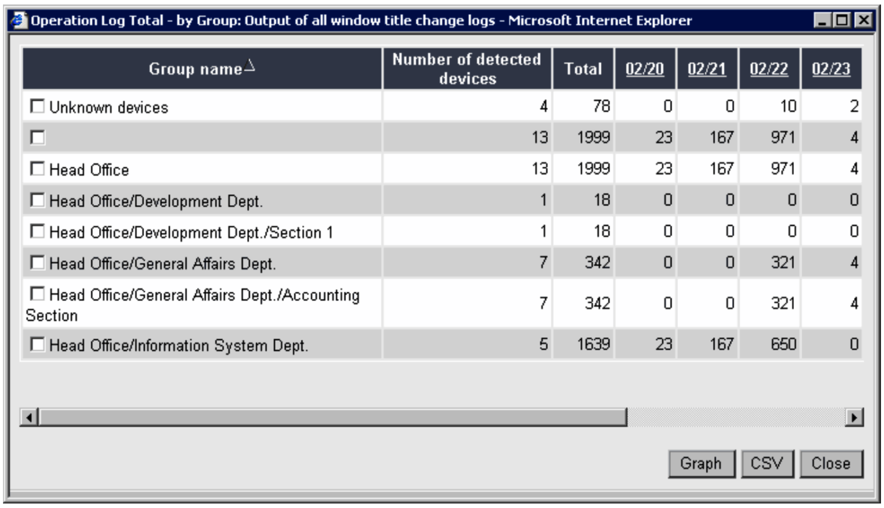
If you change the group information or IP group information after you total the operation logs, the information you changed is not updated in the totals.

(2) Displaying a breakdown by group

By selecting a radio button under **Search pattern** in the search results of the Operation Log Total window, and then clicking the **Show** or **Show Total** button, you can display totals for the group specified in the search conditions. If you click the **Show** button, the totals for the specified group are displayed. If you click the **Show Total** button, the totals for its subgroups are also displayed.

The following figure shows the window that displays a breakdown by group.

Figure 2-86: Window that displays a breakdown by group (Show Total)



Group name	Number of detected devices	Total	02/20	02/21	02/22	02/23
Unknown devices	4	78	0	0	10	2
	13	1999	23	167	971	4
Head Office	13	1999	23	167	971	4
Head Office/Development Dept.	1	18	0	0	0	0
Head Office/Development Dept./Section 1	1	18	0	0	0	0
Head Office/General Affairs Dept.	7	342	0	0	321	4
Head Office/General Affairs Dept./Accounting Section	7	342	0	0	321	4
Head Office/Information System Dept.	5	1639	23	167	650	0

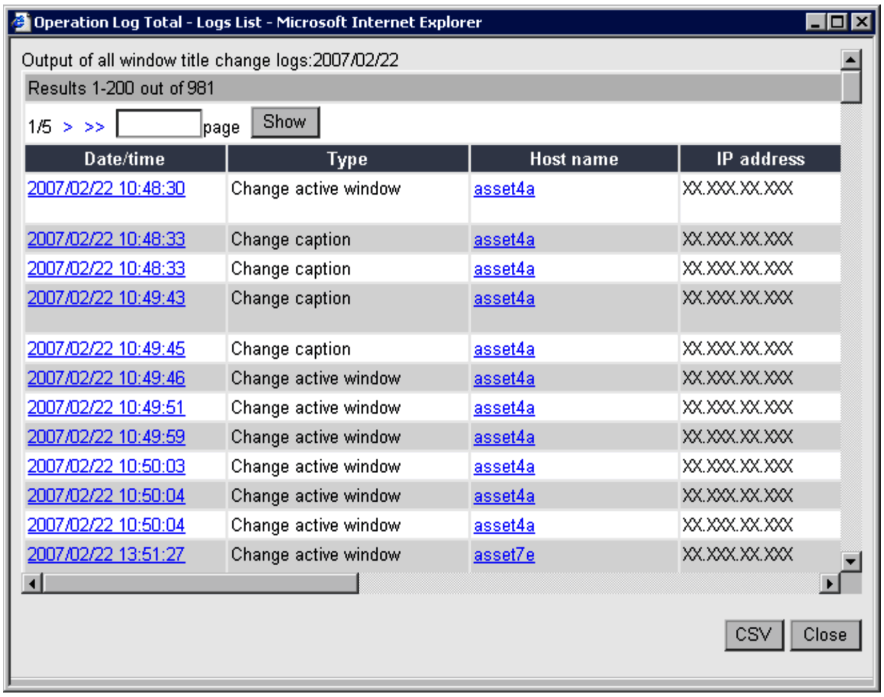
Totaled results for managed devices whose asset information is not in the asset management database are displayed as **Unknown devices**.

(3) Displaying operation logs

You can check the operation logs for a particular date in the Operation Log Total - Logs List dialog box, which you display by clicking a date link in the window that displays a breakdown by group.

The following figure shows the Operation Log Total - Logs List dialog box.

Figure 2-87: Operation Log Total - Logs List dialog box


Operation Log Total - Logs List - Microsoft Internet Explorer

Output of all window title change logs:2007/02/22

Results 1-200 out of 981

1/5 > >> page Show

Date/time	Type	Host name	IP address
2007/02/22 10:48:30	Change active window	asset4a	XX.XXX.XX.XXX
2007/02/22 10:48:33	Change caption	asset4a	XX.XXX.XX.XXX
2007/02/22 10:48:33	Change caption	asset4a	XX.XXX.XX.XXX
2007/02/22 10:49:43	Change caption	asset4a	XX.XXX.XX.XXX
2007/02/22 10:49:45	Change caption	asset4a	XX.XXX.XX.XXX
2007/02/22 10:49:46	Change active window	asset4a	XX.XXX.XX.XXX
2007/02/22 10:49:51	Change active window	asset4a	XX.XXX.XX.XXX
2007/02/22 10:49:59	Change active window	asset4a	XX.XXX.XX.XXX
2007/02/22 10:50:03	Change active window	asset4a	XX.XXX.XX.XXX
2007/02/22 10:50:04	Change active window	asset4a	XX.XXX.XX.XXX
2007/02/22 10:50:04	Change active window	asset4a	XX.XXX.XX.XXX
2007/02/22 13:51:27	Change active window	asset7e	XX.XXX.XX.XXX

CSV Close

You can check details about the operation logs for each device in the Operation Log Details dialog box, which you display by clicking an link under **Date/time**. For details about how to check operation log details, see *2.7.1(3) Checking operation log details for each device*.

You can check details about a device by clicking a link under **Host name**. For details about how to check details for devices, see *2.7.1(4) Checking the asset information of a device*.

You can trace user operations from the File Operation Trace dialog box, which you display by clicking a link under **File name**. For details about how to trace user operations, see *2.7.3 Tracing user operations*.

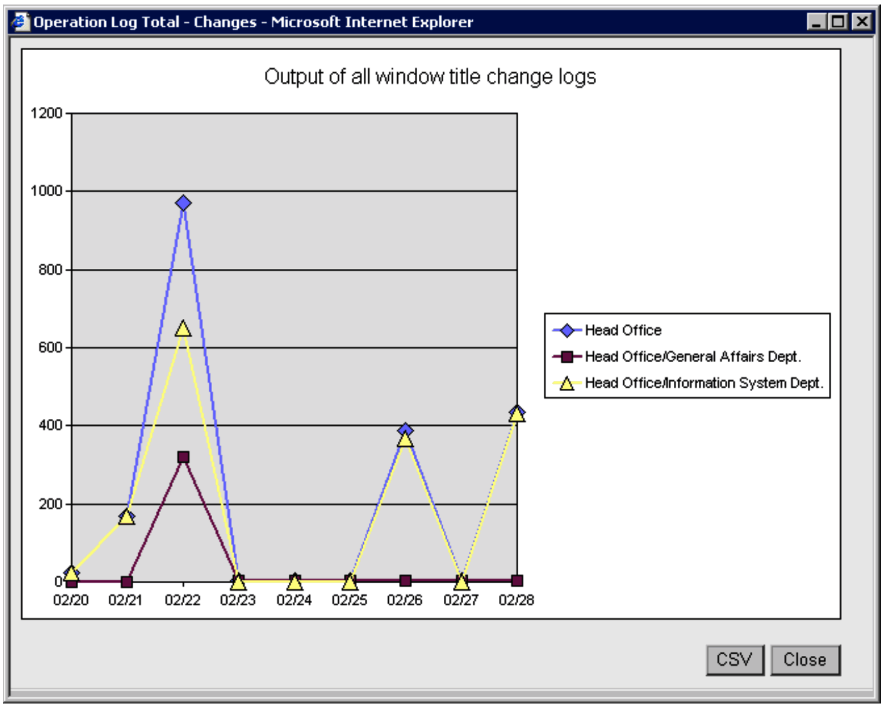
(4) Displaying the operation log totals in graph format

In the window that displays a breakdown by group, select the check boxes of the groups for which you want to display totals in graph format, and then click the **Graph** button to display the Operation Log Total - Changes window. In the Operation Log Total - Changes window, you can see in graph format the change in the number of the applicable operation logs. You can select up to 255 groups to graph in this manner.

To display the operation log totals as a graph, you must install the Microsoft Office Web component on the PC on which the graph is to be displayed. Either install the Microsoft Office Web component from the Microsoft Office 2003 (or earlier) media, or download it from Microsoft's website.

The following figure shows the Operation Log Total - Changes window.

Figure 2-88: Operation Log Total - Changes window



(5) Executing the jamOperationLogAddUp command (operation log totaling)

This subsection describes the function, format, options, and return values of the `jamOperationLogAddUp` command, which is used to total operation logs, and provides notes on its command execution, followed by two execution examples. This subsection also explains the settings required to register a task in Windows Task Scheduler for the purpose of executing the `jamOperationLogAddUp` command on a regular basis.

The command's executable file is stored in the following folder:

Asset-Information-Manager-installation-folder`\exe`

Note

When you use Asset Information Manager in a 64-bit OS, you must execute it from the 32-bit command prompt. For details about how to perform this procedure, see *F(2) Notes on executing commands and tasks in a 64-bit OS* in the *Planning and Setup Guide*.

(a) Function

This command totals operation logs.

(b) Format

`jamOperationLogAddUp -p "`*search-pattern*`"`
`[-s` *base-point-day-for-totaling-data*`]`
`[-d` *number-of-days-for-which-data-is-to-be-totaled*`]`
`[-k` *number-of-days-for-retaining-totaled-results*`]`

(c) Options

`-p "`*search-pattern*`"`

Specifies the search pattern to use as the search condition. You must specify a search pattern that is registered. This option must always be specified. You can specify more than one search pattern. To do so, insert a space between the search patterns, as in `-p "Copy detections" "Site inspections" "Program start preventions"`.

If the search pattern contains a double quotation mark (`"`), add two additional ones. For example, if the search pattern is `"copy to removable"`, specify `-p """copy to removable"""`.

`-s` *base-point-day-for-totaling-data*

Specifies the base day for totaling operation logs (base-point day for totaling data) in the format `-s` *yyyymmdd*, where *yyyy* is an integer between 2000 and 9999. If you have previously totaled data in the period beginning one or more days following this base-point day for totaling data, those totals are deleted. You can omit this option. If omitted, the day before the command is executed is assumed as the base-point day for totaling data.

`-d` *number-of-days-for-which-data-is-to-be-totaled*

Specifies *x* number of days counting from the base-point day for totaling data as the totaling period in the format `-d D`*x*, where *x* is an integer between `0` and `2192`. This specification totals $x + 1$ days' worth of data, including the operation logs on the base-point day for totaling data. You can omit this option. If omitted, data is totaled over the period beginning six days before the base-point day for totaling data. For example, if the base-point day for totaling data is May 4th, specify `-d D3` to total data over the period beginning three days earlier (from May 1st).

`-k` *number-of-days-for-retaining-totaled-results*

Specifies *y* number of days counting from the base-point day for totaling data as the maximum number of days to retain totals in the format `-k Dy`, where *y* is an integer between `0` and `2192`. This specification deletes totals prior to the indicated day. The value specified for *number-of-days-for-retaining-totaled-results* must be greater than the value specified for *number-of-days-for-which-data-is-to-be-totaled*. This option can be omitted. If omitted, totals beginning from six days before the base-point day for totaling data are retained, and totals prior to that are deleted.

Note that specifying a very large value for *number-of-days-for-retaining-totaled-results* increases the size of the asset management database. Before you specify this value, carefully consider how long you need to retain these totals.

(d) Return values

This command returns the following values:

Return value	Description
`0`	Normal termination.
`1`	Normal termination (no totaled results).
`2`	Invalid parameter.
`3`	No corresponding search pattern exists.
`4`	An error occurred while connecting to JP1/Software Distribution.
`6`	Invalid environment.
`7`	A DLL load error occurred.
`8`	An error occurred in the operation log totaling function.
`9`	An error occurred while acquiring registry information.
`10`	An error occurred while `jamscript.exe` was executing.

(e) Notes on command execution

- The `jamOperationLogAddUp` command must be executed by a user with administrator permissions.
- If you update a search pattern that totals operation logs over a period that overlaps the last totaling operation, the previous totaling results are deleted. If you wish to save the results of a past operation for comparison or other purposes, save it under a different search pattern name to ensure that the totaled results are not deleted. Then total results using the originally named search pattern and the newly named search pattern.

- The size of the asset management database grows with increases in the number of search patterns to total, clients, group names, and days that the totaled results are retained, which increases the time required to complete the totaling operation.
- If a group has been moved in the Group and User window, always perform the **Database management** task before you execute the `jamOperationLogAddUp` command. If you execute the `jamOperationLogAddUp` command in this case without running the **Database management** task, the correct values might not be displayed for **Number of detected logs** and **Number of detected devices**.
- The command will not total results correctly if the date changes while the command is executing. To ensure that the date does not change during command execution, if you run the command at night, start it immediately after the date changes.

(f) Execution examples

Execution example 1

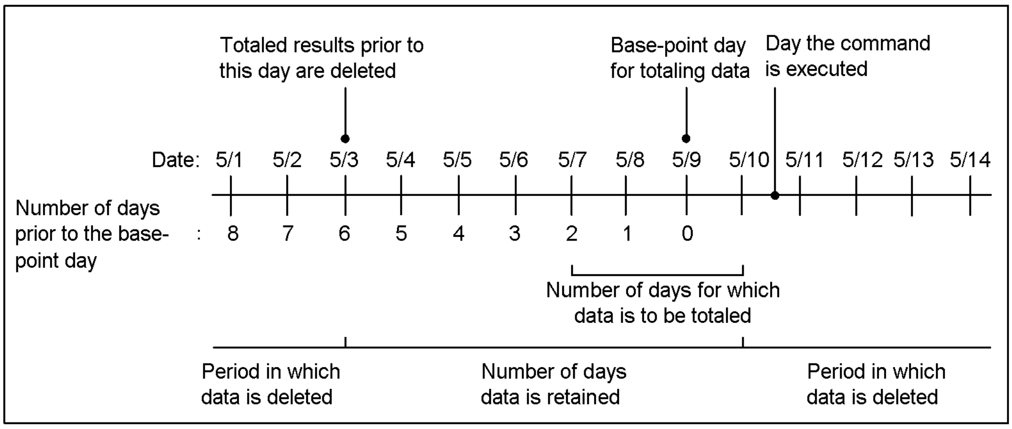
```
jamOperationLogAddUp - p "Site inspections" -d D2 -k D6
```

In this example, operation logs are totaled beginning from two days before the base-point day for totaling data, which is assumed to be the day before the command is executed. Additionally, totals prior to six days before the base-point day for totaling data are deleted.

For example, if the command is executed on May 10th, operation logs are collected for a period of three days, from May 7th to May 9th, and totals prior to May 3rd are deleted.

The following figure shows the processing details for execution example 1.

Figure 2-89: Processing details for execution example 1



Execution example 2

```
jamOperationLogAddUp - p "Site inspections" -d D2 -k D3
```

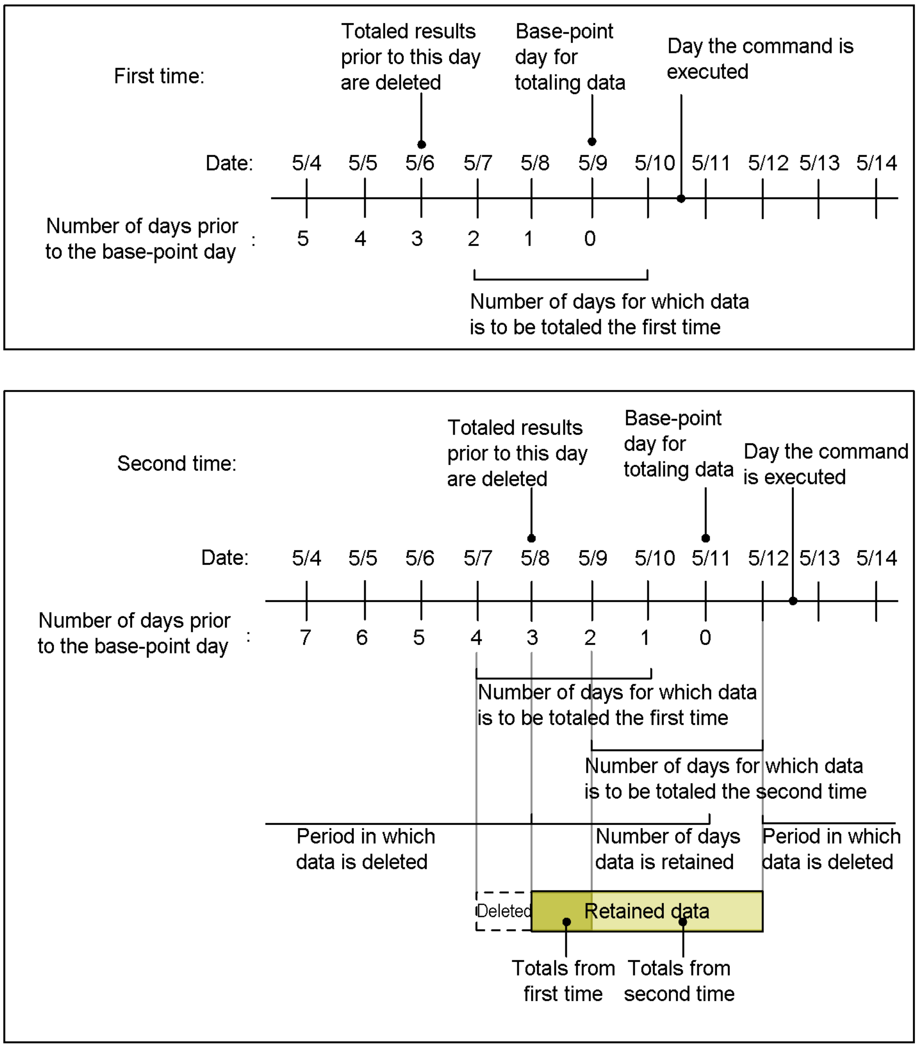
This example describes a situation in which the totaling period overlaps a previous totaling period.

For example, if the first time the command is executed to total data is on May 10th, three days' worth of operation logs would be collected, from May 7th to May 9th. If the second time the command is executed to total data is May 12, the three days' worth of operation logs that are collected would be from May 9th to May 11th. So, the second time the command is executed, the previous totals from May 9th would be overwritten, and totals prior to May 8th would be deleted. This means that totals from May 7th collected the first time the command was executed would be deleted.

The totaled results that would remain are the totaled results from May 8th, collected the first time the command was executed, and the totaled results from May 9th to May 11th, collected the second time the command was executed.

The following figure shows the processing details for execution example 2.

Figure 2-90: Processing details for execution example 2



(g) Setting up the jamOperationLogAddUp (operation log totaling) command to execute on a regular basis

By registering the `jamOperationLogAddUp` command as a task in Windows Task Scheduler, you can set up the command to execute on a regular basis. To register the command as a task, in the **Task** tab of the task's Properties dialog box, add the following line in the **Run** text box:

`-f`
Asset-Information-Manager-installation-folder`\exe\`*jamOperationLogAddUp-com*

mand-execution-format

jamOperationLogAddUp-command-execution-format is the format that is described in *(b)*, above.

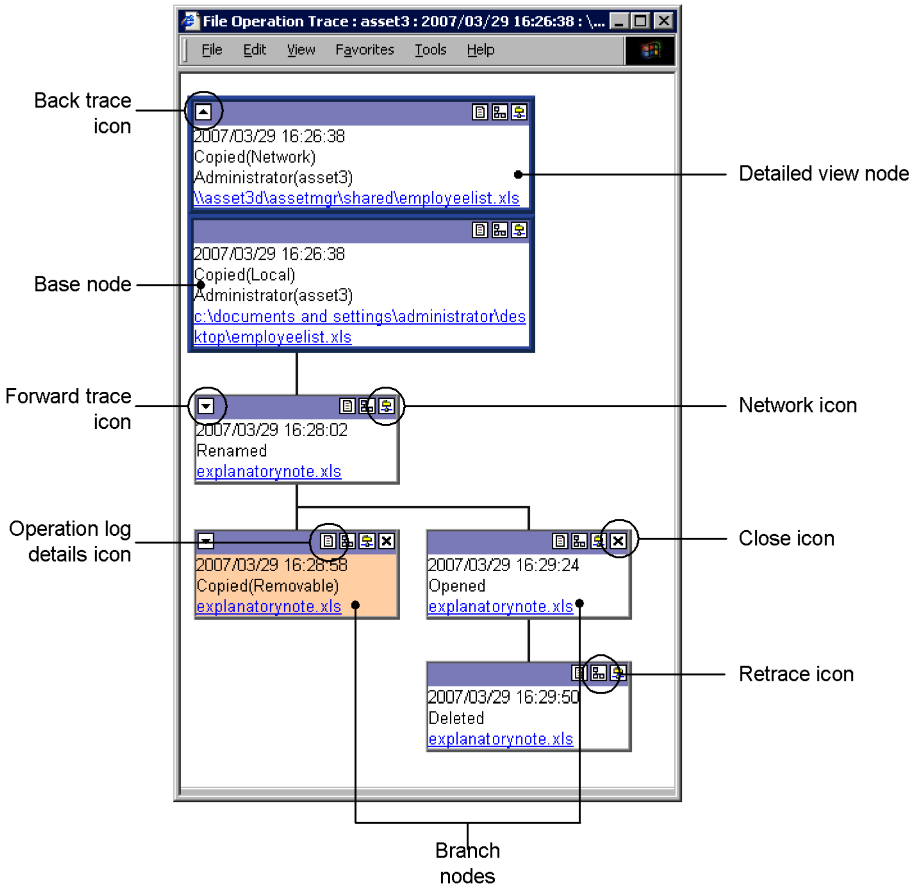
2.7.3 Tracing user operations

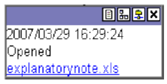
You can trace the flow of file operations performed by a user. You can also trace operations performed from another device connected via a network, such as copying or deleting a file.

You trace user operations from the File Operation Trace dialog box, which you display by clicking a link under **File name** in the search results of the **Operation Log List** job menu, the Operation Log Details dialog box, or the Operation Log Total - Logs List dialog box.

The following figure shows the File Operation Trace dialog box.

Figure 2-91: File Operation Trace dialog box



A single operation log is displayed as a single node (
).

The node of the selected operation log (base node) is framed with a bold line. The other nodes are operation nodes linked to the base node. A node that might be involved in an invalid operation, such as copying a file to media, is displayed in color.

The following explains the node icons and displayed items.

: Back trace icon

Displays operations prior to the corresponding node. This allows you to see operations that were performed on a file prior to the operation indicated in a displayed node. The number of levels that can be displayed at one time is set with **Hierarchy levels to display when tracing** in the Server Setup dialog box.

: Forward trace icon

Displays operations subsequent to the corresponding node. This allows you to see operations that were performed on a file subsequent to the operation indicated in a displayed node. The number of levels that can be displayed at one time is set with **Hierarchy levels to display when tracing** in the Server Setup dialog box.

: Operation log details icon

Displays the Operation Log Details dialog box for the corresponding node. The Operation Log Details dialog box displays operation logs of five minutes before and after the node of interest. By clicking a link of a displayed operation log under **File name**, you can trace another set of operations.

: Retrace icon

Displays the File Operation Trace dialog box with the corresponding node as the base node, and traces another set of operations.

: Network icon

Displays a list of networked devices from which operations on the file indicated in the corresponding node might have been performed. From this list of devices, you can display the File Operation Trace dialog box for another device, and continue to trace operations further. For details about how to trace operations performed from another device, see *(2) Tracing operations performed from another device*, below.

: Close icon

Closes the corresponding node. To redisplay a node that has been closed, click the back trace icon or the forward trace icon of the node directly above a branch node.

Date/time

Displays the date and time the operation indicated in the corresponding node was executed.

Type

Displays the type of the corresponding node. The types displayed for nodes correspond to the types of operation logs acquired by JP1/Software Distribution. Note that a name displayed for the node type is different except for the base node. For details about these mappings, see *(3) Correspondence between node types and operation log types*, below.

For **Copied**, **Moved**, and **Renamed** nodes, nodes indicating the operations before and after the node are displayed. If you trace an earlier operation, the node indicating the file name prior to the operation is displayed. If you trace a subsequent operation, the node indicting the file name subsequent to the operation is displayed.

Drive type

A drive type is displayed for operations whose destination is recorded as **Network**, **Removable**, or **CD ROM**. If you click a file name link, a drive type is also displayed for operations whose destination is recorded as **Local**, **RAM Disk**, or **Other media**.

User name

This is the user name entered to log onto Windows. This is displayed only when you have clicked the file name link to display a detailed view.

Host name

This is the host name of the corresponding node. This is displayed only when you have clicked the file name link to display a detailed view.

File name

This is the file name of the corresponding node. Click the file name link to display details associated with the corresponding node, which includes the type, the user name entered to log onto Windows, and the full path name of the file.

Branch nodes

Branch nodes are displayed when operations occur at the same date and time, or when a copy operation is performed. Note that a node indicating an operation performed at the same date and time as another might instead contain the other log.

By placing the cursor over a node, you can view the date, time, and full path name of the file in the pop-up that is displayed.

The following types of nodes are highlighted in color. The text in the parentheses indicates the node type.

- An operation node earlier than the base node that records deletion of a file (**Deleted**)
- An operation node earlier than the base node that records copying, moving, or renaming of a file (**Copied**, **Moved**, or **Renamed**)

  The node following any of these nodes is highlighted in color if it indicates an operation whose destination is recorded as **Network**, **Removable**, or **CD ROM**.
- An operation node later than the base node that records creation of a file (**Created**)
- An operation node later than the base node that indicates an operation whose destination is recorded as **Network**, **Removable**, or **CD ROM**.

To print the trace image displayed in the File Operation Trace dialog box, from the menu bar click **File**, and then choose **Print**.

Notes:

- The new name for the file might not be displayed in a **Copied**, **Moved**, or **Renamed** node. In this case, use the branch node that displays the new name for the file to continue tracing operations on that file.
- No **Moved** or **Renamed** node is displayed if only the letter case of the file name was changed.
- If you trace operations prior to the base node when there is a **Copied** operation log that occurs at the same date and time as an **Opened**, **Created**, or **Deleted** operation log, the **Copied** node is not displayed. In this case, use the **Copied** node as the base node, which allows you to display and trace the other operation nodes as well.

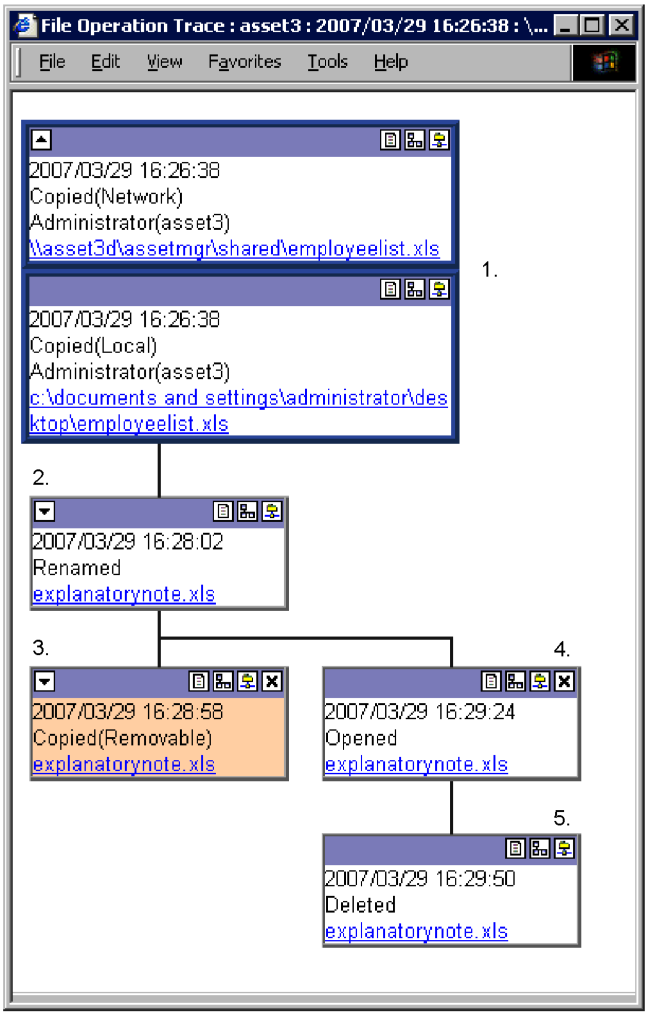
Note that the nodes displayed in the File Operation Trace dialog box are based on the operation logs stored in the JP1/Software Distribution database. This means that nodes of operation logs that are stored only in backup files are not displayed.

(1) Tracing operations performed on a device

The File Operation Trace dialog box displays the flow of operations performed on a device.

This subsection uses an example in which the name of a file that contains confidential information (`EmployeeList.xls`) is changed to a name that disguises this fact (`ExplanatoryNote.xls`), and the file is then copied to external media. The following figure shows the File Operation Trace dialog box in this case.

Figure 2-92: File Operation Trace dialog box (example of tracing the copying of a confidential file to external media)



The following explains the operations that can be checked at each node. The numbers 1 through 5 in the figure correspond to the numbers in the explanation below.

1. The file `EmployeeList.xls` is copied from a file server to a local desktop.

   This is the base node. In this node, you can see the name of the file before and after it was copied.

2. The file name `EmployeeList.xls` is changed to `ExplanatoryNote.xls`.

   In this node, you can see the name of the file after it was changed. That is, you can see that the file name was changed from `EmployeeList.xls` to `ExplanatoryNote.xls`.

3. `ExplanatoryNote.xls` is copied to a USB memory device.

   In this node, you can see that the file on the desktop was copied to a USB memory device.

4. The `ExplanatoryNote.xls` file on the desktop is opened.

   You can continue to trace the operations performed on the copy source file. In this node, you can see that the file on the desktop was opened.

5. The `ExplanatoryNote.xls` file on the desktop is deleted.

   In this node, you can see that the copy source file on the desktop was deleted.

If the possibility exists that operations have been performed on the file in question from another device, you can use the network icon to trace these operations. For details about how to trace operations performed from another device, see *(2) Tracing operations performed from another device*, below.

(2) Tracing operations performed from another device

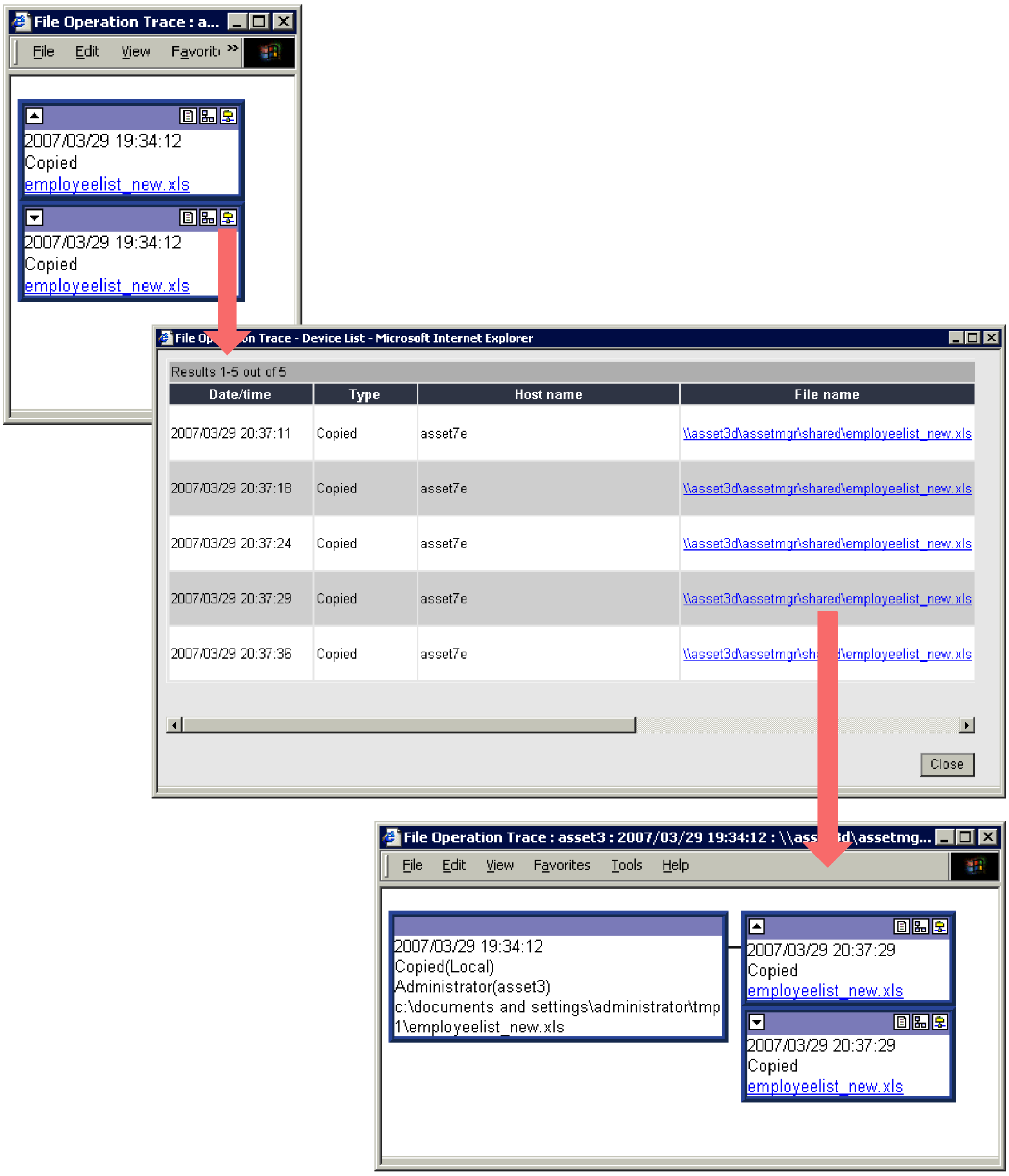
Click the network icon in the File Operation Trace dialog box to display a list of devices from which operations on the corresponding file can be performed.

In the list of devices, by clicking the file name link associated with the device for which you want to trace operations, you can display the File Operation Trace dialog box for that device, and continue tracing operations.

When you trace operations performed over the network from another device, use **Settings for trace time range** in the Server Setup dialog box to set the time range over which operations are treated as having occurred at the same time.

The following figure shows the operation flow to display the File Operation Trace dialog box for tracing operations performed over the network from another device.

Figure 2-93: Operation flow for displaying the File Operation Trace dialog box



The node that is displayed to the left of the base node is the original node.

(3) Correspondence between node types and operation log types

The table below shows the correspondence between the type displayed for each node and the type of operation log output by JP1/Software Distribution. The JP1/Software Distribution operation log type is displayed in the details for each node.

Table 2-7: Correspondence between node types and operation log types

Node type	JP1/Software Distribution operation log type
Copied	Copy file
Moved	Move file
Renamed	Rename file
Deleted	Delete file
Created	Create file
Opened	Open file

2.8 Managing device details

This section explains how to manage details about a device. The details about a device are displayed in the Device Details dialog box from the search or totaled results obtained from each job.

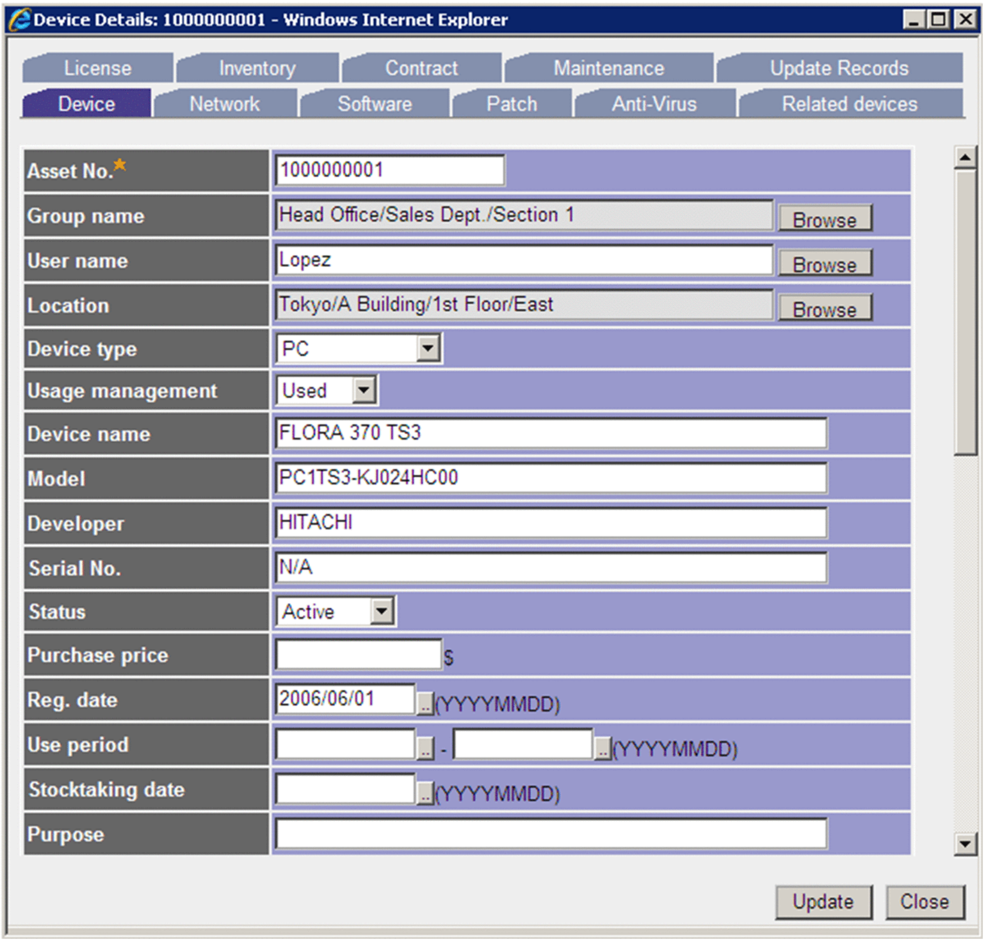
The Device Details dialog box is used to view and edit various types of device-related information. The following information can be viewed in the tabs of the Device Details dialog box:

- Asset and hardware information (**Device** tab)
- Network information (**Network** tab)
- Installed software information (**Software** tab)
- Patch information (**Patch** tab)
- Virus definition information (**Anti-Virus** tab)
- Related asset information (**Related devices** tab)
- License information (**License** tab)
- Inventory information (**Inventory** tab)
- Contract information (**Contract** tab)
- Maintenance log (**Maintenance** tab)
- Transfer log, change log, software change log (**Update Records** tab)

2.8.1 Viewing and changing device details (Device tab)

In the **Device** tab in the Device Details dialog box, you can view and edit asset information, such as **Asset No.**, **User name**, and **Location**, and hardware information, such as **Processor** and **Memory**. The following figure shows the **Device** tab in the Device Details dialog box.

Figure 2-94: Device tab in the Device Details dialog box



(1) Enabling operation management

You can specify whether or the operation status of the device is to be managed. When operation management is enabled for a device, the device becomes subject to search operations from the **Unused Device List** job menu.

To enable operation management of a device, set **Usage management** to **Used**.

(2) Changing the group and location

You can change the group using the device and change the location where the device is being used. The values that are changed in the Device Details dialog box are not overwritten even if they differ from the inventory information acquired from JP1/ Software Distribution or the node information acquired from HP NNM Version 7.5 or earlier.

However, if you want the values set for the group-specific IP group and location-specific IP group created by using the **IP Group** job menu to take precedence over the values for the group and location specified in the Device Details dialog box, you can use the **Data maintenance** task to overwrite the settings with the values corresponding to the IP group. For details about selecting the contents executed by the **Data maintenance** task, see *5.9.3(3) Changing the tasks to be executed* in the *Planning and Setup Guide*.

(3) Changing the device status

You can change the status of a device.

If you change a device's status to `Restore`, `Scrap`, or `Pre-Scrap`, the device's IP address, component information, and installed software information are all deleted the next time the **Data maintenance** task registered in Windows Task Scheduler is executed. The assigned license key is also released.

This also applies to devices whose status is similarly updated from windows.

By default, you can select from the statuses `Stock`, `Active`, `Restore`, `Scrap`, `Pre-Scrap`, and `Erase`. To change the name of a status or the device statuses that can be selected, see *4.8 Adding and changing types and statuses (Code)*.

(4) Checking the network configuration using Network Presenter

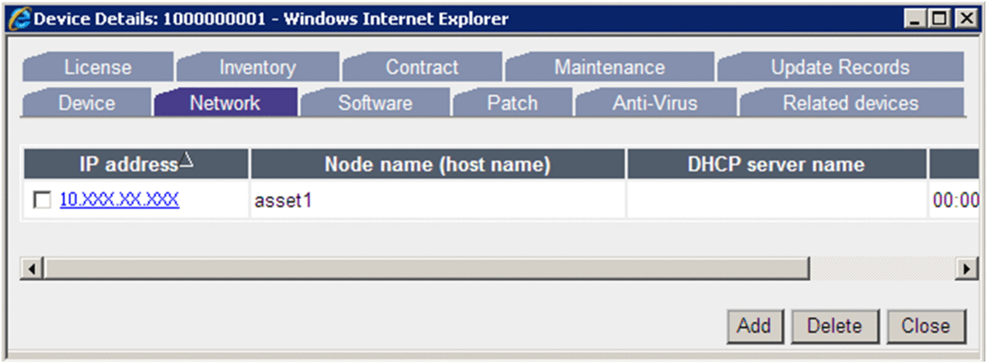
When linked to HP NNM Version 7.5 or earlier, you can use Network Presenter to check the network configuration. To display Network Presenter, click the **NNM** button.

For details about the settings required to link to HP NNM Version 7.5 or earlier, see *6.1 Settings for linking to HP NNM Version 7.5 or earlier* in the *Planning and Setup Guide*.

2.8.2 Viewing and changing network information (Network tab)

In the **Network** tab in the Device Details dialog box, you can view and edit network information related to **IP address**. The following figure shows the **Network** tab in the Device Details dialog box.

Figure 2-95: Network tab in the Device Details dialog box



(1) Adding an IP address

To add an IP address:

1. Click the **Add** button.

   The Add Network dialog box is displayed.

   If you do not need to search for unused IP addresses, go to step 7.

   To cancel, click the **Close** button.

2. To search for unused IP addresses, click the **Browse** button.

   The Unused IP Address List dialog box is displayed.

3. Select the tab for the IP group to be specified.

4. Specify a search condition, if necessary, and then click the **Search** button.

   The IP groups are retrieved.

5. Select the radio button for the desired **IP group name**, and then click the **OK** button.

   The Unused IP Address dialog box is displayed.

   To cancel, click the **Close** button.

6. Select the radio button for the desired **Unused IP address**, and then click the **OK** button.

   The IP address is specified.

7. In the Add Network dialog box, click the **OK** button.

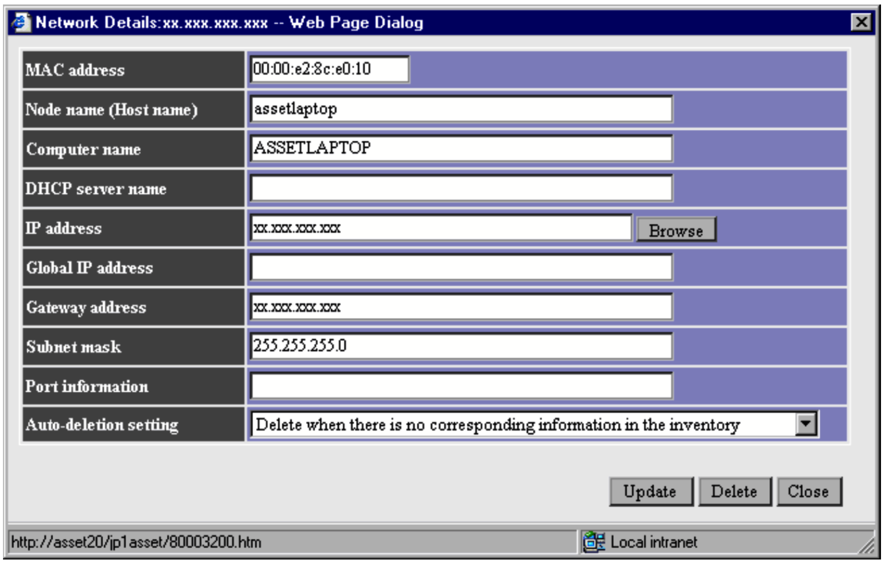
   The specified IP address value is added.

If you specify both **DHCP server name** and **IP address**, the specified IP address is registered, but it is not treated as being in use; instead, it is treated as still being unused.

(2) Editing network information

In the Network Details dialog box, which is displayed by clicking a link under **IP address**, you can view and edit the information shown below for the IP address. The following figure shows the Network Details dialog box.

Figure 2-96: Network Details dialog box



Editing the network information and then clicking the **Update** button updates the network information based on the specified information. Selecting the check box for an IP address and then clicking the **Delete** button deletes the network information. To cancel, click the **Close** button.

Deleting network information based on inventory information

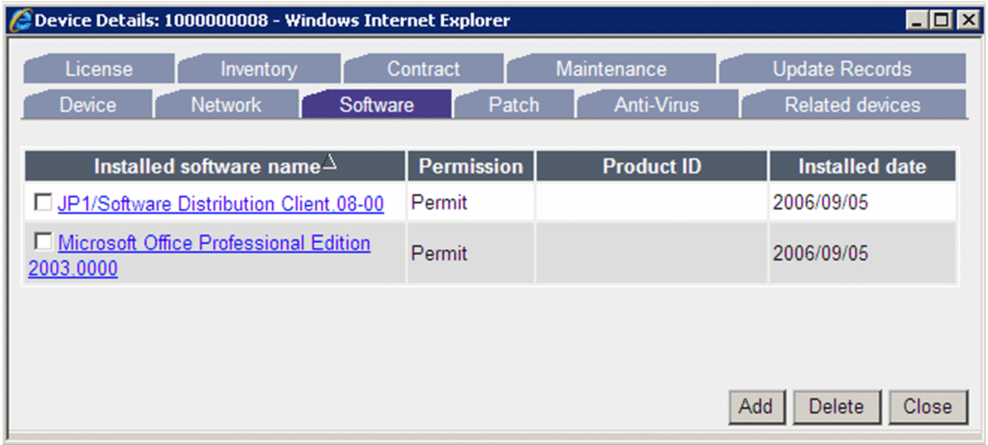
You can use **Auto-deletion setting** to specify whether network information is to be deleted on the basis of JP1/Software Distribution's inventory information. To handle a device for which no inventory information is collected by JP1/Software Distribution as having been deleted from the network, select **Delete when there is no corresponding information in the inventory**.

If the device information has been registered by a window operation, such as the case with UNIX computers and devices that are not connected to the network, you must select **Do not delete when there is no corresponding information in the inventory**. The default is **Do not delete when there is no corresponding information in the inventory**.

2.8.3 Viewing and changing installed software assets (Software tab)

In the **Software** tab in the Device Details dialog box, you can view and edit information about software assets that have been installed on a device. The following figure shows the **Software** tab in the Device Details dialog box.

Figure 2-97: Software tab in the Device Details dialog box



Installed software name displays an installed software item's name and version. If a file name has been registered, the file name, file size, and file date are also displayed. If the package ID was obtained, the package former attribute and the package ID are also displayed.

Deleting information based on inventory information

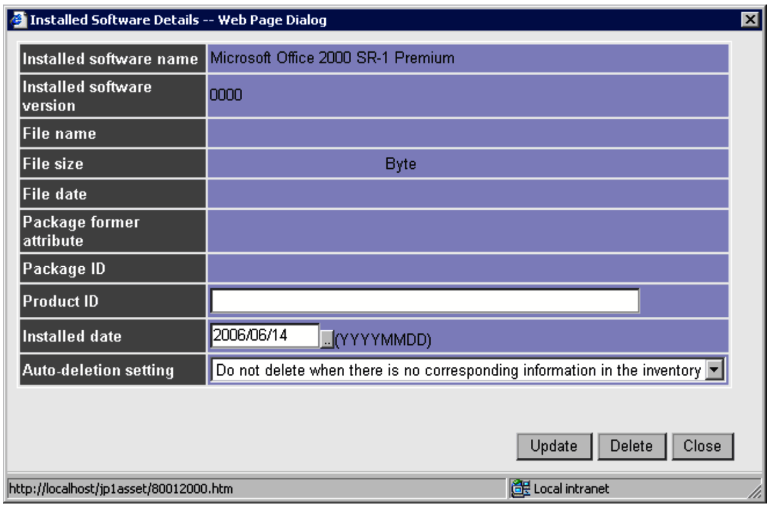
You can use **Auto-deletion setting** to specify whether information about installed software assets is to be deleted on the basis of JP1/Software Distribution's inventory information. To handle a software asset for which no inventory information is collected by JP1/Software Distribution as having been uninstalled from the device, select **Delete when there is no corresponding information in the inventory**.

(1) Editing installed software information

Clicking the **Installed software name** link displays the Installed Software Details dialog box. In this dialog box, you can change the product ID, installation date, and auto-deletion setting for installed software.

The following figure shows the Installed Software Details dialog box.

Figure 2-98: Installed Software Details dialog box



You can manage the product IDs of installed software assets. When inventory information acquired by JP1/Software Distribution 07-00 or later is registered, the product IDs of Microsoft Office components are registered automatically; otherwise, you must use the **Software** tab in the Device Details dialog box to register product IDs.

You can change the installed software information by editing each item and then clicking the **Update** button. You can delete installed software information by clicking the **Delete** button. To cancel, click the **Close** button.

(2) Viewing information about Microsoft Office components

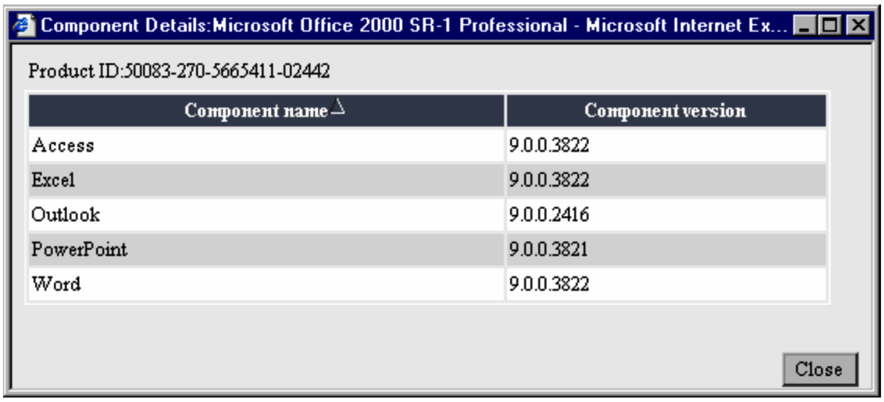
When inventory information acquired by JP1/Software Distribution 07-00 or later has been registered, you can view information about Microsoft Office components. Clicking a link under **Product ID** displays the Component Details dialog box that contains the corresponding component information.

For details about the Microsoft Office components for which information can be obtained using JP1/Software Distribution, see the manual *Job Management Partner 1/ Software Distribution Description and Planning Guide*, for Windows systems.

Note that you cannot add or delete component information.

The following figure shows the Component Details dialog box.

Figure 2-99: Component Details dialog box



(3) Adding installed software assets

You can register software assets that have been installed on UNIX computers and other devices that are not connected to the network.

To add an installed software asset:

1. Click the **Add** button.

   The Add Installed Software dialog box is displayed.

2. Click the **Browse** button for **Installed software name**.

   The Installed Software dialog box is displayed.

3. Specify a search condition, if necessary, and then click the **Search** button.

   The names of the installed software assets satisfying the specified condition are retrieved.

4. Select the radio button for the desired **Installed software name** and then click the **OK** button.

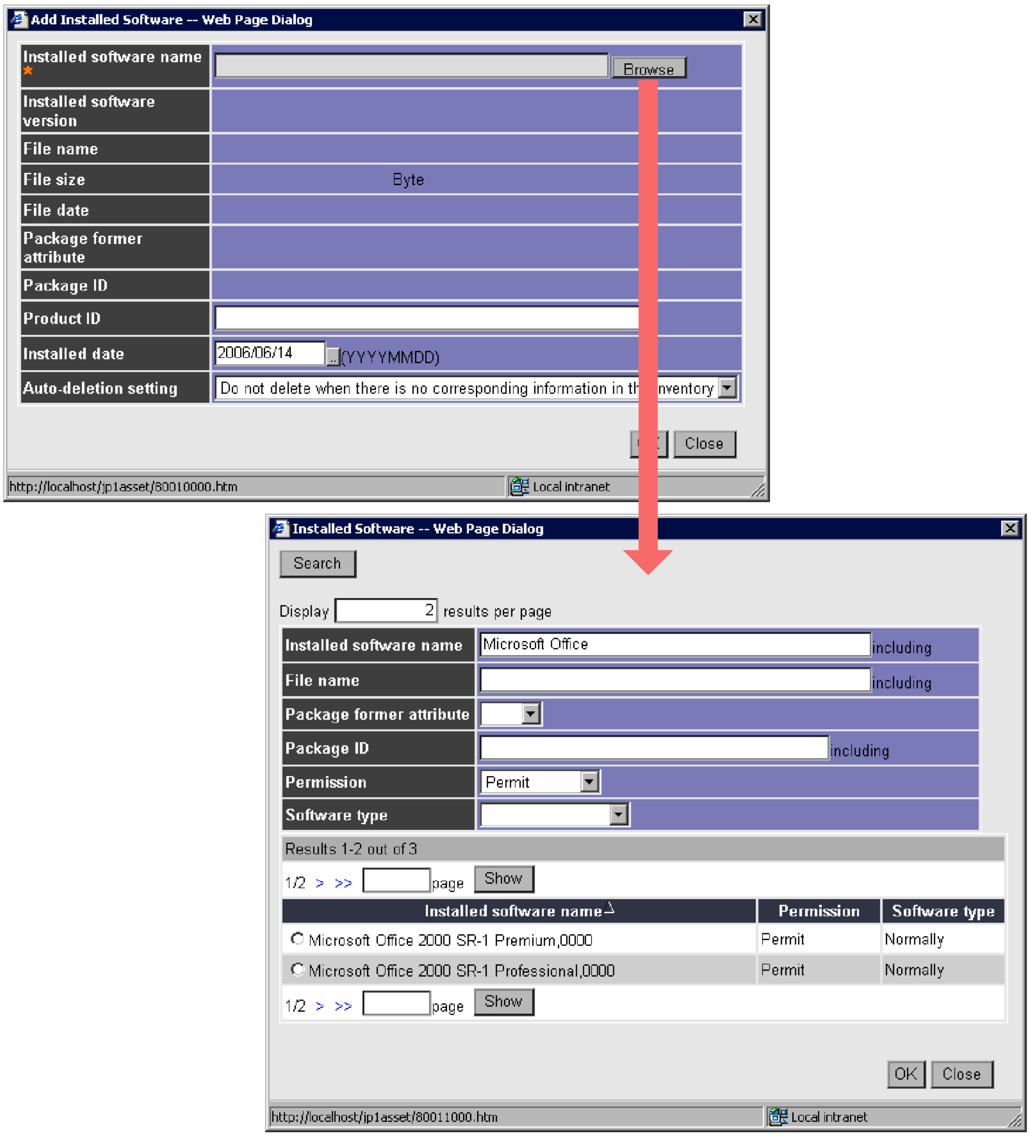
   The Installed Software dialog box closes, and the specified installed software information is added to the Add Installed Software dialog box.

5. Click the **OK** button.

   The specified information is registered.

The following figure shows the procedure for adding an installed software asset from the Add Installed Software dialog box.

Figure 2-100: Procedure for assigning an installed software asset



(4) Deleting an installed software asset

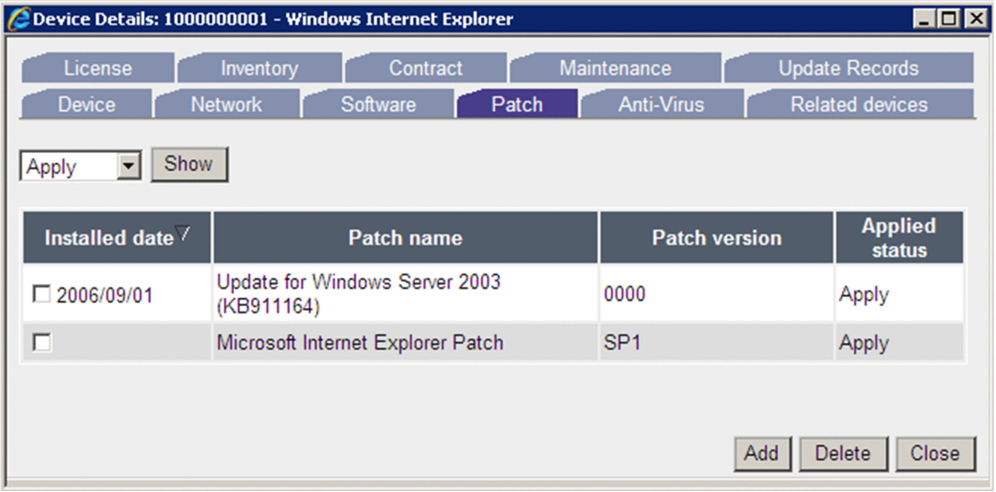
To delete an installed software asset, select its check box and then click the **Delete** button.

2.8.4 Browsing and adding patch information (Patch tab)

In the **Patch** tab in the Device Details dialog box, you can browse and add patch information for a device. In order to collect unapplied patch information from inventory information, you must link to JP1/Software Distribution 07-50 or later.

The following figure shows the **Patch** tab in the Device Details dialog box.

Figure 2-101: Patch tab in the Device Details dialog box



(1) Browsing patch information

To browse patch information:

1. Select the information that you wish to browse from the drop-down list.

   Select **Apply**, **Unapplied**, or both (no selection). To browse both **Apply** and **Unapplied** patch information, make no selection.

   When linking to a version of JP1/Software Distribution prior to 07-50, only applied patches can be searched for.

2. Click the **Show** button.

   The information about the specified patches is displayed.

(2) Adding patch information

To add an applied patch:

1. Click the **Add** button.

   The Add Patch dialog box is displayed.

2. Click the **Browse** button for the patch name.

The Browse Patch dialog box is displayed.

3. Specify search conditions as necessary, and click the **Search** button.

   The patch names that match the conditions are searched for.

   If you want to add new patch information, click the **Add** button and add the patch name and version from the displayed Add New Patch dialog box. When you click the **Add** button, the patch information is registered.

4. Select the radio button for the patch name to be registered, and click the **OK** button.

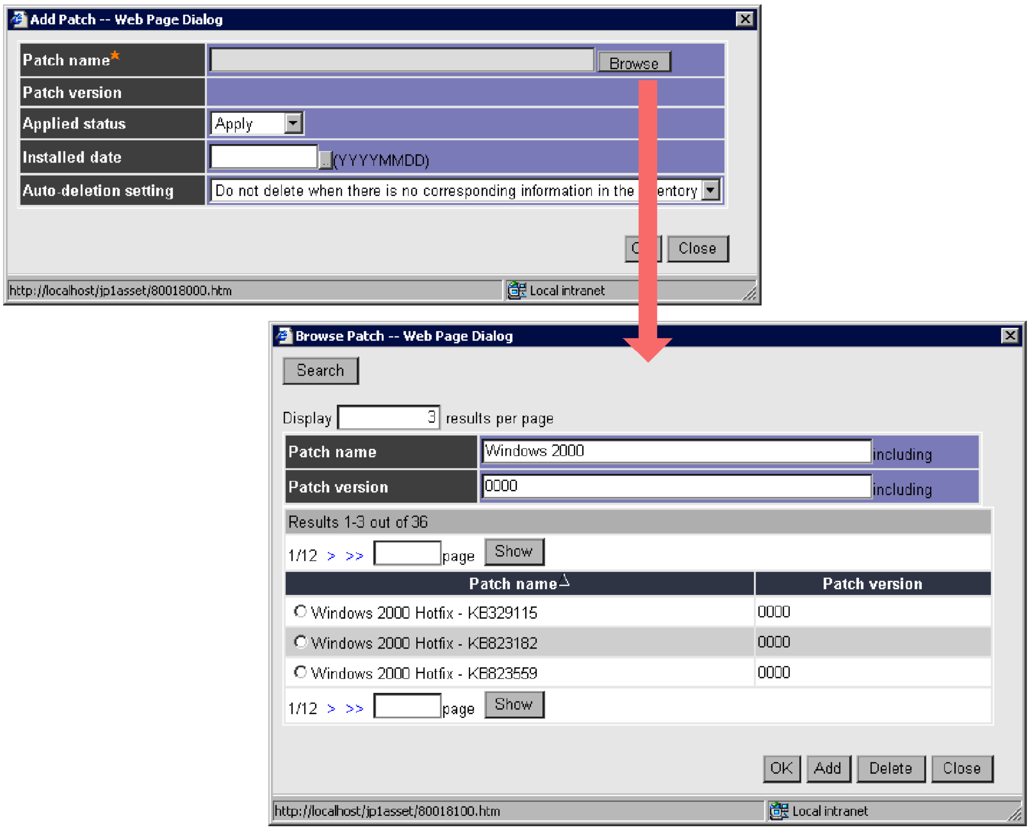
   The Browse Patch dialog box closes, and the specified patch information is added to the Add Patch dialog box.

5. Click the **OK** button.

   The specified information is registered.

The following figure shows the flow of adding a patch from the Add Patch dialog box.

Figure 2-102: Flow of adding an applied patch

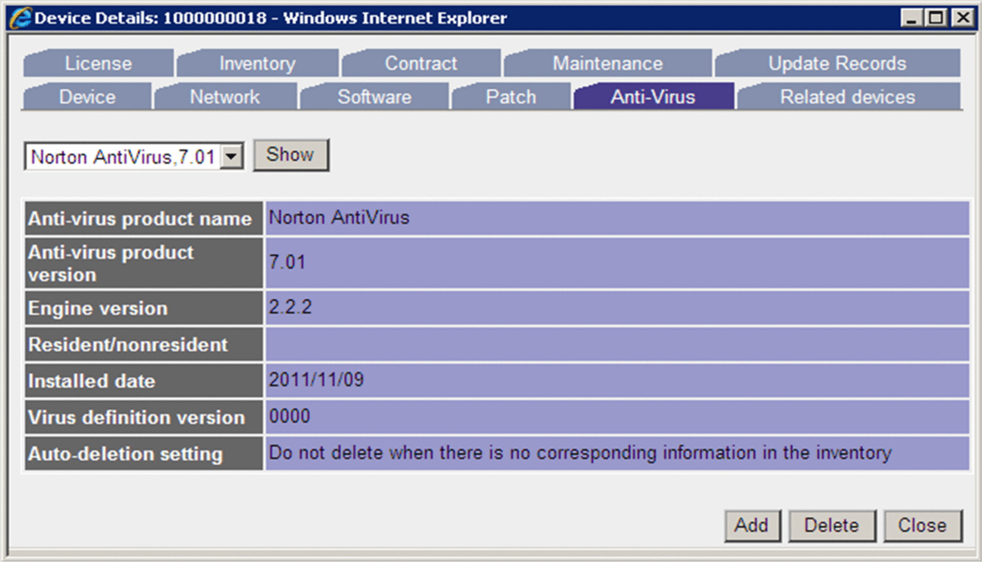


2.8.5 Browsing and adding anti-virus software (Anti-Virus tab)

In the Anti-Virus tab of the Device Details dialog box, you can browse and add virus definition information installed on a device.

The following figure shows the Anti-Virus tab of the Device Details dialog box.

Figure 2-103: Anti-Virus tab in the Device Details dialog box



(1) Browsing virus definition information

To browse virus definition information:

1. Select the information that you wish to browse from the drop-down list.

   The anti-virus product names and anti-virus product versions are displayed in a drop-down list. Select the information that you wish to display.

2. Click the **Show** button.

   The virus definition information for the selected information is displayed.

(2) Adding virus definition information

You can add information about the installed anti-virus software product.

To add virus definition information:

1. Click the **Add** button.

   The Add Anti-Virus Products dialog box is displayed.

2. Click the **Browse** button for the anti-virus product name.

   The Browse Anti-Virus Products dialog box is displayed.

3. Specify conditions as necessary, and click the **Search** button.

   Anti-virus product names that match the conditions are searched for.

4. Select the radio button for the anti-virus product name.

   To register a virus definition version, click the **Anti-virus product name** link, and on the Browse Virus Definition Version dialog box that is displayed, select the radio button for the anti-virus definition version that you wish to register.

5. Click the **OK** button.

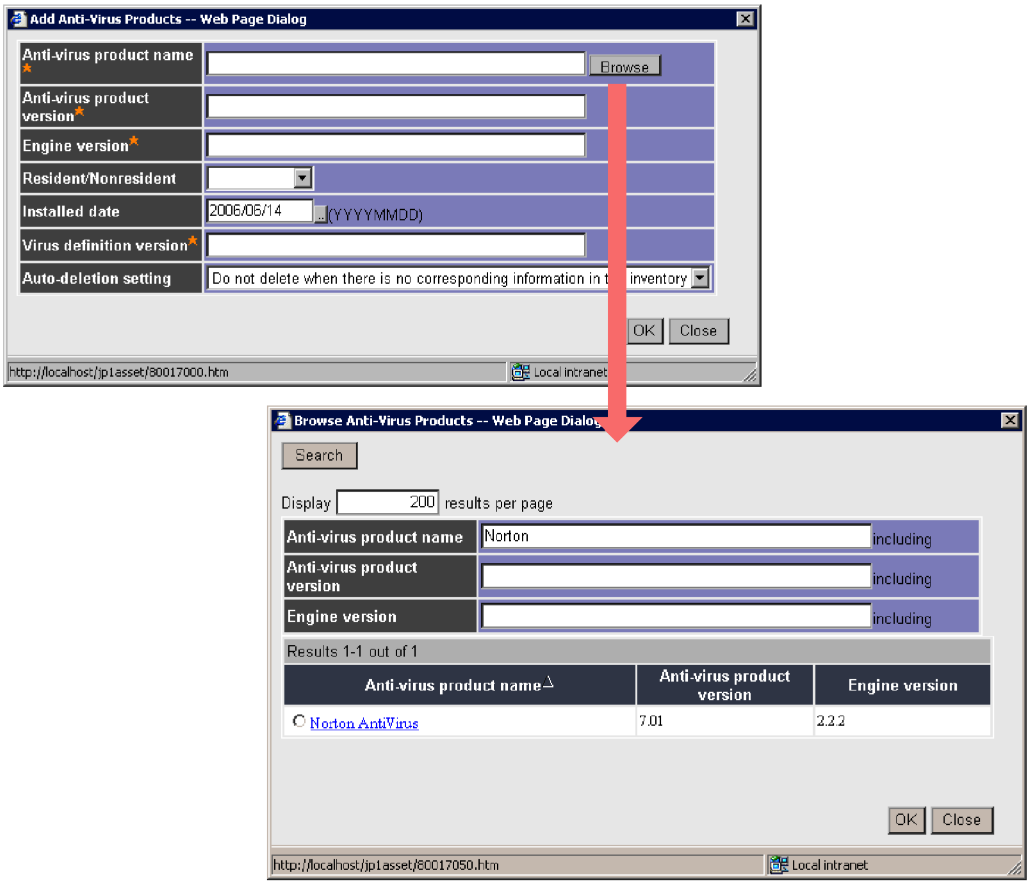
   The Browse Virus Definition Version dialog box closes, and the specified virus definition version information is added to the Add Anti-Virus Products dialog box.

6. Click the **OK** button.

   The specified contents are registered.

The following figure shows the flow of adding anti-virus software from the Add Anti-Virus Products dialog box.

Figure 2-104: Flow of adding installed anti-virus software

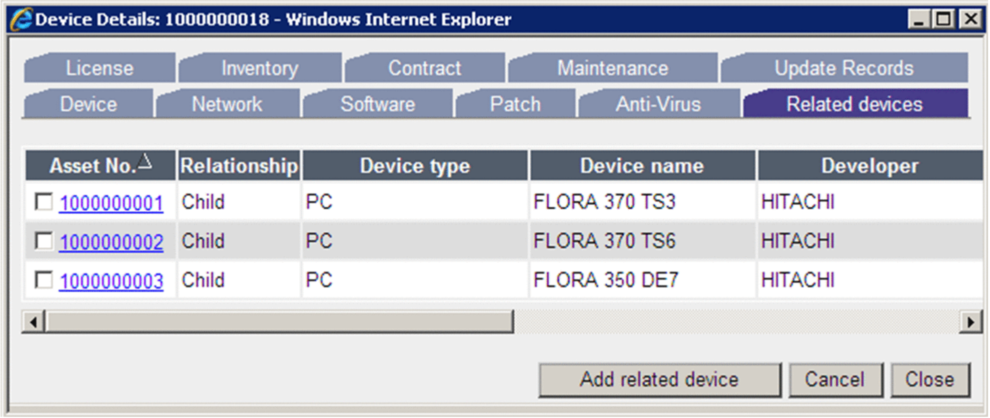


2.8.6 Viewing or changing related asset information (Related Devices tab)

You use the **Related devices** tab in the Device Details dialog box to view or edit the association of parent-child relationships among devices.

The following figure shows the **Related devices** tab in the Device Details dialog box.

Figure 2-105: Related Devices tab in the Device Details dialog box



(1) Associating devices

To associate devices using parent-child relationships:

1. Click the **Add related device** button.

   The Add Related Device dialog box is displayed.

2. Specify search conditions as necessary and click the **Search** button.

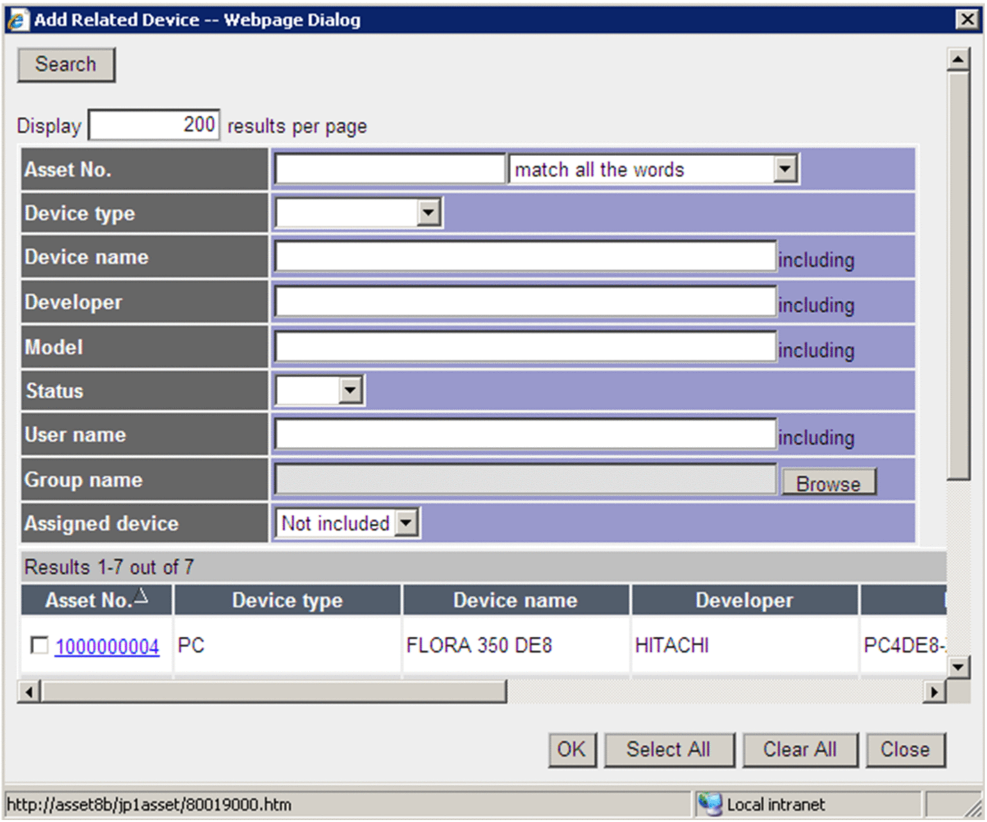
   A search is conducted for devices that satisfy the specified search conditions and do not already have an association with the device that will become the parent device.

3. Select the check box of the device that you want to associate with the device that will become the parent device, and click the **OK** button.

   The selected device is associated as a child asset of the device that has become the parent device, and the Add Related Device dialog box is closed.

The following figure shows the Add Related Device dialog box after a search has been performed for a device that matches the search conditions

Figure 2-106: Add Related Device dialog box



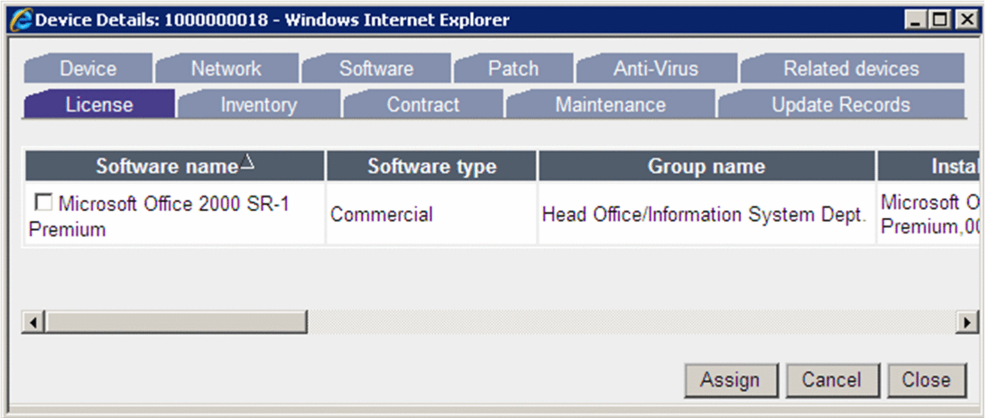
(2) Releasing device associations

To release a device association, select the check box of the device from which you wish to remove the association, and click the **Release** button.

2.8.7 Browsing and changing assigned license information (License tab)

In the **License** tab in the Device Details dialog box, you can view and edit information about the licenses assigned to a device. The following figure shows the **License** tab in the Device Details dialog box.

Figure 2-107: License tab in the Device Details dialog box



Software name displays the names of the software assets to which licenses have been assigned. **Installed software name** displays the names of the software assets that have been installed using the assigned licenses.

If the **Installed software name** column is blank, the licensed software asset has not been installed.

Clicking a link under **Asset No**. displays the Software Details dialog box, in which you can change the software information.

(1) Assigning a license to a device

To assign an *Install license* to the device for which the Device Details dialog box is displayed:

1. Click the **Assign** button.

   The Assign License dialog box is displayed.

2. Specify a search condition, if necessary, and then click the **Search** button.

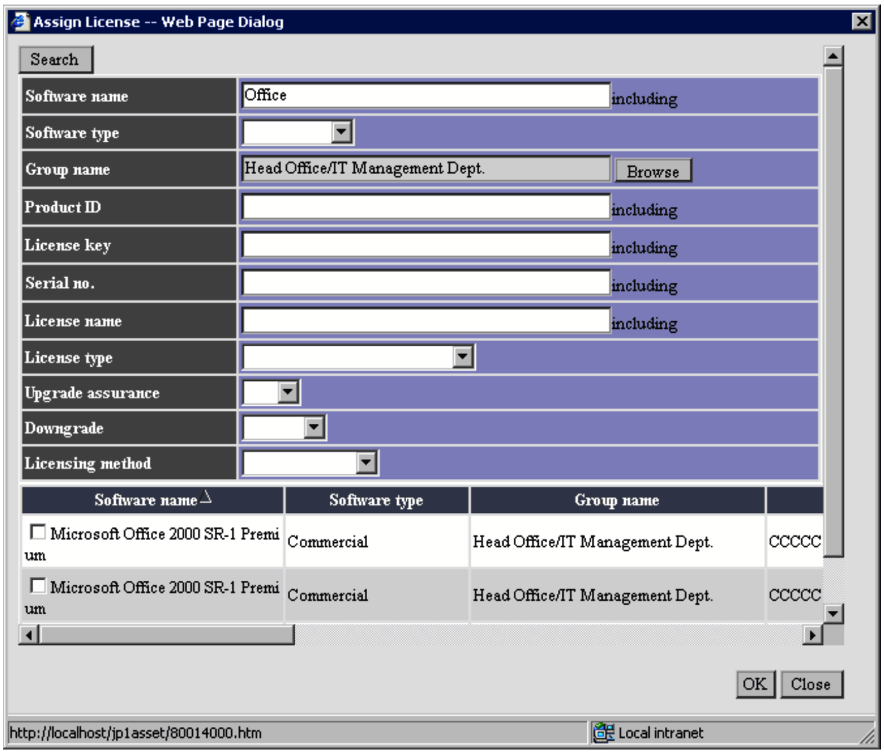
   Available *Install licenses* that satisfy the specified condition are retrieved.

3. Select the check box for the desired license, and then click the **OK** button.

   The Assign License dialog box closes, and the specified license is assigned.

The following figure shows the Assign License dialog box that displays the software assets for which licenses can be assigned.

Figure 2-108: Assign License dialog box



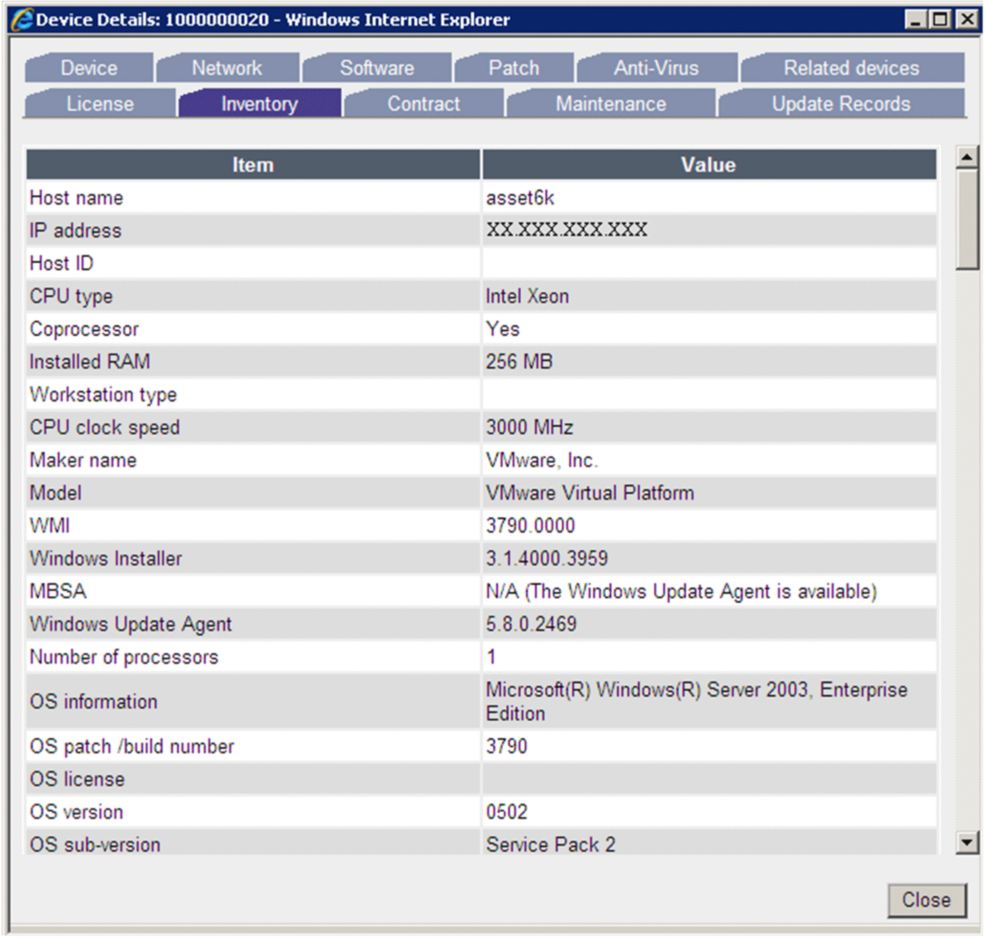
(2) Releasing a license assignment

To release an assigned license, select its check box, and then click the **Cancel** button.

2.8.8 Viewing inventory information (Inventory tab)

In the **Inventory** tab in the Device Details dialog box, you can directly view JP1/Software Distribution's inventory information for a device. This information is not displayed if the JP1/Software Distribution connection environment is not correct or the device has not been assigned for JP1/Software Distribution's inventory information. The following figure shows the **Inventory** tab in the Device Details dialog box.

Figure 2-109: Inventory tab in the Device Details dialog box

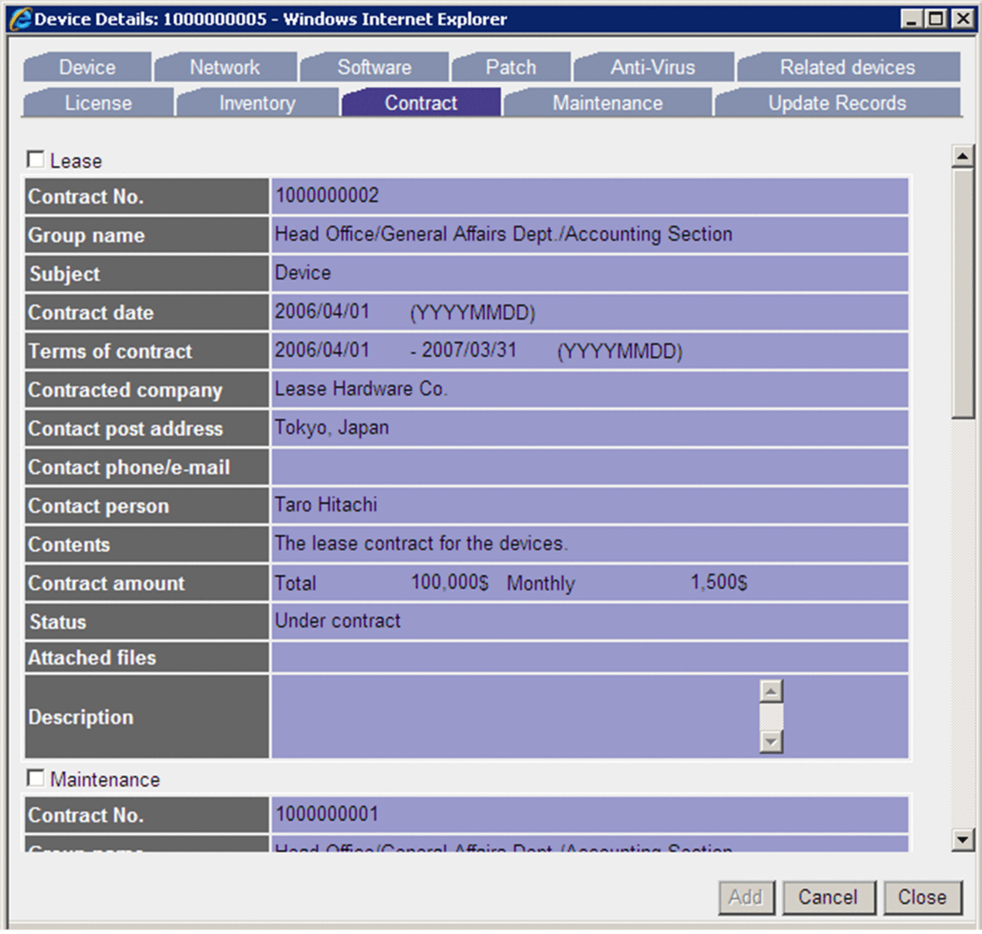


This list contains the most recent inventory information managed by JP1/Software Distribution that is available when the **Inventory** tab is displayed.

2.8.9 Viewing and changing contract information (Contract tab)

In the **Contract** tab in the Device Details dialog box, you can view details about maintenance, lease, and rental contracts, and register them. The following figure shows the **Contract** tab in the Device Details dialog box.

Figure 2-110: Contract tab in the Device Details dialog box



Note

The **Contract** tab displays the latest contract information that targets that device.

(1) Adding a contract

To add a contract:

1. Click the **Add** button.

   The Assign Contract dialog box is displayed.

2. Specify a search condition, if necessary, and then click the **Search** button.

   Contract information is searched for. To view details about a contract, click its **Contract No.**

To cancel, click the **Close** button.

3. Select the radio button for the desired **Contract No.**, and then click the **OK** button.

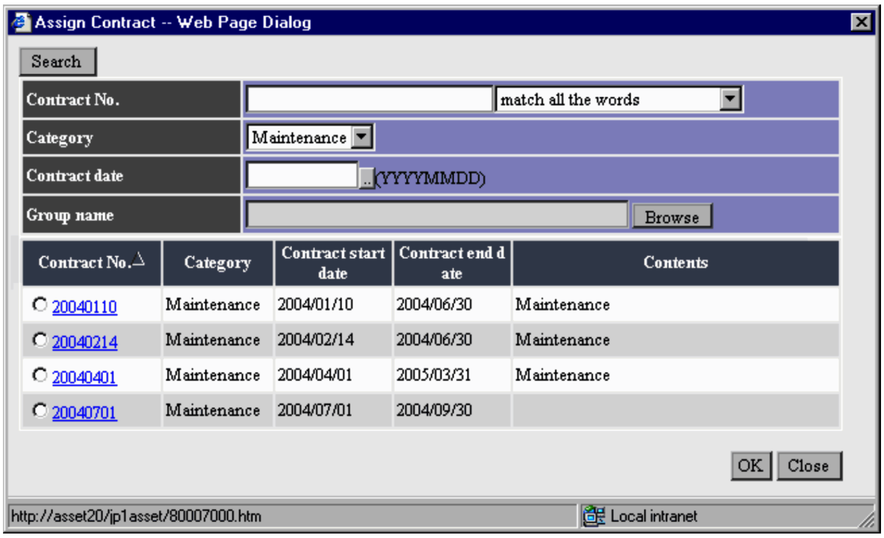
   The selected contract is added.

4. Click the **Close** button.

   The Assign Contract dialog box closes.

The following figure shows the Assign Contract dialog box that displays the contracts that can be registered.

Figure 2-111: Assign Contract dialog box



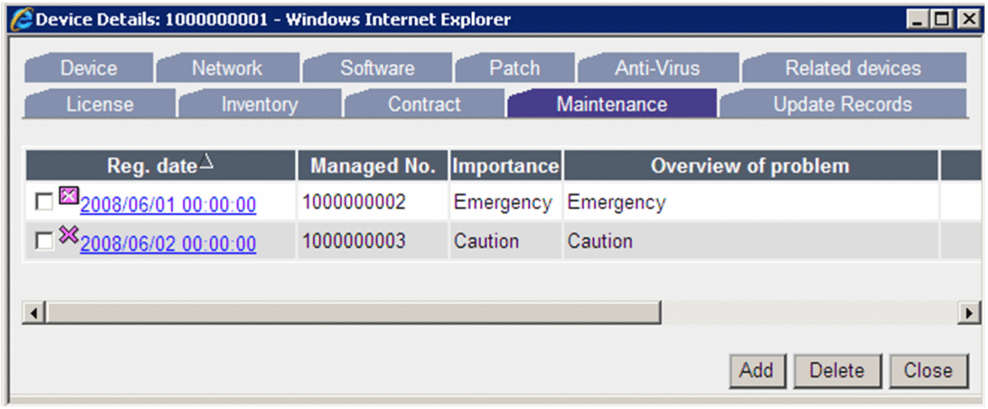
(2) Canceling a contract

To cancel a contract, select the check box for the contract that you wish to cancel, and click the **Cancel** button.

2.8.10 Viewing and changing the maintenance log (Maintenance tab)

In the **Maintenance** tab in the Device Details dialog box, you can view and change information about the errors that occurred in the past and how they were handled. The following figure shows the **Maintenance** tab in the Device Details dialog box.

Figure 2-112: Maintenance tab in the Device Details dialog box



Clicking a link under **Reg. date** displays details about that portion of the maintenance log.

(1) Registering completion of maintenance

This section describes the procedure for registering information about an action and completion of maintenance. In the case of a JP1 event or an SNMP trap, action completion can also be reported to JP1/IM at the same time.

To register completion of maintenance:

1. Click the **Reg. date** link for the maintenance log information whose action information you wish to register.

   The Maintenance Log Details dialog box is displayed.

2. Click the **Edit** button.

   The Edit Maintenance Log dialog box is displayed.

3. In **Overview of solution**, specify appropriate information, and change **Status** to **Complete**.

4. Click the **Update** button.

   The maintenance log is updated based on the specified information.

5. Click the **Complete** button.

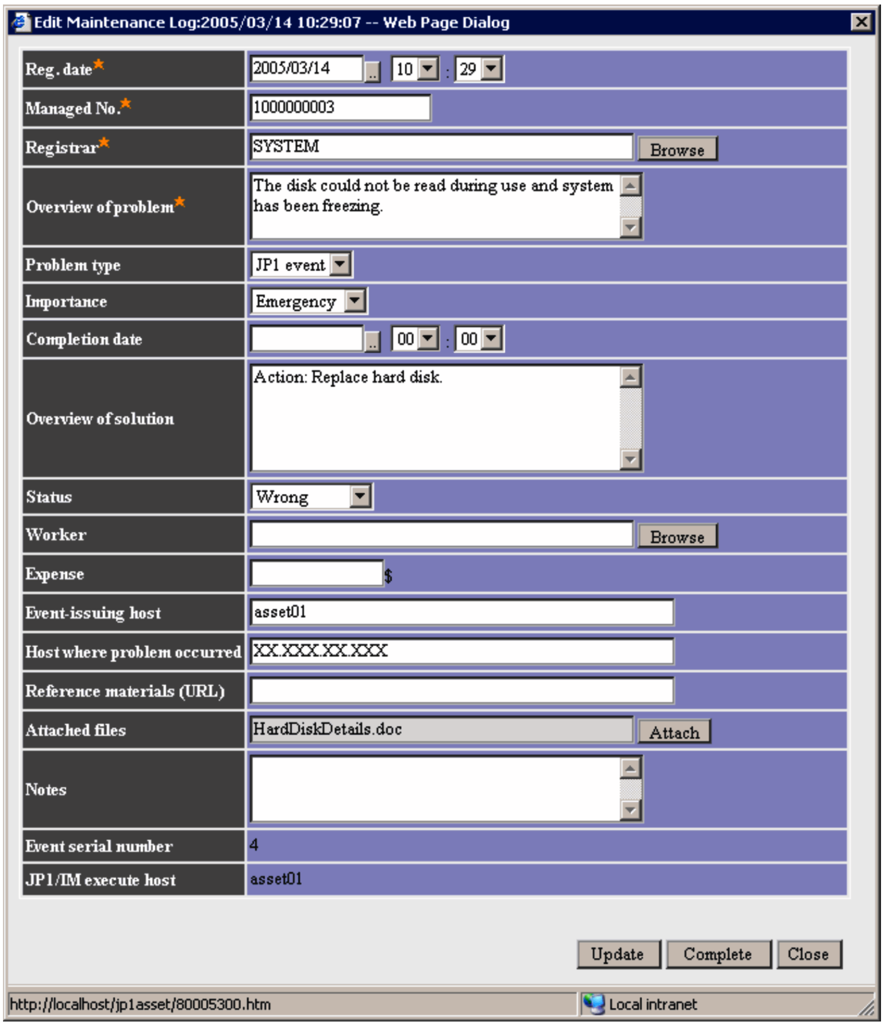
   Action completion is reported to JP1/IM, and the status of the corresponding JP1 event is set to `Complete`.

6. Click the **Close** button.

   The Edit Maintenance Log dialog box closes.

The following figure shows the Edit Maintenance Log dialog box in which an overview of the solution is specified.

Figure 2-113: Edit Maintenance Log dialog box



(2) Registering maintenance log information

To register maintenance log information:

1. Click the **Add** button.

   The Add Maintenance Log dialog box is displayed.

   Items identified by a star (★) are mandatory.

By default, **Problem type** displays only **User Registered**. In **Status**, specify the status after the error.

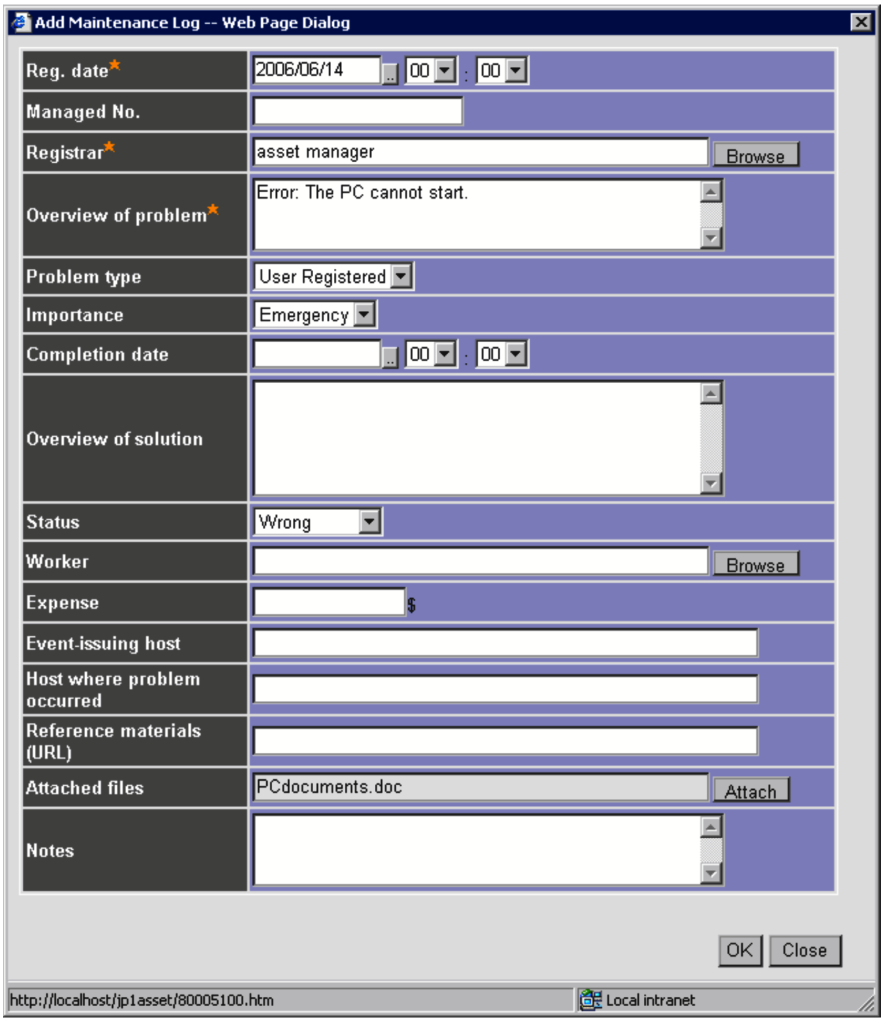
To cancel, click the **Close** button.

2. Click the **OK** button.

The specified maintenance log information is registered.

The following figure shows the Add Maintenance Log dialog box in which an overview of the problem is displayed.

Figure 2-114: Add Maintenance Log dialog box



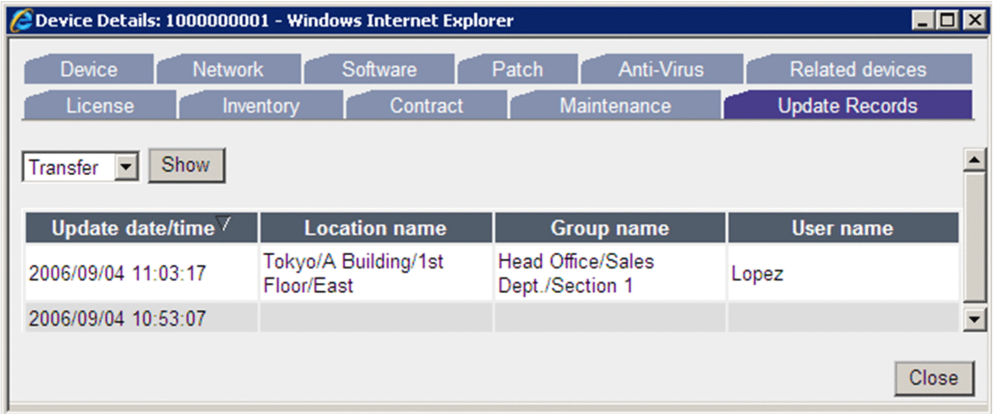
(3) Deleting maintenance logs

To delete maintenance logs, select the check box for the maintenance log that you wish to delete, and click the **Delete** button.

2.8.11 Browsing update history (Update Records tab)

In the **Update Records** tab in the Device Details dialog box, you can browse the transfer log, the device change log, and the change log for software installed on devices. The following figure shows the **Update Records** tab in the Device Details dialog box.

Figure 2-115: Update Records tab in the Device Details dialog box



To browse the change log:

1. Select the information that you wish to browse from the drop-down list.

   Select **Transfer**, **Hardware**, or **Software**.

2. Click the **Show** button.

   The change log for the selected information is displayed.

Chapter

3. Executing Asset Management Jobs That Use Items

This chapter describes how to execute asset management jobs using the **Item** job category. Each section title shows the selected menu in parentheses.

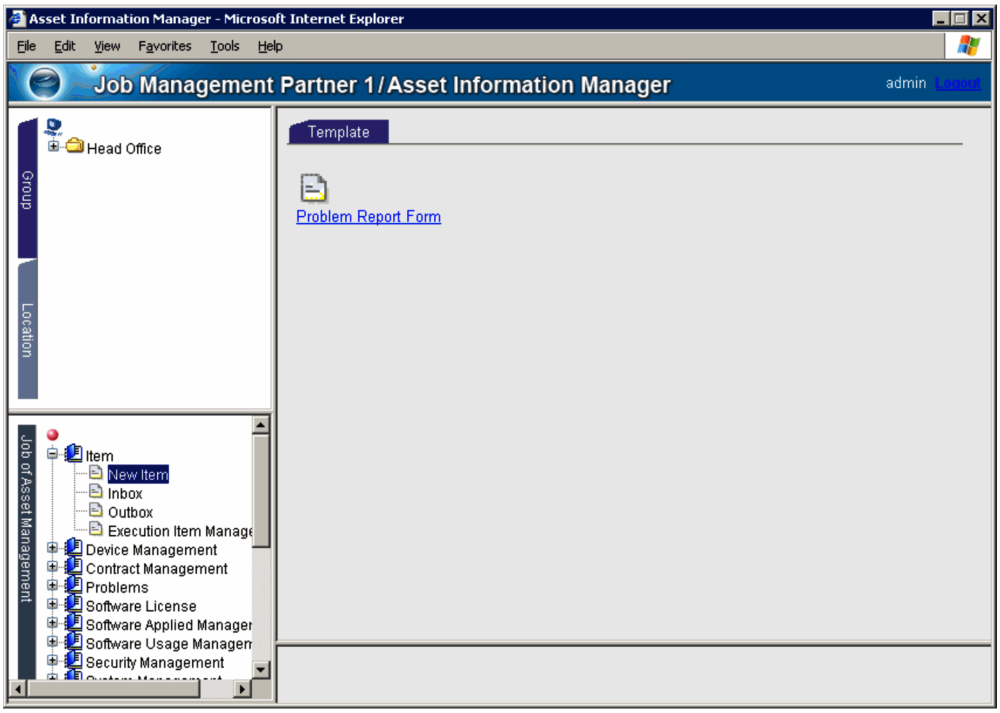
The FAQ section contains important information about creating and processing Items.

3.1 Creating Items (New Item)

This section explains how to create new Items and make an application.

New Items are created from the New Item window, which is displayed by clicking the **New Item** job menu. The following figure shows the New Item window.

Figure 3-1: New Item window



The Items that can be used are displayed on the New Item window in different tabs according to Item category.

Four sample Items are provided by default: a **Problem Report Form**, a **Software Distribution Application Form**, an **Equipment Deployment Request Form**, and an **Equipment Order Request Form**. If an Item's status is changed to **Exhibit**, it is displayed in the **Template** tab and becomes available for use.

The following table shows the purposes of Items and their official authorities (users authorized to use each Item).

Table 3-1: Purposes of using Items and official authorities

Item	Purpose	Official authority
Problem Report Form	Request resolution when a problem occurs with an asset.	Problem receiver
		Problem solver
Software Distribution Application Form	Request distribution when software distribution is required.	Distribution manager
Equipment Deployment Request Form	Request deployment when equipment is to be newly deployed.	Approval user
		Receiver user
		Distribution user
Equipment Order Request Form	Issuance of a purchase order when the equipment required to fulfill a deployment request is not in stock.	Order user
		Recipient

Operational efficiency is enhanced when Items such as these are used as templates that can be edited to define new Items. For details about how to edit the provided sample Items and define official authorities, see *10.7 Changing registered items* or *10.2 Defining authority for processing the item (Official Authority)* in the *Planning and Setup Guide*.

For details about how to define official authorities, see *10.2 Defining authority for processing the item (Official Authority)* in the *Planning and Setup Guide*.

If there are no exhibit Items and no Items that can be created under the official authority assigned to the logged-in user, **There are no usable items** is displayed in the New Item window.

3.1.1 Creating new Items

To create a new Item and send it to the next worker:

1. In the tab for the appropriate category in the New Item window, click the link to the type of Item that you wish to create.

   The Item window is displayed.

2. Enter the required information for the Item.
3. Click the button to send the Item.

   The Select Destination dialog box is displayed.

4. Click the **User name** link, and then specify a user who has the official authority

to execute the next processing.

The default send destination user is the user who holds the appropriate official authority and who belongs to the same group (or a superior group) as the user who sends the Item.

To send to a user other than the displayed default user, specify the appropriate user.

5. Click the **Edit Mail** button.

   The Edit of Notification Mail dialog box is displayed.

   Edit the email subject line and body text to notify the recipient of the Item's arrival.

   If you do not wish to send an email, select the **Mail is not transmitted** check box on the Select Destination dialog box, and then skip steps 5 and 6.

6. Click the **Add** button.

   The Edit of Notification Mail dialog box closes and the edited email is registered.

7. Click the **OK** button.

   The Select Destination dialog box and the Item window close, and the Item is sent to the user specified as the send destination.

   The sent Item is displayed in the outbox.

   If the setting for sending out a notification when an Item arrives is enabled, an email is sent to the destination user. If a substitute has been specified for the user who has been set to receive the Item and also an email notification has been set to be sent to that substitute in the Server Setup dialog box, then an email will also be sent to the substitute.

   For details about specifying a substitute, see *3.2.2 Specifying a substitute*. For details about setting that a substitute is to be notified by email about an Item, see *5.3.5 Setting Mail Notification Information* in the *Planning and Setup Guide*.

   Note that you must click the **Save** button to save an Item while it is being created. The saved Item appears in the Outbox. At this time, the Item status becomes **Creating**.

Note

- When an Item is sent, an email notification might be sent depending on whether an email address was registered in the user management information. If there is no registered email address for the user set as the email send destination, the email is not sent. If no email address has been registered for the Item handler (email sender), the email address specified for **Sender's e-mail address** in the Server Setup dialog box is used as the sender's email address.

- If a substitute for an Item is to be notified by email, the email address of the user set as the Item's substitute must be registered as user information.

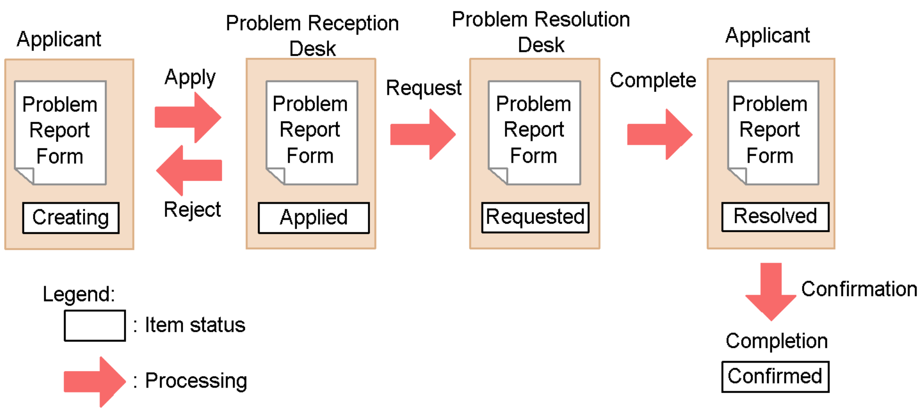
3.1.2 Example of creating a Problem Report Form

This section explains how to create Items, using as an example the Problem Report Form that is provided by Asset Information Manager.

When you actually use a Problem Report Form, you will have to change the Item's status to **Exhibit**. For details about how to change the status of an Item, see *10.4.6 Definition example of Item window* in the *Planning and Setup Guide*.

The following figure shows the processing flow and status transitions of a Problem Report Form.

Figure 3-2: Processing flow and status transitions of a Problem Report Form



A Problem Report Form can be used to execute a series of operations when a problem occurs in an asset, from applying for, requesting, and implementing corrective measures, through confirming that the measures resolved the problem.

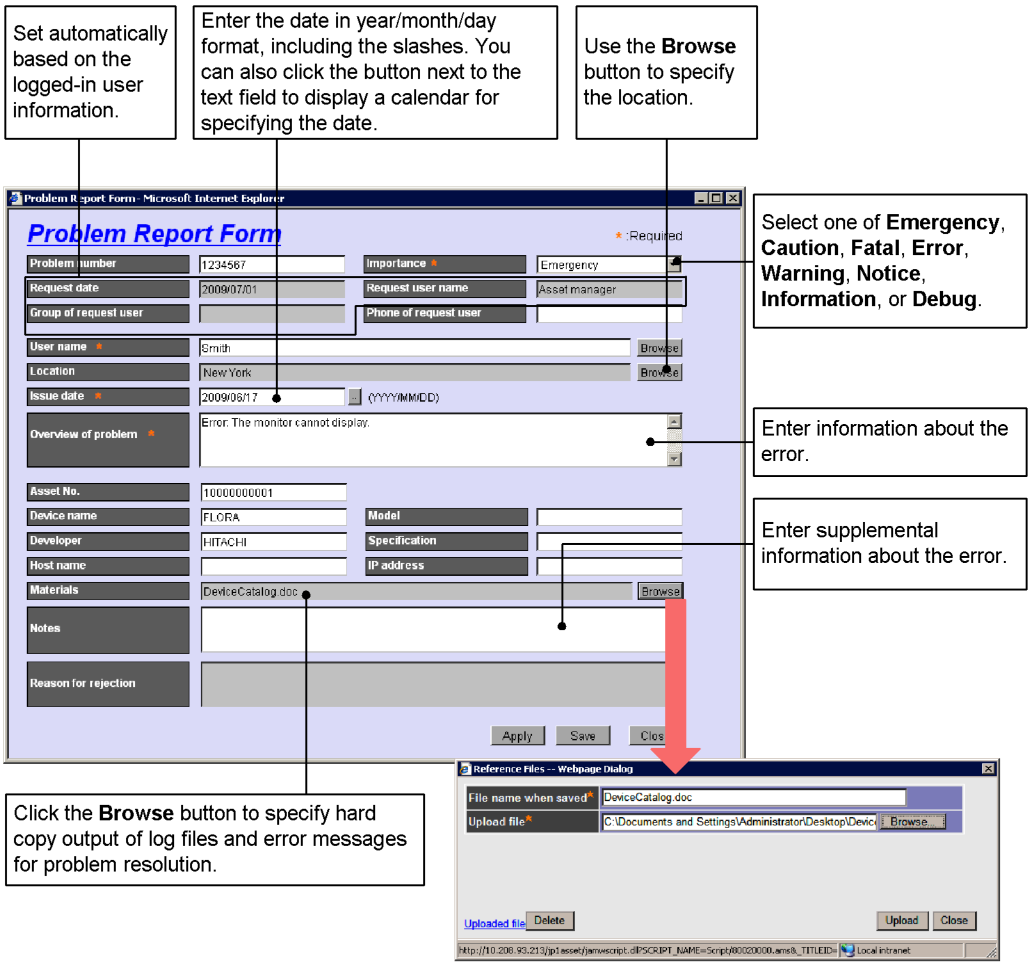
The subsections below describe how each worker operates the Item window. Each subsection title displays in parentheses the person or group responsible for that work.

(1) Application for problem resolution measures (applicant)

This is the person who is first contacted when a problem occurs and who applies for corrective measures. Fields marked with a star (★) are mandatory; other fields are entered as necessary.

The following figure shows how to specify each field on the applicant's Problem Report Form.

Figure 3-3: Problem Report Form at time of application (applicant)



- **Apply** button

  Applies for problem resolution on the basis of the specified contents. Once submitted, the Item is sent to the Inbox of the worker at the problem reception desk, and the Item's status becomes **Applied**.

- **Save** button

  Saves the specified contents without submitting the application. When saved, the Item appears in the applicant's Outbox, and the Item's status becomes **Creating**.

- **Close** button

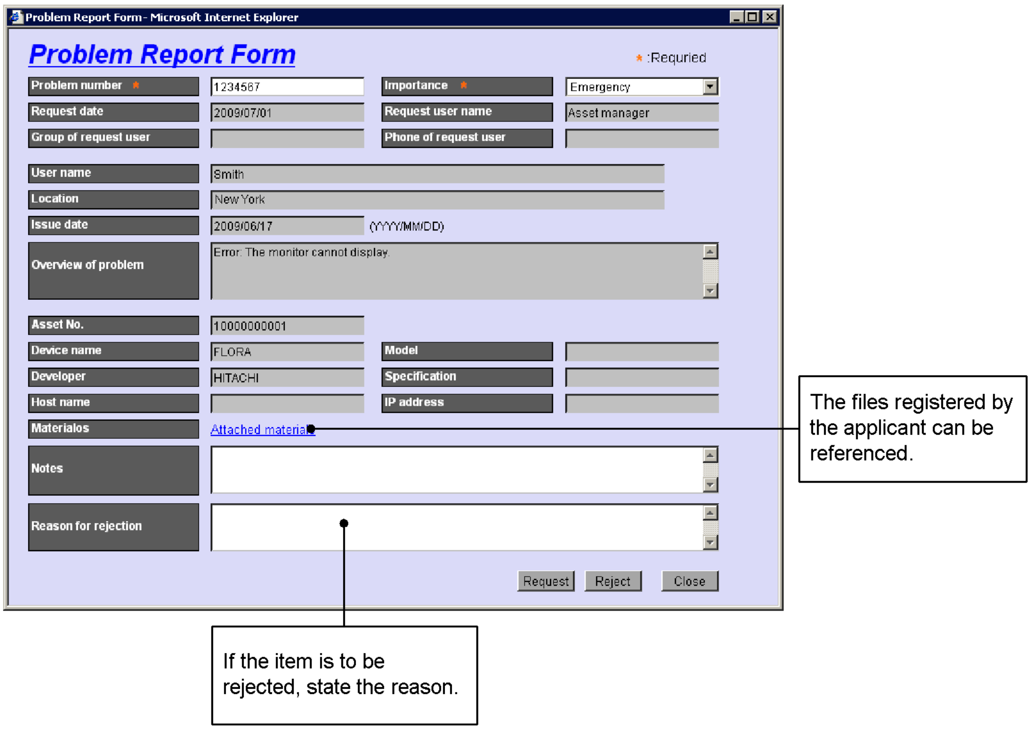
  Cancels creation of the application.

(2) Receiving the problem (Problem Reception Desk)

This person checks the contents of the application submitted on the Problem Report Form and requests resolution measures. The fields that can be edited at this time are **Problem number**, **Importance**, **Notes**, and **Reason for rejection**. Fields marked with a star (★) are mandatory.

The following figure shows how to specify each field on the problem acceptance desk's Problem Report Form.

Figure 3-4: Problem Report Form at time of request (Problem Reception Desk)



- **Request** button

  Checks the contents of the application and requests corrective measures for the problem. Once requested, the Item is sent to the Inbox of the problem solver, and the Item's status becomes **Requested**.

- **Reject** button

  Rejects the application. Once rejected, the Item is sent back to the Inbox of the applicant, and the Item's status becomes **Creating**. The reasons for rejection should be noted in **Reason for rejection**.

- **Close** button

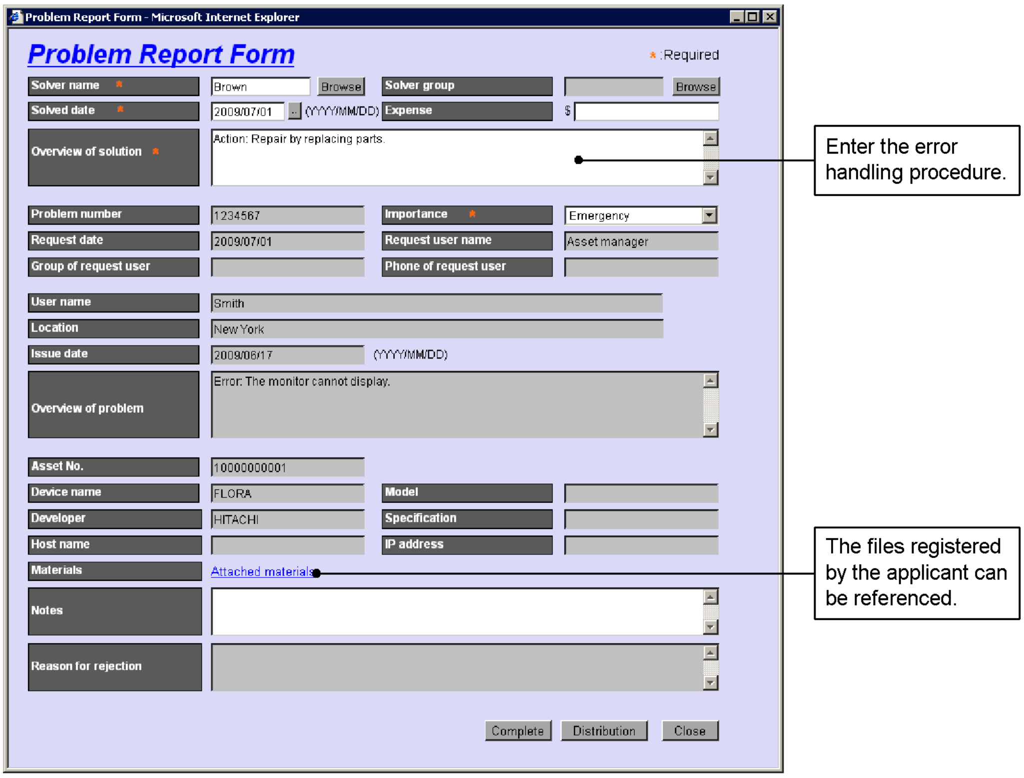
  Closes the Item window.

(3) Problem resolution measures (Problem Resolution Desk)

Once the problem has been resolved, the applicant is notified of the resolution. The fields that can be edited at this time are **Solver name**, **Solver group**, **Solved date**, **Expense**, **Overview of solution**, **Importance**, and **Notes**. Fields marked with a star (★) are mandatory.

The following figure shows how to specify each field on the problem resolution group's Problem Report Form.

Figure 3-5: Problem Report Form when resolution has been completed (Problem Resolution Desk)



- **Complete** button

  Reports resolution of the reported problem. Once resolution has been completed, the Item is sent to the Inbox of the applicant, and the Item's status becomes **Resolved**.

- **Distribution** button

  Enables application for distribution of software, if required by the problem resolution. Displays the Item window for applying for software distribution.

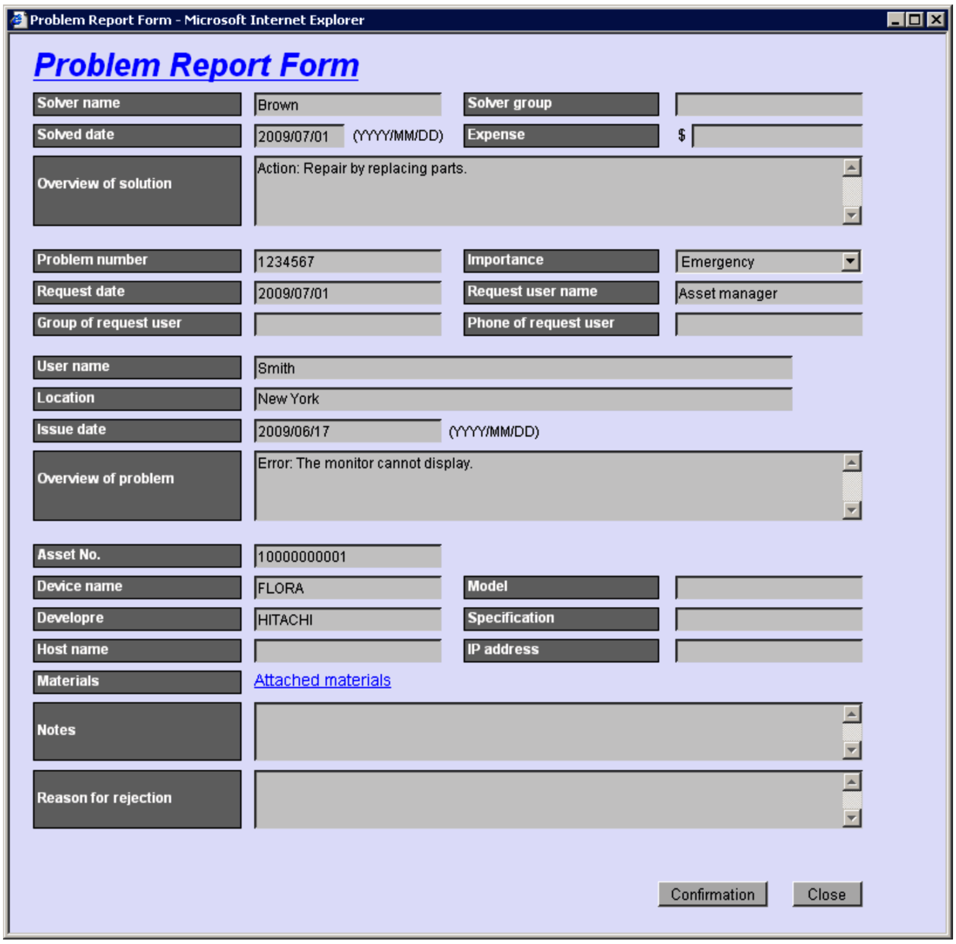
- **Close** button

  Closes the Item window.

(4) Confirming the resolution results (applicant)

Completion of application of the corrective measures should be confirmed. Once the applicant confirms that the corrective measures have been implemented successfully, the Item's processing is complete. The following figure shows the Problem Report Form used by the applicant for confirmation.

Figure 3-6: Problem Report Form when confirming (applicant)



The applicant can check the contents of the Item but cannot edit any of the fields. If there is a problem with the corrective measures, a new Item must be created.

The applicant browses and confirms the contents of the Item.

- **Confirmation** button

  Confirms that the corrective measures have resolved the problem. Once confirmed, the Item's status becomes **Confirmed**.

- **Close** button

  Closes the Item window.

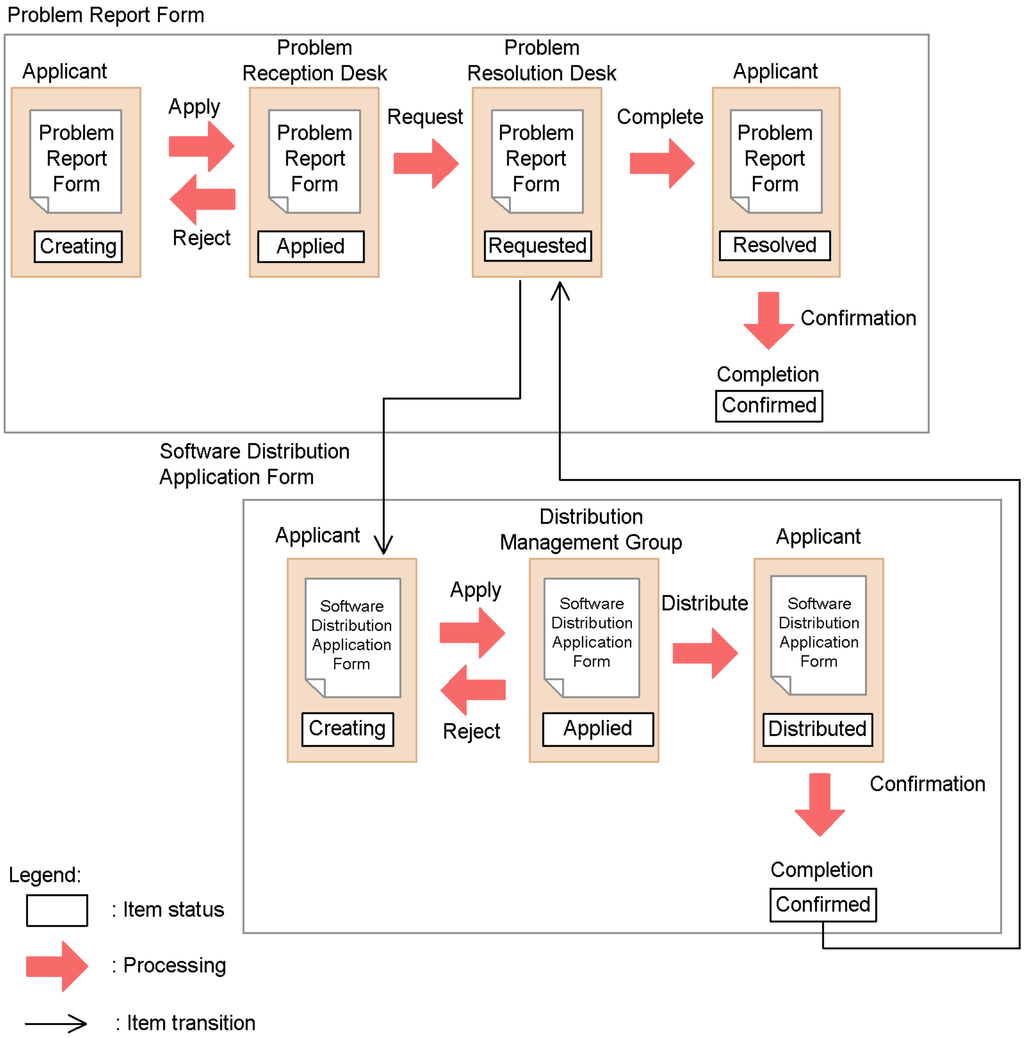
3.1.3 Example of using the provided sample Items

The four sample Items provided on the **New Item** job menu are the Problem Report Form, Software Distribution Application Form, Equipment Deployment Request Form, and Equipment Order Request Form. These Items can be used individually, but they can also be used in pairs, such as the Problem Report Form and the Software Distribution Application Form, or the Equipment Deployment Request Form and the Equipment Order Request Form. This section presents examples of using the provided sample forms for problem resolution and for equipment deployment.

(1) Resolving a problem by distributing software

The following figure shows the flow of problem resolution using the provided sample Problem Report Form and Software Distribution Application Form Items to distribute software.

Figure 3-7: Flow of software distribution to resolve a problem



The following explains the Item operations for resolving a software problem.

(a) Problem Report Form

The Problem Report Form Item is used when a problem occurs with an asset. It executes processing to describe the problem, apply for and request resolution, resolve the problem, and confirm that the problem has been resolved.

The following are the operations performed by each of the workers involved with a Problem Report Form:

- Applicant

  When a problem occurs with an asset, the applicant notes the details of the problem, such as the date of occurrence and the nature of the problem, and creates a Problem Report Form. The applicant clicks the **Apply** button to submit the application.

  Files can be attached to the Problem Report Form. The applicant can also save an Item while in the process of creating it.

- Problem Reception Desk

  The problem receiver checks the contents of the Problem Report Form application. If resolution is necessary, the problem receiver assigns a problem number and clicks the **Request** button to send the Item to the problem resolution desk. If rejection is appropriate, the problem receiver notes the reasons that corrective measures are not required and clicks the **Reject** button to return the Item to the applicant.

- Problem Resolution Desk

  A worker at the problem resolution desk receives the request, determines the corrective measures that will resolve the problem, notes those measures, and then clicks the **Complete** button to return the Item to the applicant. If a problem with a software program requires distribution of an upgrade version, the worker at the problem resolution desk clicks the **Distribution** button, and on the displayed **Software Distribution Application Form** Item window instructs distribution of the appropriate software.

- Applicant

  The applicant confirms that the problem was resolved by the corrective measures and clicks the **Confirmation** button to complete the Item.

For details about how to create a Problem Report Form, see *3.1.2 Example of creating a Problem Report Form*.

(b) Software Distribution Application Form

The Software Distribution Application Form Item is used to apply for distribution of software and to execute distribution and confirmation processing.

The following are the operations performed by each of the workers involved with a Software Distribution Application Form:

- Applicant

  If, after receiving an Item reporting a software problem, the problem resolution desk determines that distributing an upgraded version of the software is required, the worker at the problem resolution desk notes the asset to which distribution is to be made, the title and version of the software, and other details, and creates a

Software Distribution Application Form. The worker at the problem resolution desk becomes the applicant by clicking the **Apply** button to issue the application for software distribution. This worker can also save the Item while it is being created.

- Distribution Management Group

  A worker in the distribution management group distributes the software by specifying the package containing the version of the software program requested in the Software Distribution Application Form and clicking the **Distribute** button. If rejection of the request is appropriate, this worker notes the reason (for example, no upgraded version of the software exists) and clicks the **Reject** button to return the Item to the applicant.

- Applicant

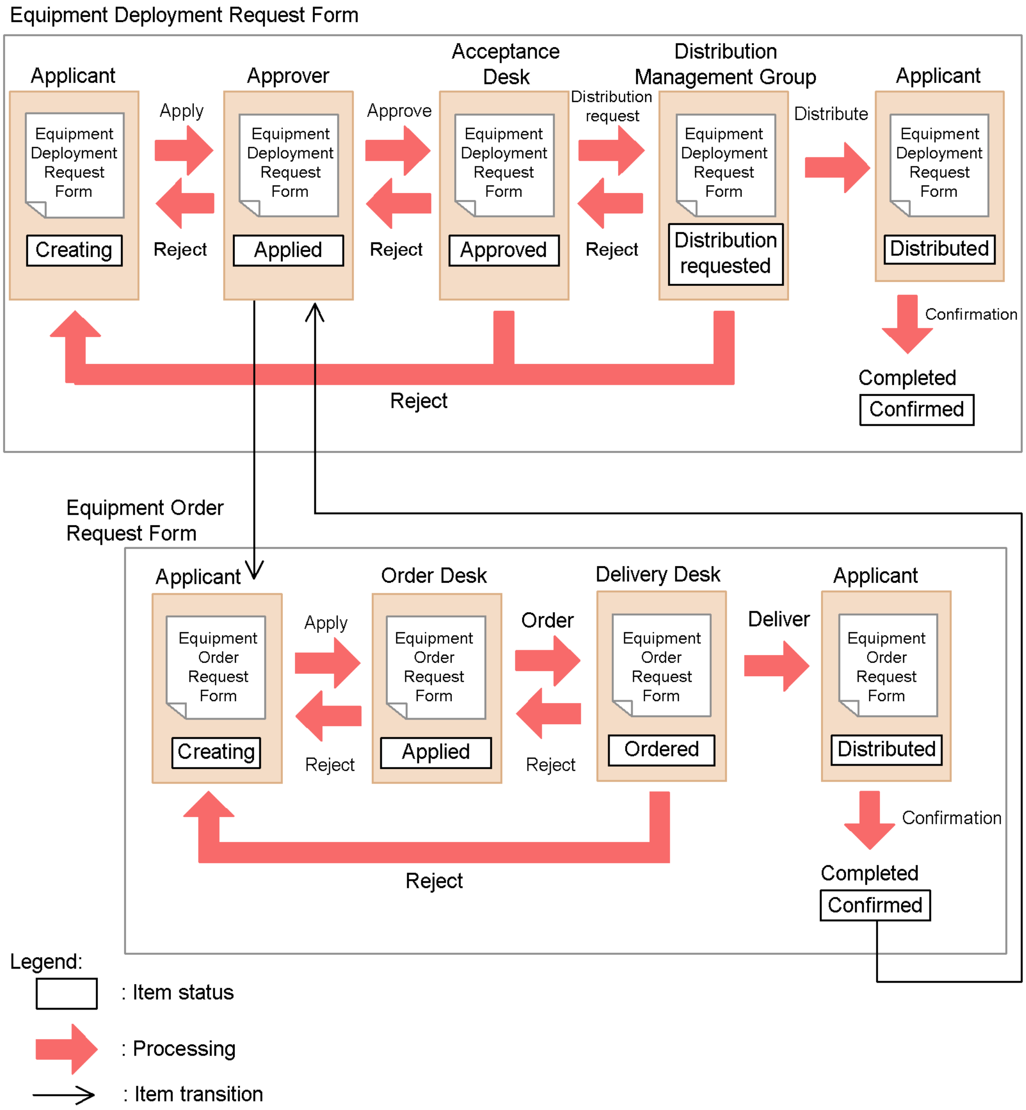
  The applicant confirms that the requested software was distributed and clicks the **Confirmation** button to complete the Item.

  The applicant can then note the resolution measures in the Problem Report Form, click the **Complete** button, and send the Item to the Problem Report Form's problem resolution desk.

(2) Ordering and deploying requested equipment

The following figure shows the flow of using the provided sample Equipment Deployment Request Form and Equipment Order Request Form Items to deploy equipment.

Figure 3-8: Flow of equipment deployment



The following explains the Item operations for deploying equipment:

(a) Equipment Deployment Request Form

The Equipment Deployment Request Form Item is used to request deployment of new equipment. It executes the processing for application, request, distribution, and completion of deployment of equipment.

The following are the operations performed by each of the workers involved with an Equipment Deployment Request Form:

- Applicant

  When new equipment is to be deployed, the applicant notes the equipment type and name, model, specifications, and other details, and creates an Equipment Deployment Request Form. The applicant clicks the **Apply** button to apply for equipment deployment. The applicant can also save an Item while still in the process of creating it.

- Approval user

  The approver checks the submitted Equipment Deployment Request Form application, approves it, and clicks the **Approve** button to send the Item to the acceptance desk. If rejection is appropriate, the approver notes the reasons why the software is not required and clicks the **Reject** button to return the Item to the applicant.

- Acceptance Desk

  A worker at the acceptance desk checks whether the equipment requested in the Equipment Deployment Request Form is in stock. If the equipment is in stock, the worker reserves it and clicks the **Request Distribution** button to send the Item to the distribution management group.

  If the equipment is not in stock, the worker clicks the **Order** button on the displayed Equipment Order Request Form Item window to initiate a purchase order for the equipment. When the equipment becomes available, the worker reserves it for deployment and clicks the **Request Distribution** button to send the Item to the distribution management group.

- Distribution Management Group

  A worker in the distribution management group notes the pertinent information about the distributed equipment, including the user, group, location, and other details, and clicks the **Distribute** button to send the Item to the applicant.

- Applicant

  The applicant confirms that the requested equipment has been deployed and clicks the **Complete** button to complete the Item.

(b) Equipment Order Request Form

The Equipment Order Request Form Item is used to apply for, issue a purchase order for, provide, and confirm installation of equipment.

The following are the operations performed by each of the workers involved with an Equipment Order Request Form:

- Applicant

A worker at the acceptance desk receives the approved application for equipment deployment. If the equipment is not in stock, the worker notes the specifications and other details about the asset that is to be distributed, creates an Equipment Order Request Form, and then clicks the **Apply** button to request a purchase order for the equipment. This worker can also save the Item while it is being created.

- Order Desk

  A worker at the order desk checks the order request, determines whether it is covered by the budget, and if there are no problems clicks the **Order** button to submit a purchase order for the equipment. If there is a problem with placing the order, the worker notes the reason, such as no funds in the budget, and then clicks the **Reject** button to return the Item to the applicant.

- Delivery Desk

  A worker at the delivery desk checks that the ordered equipment has been delivered and creates and uploads a list of the received equipment. The worker then clicks the **Delivery** button to register the requested equipment and send the Item to the applicant. If the equipment cannot be obtained, the worker clicks the **Reject** button to return the Item to the applicant or to the order desk.

- Applicant

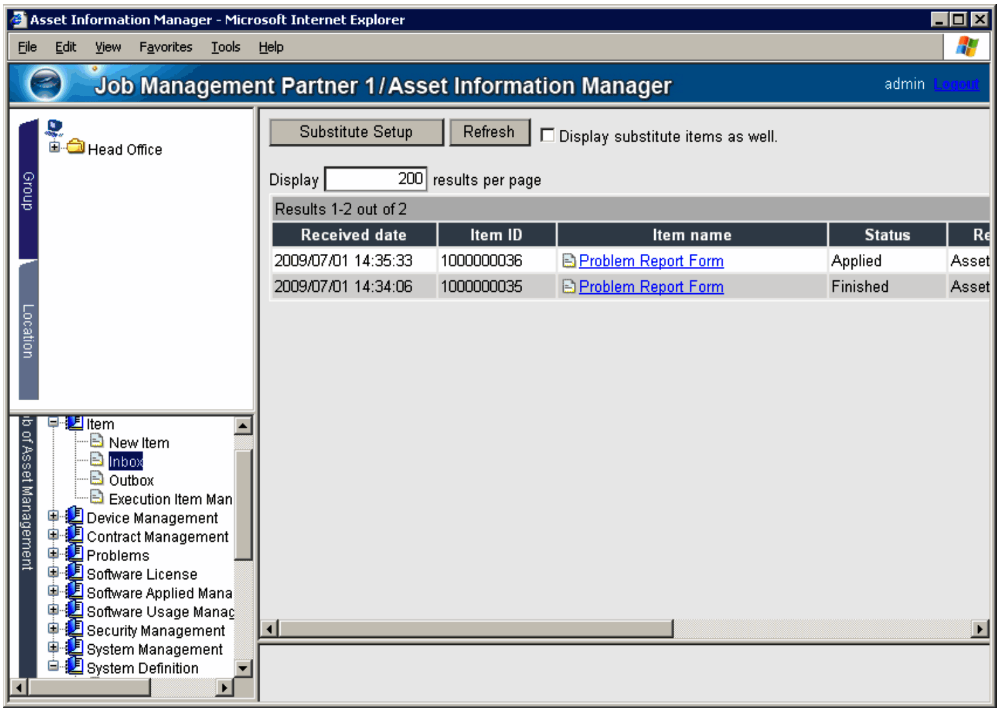
  The applicant confirms that the requested equipment was delivered and clicks the **Complete** button to complete the Item.

3.2 Processing received Items (Inbox)

This section explains how an Item is approved or rejected after it has been checked. This section also explains how to resend an Item that was rejected and returned.

By clicking on the **Inbox** job menu, a received Item can be processed in the Inbox window that is displayed, as shown in the following figure.

Figure 3-9: Inbox window



The Inbox window displays a list of received Items. The list of Items contains all Items addressed to the logged-in user that have not yet been processed, in descending order of the received dates. Clicking a link under **Item name** displays the corresponding Item window.

If the user is a substitute for another user, check the **Display substitute items as well** check box and click **Refresh** to also display substituted Items. In the Server Setup dialog box, you can set the status of the **Display substitute items as well** check box that is displayed when the Inbox window is displayed. For details about how to configure this setting, see *5.3.4(19) Display substitute items by default* in the *Planning and Setup Guide*.

The following Item icons are displayed in the window:

 : Normal processing

This indicates a sent Item that is being processed normally.

 : Rejection

This indicates a rejected Item.

3.2.1 Approving or rejecting Items

From the list of Items in the Inbox window, you can click the link under **Item name** that is associated with an Item to display the corresponding Item window, where you can approve or reject the Item.

(1) Approving Items

To approve an Item:

1. In the Item window, click the appropriate button to approve the Item.

   The Select Destination dialog box is displayed.

   To cancel, click the **Cancel** button.

2. Click the **User name** link, and then specify a user who has official authority to execute the next processing.

   The default send destination user is the user who holds the appropriate official authority and who belongs to the same group (or a superior group) as the user who sends the Item.

   To send to a user other than the displayed default user, specify the appropriate user.

3. Click the **Edit Mail** button.

   The Edit of Notification Mail dialog box is displayed.

   Edit the email subject line and body text to notify the recipient of the Item's arrival.

   If you do not wish to send an email, select the **Mail is not transmitted** check box on the Select Destination dialog box, and then skip steps 3 and 4.

4. Click the **Add** button.

   The Edit of Notification Mail dialog box closes and the edited email is registered.

5. Click the **OK** button.

   The Select Destination dialog box and the Item window close, and the Item is sent to the user specified as the send destination.

If you specified to send email notification of the Item's arrival, an email is sent to the recipient.

To save the Item while you are creating it, click the **Save** button. The saved Item appears in the Outbox. At this time, the Item status becomes **Creating**.

Notes

- When an Item is sent, an email notification might be sent depending on whether an email address was registered in the user management information. If there is no registered email address for the user set as the email send destination, the email is not sent. If no email address has been registered for the Item handler (email sender), the email address specified for **Sender's e-mail address** in the Server Setup dialog box is used as the sender's email address.
- You can specify only the Item's applicant as the Item's subject. Even if you change this subject to something other than the applicant, the change is not displayed in the **Subject** column of the Inbox, Outbox, and Execution Item Management windows. Note that, to display the **Subject** column in the Inbox, Outbox, and Execution Item Management windows, you must change a setting using the Customize Managed Items window. For details about how to display the **Subject** column, see *10.4.3(3)(l) Subject* in the *Planning and Setup Guide*.

(2) Rejecting Items

To reject an Item:

1. If the Item window provides a field for entering the reasons for rejection, enter the appropriate reasons.
2. Click the **Reject** button.

   The Select Rejection Destination dialog box is displayed.

   To cancel, click the **Cancel** button.
3. Select either the immediately preceding worker or the worker who first created the Item.

   By default, the immediately preceding worker is selected.
4. Click the **Edit Mail** button.

   The Edit of Notification Mail dialog box is displayed.

   Edit the email subject line and body text to notify the recipient of the Item's arrival.

   If you do not wish to send an email, select the **Mail is not transmitted** check box in the Select Rejection Destination dialog box. If you choose not to send this notification email, you can skip steps 4 and 5.

5. Click the **OK** button.

   The Edit of Notification Mail dialog box closes, and the rejected Item is saved with the edited email.

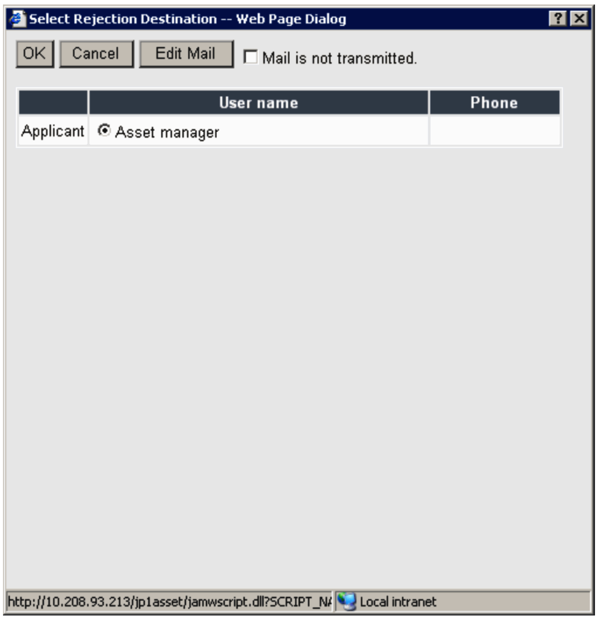
6. Click the **OK** button.

   The Select Rejection Destination dialog box closes and the Item is sent to the selected user.

   If you specified to send email notification of the Item's arrival, an email is sent to the recipient. You cannot stop this email from being sent.

The following figure shows the Select Rejection Destination dialog box.

Figure 3-10: Select Rejection Destination dialog box



3.2.2 Specifying a substitute

If you will not be able to handle a received Item because, for example, you will be away for business or personal reasons, you can designate a substitute who will handle the Item. If you set email notification to be sent to the substitute, you can send a notification email to the substitute when the Item is executed. For details about setting a notification to be sent by email to a substitute for an Item, see *5.3.5 Setting Mail Notification Information* in the *Planning and Setup Guide*.

To specify a substitute:

1. In the Inbox window, click the **Substitute Setup** button.

   The Substitute Settings dialog box is displayed.

   To cancel, click the **Cancel** button.

2. From the list of personnel, select a worker to be a substitute worker, and click the **Add** button.

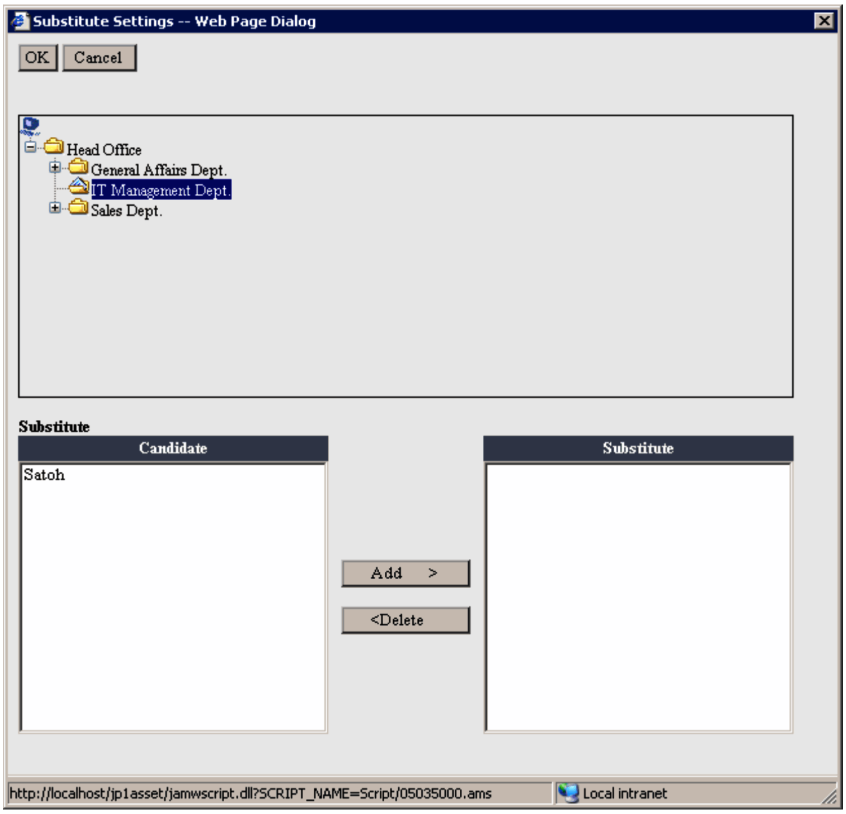
   The selected worker is added to the list of substitute workers. Multiple substitute workers can be registered.

3. Click the **OK** button.

   The Substitute Settings dialog box closes, and the added substitute worker is registered.

The following figure shows the Substitute Settings dialog box.

Figure 3-11: Substitute Settings dialog box



Notes

It might not be possible to send an email if there are multiple substitutes and the total size of the destination email addresses exceeds one kilobyte. In this situation, you should set the email addresses of the substitutes in a mailing list, for example.

3.2.3 Resending a rejected Item

This section explains how to correct and resend an Item that was rejected and returned.

To resend an Item:

1. From the list of Items in the Inbox window, click the link under **Item name** of the Item that was rejected.

   The corresponding Item window is displayed.

2. Check the reasons for the rejection, and revise the Item as appropriate.
3. In the Item window, click the appropriate button to send the Item.

   The Select Destination dialog box is displayed.

   To cancel, click the **Cancel** button.

4. Click the **User name** link, and then specify a user who has official authority to execute the next processing.

   The default send destination user is the user who holds the appropriate official authority and who belongs to the same group (or a superior group) as the user who sends the Item.

   To send to a user other than the displayed default user, specify the appropriate user.

5. Click the **Edit Mail** button.

   The Edit of Notification Mail dialog box is displayed.

   Edit the email subject line and body text to notify the recipient of the Item's arrival.

   If you do not wish to send an email, select the **Mail is not transmitted** check box on the Select Destination dialog box, and then skip steps 5 and 6.

6. Click the **Add** button.

   The Edit of Notification Mail dialog box closes and the edited email is registered.

7. Click the **OK** button.

   The Select Destination dialog box and the Item window close, and the Item is sent to the user specified as the send destination.

   If you specify the setting to receive a notification of the Item's arrival, an arrival confirmation email is sent to you.

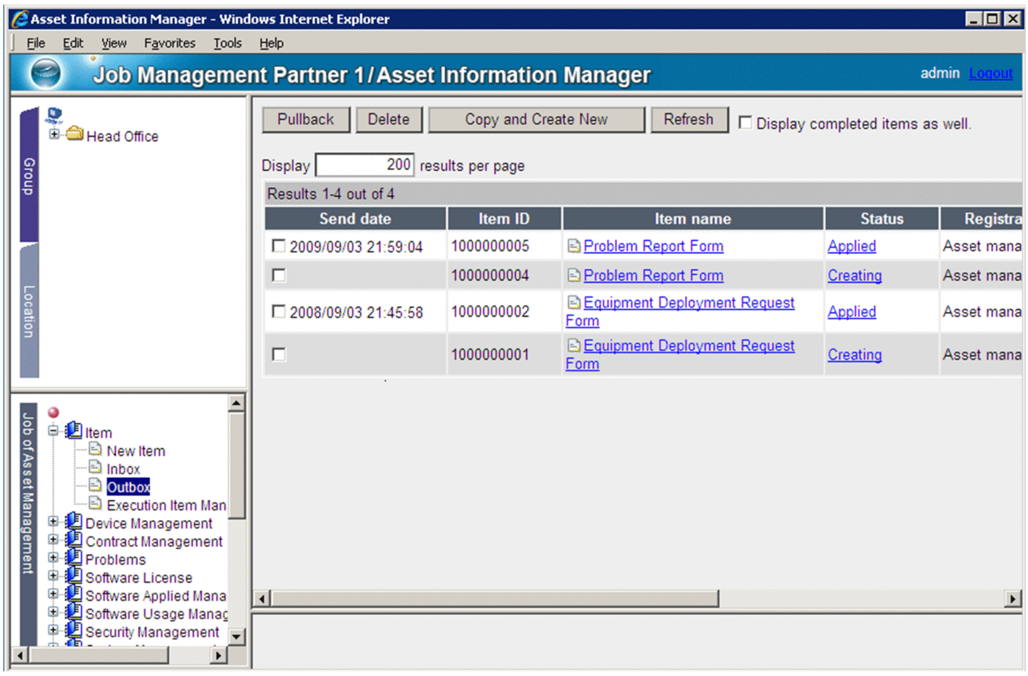
3.3 Checking and pulling back sent Items (Outbox)

This section explains how to check the status of a sent Item and, if necessary, how to pull back an Item application. This section also explains how to edit and send an Item that was saved while it was being created.

3.3.1 Checking the status of a sent Item

The status of sent Items can be checked from the Outbox window that is displayed when you click the **Outbox** job menu. The following figure shows the Outbox window.

Figure 3-12: Outbox window



A list of the Items sent by the logged-in user and the Items saved during creation is displayed in the Outbox window in descending order of the send dates. To check the progress of an Item, click the link under **Status** in the list. You can click a link under **Item name** to display the corresponding Item window.

To also display Items whose processing have completed, select the **Display completed items as well** check box, and then click the **Refresh** button.

The following Item icons are displayed in the window:

 : Within the processing time limit

Indicates that the Item's processing was within the specified processing time limit or that no processing time limit was set.

 : Exceeding the processing time limit

Indicates that the Item's processing exceeded the specified processing time limit. For these Items, everything other than the Item name is displayed in red.

3.3.2 Pulling back sent Items

If it is necessary to revise an Item that has been sent, it might be possible to *pull back* the Item. You can pull back an Item only while it is still in the send destination's Inbox.

From the list of Items in the Outbox window, select the check box next to the send date of the Item that you wish to pull back, and then click the **Pullback** button; the Item is returned to you from the recipient's Inbox. The status of a pulled-back Item is reset to its status when you received it. Just as with Items saved during creation, you can revise the Item and resend it.

3.3.3 Sending saved Items

An Item whose status is **Creating** or an Item that has been pulled back can be edited and sent.

From the list of Items in the Inbox window, click the link under **Item name** of the desired Item to display its Item window.

To send an Item:

1. In the Item window, click the appropriate button to send the Item.

   The Select Destination dialog box is displayed.

   To cancel, click the **Cancel** button.

2. Click the **User name** link, and then specify a user who has official authority to execute the next processing.

   The default send destination user is the user who holds the appropriate official authority and who belongs to the same group (or a superior group) as the user who sends the Item.

   To send to a user other than the displayed default user, specify the appropriate user.

3. Click the **Edit Mail** button.

   The Edit of Notification Mail dialog box is displayed.

   Edit the email subject line and body text to notify the recipient of the Item's arrival.

If you do not wish to send an email, select the **Mail is not transmitted** check box on the Select Destination dialog box, and then skip steps 3 and 4.

4. Click the **Add** button.

   The Edit of Notification Mail dialog box closes and the edited email is registered.

5. Click the **OK** button.

   The Select Destination dialog box and the Item window close, and the Item is sent to the user specified as the send destination.

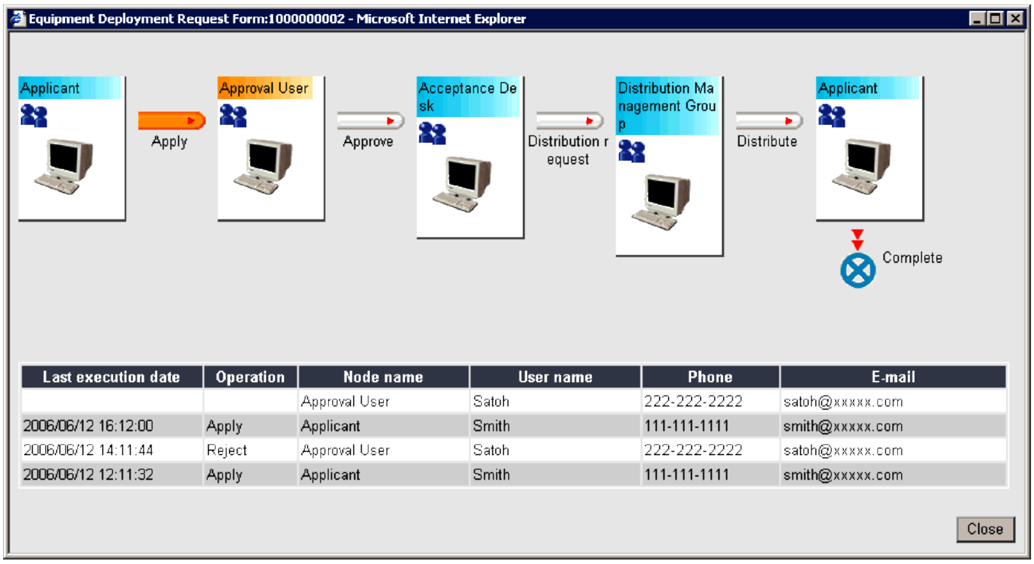
   If you specify the setting to receive a notification of the Item's arrival, an arrival confirmation email is sent to you.

3.3.4 Checking the progress of Items

You can check the progress of Items, such as when sent Items were processed and the last node processed.

In the Outbox window, clicking the link under **Status** for a desired Item in the list displays a dialog box showing the progress of the Item. The following shows the dialog box showing the progress of an Item:

Figure 3-13: Dialog box showing the progress of an Item



This dialog box displays the route of the corresponding Item and log information about the processing of the Item at each node. You can use this dialog box to check the progress of an Item and obtain details about the user that processed the Item. Processed activities are displayed in orange.

3.3.5 Deleting Items

An Item whose status is **Creating** can be deleted.

From the list of Items in the Outbox window, select the check box next to the **Send date** of the Item to be deleted, and then click the **Delete** button to delete the Item. Multiple Items can be selected.

Only the administrator can delete Items whose status is anything other than **Creating**. For details about how to delete such Items, see *3.4 Managing Items (Execution Item Management)*.

3.3.6 Creating a new Item by copying an Item

You can create a new Item by copying an existing Item. This function enables you to skip the input process because you can use an Item that has already been input.

You can use either of the following methods to copy an Item that has already been created:

- From the Outbox window's list of Items, select the check box for the Item that you want to copy and then click the **Copy and Create New** button.
- From the Outbox window's list of Items, click the desired Item's link under **Item Name**, and then click the **Copy and Create New** button from the Item window that is displayed.

You edit a copied Item in the same way as when you create a new Item. For details about how to edit a copied Item, see *3.1 Creating Items (New Item)*.

(1) Notes on creating a new Item by copying an Item

You should note the following about creating a new Item by copying an existing Item:

- You cannot copy an Item that was added by another user.
- Clicking the **Copy and Create New** button will not copy an Item whose Item status in **Item Definition** in the job menu is **Not Exhibit**.
- The content that is copied depends on the object attributes of the objects set for the items in the Item window. The following table shows which object attributes of objects can and cannot be copied.

Table 3-2: Object attributes of objects that can and cannot be copied

Objects	Object attributes			
	Data type	Initial value	Read-only	Hide
Text box	--	--	--	--

Objects	Object attributes			
	Data type	Initial value	Read-only	Hide
Image	--	--	--	--
Hyperlink	--	--	--	--
Text field	Arbitrary character string	Y	N	N
	Alphabet	Y	N	N
	Alphanumeric	Y	N	N
	Group reference	Y#	N	N
	Location reference	--	N	N
	User reference	Y#	N	N
	File reference	--	N	N
	Device reference	--	N	N
	Software name reference	--	N	N
	Software reference	N	N	N
	Package reference	N	N	N
	Numeric	Y	N	N
	Date (*YYYYMMDD*)	Y#	N	N
	Date (*YYYYMM*)	Y#	N	N
	Date (*MMDD*)	Y#	N	N
	Time (*HHMMSS*)	Y#	N	N
	Time (*HHMM*)	Y#	N	N
Text area	Arbitrary character string	Y	N	N
	Alphabet	Y	N	N
	Alphanumeric	Y	N	N
Pull-down	--	Y	N	N

Objects	Object attributes			
	Data type	Initial value	Read-only	Hide
Button	--	--	N	N

Legend:

--: Not applicable

Y: Is copied (value copied is final data).

N: Is not copied.

#

If an initial value has been set, the initial value is copied.

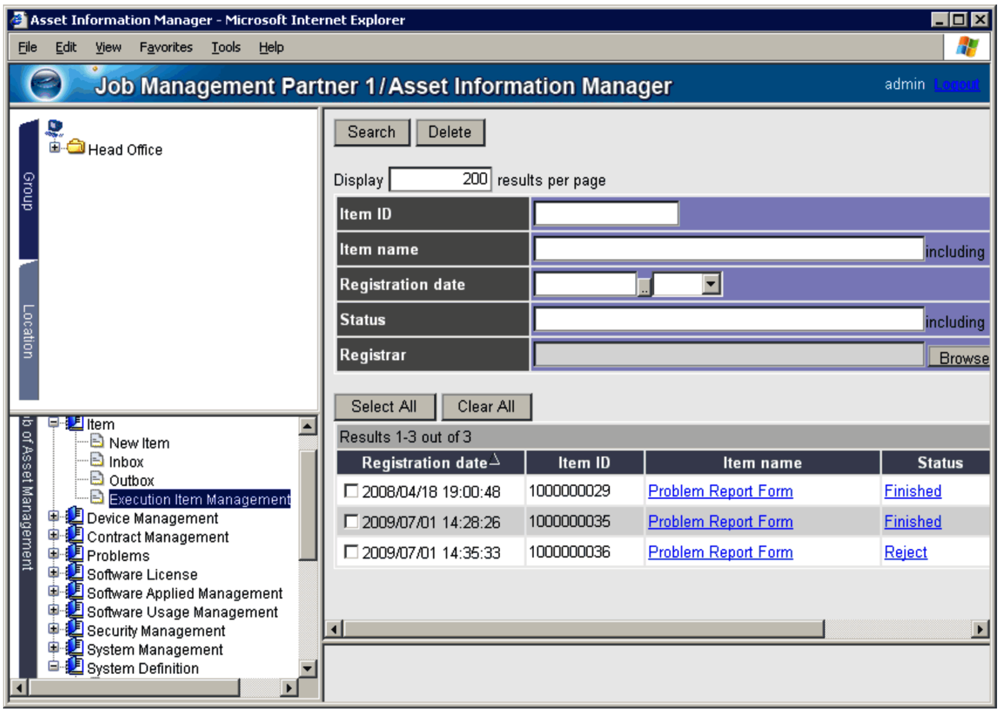
3.4 Managing Items (Execution Item Management)

This section explains how to specify conditions, search for Items in the asset management server, and browse Item contents. This section also explains how to check the contents of Items in the search results and how to delete Items regardless of their status.

By default, only the administrator can manage executing Items.

Item management is executed from the Execution Item Management window, which is displayed by clicking the **Execution Item Management** job menu. The following figure shows the Execution Item Management window.

Figure 3-14: Execution Item Management window



If you wish to search for an Item and check an Item's contents, from the search results list, click the link under **Item name** of the desired Item. The corresponding Item window is displayed in read-only mode. However, the window and items that are displayed depend on the official authority held by the user. An Item's current status window is displayed for users with **Item Auditor** permissions, and such users can also perform such tasks as viewing attached files. For users that do not have **Item Auditor** permissions, the Item window in the applied status is displayed.

Clicking the link under **Status** displays the route of the corresponding Item and log information about the processing of the Item at each node. You can use this information to check the progress of the Item.

The administrator can delete unneeded Items or Items whose time limit has been exceeded. To do this, from the search results list, select the check box next to the **Registration date** of the Item to be deleted, and then click the **Delete** button to delete the Item. Multiple Items can be selected.

3.5 FAQ (Creating and processing Items)

This section contains frequently asked questions about problems that can occur during Item creation and processing, and it also contains the answers to those questions, explaining the reasons for the problems and the corrective measures that can be considered."

(1) Why are there no usable Items displayed in the New Item window, or why is it that Items cannot be created?

There might be no exhibit Items, or the user might not have official authority to create new Items. Either publish Items or assign official authority to the user who creates Items.

For details about how to publish Items, see *10.7.2 Setting an item to Exhibit or Not exhibit* in the *Planning and Setup Guide*. For details about how to assign official authority to users, see *10.2.2(2) Registering and changing the target users* in the *Planning and Setup Guide*.

(2) How can I designate someone to approve Items while I am out?

Specify a substitute from the Inbox window.

For details about how to specify a substitute, see *3.2.2 Specifying a substitute*.

(3) How can I determine the status of an Item application?

You can check the status of an Item application from the Outbox window.

For details about checking Item status, see *3.3.1 Checking the status of a sent Item*.

(4) How can I delete an Item application?

Pull back the Item from your Outbox window. However, if the Item has already been sent, you can pull it back only if it is still in the Inbox at the send destination. After pulling back the Item, delete it.

For details about pulling back Items, see *3.3.2 Pulling back sent Items*. For details about deleting Items, see *3.3.5 Deleting Items*.

Chapter

4. Managing Shared Information

This chapter explains how to execute jobs that manage the shared information used in system operations. These management jobs are executed from the **System Management** job category. Each section title shows the job menu to be selected, in parentheses.

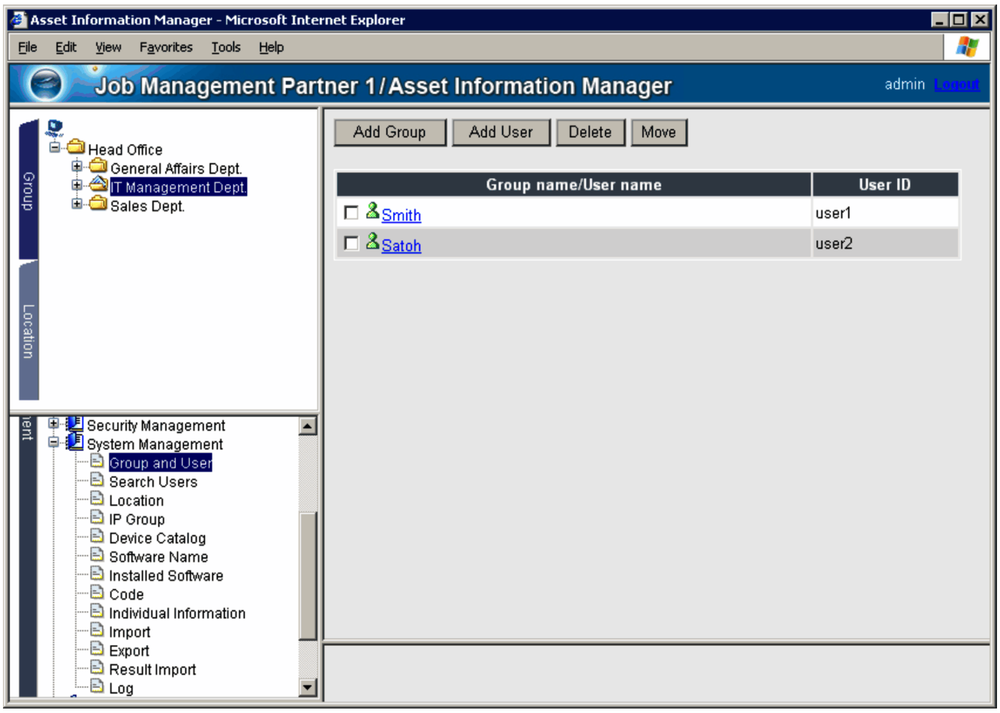
With the exception of processing executed from the **Search Users** and **Individual Information** job menus, only administrators can execute shared information management.

4.1 Changing user and group information (Group and User)

By using the **Group and User** job menu, you can change information about users and groups, to reflect changes in the organization of groups and personnel. You can also use this job menu to change **Managed label**, which is used to limit accesses at the group level.

To change information about users and groups, use the Group and User window, which is displayed by clicking the **Group and User** job menu. The following figure shows the Group and User window.

Figure 4-1: Group and User window



To change the groups that are displayed, use the **Group** tab to create a simple search condition. However, even when a division has been assigned to a login user, you cannot display a group by selecting the division from the **Group** tab in this window.

By default, the asset manager (user ID: `admin`), which is an administrator user, is registered at the highest level. You cannot delete this administrator user.

When you click a **Group name/User name** link, you will be able to view and edit detailed information about the group, division, or user.

User for linking to other products

When you link to other products such as JP1/IM, a user is created for browsing Asset Information Manager's asset information from each product.

The following table shows the user used to link to other products.

Table 4-1: User used to link to other products

User ID	User name	Role name	Linked product
JP1_NNM	Network manager	User	HP NNM Version 7.5 or earlier
JP1/IM	Event manager	User	JP1/IM

If a password is set up for the user used to link to other products, when the user browses Asset Information Manager asset information from each product, the user is automatically logged in to Asset Information Manager.

4.1.1 Adding a group

To add a group:

1. From the simple search conditions, select the group following which a group is to be added.
2. Click the **Add Group** button.

   The Add Group dialog box is displayed.

   Items identified by a star (★) are mandatory.

   - **Group ID**

     Specifies a unique ID for each group. Only alphanumeric characters are permitted. Note that the alphabetic characters are not case-sensitive. For **Group ID**, specify a group ID (other than the ID that is assigned for the **Trash** that is used to temporarily save users belonging to deleted groups; the group ID for the **Trash** is set in the Server Setup dialog box, and the default is `99999999`).

     For details about the settings in the Server Setup dialog box, see *5.3.4(4) Trash group ID for deletions* in the *Planning and Setup Guide*.

   - **Group name**

     Specifies a group name. Do not end the group name with a slash (`/`). A group that has the same name cannot be created more than once at the same level in the hierarchy.

   - **Managed label**

To limit accesses by group level, specify **Managed label**. For details about how to specify **Managed label**, see *3.1.3 Assigning access permissions according to organizational hierarchy* in the *Planning and Setup Guide*.

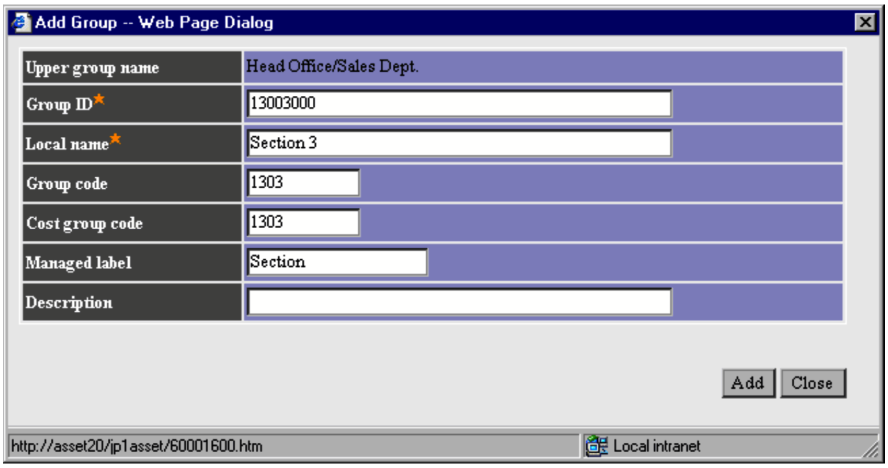
To cancel, click the **Close** button.

3. Click the **Add** button.

   The group is added to the simple search condition based on the specified information.

The following figure shows the Add Group dialog box in which information about a group to be added is specified.

Figure 4-2: Add Group dialog box



4.1.2 Adding a user

To add a user:

1. From the simple search conditions, select the group to which you want to add a user.

   Note that you cannot add a user to the group at the highest level.

2. Click the **Add User** button.

   The Add User dialog box is displayed.

   Items identified by a star (★) are mandatory.

   - **User ID**

     Specifies a unique ID for each user. Alphanumeric characters are permitted.

   - **Password**

Specify a password for the user (you must specify it twice for confirmation purposes). Alphanumeric characters are permitted.

- **User name**

  Specify a user name for the user.

In **Role**, select the appropriate user role for the user.

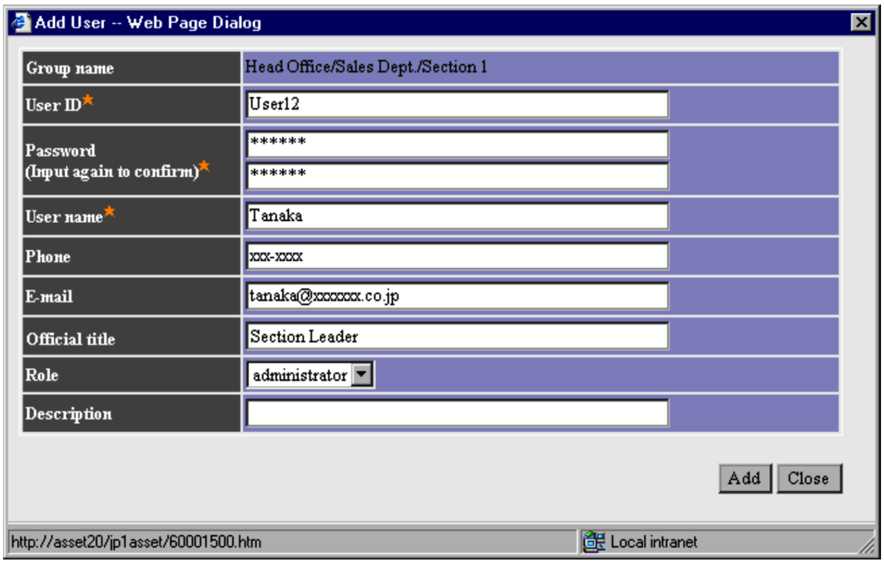
To cancel, click the **Close** button.

3. Click the **Add** button.

   The user is added based on the specified information.

The following figure shows the Add User dialog box, in which information about a user to be registered is specified.

Figure 4-3: Add User dialog box



4.1.3 Deleting groups or users

To delete a group or user, select its check box in the Group and User window, and then click the **Delete** button.

A deleted group or user is moved to the **Trash** that has been created in the group tree. If there are groups and users under the deleted group, the group is moved to the **Trash** with its hierarchical relationship and user information retained as is. Therefore, if you delete a group by mistake, you can restore it to its original location from **Trash**. However, if the group is deleted from the **Trash**, it can no longer be restored.

Note

If you use the **IP Group** job menu to create a group-specific IP group and manage IP addresses, deleting the group also deletes the associated IP groups. However, while the deleted group is in the **Trash**, the IP group is not deleted.

4.1.4 Moving groups or users

To move a group or a user:

1. Select the check box for the group or user to be moved, and then click the **Move** button.

   The Browse Groups dialog box is displayed. Note that **Trash** is not displayed as a destination for the move.

   To cancel, click the **Close** button.

2. Specify the target location, and then click the **OK** button.

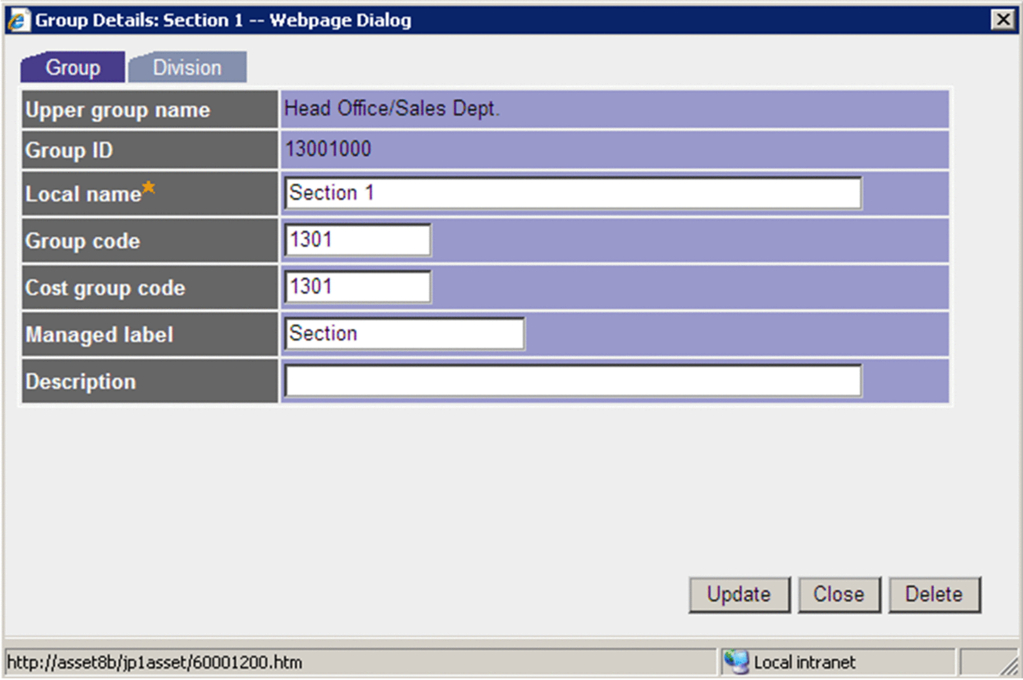
   The group or user is moved to the specified location.

4.1.5 Viewing and editing groups

From the simple search conditions, select the group that is one level higher than the group that you want to view or edit. Click a **Local name** link shown in **Group name/User name** to display the Group Details dialog box. On the **Group** tab of this dialog box, you can view or edit the detailed information about the group.

The **Group** tab in the Group Details dialog box is shown in the following figure.

Figure 4-4: Group Details dialog box (Group tab)



(1) Changing group information

To change group information:

1. Select the **Group** tab in the Group Details dialog box.

   The items that can be specified are the same as for the Add Group dialog box. For details about the items that can be specified, see step 2 in *4.1.1 Adding a group*. However, **Group ID** cannot be changed.

   To cancel, click the **Close** button.

2. Click the **Update** button.

   The group information is changed based on the specified information.

(2) Deleting group information

To delete group information:

1. Select the **Group** tab in the Group Details dialog box.
2. Click the **Delete** button.

   The group information for the displayed group is deleted.

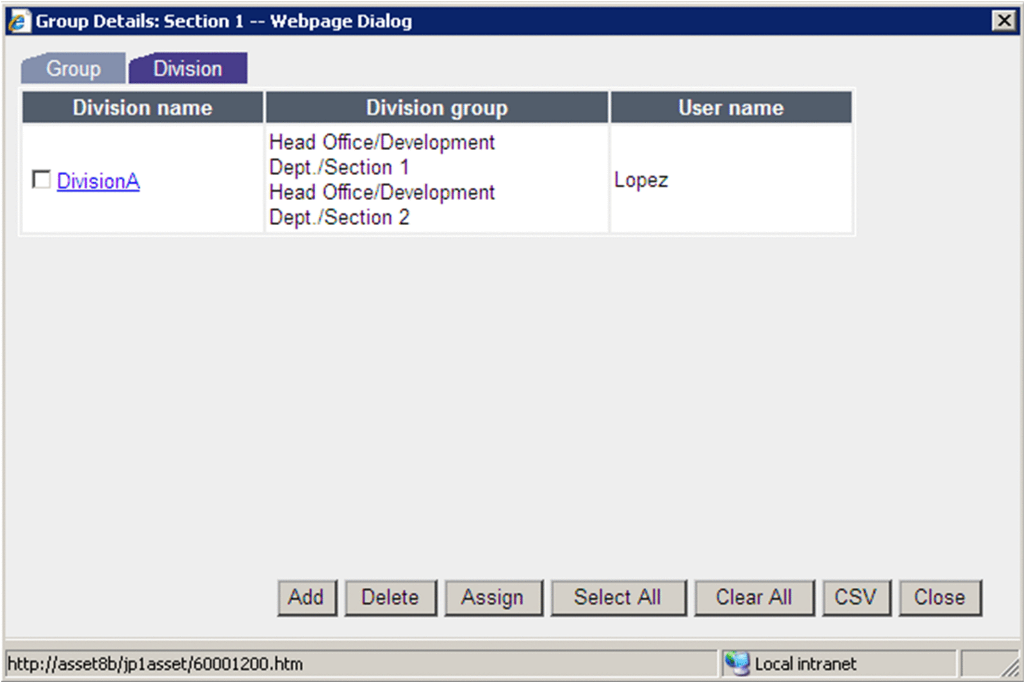
Note that deleting a group in the Group Details dialog box is the same as deleting a group in the Group and User window. For details about deleting groups in the Group and User window, see *4.1.3 Deleting groups or users*.

4.1.6 Viewing and editing divisions

From the simple search conditions, select the group that is one level higher than the group that you want to view or edit. Click a **Local name** link shown in **Group name/ User name** to display the Group Details dialog box. On the **Divisions** tab of this dialog box, you can view or edit the detailed information about the division.

The **Divisions** tab of the Group Details dialog box is shown in the following figure.

Figure 4-5: Group Details dialog box (Divisions tab)



(1) Adding divisions

To add a division:

1. Select the **Divisions** tab in the Group Details dialog box.
2. Click the **Add** button.

   The Register Divisions dialog box is displayed.

   Items with item names marked with a star ( ) must be specified.

- **Division name**

  Specify a name for the division. Note that you cannot create a division that has the same name as a division that already exists.

- **Groups**

  If you select a group from the tree, the groups that belong below that group are shown in **Groups**. Note that the highest group (at the top of the tree) cannot be selected.

- **Groups** (**Division group**)

  The groups belonging directly below the group that is selected in **Groups** are displayed.

- **Division group** (**Division group**)

  Groups specified in division groups are displayed. If you select a group displayed in **Groups** and click the **Assign** button, the selected group is moved to **Division Groups**.

  To cancel the specified divisions, select a group displayed in **Division group** and click the **Cancel** button. This will move the selected group to **Groups**.

  If you click the **Assign all** button, the groups displayed in **Groups** are all moved to **Division group**.

  If you click the **Unassign all** button, all groups displayed in **Division group** are moved to **Groups**.

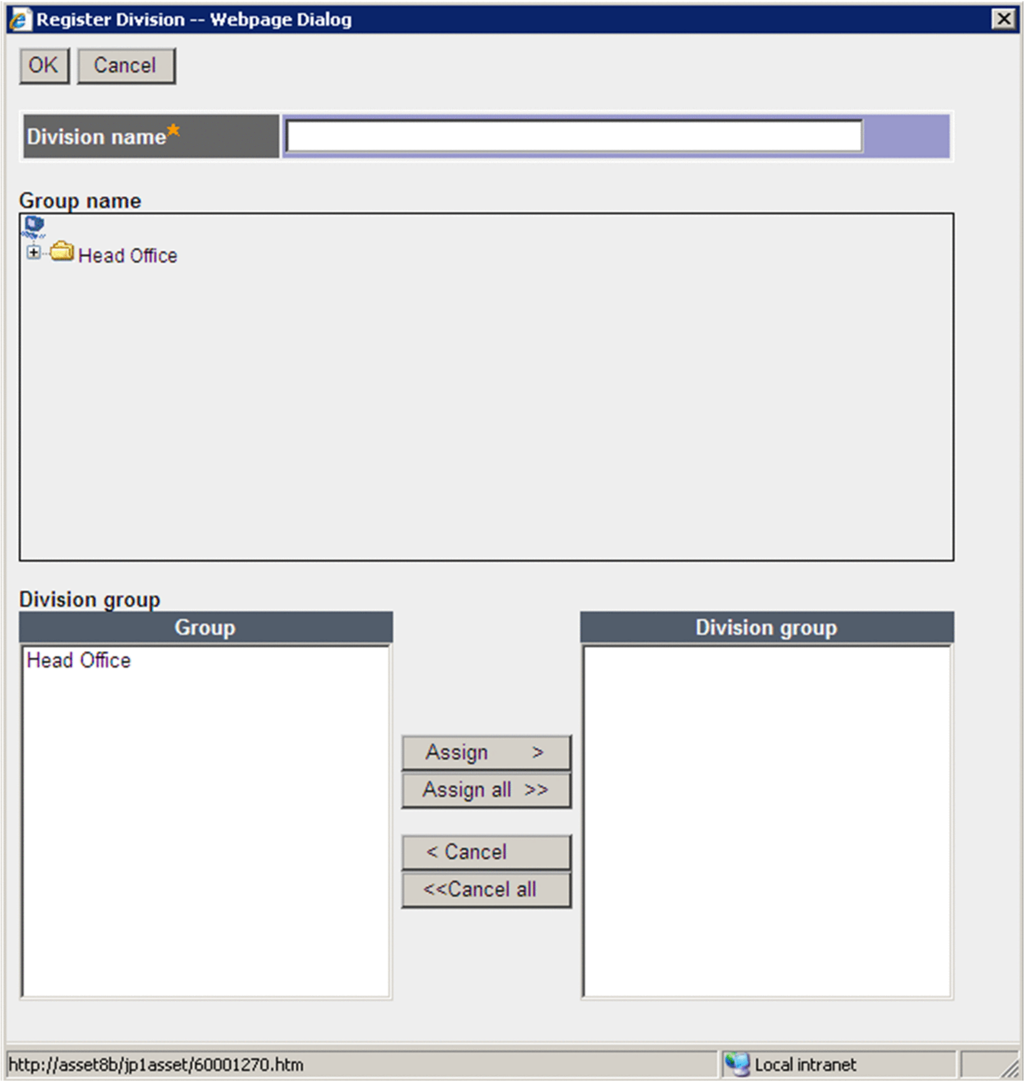
To cancel, click the **Cancel** button.

3. Click **OK**.

   The division is added based on the specified information.

The Register Divisions dialog box is shown in the following figure.

Figure 4-6: Register Divisions dialog box



(2) Changing division information

To change division information:

1. Select the **Divisions** tab in the Group Details dialog box.
2. Click a division name link to change that division's information.

   The Refresh Divisions dialog box is displayed. You can change division information in this dialog box.

The items that can be specified are the same as for the Register Divisions dialog box. For details about the items that can be specified, see step 2 in *(1) Adding divisions*. Note that groups already specified as divisions are displayed in **Division Groups**.

To cancel, click the **Cancel** button.

3. Click **OK**.

   The division information is changed based on the specified information.

(3) Deleting a division

To delete a division:

1. Select the **Divisions** tab in the Group Details dialog box.
2. Select the check box of the division you want to delete.
3. Click the **Delete** button.

   The selected division is deleted.

(4) Assigning a division to a user

To assign a division to a user:

1. Select the **Divisions** tab in the Group Details dialog box.
2. Select the check box for the division you want to assign to a user.

   You can assign only one division at a time.
3. Click the **Assign** button.

   The Assign Divisions dialog box is displayed.

   - **Groups**

     If you select a group in the tree, the user names belonging directly below that group are shown in **Personnel**. However, it is not possible to select the highest group (at the top of the tree).
   - **Personnel** (**Supervisor**)

     The user names belonging directly below the group that is selected in **Groups** are displayed.
   - **Supervisor** (**Supervisor**)

     The user names to which the division is assigned are displayed. If you select a user name displayed in **Personnel** and click the **Assign** button, the selected user name is moved to **Supervisor**.

     To release the assignment of a specified user, click the **Cancel** button. This will move the selected user name to **Personnel**.

If you click the **Assign all** button, all user names displayed in **Personnel** are moved to **Supervisor**.

If you click the **Unassign all** button, all user names displayed in **Supervisor** are moved to **Personnel**.

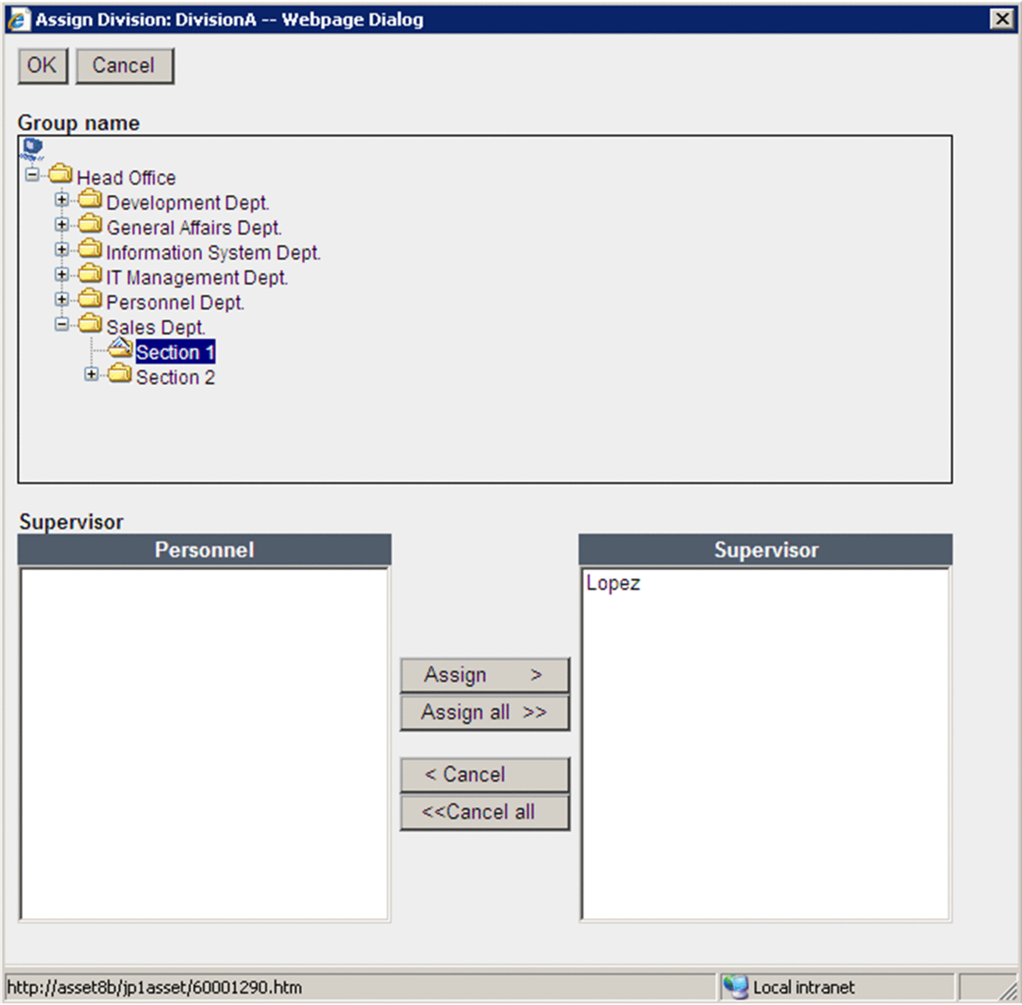
To cancel, click the **Cancel** button.

4. Click **OK**.

   The division is assigned based on the specified information.

The Assign Divisions dialog box is shown in the following figure.

Figure 4-7: Assign Divisions dialog box



(5) Exporting division information to a CSV file

You can export to a CSV file the division information that is set for a group. The following items are exported:

- Division name
- Division groups
- User names

To export division information to a CSV file:

1. Select the **Divisions** tab in the Group Details dialog box.
2. Click the **CSV** button.

   A listing of the information for the division displayed on the **Divisions** tab of the Group Details dialog box is exported.

4.1.7 Viewing and editing user information

From the simple search conditions, select the group that is one level higher than the group that you want to edit or for which you want to view user information. Click a **User name** link shown in **Group name/User name** to display the User Details dialog box. You can view or edit detailed user information in this dialog box.

(1) Changing user information

To change user information:

1. Select the **User name** link for the user whose information you want to change.

   The User Details dialog box is displayed.

   The items that can be specified are the same as for the Add User dialog box. For details about the items that can be specified, see step 2 in *4.1.2 Adding a user*.

   To cancel, click the **Close** button.
2. Click the **Update** button.

   The user information is changed based on the specified information.

(2) Deleting user information

To delete user information:

1. Select the **User name** link for the user information that you want to delete.

   The User Details dialog box is displayed.
2. Click the **Delete** button.

   The selected user is deleted. Note that it is not possible to delete a user in the highest group.

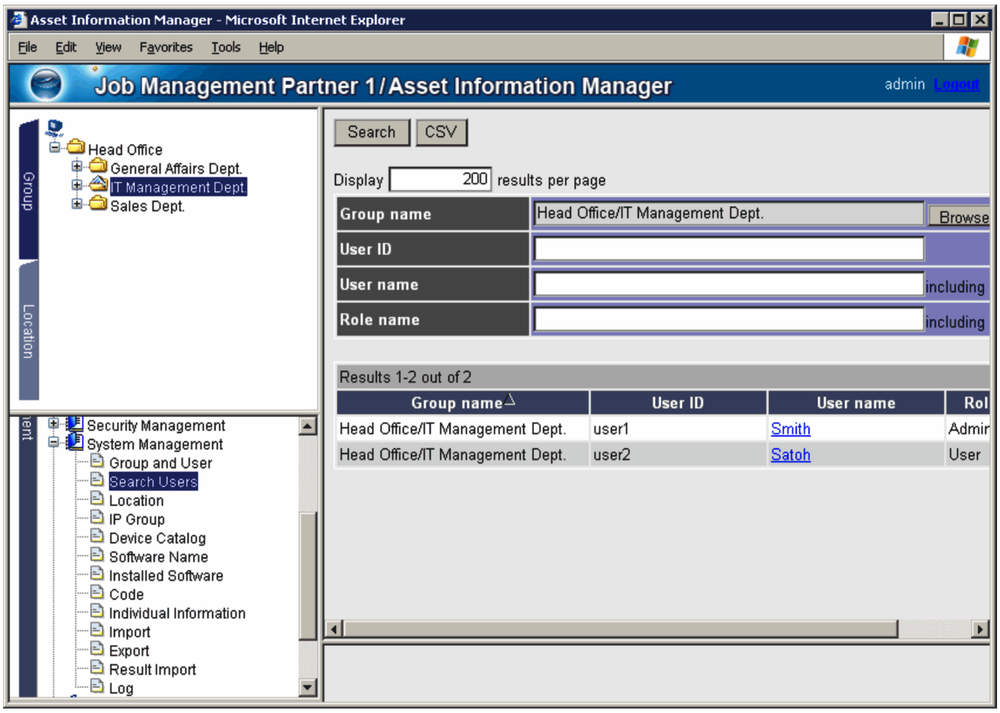
Note that deleting a user in the User Details dialog box is the same as deleting a user in the Group and User window. For details about deleting users in the Group and User window, see *4.1.3 Deleting groups or users*.

4.2 Searching for users (Search Users)

By using the **Search Users** job menu, you can search for users without regard to group. Because you can identify a user from information that you have, you can search for users in a role that you want to delete, or you can look up users from their telephone number.

To search for users, use the Search Users window, which is displayed by clicking on the **Search Users** job menu. The following figure shows the Search Users window.

Figure 4-8: Search Users window



When you click a **User name** link, the User Details dialog box is displayed and you can check the detailed information about the user.

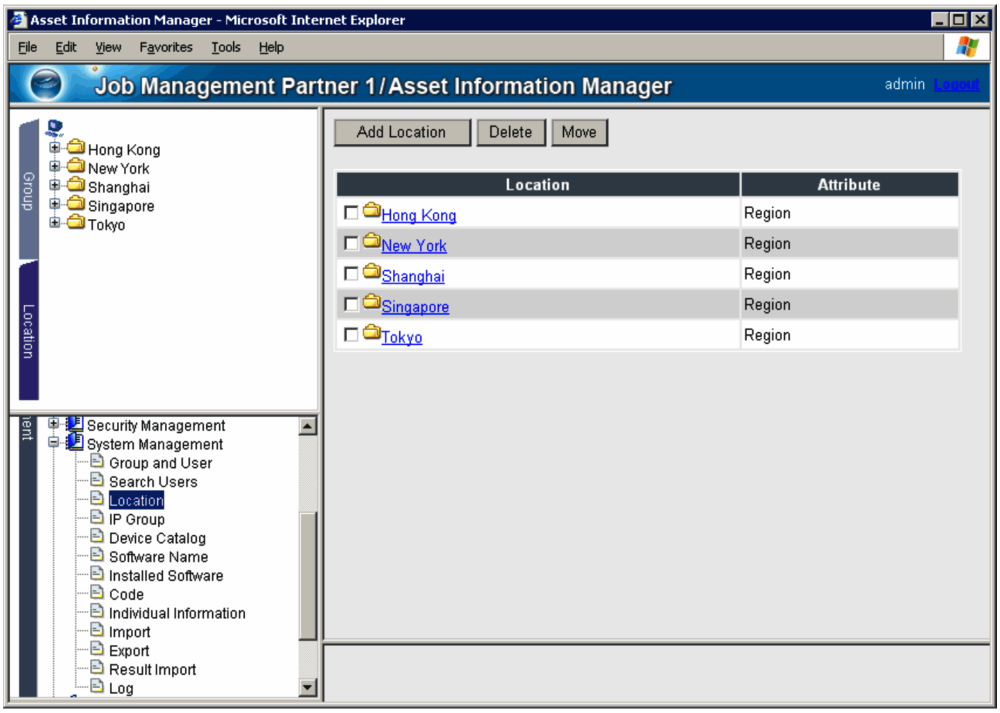
4.3 Changing information about asset locations (Location)

By using the **Location** job menu, you can change information about locations in order to reflect the fact that a workplace has moved or expanded.

By default, only the administrator can execute **Location**.

To change location information, start from the Location window, which is displayed by clicking the **Location** job menu. The following figure shows the Location window.

Figure 4-9: Location window



To change the list of locations to be displayed, select a desired group in the tree in the left-hand frame in the **Location** tab window.

Clicking a link under **Location** displays the Location Details dialog box that enables you to view and change details.

4.3.1 Adding a location

To add a location:

1. From the simple search condition, select the location following which a location

is to be added.

No location can be added under **Trash**.

2. Click the **Add** button.

   The Add Location dialog box is displayed.

   Items identified by a star (★) are mandatory.

   - **Location ID**

     Specifies a unique ID for each location. Only alphanumeric characters are permitted. Note that the alphabetic characters are not case-sensitive. This location ID must be different from that of **Trash** used to temporarily save the deleted locations. The location ID of **Trash** is set in the Server Setup dialog box. The default is `99999999`.

     For details about the settings in the Server Setup dialog box, see *5.3.4(5) Trash location ID for deletions* in the *Planning and Setup Guide*.

   - **Local name**

     Specify a name for the location. Do not end the location name with a slash (`/`). A location that has the same name cannot be created more than once at the same level in the hierarchy.

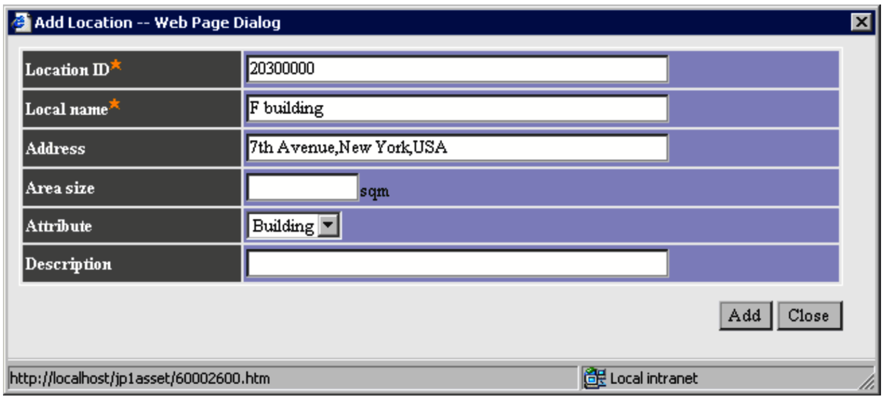
   To cancel, click the **Close** button.

3. Click the **Add** button.

   The location is added to the simple search condition based on the specified information.

The following figure shows the Add Location dialog box in which information about a location to be registered is specified.

Figure 4-10: Add Location dialog box



4.3.2 Deleting a location

To delete a location, select its check box in the Location window, and then click the **Delete** button.

Any locations set under that location are also deleted.

The deleted location is moved to the **Trash** created in the tree for the location. If there are locations under the deleted location, they are moved to the **Trash** with their hierarchical relationship maintained. Therefore, if you delete a location by mistake, you can restore it by moving it from the **Trash** back to its original location. Note that locations cannot be restored once they are deleted from the **Trash**.

Notes

- If you use the **IP Group** job menu to create a location-specific IP group and manage IP addresses, deleting the location also deletes the associated IP groups. However, while the deleted location is in the **Trash**, the IP group is not deleted.
- If the settings in the **Customize Job Menu** job menu allow a user other than the administrator to use the **Location** job menu, once a non-administrator user logs out, the **Trash** is no longer displayed. To restore a location from the **Trash** to its original location after logging out, the user must contact the administrator.

4.3.3 Moving a location

To move a location:

1. In the Location window, select the check box for the location that you want to move.

   To restore a deleted location, select the check box for the location in the **Trash**.

2. Click the **Move** button.

   The Browse Locations dialog box is displayed.

   To cancel, click the **Cancel** button.

3. Specify the target location, and then click the **OK** button.

   The target location cannot be a location in the **Trash**.

   The Browse Locations dialog box closes, and the location selected in the Location window moves to the specified location.

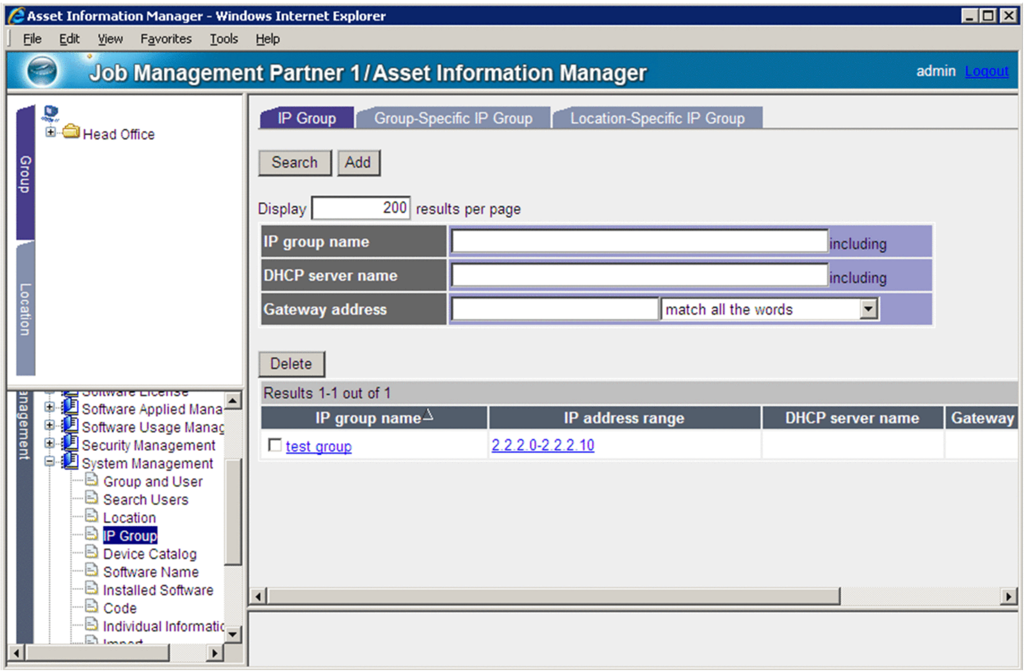
4.4 Changing IP group information (IP Group)

By using the **IP Group** job menu, you can group IP addresses and manage them as *IP groups*. You can create groups by department and location, and assign desired names to them to manage IP address usage. IP group management is applicable only to the IP addresses of IPv4.

By default, only the administrator can execute **IP Group**.

To change IP group information, use the IP Group window, which is displayed by clicking the **IP Group** job menu. The following figure shows the IP Group window.

Figure 4-11: IP Group window



By clicking a link under **IP group name** in a search results list, you can view and change the details about that IP group.

To manage IP addresses by group, use the **Group-Specific IP Group** tab to create IP groups; to manage IP addresses by location, use the **Location-Specific IP Group** tab to create IP groups. To manage a group by subgroups or manage multiple groups as a single group, use the **IP Group** tab to create IP groups.

When you create an IP group in the **Group-Specific IP Group** tab or

Location-Specific IP Group tab, it is also possible to automatically add a department and location that correspond to the IP address of each machine at the following times:

- Collection of JP1/Software Distribution inventory information
- Collection of node information for NNM (version 7.5 or earlier)
- Execution of a **Data maintenance** task

To automatically register a group and location that correspond to the IP address, you must specify settings in the Server Setup dialog box. For details about how to specify settings in the Server Setup dialog box, see *5.3.4(9) Settings for a group that uses a group-specific IP group* and *5.3.4(10) Settings for a location that uses a location-specific IP group* in the *Planning and Setup Guide*. To automatically register a group and location that correspond to the IP address during execution of the **Data maintenance** task, you must edit the setup file (`taskopt.ini`). For details about how to edit the setup file, see *5.9.3(3) Changing the tasks to be executed* in the *Planning and Setup Guide*. For details about how to add IP addresses individually, see *2.8.2(1) Adding an IP address*.

4.4.1 Adding an IP group

To add an IP group:

1. Select a tab to which an IP group is to be added.
2. Click the **Add** button.

   Depending on the selected tab, the Add IP Group, Add Group-Specific IP Group, or Add Location-Specific IP Group dialog box is displayed.

   Items identified by a star (★) are mandatory.

   When specifying **IP address range**, make sure that the number of IP addresses in the range does not exceed 1,024.

   To cancel, click the **Close** button.

   Note

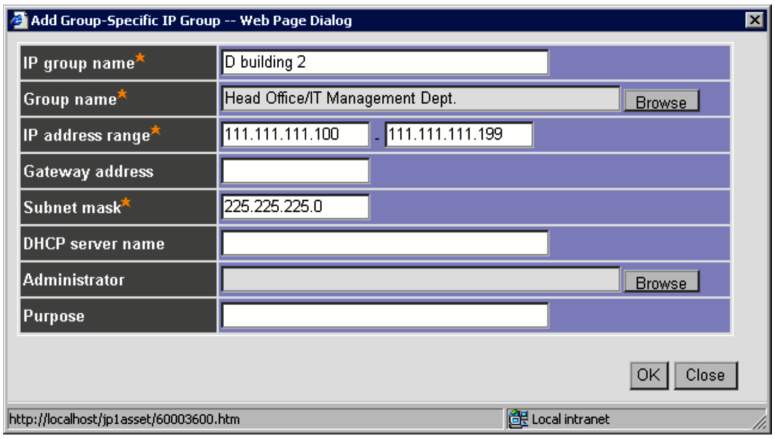
   > In the same tab, no IP group can have an overlapping IP address range. IP groups in different tabs might have overlapping address ranges. If you create IP groups with overlapping address ranges in different tabs, make sure that the same IP address in different tabs has different DHCP server usage settings. IP addresses in an IP group that uses the DHCP server are treated as unused IP addresses, even when they are fixed.

3. Click the **OK** button.

   The IP group is registered based on the specified information.

The following figure shows the IP Group - Add Group-Specific IP Group dialog box in which information about the IP group to be registered is specified.

Figure 4-12: IP Group - Add Group-Specific IP Group dialog box



4.4.2 Viewing IP address usage

To view information from the IP group search list in each tab, such as IP address usage and to where IP addresses are allocated:

1. In the IP group search list in each tab, click the **IP address range** link.

   The IP Address Management dialog box is displayed, showing the usage of IP addresses in the group and IP address assignment target.

   Narrowing down the list by usage

   From the drop-down list, select **Unused**, **Used**, or **Used (multiple only)** and then click the **Show** button.

   Checking the devices sharing the same IP address

   Click a link under **Used (multiple only)** in the **Usage condition** column.

   The IP Address Management - Device List dialog box is displayed, showing a list of devices sharing the same IP address.

   To release the assignment, select the **Asset No.** check box and then click the **Cancel** button.

   Displaying information about devices and users

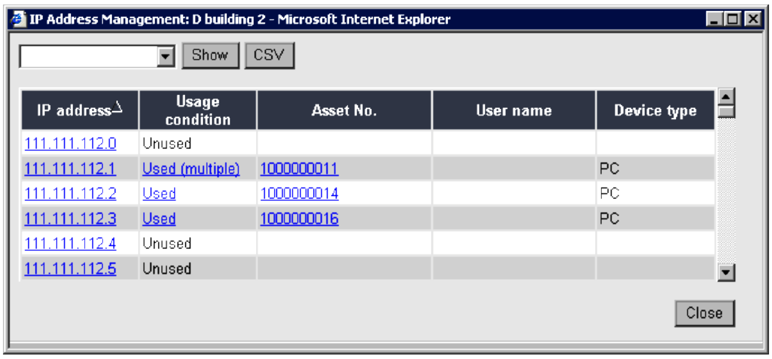
   Clicking a link under **Asset No.** or **User name** displays the Device Details dialog box or User Details dialog box.

2. Click the **Close** button.

   The IP Address Management dialog box closes.

The following shows the IP Address Management dialog box.

Figure 4-13: IP Address Management dialog box



4.4.3 Assigning IP addresses to devices

To assign IP addresses to devices:

1. In the IP group search list in each tab, click the **IP address range** link.

   The IP Address Management dialog box is displayed.

2. Click the link for the IP address that you want to assign to a device.

   The IP Address Management - Asset Assignment dialog box is displayed.

3. If necessary, specify the search condition and click the **Search** button.

   Devices matching the search condition are searched for among devices with no IP address assigned.

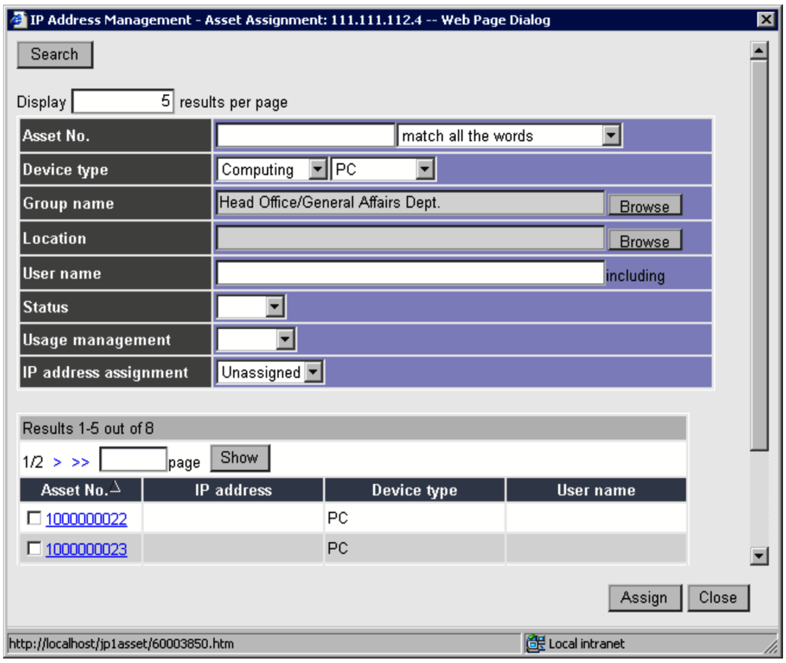
   To cancel, click the **Close** button.

4. Select a device from the search result and then click the **Assign** button.

   The IP address is assigned to the selected device.

The following shows the IP Address Management - Asset Assignment dialog box with the devices searched.

Figure 4-14: IP Address Management - Asset Assignment dialog box



4.4.4 Releasing the IP addresses assigned to devices

To release IP addresses assigned to devices:

1. In the IP group search list in each tab, click the **IP address range** link.

   The IP Address Management dialog box is displayed.

2. Click the link under **Usage condition** for the IP address whose assignment you want to release.

   The IP Address Management - Device List dialog box is displayed.

   To cancel, click the **Close** button.

3. Select the **Asset No.** check box for the device whose assignment is to be released, and then click the **Cancel** button.

   The assignment of IP address to the selected device is released.

   The network information that contains the released IP address is deleted as follows:

   - If **DHCP server name** has been registered or at least one of **MAC address**, **Host name**, and **Computer name** has been registered, the network information is deleted, unless there is a corresponding value when inventory information is acquired.

- If none of **DHCP server name**, **MAC address**, **Host name**, or **Computer name** have been registered, the network information is deleted when the assignment is released.

4.4.5 Downloading the IP address usage

To download the IP address usage for each IP group as a CSV file:

1. In the IP group search list in each tab, click the **IP address range** link.

   The IP Address Management dialog box is displayed.

   To cancel, click the **Close** button.

2. From the drop-down list, select the IP address usage that you want to download and then click the **CSV** button.

   IP address, **Asset No.**, **User name**, and **Device type** of the IP address that matches the selected usage are output to a CSV file.

   If the selected usage is blank, **Used**, or **Used (multiple only)**, a dialog box is displayed, asking whether to output information about all devices assigned to each IP address.

   To output information about the IP address and about all devices using the IP address, click the **Yes** button.

   To output information about the IP address and about one device using the IP address, click the **No** button. If you do not need to output information about all devices, such as when you are only checking whether a particular IP address is in use, click the **No** button.

   To cancel, click the **Cancel** button.

4.4.6 Deleting an IP group

To delete an IP group in each tab:

1. On the IP group search list in each tab, select the check box for the IP group that you want to delete.

2. Click the **Delete** button.

   A confirmation message dialog box is displayed. Clicking the **OK** button deletes the IP group.

4.5 Managing device catalog information (Device Catalog)

By using the **Device Catalog** job menu, you can register and edit the device catalog information that is used to register new devices.

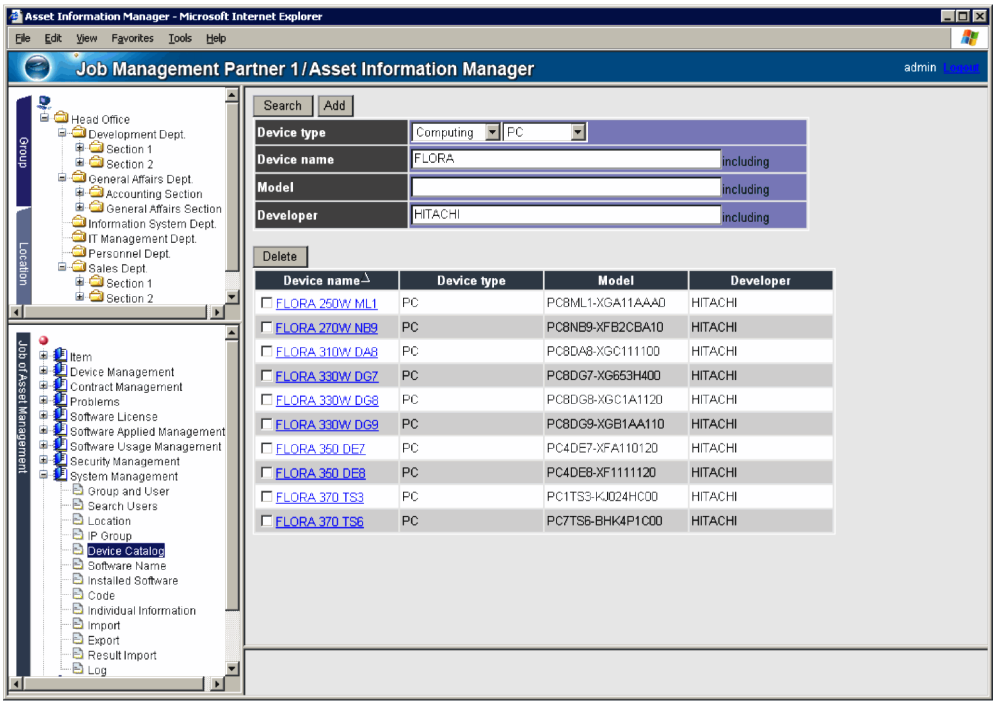
Some device information is predefined for each product, such as CPU and memory size. A collection of these items that have already been registered is called a *device catalog*.

For items that are already registered, you can save time in entering predefined items by selecting the device catalog for the product to be registered.

By default, only the administrator can perform device catalog management.

To manage device catalogs, use the Device Catalog window, which is displayed by clicking the **Device Catalog** job menu. The following figure shows the Device Catalog window.

Figure 4-15: Device Catalog window



Clicking a link under **Device name** in a search results list displays the Device Catalog Details dialog box, which enables you to view the details of the corresponding catalog information. You can also use this dialog box to change and delete catalog information.

4.5.1 Registering a device catalog

To register a device catalog:

1. Click the **Add** button.

   The Add Device Catalog dialog box is displayed.

   Items identified by a star (★) are mandatory.

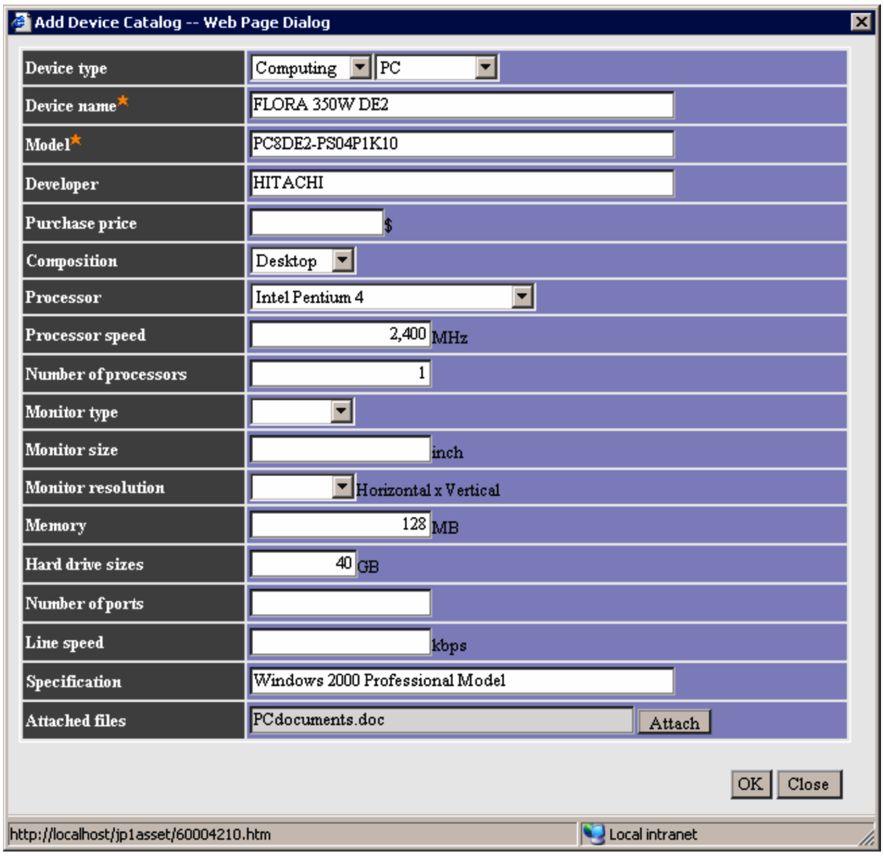
   To cancel, click the **Close** button.

2. Click the **OK** button.

   The device catalog is registered based on the specified information.

The following figure shows the Add Device Catalog dialog box, in which information to be registered is specified.

Figure 4-16: Add Device Catalog dialog box



Attaching device image files

Image files can be attached to device catalogs. To specify a file for attachment, click the **Attach** button for **Attached files**, and then from the displayed Edit Attached Files dialog box, enter the file name in **File name**.

4.5.2 Deleting a device catalog

To delete a device catalog, select its check box, and then click the **Delete** button.

You can also delete a device catalog from the Device Catalog Details dialog box, which is displayed by clicking the corresponding link under **Device name** in a search results list.

4.6 Establishing correspondence between software names (Software Name)

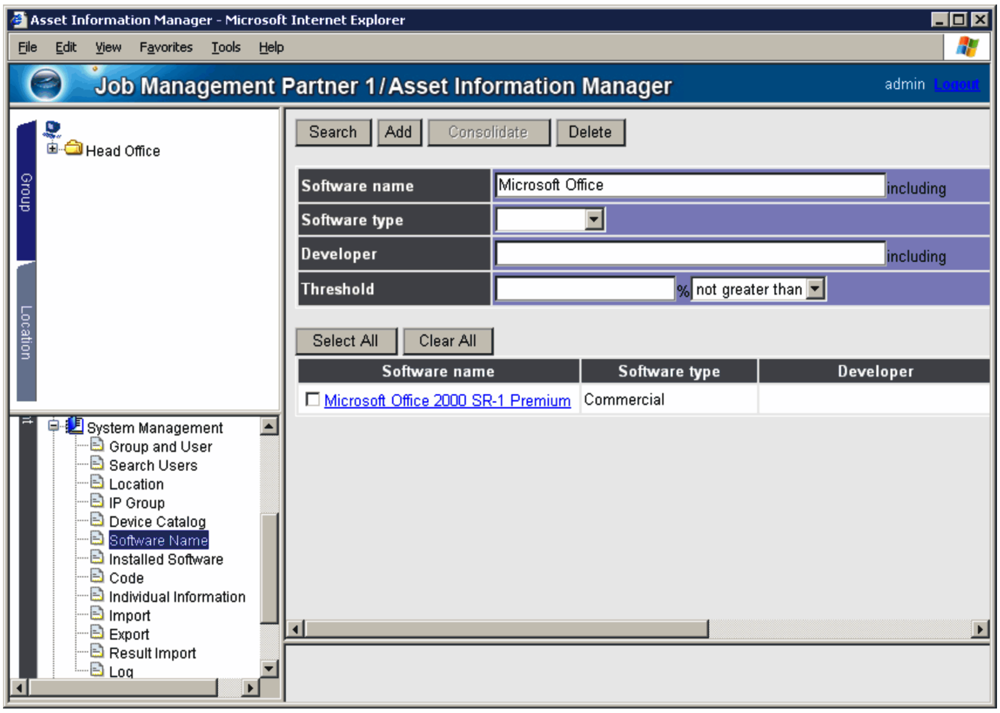
By using the **Software Name** job menu, you can establish correspondence between the names of installed software assets and the software asset names so that it becomes possible to manage license usage. The *names of installed software assets* are the names used at the sources of the inventory information and registered as is by JP1/Software Distribution into the asset management database. Therefore, to manage license usage correctly, you must establish the correspondence between these names and the actual names of the software assets.

You can also change other software information (such as the email notification threshold for exceeded licenses, license information, and downgrade software).

By default, only the administrator can execute **Software Name**.

To establish correspondence between software names, start from the Software Name window, which is displayed by clicking the **Software Name** job menu. The following figure shows the Software Name window.

Figure 4-17: Software Name window



In a search results list, clicking a link under **Software name** displays the Software Name Details dialog box. This dialog box enables you to execute various tasks, such as changing software names, assigning installed software names, and registering license information and downgrade software assets.

Installed software name displays the installed software name and version. If a file name has been registered, this item also displays the file name, file size, and file date. If a package ID has been acquired, the package former attribute and package ID are also displayed.

4.6.1 Registering a software name

Software names are the names of software that are used for management of assets. To register a license and assign a software name, select a software name from those that are registered here.

To register a new software name:

1. Click the **Add** button.

   The Add Software dialog box is displayed.

   To cancel, click the **Close** button.

2. Specify **Software name**, **Software type**, **Developer**, and **Threshold**, and then click the **OK** button.

   Specification of **Software name** and **Software type** is mandatory.

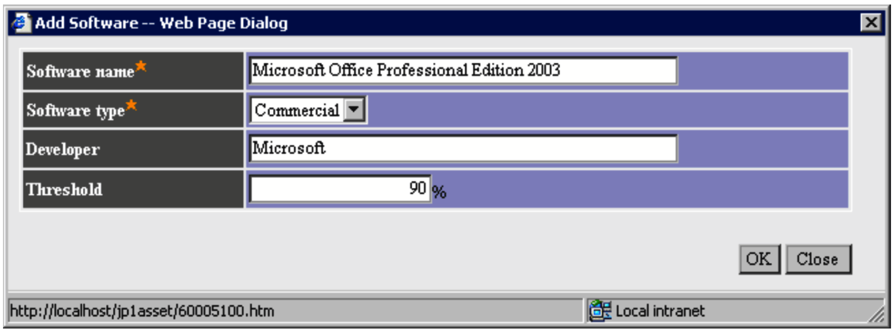
To specify **Software type**:

- By specifying **Commercial** or **Shareware**, the software comes under license management and is counted in the totals of the **Owned License List** job menu. If the number of licenses in use exceeds the number of licenses you own, the **Excess License List** job menu is displayed and an email notification is sent.
- If **Freeware** is specified, the license is unlimited and the software is not displayed in the number of owned and available licenses in the **Owned License List** job menu. Also, the **Excess License List** job menu is not displayed.

The Add Software dialog box closes, and the software name is registered based on the specified information.

The following figure shows the Add Software dialog box in which a software name to be registered is specified.

Figure 4-18: Add Software dialog box



4.6.2 Consolidating software names

You can consolidate multiple software names into one for management purposes.

To consolidate software names:

1. In **Software name,** as the search condition, specify the name to be consolidated, and then click the **Search** button.

   The specified software names are retrieved.

   You cannot consolidate names for different types of software.

2. In **Software name**, select the check box for the software name to be consolidated and then click the **Consolidate** button.

   The Consolidate Software dialog box is displayed.

   To cancel, click the **Close** button.

3. Select the radio button for the software to be consolidated and then click the **Consolidate** button.

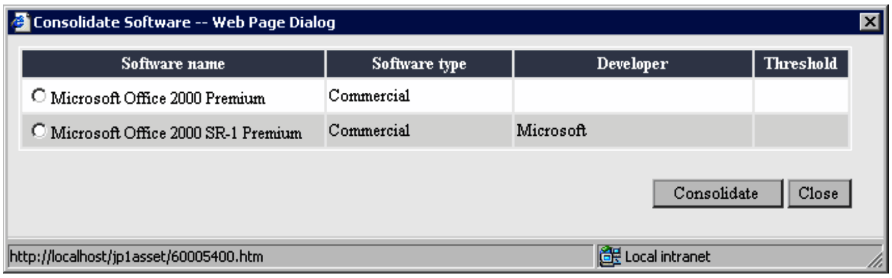
   The Consolidate Software dialog box closes, and the selected software assets are consolidated into one.

   Any installed software name assigned before consolidation is maintained as is after consolidation.

   Note that no downgrade software is consolidated, if registered. Use the Software Name Details dialog box to re-register downgrade software assets, if necessary. For details about registering downgrade software assets, see *4.6.9 Adding downgrade software assets*.

The following figure shows the Consolidate Software dialog box in which the software name to be consolidated is selected.

Figure 4-19: Consolidate Software dialog box



4.6.3 Deleting a software name

To delete a software name, select its check box in the search results of the Software Name window, and then click the **Delete** button.

4.6.4 Changing a software name and attributes

Software Name manages the software names and, for each software name, the type, developer, and threshold that has been set.

The threshold is used to monitor license usage status and for determining when to send email notification to the asset manager. If no threshold is set, the value specified in the Server Setup dialog box is assumed (the default is 100%).

For details about specifying the settings in the Server Setup dialog box, see *5.3.4(6) Threshold for license excess* in the *Planning and Setup Guide*.

To change a software name, software type, developer, and threshold:

1. Specify a search condition, if necessary, and search for the software name to be changed.

   The software names satisfying the condition are retrieved.

2. Click the link of the software name to be changed.

   The Software Name Details dialog box is displayed.

   To cancel, click the **Close** button.

3. In the **Name** tab, edit **Software name**, **Software type**, **Developer**, and **Threshold**.

   For **Threshold**, specify a numeric value in the range from 0 to 100 (%).

   If the software type is changed from **Commercial** or **Shareware** to **Freeware**, the number of owned licenses is not changed automatically to unlimited. To change the license into unlimited for software for which the software type has been changed to **Freeware**, delete the number of owned licenses registered in the Software Details dialog box (**Asset** tab) and select the **Unlimited license** check box.

4. Click the **Update** button.

   The Software Name Details dialog box closes, and the information is updated based on the edited information.

4.6.5 Assigning an installed software name

To assign an installed software name to a software name:

1. Specify a search condition, if necessary, and search for the software name to be changed.

   The software names satisfying the condition are retrieved.

2. Click the link of the software name to be changed.

   The Software Name Details dialog box is displayed.

   To cancel, click the **Close** button.

3. In the **Assign** tab, click the **Add** button.

   The Add Installed Software dialog box is displayed.

4. Search for the installed software name to be assigned.

   The system searches the installed software names that have not been assigned to any software name.

   To cancel, click the **Close** button.

5. In the search results, select the check box of the installed software name to be assigned, and then click the **OK** button.

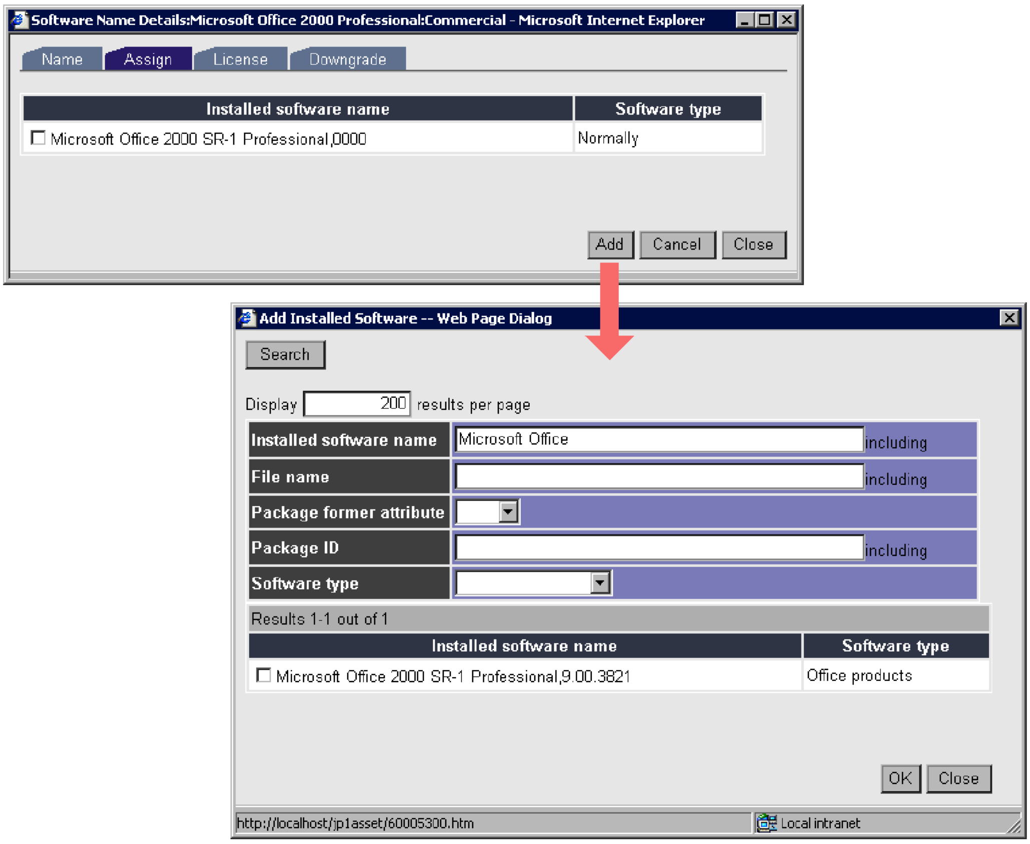
   The Add Installed Software dialog box closes, and the selected installed software name is added as the assigned installed software name. To add another installed software name, repeat steps 3-5.

6. Click the **Close** button.

   The Software Name Details dialog box closes.

The following figure shows the procedure for adding an installed software name from the Software Name Details dialog box.

Figure 4-20: Procedure for adding an installed software name to be assigned



Once an installed software name is assigned, the corresponding software asset information cannot be deleted. To delete such software asset information, you must first release the assigned installed software name.

Assigning multiple installed software names

You can assign multiple installed software names to a single software name. In such a case, the usage count is `1` even when the software asset assigned to the same software name is installed on the same machine.

This makes license management easy, for example, when the same software is not managed by version or when downgrading is applied in the entire company.

4.6.6 Releasing assignment of an installed software name

To release the assignment of an installed software name, select its check box in the **Assign** tab in the Software Name Details dialog box, and then click the **Cancel** button.

4.6.7 Registering license information

To register license information:

1. Specify a search condition, if necessary, and search for the software name for which license information is to be registered.

   The software names satisfying the condition are retrieved.

2. Click the link of the software name for which license information is to be registered.

   The Software Name Details dialog box is displayed.

   To cancel, click the **Close** button.

3. In the **License** tab, click the **Add** button.

   The Add License dialog box is displayed.

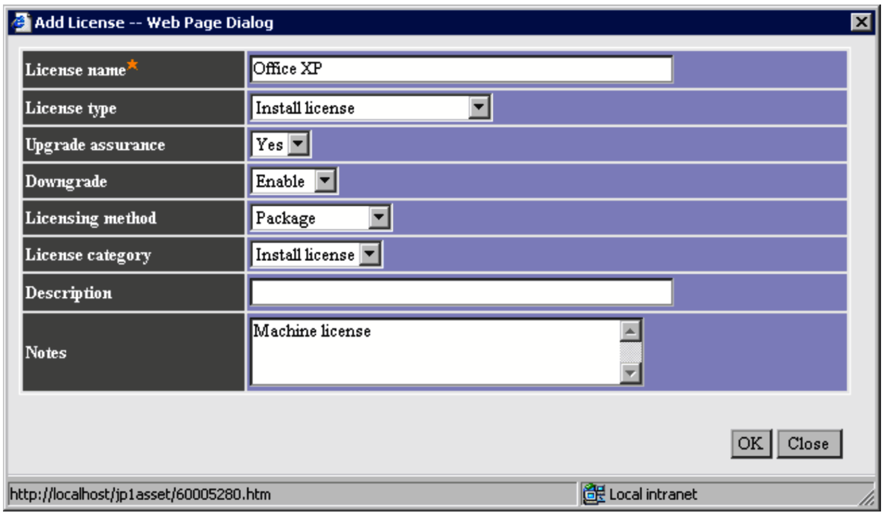
4. Specify each item as appropriate for the license, and then click the **OK** button.

   Make sure that **License name** is specified.

   The Add License dialog box closes, and the specified license information is registered.

The following shows the Add License dialog box in which license information is specified.

Figure 4-21: Add License dialog box



4.6.8 Changing license information

To change license information:

1. Specify a search condition, if necessary, and search for the software name for which license information is to be changed.

   The software names satisfying the condition are retrieved.

2. Click the link of the software name to be changed.

   The Software Name Details dialog box is displayed.

   To cancel, click the **Close** button.

3. In the **License** tab, click the link under **License name** of the license information to be changed.

   The License Information Details dialog box is displayed.

4. Edit each item, and then click the **Update** button.

   Make sure that **License name** is specified.

   The License Information Details dialog box closes, and the license information is updated based on the edited information.

4.6.9 Adding downgrade software assets

To use an older version with a purchased license (for example, purchasing Windows XP Professional and using Windows 2000 Professional), you must register the software name for the older version.

To add a downgrade software asset:

1. In **Software name**, specify as the search condition the software name to which a downgrade software asset is to be added, and then click the **Search** button.

   The applicable software names are retrieved.

2. Click the link of the software name to which the downgrade software asset is to be added.

   The Software Name Details dialog box is displayed.

   To cancel, click the **Close** button.

3. In the **Downgrade** tab, click the **Add** button.

   The Software dialog box is displayed.

4. Specify a desired search condition, and then click the **Search** button.

   The software assets satisfying the specified condition are retrieved.

5. Select the check box of the software name that is to be registered as downgrade

software, and then click the **OK** button.

The Software dialog box closes, and the specified software asset is registered as downgrade software.

In order for the registered downgrade software to be subject to license management totals, **Downgrade** must be set to **Enable** when the license is registered. For details about how to register licenses, see *2.4.6(2) How to specify a license name*.

4.6.10 Releasing a software name from downgrade software

To release a software name from downgrade software, select its check box in the **Downgrade** tab in the Software Name Details dialog box, and then click the **Cancel** button.

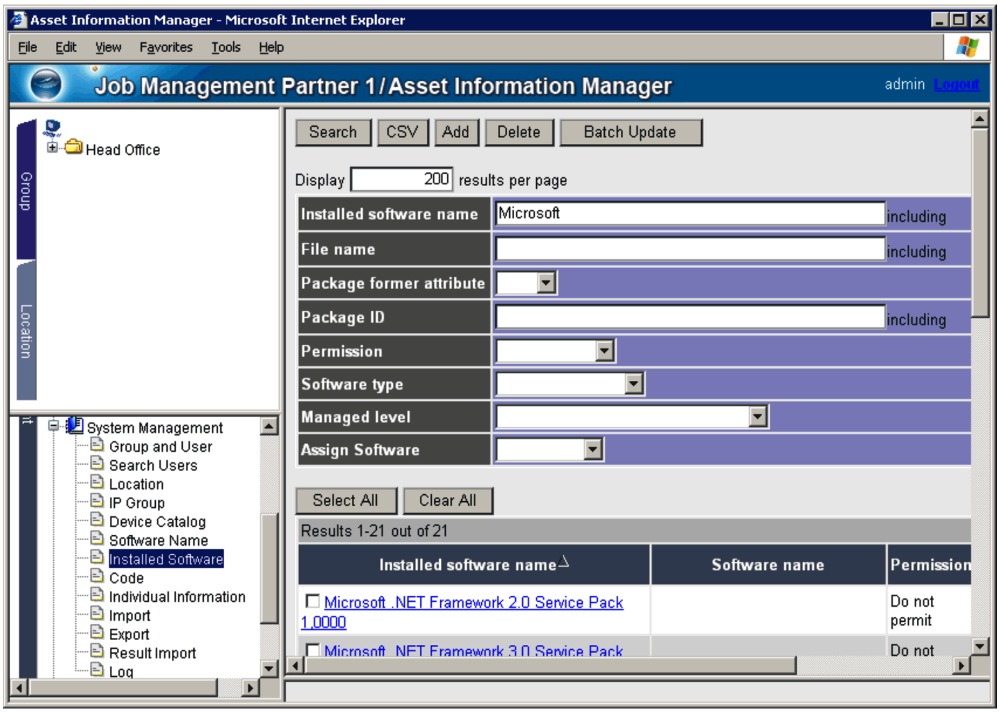
4.7 Changing information about installed software (Installed Software)

By using the **Installed Software** job menu, you can manage the names of installed software assets. This job also manages whether installation and licenses for each such software asset are to be permitted.

By default, only the administrator can execute **Installed Software**.

To manage installed software assets, use the Installed Software window, which is displayed by clicking the **Installed Software** job menu. The following figure shows the Installed Software window.

Figure 4-22: Installed Software window



Installed software name displays the installed software name and version. If a file name has been registered, the file name, file size, and file date are also displayed. If a package ID has been acquired, the package former attribute and package ID are also displayed.

For each installed software, in addition to the name and version, the following information is set in order to manage its licenses:

- **Permission**

  Sets whether installation of the software is to be permitted. By specifying this information, you can manage the software to protect against unauthorized installation or usage.

- **Software type**

  Sets the type of software. By setting the type to be managed separately from other software assets, you can use this information in user reports, etc.

  If inventory information acquired by JP1/Software Distribution 07-00 or later is registered, **Normally**, **Office products**, **Virus definition**, or **Operating system** is set.

- **Managed level**

  Sets the level at which licenses are to be managed. This setting is used to register information when inventory information is acquired from JP1/Software Distribution.

  - **Managed object**

    Include the software asset in license usage counts.

  - **Managed object not in license count**

    Do not include the software asset in license usage counts. Register it as an installed software asset.

  - **Unmanaged object**

    Do not manage licenses and do not register it as an installed software asset.

4.7.1 Registering an installed software name

The *installed software name* is the name of the software as it is installed on the device. When an installed software asset is added in the **Software** tab in the Device Details dialog box, the name registered here is selected as the installed software name.

In each job menu under the job category **Software License**, to execute software license management, you must not only register an installed software name but also assign a software name to the registered installed software name.

To register a new installed software name and establish its correspondence with a software name:

1. Click the **Add** button.

   The Add Installed Software dialog box is displayed.

   To cancel, click the **Close** button.

2. Specify an item.

Items identified by a star (★) are mandatory.

3. Click the **Browse** button for **Software name**.

   The Select Software dialog box is displayed.

4. If necessary, specify the search condition and click the **Search** button.

   The software names satisfying the condition are retrieved.

5. Select the name of the software that you want to establish correspondence with the installed software name to be registered, and then click the **OK** button.

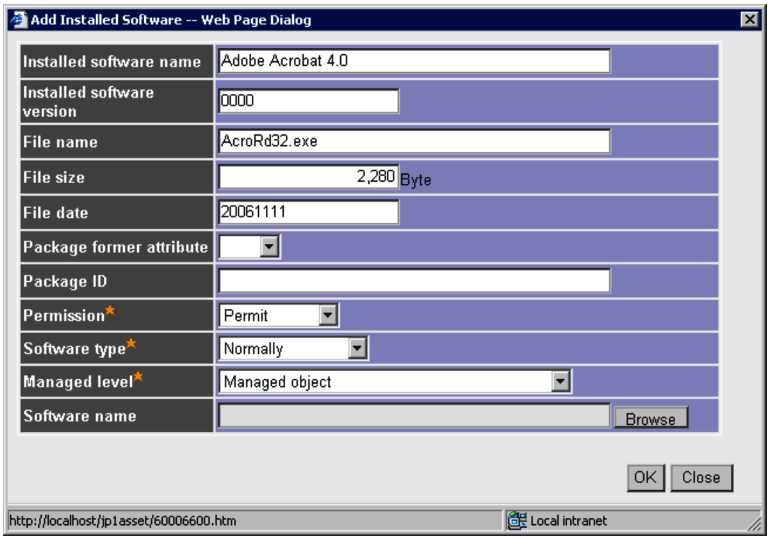
   The Select Software dialog box closes, and **Software name** is specified.

6. In the Add Installed Software dialog box, click the **OK** button.

   The Add Installed Software dialog box closes, and the installed software name is registered based on the specified information.

The following figure shows the Add Installed Software dialog box in which the software name to be registered is specified.

Figure 4-23: Add Installed Software dialog box



4.7.2 Changing the installed software information

To change an installed software name, version, permission, type, managed level, and correspondence with software name:

1. From the search results in the Installed Software window, click the link of the installed software name to be changed.

The Installed Software Details dialog box is displayed.

To cancel, click the **Close** button.

2. Edit each item.

   To change the correspondence with the software name, use the Select Software dialog box that is displayed by clicking the **Browse** button.

   To release the correspondence with the software name, click the **Clear Settings** button in the Select Software dialog box.

3. Click the **Update** button.

   Information about the installed software asset is updated based on the edited information.

To change multiple installed software information items in a batch operation:

The values of **Permission**, **Software type**, and **Managed level** can be changed in a batch operation for multiple installed software items.

Select the check boxes for the names of the installed software that you wish to change, click the **Batch Update** button, and the Batch Update dialog box is displayed.

Specify **Permission**, **Software type**, or **Managed level** in the Batch Update dialog box, and then click the **OK** button to change the specified values.

Note

If **Installed software name**, **Installed software version**, **File name**, **File size**, **File date**, **Package former attribute**, or **Package ID** is changed from the installed software information collected from JP1/Software Distribution inventory information, the next time the inventory information is collected the software item is recognized as different software.

4.7.3 Assigning to a software name

To search for an installed software name that has not been assigned to a software name and assign it to a software name:

1. In the search condition **Assign Software**, specify **Unassigned**, and then click the **Search** button.

   The installed software names that have not been assigned to software names are retrieved.

2. Click the **Installed software name** link.

   The Installed Software Details dialog box is displayed.

3. Click the **Browse** button for **Software name**.

The Select Software dialog box is displayed.

4. If necessary, specify conditions and the click the **Search** button.

   The software names satisfying the conditions are listed.

5. Select the software name to which you want to assign the installed software name, and then click the **OK** button.

   The Select Software dialog box closes and **Software name** is specified.

6. In the Installed Software Details dialog box, click the **Update** button.

   The Installed Software Details dialog box closes and the installed software name is assigned to the software name.

4.7.4 Deleting an installed software name

To delete an installed software name, select its check box in the search results of the Installed Software window, and then click the **Delete** button.

If the specified installed software name has been assigned to a software name, a confirmation message dialog box is displayed. Clicking the **OK** button releases the assignment to the software name and deletes the installed software name.

To cancel deleting the installed software name, click the **Cancel** button.

4.8 Adding and changing types and statuses (Code)

Information that is managed by defining its type, such as device and software status, is associated with codes in the asset management database.

By editing the codes and attributes (code display values), you can add and edit the search conditions specified with each job menu and the output result.

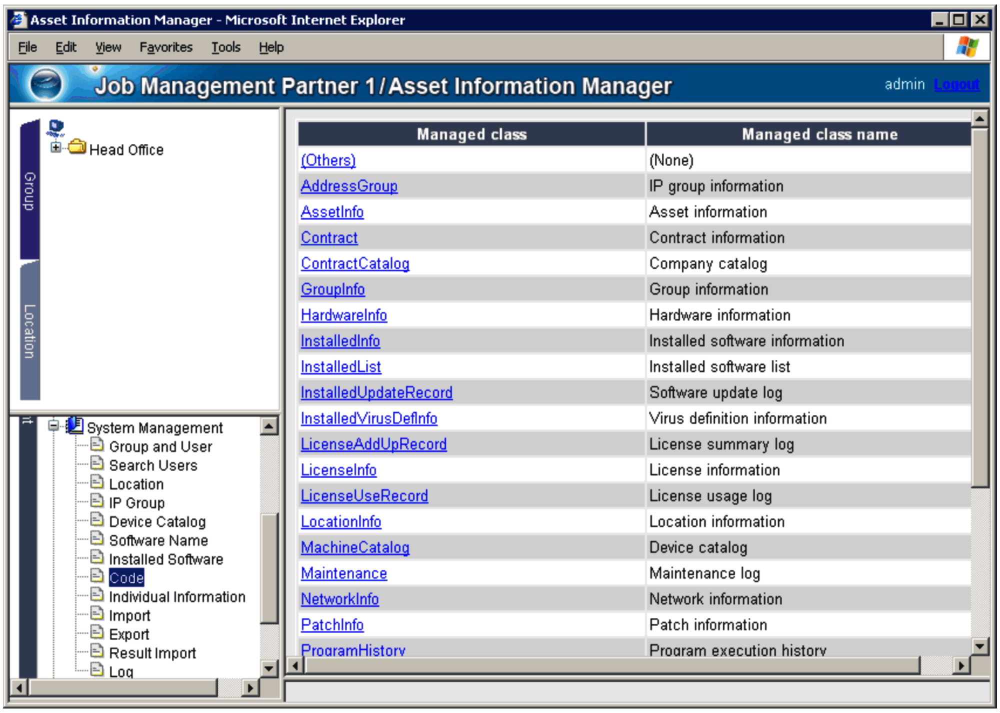
For example, you can add a new device type to the **Device type** item in the New Device window or Device Details dialog box, or you can hide unneeded CPU types for the **Processor** item.

For details about the codes managed in the asset management database, see *14.2 Lists of properties for object classes* in the *Planning and Setup Guide*.

By default, only the administrator can execute **Code**.

To edit codes, start from the Code window, which is displayed by clicking the **Code** job menu. The following figure shows the Code window.

Figure 4-24: Code window



4.8.1 Adding codes

To add a code:

1. In the **Managed class** list, click the link of the class to which a code is to be added.

   The code ID of the selected class is displayed.

   Some code information cannot be added. For details about the code information that cannot be added, see *4.8.6 Code information that cannot be added or deleted*.

2. Click the link of the **Code ID** to which a code is to be added.

   The code and the corresponding display value are displayed.

   The contract information and company catalog, and the hardware information and device catalog share code information. For details about the shared codes, see *4.8.5 Code IDs shared among multiple classes*.

3. Click the **Add** button.

   The Add Code dialog box is displayed.

   Code value and **Display value** must be specified. You cannot add a code or display value that has already been registered.

   Note that the meaning of a code might depend on the numerical range in which it is specified. The code ranges that can be specified have specific code IDs. For details about the code specification ranges, see *4.8.4 Meaning of codes depending on specification range*.

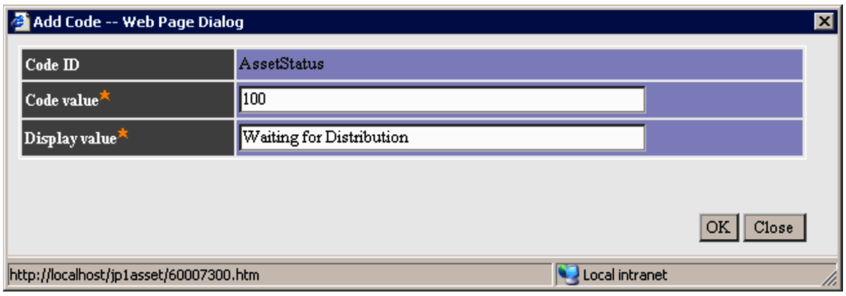
   To cancel, click the **Close** button.

4. Click the **OK** button.

   The code is added based on the specified information, and the Add Code dialog box closes.

The following figure shows the Add Code dialog box in which a code to be registered is specified.

Figure 4-25: Add Code dialog box



Notes

To add a code to `CPUType` and `OSType` for items added by JP1/Software Distribution, make sure that the added code matches JP1/Software Distribution's system information **CPU type**.

If you add a unique code to **CPU type**, make sure that the specified value is in the range from 00000 to 99999.

4.8.2 Changing a code's display value

To edit a code's display value:

1. From the list of **Managed class**, click the link of the class whose code is to be edited.

   The code IDs of the selected class are displayed.

2. Click the link under **Code ID** of the code to be edited.

   The codes and corresponding display values are displayed.

   The contract information and company catalog, and the hardware information and device catalog share code information. For details about the shared codes, see *4.8.5 Code IDs shared among multiple classes*.

3. In the **Code value** list, click the link of the code to be edited.

   The Edit Code dialog box is displayed.

   To cancel, click the **Close** button.

4. Edit **Display value**, and then click the **Update** button.

   The code information is updated based on the specified information, and the Edit Code dialog box closes.

   Specification of **Display value** is mandatory.

4.8.3 Deleting code information

To delete code information:

1. From the list of **Managed class**, click the link of the class whose code is to be deleted.

   The code IDs of the selected class are displayed.

2. Click the link under **Code ID** of the code to be deleted.

   The codes and corresponding display values are displayed.

   The contract information and company catalog, and the hardware information and device catalog share code information. For details about the shared codes, see *4.8.5 Code IDs shared among multiple classes*.

3. In the **Code value** list, click the link of the code to be deleted.
4. Click the **Delete** button.

   The selected code information is deleted.

   Note that a code whose check box is disabled cannot be deleted. For details about the code information that cannot be deleted, see *4.8.6 Code information that cannot be added or deleted*.

4.8.4 Meaning of codes depending on specification range

Depending on the range of the code specification, the range of codes that limit each code ID might be different from the code ID used by the asset management system. When adding or changing codes, you must note the appropriate specification range.

The following table shows the code IDs along with the specification ranges in which they can be added.

Table 4-2: Meaning of code IDs depending on their specification range

Managed class (managed class name)	Code ID (display name)	Range for addition
`HardwareInfo` (hardware information)	`ModelKind` (composition)	970-998
	`MonitorKind` (monitor type)	970-998
	`MonitorResolution` (monitor resolution)	970-998
`InstalledList` (installed software list)	`InstalledKind` (software type)	170-198
`LicenseInfo` (license information)	`LicenseType` (license type)	170-199
	`PurchaseType` (licensing method)	170-199
`LocationInfo` (location information)	`Attribute` (attribute)	170-198
`VolumeContract` (volume contract information)	`VolumeContractKind` (category)	170-199
	`VolumeContractObject` (software asset)	170-199
Others (codes not belonging to any of the above)	`MatterCategory` (item category)	000-099, 200-299

The following table shows the meanings of the codes depending on their specification ranges.

Table 4-3: Meanings of codes depending on their specification range

Code ID	Displayed name	Meaning	Code range	Category	Range for addition	Default
AssetStatus	**Status**	Active[#1]	000-499	000-299 (Used)	270-299	002: Active
				300-499 (Not used)	470-499	301: Stock
		Scrap[#2, #3, #4]	500-719	500-599 (Restore)	570-599	501: Restore
				600-699 (Scrap)	670-699	601: Scrap
				700-719 (Pre-scrap)	710-719	701: Pre-scrap
		Erase[#4, #5]	999	--	--	999: Erase
SoftwareStatus	**Status**	Active	000-499	--	470-499	001: Active
		Scrap[#2, #6]	500-699	500-599 (Restore)	570-599	501: Restore
				600-699 (Scrap)	670-699	601: Scrap
		Erase[#5, #6]	999	--	--	999: Erase
ContractStatus,	**Status**	Under contract	000-499	--	470-499	001: Under contract
VolumeContract Status		Expired[#7]	500-998	--	570-998	501: Expire
		Erase[#5, #6]	999	--	--	999: Erase
MaintenanceSta tus	**Status**	Being handled	000-899	--	870-899	001: Wrong 002: Informed 003: Under repair
		Solved	900-999	--	970-999	901: Complete

Code ID	Displayed name	Meaning	Code range	Category	Range for addition	Default
`MachineKind`	**Device type**	Computing	100-198	--	170-198	100: PC 101: PC server 102: UNIX 103: UNIX server
		Accessories	200-298	--	270-298	200: Monitor 201: Hard disk 202: CD-R 203: CD-R/W 204: DVD 205: DAT 206: MO 207: Printer
		Networking[#8]	300-399	--	370-398	300: HUB 301: Router 302: Network printer 399: Network device
`ContractKind`	**Contract type**	Maintenance	100-199	--	170-199	100: Maintenance
		Lease	200-299	--	270-299	200: Lease
		Rental	300-399	--	370-399	300: Rental
`SoftwareKind`	**Software type**	Software whose licenses are managed[#9]	100-199	--	170-199	100: Commercial 101: Shareware
		Software whose licenses are not managed[#10]	200-499	--	470-499	200: Freeware
`MaintenanceKind`	**Problem type**	JP1 event	001	--	--	001: JP1 event
		SNMP trap	002	--	--	002: SNMP trap

Code ID	Displayed name	Meaning	Code range	Category	Range for addition	Default
		User-registered	100-199	--	170-199	100: User Registered
LicenseCategory	**License category**	Install license	100-199	--	170-199	100: Install license
		User license	200-299	--	270-299	200: User license
		Other	300-399	--	370-399	300: Other

Legend:

--: Not applicable

#1

This is subject to the same search and totaling processing as for the default statuses `Active` and `Stock`.

#2

When maintenance of the asset management database is executed by the **Data maintenance** task registered in Windows Task Scheduler, the associated network information (IP address only), installed software information, patch information, virus definition information, and component information are deleted.

Additionally, the license key assigned to assets is released.

#3

If the assigned asset information code obtained from the JP1/Software Distribution inventory is in the range from 500 to 699, the information is not updated.

#4

License totaling does not apply to devices whose device status is **Scrap** or **Erase**.

#5

This information is deleted if a maintenance operation is executed on the asset management database by the **Data maintenance** task registered in Windows Task Scheduler.

#6

This is not subject to search or totaling processing in the windows provided by default.

#7

The target device or software can no longer be added.

#8

If the information collected from HP NNM Version 7.5 or earlier is not classified under **PC**, **HUB**, or **Router**, it is registered under the **Network device** type.

#9

This is subject to the same search and totaling processing as for the default types `Commercial` and `Shareware`.

#10

This is subject to the same search and totaling processing as for the default type `Freeware`.

4.8.5 Code IDs shared among multiple classes

Some code IDs are shared among multiple classes. Therefore, if you modify shared code information, the change is also effective for the classes that share the code.

The following table lists the code IDs that are shared among multiple classes.

Table 4-4: Code IDs shared among multiple classes

Managed items		Shared code ID
Managed class	**Property name**	
`Contract` (contract information) and `ContractCatalog` (company catalog)	• `UserPropertyCode_1` • `UserPropertyCode_2`	• `ContractProperty1` • `ContractProperty2`
`HardwareInfo` (hardware information) and `MachineCatalog` (device catalog)	• `CPUType` • `UserPropertyCode_1` to `UserPropertyCode_12` • `MachineKind` • `ModelKind` • `MonitorKind` • `MonitorResolution`	• `CPUType` • `HardwareProperty1` to `HardwareProperty12` • `MachineKind` • `ModelKind` • `MonitorKind` • `MonitorResolution`

4.8.6 Code information that cannot be added or deleted

For the following code IDs, the displayed character string can be changed, but the code information cannot be added or deleted.

Table 4-5: Code information that cannot be added or deleted

Managed class (managed class name)	Code ID (display name)
`AssetInfo` (asset information)	`AssetKind` (asset type)
	`AssetWorkKind` (usage management)
	`DMStatus` (SD installed status)
`Contract` (contract information)	`ContractObject` (subject)
`InstalledInfo` (installed software information)	`InventoryDelType` (auto-deletion setting)
`InstalledList` (installed software list)	`InstalledInd` (managed level)
	`PackageAttr2` (package former attribute)
	`Permit` (permit)
`InstalledUpdateRecord` (software update log)	`PackageAttr2` (package former attribute)
	`UpdateKind` (update kind)
`InstalledVirusDefInfo` (virus definition information)	`InventoryDelType` (auto-deletion setting)
	`ResidentKind` (resident/nonresident)
`LicenseAddUpRecord` (license total log)	`PackageAttr2` (package former attribute)
	`Permit` (permit)
`LicenseInfo` (license information)	`DownGrade` (downgrade)
	`UpGrade` (upgrade assurance)
`Maintenance` (maintenance log)	`Importance` (importance)
`NetworkInfo` (network information)	`InventoryDelType` (auto-deletion setting)
	`IPAddressKind` (IP address type)
`PatchInfo` (patch information)	`InstalledStatus` (applied status)
	`InventoryDelType` (auto-deletion setting)
`ProgramHistory` (program execution history)	`ProgramKind` (type)
`TakeInventoryDef` (inventory)	`InventoryUpType` (update type)
`UpdateRecord` (device change log)	`UpdateRecordInd` (record ind.)
`WindowTitleHistory` (window title update history)	`WindowTitleKind` (type)
Others (codes not belonging to any of the above)	`HardwareKind` (hardware type)

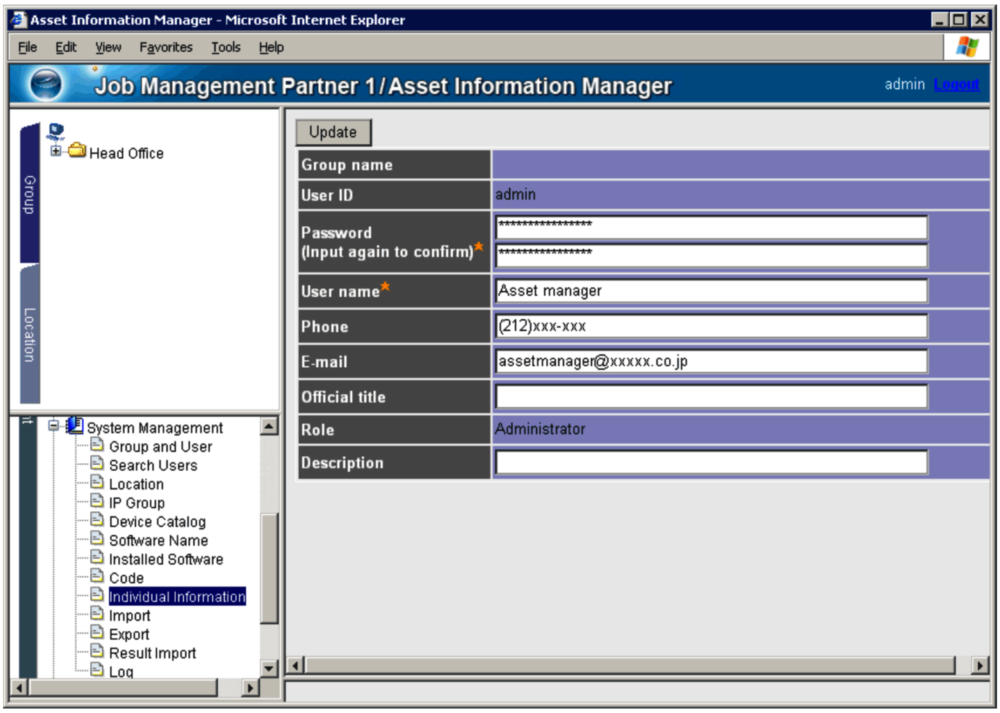
Managed class (managed class name)	Code ID (display name)
	`JobKind` (installation type)
	`PackageAttr` (package attributes)
	`RecordKind` (managed information category)
	`RelationAsset` (relationship)
	`SelectInstalledSoftwareType` (software type)
	`SelectIPAddressAssign` (IP address assignment)
	`SelectIPAddressType` (usage)
	`UserOwnJobRole` (official authority-based condition name)

4.9 Viewing and changing individual information (Individual Information)

By using the **Individual Information** job menu, you can display and edit information about a login user. You can view and edit such information as the password required for logging in to Asset Information Manager, the user name, and the telephone number.

To view and edit individual information, use the Individual Information window, which is displayed by clicking the **Individual Information** job menu. The following figure shows the Individual Information window.

Figure 4-26: Individual Information window



To change individual information, make sure that items with a star (★) are specified. To register the new information, click the **Update** button.

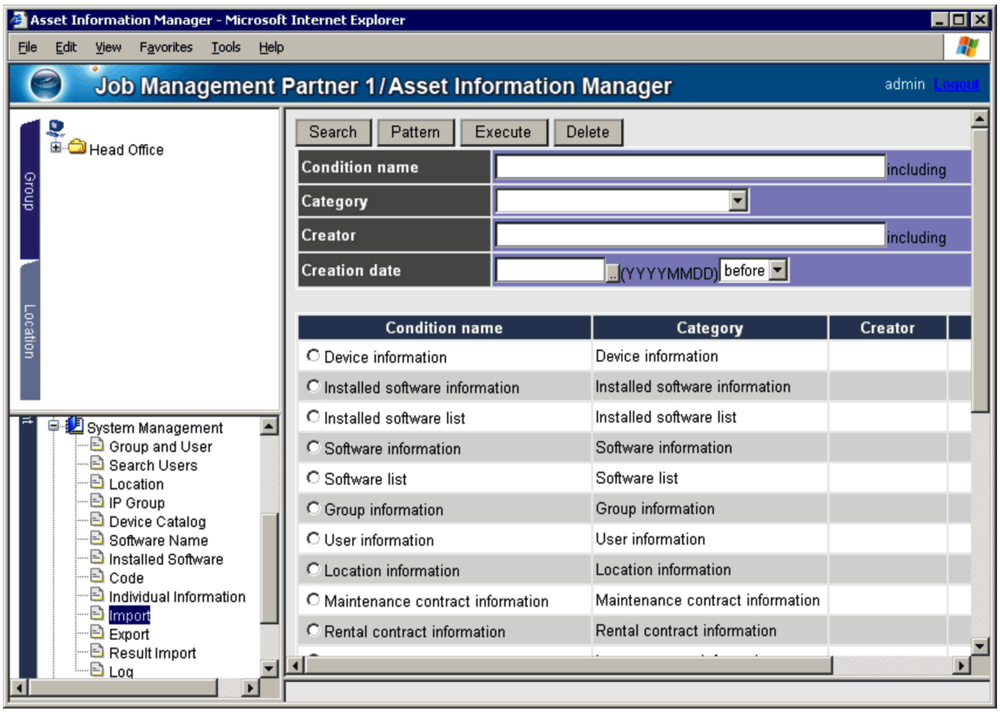
4.10 Changing asset information in a batch operation (Import)

By using the **Import** job menu, you can change (add, change, delete) information in a CSV file in a batch operation. By assigning items in a CSV file as Asset Information Manager managed items, you can choose which items in the CSV file to change.

By default, only the administrator can execute importing.

To import asset management information, click the **Import** job menu, which displays the Import window. The following figure shows the Import window.

Figure 4-27: Import window



All registered conditions are displayed in a list. To filter the display, specify conditions for the search.

To import, begin by creating conditions, and then execute on the basis of the conditions. Sample import conditions are provided for each type of information. If you are importing previously exported data exactly as before or you are otherwise importing data using the default settings, you can import using sample conditions.

In addition to importing using the Import window, you can also import by executing `jamCsvImport.bat` or by using the `jamimport` command. For details about each execution method, see *7.1.1 Import flow* in the *Planning and Setup Guide*.

4.10.1 Creating a CSV file to be imported

Create a CSV file to be imported, such as a CSV file output by another system or a CSV file containing exported data that has been edited.

For import processing, you specify a type of information (asset type), such as **Device information** or **Software information**. For details about the items that are imported for each category, see *14.4 Items to be imported or exported using a job menu* in the *Planning and Setup Guide*.

For details about each item, see *14.2 Lists of properties for object classes* in the *Planning and Setup Guide*.

(1) CSV file format

In a CSV file, the first line describes the item names in comma-separated format, and subsequent lines describe the item values.

Item names can be expressed as any character string. Make sure that each specified item name is unique in the CSV file because it is used for assignment with a managed item.

If there is more than one value for a particular information item assigned to the same asset, such as when multiple IP addresses are assigned to one PC, enter the information on separate lines, making sure that information items other than the information for which different values exist remain identical.

Note

If you open a CSV file with Microsoft Excel, the leading zeros are automatically deleted from numeric values, such as codes and IDs, and the contents of the file might be changed from the original information.

- Therefore, when you use Microsoft Excel, use the **Import Text File** function, set the column data format to **Text**, and then import and edit the file.
- If a pair of double quotation marks (`""`), indicating a `NULL` string, is specified as a value in the CSV file, the pre-existing information in the asset management database is not updated. Note that data cannot be updated by the `NULL` value.
- You must ensure that the number of columns in the CSV file header (first row) matches the number of columns in the data (subsequent rows).

Reference note:

You can also omit the creation of an import condition by setting the item name in the CSV file to the same character string as the managed item. For a condition, specify the provided sample condition. The sample condition is created by the default settings for each category. Either create a condition according to the item name in the CSV file or edit the CSV file using the sample condition, whichever is suitable.

When you edit a CSV file, use the exported data in the following procedure for convenience:

1. From the **Export** job menu, select the same category as the information that you want to import, and then export the information using the default settings.
2. Set the item names in the output CSV file to the item names in the CSV file that is to be imported.

If you are not exporting, see *14.4 Items to be imported or exported using a job menu* in the *Planning and Setup Guide* to match the item names.

(2) Items for which information managed in the asset management database has precedence

When you import information about group, user, role, and official authority, the corresponding **Group name**, **User name**, **Role name**, and **Official authority name** are registered from the group, user, role, and official authority information in the asset management database on the basis of the values of **Group ID**, **User ID**, **Role ID**, and **Official authority ID** specified in the CSV file.

If a combination of ID and name does not match the information in the asset management database, information in the asset management database with the matching ID takes precedence over the value in the CSV file.

(3) How to create CSV files

When you create conditions to update data in the asset management database using a CSV file that contains the values to be assigned to the existing data, you must set the correct assignment items.

This subsection describes how to create a CSV file to add or update data for each asset type. Notes about creating import conditions also apply to CSV file creation. When you create import conditions, also set each item according to the CSV file creation method.

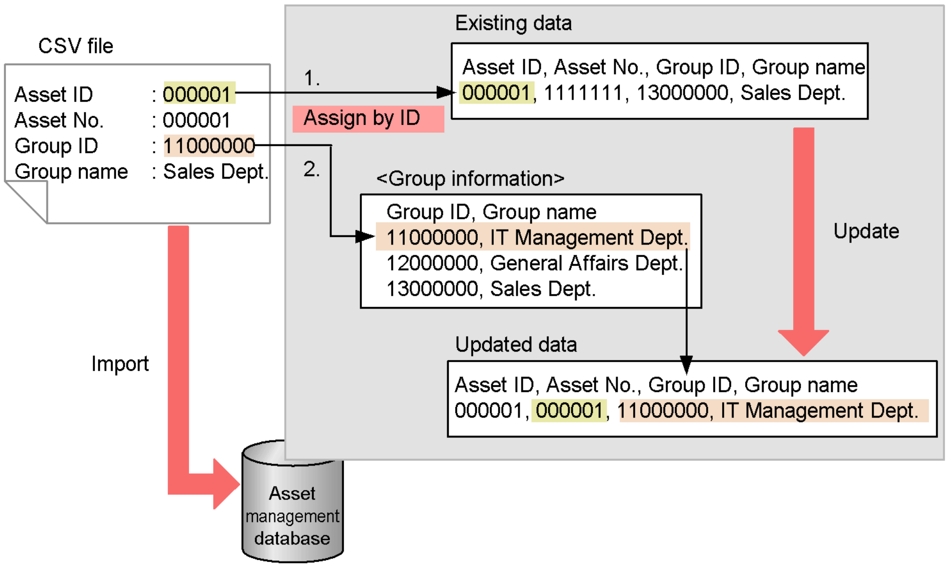
How to create conditions for updating existing data

When you update existing data, you must create conditions, paying attention to the items that are assigned to data in the asset management database.

For assignment of data in the imported CSV file and existing data, the values of IDs, such as **Asset ID** and **Group ID**, take precedence, followed by the values that correspond to the IDs, such as **Asset No.** and **Group name**.

The following figure shows how existing data is updated by assigning data using an example of importing device information.

Figure 4-28: Example of data assignment and updating during import of CSV files



1. This example assigns existing data with `Asset ID:000001` and uses the value in the CSV file to update **Asset No.** to `000001`.
2. The value of `Group ID:11000000` in the CSV file is assigned to the location information, and **Group name** that corresponds to **Group ID** is updated to `IT Management Dept`.

As demonstrated in this example, if an item is managed by ID, and its ID and name do not match the values in the asset management database, the value in the asset management database that corresponds to that ID is updated.

(a) Device information

- If you are updating existing information, make sure that you specify **Asset ID** or **Asset No**. Also for the condition, set the assigned item according to the specification in the CSV file. If both are set, **Asset ID** is used for assignment and **Asset No.** is updated by the value in the CSV file. If assignment is to be by **Asset**

ID, specify only the new value in **Asset No**. You can omit any value that remains unchanged.

- Information for groups, location, users, managed groups, and administrators is assigned to the corresponding information in the order ID and name. Therefore, if you are assigning existing information, you must specify only one of the values; you do not need to specify the values of all items. When the corresponding information is assigned by ID, the value for the name is updated by the assigned information.
- If you are updating the network information, make sure that you specify **Network info ID**. To check the **Network info ID** of the information to be updated, export the network information.
- If the IP address specified in **IP address** has not been registered in the asset management database during import operation, **IP address** is automatically created in the IP address control information. Note that the IP address control information items are not output by export operation.

(b) Installed software information

- If you are updating existing information, make sure that you specify **Asset ID** or **Asset No**. Also for the condition, set the assigned item according to the specification in the CSV file. If both are set, **Asset ID** is used for assignment. If assignment is to be by **Asset ID**, you can omit **Asset No**.
- If **Installed software name**, **Installed software version**, **File name**, **File size**, **File date**, **Package former attribute**, or **Package ID** that has been specified in the CSV file has not been registered in the installed software list, the value in the CSV file is added to the installed software list.

(c) Installed software list

- If pre-existing information is updated, you must specify one of the following:
  - **Installed software ID**
  - **Installed software name**, **Installed software version**, **File name**, **File size**, **File date**, **Package former attribute**, and **Package ID**

  If you are updating existing information, make sure that you specify **Installed software ID** or a combination of **Installed software name**, **Installed software version**, **File name**, **File size**, **File date**, **Package former attribute**, and **Package ID**. Also for the condition, set the assigned item according to the specification in the CSV file. If both are specified, assignment is by **Installed software ID**, and **Installed software name**, **Installed software version**, **File name**, **File size**, **File date**, **Package former attribute**, and **Package ID** are changed by the values in the CSV file. If assignment is to be by **Installed software ID**, specify only the new values in **Installed software name**, **Installed software version**, **File name**, **File size**, **File date**, **Package former attribute**, and **Package ID**. You can omit any value that remains unchanged.

- If you are specifying a software name, make sure that the specified name has been registered in the asset management database.

(d) Software information

- If you are updating pre-existing information, you must specify one of the following:
  - **Asset ID**
  - **Asset No.** and **Group name** (or **Group ID**)
- If you are updating software information, you cannot change **Software list ID**, **Software name**, **Software type**, **License ID**, or **License name**.
- If you specify **Group ID** and **User ID**, you can omit **Group name** and **User name**.
- If you are updating license information, make sure that you specify **License ID**. For an item with no assignment information, the license information is newly added.
- If you are adding software information and also adding license information, make sure that you specify **License name**.

(e) Software list

If you are updating pre-existing information, you must specify one of the following:

- **Software list ID**
- **Software name** and **Software type**

If you are updating existing information, make sure that you specify a combination of **Software list ID** or **Software name** and **Software type**. Also for the condition, set the assigned item according to the specification in the CSV file. If both are specified, assignment is by **Software list ID**, and **Software name** is changed by the value in the CSV file. If assignment is to be by **Software list ID**, specify only the new value in **Software name**. You can omit any value that remains unchanged.

(f) Group information

- If you are updating existing information, make sure that you specify **Group ID**. For the condition, set the assigned item according to the specification in the CSV file. If assignment is to be by **Group ID**, specify only the new value in **Group name**. You can omit any value that remains unchanged.
- In **Upper Group ID**, you can set either ID or name. However, if the value set as the name matches an existing ID, the group with the matching ID is updated.
- If the item cannot be assigned by the group ID set in **Upper Group ID,** or if null

data has been set in **Upper Group ID**, the null data is set in **Upper Group ID**.

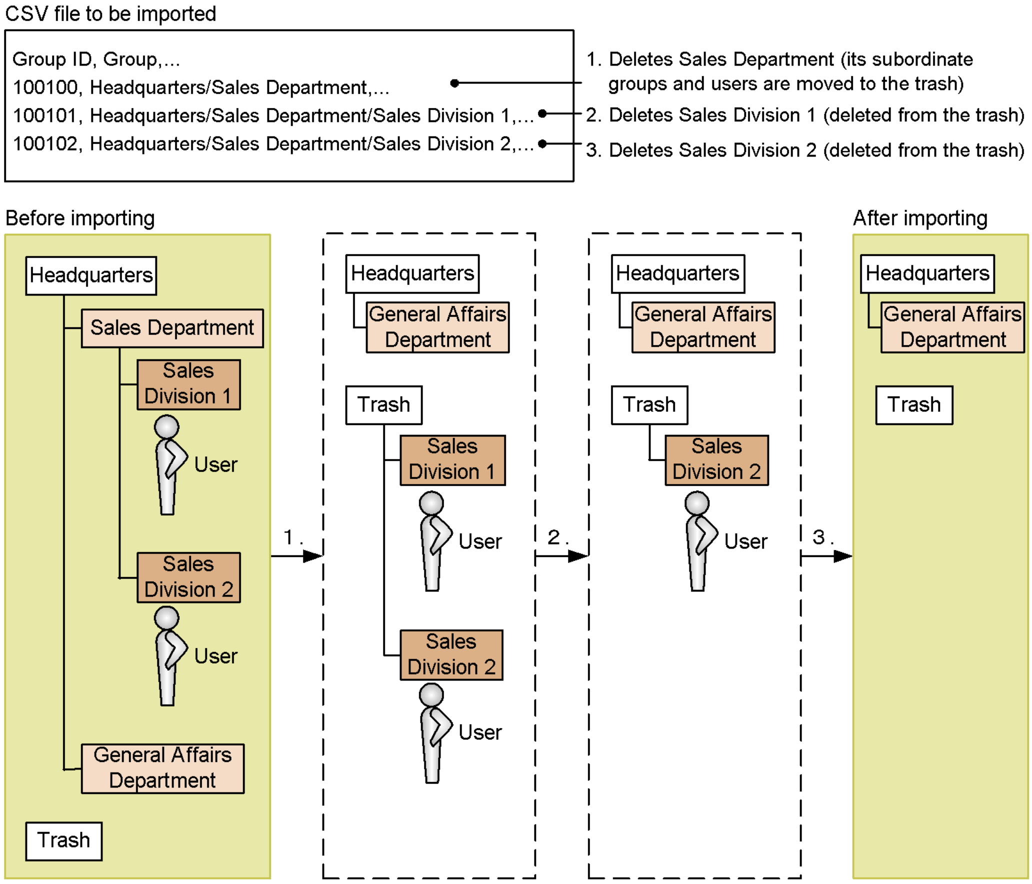
- If a group is deleted, all groups and users under the deleted group are moved to **Trash**.

Note

If group information is to be deleted during import operation and a group in a higher hierarchy is specified in the CSV file, all the groups and users under that hierarchy are deleted. For example in Figure 4-29, if a group in a higher hierarchy and its subordinate groups are specified, the information that is moved to the trash is also deleted during a single import operation. In such a case, not only the groups but also the users belonging to those groups are completely deleted and become unrecoverable.

The following figure shows an example in which the groups and users that belong to the deleted group are also deleted from the trash.

Figure 4-29: Example in which the groups and users that belong to the deleted group are also deleted from the trash



1. Sales Department is deleted from the asset management database and its subordinate groups and users are moved to the trash.
2. Sales Division 1 and the users belonging to Sales Division 1 are deleted from the trash.
3. Sales Division 2 and the users belonging to Sales Division 2 are deleted from the trash.

(g) User information

- If you are updating existing information, make sure that you specify **User ID**. For the condition, set the assigned item for **User ID**.
- For the group to which the user belongs, specify either **Group ID** or **Group**

name. If both are specified, the information associated with **Group ID** is assigned. If assignment is to be by **Group ID**, you can omit **Group name**.

- For the role to which the user belongs, specify either **Role ID** or **Role name**. If both are specified, the information associated with **Role ID** is assigned. If assignment is to be by **Role ID**, you can omit **Role name**.
- For the official authority to which the user belongs, specify either **Official authority ID** or **Official authority name**. If both are specified, the information associated with **Official authority ID** is assigned. If assignment is to be by **Official authority ID**, you can omit **Official authority name**. If assignment cannot be made by **Role ID**, new role information is added. If assignment is to be by **Role name** and the same role name has been registered more than once, the first one found in ascending order of **Role ID** is assigned.
- Information about a user that does not belong to the group cannot be deleted. Additionally, group information cannot be updated for a user that does not belong to the group.
- If **User name** has not been set, **User ID** of the user information is registered.
- Deleting official authority only or updating official authority is not permitted.
- When a new user is registered, a password is not set. Use a window operation to set a password.

(h) Location information

- If you are updating existing information, make sure that you specify **Location ID**. For the condition, set the assigned item according to the specification in the CSV file. If assignment is to be by **Location ID**, specify only the new value in **Location name**. You can omit any value that remains unchanged.
- In **Upper location ID**, you can set either ID or name. However, if the value set as the name matches an existing ID, the group with the matching ID is updated.
- If the item cannot be assigned by the location ID set in **Upper Location ID**, or if null data has been set in **Upper Location ID**, the null data is set in **Upper Location ID**.
- If you delete a location, the locations under the deleted location are moved to **Trash**.

(i) Maintenance contract information, Rental contract information, Lease contract information, Volume contract information

- If you are adding contract information, make sure that you specify **Contract No.**, **Contract date**, **Contract start date**, **Contract end date**, and **Contracted company**.
- If you are updating existing information, make sure that you specify **Contract ID**

or **Contract No**. For the condition, set the assigned item according to the specification in the CSV file. If assignment is to be by **Contract ID**, specify only the new value in **Contract No**. You can omit any value that remains unchanged.

- Do not change **Subject**. When updating, set the value before the change.
- You cannot release an asset that is subject to a contract. To release it, use a window operation.
- Subject assets are assigned by **Asset ID** or **Asset No.** Only those assets that have been registered in the asset management database can be set as subject assets.
- To register multiple assets for a single contract information item, set **Contract No.** on each line.
- If the same asset number has been registered more than once, subject software cannot be assigned by **Asset No**.
- Do not change **Category**.
- Do not change the value of **Frequency** during an update operation.
- If the group specified in **Group ID** is not registered in the asset management database, null data is set in **Group ID**.

(j) IP group information

- When registering an IP group, the IP addresses in the range from the specified start address to end address are registered.
- If you are updating existing information, make sure that you specify **IP group ID** or **IP group name**. For the condition, set the assigned item according to the specification in the CSV file. If both are specified, assignment is by **IP group ID**, and **IP group name** is changed by the value in the CSV file. If assignment is to be by **IP group ID**, specify only the new value in **IP group name**. You can omit any value that remains unchanged. If assignment is to be by **IP Group name** and multiple items having the same **IP group name** have been registered in the same tab of the **IP Group** job menu, information cannot be imported.

(k) Device catalog information

- If you are adding information, make sure that you specify **Device name** and **Model**.
- If you are updating pre-existing information, you must specify one of the following:
  - **Catalog ID**
  - **Device name** and **Model**

  If you are updating existing information, make sure that you specify a combination of **Catalog ID** or **Device name** and **Model**. For the condition, set the assigned item according to the specification in the CSV file. If assignment is to be by **Catalog ID**, **Device name** is updated with the value in the CSV file.

(l) Problems

- If you are adding information, make sure that you specify **Overview of problem**.
- If you are updating existing information, make sure that you specify **Maintenance log ID** or **Managed No**. For the condition, set the assigned item according to the specification in the CSV file. If assignment is to be by **Maintenance log ID**, specify only the new value in **Managed No**. You can omit any value that remains unchanged.
- If the erroneous asset cannot be assigned by **Asset No.**, null data is set in **Asset ID** and **Asset No.**

(m) Assigned license information

- If you are adding information, make sure that you specify **Key ID** for the software key information that is used for license assignment. If **Key ID** is not set, the information assigned by the software information **Asset ID** is used to register **Product ID**, **License key**, and **Serial no.**
- If you are updating pre-existing information, make sure that you specify one of the following items for the software to which licenses are assigned:
    - **Asset ID**
    - **Asset No.** and **Group name**
- For an installed license, specify **Asset ID** or **Asset No.** of the device to which the license is to be assigned in the hardware information **Asset ID**.
- For a user license, specify **User ID** and **User name** of the user to which the license is to be assigned in the user information **User ID** and **User name**. If assignment is to be by **User ID**, you can omit **User name**.
- As software key information to be used for assignment, specify **Product ID**, **License key**, and **Serial no.** If there is more than one software key information item that has the same three values, one of them is assigned.
- For **Asset ID**, you can set either **Asset ID** or **Asset No**. If the value set as **Asset No.** matches an existing **Asset ID**, the software information having the matching **Asset ID** is assigned.

(n) Patches

If you are updating existing information, make sure that you specify **Asset ID** or **Asset No**. For the condition, set the assigned item according to the specification in the CSV file. If both are set, assignment is by **Asset ID**. If assignment is to be by **Asset ID**, you can omit **Asset No**.

(o) Virus definition

If you are updating existing information, make sure that you specify **Asset ID** or **Asset No**. For the condition as well, set the assigned item according to the specification in the CSV file. If both are set, assignment is by **Asset ID**. If assignment is to be by **Asset ID**, you can omit **Asset No**.

(p) Related asset information

If you are adding information, make sure that you specify one of the following:

- **Parent asset ID** or **Parent asset number**
- **Child asset ID** or **Child asset number**

For the condition as well, set the assigned items according to their specifications in the CSV file. If both **Parent asset ID** and **Parent asset number** (or both **Child asset ID** and **Child asset number**) are set, assignment is performed based on **Parent asset ID** (or **Child asset ID**). When assignment is performed based on **Parent asset ID** (or **Child asset ID**), you can omit **Parent asset number** (or **Child asset number**).

(q) Division information

- If you are adding division information, make sure that you specify one of the following:

    1. **Division name** and **Group ID**
    2. **Division name** and **Group**

    If you are also adding division groups, make sure that you specify **Group ID** or **Group name**.

    For the condition as well, set the assigned items according to their specifications in the CSV file. Assignment is performed in the order shown above. If both are set and assignment was performed based on **Division name** and **Group ID** (item 1 above), assignment by **Division name** and **Group** (item 2 above) is not performed.

- If you are adding division groups to division information, make sure that you specify one of the following, and then specify the **Group ID** or **Group name** setting of the division groups that are being added:

    1. **Division ID**
    2. **Division name** and **Group ID** (or **Group**)

    For the condition as well, set the assigned items according to their specifications in the CSV file. Assignment is performed in the order shown above. If both are set and assignment was performed based on **Division ID** (item 1 above), assignment by **Division name** and **Group ID** (or **Group**) (item 2 above) is not performed.

- If you are updating division information, make sure that you specify **Division ID** and **Division name** that is to be updated. The only information that can be updated is the **Division name.** Other items, even if specified, will not be changed. For the condition as well, set the assigned items according to their specifications in the CSV file. Assignment is performed based on **Division ID**.
- If you are deleting division groups from division information, make sure that you specify one of the following and then specify **Group ID** or **Group name** of the division groups that are to be deleted:
  1. **Division ID**
  2. **Division name** and **Group ID** (or **Group**)

  For the condition as well, set the assigned items according to their specifications in the CSV file. Assignment is in the order shown above. If both are set and assignment was performed based on **Division ID** (item 1 above), assignment by **Division name** and **Group ID** (or **Group**) (item 2 above) is not performed.
- If you are deleting division information, make sure that you specify one of the following:
  1. **Division ID**
  2. **Division name** and **Group ID** (or **Group**)

  Note that you should not specify **Group ID** or **Group name**. If you do, all corresponding division information and information assigned to divisions will be deleted.

  For the condition as well, set the assigned items according to their specifications in the CSV file. Assignment is performed in the order shown above. If both are set and assignment was performed based on **Division ID** (item 1 above), assignment by **Division name** and **Group ID** (or **Group**) (item 2 above) is not performed.

(r) Division assignment

- If you are adding division information, make sure that you specify one of the following:
  1. **Division name** and **Group ID**
  2. **Division name** and **Group**

  If you are adding users that are assigned to division groups, make sure that you specify **User ID** or **User name**. Note that if there is already a user with the same name, make sure that you specify **User ID**.

  For the condition as well, set the assigned items according to their specifications in the CSV file. Assignment is performed in the order shown above. If both are set and assignment was performed based on **Division name** and **Group ID** (item

1 above), assignment by **Division name** and **Group** (item 2 above) is not performed.

- If you are adding users that are assigned to divisions, make sure that you specify one of the following and then specify the **User ID** or **User name** of the users that are to be added. Note that if there is already a user with the same name, make sure that you specify **User ID**.

  1. **Division ID**
  2. **Division name** and **Group ID** (or **Group**)

  For the condition as well, set the assigned items according to their specifications in the CSV file. Assignment is performed in the order shown above. If both are set and assignment was performed based on **Division ID** (item 1 above), assignment by **Division name** and **Group ID** (or **Group**) (item 2 above) is not performed.

- If you are updating division information, make sure that you specify the **Division ID** and **Division name** setting that is to be updated. The only information that can be updated is the **Division name**. Other items, even if specified, will not be changed. For the condition as well, set the assigned items according to their specifications in the CSV file. Assignment is performed based on **Division ID**.

- If you are deleting users that were assigned to divisions, make sure that you specify one of the following and then specify the **User ID** or **User name** settings of the users that are to be deleted. Note that if there is already a user with the same name, make sure that you specify **User ID**. Note that if you do not specify **User ID** or **User name**, all of the corresponding division information and information assigned to divisions will be deleted.

  1. **Division ID**
  2. **Division name** and **Group ID** (or **Group**)

  For the condition as well, set the assigned items according to their specifications in the CSV file. Assignment is performed in the order shown above. If both are set and assignment was performed based on **Division ID** (item 1 above), assignment by **Division name** and **Group ID** (or **Group**) (item 2 above) is not performed.

- If you are deleting division information, make sure that you specify one of the following. Note that you should not specify **User ID** or **User name**. If you do, all corresponding division information and division assignment information will be deleted.

  1. Corresponding **Division ID**
  2. Corresponding **Division name** and **Group ID** (or **Group**)

  For the condition as well, set the assigned items according to their specifications in the CSV file. Assignment is performed in the order shown above. If both are set and assignment was performed based on the corresponding **Division ID** setting (item 1 above), assignment by the corresponding **Division name** and **Group ID** (or **Group**) settings (item 2 above) is not performed.

4.10.2 Creating import conditions

To change asset information in a CSV file in a batch operation, create import conditions to specify the type of information and the items to be changed.

To create import conditions:

1. Click the **Pattern** button.

   The Select Category dialog box is displayed.

2. Use **Category** to select the type of information you wish to import.

   For details about the types of information that can be selected, see *(1) Selecting the asset type* below.

3. Click the **OK** button.

   The Import window switches to a window for creating conditions.

4. Specify the CSV file to import.

   For details about the CSV file format, see *4.10.1(1) CSV file format*.

5. Select the processing mode.

   Select **Add**, **Update**, **Add/update**, or **Delete**. For details about the processing in each of these modes, see *(2) Selecting the processing mode* below.

6. Specify the assigned items.

   Specify the assigned item for each managed item. Items identified by a star ( ) are mandatory. For details about how to set assigned items, see *(3) Setting assigned items* below.

   If an asset type with a customized relationship is selected, assigned items cannot be set; in such a case, skip this step and go to step 7.

   To cancel, click the **Close** button.

7. Click the **Add** button.

   The Save Condition dialog box is displayed.

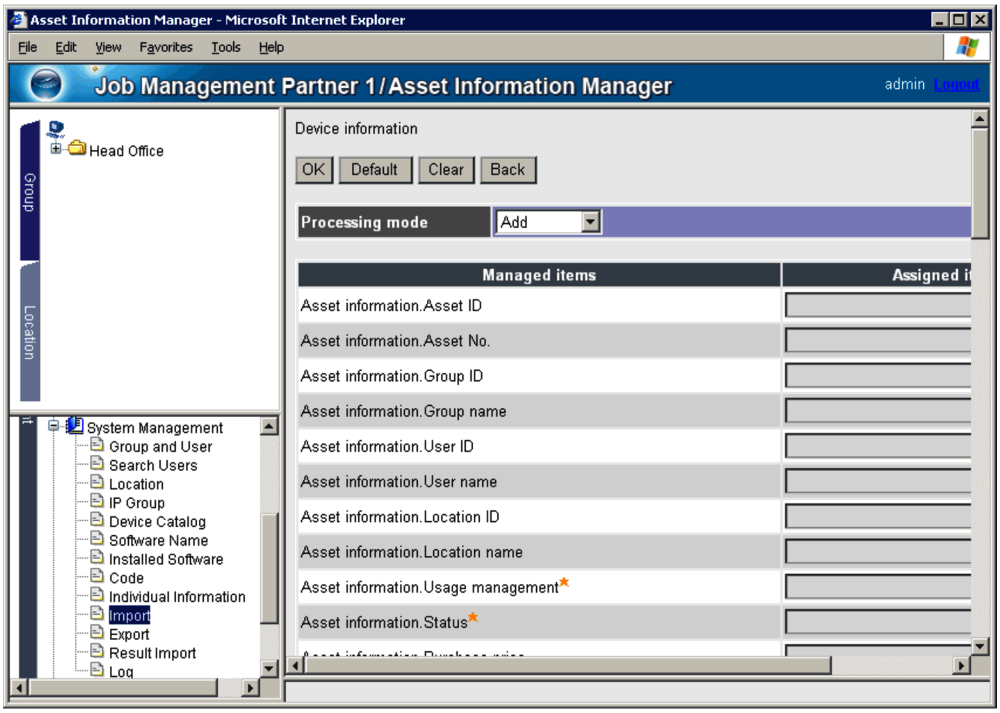
8. Specify any name, and then click the **OK** button.

   The import conditions are saved under the specified name.

The following figure shows the window for creating import conditions when **Device**

information is selected for **Category**.

Figure 4-30: Import window (for creating conditions)



(1) Selecting the asset type

Asset types that can be selected in **Category** are listed below. For details about the items to be imported in each asset type, see *14.4 Items to be imported or exported using a job menu* in the *Planning and Setup Guide*.

- Device information
- Installed software information
- Installed software list
- Software information
- Software list
- Group information
- User information
- Location information
- Maintenance contract information

- Rental contract information
- Lease contract information
- Volume contract information
- IP group information
- Device catalog information
- Problems
- Assigned license information
- Patches
- Virus definition
- Related asset information
- Division information
- Assign division
- User definition (user report)#
- User definition (form)#
- User definition (take inventory)#
- User definition (import/export)#
- User definition (item definition)#
- User definition (contract history)#

#

Condition details cannot be specified for the customization information. Asset information exported to a CSV file from the Export window for backup purposes is used principally for restoring.

The version of customized information that has been exported can be determined from the first line of the CSV file.

Note

If you rename managed items using the **Customize Managed Items** job menu, the conditions provided in the sample become unusable. Therefore, create new import conditions.

(2) Selecting the processing mode

Select **Add**, **Update**, **Add/update**, or **Delete** as the processing mode. These processing modes are discussed as follows:

■ **Add**

New CSV file information is added. If an asset registered in the asset management database already exists and contains the same information and key as in the CSV file, the asset is not added.

■ **Update**

A search is made of the information registered in the asset management database for a match with the information in the CSV file; if a match is found, the asset information is changed. Note that **Update** cannot be selected when the asset type is **Related asset information**.

■ **Add/update**

A search is made of the information registered in the asset management database for a match with the information in the CSV file; if a match is found, the asset information is changed, otherwise it is registered as a new asset. Note that **Add/update** cannot be selected when the asset type is **Related asset information**, **Division information**, or **Assign division**.

■ **Delete**

A search is made of the information registered in the asset management database for a match with the information in the CSV file; if a match is found, the asset information is deleted. However, if any of the following is being used by other information, it is not deleted:

- Installed software list
- Software list
- Group information
- User information
- Location information

(3) Setting assigned items

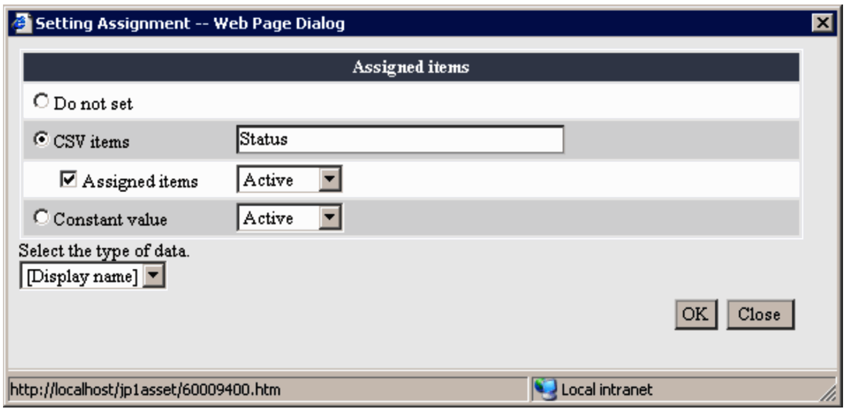
The items that are subject to import are displayed in the **Managed items** column. By clicking the **Browse** button and displaying the Setting Assignment dialog box, you can set the changes for the managed items that you wish to change.

If you click the **Default** button, information in the CSV file with the same name as the managed items is assigned automatically. If a previously exported CSV file is to be imported without change, this is convenient because the assigned items do not need to be set. The provided sample conditions are the same as those set by the **Default** button.

To cancel all settings of assigned items, click the **Clear** button.

The following figure shows how to set the items in the Setting Assignment dialog box.

Figure 4-31: Setting Assignment dialog box



- **Do not set**

  Select this option to not use the import to change the value. This is selected by default for items that do not require setting.

- **CSV items**

  Select this option to assign the value from the CSV file, and specify in the input area the name of the item to be assigned.

  - Assigned items

    Select the check box, and specify a default value for the item. For a coding format, select the default value from the drop-down list. If no value is set for the corresponding item in the CSV file, the default value specified here is set. Therefore, if **CSV items** is set for the managed item for codes with item names identified by a star (), a default value is mandatory.

- **Constant value**

  Select this option if the item is to be set to a constant value, regardless of the contents of the CSV file. Specify the constant value in the input area or select a constant value from the drop-down list.

- **Select the type of data.**

  Specify whether the values in the assigned CSV file are to be entered in code or display name form.

The following explains how to set the assigned item for each asset type.

Notes

The following are the notes about setting assigned items:

- When the **Add** or **Add/update** processing mode is selected, an automatically generated number is added for any ID that is part of the key other than **User ID** or **Group ID**, regardless of the value set for the assigned item.
- **Managed items** displays the items that are set to be displayed in the **Customize Managed Items** job menu. An exception is that some of the items in **Managed items** are not displayed in **Customize Managed Items**. They are `UpperLinkID` (upper group ID) in `GroupInfo` (group information), `UpperLinkID` (upper location ID) in `LocationInfo` (location information), and `CatalogID` (catalog ID) in `MachineCatalog` (device catalog).

4.10.3 Executing imports

You specify conditions to execute import. You can use previously created conditions or you can use provided sample conditions.

To execute import:

1. Specify search conditions as appropriate, and then click the **Search** button.

   A search is conducted for import conditions that match the search conditions.

2. Select the radio button for the name of the desired set of conditions, and then click the **Execute** button.

   The window switches to a window for executing import.

   On the **Managed items** column, those items that are subject to import under the specified conditions are displayed. You can change the assigned items if you wish. However, any contents specified here are not saved.

3. Click the **Import** button.

   Import is executed.

   If multiple values are set for an ID-assigned item, a warning message is displayed. For notes about setting ID-assigned items, see *4.10.2(3) Setting assigned items*.

Notes

- If you import the following information, take note of the importing order:

  When registering Device information

  When you want to set the group, location, and user for an asset, **Group information**, **Location information**, and **User information** must already be registered.

  When registering User information

  Group information must already be registered.

- Importing a large volume of data can take a long time to process. If many data items are imported, a heavy load might be placed on the asset management server, which can have a detrimental effect on the performance of other programs running on the machine.
- If you specify a customized asset type to import data, make sure that you are using the data that was exported by the same version of Asset Information Manager.
- If the items managed by the asset management database increase due to upgrading of Asset Information Manager, the number of items that are imported and exported might also increase. As a result, the data exported using the sample conditions prior to upgrading might no longer be imported.

(1) Settings of managed items when a value could not be assigned

Any value set to an assigned item that cannot be obtained during import is set automatically. The items and the values that are set are shown in the following table:

Asset type	Managed item	Set value
Device information	Asset information.Asset No.	Asset ID
	Asset information.Usage management	**Used**
	Asset information.Status	**Stock**
	Asset information.Reg.date	Import date
	Asset information.SD installed status	**Not installed**
	Hardware information.Device type	**PC**
	Network information.Auto-deletion setting	**Do not delete when there is no corresponding information in the inventory**
Installed software information	Installed software information.Auto-deletion setting	**Do not delete when there is no corresponding information in the inventory**
Installed software list	Installed software list.Permission	**Permit**
	Installed software list.Type	**Normally**
	Installed software list.Management level	**Managed object**
Software information	Asset information.Asset No.	Asset ID
	Asset information.Usage management	**Used**

Asset type	Managed item	Set value
	Asset information.Software type	**Active**
	Asset information.Reg.date	Import date
	Software list.Software type	**Commercial**
	License information.License type	**Install license**
	License information.Downgrade	**Yes**
	License information.Downgrade	**Enable**
	License information.Licensing method	**Package**
	License information.License category	**Install license**
Software list	Software list.Software type	**Commercial**
Group information	Group information.Local name	Group ID
User information	User information.User name	User ID
	Role information.Role name	Role ID
Location information	Location information.Location name	Location ID
	Location information.Attribute	**Region**
Maintenance contract information	Contract information.Category	**Maintenance**
	Contract information.Subject	**Device**
	Contract information.Status	**Under contract**
Rental contract information	Contract information.Category	**Rental**
	Contract information.Subject	**Device**
	Contract information.Status	**Under contract**
Lease contract information	Contract information.Category	**Lease**
	Contract information.Subject	**Device**
	Contract information.Status	**Under contract**
Volume contract information	Volume contract information.Status	**Under contract**

Asset type	Managed item	Set value
Device catalog information	Device catalog.Device type	**PC**
Problems	Maintenance log.Status	**Wrong**
	Maintenance log.Reg. date	Import date
	Maintenance log.Registrar	Login user name (for command execution, the asset administrator name)
	Maintenance log.importance	**Emergency**
	Maintenance log.Problem type	**User Registered**
Patch information	Patch information.Applied status	**Apply**
	Patch information.Auto-deletion setting	**Do not delete when there is no corresponding information in the inventory**
Virus definition information	Virus definition.Auto-deletion setting	**Do not delete when there is no corresponding information in the inventory**

Import processing results in an error if no assigned item has been set for the managed item of the following asset type, or if value acquisition fails:

- **Maintenance contract information**, **Rental contract information**, **Lease contract information**

  Contract information.Contract No., Contract information.Contract date, Contract information.Start date, Contract information.End date, Contract information.Contracted company
- Volume contract information

  Volume contract information.Contract No.
- Device catalog

  Device catalog.Name, Device catalog.Model
- **Problems**

  Maintenance log.Overview of problem

4.10.4 Deleting import conditions

To delete conditions that are no longer needed:

1. Specify search conditions as appropriate, and then click the **Search** button.

   A search is conducted for import conditions that match the search conditions.
2. Select the radio button for the name of the set of conditions that you wish to delete, and then click the **Delete** button.

   The selected set of conditions is deleted.

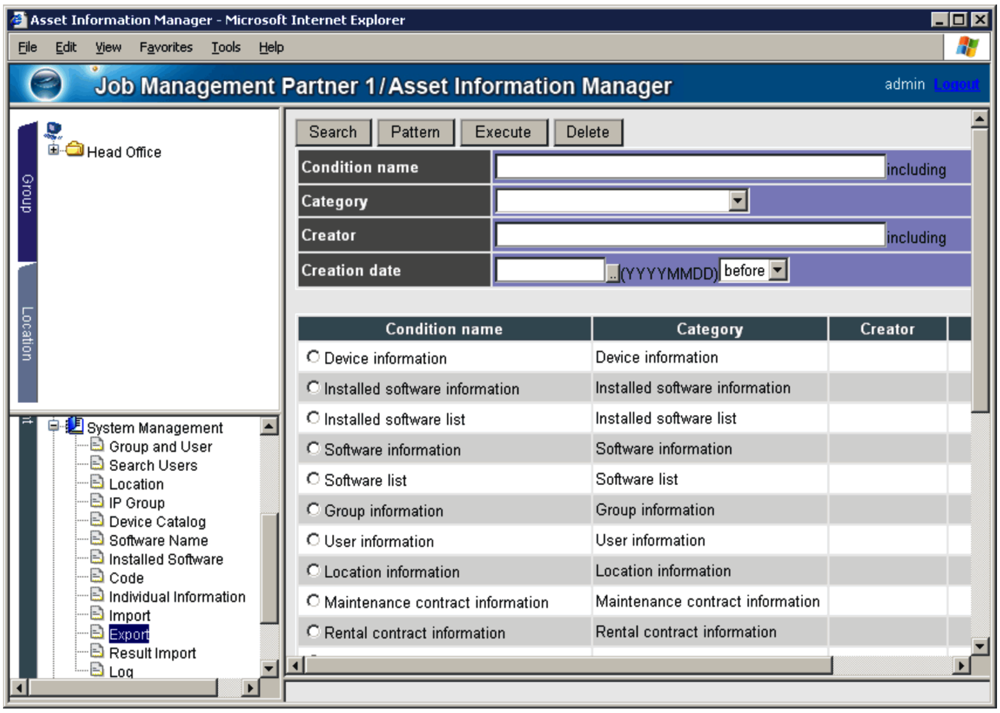
4.11 Exporting asset information in CSV format (Export)

By using the **Export** job menu, you can output asset information in the asset management database in CSV format. By selecting the type of information and the managed items that you wish to output, you can output any items in a batch operation.

By default, only the administrator can export asset information.

Export of asset management information is executed by clicking the **Export** job menu to display the Export window. The following figure shows the Export window.

Figure 4-32: Export window



All registered conditions are displayed in a list. To filter the display, specify search conditions and then search.

To export asset information, begin by creating conditions, and then execute on the basis of the conditions. Sample export conditions are provided for each type of information . If you use any of the samples, all data is output. CSV files output using the samples can be imported in the same format by using sample conditions available with the Import job menu.

In addition to exporting using the Export window, you can also export by executing `jamCsvExport.bat` or by using the `jamexport` command. For details about the difference in their execution methods, see *3.2.2 Collecting from CSV files* in the *Planning and Setup Guide*.

4.11.1 Creating export conditions

To output asset information in the asset management database in CSV format, create export conditions to specify the type and the items of information to be output.

To create export conditions:

1. Click the **Pattern** button.

   The Select Category dialog box is displayed.

2. Use **Category** to select the type of information you wish to export.

   For details about the types of information that can be selected, see *4.10.2(1) Selecting the asset type*.

3. Click the **OK** button.

   The Export window switches to a window for creating conditions.

4. Select **Data type**.

   Select whether information managed by a code is to be output by the display name or by the code.

   If you select a customized asset type, skip to step 7.

5. From **Enable items to export**, select the items to be output, and then click the **Export** button.

   The selected items are added to **Export items**.

6. Use the **Up** and **Down** buttons to set the sequence of **Export items**.

   Set the order for output to the CSV file.

7. Click the **OK** button.

   The Save Conditions dialog box is displayed.

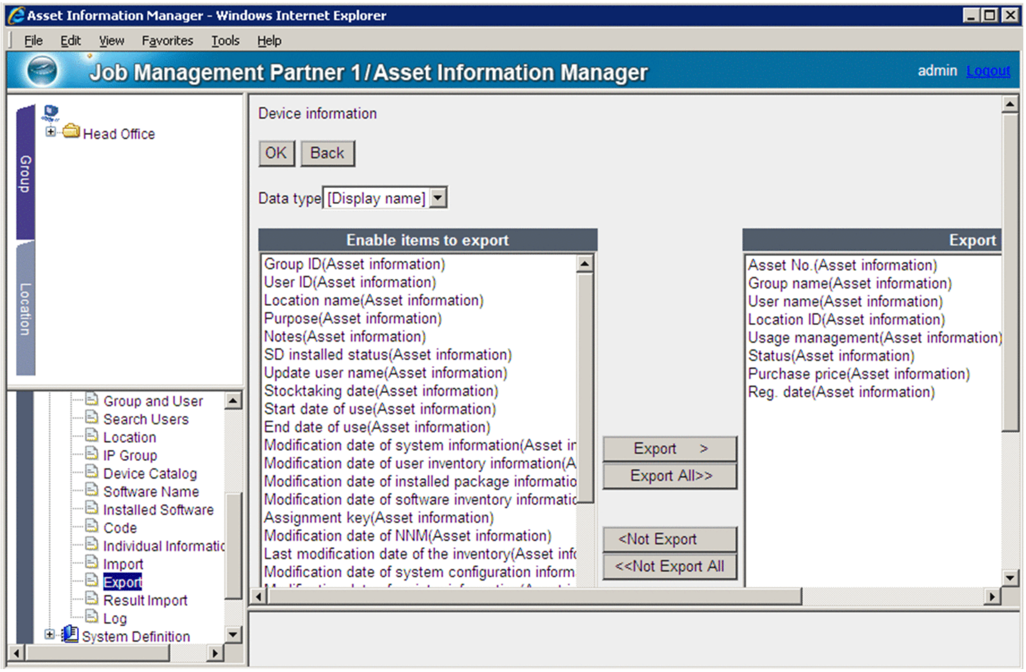
   To cancel, click the **Close** button.

8. Specify any name, and then click the **OK** button.

   The export conditions are saved under the specified name.

The following figure shows the window for creating export conditions when **Device information** is selected as the **Category**.

Figure 4-33: Export window (for creating conditions)



4.11.2 Executing an export operation

An export operation is executed by specifying conditions. These export conditions must have already been created.

To specify conditions and execute an export operation:

1. Specify search conditions as appropriate, and then click the **Search** button.

   A search is conducted for export conditions that match the search conditions.

2. Select the radio button for the name of the desired set of conditions, and then click the **Execute** button.

   The window switches to a window for executing the export operation.

3. Filter the conditions if necessary.

   To filter the output items, use the Set Condition dialog box that is displayed by clicking the **Filter** link.

   The **Filter Condition** items differ depending on the selected asset type.

   For details about specification of the Set Conditions dialog box, see *(1) Setting filtering conditions* below.

4. Click the **Export** button.

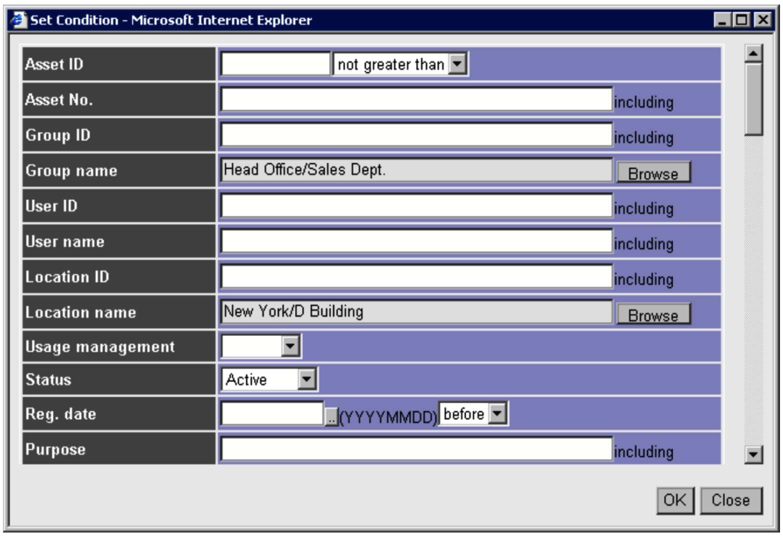
   Export is executed.

(1) Setting filtering conditions

When output items specified in **Export items** are to be filtered, such as by the managing group, for example, filtering conditions are set. To filter the conditions, click the link under **Filter** to display the Set Condition dialog box.

The following figure shows how to specify conditions in the Set Condition dialog box.

Figure 4-34: Set Condition dialog box



The items that can be specified as filtering conditions are displayed in a list. For example, in order to output only the information for a particular group, specify the group name.

The specified conditions become enabled when you click the **OK** button.

If you click the **Close** button before you click the **OK** button, the specified conditions are cleared. Therefore, if you adjust the filter conditions while checking them, you must export them so they are displayed in the dialog box.

(2) Format of output CSV files

The following figure shows the format of a CSV file output by exporting.

Figure 4-35: Format of CSV file output by exporting

```
Asset ID,Asset No.,Group ID,Group name,IP address,MAC address
000001,100001,20001,Sales Dept.,111.111.111.1,55:66:77:88:99:aa
000001,100001,20001,Sales Dept.,111.111.111.2,55:66:77:88:99:bb
                                  :
```

If there are multiple pieces of information for the same asset, such as when multiple IP addresses are allocated to one PC, multiple lines are output.

If you open the CSV file in Microsoft Excel to edit it before registering it in Asset Information Manager, the leading zeros are automatically deleted from numeric values, such as codes and IDs, and the contents of the file might be changed from the original information. Therefore, if you use Microsoft Excel, use the **Import Text File** function, set the column data format to **Text**, and then import and edit the file.

4.11.3 Deleting export conditions

To delete conditions that are no longer needed:

1. Specify search conditions as appropriate, and then click the **Search** button.

   A search is conducted for export conditions that match the search conditions.

2. Select the radio button for the name of the set of conditions that you wish to delete, and then click the **Delete** button.

   The selected set of conditions is deleted.

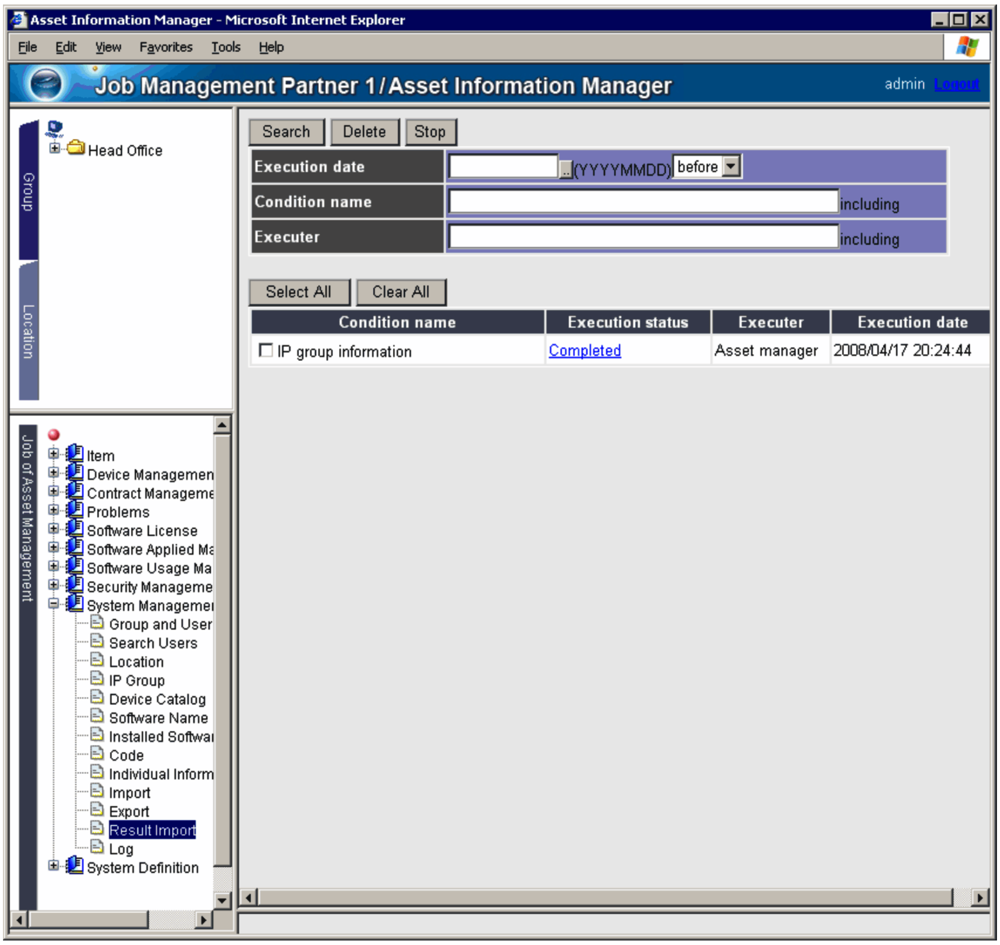
4.12 Checking the import results (Result Import)

By using the **Result Import** job menu, you can check the results of imports executed from the **Import** job menu. You can also interrupt import processing while it is executing.

By default, only the administrator can obtain an import results list.

You check import results by clicking on the **Result Import** job menu to display the Result Import window. The following figure shows the Result Import window.

Figure 4-36: Result Import window

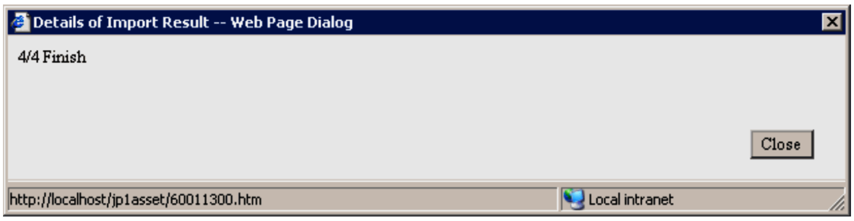


Specify conditions for the import results that you wish to check, and then search.

(1) Checking details of import results

Clicking the link under **Execution status** in the search results displays the Details of Import Result dialog box shown below. In this dialog box, you can check the details and status of import results.

Figure 4-37: Details of Import Result dialog box



If an error occurs during import processing from the **Import** job menu, that line is skipped and processing continues. However, if the same error occurs 10 times in succession or if an unexpected error occurs, processing terminates abnormally.

(2) Interrupting import processing

To forcibly terminate import processing:

1. Specify search conditions as appropriate, and then search the import results.

   A search is conducted for import results that match the search conditions, and the retrieved results are displayed in a list.

2. Select the check box of the import results whose processing you wish to interrupt, and then click the **Stop** button.

   The selected import processing is interrupted.

   Interrupt processing is executed every 50 items. Therefore, if fewer than 50 items remain when the **Stop** button is clicked, the interrupt does not take effect before completion.

(3) Deleting execution results

To delete import results that are no longer needed:

1. Specify search conditions as appropriate, and then click the **Search** button.

   A search is conducted for import results that match the search conditions.

2. Select the check box of the name of the set of conditions that you wish to delete, and then click the **Delete** button.

   The selected set of conditions is deleted.

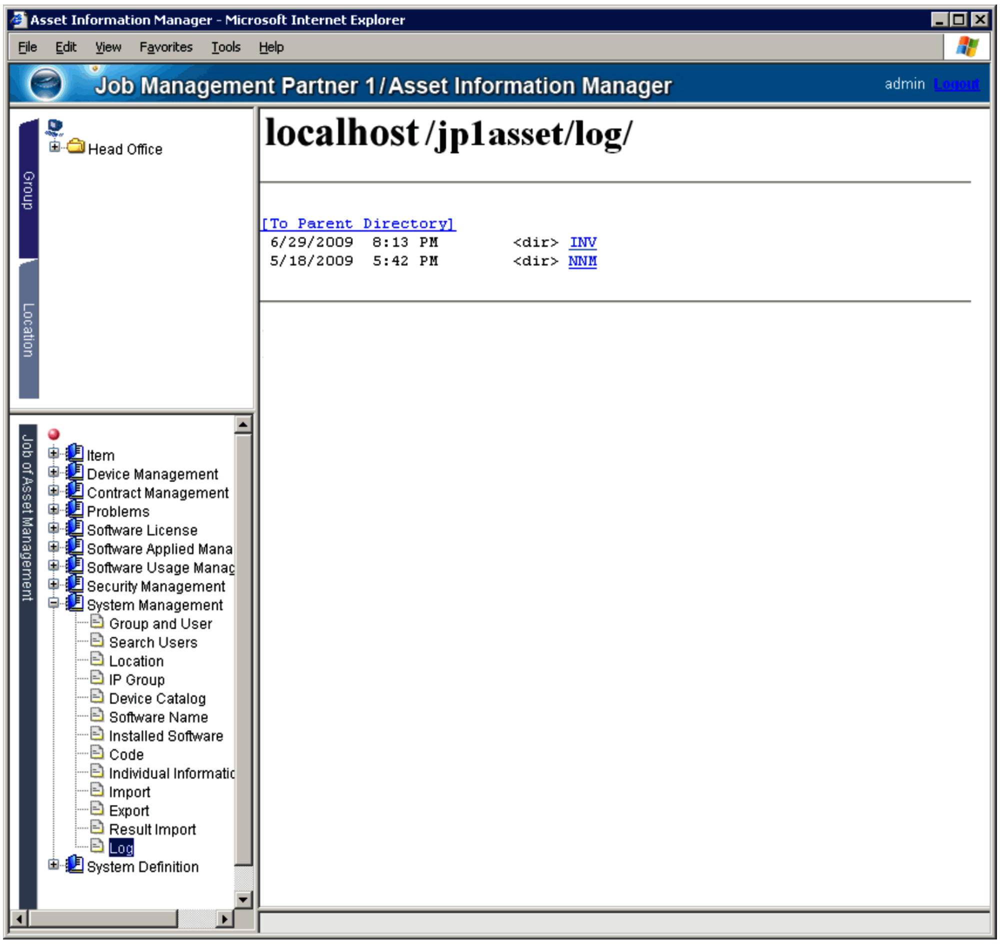
   If import using the selected set of conditions is executing, a message that deletion could not be performed is displayed and deletion processing is canceled.

4.13 Viewing log information (Log)

By using the **Log** job menu, you can view various log information, such as the start and end of tasks registered in Windows Task Scheduler, the number of information items imported to the asset management database, information about the linked products that are imported to the asset management database, and error information. Even in an environment where direct manipulation of the asset management server is impossible, you can still check the status of information acquired from linked products and can check error details. By default, only the administrator can browse the log.

To browse the log, click the **Log** job menu to display the Log window. The following figure shows the Log window.

Figure 4-38: Log window



Each linked product has a separate folder. Clicking a folder link displays the links to the lower-level file names. Clicking a file name link displays the contents of the log file (message output time, message type, and message text). For JP1/Software Distribution, clicking the **INV** link displays the log file (`ASTINV`*n*`.log`). For NNM (version 7.5 or earlier), clicking the **NNM** link displays the log file (`ASTNNM`*n*`.log`).

How to interpret the file name

- *n* in `ASTINV`*n*`.log` and in `ASTNNM`*n*`.log` indicates a file name sequence number, in the range from 1 to 9.
- When the maximum amount of log data permitted per file is exceeded, a new log file with the number incremented by 1 is created. If number 9 is used, it is reset to 1. You can identify the most recent log file by the file attributes

(date and time).

The Log window displays the folders and files that are stored in the asset management server's virtual directory `\log`. If you attempt to move to the asset management server's higher-level virtual directory, a message stating that the request window cannot be accessed due to lack of permissions is displayed. By default, the asset management server's virtual directory is *Asset-Information-Manager-installation-folder*`/wwwroot`.

(1) Checking the acquisition of inventory information

When you click the **INV** link, the log file (`ASTINV`*n*`.log`) is displayed. You can use this file to check information, such as the number of inventory information items imported to the asset management database and the error messages issued by Asset Information Synchronous Service, which is a service for acquiring inventory information in real time.

To acquire inventory information in real time, you need to link your system with JP1/ Software Distribution 07-50 or later.

(2) Checking the acquisition of node information

Clicking the **NNM** link displays a log file (`ASTNNM`*n*`.log`).You can use this file to check information, such as the start and end of the **Take node information** task when node information is imported to the asset management database, and the number of imported node information items.

Appendixes

A. Version Changes

(1) Changes in version 09-00

- A description has been added about the concept of managing downgrade software.
- Microsoft SQL Server 2008 can now be used as a DBMS.
- The minimum value that can be specified for the **Communication-less monitoring time** setting under **Session Information** in the Server Setup dialog box has been changed to 5 minutes.
- The **Display substitute items by default** setting has been added under **Basic Information** in the Server Setup dialog box, allowing the user to choose whether to display substitute Items by default in the Inbox window.
- The **Status to display in device search windows** setting has been added under **Basic Information** in the Server Setup dialog box, allowing the user to choose the device statuses to display in the **Status** search condition pull-down menu displayed in the Device Totals and Device List windows.
- The MIME settings used by Asset Information Manager can now be re-registered by setting up a virtual directory from the Setup dialog box.
- A file attachment can now be specified in the New Device job menu and in the Device Details dialog box.
- `Text_Title` (text for dialog box titles) has been added to the items in the `VariousInfo` management class, allowing the user to change the title of operation windows.
- `OPTIONS` has been added as a condition statement definition item for search conditions in user reports, allowing pull-down menus to be displayed in user reports.
- The following user properties have been added to hardware asset information and device catalog information to allow even more user-specific information to be managed:
    - `user property code-7` to `user property code-12`
    - `user property field 32-7` and `user property field 32-8`
    - `user property field 64-5` to `user property field 64-8`
    - `user property field 128-3` to `user property field 128-8`
    - `user property field 255-3` to `user property field 255-8`
    - `user property area-3` and `user property area-4`

- When defining an Item's route in Flow Designer, for each activity you can now set whether to send an email informing the next worker that the Item has been sent.
- Problems that could occur when a user logs in to Asset Information Manager, and the main causes and recommended handling for such problems, are now described in more detail.
- The method of modifying the `pdsys` file when the Embedded RDB host is renamed has been revised.
- When an asset information database is created using Embedded RDB, the size of the database can now be set to increase automatically. With this change, the procedure for configuring a cluster system environment has also been changed.
- In dialog boxes that are displayed when an anchor or button in an operation window is clicked, when the **Browse** button is clicked with a value specified in the specification area for a group, user name, or location, a tree can now be displayed that expands only the specified group, user name, or location.
- The user name, host name, and IP address can now be specified as search conditions in the Batch Update window.
- As an option for `jamTakeOperationLog.bat`, the group, user name, and location information can now be output to a CSV file when a search pattern is used to output all entries in an operation log.
- A CSV-format backup of asset management databases can now be obtained by executing `jamdbexport.bat`.

(2) Changes in version 08-51

- The following new operation logs that are acquired by JP1/Software Distribution 08-51 can now be viewed and totaled:
  - Web access log
  - External media log
  - File operation log (print operation)
- Windows Server 2008 is now supported.
- JP1/Software Distribution directory information can now be imported to the asset management database by the *Acquiring directory information* task.
- A URL to be included in emails can now be specified when the *Notification of WSUS updates* task is used to send email notification to the administrator.
- A description of setting **Database Character Set** to `WE8MSWIN1252` has been added for the Oracle asset management database and the Oracle JP1/Software Distribution database.

- A description of the WSUS server-linked system configuration has been added.
- Whether a search is case-sensitive can now be specified when Embedded RDB is used to search for a partial match, including a leading or a trailing match.
- The sender's address can now be set when the execution result of a task registered in the Task Scheduler is reported by email.
- A procedure for renaming the Embedded RDB host has been added.
- A procedure for changing the database size has been added for the Embedded RDB asset management database.
- The minimum database size has been changed to 100 megabytes for the Embedded RDB asset management database.
- Procedures for starting and stopping Embedded RDB have been added.
- There are revised descriptions of the major causes of errors that result in execution failure, and of the actions to take during asset management database creation.
- Commands can now be used to back up and reorganize the asset management database.
- Items to be imported have been added for the following asset types:
    - Device information
    - Installed software information
    - Installed software list
    - Software information
    - Assigned license information
    - Patches
    - Virus definition
- All items that can be set to be displayed by the **Customize Managed Items** job menu are now indicated.
- The required minimum memory size has been changed from 512 megabytes to 1 gigabyte.
- The size and breakdown of the information used in the asset management database have been changed.
- When Asset Information Manager is upgraded from version 08-00 or later, the format set by the **Customize Job Windows** job menu can now be migrated.
- A procedure for upgrading the asset management database in a cluster environment has been added.

- The software information can now be changed on the **License** tab of the Device Details dialog box.
- A description and notes have been added on how to create a CSV file to be imported from the **Import** job menu.

(3) Changes in version 08-10

- The operation log can now be summed and the totaled results can be checked from the **Operation Log Total** job menu.
- Device operation can now be traced from the operation log.
- The following tasks required for setting up Asset Information Manager can now be executed from the Setup dialog box:
    - Setting the asset management server
    - Creating an asset management database
    - Creating a data source or a net service
    - Setting a virtual directory
- The sample data for design (linkage with JP1/SD) can now be used to manipulate the main windows of Asset Information Manager.
- JP1/Software Distribution can now be linked to manage the software operating status.
- JP1/Software Distribution can now be linked to check unused licenses.
- The device change log can now be sent by email.
- The Oracle8i version that can be used as an asset management database has been changed.
- The fields that can be included in the device change log can now be selected. Additionally, the following fields have been added to the available device change log information:
    - Host name
    - IP address
    - MAC address
    - User properties of hardware information
- The search functions supported for created user reports can now be executed from the command line.
- **Screen display information** has been added to the Create User Report window to allow the sort order and display width to be set for the output items.

- The same property can now be specified more than once in the user report search condition.
- A subject can now be defined in the Items window.
- Backup, restoration, and reorganization of Embedded RDB can now be executed from the Database Manager dialog box.
- When patch information is to be acquired from the JP1/Software Distribution installation package, and the package ID begins with `WUA-SUP`, **Apply** is set as the applied status.
- The codes corresponding to the following CPUs have been added to the **CPU type** in the hardware information:
    - Intel Core2
    - Intel Core
    - AMD Athlon 64 X2
    - AMD Turion 64
- The size of definition data has been changed from 20 to 30 megabytes.
- The asset management database can now be upgraded or migrated from the Database Manager dialog box.

(4) Changes in version 08-00

- Microsoft SQL Server 2005 has been added as an available DBMS.
- Operation logs can now be managed by linking to JP1/Software Distribution.
- Microsoft Internet Explorer 6 (SP1 or later) is now required to use Asset Information Manager.
- Contract update history can now be managed.
- In addition to **Unapplied**, **Apply** information can now be collected for the **Applied status** of updated patch information when inventory information is collected.
- Categories and names of some of the settings in the Setup dialog box were changed as follows:

07-50 and earlier		08-00	
Category	**Environment setting**	**Category**	**Environment setting**
Basic Information	**Open map name**	**Link with NNM**	**Open map name**

07-50 and earlier		08-00	
Category	**Environment setting**	**Category**	**Environment setting**
	Name of connection destination server		Name of connection destination server
Mail Information	Notification by E-mail	Mail Notification Information	Notification by e-mail
	Address to E-mail		Address to e-mail
Directory Information	Code set	Link with Directory Server	Code set
Inventory Information	Login ID for taking inventory	Link with JP1/SD	JP1/SD database login ID
	Service name for taking inventory		Connection service for JP1/SD database
	Take machines without SD installed		Acquire devices on which JP1/SD is not installed
	JP1/Software Distribution working key		Working key
	Assign key for asset information		Assign key for asset information
	Conditions for assigning Asset Information 1		Conditions for assigning asset information 1
	Conditions for assigning Asset Information 2		Conditions for assigning asset information 2
	Perform new registration of unassigned assets		Perform new registration of unassigned assets
	MAC address for dial up connection		MAC address for dial up connection
	Type of information to acquire		Type of information to acquire
	Watch interval for update inventory		Watch interval for update inventory
	Status of machines deleted with JP1/SD		Status of machines deleted with JP1/SD
	Code specified for deleted assets		Code specified for deleted assets

07-50 and earlier		08-00	
Category	**Environment setting**	**Category**	**Environment setting**
Software Distribution Information	**Job storage folder name used in JP1/SD**	**Link with JP1/SD**	**Job storage folder name used in JP1/SD**

- Management and application of updates can now be performed by linking to a WSUS server.
- A **Trash** that provides a temporary backup for locations that have been deleted with the **Location** job menu has been added.
- From the **IP Group** job menu, group-specific and location-specific IP groups can now be created, enabling IP addresses to be managed by group and location. When collecting JP1/Software Distribution inventory information and HP NNM node information, and when executing the **Data maintenance** task, the group and location of each device can now be set according to its IP group.
- The following operations have been added to those that can be performed with the **Data maintenance** task.
  - Operations that break the relationship between the user and the software key information, or that break the relationship between hardware information and the software key information, to match the license category
  - Operations that integrate, respectively, the number of software asset licenses and license keys that have been transferred
  - Operations that delete installed software information about software whose managed level is set to **Unmanaged object**
  - Operations that delete the group-specific or location-specific IP group of associated groups or locations that have been deleted
  - Operations that register **Group name** in asset information based on the value of **IP address** in hardware information
  - Operations that register **Location** in asset information based on the value of **IP address** in hardware information
  - Operations that delete an attached file for which corresponding information does not exist
- Operations that are executed with the **Data maintenance** task can now be selected by purpose.
- The following JP1 events have been added to those issued by Asset Information Manager:

- Item transition event
- Item status change event
- Item deletion event
- Problem status change event
- Problem deletion event

- If expiration of the time specified for setup causes an automatic logoff, the logon window is now displayed following a message indicating that the system has been logged off automatically.
- Registered settings can now be deleted in the Set Changes dialog box, which is displayed from the Unused Device List and Batch Update windows.
- Devices not assigned licenses now appear as icons in the device list displayed in the window that appears for the software discovered from the Excess License List window.
- License assignment and cancellation can now be performed in the Excess License List - by Used window on devices and users found to be excess license users.
- When a new software asset is registered, the installed software name can now be assigned to a software name.
- The progress of an Item can now be checked from the Outbox and Execution Item Management windows.
- Relationships to the software name of the installed software name can now be created and modified from the Installed Software window.
- Formats can now be deleted and initialized in a batch operation.
- Whether to overwrite the values set to assigned items when JP1/Software Distribution inventory information is being collected can now be configured.
- A **JP1 event notification** task that issues a JP1 event at an Item transition has been added.
- A **Computer ID** field that can be managed as hardware information has been added.
- User-selectable management items can now be assigned and used in the user extension area of the problem status change event.
- Code supporting the following CPU types in hardware information has been added:
  - Intel Pentium D
  - Intel Celeron D

- AMD Duron MP
- Mobile AMD Athlon XP-M
- AMD Sempron
- Mobile AMD Sempron
- AMD Athlon 64
- AMD Athlon 64 FX
- Mobile AMD Athlon 64
- AMD64 compatible CPU
- AMD Opteron

■ Windows Server 2003 (x64) has been added as a supported OS.

■ Package IDs can now be collected when JP1/Software Distribution inventory information is being collected.

■ When JP1/Software Distribution inventory information is being collected, the package ID and package name can now be used to automatically assign an installed software name to a software name, based on assignment of the existing installed software information. If an installed software name not assigned to a software name is assigned by this process, the new software name is registered and assigned.

■ Security management can now be performed by linking to JP1/CSC.

(5) Changes in version 07-50

■ The usage status of user software and the operational status of window displays can now be monitored by collecting operation history from JP1/Software Distribution.

■ Changes made by JP1/Software Distribution can now be obtained in real time when JP1/Software Distribution inventory information is collected.

■ By linking with HP NNM, node information can now be obtained and displayed as network maps. Asset information maintained by Asset Information Manager can also be viewed from HP NNM.

■ You can now view information related to JP1 events by linking with JP1/IM and displaying the Asset Information Manager operation window from the JP1/IM Event Console window.

■ Patch information and virus definition information can now be managed.

■ Asset management jobs that use Items can now be executed.

■ The job category name *Software Distribution Management* has been changed to

Software Applied Management.

- Searching for and checking the applied status of installed software, patch information, and virus definition information can now be performed from separate tabs in the **Software Applied Status** job menu and, if needed, can also be distributed. Distribution to a destination group in a JP1/Software Distribution host group can also be specified.
- Devices that are deleted from JP1/Software Distribution inventory can now be maintained temporarily by Asset Information Manager in a status called *pre-scrap*.
- Asset Information Manager Embedded RDB Edition has been added; it provides an embedded database.
- Information collected from machines on which JP1/Software Distribution Client is not installed (machines on which JP1/Software Distribution is not installed) can now be imported into the asset management database.
- Asset Information Manager can now be operated on a cluster system.
- The **Number of concurrent connections** setting under **Basic Information** in the Setup dialog box has been removed.
- The number of search results to be displayed per tab can now be specified.
- Settings for assigning JP1/Software Distribution inventory information and Asset Information Manager asset information have been changed.
- A task dedicated to summarizing licenses has been added.
- A delete option has been added for deleting generations of totals results other than a specified number of most recent generations.
- Email notification of contract information about contracts that are about to expire can now be scheduled.
- Software update history can now be managed.
- The collection status of inventory information can now be checked from the **Log** job menu.
- Importing and exporting can now be performed from job menus.
- Batch files can also be used to perform importing and exporting, in a process similar to that used with the **Import** and **Export** job menus.
- When registering asset information, files you want to manage can now be specified as attached files.
- **Device List by Devices Needing Patches** has been removed from the job menu.
- User searches can now be performed from the **Search Users** job menu.

- **Point of totals** has been added to the **Device Management** job menu, which enables devices to be counted by specifying them as a management item.
- Network information is no longer displayed in the **Device List** job menu.
- The **Batch Update** button in the **Unused Device List** job menu can now be used to change the status of all devices.
- **Usage management**, **Device type**, **Device name**, **Model**, **Developer**, **Serial No.**, **Composition**, **Monitor type**, **Monitor resolution**, **Monitor size**, and **Specification** have been added to the **Batch Update** job menu.
- A time period can now be specified for searching device change logs.
- In addition to transfer logs, change logs of both software and hardware can now be viewed from the Device Details dialog box.
- Whether the device type is to be changed can now be selected in accordance with JP1/Software Distribution inventory information.
- Numerical value information has been added through use of a user property unit.
- In the Edit Form window, **Usable buttons** and **Usable items** have been changed to **Hide**.
- *SD installed status* and *Inventory last update date/time* have been added as asset information that can be managed.
- *IP address*, *MAC address*, *host name*, *MBSA version*, *OS information*, *OS version*, *SD operation update date*, *SD operation history start-date*, *SD operation history end-date*, *SD operation history entry No.* have been added to hardware information that can be managed.
- Program execution history and window title update history have been added to information that can be managed.
- User properties have been added for the following information:
    - Asset information
    - Hardware information
    - Device catalog information
    - IP group information
- CPU types have been added to hardware information.
- *Managed number* has been added as managed information.

B. Glossary

accessory (device type)

A type of hardware asset, including **Monitor**, **Hard disk**, **CD-R**, **DAT**, **MO**, or **Printer**. In the asset management system, hardware is classified into three device types: computing, accessories, and networking.

access permission

Restrictions set for some of the asset information managed in an asset management system so that the users who can access it are limited. Examples of such information are information about tax returns or maintenance contract fees.

Access permissions that can be set in a asset management system include restrictions on the following:

- User authentication based on user ID and password
- Availability of the system by user role
- Role-based limitations on the functionality that can be executed from windows
- Role-based limitations on the menus

Active Directory services

Windows main component that manages information on objects comprising a Windows network environment and the relationships between these objects. The following generic names also exist:

- Active Directory Rights Management Service (AD RMS)
- Active Directory Domain Service (AD DS)
- Active Directory Lightweight Directory Service (AD LDS)
- Active Directory Certificate Service (AD CS)
- Active Directory Federation Service (AD FS)

activity

Processing that is a component of an Item definition and which is executed when the Item is sent to the next worker. Examples of such processing are **Apply** and **Approve**.

Flow Designer is used to define activities, and Activity Designer is used to set activity details.

administrator

A network manager or device administrator in the group that handles company IT asset management tasks (an information systems management department). The administrator can handle all asset information.

asset

A unit of managing assets by user.

Assets include device-related, software-related, and user-specific assets. The device-related assets consist of one or more devices, and software-related assets consist of one or more software items. User-specific assets consist of user-specific information.

asset information

Information used to manage the hardware and software assets in a company. The asset information is represented by data such as **Asset No**., **Group name**, **User name**, **Location name**, and is not the hardware or software asset itself.

Asset No. is used to identify each asset and can be assigned by the user. In an asset management system, **Asset No.** is the most basic unit of asset management.

Asset Information Manager

A product that can reduce management costs and can streamline IT asset management jobs required for tasks such as installing assets, managing software licenses, and performing device maintenance. The product helps achieve these goals by using a database to implement integrated management of asset information such as hardware information (including network devices), software information, and contract information. Additionally, integrated management of IT assets can be achieved by linking Asset Information Manager to JP1 products such as JP1/Software Distribution, HP NNM Version 7.5 or earlier, and JP1/IM.

asset management database

A database that stores asset information. The asset management system supports Microsoft SQL Server, Embedded RDB, and Oracle as its database systems.

asset management database server

A server containing the database that stores asset information.

asset management server

A server that manages asset information and provides services related to asset information.

asset management system

A system that manages asset information. An asset management system consists of the following programs:

- Asset management server
- Asset management database server

- Web browser

association class

A class defining the relationship between object classes.

An association represents a relationship between multiple classes. Specifically, an association defines a multiplex level between two classes and how the two classes are processed when data is added or deleted.

cabinet

An area for storing packages; the area is located in JP1/Software Distribution's managing server.

Asset Information Manager can distribute packages stored in JP1/Software Distribution cabinets.

class

1. A set of management information classified by asset information category. An asset management system handles object classes and association classes.
2. WSUS updates categories, such as security updates and critical updates.

CN (Common Name)

Entry name attribute in Active Directory. For example, the name of a person (user) is a CN.

code ID

A unique ID assigned to an item managed by code in the asset management database. When codes are edited, codes are added or deleted based on this code ID.

computing (device type)

A type of hardware asset, including **PC**, **PC server**, **UNIX**, and **UNIX server**. In the asset management system, hardware is classified into three device types: computing, accessories, and networking.

contract information

Information used to manage device and software assets under maintenance, lease, or rental contracts.

By grouping multiple devices and software assets with the same contract and then assigning a contract number to the group, the user can manage the devices and software assets by contract.

Customize Job Windows

A function for limiting the operations available from windows by user role.

This functionality allows the components of each window (such as buttons, search conditions, and editable items) to be changed according to the user role.

data file

A CSV file required for importing or exporting data. A data file consists of item title lines and data lines.

For an import operation, asset information (asset data) is specified for each association class.

For an export operation, the output destination of asset information is specified for each association class.

data files definition file

A text file that is needed in order to import or export multiple data files in a batch operation.

A data files definition file defines the names of all data files to be imported or exported, and defines the display names of the association classes that correspond to the data files.

DC (Domain Component)

The element that constitutes a domain name in Active Directory.

destination

A client subject to execution when a job is executed from JP1/Software Distribution's managing server.

Asset Information Manager enables software assets to be distributed to devices that are found by searches in operation windows. The user can also distribute software by specifying a host group created by JP1/Software Distribution.

device catalog

Registration information that is predetermined for a product, such as CPU and memory size.

When registering a new device, the user can select a product from the device catalog and thereby save the time needed to enter the items predetermined for the product.

device change log

Information used to manage changes to devices, such as memory size and disk space. This information can be used to check for any illegitimate physical changes to a CPU, memory, or disk.

The device change log data is organized into fields such as **Update date**, **Hard disk sizes**, **Memory**, and **Processor**.

division

Information for managing other groups as group jobs. Multiple divisions can be set up for each group. Assigning a division to a user allows that user to manage the information about the group (division group) that is set up as a division group for the division.

division group

Information about the group that is set to a division.

DN (Distinguished Name)

Identifier for uniquely identifying each entry in the Active Directory's directory tree. A distinguished name consists of a character string made up by linking entry attributes using commas (`,`).

Embedded RDB

A database that is built into Asset Information Manager and JP1/Software Distribution Manager. By using Embedded RDB, you can install Asset Information Manager and JP1/Software Distribution without having to install a DBMS product.

event manager

A user assigned to check Asset Information Manager asset information from JP1/IM. If a password is set up for this user in advance, the user can automatically be logged into Asset Information Manager when the user checks asset information from the Event Console window.

export

Output of information from the asset management database to a CSV file, in a batch operation.

There are three export methods:

- Export by using the **Export** job menu

  The user creates export conditions for selecting the asset information to be output and, in a batch operation, outputs the information to a CSV file. This method can be used at any location where the user can log in to Asset Information Manager.

- Export by using `jamCsvExport.bat`

  By executing this from the command line on the asset management server, the user can perform the same export processing as can be performed from the Export window.

- Export by using the `jamexport` command

  This method outputs data, in a batch operation, from the asset management database to CSV files as is. A CSV file is output for each class. This export function is implemented by a command provided by Asset Information Manager.

file operation log

An operation log that collects folder and file operation events, such as when a file or folder is created or copied. These logs are collected by JP1/Software Distribution.

form

Settings of each window customized by the **Customize Job Windows** function. For example, the settings can specify whether to show or hide buttons and search conditions.

A form is set for each window, and multiple forms can be set for the same window.

group

A unit for handling user information. If user information is handled according to the groups to which users belong, access to the information can be controlled for each group.

group information

Information required for managing groups, such as the departments using the asset management system. Group information is represented by fields such as as **Local name**, **Group code**, and **Cost group code**.

hardware information

Information used to manage hardware assets. Hardware information includes information about all hardware assets handled in an asset management system that uses Asset Information Manager. Hardware information is about the devices themselves, and includes fields such as **Device type** and **Device name**.

HP NNM

A product that provides functionality for managing multiple applications and multiple systems connected by a network, from a single network graphics window.

import

The loading of information, in a batch operation, from a CSV file into the asset management database.

There are three import methods:

- Import by using the **Import** job menu

  This user creates import conditions and updates asset information in the CSV file in a batch operation.

  This method can be used at any location where the user can log in to Asset Information Manager. It enables the user to update asset management database information without having to know the CSV file format, classes, or the relationships between classes.

- Import by using jamCsvImport.bat

  By executing this from the command line at the asset management server, the user can perform the same import processing as can be performed from the **Import** job menu. This method is useful for automating operations because the user can update asset management database information without having to know the CSV file format, classes, or the relationships between classes. Compared to the jamimport command, however, the processing takes more time.

- Import by using the jamimport command

  This method loads, in a batch operation, all data from a CSV file into the asset management database as is. The CSV file contains information about data in the asset management database that is to be added, changed, or deleted. This import function is implemented by a command provided by Asset Information Manager.

installed software information

Information used to manage the software assets installed on each device.

Installed software information is used by importing information (such as JP1/Software Distribution's inventory information) into an asset management database.

Therefore, the names and versions of software assets depend on the source system (such as JP1/Software Distribution) from which the information is imported.

installed software list

Information used to manage the names of software assets installed on each device. It is also used to manage various settings for installed software assets.

inventory information

Information such as the status of hardware utilization and the types of software assets installed at a client. Clients are managed based on this information. Inventory information is acquired from JP1/Software Distribution's managing server by executing jobs.

The asset management system can register inventory information acquired from JP1/Software Distribution as asset information.

IP group information

Information used to manage IP addresses in groups. IP addresses can be managed under easy-to-understand names assigned to the groups.

IT assets

IT devices, such as PCs and printers, existing in a company, software assets, and the network environment for using them.

Item

Work with a defined route: such as **Equipment Deployment Request Form** or **Software Distribution Application Form**.

(Note: To avoid confusing this term with the everyday meaning of *item*, this manual uses upper-case "I" (*Item*). Other manuals, messages, or windows might not use this convention.)

Item auditor

The official authority for auditing execution Items.

A user who has this official authority can view the latest Item statuses and attached files in the Execution Item Management window.

Item category

A category of Items classified by the nature of the work.

In the New Item window used to select a new Item, each Item category is displayed on a separate tab.

ITIL

A framework that systematizes IT system setup and operations. Setting up an IT system based on this framework is expected to enable the user to optimize IT services and continually improve day-to-day processes.

job

An execution unit of JP1/Software Distribution functionality.

Two types of jobs can be executed from Asset Information Manager windows:

- *Install package*
- *Install by client user*

JP1 event

JP1-specific management information generated for detecting and reporting events (such as job execution results and service errors) that occur in a system managed by JP1.

Asset Information Manager can acquire these JP1 events via JP1/IM.

JP1/Base

The product that provides the basic functionality of JP1/IM. This product includes functionality for sending and receiving JP1 events, managing users, and controlling startup. The product also functions as an agent of a JP1/IM system.

JP1/Base is a prerequisite for JP1/IM.

JP1/CSC

A product that uses asset information managed by Asset Information Manager to take security measures for a system. A security management system that has JP1/CSC installed uses policies set by the administrator as a base to automatically evaluate the danger level for devices, and then takes appropriate actions (countermeasures).

Administrators can use the windows under the Client Security Management job category to monitor clients and perform actions as necessary.

JP1/IM

A product that achieves integrated management of an entire corporate information system. By collaborating with JP1-series products that manage system operations in various ways, JP1/IM uses JP1 events to implement integrated management of the events that occur in the system. If an error occurs, JP1/IM promptly notifies the administrator and provides the infrastructure for operations needed to identify the location of the error and investigate its cause.

JP1/Software Distribution

The collective name for a system that achieves software distribution and client management by batch operation over a network.

JP1/Software Distribution not installed, machine on which

See *machine on which JP1/Software Distribution is not installed*.

LDAP (Lightweight Directory Access Protocol)

A subset of the Directory Access Protocol used for accessing directories that support the ITU-recommended X.500 model. Active Directory is compatible with LDAP.

license category

The license categories for a purchased license are **Install license** and **User license**. Licenses are totaled for each license category.

license information

Information used to manage the details of software licenses.

License information includes fields such as **License name**, **Upgrade assurance**, **Downgrade**, **License type**, **Licensing method**, and **License category**.

license type

The type of a purchased license. The license types are listed below:

- **Install license**
- **User license**
- **Server license**

- **Client access license**
- **Managed node license**
- **CPU license**
- **Second license**
- **Concurrent execution license**

License type is used to manage the details of licenses and has no effect on the results of license totaling.

location information

Information used to manage asset locations. The location information includes fields such as **Local name**, **Address**, **Area size**, and **Attribute**.

machine on which JP1/Software Distribution is not installed

A device in the network on which JP1/Software Distribution Client has not been installed.

maintenance log

Information used to manage details about device errors and remedial actions. If JP1/IM is linked, JP1 events can be acquired as maintenance log information.

The maintenance log data is organized into fields such as **Reg. date**, **Overview of problem**, **Importance**, **Host where problem occurred**, **Completion date**, **Overview of solution**, **Expense**, and **Reference materials (URL)**.

managed items

An individual piece of information managed by Asset Information Manager. It corresponds to a class property managed in the asset management database.

managed label

A label set to limit accesses by group. If the same managed label (any character string) is set for both a group and a user role, the users with the corresponding role can handle only the information belonging to the group and subgroups for which that managed label is set.

managed level

A level for managing licenses. A managed level is set for installed software assets. When a managed level is set for each software asset, JP1/Software Distribution's inventory information is registered according to this setting. The managed level is set in the Installed Software window.

There are three managed levels:

- **Managed object**

Includes software assets in the number of used licenses.

- **Managed object not in license count**

  Does not include software assets in the number of used licenses. Information is registered as installed software assets.

- **Unmanaged object**

  Does not manage licenses nor register information as installed software assets.

management name

A name used to identify the value for a text field, text area, or drop-down list defined by Form Designer when an Item is defined. The user can specify any character string without having to know the class properties.

This name is used with Activity Designer to specify how to update the asset management database.

meta table

A table required to establish correspondence between class and table in the asset management database. When Asset Information Manager is set up, importing the meta table to the asset management database defines the data structure of the database.

network information

Information used to manage the location of each device in the network. Network information includes **IP address**, **MAC address**, **Node name**, and **Computer name**.

networking (device type)

A type of hardware asset, including **HUB**, **Router**, and **Network printer**. In an asset management system, hardware is classified into three device types: computing, accessories, and networking.

network manager

A user who references Asset Information Manager asset information obtained from HP NNM Version 7.5 or earlier. If a password is set up for this user in advance, this user can automatically be logged into Asset Information Manager when checking asset information from the Network Presenter or Submap window.

Network Presenter

A map of network devices detected by HP NNM Version 7.5 or earlier. It enables the user to reference network device connections and network problems.

node

A component of an Item definition that represents a worker (or group) on the route of the Item: for example, an **Applicant** or **Approval user** is a node.

Flow Designer is used to define the nodes.

object

A collective name for components placed on the Item window, such as text fields and buttons. Form Designer is used to set objects.

object class

A class is a unit for managing asset information. An *object class* is the information representing each item managed by the asset management system. The information is represented by tables that correspond classes and properties, or represented in the format used to input date to or output data from the asset management database.

official authority

Authority to limit the workers that can execute processing, such as to approve an Item.

To execute work for which an official authority is defined, the user must have that official authority separately from the permissions needed to log in to Asset Information Manager.

operation log

User operation information acquired by JP1/Software Distribution. Asset Information Manager can directly access the JP1/Software Distribution database, and can search and check the operation log data stored in the databases.

Operation logs enable you to determine the time and location of executed operations, such as the copying and renaming of files, and enable the execution of time-series tracking. By totaling the operation log data, youcan also understand the status of each group from the totaled results.

OU (Organization Unit)

The name attribute of organization entries in Active Directory. An organization unit corresponds to a group name.

package

Software that has been registered in JP1/Software Distribution's managing server and is ready to be distributed. It is stored in a cabinet in the managing server.

To distribute software from Asset Information Manager, a package must be created for it by using JP1/Software Distribution beforehand.

packaging

Creating a package by using JP1/Software Distribution.

patch information

Information used to manage each device's patch application status, such as **Installation date** and **Applied status**.

patch name list

Information, such as **Patch name** and **Patch version**, used to manage patch names.

PC startup log

An operation log in which information about PC startup, termination, logon, and logoff events is collected. These operation logs are collected by JP1/Software Distribution.

program execution history

The history of the start and termination of the programs used on a managed device. The program execution history can be accessed from the **Program Execution History** job menu. If the system is linked with JP1/Software Distribution 07-50 or later, this information can be acquired from the operation history obtained by JP1/Software Distribution.

Program execution history data is organized into fields such as **login user**, **program name**, **program version**, and **issue date/time**.

program start log

An operation log in which data about program startup, program termination, and events that prevented program startup is collected. These operation logs are collected by JP1/Software Distribution.

property

An attribute of a class.

role information

Information used to manage the user roles in the asset management system. `Administrator` and `User` are set as the default user roles.

route

The order of workers that handle an Item.

An Item is processed sequentially along the defined route. Flow Designer is used to define an Item's route.

search pattern

Stored search conditions that are used to search operation logs in the Operation Log List window. Frequently used search patterns are registered as default patterns. You can edit the default search patterns that have been registered as well as register new search patterns.

SNMP trap

A message sent from an SNMP agent to an SNMP manager, such as HP NNM version 7.5 or earlier, in response to a specific trigger.

Asset Information Manager can acquire SNMP traps from JP1/IM as JP1 events.

software information

Information about the software assets registered in an asset management system, such as commercial software, shareware, and freeware.

software key information

Key information used to assign licenses to target devices and users. Software key information includes the fields **Product ID**, **License key**, and **Serial No**.

task

The processing contents that are combined when defining an activity, which is the processing executed when an Item is sent to the next worker.

For example, an activity for registering information about a newly installed device is defined by combining the **Add new device** and **Add network information** tasks.

Activity Designer is used to set the tasks for each activity.

updates

Programs provided by Microsoft Update to fix specific system problems. Asset Information Manager links with a WSUS server to manage updates.

user information

Information used to manage the users of the asset management system. User information includes fields such as **User name**, **Phone**, **E-mail**, and **Official title**.

user inventory information

Information that can be optionally set by the user, such as user name and asset number. User inventory information is acquired by executing a job from the JP1/Software Distribution managing server.

In an asset management system, the user inventory information acquired by JP1/Software Distribution can be registered as asset information.

user library

A library for sharing images among Items by uploading the images to the asset management server. Images must be added to the user library before they can be inserted in an Item window by Form Designer.

user report

Work (job) added by the user, and the window used to execute that work. Asset Information Manager not only provides predefined job menus, but also enables the user to add user-specific jobs (user reports).

virus definition information

Information about the anti-virus software product installed on a device and about the virus definition files. The information includes fields such as **Anti-virus product name**, **Anti-virus product version**, and **Virus definition version**.

volume contract information

Information used to manage details about software volume licenses.

The volume license information includes fields such as **Software assets**, **Number of Target points**, **Contract date**, **Contract start date**, **Contract end date**, **Contracted company**, **Overview of contract**, and **Status**.

window title update history

Management information that summarizes historical data collected about window title changes performed on managed devices. The window title update history can be accessed from the **Window Title Update History** job menu. When the system is linked with JP1/Software Distribution 07-50 or later, this information can be obtained from the operation history acquired by JP1/Software Distribution.

Window title update history data is organized into fields such as **login user**, **program name**, **program version**, **issue date/time**, and **window title**.

window title update log

An operation log in which window title changes of updated windows are collected. These operation logs are collected by JP1/Software Distribution.

worker

A user who executes an Item. An Item is sent to individual workers according to a defined route.

WSUS server

The server that manages updates from Microsoft Update.

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