

# Novell® ZENworks® Asset Management 7

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USER'S GUIDE

March 2006



Novell®

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# Basics

## About ZENworks Asset Management Manager

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ZENworks® Asset Management Manager is an application that lets you customize and manage your ® enterprise. For example, you can set up collection schedules that determine when inventory data is collected from workstations and customize many aspects of the inventory process itself.

The Manager also lets you control how (especially in a large enterprise) inventory data is organized and grouped by Collection Domains and Collection Servers. In addition, by letting you assign different roles to ZENworks Asset Management users, the Manager gives you control over who can work with inventory data and what kinds of changes they can make.

The Manager also lets you analyze the inventory data through queries and reports and edit the data when necessary.

Below are some topics of interest to help get you acquainted with the Manager. See the the Manager Help's Table of Contents for a deeper look at ZENworks Asset Management.

## ZENworks Asset Management Manager Environment

ZENworks Asset Management Main Window

Using the Shortcut Menus

The Locator Window

The Workspace

The Process Control Panel

Changing ZENworks Asset Management Manager Options

## Overview Topics

About License Compliance

About the ZENworks Asset Management Usage Monitor

About the ZENworks Asset Management Network Discovery Engine

## Basic Operations

Installing ZENworks Asset Management Collection Client Software

Setting Up a Collection Schedule

Setting Up a Collection Option Set

About Collection Domains

About Collection Servers

About Task Servers

About ZENworks Asset Management Users

About Queries

Running a Report

## Reference Topics

Error Logs and Files

Menus and Commands

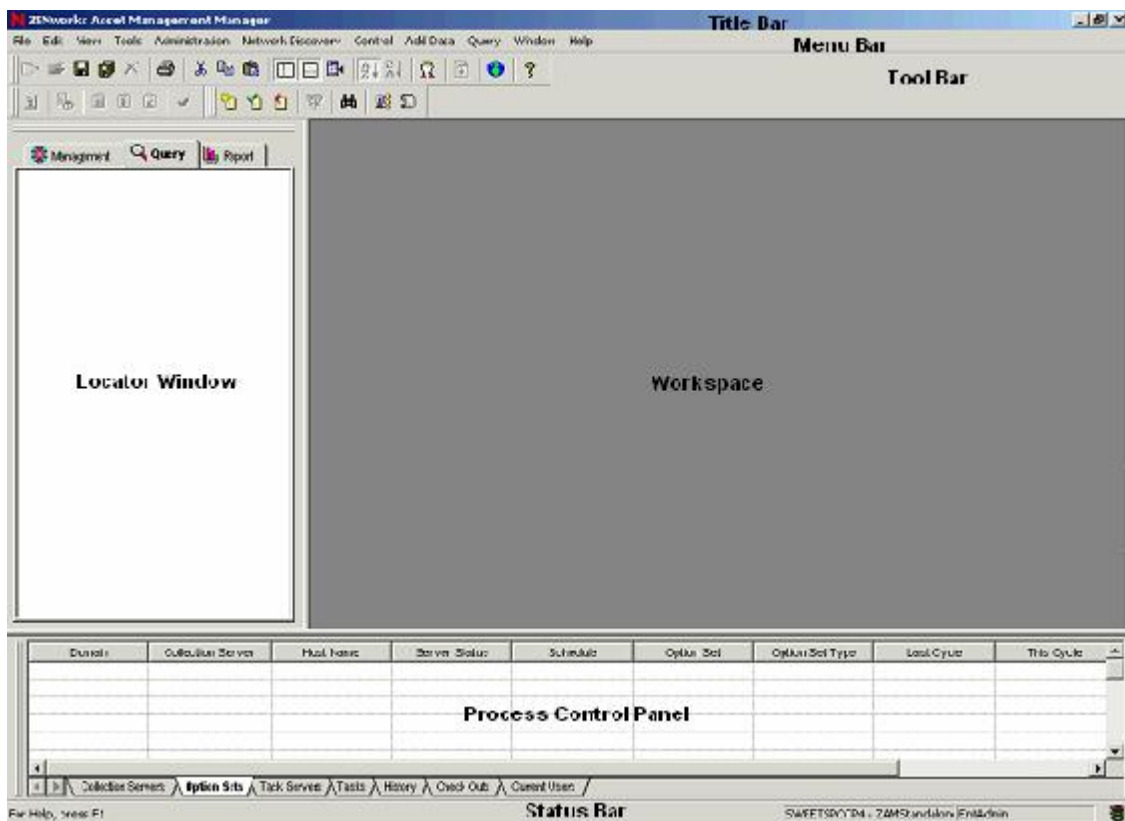
Toolbars

Reports

Database Tables

## The Main Window

### ZENworks Asset Management Main Window



- The **locator window** displays lists of schedules, collection option sets, Collection Domains, Collection Servers, queries, or reports on locator tabs. The locator window helps you find these items as well as manage them in a logical fashion.
- The **locator tab** lets you select the contents of the locator window. Each locator tab displays related items. For example, the Management locator tab lists schedules, collection option sets, Collection Domains, Collection Servers, and Task Servers.
- The **title bar** identifies the product you are using.
- Three **toolbars** give you quick access to frequently performed ZENworks Asset Management Manager activities. The standard toolbar is for general activities, the process control panel toolbar is for working in the process control panel (see below), and the query toolbar is for working in the query tool. (See "Query Tool" on page 13-12.) To see a description of what a button on a toolbar does, position the mouse pointer over it; to use a button, click on it.
- The **menu bar** gives you access to the Manager menus. To display the commands on a menu, click on it. Depending on what you are doing and the type of ZENworks Asset Management user you are, not all the menus will be available all the time.

- The **process control panel** is a window in which you can view and manage data associated with your Collection Servers and tasks such as reports. For example, you can check the status of your reports, view errors reported on workstations during a collection, or see which users are currently using the Manager.

The process control panel initially appears at the bottom of the main Manager window, but you can drag it to another edge of the window. You can also hide the process control panel by clicking on the Process Control Panel button on the toolbar. (You will not need to refer to the process control panel all the time, and hiding it will give you more room for the locator window and workspace.)

- The **status bar** shows general messages, the name of the database, the name of the currently logged on user, and the status of the inventory process by means of the traffic light in the far right corner. If you do not want to see the status bar, click on the View menu and click on Status Bar. To display it again, repeat this procedure.
- The **workspace** is an area where you can display one or more windows containing the details about an item selected on a locator tab, for example, schedule settings. The workspace may be empty at times.

## The Locator Window

### About the Locator Window

The locator window in the main ZENworks Asset Management Manager window can display organized lists of schedules, collection option sets, Collection Domains, Collection Servers, Task Servers, queries, or reports. Because of their appearance and the way they help you manage and find items, these lists are sometimes called locator trees. The lists are organized on three different locator tabs: Management, Query, and Report.

ZENworks Asset Management Manager always displays the locator window to the left of the workspace, but you can move the window to another edge of the main the Manager window. You can also change the width of the locator window to display more or less information horizontally. In addition, you can hide the locator window altogether and increase the workspace.

You can do the following with the locator window:

- Move it.
- Change its width.
- Hide it altogether.

You can do the following in the locator window:

- Display different kinds of items by switching to a different locator tab.
- Work with containers and folders.
- Change the sort order of items.
- Synchronize the item highlighted on the locator tab with that displayed in a window in the workspace.
- Update information on a locator tab.

### Moving the Locator Window

ZENworks Asset Management Manager automatically displays the locator window on the left side of the main window. If you prefer, you can move the locator window to another edge of the main window.

To move the locator window

- Drag the locator window to another edge of the main the Manager window.

### Changing the Width of the Locator Window

You may want to make the locator window wider or narrower depending on how much data you need to see in it.

To change width of the locator window

- Drag the right edge of the locator window to the left or right depending whether you want to make the window narrower or wider.




## Hiding the Locator Window

ZENworks Asset Management Manager automatically displays the locator window. You have the option, however, of hiding the locator window and increasing the workspace for windows. You may find this useful when working with queries, for example, so you can display more data.


### To hide the locator window

Do one of the following:

- Click on  on the toolbar.
- Click on the View menu and clear the Locator option.

### To display the locator window again

Do one of the following:

- Click on  on the toolbar.
- Click on the View menu and select the Locator option.

## Displaying a Different Tab in the Locator Window

ZENworks Asset Management Manager lists items on three different tabs in the locator window:

- The Management locator tab includes schedules, collection option sets, Collection Domains, Collection Servers, and Task Servers. (This tab is visible only if you are an administrator.)
- The Query locator tab includes queries for locating information in the inventory database so you can review and edit it.
- The Report locator tab includes many reports for analyzing your inventory data.

### To display a different locator tab

Do one of the following:

- Click on the Management, Query, or Report tab at the top of the locator window.
- Click on the View menu and click on Management, Query, or Report.

## Containers and Folders

### About Containers and Folders

The items on locator tabs are organized in containers and folders.

A container is a special type of folder included in ZENworks Asset Management Manager. For example, the Query locator tab includes three containers: Public Queries, Personal Queries, and ZENworks Asset Management Queries. Some containers contain additional containers. Containers are fixed; you cannot delete or change them in any way. They are identified by a special icon on a locator tab.

Within some containers, you can create folders as well as items in the folders.

#### See Also

Displaying the Contents of Containers or Folders

Creating a Folder

Renaming a Folder

Deleting a Folder


### Creating a Folder

Folders give you a way of organizing items on a locator tab by grouping together related items. You can create folders, rename them, and delete them.

**NOTE:** You cannot rename or delete the report folders supplied by Novell in the ZENworks Asset Management Reports container on the Report locator tab or the query folders in the ZENworks Asset Management Queries container on the Query locator tab.

You can create folders within some of the containers supplied by Novell. You can create as many folders as you like, but they can go only one level deep. (A folder cannot exist within another folder.) The name of a folder must be unique within its container.

#### To create a folder

1. Do one of the following to create a folder in a container:
  - Select (highlight) the container, click on  on the toolbar, and then click on Folder.
  - Right-click on the container, click on New on the shortcut menu, and then click on Folder.
  - Select the container, click on the File menu, click on New, and then click on Folder.
2. Enter a name for the folder in the Folder and click on the OK button. ZENworks Asset Management Manager will suggest a default name for the type of folder you are creating, for example, Collection Schedule Folder1. The name of the folder must be unique within the container.

#### See Also

Renaming a Folder

Deleting a Folder

## Renaming a Folder

Except for some folders supplied by Novell, you can change the name of a folder any time you want to.


To rename a folder:

1. Do one of the following on a locator tab to rename a folder:
  - On a locator tab, right-click on the folder name and click on Rename on the shortcut menu.
  - Select the folder, click on the File menu, and click on Rename.
2. Enter a new name for the folder in the Rename Folder dialog and click on the OK button.

## Deleting a Folder

Except for some folders supplied by Novell, you can delete a folder if it no longer serves a purpose. If, however, a folder contains any items, you will first need to move them to another folder or delete them.

To delete a folder

1. Check whether the folder you want to delete includes any items. If it does, either move them to another folder or delete them.
2. Do one of the following on a locator tab to delete a folder:
  - Select the folder and click on  on the toolbar.
  - Right-click on the folder and click on Delete on the shortcut menu.
  - Select the folder, click on the File menu, and click on Delete.

## Displaying the Contents of Containers and Folders

Whenever you display a different locator tab in the locator window, ZENworks Asset Management Manager always displays its contents by top-level container only. A container has a + (plus sign) next to it to indicate it includes containers, folders and/or items that are not listed. You will also see a + next to a folder that includes items that are not listed.

To display the contents of a container or folder

Do one of the following:

- Double-click on the container or folder name.
- Click on the + (plus sign).

The Manager will now display the contents of the container or folder and put a - (minus sign) next to the name.

To hide the contents of a container or folder

Do one of the following:



- Double-click on the container or folder name.
- Click on the - (minus sign).

## Changing the Sort Order on a Locator Tab

On all locator tabs except the Report locator tab, the Manager automatically lists items in folders alphanumerically in ascending order. You have the option of changing the sort order to descending. (On the Report locator tab the reports supplied by Novell appear in a fixed order.)

To change the sort order on a locator tab

Do one of the following:


- Click on  or  on the toolbar.
- Click on the View menu, click on Sort, and click on Ascending or Descending.

## Synchronizing the Locator Window with the Window in the Workspace

If you have several windows open in the workspace, the item selected on a locator tab may not match the item displayed in the active window. You can synchronize the two so that ZENworks Asset Management Manager highlights the item on the locator tab that matches what is displayed in the active window.

To synchronize the locator window with the window in the workspace

Do one of the following:

- Click on  on the toolbar.
- Click on the View menu and click on Synchronize.

## Updating Information on a Locator Tab


In an Enterprise Deployment of ZENworks Asset Management, several people may be using the Manager at the same time and may make changes that affect the contents of a locator tab. For example, since you displayed a locator tab, an enterprise administrator may have created some new public queries or may have deleted or moved a schedule. Your locator tab will look unchanged, however, until you update it by refreshing it.

When you are creating, renaming, deleting, or moving items yourself, the changes you make will be automatically reflected on a locator tab. Only changes by other ZENworks Asset Management users are not displayed automatically (for performance reasons).

When updating a locator tab you have the choice of refreshing the contents of the entire locator tab or of refreshing the currently selected "branch" of the locator tab. For example, if you just want to see the latest queries in the Public Queries container you can refresh the contents of this container without affecting the other containers on the locator tab.

To update information on a locator tab

To refresh an entire locator tab, do one of the following:

- Click on  on the toolbar.
- Right-click on the locator tab and then click on Refresh.
- Click on the View menu and click on Refresh.

To refresh a branch of a locator tab, do one of the following:

- Right-click on the branch and then click on Refresh Branch.
- Select the branch, click on the View menu, and click Refresh Branch.

## The Workspace

### About the Workspace

The workspace in the ZENworks Asset Management Manager window is the area to the right of the locator window. The workspace may be empty at times, but most of the time it is used to display a window showing the details of a particular item such as a schedule or collection option set. Whereas the locator window lists the names of your items, the workspace lets you view, create, and edit the items. The type of window you see in the workspace depends on the type of item you are working with. The title bar of the window will indicate the window's type, for example, Collection Schedule or Collection Option Set.

#### See Also

Displaying a Window in the Workspace


Working with Windows in the Workspace

### Displaying a Window in the Workspace


You can have several windows open in the workspace at the same time, and the windows can be of any type.

#### To display a window in the workspace

To display a window so you can view or change an item that already exists, find the item on a locator tab and do one of the following:

- Double-click on the item.
- Select the item and click on  on the toolbar.
- Right-click on the item and then click on Open on the shortcut menu.
- Select the item, click on the File menu, and click on Open.

To display a window so you can create an item, select the container or folder in which you want to create the item. The type of container or folder you select will determine the type of item that will be created. For example, to create a query for your own use, on the Query locator tab, select the Personal Queries container or a folder in this container. Then do one of the following:

- Click on  on the toolbar and click on the item you want to create, for example, Workstation Query.
- Right-click, click on New on the shortcut menu, and click on the item you want to create.
- Click on the File menu, click on New, and click on the item you want to create.

**NOTE:** The selection that is available after you click on the New button or command is determined by the container or folder that is selected at the time.

#### TIP



- If an item is currently displayed in a window in the workspace, you cannot make changes to that item on a locator tab. For example, you cannot rename, copy, or delete a collection schedule that is open in a window; you must close it first.

### Working with Windows in the Workspace

If you have several windows open in the workspace, you can use standard Windows commands to manage them. For example, to arrange the windows so they fit next to one another, click on the Window menu and click on Tile; to cause the windows to overlap so that their title bars are visible, click on the Window menu and click on Cascade.

When you enter or edit information in a window in the workspace, you will lose your changes unless you **save** the information in the window. An \* (asterisk) in the window's title bar reminds you that you have made changes but not saved them. Also, if you try to close the window without saving your changes, the Manager will give you the choice of doing so before it closes the window.

You can save your data in a number of ways:

- If you have a number of open windows, click on  on the toolbar or click on the File menu and click on Save All.
- If you want to save the information in the active window, click on  on the toolbar OR click on the File menu and click on Save. If asked, provide a name for the item in the dialog that appears.
- If you want to save the information in the active window under a different name, click on the File menu, click on Save As, and provide a name for the item in the dialog that appears.


## The Process Control Panel

### Using the Process Control Panel

The process control panel is a window in ZENworks Asset Management Manager in which you can view and manage data related to the inventory process and to tasks. The process control panel has the following tabs:

- Collection Servers tab for managing Collection Servers and seeing their status (administrators only).
- Option Sets tab for viewing collection option set assignments (administrators only).
- Tasks Servers tab for managing Task Servers and seeing their status (administrators only).
- Tasks tab for managing tasks and seeing their status. (Only an enterprise administrator can manage purge and PRU tasks.)
- History tab for checking historical data about tasks.
- Check Outs tab for seeing which workstations are currently checked out (administrators only).
- Current Users tab for seeing who is currently using the Manager.


The Manager automatically displays the process control panel at the bottom of the main window. You can do the following with the process control panel:

- You can drag it to any edge of the main window that suits your purposes.
- You can resize it to show more or less information.
- You can hide it altogether. Either click on the  on the toolbar or click on the View menu and click on Process Control Panel. To display the process control panel again, repeat this process.

The process control panel has a related menu, the Control menu, as well as a toolbar at the top of the main Manager window. When you are working in the process control panel this menu and toolbar are available to you.

**TIP**

- The Manager updates the information on the process control panel periodically, but you can make sure you are looking at the most up-to-date information by refreshing a tab.


Either click on  on the toolbar or click on the View menu and click on Refresh. (You can also press F5.) Note that the Manager does not update the information on the tabs when you switch from one tab to another.

## Pausing and Resuming a Task

If a task is waiting to run, but you want to hold off running it, you can pause it. For example, if you have a report that is scheduled to run every two weeks, and you do not want it to run this time around, you can pause it. When you are ready for the task to take its place in the queue again, you must resume it.


**NOTE:** You cannot pause a task that is already running.

**To pause a task**

1. Click on the Tasks tab in the process control panel.
2. Do one of the following to pause a task:
  - Select the task and click on  on the process control panel toolbar.
  - Right-click on the task and then click on Pause on the shortcut menu.
  - Select the task, click on the Control menu, and click on Pause Task.

The Status column on the Tasks tab will now read Paused.

**To resume a paused task**

1. Click on the Tasks tab in the process control panel.
2. Do one of the following to resume a paused task:
  - Select the task and click on  on the process control panel toolbar.
  - Right-click on the task and then click on Resume on the shortcut menu.
  - Select the task, click on the Control menu, and click on Resume Task.

The Status column on the Tasks tab will now read Running or Waiting depending on whether the task starts running right away.

## Collection Servers Tab

The Collection Servers tab of the process control panel lets you do the following:

- Look at information about your Collection Servers.
- Stop or start a Collection Server.
- Review and edit Collection Server settings.
- Edit the Collection Domain with which the Collection Server is associated.
- Examine errors that occurred on a Collection Server or on any of its associated workstations.

Only ZENworks Asset Management administrators can see the Collection Servers tab. The Manager does not display it if you are an assistant or analyst. Enterprise administrators can see the data for all Collection Domains and their associated Collection Servers. Domain administrators can see the data only for the Collection Domains for which they are responsible.

Information is shown in the columns as follows:


- **Domain** - the name of the Collection Domain to which the Collection Server belongs.
- **Collection Server** - the name of the Collection Server.
- **Host Name** - the name of the machine on which the Collection Server is running.
- **Server Status** - The Server Status column shows the current status of the Collection Server:
  - Starting* - The Collection Server is in the process of starting.
  - Started* - The Collection Server is in its normal state (running).
  - Stopping* - The Collection Server is in the process of stopping.
  - Stopped* - The Collection Server has been stopped by an administrator.
  - Unavailable* - Either the service is currently stopped or a serious condition (such as a problem with a network cable or card) is preventing the Collection Server from communicating with the inventory database. This status appears in red to warn you the Collection Server is not running.
  - Inventory Stopped* - The Collection Server has been stopped because the entire inventory process has been stopped.
- **Last Cycle** - summarizes how many workstations were scanned successfully during each option set's last inventory cycle.
- **This Cycle** - indicates how many workstations have been scanned so far as a result of the option sets and schedules currently in effect.
- **Errors This Cycle** - the number of failed attempts to perform a collection during the current inventory cycle (including unloads, scans, and loads).
- **TCP/IP Address** - the TCP/IP address of the Collection Server.
- **Port** - the port number of the Collection Server.



## Stopping or Starting a Collection Server

ZENworks Asset Management gives you the option of stopping a Collection Server. For example, you may want to stop a Collection Server if you need to perform maintenance on the machine on which it resides, or if the machine is having problems. When you stop a Collection Server, ZENworks Asset Management cancels any collections that are in progress on its associated workstations and discards any workstation inventory files (.wif) that were waiting to be loaded. In addition, ZENworks Asset Management prevents any further collections from occurring until you start the Collection Server again.

### To stop a Collection Server


1. Click on the Collection Servers tab in the process control panel. (You can also stop a Collection Server from the Option Sets tab.)
2. Select the Collection Server(s) you want to stop.
3. Stop the Collection Server in one of the following ways:
  - Click on  on the process control panel toolbar.
  - Right-click and click on Stop Server on the shortcut menu.
  - Click on the Control menu and click on Stop/Start Server.

After ZENworks Asset Management has stopped the Collection Server(s), the Server Status column on the Collection Servers tab of the process control panel will read Stopped.

### TIPS

- If you want to stop all the Collection Servers in the enterprise, you can stop the entire inventory process.
- When you are ready to resume collections on the workstations associated with a stopped Collection Server, be sure to start it again.

### To start a Collection Server again



1. Click on the Collection Servers tab in the process control panel.
2. Select the Collection Server(s) you want to start again.
3. Start the Collection Server(s) in one of the following ways:
  - Click on  on the process control panel toolbar.
  - Right-click and then click on Start Server on the shortcut menu.
  - Click on the Control menu and click on Stop/Start Server.

After ZENworks Asset Management has started the Collection Server(s), the Server Status column on the Collection Servers tab of the process control panel will read Started.

## Examining Collection Server Data

The Collection Servers tab in the process control panel provides information about each of your Collection Servers.

To examine Collection Server data

1. In the process control panel, click on the Collection Servers tab.
2. Update the information on the tab either by clicking on  on the toolbar or by clicking on the View menu and clicking on Refresh. (You can also press F5.)
3. Review the data on the tab. Click on the figure below for information about the columns on this tab.  
For information on the data in the columns, see Collection Servers Tab.
4. After reviewing the status of your servers, do any of the following:
  - Print the information on the tab either by clicking on  on the toolbar or by clicking on the File menu and clicking on Print.
  - Sort the data differently by clicking on a column heading.
  - Stop or start a Collection Server.
  - Edit Collection Domain or Collection Server settings.
  - Look at the errors associated with a Collection Server or its workstations.
  - See detailed status information about all the workstations currently connected to a Collection Server.

## Editing Collection Domains or Servers

While you are examining information on the Collection Servers tab in the process control panel, you may decide you want to review or edit Collection Domain settings or Collection Server settings. You can do so directly from the Collection Servers tab.

To edit domain or server settings

On the Collection Servers tab or the Option Sets tab of the process control panel, do one of the following:

- To edit Collection Domain settings, select the Collection Server's row, right-click, and click on Edit Domain on the shortcut menu.
- To edit Collection Server settings, select the Collection Server's row, right-click, and click on Edit Collection Server on the shortcut menu.

After you finish reviewing and/or editing settings, ZENworks Asset Management will return you to the process control panel.


See Also

Editing Domain Settings


Editing Collection Server Settings

## Viewing Collection Server or Workstation Errors

If you suspect a Collection Server is not working properly, you can see if any errors have been reported for it. Also, if the Collection Servers tab of the process control panel indicates that some workstations associated with a Collection Server have reported errors, you can obtain more details about these errors. Remember that you can refresh the

process control panel (by clicking on  on the toolbar or by pressing F5) to see the most current errors.

To view Collection Server or workstation errors

1. On the Collection Servers tab of the process control panel, select a Collection Server for which errors are listed. (You can also do this on the Option Sets tab.)
2. Do one of the following to obtain error information:
  - Click on  on the process control panel toolbar.
  - Right-click and then click on View Errors on the shortcut menu.
  - Click on the Control menu and click on View Errors.
3. In the View Errors dialog, select Collection Server or Workstations depending on which kind of errors you want to see. Then click on the OK button.
4. If you selected Collection Server in the View Errors dialog, ZENworks Asset Management displays the View Collection Server Errors dialog. Review the errors listed. By default, ZENworks Asset Management lists severe errors only, but you have the option of viewing warning or informational errors. You can also filter errors by date or description.
  - a) To see an updated list of Collection Server errors, click on the Refresh button.
  - b) To view different errors, edit the filter above the error list by selecting Level, Date, or Description; selecting an operator; specifying the value that you want to match; and clicking on the Filter button. For example, to see informational errors you would select Level and the = operator and then type **info**. (The possible values you can enter for the error level are **severe**, **warning**, or **info**.)
  - c) To display the errors in a different order, click on the Date, Level, or Description column heading.
  - d) To obtain more details about an error, select it. ZENworks Asset Management will display the additional information in the Detailed Description box.
  - e) To obtain even more details (if available) about an error, double-click on it.
  - f) Click on the Close button after you have finished investigating the errors.

5. If you selected Workstations in the View Errors dialog, ZENworks Asset Management displays the View Workstation Errors dialog. Review the list of workstations in the Available Workstations box. By default, ZENworks Asset Management lists severe errors only, but you have the option of viewing warning or informational errors. You can also filter errors by workstation or primary user.
  - a) To see an updated list of workstations with errors, click on the Refresh button.
  - b) To view different errors, edit the filter in the Available Workstations section by selecting Error Level, Workstation, or Primary User; selecting an operator; specifying the value that you want to match; and clicking on the Filter button. For example, to see informational errors you would select Error Level and the = operator and then type **info**. (The possible values you can enter for the error level are **severe**, **warning**, or **info**.)
  - c) To display the errors in a different order, click on the Workstation, Primary User, or Error Level column heading.
  - d) To see a complete list of errors for a particular workstation, select the workstation in the Available Workstations box. ZENworks Asset Management will then display all the errors for the workstation in the Errors for Selected Workstation section of the dialog. To display the workstation errors in a different order, click on the Date, Module, Level, or Description column heading.
  - e) To obtain more details about a particular error, select it. ZENworks Asset Management will display the additional information in the Detailed Description box.
  - f) To obtain even more details (if available) about an error, double-click on it.
  - g) Click on the Close button after you have finished investigating the errors.

## Option Sets Tab

The Option Sets tab of the process control panel lets you do the following:

- See which collection option sets are assigned to a Collection Server and which collection schedule is associated with an option set.
- Review and edit a collection option set or collection schedule.
- Review and edit Collection Server settings.
- Edit the Collection Domain with which the Collection Server is associated.
- Examine errors that occurred on a Collection Server or its associated workstations.
- Stop or start a Collection Server.

Only ZENworks Asset Management administrators can see the Option Sets tab. ZENworks Asset Management Manager does not display the tab if you are an assistant or analyst. Enterprise administrators can see the option data for all Collection Domains. Domain administrators can see the data only for the Collection Domains for which they are responsible.

Information is shown in the columns as follows:

- **Domain** - the name of the Collection Domain to which the Collection Server belongs.
- **Collection Server** - the name of the Collection Server. This is the same name that ZENworks Asset Management Manager displays on the Collection locator tab.
- **Host Name** - the name of the machine on which the Collection Server is running.
- **Server Status** - the current status of the Collection Server:
  - Starting* - The Collection Server is in the process of starting.
  - Started* - The Collection Server is in its normal state (running).
  - Stopping* - The Collection Server is in the process of stopping.
  - Stopped* - The Collection Server has been stopped by an administrator.
  - Unavailable* - Either the service is currently stopped or a serious condition (such as a problem with a network cable or card) is preventing the Collection Server from communicating with the inventory database. This status appears in red to warn you the Collection Server is not running.
  - Inventory Stopped* - The Collection Server has been stopped because the entire inventory process has been stopped.
- **Schedule** - the name of the schedule that is assigned to the collection option set. When the name appears in green, the schedule is active, and collections may be currently taking place on the workstations associated with the Collection Server. For scan now option sets, no schedule is listed because it is ignored for this type of scan.
- **Option set** - the name of the collection option set that is assigned to the Collection Server.
- **Option Set Type** - identifies the type of option set that is assigned: Standard, New Workstations, or Scan Now.
- **Last Cycle** - summarizes how many workstations were scanned successfully with the option set during the last inventory cycle. (This column does not apply to scan now option sets.)
- **This Cycle** - indicates how many workstations have been scanned with the option set so far during the current inventory cycle.
- **Errors This Cycle** - shows the number of failed attempts to perform a collection cycle (including unloads, scans, and loads) with the option set during the current inventory cycle.

## Editing Collection Option Sets or Schedules

While you are examining information on the Option Sets tab of the process control panel, you may decide you want to review or edit a collection option set or schedule. For example, you may want to change some schedule settings. You can do so directly from the Option Sets tab.

### To edit a collection option set or schedule

On the Option Sets tab of the process control panel, do one of the following:



- To edit a collection option set, select the option set's row, right-click, and click on Edit Option Set on the shortcut menu.
- To edit a collection schedule, select the schedule's row, right-click, and click on Edit Schedule on the shortcut menu.

After you finish reviewing and/or editing settings, ZENworks Asset Management will return you to the process control panel.

## Examining Collection Option Set Data

The Option Sets tab provides information about the collection option sets you have assigned to Collection Servers.

### To examine collection option set data

1. In the process control panel, click on the Option Sets tab.
2. Update the information on the tab either by clicking on  on the toolbar or by clicking on the View menu and clicking on Refresh. (You can also press F5.)
3. Review the data on the tab. Click on the figure below for information about the columns on this tab.  
For more information see Option Sets Tab.
4. Do any of the following on the Option Sets tab:
  - Print the information on the tab either by clicking on  on the toolbar or by clicking on the File menu and clicking on Print.
  - Sort the data on the tab by clicking on a column heading.
  - Edit a collection option set or schedule.
  - Just as on the Collection Servers tab, review and edit Collection Server settings and domain settings, examine errors that occurred on a Collection Server or its associated workstations, or stop and start a Collection Server .

## Task Servers Tab

The Task Servers tab of the process control panel lets you do the following:

- Look at information about your Task Servers.
- Stop or start a Task Server.
- Examine errors that occurred on a Task Server.

Only ZENworks Asset Management administrators can see the Tasks Servers tab. ZENworks Asset Management Manager does not display it if you are an assistant or an analyst.


Information is shown in the columns as follows:

- **Host Name** - the name of the machine on which the Task Server is running.
- **Server Status** - The Server Status column shows the current status of the Task Server:
  - Starting* - The Task Server is in the process of starting.
  - Started* - The Task Server is in its normal state (running).
  - Stopping* - The Task Server is in the process of stopping.
  - Stopped* - The Task Server has been stopped by an administrator.
  - Unavailable* - Either the service is currently stopped or a serious condition (such as a problem with a network cable or card) is preventing the Task Server from communicating with the inventory database. This status appears in red to warn you the Task Server is not working.
  - Inventory Stopped* - The Task Server has been stopped because the entire inventory process has been stopped.
- **Current Task** - the name of the task currently running on the Task Server. (To see more details about the task, click on the Tasks tab in the process control panel.)
- **Task Type** - indicates what kind of task is running: report, purge, or PRU.
- **Errors** - indicates if any errors have occurred.
- **TCP/IP Address** - the TCP/IP address of the Task Server.
- **Port** - the port number of the Task Server.

## Stopping or Starting a Task Server

ZENworks Asset Management gives you the option of stopping a Task Server. For example, you may want to stop a Task Server if you need to perform maintenance on the machine on which it resides, or if the machine is having problems. When you stop a Task Server, ZENworks Asset Management cancels any tasks that are currently running on the Task Server and prevents any further tasks from running on this Task Server until you start it again.

### To stop a Task Server


1. Click on the Task Servers tab in the process control panel.
2. Select the Task Server(s) you want to stop.
3. Stop the Task Server in one of the following ways:
  - Click on  on the process control panel toolbar.
  - Right-click and click on Stop Server on the shortcut menu.
  - Click on the Control menu and click on Stop/Start Server.

After ZENworks Asset Management has stopped the Task Server(s), the Server Status column on the Tasks Servers tab of the process control panel will read Stopped.

### TIP

- When you are ready to resume tasks on a stopped Task Server, be sure to start it again.

### To start a Task Server again

1. Click on the Task Servers tab in the process control panel.
2. Select the Task Server(s) you want to start again.
3. Start the Task Server(s) in one of the following ways:
  - Click on  on the process control panel toolbar.
  - Right-click and then click on Start Server on the shortcut menu.
  - Click on the Control menu and click on Stop/Start Server.



After ZENworks Asset Management has started the Task Server(s), the Server Status column on the Task Servers tab of the process control panel will read Started.



## Examining Task Server Data

The Task Servers tab in the process control panel provides information about all your Task Servers.


To examine Task Server data

1. In the process control panel, click on the Task Servers tab.
2. Update the information on the tab either by clicking on  on the toolbar or by clicking on the View menu and clicking on Refresh. (You can also press F5.)
3. Review the data on the tab. Click on the figure below for information about the columns on this tab. For more information, see Task Servers Tab.
4. After reviewing the status of your servers, do any of the following:
  - Print the information on the tab either by clicking on  on the toolbar or by clicking on the File menu and clicking on Print.
  - Stop or start a Task Server.
  - Look at the errors associated with a Task Server.

## Viewing Task Server Errors

If the Errors column on the Task Servers tab indicates that an error has occurred, you can display some details about the error.

To view Task Server errors

1. On the Task Servers tab of the process control panel, select a Task Server for which errors have been reported.
2. Do one of the following to check the errors:
  - Click on  on the process control panel toolbar.
  - Right-click and then click on View Errors on the shortcut menu.
  - Click on the Control menu and click on View Errors.
3. ZENworks Asset Management will display the View Task Server Errors dialog. Review the errors listed. By default, ZENworks Asset Management lists severe errors only, but you have the option of viewing warning errors. You can also filter errors by date or description.
4. To see an updated list of Task Server errors, click on the Refresh button.
5. To view different errors, edit the filter above the error list by selecting Level, Date, or Description; selecting an operator; specifying the value that you want to match; and clicking on the Filter button. For example, to see informational errors you would select Level and the = operator and then type **info**. (The possible values you can enter for the error level are **severe**, **warning**, or **info**.)
6. To display the errors in a different order, click on the Date, Level, or Description column heading.
7. To obtain more details about an error, select it. ZENworks Asset Management will display the additional information in the Detailed Description box.
8. To display even more details (if available) about the error, double-click on it.
9. Click on the Close button after you have finished investigating the errors.

## Tasks Tab

A task in ZENworks Asset Management can be a scheduled report, a purge of the inventory database, network discovery, or a Product Recognition Update (PRU). All tasks are handled by a Task Server and are placed in a task queue so they get processed in an orderly fashion. The Task Server ensures the task gets run as scheduled.

The Tasks tab of the process control panel lets you track and manage your tasks. Whenever you start a task, ZENworks Asset Management places it in a queue to wait its turn. The task runs when it is time for it to run according to its schedule or priority. On the Tasks tab you can:

- Check the status of tasks that are currently in the queue.
- Change the schedule or priority of a task.
- Pause a task that is waiting to run and resume a paused task.
- Remove a task from the queue.

**NOTE:** Network Discovery tasks can be paused or removed, but you cannot pause or remove a Report or Purge task that has started to run; it will run to completion.

Information is shown in the columns as follows:

- **Task** - the name of the task.
- **Type** - indicates whether the task is a report, purge, PRU (Product Recognition Update), or network discovery.
- **ZENworks Asset Manager User** -
- **Status** - shows the current status of the task:  
*Running* - The task is currently running.  
*Paused* - The task has been paused by a user.  
*Waiting* - The task is waiting to run.
- **Priority** - indicates the task's priority:  
*High* - The task will run as soon as system resources become available.  
*Normal* - The task will run as scheduled, after any high priority tasks but before any low priority ones.  
*Low* - The task will run after all higher priority tasks have run.
- **Scheduled** - the date and time the task is scheduled to start.
- **Started** - the date and time the task started to run.
- **Task Server** - the name of the Task Server that is handling the task. (To see more information about the server, click the Task Servers tab.)

### About Tasks and User Roles

- All ZENworks Asset Management users can run report tasks, but only enterprise administrators can run purge and PRU tasks.
- All ZENworks Asset Management users can see which tasks are in the queue so they know how many tasks are ahead of theirs. A user's role determines what the user can change, however.
- Enterprise administrators can act on any task in the queue; all other ZENworks Asset Management users can act only on reports they submitted themselves, not reports submitted by another user.

## History Tab

The History tab of the process control panel provides information about completed tasks. All ZENworks Asset Management users can view this tab.



By default, ZENworks Asset Management keeps historical data about tasks for two weeks before it is considered outdated and a candidate for a purge. An enterprise administrator can change this length of time with a setting in the Enterprise Options dialog. The amount of data you see on the History tab therefore depends on the enterprise option that is in effect as well as the number of tasks that have been run.

Any task data that is older than the time specified in the Enterprise Options dialog is considered outdated but is not deleted until an enterprise administrator runs a purge.

Information is shown in the columns as follows:

- **Task** - the name of the completed task.
- **Type** - indicates whether the task was a report, purge, PRU (Product Recognition Update), or network discovery.
- **ZENworks Asset Manager User** - the name of the user who ran the task.
- **Status** - The Status column shows the completion status of the task:
  - Completed* - The task ran successfully.
  - Late Skipped* - The scheduled task was late, and you had ZENworks Asset Management skip it this time and place it back in the queue to run at its next scheduled time.
  - Late Canceled* - The scheduled task was late, and you had ZENworks Asset Management cancel it.
  - Failed* - The task failed.For more information, see [Scheduling a Task](#).
- **Priority** - indicates the task's priority:
  - High* - The task ran as soon as system resources became available.
  - Normal* - The task ran as scheduled, after any high priority tasks but before any low priority ones.
  - Low* - The task ran after all higher priority tasks had finished.
- **Started** - the date and time the task started to run.
- **Finished** - the date and time the task was completed.

You can do the following on the History tab:

- Update the information on the tab either by clicking on  on the toolbar or by clicking on the View menu and clicking on Refresh. (You can also press F5.)
- Print the information on the tab either by clicking on  on the toolbar or by clicking on the File menu and clicking on Print.

### TIPS

- You can remove outdated historical data about tasks with a purge.
- A report that you viewed on the screen will not appear on the History tab.

## Check Outs Tab

The Check Outs tab of the process control panel lets you see which workstations are currently "checked out" because they are being scanned. When a workstation is checked out you cannot edit its associated data with ZENworks Asset Management Manager.

Occasionally, the checkout time shown in the process control panel may be so far back in the past that it suggests a problem. For example, the Collection Editor may be waiting for user input at the workstation, but the user is out on extended medical leave. In this case, you can check in the workstation so that it is accounted for during the next inventory cycle.



**NOTE:** You can also run a Workstation Scan History report to see unusually long scan times. On the Grouping tab, set Count By to Machine Name.

Only ZENworks Asset Management administrators can see the Check Outs tab. The Manager does not display it if you are an assistant or analyst. Enterprise administrators can see the checked-out workstations for the whole enterprise. Domain administrators can see the workstations only for the Collection Domains for which they are responsible.

The information is shown in the columns as follows:

- **Domain** - the name of the Collection Domain to which the workstation belongs.
- **Collection Server** - the name of the Collection Server with which the workstation is associated.
- **Workstation** - the workstation's machine name.
- **Primary User Name** - the name of the primary workstation user.
- **Checkout Time** - the date and time the workstation was checked out.
- **Type** - the inventory type: stockroom, workstation, manually-entered workstation, server, portable, NetCensus, or not-yet-scanned workstation.

You can do the following on the Check Outs tab:

- Update the information on the tab either by clicking on  on the toolbar or by clicking on the View menu and clicking on Refresh. (You can also press F5.)
- Print the information on the tab either by clicking on  on the toolbar or by clicking on the File menu and clicking on Print.
- Check in a workstation.


### TIP

- You can also check in a workstation while examining the results of a workstation query.

## Checking in Workstations from the Process Control Panel

If the Check Outs tab of the process control panel indicates that a workstation has been checked out for a long time, you can check in the workstation or stockroom.

To check in a workstation or stockroom

1. Click on the Check Outs tab of the process control panel.
2. Do one of the following:
  - Select the workstation and click on  on the process control panel toolbar.
  - Right-click on the workstation and then click on Check In on the shortcut menu.
  - Select the workstation, click on the Control menu, and click on Check In Workstation.

### TIP

- You can also check in workstations after running a workstation query.

## Current Users Tab


The Current Users tab of the process control panel lets you see who is currently running ZENworks Asset Management Manager. Occasionally, you may need to know who else is running the application so you can ask them to exit; the Current Users tab lets you identify those users quickly. It also indicates if there is a problem with a copy of the Manager.

The Current Users tab is available to all ZENworks Asset Management users.

The columns contain information as follows:

- **ZENworks Asset Management User** - the user's name.
- **Host Name** - the name of the machine on which the copy of ZENworks Asset Management Manager is running.
- **Logon Time** - the date and time the user logged onto ZENworks Asset Management Manager.
- **Last Update** - the date and time ZENworks Asset Management last "heard from" ZENworks Asset Management Manager. (This is an internal check.) A time longer than 10 minutes may suggest a problem with that copy of ZENworks Asset Management Manager or perhaps with the machine on which it is running.
- **Host Type** - indicates that the host application is Manager (ZENworks Asset Management Manager).
- **TCP/IP Address** - the TCP/IP address.
- **Port** - the port number.

### TIP

- If you are trying to get other users to exit the Manager, you can see if they are still using the application by updating the information on the tab. Either click on  on the toolbar or click on the View menu and clicking on Refresh. (You can also press F5.) As users exit, their names will not be listed on the Current Users tab.

## Using the Shortcut Menus

While using the Manager you can often right-click to display a shortcut menu. This type of menu pops up on the screen and displays the most-frequently used commands for your current context. For example, on a locator tab a shortcut menu gives you a quick way to rename or delete an item.

Shortcut menus are available primarily on the locator tabs, in the process control panel, and when viewing inventory data. You can always try right-clicking to see if a shortcut menu is available. The documentation will also remind you of the availability of a shortcut menu in a particular context.

**Note:** For your convenience, many Manager commands are available on a shortcut menu, a standard menu, a button on the toolbar, a shortcut key, or some combination of these. When a choice exists, use whichever feels fastest and most natural to you. (Any shortcut keys are listed on the Manager menus.)

## Changing Your Password

If you are logging onto ZENworks Asset Management Manager for the first time using the EntAdmin account, you should change the password after you have logged on. If you do not, other users will be able to log onto the Manager using this account, which gives them the highest level of privileges.

Other ZENworks Asset Management users may want to change their password if they do not like the one they were assigned.

**To change your password**

1. Click on the Tools menu and click on Change Password.
2. Enter your current password.
3. Enter your new password and enter it again in the Confirm New Password box.
4. Click on the OK button.

## Changing ZENworks Asset Management Manager Options

You can customize two aspects of ZENworks Asset Management Manager:

**You can set preferences on an enterprise level:**

- You can control how long historical data is kept in the inventory database before it becomes a candidate for a purge.
- You can specify whether ZENworks Asset Management tracks hardware and software as they move around your network.
- You can specify how often distributed servers (in an Enterprise Deployment) check with ZENworks Asset Management to see if any upgraded software or data files are available.

See Changing Enterprise Options for more information.

**You can set preferences for the ZENworks Asset Management Manager application:**

- You can choose how user names are displayed.
- You can choose whether confirmation dialogs appear when you delete objects on Locator tabs and when you choose to scan a workstation manually.

See Changing User Preferences for more information.

## Changing User Preferences

You can customize some aspects of ZENworks Asset Management Manager's behavior in the Preferences dialog. For example, you can control how the Manager displays the names of workstation users, whether it asks you to confirm the deletion of items on locator tabs, and whether it asks you to confirm a scan on demand.

**NOTE:** The user preferences affect just what *you* see or experience; any changes to these settings have no effect on other ZENworks Asset Management users.

To change user preferences

1. Click on the Tools menu and click on Preferences.
2. To display the names of workstation users in a format other than last name followed by first name, select a different option in the Display Workstation User Names As section.
3. If you do not want to be asked to confirm deletions on locator tabs, clear the Display Delete Confirmation on Locator tabs check box.
4. If you want to confirm that a scan on demand has taken place, select the Confirm Scan on Demand check box.
5. Click on the OK button.

## Contacting Novell Technical Support

Before you contact Novell Technical Support, please do the following:

- Check Troubleshooting Tips.
- Check the Release Notes by clicking on the Release Notes icon in the ZENworks Asset Management program folder.
- Use the Contents and Index tabs in this Help system to check on the procedure you are trying to use.


Then contact Novell Technical Support at:

<http://support.novell.com>

## Exiting ZENworks Asset Management Manager

It is a good idea to save your work as you go. If you try to exit the Manager without having done so, however, it will warn you that you have unsaved changes and give you the option of saving them.

To exit the Manager

1. If you have left any windows open with unsaved work, click on  on the toolbar or click on the File menu and click on Save All.
2. Either close the the Manager main window or click on the File menu and click on Exit.
3. If you did not perform step 1 and have left any windows open with unsaved work, the Manager will warn you. Click on the Yes button to save your changes or on the No button to discard the changes.

# Inventory Preparations

## ZENworks Asset Management Users

### About ZENworks Asset Management Users

A ZENworks Asset Management user is anyone who is given the right to run ZENworks Asset Management Manager and work with the inventory database in one of six possible roles. Each role determines the type of activities the user can perform with this Manager. A ZENworks Asset Management user can be an administrator, assistant, or analyst, either on the enterprise level or the domain level, for example, an enterprise assistant or domain administrator. *A ZENworks Asset Management user can have only one role.*

**NOTE:** Only an enterprise administrator can create and otherwise manage ZENworks Asset Management users.

In an enterprise role, a ZENworks Asset Management user can perform activities across the entire organization in a global fashion. In a domain role, a ZENworks Asset Management user is restricted to one or more Collection Domains and has no access to information in another Collection Domain.

The six ZENworks Asset Management user roles are:

- Enterprise administrator
- Enterprise assistant
- Enterprise analyst
- Domain administrator
- Domain assistant
- Domain analyst

For detailed information on which users have access to which activities, see ZENworks Asset Management User Roles.

Unless you are planning to manage ZENworks Asset Management by yourself, you will need to give some other users permission to run the Manager in one of the six roles listed above. Even if you are planning to do the bulk of the administration yourself, there may be people in your organization who need to use parts of the product, for example, run reports periodically to analyze inventory data. If you assign such users an analyst role, they will be able to run their own reports without always having to request them from you. They also will not be able to perform any administrative or maintenance activities so you will not have to worry about any settings or inventory data being changed inadvertently.

#### See Also

Creating a ZENworks Asset Management User

Editing Information About a ZENworks Asset Management User

Deleting a ZENworks Asset Management User



## ZENworks Asset Management User Roles

The tables in the sections that follow show in detail what a particular ZENworks Asset Management user role allows.

- An **M** in the tables stands for management. For example, the user can create, edit, save, or delete something.
- An **R** in the tables stands for read-only. For example, the user can view something on the screen or use it, but cannot change it permanently, create it, or delete it.
- A **blank** in the tables means the user cannot do anything with this part of the product.

The tables are organized by activity:

- Database administration.
- Management of the inventory process.
- Inventory viewing and maintenance.
- Analysis through reports and queries.

### Database Administration

As you can see in the table that follows, only enterprise administrators can perform database administrative activities that affect the entire inventory process and enterprise.

Activity	Enterprise Admin.	Enterprise Assistant	Enterprise Analyst	Domain Admin.	Domain Assistant	Domain Analyst
ZENworks Asset Management Users	M			M	M	
Product Categories	M					
User-Defined Fields	M					
Database Purges	M					

## Management of Inventory Process

Both enterprise administrators and domain administrators can manage the inventory process, but domain administrators are restricted to their assigned Collection Domains. They cannot perform activities on an enterprise level and cannot perform activities in someone else's Collection Domain. For example, domain administrators can create schedules for collections that occur in their own Collection Domains and can use a public collection schedule created by an enterprise administrator. They cannot, however, create a public schedule that can be used throughout the enterprise and cannot even look at a schedule in a Collection Domain to which they are not assigned. An enterprise administrator on the other hand, can do anything in any Collection Domain.

Activity	Enterprise Admin.	Enterprise Assistant	Enterprise Analyst	Domain Admin.	Domain Assistant	Domain Analyst
Collection Domains	M			M *		
Collection Servers	M			M		
Collection Schedules	M			M		
Collection Option Sets	M			M		
Enterprise Options	M					
Portable Collections	M			M		
Manual Inventory Activities	M			M		
Task Servers	M			M		

\* A domain administrator cannot create, merge, or delete domains, but can edit them (except for ZENworks Asset Management user assignments) and rename them.

## Inventory Viewing and Maintenance

As the table that follows shows, all ZENworks Asset Management users can view inventory data (using queries), but only administrators and assistants can change the data. Domain-level users are restricted to viewing and maintaining data in their assigned Collection Domains.

Type of Data	Enterprise Admin.	Enterprise Assistant	Enterprise Analyst	Domain Admin.	Domain Assistant	Domain Analyst
Products	M *	R	R	R	R	R
Local Products	M	R	R	R	R	R
Workstations	M	M	R	M	M	R
Components	M	M	R	M	M	R
User Data	M	M	R	M	M	R
FNI Data	M	R	R	R	R	R

\* An enterprise administrator can re-classify products that are defined by Novell, but cannot change them in any other way, nor delete them.

## Analysis

All ZENworks Asset Management users can analyze inventory data through queries and reports, but domain-level users can analyze data only for their assigned Collection Domains. In addition, all users except for enterprise administrators are restricted to managing their personal queries and reports; only an enterprise administrator can manage public queries and reports that are available to all ZENworks Asset Management users.

Activity	Enterprise Admin.	Enterprise Assistant	Enterprise Analyst	Domain Admin.	Domain Assistant	Domain Analyst
Queries *	M	M	M	M	M	M
Reports *	M	M	M	M	M	M

\* Queries and reports that are shipped with ZENworks Asset Management cannot be changed or deleted by *any* ZENworks Asset Management user.

## About Enterprise Administrators

An enterprise administrator is the ZENworks Asset Management user with the highest level of privileges. This type of user can manage all aspects of the inventory process for the entire enterprise (across all Collection Domains), including creating other ZENworks Asset Management users. A number of activities can be done only by an enterprise administrator because of their potential effect on the whole enterprise. You can, however, have more than one enterprise administrator if you want to share the administrative responsibilities.

When you install ZENworks Asset Management, a special user named EntAdmin is automatically created and assigned the role of enterprise administrator. To start using ZENworks Asset Management Manager, you must log on as EntAdmin. You can then create additional ZENworks Asset Management users so they can also use the product. It is completely up to you how many additional ZENworks Asset Management users you create and what kind of roles you assign to them. It is, however, a good idea to create a new user for yourself with an enterprise administrator role and leave the EntAdmin account as a back-up account. (Be sure to change the password of this account, however.)

## About Enterprise Analysts

An enterprise analyst is a ZENworks Asset Management user with read-only privileges for the inventory data for the entire enterprise. An enterprise analyst can run reports and queries, but cannot perform administrative or maintenance activities.

## About Enterprise Assistants

An enterprise assistant is a ZENworks Asset Management user with editing privileges for the inventory data for the entire enterprise. An enterprise assistant can analyze and change inventory data, but cannot perform administrative activities related to the inventory process.

## About Domain Administrators

A domain administrator is a ZENworks Asset Management user with the privileges to manage one or more Collection Domains by setting up collection schedules and options and by analyzing and maintaining inventory data associated with the domain(s). A domain administrator cannot perform administrative or maintenance activities that affect the entire enterprise. For example, a domain administrator cannot create Collection Domains or other ZENworks Asset Management users, define product categories, or purge the database.

## About Domain Analysts

A domain analyst is a ZENworks Asset Management user with read-only privileges for the inventory data for one or more Collection Domains. A domain analyst can run reports and queries, but cannot perform administrative or maintenance activities.

## About Domain Assistants

A domain assistant is a ZENworks Asset Management user with editing privileges for the inventory data associated with one or more Collection Domains. A domain assistant can analyze and change inventory data, but cannot perform administrative activities related to the inventory process.

## Creating a ZENworks Asset Management User

**NOTE:** Only an enterprise administrator can create ZENworks Asset Management users.

The number of ZENworks Asset Management users you create is completely up to you, as are the roles you assign to them. To centralize control, you might have an enterprise administrator and some domain assistants and analysts, but no domain administrators. To allow for regional autonomy, you might have a number of domain administrators, assistants, and analysts, as well as users with enterprise roles who can oversee the entire enterprise. You can also create additional enterprise administrators to help you manage your ZENworks Asset Management installation. A great deal of flexibility is available when it comes to assigning different user roles.


**NOTE:** Although a Standalone Deployment of ZENworks Asset Management is on a single machine, you can still have multiple ZENworks Asset Management users for it.

When you create a ZENworks Asset Management user, you specify a name and password for the user and select a role. You can also assign domain-level users to one or more domains at this point. Alternatively, you can assign ZENworks Asset Management users to Collection Domains when you create the domains. The order in which you do this does not matter. You can assign the same user to more than one Collection Domain.

The first time you create a ZENworks Asset Management user, you must log onto ZENworks Asset Management Manager as EntAdmin. It is then a good idea to do the following:

- Right away change the password to prevent other users from logging onto ZENworks Asset Management Manager using the EntAdmin account. (This account gives the highest level of privileges when running the Manager.)
- Create a new user for yourself with an enterprise administrator role and leave the EntAdmin account as a back-up account.

To create a ZENworks Asset Management user

1. If this is the first time you are creating a ZENworks Asset Management user:
  - a) Log onto the Manager as EntAdmin. The user name is "EntAdmin" and the password is "enterprise."
  - b) Change the password to prevent anyone else from using the EntAdmin account.
2. If you have created some ZENworks Asset Management users already, log on as an enterprise administrator.
3. Either click on  on the toolbar or click on the Administration Menu and click on ZENworks Asset Management Users.
4. In the Manage ZENworks Asset Management Users dialog, click on the New button.
5. In the Logon Information section of the Create ZENworks Asset Management User dialog, enter information about the user:
  - a) Enter the unique name that you want the user to provide when logging onto the Manager.
  - b) Enter and confirm the password that you want the user to provide.
  - c) Select a role for this user, for example, Domain Administrator.
6. If the role you selected is on the domain level, assign the user to one or more domains:
  - a) Click on the Add button in the Assigned Collection Domains section.
  - b) In the Select Collection Domain dialog, select the domain(s) to which you want to assign this user and click on the OK button to return to the Create ZENworks Asset Management User dialog. You can also double-click on a domain to assign the user to it.

7. Click on the OK button to return to the Manage ZENworks Asset Management Users dialog and then click on the Close button.

**TIPS**

- If users do not like the password you have assigned, they can change it after they log onto the Manager with the password you provided them.
- All enterprise-level ZENworks Asset Management users have access to all Collection Domains so you do not need to assign them to domains.
- You can also assign ZENworks Asset Management users to a Collection Domain when you create it.

**See Also**


About ZENworks Asset Management Users

## Editing Information About a ZENworks Asset Management User

If you need to change any information about a ZENworks Asset Management user, you can edit it. For example, you may want to correct the spelling of a user's name, change the user's role, or change the Collection Domains to which a user is assigned.

**NOTE:** Only an enterprise administrator can edit information about a ZENworks Asset Management user.

To edit information about a ZENworks Asset Management user

1. Either click on  on the toolbar or click on the Administration Menu and click on ZENworks Asset Management Users.
2. In the Manage ZENworks Asset Management Users dialog, display the contents of the container that includes the user you want to edit. The containers are named by role.
3. Do one of the following:
  - a) Double-click on the user you want to edit.
  - b) Select the user and click on the Edit button.
4. In the Edit ZENworks Asset Management User dialog, make the changes you want. For example, select a different role for the user or change the domain assignments by using the Add and Remove buttons in the Assigned Collection Domains section.

**NOTE:** If you change a user's role from the domain level to the enterprise level, ZENworks Asset Management Manager will warn you that the user will no longer be associated with specific Collection Domains.

5. Click on the OK button to return to the Manage ZENworks Asset Management Users dialog and then click on the Close button.


## Deleting a ZENworks Asset Management User

If you no longer want a user to have access to ZENworks Asset Management, you can delete that ZENworks Asset Management user.

**NOTE:** Only an enterprise administrator can delete a ZENworks Asset Management user.

To delete a ZENworks Asset Management user

**CAUTION:** When you delete a ZENworks Asset Management user, any personal queries or reports that the user created will also be deleted.

1. Either click on  on the toolbar or click on the Administration Menu and click on ZENworks Asset Management Users.
2. In the Manage ZENworks Asset Management Users dialog, display the contents of the container that includes the user you want to delete. The containers are named by role.
3. Select the user and click on the Delete button.
4. Confirm the deletion.
5. Click on the Close button in the Manage ZENworks Asset Management Users dialog.



## Collection Schedules

### About Collection Schedules

A collection schedule controls the timing and frequency of your inventories. It ensures that the inventory process takes place on workstations during a particular period. What happens during the inventory process depends on the collection option set you are using.

You have a great deal of flexibility in setting up collection schedules. For example, you can establish a monthly cycle with collections taking place every seventh day of the month or an annual cycle with collections taking place the first Monday of April. You can also specify the "window" during which the inventory process should take place. For example, even if the inventory is scheduled to take place on the seventh day of the month, you may want to allow three days for all the workstation scans to occur. You can even specify the hours during which you want scans to take place, for example, only from 9:00 A.M. to 11:00 A.M.

**NOTE:** Only ZENworks Asset Management enterprise administrators and domain administrators can work with collection schedules.

Once you have defined a schedule, you may assign it to a collection option set, which controls what happens during the inventory process. For example, a collection option set can specify that just software data is collected or that workstation users have to provide some information about themselves after their workstations are scanned. Each collection option set always has one collection schedule associated with it.

Collection option sets, in turn, may be assigned to Collection Domains or Collection Servers. The assigned collection option sets (and their associated schedules) are then responsible for the nature and timing of the inventory of the workstations associated with a Collection Server. (Collection Servers can either inherit collection option sets from their Collection Domain or have specific collection option sets assigned to them.)

One collection schedule and option set may suit your purposes very well. You have the option, however, of assigning more than one collection option set to a Collection Domain or Collection Server. Suppose that in your midwestern Collection Domain you want an annual collection of FNI data over a two-week period and a mid-week collection of hardware and software every three months. First, you would set up your two schedules (one annual and the other every three months). Second, you would set up your two collection option sets (one for software and FNI data and the other for hardware and software data but no FNI data), each associated with the correct schedule. Third, you would assign both collection option sets to your midwestern Collection Domain. This would ensure that all the workstations in the domain would be scanned for FNI data annually and for software and hardware data every three months.

**NOTE:** You do not have to assign a collection option set to a Collection Server if you want it to use the same collection option sets as its Collection Domain. By default, a Collection Server inherits its collection option sets (and their associated schedules) from its parent domain.

ZENworks Asset Management comes with a default schedule that is assigned to all collection option sets in the enterprise automatically. You can also create public schedules that are available throughout the enterprise or domain schedules that are available within a particular Collection Domain.

#### See Also

[Setting Up a Collection Schedule](#)

## Default Schedule

When you install ZENworks Asset Management, a default collection schedule is automatically created for you. The default schedule has two purposes:

1. It can serve as the standard collection schedule throughout your enterprise. The default schedule is assigned to all collection option sets automatically unless you assign a different schedule to them.
2. It lets you get started with ZENworks Asset Management as soon as you want to perform inventories. The default schedule is initially inactive to prevent inventories from taking place before you are ready. Simply edit some settings in the default schedule, and the inventory process will start.

The default schedule has the following initial settings:

- The collection cycle is by the month.
- The beginning date is 1/1/2000 and the ending date is the current date. (As soon as you are ready to start inventories, edit the schedule to change these dates.)
- Collection starts on the first day of each month, and occurs each month.
- Each collection cycle lasts 28 days.
- Collections can take place at any time of day.

An enterprise administrator can change the default schedule, but cannot rename it or delete it. The default schedule is therefore always available and is assigned to collection option sets automatically unless you assign a different collection schedule to them.

### TIP

- Be sure to edit the default schedule to "activate" it and to meet the needs of your organization in any other ways. Remember that this collection schedule is used by default until you assign a different schedule to a collection option set.

### See Also

Public Schedules

Domain Schedules

## Setting Up a Collection Schedule

If you want to use one collection schedule throughout the enterprise to synchronize the inventory process, edit the default schedule provided by Novell both to "activate" it and to meet the needs of your organization. The default schedule is assigned automatically to all collection option sets and is the simplest means of using the same schedule throughout the enterprise.


Alternatively, you may want several collection schedules customized for particular situations or parts of your organization. For example, the workstations associated with the Sales Collection Server may require a very different schedule from that required by the Engineering Collection Server. You can therefore set up two different schedules and assign them to two different collection option sets, each of which specifies a different department to be scanned. How you combine schedules and option sets is completely up to you.

When you set up a schedule you need to select a cycle and a duration for it.

The **cycle** determines the frequency at which your collections will take place. For example, a cycle might be every six weeks, the second Friday of every third month, or once a year. The cycle you select may be completely up to you or be tied to corporate requirements such as the need for accurate reports about hardware and software assets every quarter.


The **duration** determines the length of the period during which collections can take place. The duration should be long enough to allow as many workstations as possible (if not all) to be scanned. For example, if your workstation users are highly mobile and rarely call in, you should factor that in when coming up with a duration. In general, the less frequent your cycle, the longer the duration should be. For example, if you scan workstations only once a year, you may want a duration of a few weeks; if you scan workstations monthly, you may want a duration of a few days. If you want a continuous schedule, make the cycle and duration the same length.

To set up a collection schedule

1. Either click on the Management locator tab or click on the View menu and click on Management.
2. Do one of the following:
  - Click on  on the toolbar when the Public Collection Schedules container, a domain Collection Schedules container, or a folder in one of these containers is selected. Then click on Collection Schedule.
  - Right-click on the Public Collection Schedules container, a domain Collection Schedules container, or a folder in one of these containers; click on New on the shortcut menu, and then click on Collection Schedule.
  - With the Public Collection Schedules container, a domain Collection Schedules container, or a folder in one of these containers selected, click on the File menu, click on New, and then click on Collection Schedule.

The Manager will now display a Collection Schedule window in the workspace alongside the Management locator tab.

3. In the Cycle section select Yearly, By the Month, By the Week, By the Day, or Once from the Collect drop-down list. The default is By the Month. Your selection here will affect other choices you can make in the Cycle section.

4. (Optional) To define the overall dates within which collections should take place, enter the dates in the Beginning and Ending boxes. By default, the beginning date is the current date, and there is no ending date. To provide an ending date, you must first select the check box.  
 Either type a date in the Beginning or Ending box or click on the down-arrow in the box to select a date from a calendar. On the calendar, click on the arrows to go forward or backward by a month at a time or click on the month or year to select another. To select a specific date, click on it. To select today's date, click on where it reads "Today."  
**NOTE:** Make sure the beginning date is synchronized with the other details of your cycle. For example, if you want to collect inventory data every first Monday of the month, and the beginning date is October 15th, your next inventory will not take place until the first Monday of November.
5. If you selected Yearly, either indicate a particular day in a month, for example, every December 15, or, indicate a specific day of a specific week of a month, for example, the first Monday of December. The default is the first Monday of the current month.
6. If you selected By the Month, either indicate a specific day every x number of months, for example, the seventh day of every third month, or, indicate a specific day of the week of a specific week every x number of months, for example, the second Friday of every third month. The default is the first Monday of every month.
7. If you selected By the Week, select a day of the week for the inventory to take place and specify every x number of weeks. For example, you may want collections to take place every three weeks on Mondays. The default is every week on a Monday.
8. If you selected By the Day, either select a specific day of the week for the inventory to take place (you can select more than one day), or, specify every x number of days, for example, every five days. The default is every day.
9. In the Duration section, indicate how long you want the inventory process to last. You want to allow enough time for all workstations to be scanned.
  - If you selected Once, select a number of days (the default is seven days).
  - If you selected By the Day or By the Week, select a number of days (the default is one day).
  - If you selected By the Month, select a number of days or weeks (the default is seven days).
  - If you selected Yearly, select a number of days, weeks, or months (the default is seven days).
10. (Optional) If you want to restrict scans of workstations to a particular time of day, select the Only Scan Between check box and then select a range of times. By default, scans can take place at any time.  
**NOTE:** In an Enterprise Deployment of ZENworks Asset Management, Collection Servers may be in different time zones. Any times that you specify here will be interpreted as times local to the Collection Server. For example, if you are in California and specify a time range of 9:00 A.M. to 12:00 P.M., a Collection Server in Boston that uses this schedule will run collections between 9:00 A.M. and 12:00 P.M. EST.
11. Save the collection schedule by clicking on  on the toolbar, by clicking on the File menu and clicking on Save, or by clicking on the File menu and clicking on Save As. If necessary, complete the Save Schedule As dialog.
12. Close the Collection Schedule window.

#### See Also

About Collection Schedules

Assigning a Collection Schedule

## Assigning a Collection Schedule

After you have set up and saved a schedule, it is ready to be used by being assigned to a collection option set. (In turn, the collection option set needs to be assigned to a Collection Domain or Collection Server.)

**NOTE:** When you assign a public collection schedule to a domain-level collection option set, the schedule itself is not copied to the domain's Collection Schedules container.

### To assign a schedule

Do any of the following to assign a schedule:

- If you want to use one collection schedule throughout the enterprise, use the default schedule provided by Novell. You must edit this schedule so it is active and accomplishes what you need. You do not need to assign this schedule; it is used automatically by all collection option sets unless you assign a different schedule to them.
- If you want to assign a schedule to an existing collection option set, edit the option set to assign the schedule.
- If you want to assign a schedule to a collection option set that does not exist yet, create the option set and assign the schedule during the creation process. (You do this on the General tab in the Collection Option Set window.)

### TIPS

- To see which schedule is currently assigned to a collection option set, look at the Option Sets tab in the process control panel.
- If you are the domain administrator of more than one Collection Domain, you can assign a schedule to a collection option set in a domain only if the schedule is a public schedule or is available in that domain. You cannot assign a schedule from one of your other Collection Domains. If you want to use the same schedule in more than one domain, copy it to the other domains.

## Reviewing and Editing a Collection Schedule



You can review and change a schedule's settings. If you edit a schedule that is associated with a collection option set, and the option set is assigned to a Collection Domain or Collection Server, ZENworks Asset Management will automatically ensure that the updated schedule goes into effect after you save your changes.

Enterprise administrators can review and edit any collection schedule; domain administrators can review any public schedule and any schedule in their domains, but can edit a schedule in their domains only.

An enterprise administrator can edit the default schedule thus changing the default settings for the entire enterprise. The default collection schedule is named Default Schedule and is in the Public Collection Schedules container.

**NOTE:** To prevent inventories from occurring before you are ready for them, the default schedule is initially inactive. When you are ready to start collecting data, you must activate the default schedule by editing it. Be sure to remove or change the ending date.

To review and edit a collection schedule

1. Do one of the following on the Management locator tab to display a schedule:
  - Double-click on the schedule.
  - Select the schedule and click on  on the toolbar.
  - Right-click on the schedule and then click on Open on the shortcut menu.
  - Select the schedule, click on the File menu, and click on Open.
2. Review the current settings.
3. Change the schedule the same way you set it up.
4. To save the changed schedule, do one of the following:
  - Click on  on the toolbar.
  - Click on the File menu and click on Save.

To save the schedule under a different name, click on the File menu, click on Save As, and complete the Save Schedule As dialog.

5. Close the Collection Schedule window.

### TIP

- You can also edit a collection schedule from the Option Sets tab in the process control panel.

## Renaming a Collection Schedule

You can change the name of a schedule to be more self-explanatory. An enterprise administrator can rename any schedule except for the default schedule; a domain administrator can rename schedules only in his or her own Collection Domains.

**NOTE:** You cannot rename a schedule if it is open in a window in the workspace. Close the window first.

To rename a collection schedule

1. On the Management locator tab, do one of the following to rename a schedule:
  - Right-click on the schedule and click on Rename on the shortcut menu.
  - Select a schedule, click on the File menu, and click on Rename.
2. Enter the new name in the Rename Schedule dialog and click on the OK button.

## Copying a Collection Schedule



An enterprise administrator can copy collection schedules from domain Collection Schedules containers to the Public Collection Schedules container and vice versa.

Domain administrators can copy a collection schedule from the Public Collection Schedules container to a Collection Schedules container in one of their own Collection Domains (but not vice versa). They can also copy schedules among the Collection Schedules containers in their own Collection Domains if they are managing more than one. For example, if they want all their domains to follow the same collection schedule, they can create the schedule in one domain and then copy it to the others. The schedule will then be available for assignment in each domain.

**NOTE:** You cannot copy a schedule if it is open in a window in the workspace. Close the window first.

To copy a collection schedule

On the Management locator tab, do one of the following to copy a schedule:

- Use the right mouse button to drag the schedule to another Collection Schedules container and then click on Copy Here on the menu that appears.
- Select the schedule and click on  on the toolbar. Then select another Collection Schedules container and click on .
- Right-click on the schedule and click on Copy on the shortcut menu. Then right-click on another Collection Schedules container and click on Paste on the shortcut menu.
- Select the schedule, click on the Edit menu, and click on Copy. Then select another Collection Schedules container, click on the Edit menu, and click on Paste.
- Press and hold the Ctrl key and drag the schedule to another Collection Schedules container.

## Moving a Collection Schedule

An enterprise administrator can move schedules among domain Collection Schedules containers and the Public Collection Schedules container.

Domain administrators can move schedules among their own Collection Domains if they are managing more than one domain.



**NOTE:** Moving a collection schedule is not the same as assigning it. By moving a schedule you make it available in a particular Collection Domain. It can then be assigned to a collection option set in that domain.

When you move a schedule from a Collection Domain, you essentially remove it from the domain. If the schedule you moved was assigned to a collection option set, it will now use the default schedule instead. On the other hand, when an enterprise administrator moves (promotes) a domain schedule to the Public Collection Schedules container, the collection option set that was assigned this schedule will continue to have it assigned.

**NOTE:** You cannot move a schedule if it is open in a window in the workspace. Close the window first.

### To move a collection schedule

On the Management locator tab, do one of the following to move a schedule:

- Use the right mouse button to drag the schedule to another Collection Schedules container and then click on Move Here on the menu that appears.
- Select the schedule and click on  on the toolbar. Then select another Collection Schedules container and click on .
- Right-click on the schedule and click on Cut on the shortcut menu. Then right-click on another Collection Schedules container and click on Paste on the shortcut menu.
- Select the schedule, click on the Edit menu, and click on Cut. Then select a Collection Schedules container in a different Collection Domain, click on the Edit menu, and click on Paste.
- Drag the schedule to another Collection Schedules container.



## Promoting or Demoting a Collection Schedule

An enterprise administrator can make a domain schedule available to everyone by promoting it to the Public Collection Schedules container. Conversely, an enterprise administrator can demote a schedule by moving it from the Public Collection Schedules container to a Collection Schedules container in a specific Collection Domain.

**NOTE:** You cannot promote or demote a schedule if it is open in a window in the workspace. Close the window first.

### To promote a domain collection schedule

In a Collection Schedules container in a Collection Domain, do one of the following:

- Use the right mouse button to drag the schedule to the Public Schedules container and then click on Move Here on the menu that appears.
- Right-click on the schedule and click on Promote on the shortcut menu.
- Select the schedule, click on the File menu, and click on Promote.
- Drag the schedule to the Public Collection Schedules container.

### To demote a public collection schedule

When you demote a public schedule, it may become unavailable to a collection option set. For example, if a collection option set in the Collection Domain named New York is using a public schedule, and you demote it to the London domain, the collection schedule will no longer be available to the New York domain. In this case, ZENworks Asset Management Manager would assign the default schedule to the option set in the New York domain. Similarly, if a Collection Server was using a collection option set with an associated public collection schedule, and you demoted this schedule to another Collection Domain, the option set is assigned the default schedule.

In the Public Collection Schedules container, do one of the following to demote a public schedule:

- Use the right mouse button to drag the schedule to a Collection Schedules container in a specific domain and then click on Move Here on the menu that appears.
- Drag the schedule to a Collection Schedules container in a specific domain.

### TIP

- If the promotion or demotion results in two schedules with the same name in the same container, the Manager will add a number to the name of the promoted or demoted schedule. You can then rename it if you want.


## Deleting a Collection Schedule

If you no longer have a use for a particular schedule, you can delete it. When you try to delete a schedule that is assigned to a collection option set, you will be asked to confirm. Any collection option set that was using the deleted schedule will then use the default schedule.

An enterprise administrator can delete any collection schedule; a domain administrator can delete a schedule only in his or her own Collection Domains.

**NOTE:** You cannot delete a schedule if it is open in a window in the workspace. Close the window first.

To delete a schedule

1. On the Management locator tab, do one of the following to delete a schedule:
  - Select the schedule and click on  on the toolbar.
  - Right-click on the schedule and click on Delete on the shortcut menu.
  - Select the schedule, click on the File menu, and click on Delete.
2. Confirm the deletion if asked.

## About Collection Schedule Windows

In a Collection Schedule window you set up or edit a collection schedule. When you set up a schedule you need to select a cycle and a duration for it.

The **cycle** determines the frequency at which your collections will take place. For example, a cycle might be every six weeks, the second Friday of every third month, or once a year. The cycle you select may be completely up to you or be tied to corporate requirements such as the need for accurate reports about computer assets every quarter.

The **duration** determines the length of the period during which collections can take place. The duration should be long enough to allow as many workstations as possible (if not all) to be scanned. For example, if your workstation users are highly mobile and rarely call in, you should factor that in when coming up with a duration. In general, the less frequent your cycle, the longer the duration should be. For example, if you scan workstations only once a year, you may want a duration of a few weeks; if you scan workstations monthly, you may want a duration of a few days. If you want a continuous schedule, make the cycle and duration the same length.

1. In the Cycle section select Yearly, By the Month, By the Week, By the Day, or Once from the Collect drop-down list. The default for new schedules is By the Month. Your selection here will affect other choices you can make in the Cycle section.
2. (Optional) To define the overall dates within which collections should take place, enter the dates in the Beginning and Ending boxes. Except in the default schedule, the default beginning date is the current date, and there is no ending date. (In the default schedule, the beginning date is 1/1/2000 and the ending date is 1/8/2000. Remove the ending date to get started.)


Either type a date in the Beginning or Ending box or click on the down-arrow in the box to select a date from a calendar. (To provide an ending date, you must first select the check box.) On the calendar, click on the arrows to go forward or backward by a month at a time or click on the month or year to select another. To select a specific date, click on it. To select today's date, click on Today.

**NOTE:** Make sure the beginning date is synchronized with the other details of your cycle. For example, if you want to collect inventory data every first Monday of the month, and the beginning date is October 15th, your next inventory will not take place until the first Monday of November.

3. If you selected Yearly, either indicate a particular day in a month, for example, every December 15, or, indicate a specific day of a specific week of a month, for example, the first Monday of December. The default is the first Monday of the current month.
4. If you selected By the Month, either indicate a specific day every x number of months, for example, the seventh day of every third month, or, indicate a specific day of the week of a specific week every x number of months, for example, the second Friday of every third month. The default is the first Monday of every month.
5. If you selected By the Week, select a day of the week for the inventory to take place and specify every x number of weeks. For example, you may want collections to take place every three weeks on Mondays. The default is every week on a Monday.
6. If you selected By the Day, either select a specific day of the week for the inventory to take place (you can select more than one day), or, specify every x number of days, for example, every five days. The default is every day.
7. In the Duration section, indicate how long you want the inventory process to last. You want to allow enough time for all workstations to be scanned.
  - If you selected Once, select a number of days (the default is seven days).
  - If you selected By the Day or By the Week, select a number of days (the default is one day).
  - If you selected By the Month, select a number of days or weeks (the default is seven days).
  - If you selected Yearly, select a number of days, weeks, or months (the default is seven days).

8. (Optional) If you want to restrict scans of workstations to a particular time of day, select the Only Scan Between check box and then select a range of times. By default, scans can take place at any time.

**NOTE:** In an Enterprise Deployment of ZENworks Asset Management, Collection Servers may be in different time zones. Any times that you specify here will be interpreted as times local to the Collection Server. For example, if you are in California and specify a time range of 9:00 A.M. to 12:00 P.M., a Collection Server in Boston that uses this schedule will run collections between 9:00 A.M. and 12:00 P.M. EST.

9. Save the collection schedule by clicking on  on the toolbar, by clicking on the File menu and clicking on Save, or by clicking on the File menu and clicking on Save As. If necessary, complete the Save Schedule As dialog.
10. Close the Collection Schedule window.

#### See Also

About Collection Schedules

## Domain Schedules

Collection schedules can be available either on a public level or a domain level. Domain collection schedules are available for use within the Collection Domain in which they were created. Only an enterprise administrator and the domain administrator for the Collection Domain can manage the schedules available in that domain. Domain administrators can create, use, edit, copy, move, delete, and rename collection schedules in their own domains and assign the schedules to collection option sets in their own domains.

Domain administrators will never even see the collection schedules belonging to a Collection Domain to which they are not assigned.

**NOTE:** The domain administrator of more than one Collection Domain can assign a collection schedule to a collection option set only if it is a public schedule or if it is available in that domain. The administrator cannot assign a collection schedule from another domain. To use the same schedule in more than one domain, the administrator must copy it to the other domains. Alternatively, the domain administrator can ask an enterprise administrator to make the schedule public.

If an enterprise administrator wants to make a domain collection schedule available to everyone, the administrator can promote the schedule so it is public. Conversely, a public collection schedule can be demoted to the domain level.

Each domain on the Management locator tab has a Collection Schedules container for its schedules. An administrator has the option of creating folders in the Collection Schedules container to organize the domain schedules.

### See Also

Default Schedule

Public Schedules


Setting Up a Collection Schedule

## Creating a Schedule Folder

On the Management locator tab, the Public Collection Schedules container and the Collection Schedules container for a domain initially have no folders. It is up to you to create folders for organizing any collection schedules you define. You can create as many folders as you like and name them as you like, but you cannot create folders inside other folders. If you choose not to create any folders, your collection schedules will be stored in the container.

An enterprise administrator can create folders in any Collection Schedules container (public or domain); a domain administrator can create folders only in the Collection Schedules container(s) for his or her Collection Domain(s).

### To create a schedule folder

1. Either click on the Management locator tab or click on the View menu and click on Management.
2. With the Public Collection Schedules container selected or a Collection Schedules container selected in a domain, do one of the following:
  - Click on  on the toolbar and click on Folder.
  - Right-click on the container name, click on New on the shortcut menu, and then click on Folder.
  - Click on the File menu, click on New, and then click on Folder.
3. Enter a name for the folder in the Folder dialog and click on the OK button. ZENworks Asset Management Manager will suggest a name, for example, Collection Schedule Folder1. The name must be unique within the container.

## Public Schedules

Collection schedules can be available either on a public level or a domain level. Public collection schedules are available to all ZENworks Asset Management administrators. All administrators can review public schedules, assign them to collection option sets, or copy them. Only an enterprise administrator can create, edit, delete, rename, or move a public collection schedule. An enterprise administrator can also assign a public collection schedule to any collection option set, whereas a domain administrator can assign public collection schedules only to the collection option sets in his or her domain.

The Management locator tab includes a Public Collection Schedules container for storing public schedules. An enterprise administrator has the option of creating folders in the Public Collection Schedules container to organize the public schedules.

### See Also

Default Schedule

Domain Schedules

Setting Up a Collection Schedule

## Save Schedule As

1. Enter a name for the collection schedule. The name must be unique within a folder.
2. (Optional) Select a folder for the schedule if you want a folder other than the one listed in the Folder box. If no folders exist, ZENworks Asset Management will store the schedule in the container you selected when you began creating the schedule.
3. Click on the OK button.

## Collection Option Sets

### About Collection Option Sets

A collection option set is a group of settings that controls many aspects of the inventory process on workstations. For example, with a collection option set you can:

- Specify what kind of data the Collector should gather from workstations, for example, hardware, software, or FNI.
- Control whether the Collection Editor should run automatically on workstations after the Collector is finished to let workstation users view and modify information about their workstations.
- Specify which collection schedule is in effect with the collection option set. (Each collection option set has an associated schedule.)
- Control whether after each scan ZENworks Asset Management converts the inventory data for a workstation to another file format. For example, you can convert the data to an .xml file so you can use it with another application. You can also convert inventory data to Management Information Format (MIF) files so the data is available in Microsoft's Systems Management Server (SMS).

**NOTE:** The file conversion options do not apply to portable collections or scans of network servers.

- Customize what kind of data workstation users can view and edit with the Collection Editor and how they can edit the data.
- Specify which workstations should be affected by the collection option set. By default, all the workstations associated with a Collection Server are affected by a collection option set, but you can specify criteria to select particular workstations, for example, all those on one floor of a building.

**NOTE:** Only enterprise administrators and domain administrators can work with collection option sets.

To put a collection option set in effect, you must assign it to a Collection Domain or Collection Server. The option set then affects the collection process on all the workstations associated with a Collection Server *unless* the collection option set specifies particular workstations for scanning.

**NOTE:** You do not have to assign collection option sets to a Collection Server if you want it to use the same ones as its Collection Domain. By default, a Collection Server inherits its option sets from its parent domain.

A single collection option set for all your workstations may be quite sufficient for your purposes. ZENworks Asset Management gives you the flexibility, however, of assigning multiple collection option sets to a Collection Domain or Collection Server. Since each collection option set has an associated schedule, multiple option sets make it possible to stagger your inventory process by:

- Performing different kinds of scans of all your workstations at different times. For example, you could scan software and hardware on alternating months and collect FNI data every six months.
- Fully scanning different groups of workstations at different times.

You can create multiple collection option sets to be used for different functions. You can see all your collection option sets listed on the Management locator tab. ZENworks Asset Management automatically comes with a Public Collection Option Sets container which includes the default option set. In addition, each domain has its own Collection Option Sets container.

Collection Domains and Collection Servers can have multiple standard option sets. In addition, you can earmark a collection option set for scanning new workstations or for scanning workstations on demand. New workstation option sets are used for scanning new workstations in your organization; scan now option sets are used for scanning workstations on demand, including portable collections and server scans. In both situations you may want a different collection option set (and associated schedule) than you want for your regular inventory cycles.

ZENworks Asset Management comes with a default option set that is in effect automatically. You can also create public option sets that are available throughout the enterprise or domain option sets that are available within a particular Collection Domain.

#### **See Also**

Setting Up a Collection Option Set

Assigning a Collection Option Set

## **Default Option Set**

When you install ZENworks Asset Management, a default collection option set is automatically created. The default option set has two purposes:

1. It lets you get started right away with ZENworks Asset Management without having to create a collection option set. The initial settings provided by Novell ensure that:
  - The Collector gathers hardware, software, and FNI data, but does not gather auxiliary data such as IRQ or DMA information or configuration files such as Autoexec.bat or Config.sys.
  - The default collection schedule is assigned to the collection option set.
  - If it is enabled, the Collection Editor runs automatically on workstations and lets workstation users review and modify the collected data. Users can add components and delete any manually-entered ones, but cannot create local products. By default, the Collection Editor is not enabled.
  - ZENworks Asset Management does not convert inventory data after each scan of a workstation either to .xml files or to SMS Management Information Format (MIF) files.
  - All workstations are included in the scan.
2. It can serve as the standard collection option set throughout your enterprise. The default option set is automatically used by all Collection Domains and Collection Servers unless you assign a different collection option set to them. (The default option set is also used automatically as the new workstation option set and scan now option set unless you assign a different option set.)

An enterprise administrator can change the settings that make up the default collection option set, but cannot rename or delete it. The default option set is therefore always available and is used by Collection Domains automatically unless you assign a different collection option set to them. In turn, the Collection Servers associated with the Collection Domain automatically inherit the collection option sets assigned to the domain. You have the option, however, of assigning different collection option sets to each Collection Server.

#### **See Also**

Public Collection Option Sets

Domain Collection Option Sets



## Setting Up a Collection Option Set

If you want to use one collection option set throughout your enterprise to standardize which data is gathered, edit the default collection option set to meet the needs of your organization. The default option set is used automatically by all Collection Domains so is the simplest means of using the same collection option set throughout the enterprise.

Alternatively, you may want several collection option sets that are customized for particular situations or parts of your organization, or that address particular scheduling issues. For example, the workstations of users in a technically-oriented department may require a very different collection option set from that required in an administrative department. In one case you may want to allow workstation users a great deal of latitude in what they enter with the Collection Editor during the inventory cycle and in the other very little latitude. You can therefore set up two different collection option sets targeted at certain workstations in a Collection Domain. You can also set up collection option sets that collect different kinds of data according to different schedules. The many possible combinations are completely up to you.


The collection option sets that control your regular inventory cycles are **standard option sets**. You can also define two types of collection option set to account for exceptions to your regular inventory cycles. **New workstation option sets** are used for scanning new workstations in your organization; **scan now option sets** are used for scanning workstations on demand (including portable collections and server scans). In both situations you may want a different collection option set than you want for your regular inventory cycles.

### TIP

- To see both your collection option set assignments and the settings in a particular option set, run a Collection Option Set Summary report. This report is in the Maintenance folder of the ZENworks Asset Management Reports container.

An enterprise administrator can create collection option sets in any Collection Option Sets container (public or domain); a domain administrator can create collection option sets in a domain Collection Option Sets container only.

### To set up a collection option set

1. Either click on the Management locator tab or click on the View menu and click on Management.
2. Do one of the following:
  - With a Collection Option Sets container or a folder in such a container selected, click on  on the toolbar and click on Collection Option Set.
  - Right-click on a Collection Option Sets container or a folder in such a container, click on New on the shortcut menu, and then click on Collection Option Set.
  - With a Collection Option Sets container or a folder in such a container selected, click on the File menu, click on New, and then click on Collection Option Set.

ZENworks Asset Management Manager will now display a Collection Option Set window in the workspace alongside the Management locator tab.

3. In the Collection Option Set window, review the current settings and make changes as follows:
  - On the General tab, control which applications run as part of the inventory process, assign a collection schedule, and control whether data is translated into different file formats.
  - On the Collector tab, control what kind of data the Collector gathers from workstations.
  - On the Collection Editor tab, customize which data workstation users can see and edit with the Collection Editor.
  - On the Workstations tab, specify filter criteria for scanning particular workstations.

4. After you have made your changes, save the collection option set:
  - a) Either click on the Save button on the toolbar or click on the File menu and click on Save or on Save As.
  - b) In the Save Collection Option Set As dialog, enter a name for the collection option set.
  - c) (Optional) Select a folder for the collection option set if you want a folder other than the one listed in Folder box. If no folders exist, ZENworks Asset Management will store the collection option set in the container you selected in step 2.
  - d) Click on the OK button.
5. Close the Collection Option Set window.

**See Also**

About Collection Option Sets

Assigning a Collection Option Set

## Assigning a Collection Option Set

After you define and save a new collection option set, it is ready to be put into use by being assigned to a Collection Domain or Collection Server. Until you assign a collection option set, it has no effect on your inventory process.

Multiple standard collection option sets can be assigned to the same Collection Domain or Collection Server, depending on your needs. Furthermore, you can earmark a collection option set for scanning new workstations that are added to your organization or for scanning workstations on demand (outside their regular inventory cycle).

If you are the domain administrator of more than one Collection Domain, you can assign a collection option set to a domain only if the option set is a public option set or if it is available in that domain. You cannot assign a collection option set from another of your Collection Domains. If you want to use the same option set in more than one domain, copy it to the other domains.

**NOTE:** When you assign a public option set to a Collection Domain or Collection Server, the option set itself is not copied to the domain's Collection Option Sets container.

### To assign a collection option set

Do any of the following to assign an option set:

- If you want to use one collection option set throughout the enterprise, use the default option set provided by Novell. You can edit this option set so it accomplishes what you need. *You do not need to assign this option set*; it is used automatically by all Collection Domains and Collection Servers unless you assign a different option set to them. By default, Collection Servers inherit their option sets from their parent Collection Domains.
- If you want to assign an option set to an existing Collection Domain, edit the Collection Domain's settings to assign the collection option set. By default, all the Collection Servers associated with the Collection Domain will use this option set.
- If you want to assign an option set to a Collection Domain that does not exist yet, create the Collection domain and assign the collection option set during the creation process. By default, all the Collection Servers associated with the Collection Domain will use this option set.
- If you want to assign an option set to a specific Collection Server, edit the Collection Server's settings to assign the collection option set. In this case, the Collection Server will no longer be inheriting the collection option sets of its parent Collection Domain.

### TIPS

- To see which option set is currently assigned to a Collection Domain or Collection Server, look at the Option Sets tab in the process control panel. You can also see which option sets are assigned by displaying the settings for the domain or server.
- To see both your collection option set assignments and the settings in a particular option set, run a Collection Option Set Summary report. This report is in the Maintenance folder of the ZENworks Asset Management Reports container..



## Reviewing and Editing a Collection Option Set

You can review and change collection option sets. After you make (and save) your changes, ZENworks Asset Management automatically ensures that the affected Collection Server(s) use the updated collection option set. This in turn ensures that if, for example, you have changed Collection Editor settings, the Collection Editor will run with the changed settings on the workstations associated with the Collection Server(s).

An enterprise administrator can review and edit any collection option set; a domain administrator can review any option set, but can edit option sets only in his or her Collection Domain(s).

An enterprise administrator can edit the default option set thus changing the default settings for the entire enterprise. The default collection option set is named Default Option Set and is in the Public Collection Option Sets container.

**To review and edit a collection option set**

1. Do one of the following on the Management locator tab to display a collection option set:
  - Double-click on the collection option set.
  - Select the collection option set and click on  on the toolbar.
  - Right-click on the collection option set and click on Open on the shortcut menu.
  - Select the collection option set, click on the File menu, and click on Open.
2. Review the current settings in the collection option set.
3. Make changes to the collection option set.
4. To save the changed collection option set, do one of the following:
  - Click on  on the toolbar.
  - Click on the File menu and click on Save.

To save the collection option set under a different name, click on the File menu, click on Save As, and enter a name in the Save Collection Option Set As dialog.

5. Close the Collection Option Set window.

**See Also**

Setting Up a Collection Option Set

## Renaming a Collection Option Set

You can change the name of a collection option set to be more self-explanatory. An enterprise administrator can rename any collection option set except for the default option set; a domain administrator can rename collection option sets only in his or her own Collection Domains.

**NOTE:** You cannot rename a collection option set if it is open in a window in the workspace. Close the window first.

To rename a collection option set

1. On the Management locator tab, do one of the following to rename a collection option set:
  - Right-click on the collection option set and click on Rename.
  - Select a collection option set, click on the File menu, and click on Rename.
2. Enter the new name in the Rename Collection Option Set dialog and click on the OK button.

## Copying a Collection Option Set



An enterprise administrator can copy collection option sets from domain Collection Option Sets containers to the Public Collection Option Sets container, and vice versa.

Domain administrators can copy a collection option set from the Public Collection Option Sets container to a Collection Option Sets container in one of their own Collection Domains (but not vice versa). They can also copy collection option sets among the Collection Option Sets containers in their own Collection Domains if they are managing more than one. For example, if they want all their domains to use the same collection option set, they can create the option set in one domain and then copy it to the others. It will then be available for assignment in each domain.

**NOTE:** You cannot copy a collection option set if it is open in a window in the workspace. Close the window first.

To copy a collection option set

On the Management locator tab, do one of the following to copy a collection option set:

- Use the right mouse button to drag the option set to another Collection Option Sets container and then click on Copy Here on the menu that appears.
- Select the collection option set and click on  on the toolbar. Then select another Collection Option Sets container and click on .
- Right-click on the collection option set and click on Copy on the shortcut menu. Then right-click on another Collection Option Sets container and click on Paste on the shortcut menu.
- Select the collection option set, click on the Edit menu, and click on Copy. Then select another Collection Option Sets container, click on the Edit menu, and click on Paste.
- Press and hold the Ctrl key and drag the collection option set to another Collection Option Sets container.

## Moving a Collection Option Set

An enterprise administrator can move collection option sets among domain Collection Option Sets containers and the Public Collection Option Sets container.

Domain administrators can move collection option sets among their own Collection Domains if they are managing more than one.

**NOTE:** Moving a collection option set is not the same as assigning it. By moving an option set you make it available in a particular Collection Domain. It can then be assigned to the domain or to a Collection Server in that domain.

When you move a collection option set *from* a Collection Domain, you essentially remove it from the domain. The result of the move depends on the kind of collection option set you move:



- If the collection option set you moved was assigned as a new workstation or scan now option set on the domain level, the domain will now use the default option set. If a Collection Server in the domain was using the moved option set, it will now inherit its domain's option set.
- If the collection option set you moved was assigned as a standard option set on the domain level, the domain will no longer use it, but will use any remaining standard option sets that are assigned. If you moved the last assigned standard option set, the domain will use the default option set. If a Collection Server was using the moved standard option set, it will continue to use any remaining standard option sets or, if none are left, it will inherit the standard option sets from its domain.

On the other hand, when an enterprise administrator moves (promotes) a domain option set to the Public Collection Option Sets container, the domain that was assigned this option set will continue to have it assigned.

**NOTE:** You cannot move a collection option set if it is open in a window in the workspace. Close the window first.

### To move a collection option set

On the Management locator tab, do one of the following to move a collection option set:

- Use the right mouse button to drag the option set to another Collection Option Sets container and then click on Move Here on the menu that appears.
- Select the collection option set and click on  on the toolbar. Then select another Collection Option Sets container and click on .
- Right-click on the collection option set and click on Cut on the shortcut menu. Then right-click on another Collection Option Sets container and click on Paste on the shortcut menu.
- Select the collection option set, click on the Edit menu, and click on Cut. Then select another Collection Option Sets container, click on the Edit menu, and click on Paste.
- Drag the collection option set to another Collection Option Sets container.

## Promoting or Demoting a Collection Option Set

An enterprise administrator can make a domain collection option set available to all ZENworks Asset Management administrators by promoting it to the Public Collection Option Sets container. Conversely, an enterprise administrator can demote a collection option set by moving it from the Public Collection Option Sets container to a Collection Option Sets container in a specific Collection Domain.

**NOTE:** You cannot promote or demote a collection option set if it is open in a window in the workspace. Close the window first.

### To promote a collection option set

In a Collection Option Sets container in a Collection Domain, do one of the following to promote a collection option set:

- Use the right mouse button to drag the option set to the Public Collection Option Sets container and then click on Move Here on the menu that appears.
- Right-click on the collection option set and click on Promote on the shortcut menu.
- Select the collection option set, click on the File menu, and click on Promote.
- Drag the collection option set to the Public Collection Option Sets container.

### To demote a collection option set

When you demote a public collection option set, it may become unavailable to a Collection Domain or Collection Server, depending on where you demote it. For example, if a Collection Domain named New York is using a public option set, and you demote it to the London domain, the collection option set will no longer be available to the New York domain. In this case, ZENworks Asset Management Manager would assign the default option set to the New York domain. If a Collection Server was using a collection option set you demoted to another domain, the server would then inherit the option set of its parent Collection Domain.

In the Public Collection Option Sets container, do one of the following to demote a public collection option set:

- Use the right mouse button to drag the schedule to a Collection Schedules container in a specific domain and then click on Move Here on the menu that appears.
- Drag the collection option set to a Collection Option Sets container in a specific domain.

### TIP

- If the promotion or demotion results in two collection option sets with the same name in the same container or folder, the Manager displays the Rename Collection Option Set dialog so you can specify a unique name.


## Deleting a Collection Option Set

If you no longer have a use for a particular collection option set, you can delete it. When you try to delete a collection option set that is currently assigned to a Collection Domain or Collection Server, you will be asked to confirm. Any Collection Domain that was using the deleted collection option set will then use the default option set; any Collection Server will use the collection option set assigned to its parent Collection Domain.

An enterprise administrator can delete any collection option set; a domain administrator can delete an option set only in his or her own Collection Domains.

**NOTE:** You cannot delete a collection option set if it is open in a window in the workspace. Close the window first.

To delete a collection option set

1. On the Management locator tab, do one of the following to delete a collection option set:
  - Select the collection option set and click on  on the toolbar.
  - Right-click on the collection option set and click on Delete on the shortcut menu.
  - Select the collection option set, click on the File menu, and click on Delete.
2. Confirm the deletion if asked.



## Changing General Options


The General tab in the Collection Option set window lets you control which applications runs as part of the inventory process. By default,

- The Collection Client runs in resident mode on workstations, always ready to receive instructions from the Collection Server.
- The Collector gathers data from the workstations when instructed by the Collection Client.
- The default collection schedule is assigned to the collection option set.
- The Collection Editor always runs on workstations after the Collector has finished so that users can review and modify the collected data.
- The Collection Editor does not time out. The workstation user must exit from the Collection Editor.
- ZENworks Asset Management does *not* translate inventory data to MIF files so the data can be incorporated into Microsoft's Systems Management Server (SMS) nor does it translate the data to .xml files.

**NOTE:** The translation options do not apply to portable collections or scans of network servers.

You may want to change these default settings if, for example, you want the Collection Editor to run just the first time a workstation is scanned.

### To change general options

1. In the Collection Option Set window, click on the General tab.
2. Review the settings on the General tab and make any necessary changes. For information about the options on this tab, see General Tab.
3. If you have finished making changes to the collection option set, either click on  on the toolbar or click on the File menu and click on Save. If asked, provide a name for the collection option set.

### See Also

About Collection Option Sets

Changing Collector Options

Changing Collection Editor Options

Selecting Workstations for Scanning

## The General Tab

The General tab in the Collection Option set window lets you control which applications run as part of the inventory process, which collection schedule is in effect, and whether inventory data is translated into other file formats. By default,

- The Collection Client runs in resident mode on workstations, always ready to receive instructions from the Collection Server.
- The Collector gathers data from the workstations when instructed by the Collection Client.
- The default collection schedule is assigned to the collection option set.
- The Collection Editor always runs on workstations after the Collector has finished so that users can review and modify the collected data.
- The Collection Editor does not time out. The workstation user must exit the Collection Editor.
- ZENworks Asset Management does *not* translate inventory data to Management Information Format (MIF) files so the data can be incorporated into Microsoft's Systems Management Server (SMS) nor does it translate the data to .xml files.

You may want to change these default settings if, for example, you want the Collection Editor to run just the first time a workstation is scanned.

### Run Collection Client in Resident Mode

The Run Collection Client in Resident Mode check box controls whether the Collection Client runs in resident mode on workstations, always ready to receive instructions from the Collection Server. Novell recommends that you leave this check box selected.

### Run Collector Always

If you do not want the Collector to gather data from workstations, clear the Run Collector check box. Generally you will want the Collector to run so you can collect hardware and software data (plus any auxiliary data), but occasionally you may want to collect only user information by running the Collection Editor alone.

**NOTE:** Even if you clear the Run Collector check box, the Collector will always run the first time a workstation is due to be scanned, for example, when a new workstation is added to a Collection Server.

### Schedule

The Schedule box controls which schedule is assigned to the collection option set. When you create an option set, ZENworks Asset Management Manager automatically assigns it the default schedule. You have the option of assigning a different schedule.

Do one of the following to assign a different schedule to the collection option set:

- To select an existing schedule, click on the browse button at the end of the Schedule box. Then, in the Select Collection Schedule dialog, select the schedule you want and click on the OK button to return to the Collection Option Set window.
- To create and assign a schedule, click on the browse button at the end of the Collection box in the Collection Option Set window. Then, in the Select Collection Schedule dialog, click on the New button and set up the schedule. After you have saved the schedule, you will return to the Select Collection Schedule dialog and the newly-created schedule will be highlighted. Click on the OK button to return to the General tab of the Collection Option Set window.

## Run Collection Editor

To control when the Collection Editor runs on workstations during the inventory process, select one of the following in the Run Collection Editor section:

- Always (the default).
- Only on New Workstations (the Collection Editor will run only the first time a workstation is scanned).
- Never.

## Time-out Mode

To control whether the Collection Editor "times out" if there is no user activity, do one of the following:

- To always require user input in the Collection Editor, select Never in the Time-out Mode box.
- To have the Collection Editor exit and save the inventory data even if there is no user input, select Exit and Load in the Time-out Mode box and indicate the number of minutes after which the Collection Editor will time out.
- To have the Collection Editor exit without saving the inventory data if there is no user input, select Quit (No Load) in the Time-out Mode box and indicate the number of minutes after which the Collection Editor will time out.

## Run Translator

Use this section to control whether inventory data is translated into other file formats:

1. If you want to convert inventory data to SMS Management Information Format (MIF) files, select click to select the version of SMS you are running in the **Run Translator** section. By default, no translation occurs. ZENworks Asset Management will translate the data to a MIF file after each scan of a workstation, and the SMS agent will pick up the resulting MIF files according to its own schedule.
2. If you want to convert inventory data to .xml file format, select the Generate XML File check box in the Run Translator section. The .xml file is saved in the \Bin folder of your ZENworks Asset Management installation folder.

## TIPS

- The MIF files are placed in the default folder where the SMS 1.2 or 2.0 Agent expects to find the files. Workstations must be clients of SMS for MIF files to be picked up from them. See the *Systems Management Server Administrator's Guide* for details.
- For information about MIF file formats, see ZENworks Asset Management .MIF File Formats.
- The Run Translator settings do not apply to portable collections or scans of network servers.

## Changing General Options


The General tab in the Collection Option set window lets you control which applications runs as part of the inventory process. By default,

- The Collection Client runs in resident mode on workstations, always ready to receive instructions from the Collection Server.
- The Collector gathers data from the workstations when instructed by the Collection Client.
- The default collection schedule is assigned to the collection option set.
- The Collection Editor always runs on workstations after the Collector has finished so that users can review and modify the collected data.
- The Collection Editor does not time out. The workstation user must exit from the Collection Editor.
- ZENworks Asset Management does *not* translate inventory data to MIF files so the data can be incorporated into Microsoft's Systems Management Server (SMS) nor does it translate the data to .xml files.

**NOTE:** The translation options do not apply to portable collections or scans of network servers.

You may want to change these default settings if, for example, you want the Collection Editor to run just the first time a workstation is scanned.

### To change general options

1. In the Collection Option Set window, click on the General tab.
2. Review the settings on the General tab and make any necessary changes. For information about the options on this tab, see General Tab.
3. If you have finished making changes to the collection option set, either click on  on the toolbar or click on the File menu and click on Save. If asked, provide a name for the collection option set.

### See Also

About Collection Option Sets

Changing Collector Options

Changing Collection Editor Options

Selecting Workstations for Scanning

## Changing Collector Options

The Collector tab in the Collection Option Set window lets you control what kind of data the Collector should gather from workstations. By default, the Collector:

- Gathers hardware and software data.
- Does not gather auxiliary data such as IRQ or DMA information or configuration files, for example, autoexec.bat or Config.sys.
- Does not gather FNI data (software product files not used in the recognition process by the Collector).


**NOTE:** A new collection option set has FNI data collection turned off by default, but the default option set supplied by Novell collects FNI data by default.

The Collector tab also lets you specify any small viewable ASCII files such as initialization (.ini) files that you want gathered.

**CAUTION:** The more data you gather in addition to hardware and software inventory data, the greater the overhead on the inventory process.

To change Collector options

**NOTE:** If you cleared the Run Collector check box on the General tab, you will not be able to change any options on this tab.

1. In the Collection Option Set window, click on the Collector tab.
2. Review the settings on the Collector tab and make any necessary changes. For information about the Collector options, see Collector Options.
3. If you have finished making changes to the collection option set, either click on  on the toolbar or click on the File menu and click on Save. If asked, provide a name for the collection option set.

### See Also

About Collection Option Sets

Changing General Options

Changing Collection Editor Options

Selecting Workstations for Scanning

## The Collection Editor Tab

The Collection Editor tab lets you customize the Collection Editor. By default, the Collection Editor:

- Displays information on four tabs: User, Workstation, Inventory, and Process. (The Process tab shows the details of the current collection cycle. This tab can never be edited.)
- Displays all components on the Inventory tab.
- Lets workstation users add components (or delete ones they have added), but not create local products.
- Does not require a password to override restrictions.

You can choose to display only some of the tabs to workstation users. If you decide to display the Inventory tab, you can also select which components you want displayed and control to what extent users can modify them and how they can do so.

To customize the Collection Editor


**NOTE:** If you selected the Never option button in the Run Collection Editor section on the General tab, you will not be able to change any options on the Collection Editor tab.

1. If you do not want the Collection Editor to display a tab, clear its check box in the Collection Editor Will Display section.
2. To customize the User, Workstation, or Inventory tabs, click on a Configure button.
3. If you do not want the Collection Editor to display all components on the Inventory tab, in the Inventory Displayed Components box, clear the check box next to the component you do not want. (This affects which components are displayed, not which components are gathered during a scan.)

**NOTE:** Choices made on the Collector tab may affect what you can control in the Inventory Displayed Components box. For example, if you indicated you do not want to gather hardware, there will be no hardware components to display.

4. If you do not want workstation users to add components (or delete ones they have added), clear the Add/Delete User Entered Components check box. Note that if the check box is selected, users will not be able to delete any components identified by the Collector, just those they previously added.
5. To give workstation users the ability to add a local product like a system, select the Create Local Products check box.
6. To require users to enter a password to override any restrictions you have set, select the Require Password check box, enter a password in the Password box, and confirm it in the Confirm Password box. (The password is case-sensitive.) You can then give this password to users of your choice.

**CAUTION:** If you do not require a password, but impose some restrictions on Collection Editor use, workstation users will be able to by-pass the restrictions by removing them *without* providing a password.

7. If you have finished making changes to the collection option set, either click on  on the toolbar or click on the File menu and click on Save. If asked, provide a name for the collection option set.

#### TIPS

- If you want to maintain tight control over how and when local products are created, do not give workstation users permission to create them. If the need arises to define a local product for an unknown system, you always have the option of giving a workstation user the password to let him or her do so.
- Even if you decide that you do not want workstation users defining local products, you may want them to add components to a workstation's inventory by selecting products defined by Novell. That way workstation users can provide you with more complete data about workstations without the possibility of introducing inconsistencies or incorrect data into the inventory database.
- When users provide the password while running the Collection Editor, they will be able to see any data you hid, edit fields that you specified as read-only, add components, and create local products. Users will not, however, be able to circumvent how data is to be entered in a specific field. For example, if you specified that a value is required, it will still be required after the password is provided.

#### See Also

About Local Products

## Customizing the User, Workstation, and Inventory Tabs

The information that the Collection Editor displays on the User, Workstation, and Inventory tabs and the way users can work with this information can be customized in many ways. The process of customizing is identical for all three tabs, but the actual changes you can make to particular fields or columns on the tabs differ.

For example, you can customize the tabs in the following ways:

- By deciding whether to display a field in the Collection Editor.
- By indicating whether and when you want data entered in a field automatically if the data is available (for example, from the registry or network).
- By specifying whether users can edit a field and how they can edit it if you choose to allow editing.
- By providing default values through environment variables or registry keys, or by typing them. You have the option of letting users change the default, of making it read-only (by preventing users from editing it), or of hiding it altogether.
- By providing a list of values from which the user can choose.
- By creating an edit mask to control how users enter data.

To customize the User, Workstation, or Inventory tab

**NOTE:** Any field that appears in gray cannot be modified. For example, you cannot move the field or change its label.

1. On the Collection Editor tab in the Collection Option Set window, click on the Configure button next to User Tab, Workstation Tab, or Inventory Tab. ZENworks Asset Management Manager will display the Configure User Tab Fields, Configure Workstation Tab Fields, or Configure Inventory Tab dialog.
2. To re-arrange the order in which fields will appear on the tab, click on the row number and drag it to a different position.

**NOTE:** You cannot re-arrange the first six rows on the Inventory tab.

3. Make your selections in the dialog. For information about the choices, click on the figure below.

Column Label	Default Value	Auto Fill	Display on Grid	Editable	Edit Type	Edit Mask	Choice List	Required	Unique
Product Type		When	<input checked="" type="checkbox"/>	<input type="checkbox"/>	List		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Manufacturer		When	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Combo		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Product Name		When	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Combo		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Model/Version		When	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Combo		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Category		When	<input checked="" type="checkbox"/>	<input type="checkbox"/>	List		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Subcategory		When	<input checked="" type="checkbox"/>	<input type="checkbox"/>	List		Print	<input type="checkbox"/>	<input type="checkbox"/>
Serial Number		When	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Asset Tag		When	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Model Number		When	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Edit		Select...	<input type="checkbox"/>	<input type="checkbox"/>

OK Cancel Help



4. Click on the OK button when done.

**CAUTION:** Be careful which fields you require. For example, if you indicate that a serial number is required, it will be required for *all* the components which you have chosen to display in the Collection Editor. Make sure you are requiring data that workstation users can provide, or they will not be able to exit the Collection Editor.

#### TIP

- Any changes you make to a user-defined field apply only when this collection option set is in effect. For example, if a user-defined field has the label "Purchase Date," but you change this in a collection option set to "Date Bought," only those workstations associated with the Collection Servers that have this option set assigned will see "Date Bought" in the Collection Editor; the field will still be "Purchase Date" for other Collection Servers.

### Default Value

If you want a value to appear in a field automatically, you can supply a default value for any field (including user-defined fields) except for the Product Type, Manufacturer, Product, Model/Version, Serial Number, and Asset Tag columns on the Inventory tab.

**NOTE:** If a user-defined field includes a default value that was set when the field was defined, and you want to change the default, you must edit the user-defined field. If you set a default for a user-defined field in a collection option set, it will not affect existing inventory data, but will be available to users in the future.

Do one of the following:

- Type the value.
- Specify an environment variable in the format %VariableName%. (Do not include any quotes.) For example, %USERNAME% would obtain data from the USERNAME environment variable.

**NOTE:** To see which variables are set in your environment, look at the Environment tab of the System Properties dialog in the control panel (Windows NT), look at the Advanced tab of the System Properties dialog in the control panel (Windows 2000/XP), or use the SET command in a DOS box.

- Specify a registry key in the format %HKEY:<FullRegistryKeyName>, for example, %HKEY:HKEY\_CURRENT\_USER\Software\MyCompany\Dept. Do *not* use quotes in a registry key, even if it includes spaces.

#### TIPS

- You have the option of letting users change the default value (by selecting the Editable check box), of making it read-only (by clearing the Editable check box), or of hiding it altogether (by clearing the Display on Grid check box).
- If a registry key is not a string value, the Collector will convert a binary value to a hexadecimal value and convert a DWORD value to a string value.

## AutoFill

By default, if you have specified a default value (through an environment variable or registry key) data will be entered automatically in a field if the field is empty, and the data is available. If you do not want data entered automatically, select Never in the AutoFill column; if you want data always to be entered (whether the field is empty or not), select Always.

## Display on Grid

The Display on Grid column controls whether the Collection Editor displays a field on a tab. The Collection Editor always displays the Product Type, Category, Manufacturer, and Model/Version fields on the Inventory tab. You cannot hide these fields, but you can make them read-only by clearing the Editable check box.

- Select or clear the check box in the Display on Grid column.

**NOTE:** Because of the large number of component fields, only some of them can be displayed on the Inventory tab. Workstation users, however, will still be able to see these other fields with the Collection Editor in the Edit Component dialog.

## Editable

The Editable column controls whether a workstation user can edit a field, or whether the field is read-only.

- Select or clear the check box in the Editable column.

## Edit Type

The Edit Type column controls how a workstation user can provide data for a field: by typing, by selecting it from a list (no typing allowed), or by typing or selecting it from a list. The Product Type column on the Inventory tab is always set to List and workstation users must select values for this field from a list pre-defined by Novell. The Technical Contact field on the Workstation tab is also always set to List, but here you must define a choice list for users.

Select one of the following:

- **Edit** - To provide data by typing.
- **List** - To provide data by selecting a value from a pre-defined list.
- **Combo** - To provide data either by typing or by selecting a value from a list.

**NOTE:** If you select List or Combo, you must then set up a list for users by clicking on the Choice List button.

## Edit Mask

Edit masks can save you time by reducing, if not eliminating, the need to edit certain fields in the inventory database. When you allow workstation users to enter data during the inventory process, you run the risk of inconsistent data entry. For example, some users may choose to spell out the names of their states (New Hampshire) while others may prefer to use the standard postal abbreviation (NH). By setting up edit masks for selected fields you can establish a preferred data-entry format to which all users must conform.

You can set up an edit mask for any field for which the edit type is Edit. For example, the edit mask for a phone number field might be (###) ###-####; the edit mask for a purchase date might be ##-##-####.

- Enter an edit mask.

## See Also

Edit Mask Syntax and Examples

## Edit Mask Syntax and Examples

Edit masks can save you time by reducing, if not eliminating, the need to edit certain fields in the inventory database. When you allow workstation users to enter data during the inventory process, you run the risk of inconsistent data entry. For example, some users may choose to spell out the names of their states (New Hampshire) while others may prefer to use the standard postal abbreviation (NH). By setting up edit masks when configuring fields you can establish a preferred data-entry format to which all users must conform. If users enter information incorrectly in a field with an edit mask, they will have to correct the entry before continuing.

**NOTE:** An edit mask does not force workstation users to enter as many characters as the mask specifies, but it does prevent them from entering additional characters.

Use any of the following characters to set up your edit masks:

Mask Character	Description
#	Numeric data (0-9)
A	Alphanumeric data (0-9 and a-Z)
&	Any ASCII character
?	Alphabetic data (a-Z)
U	Alphabetic data (a-Z) is accepted, but is displayed in uppercase (A-Z)
L	Alphabetic data (a-Z) is accepted, but is displayed in lowercase (a-z)
\	Escape character used to precede another mask character so it is interpreted as a literal character

Some examples of edit masks follow.

## Phone Numbers

A phone number is prime candidate for an edit mask because a number of ways exist for entering phone numbers. For example, if you want users to enter a phone number in the format (802) 555-1234, set up an edit mask as follows:

(###) ###-####

### Fields with a Mix of Letters and Numbers

Suppose your organization uses employee ID numbers consisting of three letters followed by two numbers, for example, ENG21. If you decided to track these with ZENworks Asset Management by creating a user-defined field, you could also set up an edit mask as follows:

???

### Forcing Case in a Field

You can use an edit mask to make a field entry all uppercase or all lowercase characters, regardless of how the user enters the characters. For example, suppose you have added a user-defined field to track states using the standard two-character codes such as VT or NH. To ensure that no matter how the user entered the code it would appear in all uppercase letters, you would set up an edit mask as follows:

UU

## Allowing Any Character in a Field

If you want to allow users to enter any character in a field, including letters, numbers, symbols, or spaces, use &:

၆၆၆၆၆၆၆၆၆၆၆၆

## Using the Escape Character

If you need to define an edit mask that includes a literal character that happens to be one of the characters used for defining masks, you must precede that character with \. For example, suppose you define an account number field and want the literal text "Account #" to be part of the edit mask. "A" and "#" are both mask characters so you would need to precede them by \ as follows:

```
\Account \#: #####
```

**TIP**

- Suppose that you change an edit mask, and a value that a workstation user provided no longer "fits" the edit mask. The next time the Collection Editor runs on that user's workstation, the field will be blank and have a yellow border around it to signify the previous value did not match the current edit mask. Unless the field is required, however, the workstation user will not be forced to provide another value.

**Configure Choice List**

The Configure Choice List dialog lets you set up or change a list of selections for a field. You set up the selections by completing a "Browse for," dialog, for example, Browse for User.

**To set up a choice list**

1. Click on the Add button.
2. Complete the "Browse for" dialog to locate and select the items you want.
3. To remove an item from the choice list, select it and click on the Remove button. To clear the list completely, click on the Remove All button.
4. Click on the OK button when done.

**Required**

The Required column lets you control whether a field entry is optional or not. If a field is required, workstation users will not be able to exit the Collection Editor until they enter the data.

- Select the check box to make the field required; clear it to make it optional.

**CAUTION:** Be careful which fields you require. For example, if you indicate that a serial number is required, it will be required for *all* the components which you have chosen to display in the Collection Editor. Make sure you are requiring data that workstation users can provide, or they will not be able to exit the Collection Editor.

**Unique**

(Inventory tab, and Serial Number and Asset Tag fields only) The Unique column lets you control whether the user must enter a unique value in a field. Unless the field is required, however, the user will be able to leave it blank even if you indicated the field must be unique.

- Select the check box to require a unique value; otherwise, clear the check box.


## Workstations Tab

The Workstations tab in the Collection Option Set window lets you specify filter criteria for selecting the workstations to be scanned.

If you are using multiple collection option sets, you may want some collection option sets to apply only to certain workstations associated with a Collection Domain or Collection Server. For example, you could specify a department or building as your criterion. If you do not specify any workstation filter criteria, all the workstations associated with a Collection Domain or Collection Server are scanned.

Specifying the filter criteria for workstations is very similar to setting up a filter for a query in ZENworks Asset Management. Just as in a query, each workstation criterion includes a field, an operator, and a value, for example, Department = Marketing.

### To select workstations for scanning


1. If you are planning to group some criteria by using parentheses, select ( in the column labeled (.
2. Select the field on which you want to filter by doing the following:
  - Click on a cell in the Field column.
  - Click on the right arrow in the cell to display a menu of available fields.
  - Select a field, for example, Department.
3. In the Operator column, select an operator.
4. Click on the Value column and then enter or select a value, for example, Marketing.
5. If you selected an open parenthesis in step 2, and the criterion in this row represents the end of your group of criteria, select ) in the column labeled ).
6. Unless this is the last or only criterion you want to specify, select AND or OR in the Combine column to indicate the relationship between the criterion you have just defined and the one that will follow in the next row.
7. Continue defining criteria as described in steps 1 to 6. When done, check the criteria to make sure you have set them up and combined them the way you want. Do any of the following to make changes:
  - To insert a blank row before the current row, click on the Insert Row button.
  - To delete the current row, click on the Clear Row button.
  - To clear all the rows in the Define Filter Criteria section, click on the Clear All button.
8. If you have finished making changes to the collection option set, either click on  on the toolbar or click on the File menu and click on Save. If asked, provide a name for the collection option set.

## Creating a Collection Option Set Folder

The Public Collection Option Sets container and the Collection Option Sets container for a domain initially have no folders. It is up to you to create folders for organizing any collection option sets you define. You can create as many folders as you like and name them as you like, but you cannot create folders inside other folders. If you choose not to create any folders, your collection option sets will be stored in the container.

An enterprise administrator can create folders in any Collection Option Sets container (public or domain); a domain administrator can create folders in a domain Collection Option Sets container only.

To create a collection options set folder

1. Either click on the Management locator tab or click on the View menu and click on Management.
2. Do one of the following:
  - Select a Collection Option Sets container, click on  on the toolbar, and click on Folder.
  - Right-click on a Collection Option Sets container, click on New on the shortcut menu, and then click on Folder.
  - Select a Collection Option Sets container, click on the File menu, click on New, and then click on Folder.
3. In the Folder dialog, enter a name for the folder and click on the OK button. ZENworks Asset Management Manager will suggest a default name, for example, Collection Option Set Folder1. The name must be unique within the container.

## Domain Collection Option Sets

When you create collection option sets, they can be available either on a public level or a domain level. Domain collection option sets are available for use within the Collection Domain where they were created. Only an enterprise administrator and the domain administrator for the Collection Domain can manage the option sets available in that domain. Domain administrators can create, use, edit, copy, move, delete, and rename collection option sets in their own domains and assign the collection option sets to their Collection Domains or to Collection Servers associated with their domains.

**NOTE:** The domain administrator of more than one Collection Domain can assign a collection option set to a domain only if it is a public option set or if it is available in that domain. The administrator cannot assign a collection option set from another domain. To use the same collection option set in more than one domain, the administrator must copy it to the other domains. Alternatively, the domain administrator can ask an enterprise administrator to make the option set public.

If an enterprise administrator wants to make a domain collection option set available to all administrators, the enterprise administrator can promote the collection option set so it is public. Conversely, a public collection option set can be demoted to the domain level.

Each domain on the Management locator tab has a Collection Option Sets container for its option sets. An administrator has the option of creating folders in the Collection Option Sets container to organize the domain option sets.

### See Also

Public Collection Option Sets

Default Option Set

Setting Up a Collection Option Set

## Public Collection Option Sets

When you create collection option sets, they can be available either on a public level or a domain level. Public collection option sets are available to all administrators. All administrators can review public option sets, assign them to domains or servers, or copy them. Only an enterprise administrator, however, can create, edit, delete, rename, or move a public collection option set. An enterprise administrator can also assign a public collection option set to any Collection Domain or Collection Server, whereas a domain administrator can assign public option sets only to the Collection Domain (and Collection Servers) for which he or she is responsible.

### See Also

Domain Collection Option Sets

Default Option Set

Setting Up a Collection Option Set

## Selecting Workstations for Scanning

If you are using multiple collection option sets, you may want some collection option sets to apply only to certain workstations associated with a Collection Domain or Collection Server. As part of an option set, you can specify the filter criteria for selecting the workstations to be scanned. For example, you could specify a department or building as your criterion. If you do not specify any workstation filter criteria, all the workstations associated with a Collection Domain or Collection Server are scanned.

Specifying the filter criteria for workstations is very similar to setting up a filter for a query in ZENworks Asset Management. Just as in a query, each workstation criterion includes a field, an operator, and a value, for example, Department = Marketing.

### To select workstations for scanning

1. In the Collection Option Set window, click on the Workstations tab.
2. If you are planning to group some criteria by using parentheses, select ( in the column labeled (.
3. Select the field on which you want to filter by doing the following:
  - Click on a cell in the Field column.
  - Click on the right arrow in the cell to display a menu of available fields.
  - Select a field, for example, Department.
4. In the Operator column, select an operator.
5. Click on the Value column and then enter or select a value, for example, Marketing.
6. If you selected an open parenthesis in step 2, and the criterion in this row represents the end of your group of criteria, select ) in the column labeled ).
7. Unless this is the last or only criterion you want to specify, select AND or OR in the Combine column to indicate the relationship between the criterion you have just defined and the one that will follow in the next row.
8. Continue defining criteria as described in steps 2 to 7. When done, check the criteria to make sure you have set them up and combined them the way you want. Do any of the following to make changes:
  - To insert a blank row before the current row, click on the Insert Row button.
  - To delete the current row, click on the Clear Row button.
  - To clear all the rows in the Define Filter Criteria section, click on the Clear All button.

### See Also

About Collection Option Sets

Changing General Options

Changing Collector Options

Changing Collection Editor Options

## Setting Up a List of Choices

If you selected List or Combo as the edit type when configuring a Collection Editor field, you must provide a list of possible values for the field. Workstation users can then select one of these values.

When you set up a list of choices, the way you specify the choices depends on the field you are configuring. In most cases, you can enter the values in one of two ways, in any combination you like:

- By typing the values.
- By importing the values from a text file. The text file must exist when you start the procedure below. The file should include one value per line in any order; the Collection Editor will display the values in alphanumeric order to the workstation user.

**NOTE:** If you want to import values from the inventory database, run a query to obtain the data you want and then export this data to a file. You can then import the contents of this file to your choice list.

In some cases, you must specify your list of choices by completing a "Browse for" dialog, for example, Browse for User.

To set up a choice list for a field

1. In the Configure User Tab Fields, Configure Workstation Tab Fields, or Configure Inventory Tab Columns dialog, click on the Select button in the Choice List column for the field for which you need to set up a choice list.
2. If the Configure Choice List dialog includes a text box and a File Import button, do one or both of the following:
  - To supply a value by typing, enter it in the text box and click on the Add button.
  - To import values from a text file, click on the File Import button and then select your text file.
3. If the Configure Choice List dialog includes an Add button only, click on the button and complete the "Browse for" dialog to find the value you want.
4. To remove an item from the choice list, select it and click on the Remove button. To clear the list completely, click on the Remove All button.
5. Click on the OK button when done.

### TIPS

- You can make changes to a choice list at any time; just follow the above procedure again and make the necessary changes. If you remove a choice list value, it will not affect any existing values in the inventory database.
- To change the case of an entry, add the value with the changed case; ZENworks Asset Management Manager will update the original value automatically.



## Collection Servers

### About Collection Servers

A Collection Server has two primary functions:

1. It provides instructions to the Collection Clients on its associated workstations based on the collection schedule and collection option set that you have specified for the Collection Server. (The communication occurs via TCP/IP). A Collection Server also receives inventory files from a group of workstations and loads the data into the inventory database.
2. It lets you group workstations into organizational units to help you manage the inventory process. Collection Servers are often geographically based; for example, they may correspond to buildings. They may also correspond to work groups such as departments or divisions. Which workstations a Collection Server manages is up to you.

Each Collection Server is associated with a Collection Domain. A domain should always include at least one Collection Server, or it will not be associated with any workstations. A domain can include several Collection Servers, however. You can also have multiple Collection Domains.

If you want to set up more than one Collection Server in an Enterprise Deployment of ZENworks Asset Management, you do so by running the Setup program (from the ZENworks Asset Management CD or File Store) at the machine where you want the Collection Server software to reside.

**NOTE:** A Standalone Deployment of ZENworks Asset Management can have only one Collection Server.

Like a Collection Domain, a Collection Server has collection option sets associated with it. These determine when and how the collection process takes place on the workstations associated with the Collection Server. A Collection Server can either inherit the collection option sets from its parent domain or can have different option sets. If the Collection Server inherits its settings from the Collection Domain, and you make changes to an option set (or its associated schedule) that the Collection Domain is using, the Collection Server will inherit the changes automatically.

#### See Also

Creating a Collection Server

Reviewing and Editing Collection Server Settings

Renaming a Collection Server

Moving a Collection Server

Deleting a Collection Server

## Creating a Collection Server

To create a Collection Server, you must run the Setup program either from the ZENworks Asset Management CD or File Store. While installing the Collection Server you have the option of selecting a Collection Domain for it, but you do not need to have your Collection Domains defined in advance. You can always assign a Collection Server to a domain temporarily and then use ZENworks Asset Management Manager later to re-assign it to another domain. After you have run Setup, the new Collection Server will be listed on the Management locator tab in the Collection Servers container of the Collection Domain that you selected during Setup.

**NOTE:** To install a Collection Server you must be at the machine where you want the Collection Server to reside. For additional requirements and details of Collection Server setup, see the *ZENworks Asset Management Installation Guide*.

Workstations are associated with a particular Collection Server when the client applications are installed on each workstation. To assign a workstation to a different Collection Server, see *Re-Assigning a Workstation to a Different Collection Server*.

## General Tab


### Changing General Collection Server Settings

The General tab in the Collection Server window provides some information about the server and lets you assign different collection option sets to the server. When you create a Collection Server, it initially inherits the option sets from its parent Collection Domain. By default, a Collection Domain is assigned the default option set provided by Novell, but you can change that. Just as in a domain, three types of option sets are assigned to a Collection Server: general purpose, new workstation, and scan now.

To change general Collection Server settings

1. Review the settings on the General tab and make any necessary changes. For information about the choices available to you, click on the figure below.

The screenshot shows the 'General' tab of the Collection Server configuration window. The 'Collection Server Information' section includes fields for TCP/IP Address (178.10.0.2), TCP/IP Port (7460), and Machine Name (OTP4TSP). The 'Option Sets' section shows the 'Standard' option set as 'Public:Default Option Set' with the 'Inherit' checkbox checked. Below this are 'Add...' and 'Remove' buttons. At the bottom, the 'New' and 'Scan Now' option sets are also set to 'Public:Default Option Set' with 'Inherit' checked.

2. To save your changes, either click on  on the toolbar or click on the File menu and click on Save.
3. Either click on another tab and continue making changes or close the Collection Server window.

## Collection Server Information

This section of the Collection Server window provides information about the server. The section is purely informational; you cannot change it in ZENworks Asset Management Manager.

### Standard

The Standard box controls which standard option sets are assigned to the domain. When you create a Collection Server, it automatically inherits the standard option sets from its parent Collection Domain.

If you do not want the Collection Server to use the standard collection option sets assigned to its domain, assign it one or more different option sets:

1. Clear the Inherit check box to the right of the Standard box.
2. To assign an existing collection option set to the Collection Server, click on the Add button. Then, in the Select Collection Option Set dialog, select the option set you want and click on the OK button. You will then return to the Collection Server window.
3. To create and assign a new collection option set, click on the Add button. Then, in the Select Collection Option Set dialog, click on the New button and create the option set. After you have saved the option set, you will return to the Select Collection Option Set dialog and the newly-created option set will be highlighted. Click on the OK button to return to the Collection Server window. (The option set will be saved in the domain to which the server belongs.)
4. Repeat steps 2 and 3 for all the standard collection option sets you want to assign to the Collection Server.
5. To remove a collection option set from the list of standard option sets assigned to the Collection Server, select the option set in the Standard box and click on the Remove button.

### New

The New box controls which option set serves as the new workstation option set for the Collection Server. When you create a Collection Server, it automatically inherits the new workstation option set that is assigned to its parent Collection Domain.

If you do not want the Collection Server to use its domain's new workstation option set, assign it a different option set:

1. Clear the Inherit check box to the right of the New Workstations box.
2. Click on the browse button.
3. In the Select Collection Option Set dialog, either select an option set or click on the New button to create an option set.

### Scan Now

The Scan Now box controls which option set serves as the scan now option set for the Collection Server. When you create a Collection Server, it automatically inherits the scan now option set that is assigned to its parent Collection Domain.

If you do not want the Collection Server to use its domain's scan now option set, assign it a different option set:

1. Clear the Inherit check box to the right of the Scan Now box.
2. Click on the browse button.
3. In the Select Collection Option Set dialog, either select an option set or click on the New button to create a option set.

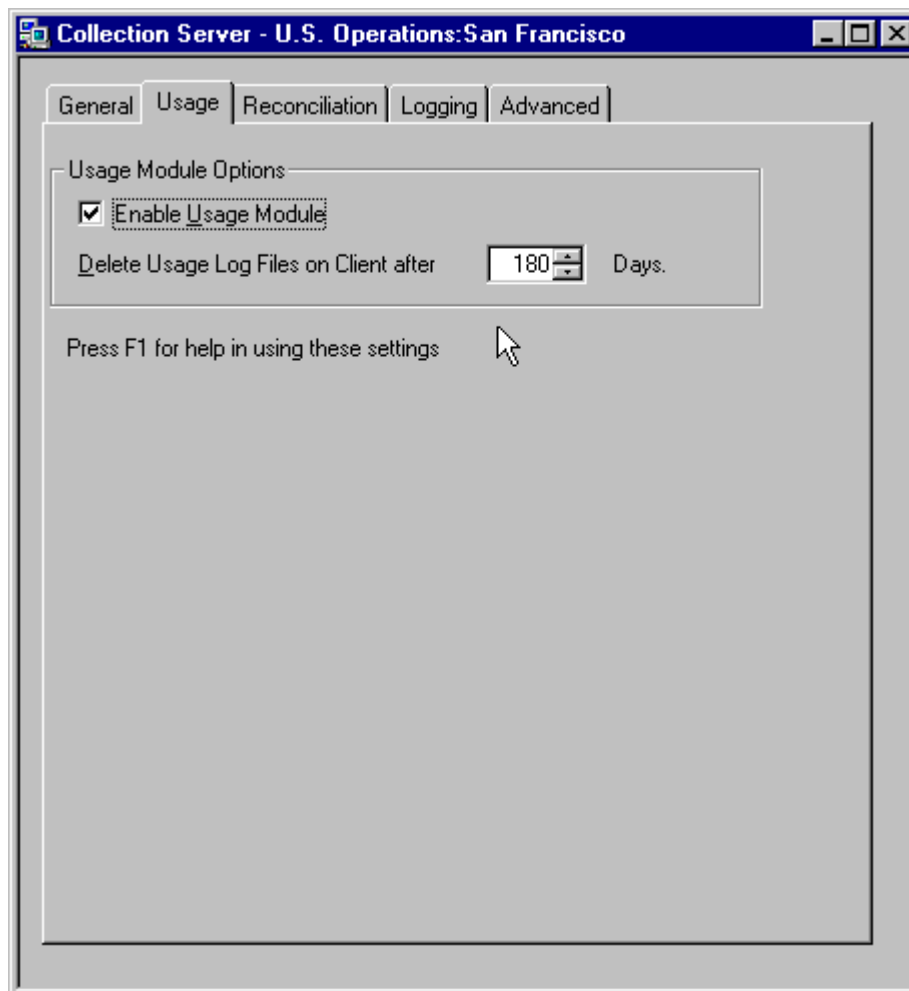
## Usage Tab


### Changing Usage Collection Server Settings

The Usage tab of the Collection Server window lets you turn software usage monitoring off or on for all the workstations associated with the Collection Server. The settings on the Usage tab in the Collection Server window are active only if you purchased the ZENworks Asset Management Usage Monitor.

To change usage Collection Server settings

1. Review the settings on the Usage tab and make any necessary changes. For information about the choices available to you, click on the figure below.



2. To save your changes, either click on  on the toolbar or click on the File menu and click on Save.
3. Either click on another tab and continue making changes or close the Collection Server window.

## Enable Usage Monitor

Select this check box to turn on the ZENworks Asset Management Usage Monitor for all the workstations associated with the Collection Server.

## Delete Usage Log Files on Client After

To change the number of days you want to keep log files on each client workstation, select a different number of days. The default is 180 days. The log files will be deleted *either* after the specified number of days has passed *or* after the usage data has been loaded successfully into the database.

**NOTE:** Be sure the number of days you keep log files exceeds the interval at which scans occur (as determined by your collection schedule), or usage data may be incomplete.

## Reconciliation Tab

### Changing Reconciliation Collection Server Settings

The Reconciliation tab of the Collection Server window lets you control whether and how new workstations are reconciled to avoid the possibility of duplicates in the database. When ZENworks Asset Management scans a workstation, it checks for a special ZENworks Asset Management identifier (which is stored in the registry). If it does not find an identifier, ZENworks Asset Management assumes the workstation is new and assigns it an identifier. If it finds an identifier, ZENworks Asset Management knows the workstation is already part of the inventory database.

In some situations, such as a hard disk crash or a re-installation of the operating system, the workstation's identifier is lost so that during the next scan ZENworks Asset Management treats the workstation as new and assigns it a new identifier. If, however, you want ZENworks Asset Management to check whether the workstation is already in the database, you can use one or more of the following to do so (in order of priority):

- Serial number
- NIC (Network Interface Card) address (sometimes known as the MAC address of the NIC)
- NetCensus configuration ID
- Machine name

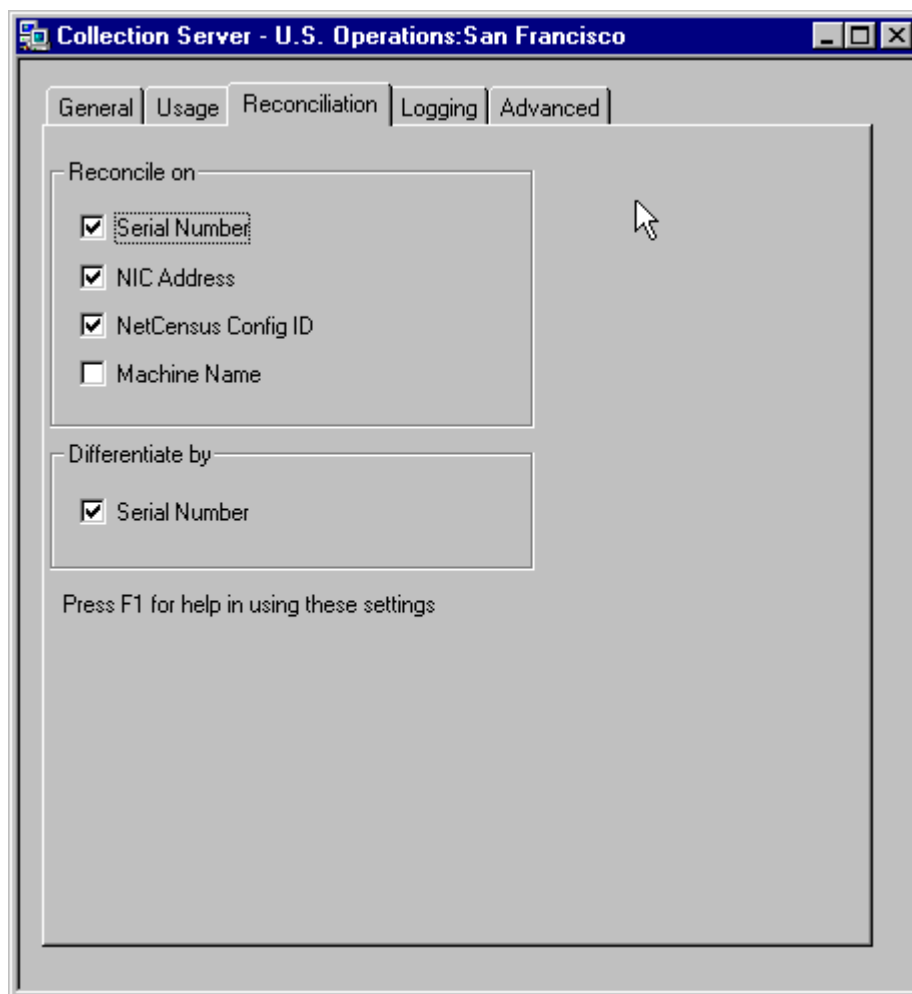
When ZENworks Asset Management cannot find a workstation identifier while scanning a workstation it will check the database for the workstation's serial number, NIC address, NetCensus configuration ID, and/or machine name. If it finds one of these items in the database, ZENworks Asset Management will then change the identifier in the database to match the one that it has just assigned to the workstation.


By default, a Collection Server will try to reconcile new workstations by serial number, NIC address, and NetCensus configuration ID, but not by machine name.

In some cases, more than one machine can end up with the same ZENworks Asset Management identifier so you will need the Collection Server to **differentiate** between them. For example, if one machine breaks and you re-image it from another machine, the two machines will have the same identifier. A Collection Server setting lets you differentiate the machines by serial number and thus match them with the correct records in the database.

To change reconciliation Collection Server settings

1. Review the settings on the Reconciliation tab and make any necessary changes. For information about the choices available to you, click on the figure below.



2. To save your changes, either click on  on the toolbar or click on the File menu and click on Save.
3. Either click on another tab and continue making changes or close the Collection Server window.

## **Reconcile on**

If you do not want the Collection Server to reconcile new workstations by serial number, NIC address, NetCensus configuration ID, or Machine name, clear the check box of the data you do not want to use for reconciliation. In general, if one of the reconciliation items may not be unique in the database, you should clear its check box. For example, if your organization uses a single NIC card for installation purposes in its receiving area or re-uses NIC cards on multiple laptops, you should turn off the NIC address setting because the NIC address will not be unique.

## **Differentiate by**

If you do not want the Collection Server to use serial numbers to differentiate among workstations with the same ZENworks Asset Management identifier, clear the Serial Number check box in the Differentiate by section. For example, you should clear this setting if you think you have bad serial numbers in the database.

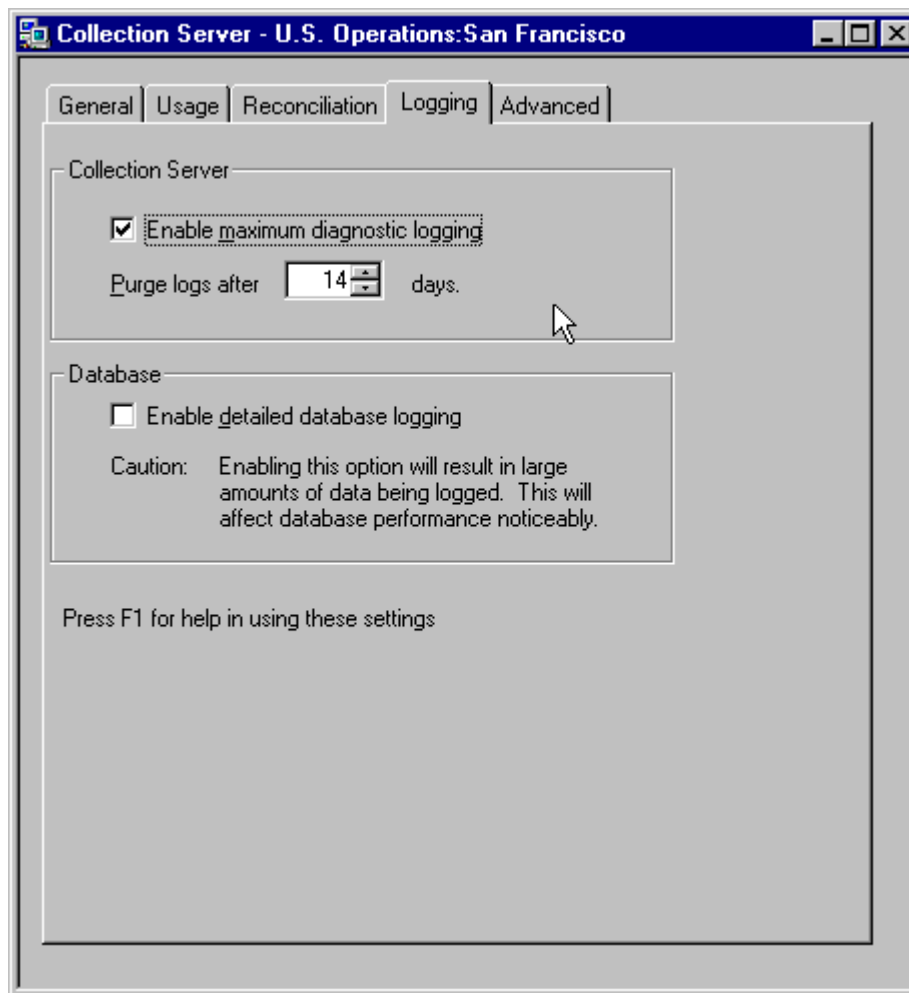
## Logging Tab


### Changing Logging Collection Server Settings

The Logging tab of the Collection Server window lets you control how frequently log files are purged and whether more detailed logging of Collection Server and database activities takes place.

To change logging Collection Server settings

1. Review the settings on Logging the tab and make any necessary changes. For information about the choices available to you, click on the figure below.



2. To save your changes, either click on  on the toolbar or click on the File menu and click on Save.
3. Either click on another tab and continue making changes or close the Collection Server window.



## Collection Server

The Collection Server section controls server error logging.

- By default, a Collection Server logs every type of possible error (informational, warning, and severe). If you do not want to log every type of error, clear the Enable maximum diagnostic logging check box.
- By default, the error log files are purged after 14 days. To increase or decrease the number of days, select a different number in the Purge logs after box.

## Database

The Database section controls database logging.

To turn on detailed database logging (so that all database server errors are logged), select the Enable detailed database logging check box.

**Caution:** Detailed database logging can be very useful if you are troubleshooting, but results in large amounts of data being logged. This will affect database performance noticeably.

## Advanced Tab

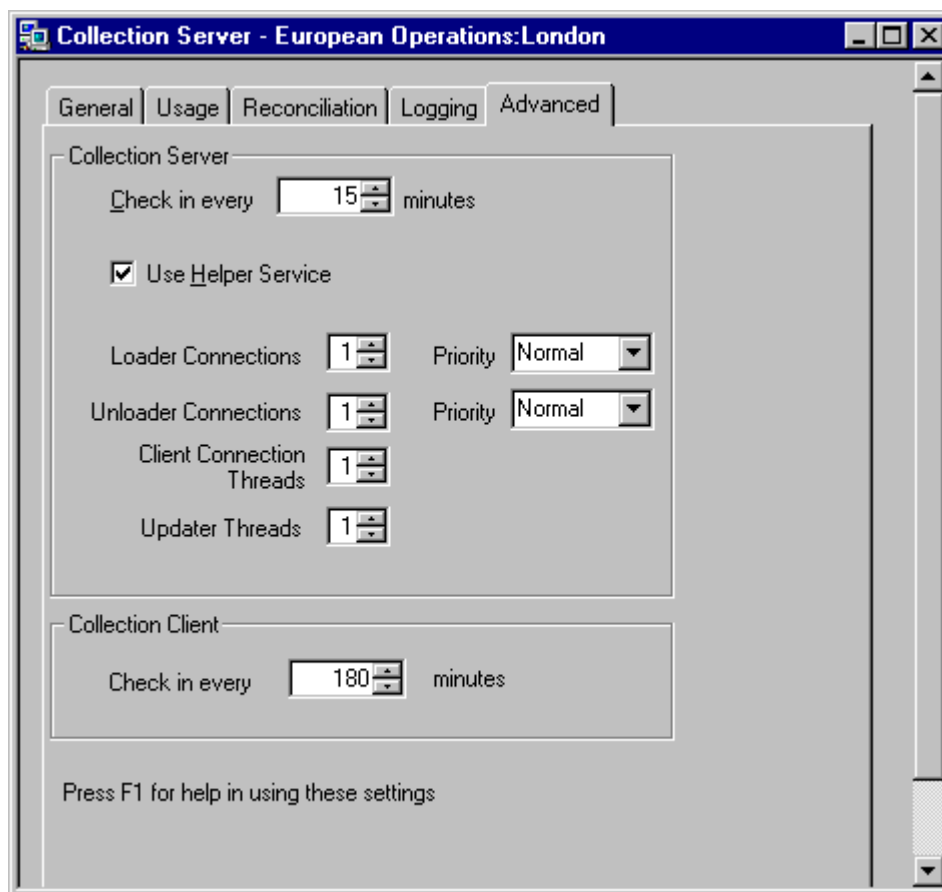
### Changing Advanced Collection Server Settings


The Advanced tab of the Collection Server window lets you control how frequently the Collection Server checks in to the database and whether you take advantage of the Collection Server's "helper service" to assist with installation issues such as permissions. The advanced settings also let you change the number of database connections and threads to dedicate to various processes, as well as the priority for loading and unloading data during an inventory cycle and let you control how frequently Collection Clients check in with the Collection Server.

In general, you will not need to change the settings on the Advanced tab.

To change advanced Collection Server settings

1. Review the settings on Advanced the tab and make any necessary changes. For information about the choices available to you, click on the figure below.



2. To save your changes, either click on  on the toolbar or click on the File menu and click on Save.
3. Either click on another tab and continue making changes or close the Collection Server window.

## Check in every

By default, a Collection Server updates its connection status in the database every 15 minutes. To increase or decrease the interval at which the Collection Server checks in, select a different number of minutes in the Check in every box.

## Use Helper Service

By default, if you have a domain administrator account on the machine where the Collection Server is installed, and the Collection Client on a workstation either needs some drivers or needs to be installed as a service, the Collection Server will automatically try to perform these activities. If you do not want to use this "helper service," clear the Use Helper Service check box.

**NOTE:** The helper service requires a domain administrator account, but the account does not need login permissions. (By withholding login permissions you can prevent users from logging in and having access to features or data that you do not want them to have.)

## Loader and Unloader Connections

If you want to increase the number of database connections and threads that are dedicated to loading or unloading workstation inventory files (.wif), enter a different number in the Loader Connections or Unloader Connections box. This allows the Collection Server to spawn additional threads if they are needed for loading or unloading. Each thread is responsible for loading one workstation inventory file, and each thread requires an additional database connection. The Collection Server allocates the database connection when it requires it and releases it when it is no longer needed. A thread is not allocated unless it is required.

## Loader and Unloader Priority

The Collection Server can become a CPU-intensive process during an inventory cycle. You may want to change the priority of the loader and unloader if you want to reduce their impact on other applications on the Collection Server machine. For example, if the Collection Server is on a print server machine, you could make print jobs more responsive by lowering the priority of the loading and unloading processes. By default, these processes run at Normal priority. If necessary, change their priority to Below Normal, Lower, or Lowest.

**Note:** If you reduce the priority of the Loader and Unloader, you may affect the timeliness of inventory data.

## Client Connection Threads

If you want to increase the number of database connections and threads that are dedicated to handling Collection Client connection, check-in, and disconnection, enter a different number in the Client Connection Threads box. A higher number in this box results in a higher number of database connections being allocated, but unlike the connections for loading and unloading, the database connections are not dynamically allocated and released.

## Updater Threads

To increase the number of threads dedicated to handling Collection Client updates, enter a higher number in the Updater Threads box. Generally, the higher the number, the sooner workstations will be in a Ready state. No database connections are required for this setting.

## Collection Client

A Collection Client can check in with its Collection Server every 5 to 7200 minutes. (The default is 180 minutes.) To increase or decrease this interval, select a different number of minutes in the Check in every box. For example, if you have a large number of client workstations associated with a Collection Server (the recommended maximum is 10,000 workstations), you may want to decrease the check-in interval.



## Reviewing and Editing Collection Server Settings

A Collection Server has numerous settings associated with it. These settings appear on five tabs in the Collection Server window.

All ZENworks Asset Management administrators can review and change Collection Server settings, but domain administrators are restricted to Collection Servers associated with their Collection Domains.

After you change (and save) Collection Server settings, ZENworks Asset Management automatically ensures that the Collection Server uses the changed settings.

To review and edit Collection Server settings

1. On the Management locator tab, display Collection Server settings in one of these ways:
  - Double-click on the Collection Server.
  - Select the Collection Server and click on  on the toolbar.
  - Right-click on the Collection Server and then click on Open on the shortcut menu.
  - Select the Collection Server, click on the File menu, and click on Open.
2. In the Collection Server window, review the current settings and make changes as follows:
  - Use the General tab to review and change collection option set assignments.
  - Use the Usage tab to control whether the ZENworks Asset Management Usage Monitor runs on all the workstations associated with the Collection Server.
  - Use the Reconciliation tab to specify how new workstations should be reconciled to avoid the possibility of duplicate workstations in the database.
  - Use the Logging tab to control the level of server and database logging that occurs and the frequency of server log files purges.
  - Use the Advanced tab to change some advanced settings, for example, how frequently the Collection Server checks into the database or how frequently client workstations check in.
3. To save your changes, either click on  on the toolbar or click on the File menu and click on Save.
4. Close the Collection Server window.

## Renaming a Collection Server

Any ZENworks Asset Management administrator can rename a Collection Server on the Management locator tab. The name in question here is the one that appears on the Management locator tab; a Collection Server also has a host name that you can see (but not change) on the Collection Servers tab in the process control panel.

**NOTE:** You cannot rename a Collection Server if it is open in a window in the workspace. Close the window first.

To rename a Collection Server

1. On the Management locator tab, do one of the following to rename a Collection Server:
  - Right-click on the Collection Server and then click on Rename on the shortcut menu.
  - Select the Collection Server, click on the File menu, and click on Rename.
2. Enter the new name in the Rename Collection Server dialog and click on the OK button.

## Moving a Collection Server

If you need to change which Collection Servers are associated with a particular Collection Domain, you can move a Collection Server to a different domain. Remember that the grouping of Collection Servers into a Collection Domain is completely up to you - a Collection Domain is simply an organizational tool.

You may also need to move a Collection Server to another Collection Domain if you are planning to delete its current domain. A Collection Domain cannot include any Collection Servers when you delete it.

When you move a Collection Server that was set up to inherit the settings of its parent Collection Domain, it will then inherit the settings of its new Collection Domain. If the Collection Server was using specific collection option sets, you will be given the choice of keeping them or inheriting the option sets from the new Collection Domain. If you choose to keep the collection option sets, they will be copied to the new domain.

**NOTE:** You cannot move a Collection Server if it is open in a window in the workspace. Close the window first.

To move a Collection Server to another Collection Domain

1. On the Management locator tab, drag the Collection Server to the Collection Servers container in its new domain and drop it there.
2. If asked whether you want the currently assigned collection option sets copied to the new Collection Domain, click on the Yes button if you want them copied. If, on the other hand, you want the moved Collection Server to inherit the settings from its new Collection Domain, click on the No button.


## Deleting a Collection Server

A Collection Server is the communications link between ZENworks Asset Management Manager and a group of workstations. If you remove a Collection Server you break that link. As a result, the workstations will no longer be part of the inventory process in that they will have no way to get information to and from the Manager.

If you decide you do need to remove a Collection Server, you must first re-assign each of its workstations to another Collection Server. If you do not do this, the workstations will no longer be part of your inventory "loop."

The deletion of the Collection Server then requires stopping the Collection Server service and using the Manager to delete the Collection Server from ZENworks Asset Management. You can then uninstall the Collection Server with the Add/Remove Programs feature in Windows.

To delete a Collection Server

1. To find out which workstations need to be moved, run a workstation query that filters by the Collection Server you plan to remove. For an example of such a query, see Sample Queries.
2. Once you have located the workstations with the query, assign them to another Collection Server.
3. On the machine where the Collection Server is installed, stop the Collection Server service:
  - a) In the Windows NT 4.0 Control Panel, double-click on Services; in the Windows 2000/XP Control Panel, double-click on Administrative Tools and then on Services.
  - b) Select ZENworks Asset Management Collection Server and click on the Stop button.
4. In the Manager do one of the following on the Management locator tab to delete the Collection Server:
  - Select the Collection Server and click on  on the toolbar.
  - Right-click on the Collection Server and then click on Delete on the shortcut menu.
  - Select the Collection Server, click on the File menu, and click on Delete.
5. Click on the Yes button to confirm the deletion.

6. To remove the Collection Server completely, uninstall it:
  - a) In the Windows Control panel, double-click on Add/Remove Programs.
  - b) Select ZENworks Asset Management Collection Server and click on the Add/Remove button.

## Collection Domains

### About Collection Domains

Your enterprise may track inventory data on large numbers of workstations, sometimes in different locations. To help you organize this data into logical groups, ZENworks Asset Management lets you set up Collection Servers and Collection Domains. Your enterprise must always include one Collection Server and one Collection Domain. In an Enterprise Deployment, you can set up additional servers and domains; in a Standalone Deployment you have just the one Collection Server and Collection Domain.

A Collection Domain gives you a way of organizing your enterprise into logical groups to help you manage the inventory process. Each Collection Domain has one or more Collection Servers associated with it so they are treated as a logical unit. A domain is purely an organizational tool; it does not correspond to a physical machine. For example, you may want your Collection Domains to correspond to organizational units managed by your Information Technology (IT) group or to geographical units such as Pacific Rim or Europe.

Collection Domains make it possible to view and manage inventory data regionally, even though all the data resides in a central inventory database. For example, you could set up ZENworks Asset Management so that users associated with your Pacific Rim Collection Domain see and work with inventory just for their domain, not for that of your European domain. At the same time, you could allow other users to analyze and manage inventory data on an enterprise level - across all Collection Domains.

In addition to having Collection Servers associated with it, each Collection Domain has collection option sets assigned to it. In turn, each collection option set has a collection schedule assigned to it so the option set controls when and how collections occur on the workstations associated with the Collection Servers in the domain. A Collection Server can either inherit collection option sets from its parent domain or have different ones assigned to it.

Each Collection Domain can also have ZENworks Asset Management users associated with it. These users are given permission to work with the domain-related data as domain administrators, assistants, or analysts. (An enterprise-level user can automatically work with data in any Collection Domain.)

Collection Domains can also help you manage your Task Servers. In an Enterprise Deployment of ZENworks Asset Management, you can set up several Task Servers that are either public (available to the entire enterprise) or associated with a specific Collection Domain. By associating Task Servers with specific Collection Domains, you can optimize how tasks are run in the enterprise.

When you install ZENworks Asset Management, an initial Collection Domain is automatically created for you. The domain has the default collection option set assigned to it so you can get started with ZENworks Asset Management as soon as you are ready to collect inventory data.

Depending on the needs and size of your organization, you may find you need only one Collection Domain or you may need several. The number of Collection Domains you establish is up to you, but you will always have at least one. In addition, you may choose to manage all the domains yourself or choose to have them managed by different administrators. As an enterprise administrator you can create additional Collection Domains and decide which ZENworks Asset Management users can manage them.

**NOTE:** A Standalone Deployment of ZENworks Asset Management has only one Collection Domain, one Collection Server, and one Task Server.

#### See Also

Creating a Collection Domain

Reviewing and Editing Collection Domain Settings

Renaming a Collection Domain

Deleting a Collection Domain

Merging Collection Domains

## Types of Collection Option Sets

Each Collection Domain has three types of collection option sets assigned to it:

- A **standard option set** is for regular inventory cycles. You always have one standard option set assigned, but you can have more than one. For example, you could have different option sets for scanning hardware, software, and FNI data according to different schedules. You could also have option sets that scan different groups of workstations at different times.
- A **new workstation option set** is for handling new workstations in your organization. You may, for example, want a thorough scan of each new workstation as soon as possible. You have one new workstation option set assigned to a Collection Domain.
- A **scan now option set** is for scanning workstations on demand (outside their regular inventory cycle), often for diagnostic purposes. A scan now option set is also used for portable collections and network server scans. You have one scan now option set assigned to a Collection Domain.

Each Collection Server also has these three types of collection option sets assigned to it. A Collection Server can either inherit the option sets from its parent domain or can have different collection option sets.




## Creating a Collection Domain

The Collection Domain that was created when you installed ZENworks Asset Management may be all you need, but if you need additional Collection Domains to organize your enterprise, you can create them with ZENworks Asset Management Manager.

**NOTE:** A Standalone Deployment of ZENworks Asset Management should have only one Collection Domain because it has only one Collection Server. If you create additional domains, they will not be associated with any Collection Servers and therefore will not be associated with any workstations.

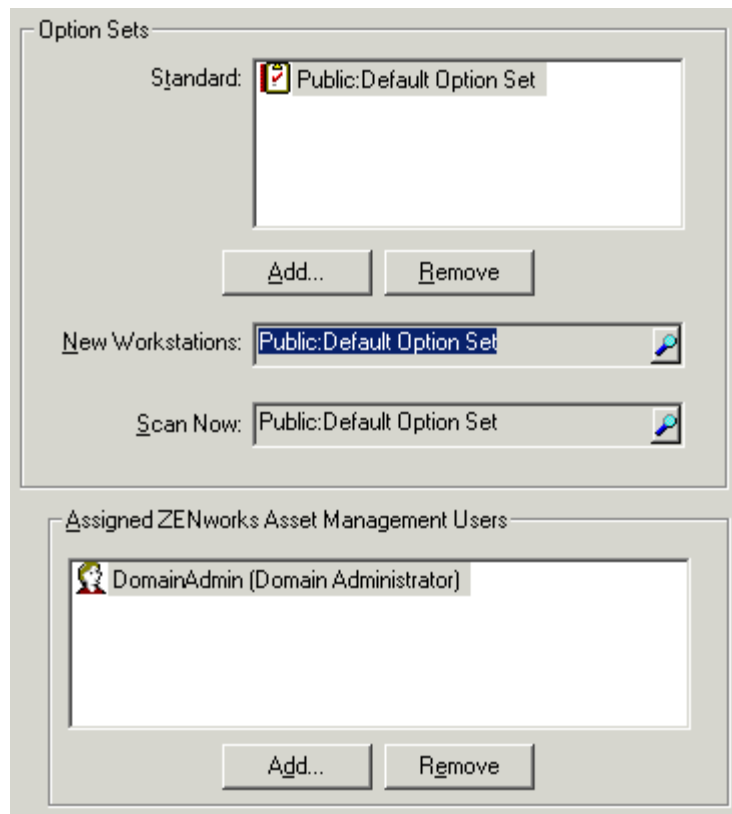
When you create a Collection Domain, you can assign different types of collection option sets and ZENworks Asset Management users to it. By default, ZENworks Asset Management assigns the default option set to a domain, but you can change this assignment. When you create a Collection Domain, only enterprise-level ZENworks Asset Management users can automatically work with the domain. To give other ZENworks Asset Management users the right to work with the domain (as domain administrators, assistants, or analysts), you must assign them to the domain.

### To create a Collection Domain


1. Either click on the Management locator tab or click on the View menu and click on Management.
2. Do one of the following to start the creation process:
  - Select the Enterprise container, click on  on the toolbar, and click on Domain.
  - Right-click on the Enterprise container, click on New on the shortcut menu, and then click on Domain.
  - Select the Enterprise container, click on the File menu, click on New, and click on Domain.

The Manager will now display a Domain window in the workspace alongside the Management locator tab.


3. Make your collection option set and/or ZENworks Asset Management user assignments. For more information about your choices, click on the figure below.




Option Sets


Standard:  Public:Default Option Set

Add... Remove


New Workstations:  Public:Default Option Set

Scan Now:  Public:Default Option Set

Assigned ZENworks Asset Management Users

 DomainAdmin (Domain Administrator)

Add... Remove

4. After you have made your assignments in the Domain window, save the Collection Domain:
  - a) Either click on  on the toolbar or click on the File menu and click on Save or on Save As.
  - b) If the Manager displays the Save Domain As dialog, enter a name for the domain and click on the OK button.
5. Close the Domain window.

**TIP:** Once you have created a domain you can associate Collection Servers with it. You can do so while setting up a Collection Server. See [Creating a Collection Server](#).

#### See Also

[About Collection Domains](#)

[Assigning a Collection Option Set](#)

#### Standard

The Standard box controls which standard option sets are assigned to the domain. When you create a Collection Domain, ZENworks Asset Management Manager automatically assigns the default option set as the standard option set. You have the option of replacing the default option set with a different collection option set and/or of assigning additional standard option sets to the domain.

1. To assign an existing collection option set to the domain, click on the Add button. Then, in the Select Collection Option Set dialog, select the option set you want and click on the OK button. You will return to the Domain window.
2. To create and assign a new collection option set, click on the Add button. Then, in the Select Collection Option Set dialog, click on the New button and set up a collection option set. After you have saved the option set, you will return to the Select Collection Option Set dialog and the newly-created option set will be highlighted. Click on the OK button to return to the Domain window.
3. Repeat steps 1 and/or 2 for all the standard collection option sets you want to assign to the domain.
4. To remove a collection option set from the list of standard option sets assigned to the domain, select the option set and click on the Remove button.

## Select Collection Option Set

The Select Collection Option Set dialog lets you choose the option set you want to assign to a Collection Domain or Collection Server. If the option set does not exist yet, you can create it.

To select a collection option set

Do one of the following:

- If the option set you want is listed in the Available Collection Option Sets box, select the option set and click on the OK button to return to the Domain or Collection Server window.
- To create a new option set, click on the New button, complete the Collection Option Set window, and save the option set. You will then return to this dialog. Click on the OK button to return to the Domain or Collection Server window.

## New Workstations

The New Workstations box controls which option set serves as the new workstation option set for the domain. When you create a Collection Domain, it automatically uses the default option set as the new workstation option set.

If you do not want to use the default option set as the new workstation option set:

1. Click on the browse button.
2. In the Select Collection Option Set dialog, either select an option set or click on the New button to create a new option set.

## Scan Now

The Scan Now box controls which option set serves as the scan now option set for the Collection Domain. When you create a Collection Domain, it automatically uses the default option set as the scan now option set.

If you do not want to use the default option set as the scan now options set:

1. Click on the browse button.
2. In the Select Collection Option Set dialog, either select an option set or click on the New button to create a new option set.

## Assigned ZENworks Asset Management Users

In the Assigned ZENworks Asset Management Users section you can specify which users will have the right to work with the Collection Domain.

Do any of the following:

- To select an existing user, click on the Add button. Then, in the Select ZENworks Asset Management User dialog, select the user(s) you want to assign to the domain and click on the OK button to return to the Domain window.
- To create and assign a ZENworks Asset Management user, click on the Add button. Then, in the Select ZENworks Asset Management User dialog, click on the New button and create the user. After you save the new user, you will return to the Select ZENworks Asset Management User dialog and the newly-created user will be highlighted. Click on the OK button to return to the Domain window.
- To remove a ZENworks Asset Management user from the list of users assigned to the domain, select the user and click on the Remove button.

## Select ZENworks Asset Management User

The Select ZENworks Asset Management User dialog lets you choose the user you want to assign to a Collection Domain. If the user does not exist yet, you have the option of creating him or her.

To select a ZENworks Asset Management user

Do one of the following:

- If the user you want is listed in the Available ZENworks Asset Management Users box, select the user and click on the OK button to return to the Domain window.
- To create a new user, click on the New button and complete the Create ZENworks Asset Management User dialog. After you are done, you will return to this dialog. Then click on the OK button to return to the Domain window.

## Save Domain As



1. Enter a name for the Collection Domain. The name must be unique within the enterprise.
2. Click on the OK button.

## Reviewing and Editing Collection Domain Settings

The settings associated with a Collection Domain (collection option sets and ZENworks Asset Management users) can be reviewed and changed. An enterprise administrator can change all the settings associated with a domain; a domain administrator can assign different collection option sets to the domain, but cannot change the ZENworks Asset Management user assignments.

After you make changes to the Collection Domain settings (and save them), ZENworks Asset Management will automatically update any Collection Servers belonging to the domain that are configured to inherit its settings.

To review and edit Collection Domain settings

1. On the Management locator tab, do one of the following to display a domain's settings:
  - Double-click on the domain.
  - Select the domain and click on  on the toolbar.
  - Right-click on the domain and then click on Open on the shortcut menu.
  - Select the domain, click on the File menu, and click on Open.
2. Review the current settings in the Domain window.
3. Make the changes you want. Only enterprise administrators can change the ZENworks Asset Management user assignments, however.
4. To save your changes, either click on  on the toolbar or click on the File menu and click on Save.
5. Close the Domain window.

## Renaming a Collection Domain

Any ZENworks Asset Management administrator can change the name of a Collection Domain on the Management locator tab.

**NOTE:** You cannot rename a Collection Domain if it is open in a window in the workspace. Close the window first.

To rename a Collection Domain

1. On the Management locator tab, do one of the following to rename a domain:
  - Right-click on the Collection Domain and then click on Rename on the shortcut menu.
  - Select the Collection Domain, click on the File menu, and click on Rename.
2. Enter the new name in the Rename Collection Domain dialog and click on the OK button.

## Merging Collection Domains

Occasionally you may want to merge two Collection Domains together. After you merge two Collection Domains, one of them will no longer exist. Its Collection Servers and collection option sets will be moved to the remaining (target) Collection Domain, but the collection option sets that are currently assigned to the target domain will stay the same. The ZENworks Asset Management users, however, that were assigned to the source domain (the one that was merged and no longer exists) are not moved to the other Collection Domain. You will need to re-assign these users to the merged domain if you want them to remain active.

Only an enterprise administrator can merge Collection Domains.

**NOTE:** You cannot merge Collection Domains if they are open in windows in the workspace. Close the windows first.

To merge Collection Domains

1. Decide which Collection Domain you want to remain (the target) and which one you want to merge with it (the source, which will be deleted).

**CAUTION:** You cannot undo a merger once you have performed it.

2. On the Management locator tab, use the right mouse button to drag the Collection Domain you want merged onto the Collection Domain you want to remain.
3. Release the right mouse button and click on Merge Domains on the menu that appears. (Or, click on Cancel to prevent the merger from taking place.)
4. If necessary, change the ZENworks Asset Management user assignments for the remaining Collection Domain.

**TIP**

- If the merger results in any name conflicts, for example two option sets with the same name, the Manager will append a number to the name from the source Collection Domain. You can then rename the item.


## Deleting a Collection Domain

In certain situations you may no longer need a particular Collection Domain to help organize your collection process. You can delete a Collection Domain, but only if it no longer has any Collection Servers associated with it. You can either move Collection Servers to another domain or delete them altogether.

Only an enterprise administrator can delete Collection Domains.

**NOTE:** You cannot delete a Collection Domain if it is open in a window in the workspace. Close the window first.

To delete a Collection Domain

1. Make sure no Collection Servers are associated with the domain. If necessary, move them to another domain.
2. On the Management locator tab, do one of the following to delete the Collection Domain:
  - Select the domain and click on  on the toolbar.
  - Right-click on the domain and click on Delete the shortcut menu.
  - Select the domain, click on the File menu, and click on Delete.
3. Click on the Yes button to confirm the deletion.

## Task Servers

### About Task Servers

A Task Server is a ZENworks Asset Management application that manages tasks. In an Enterprise Deployment of ZENworks Asset Management, you can set up several Task Servers that are either public (available to the entire enterprise) or associated with a specific Collection Domain. You can also specify what kind of tasks a Task Server can manage. This type of control over Task Servers lets you optimize how tasks are run in the enterprise.

A common use of a task is a Network Discovery task, which scans a subnet.

When you install a Standalone Deployment of ZENworks Asset Management, a Task Server is created for you automatically. When you install an Enterprise Deployment of ZENworks Asset Management, you can also create a Task Server during the initial installation. If you want to set up more than one Task Server with an Enterprise Deployment of ZENworks Asset Management, you do so by running the Setup program (from the ZENworks Asset Management CD or the File Store) at the machine where you want the Task Server to reside.

**NOTE:** A Standalone Deployment of ZENworks Asset Management can have only one Task Server.

### Creating a Task Server

To create a Task Server, you must run the Setup program (either from the ZENworks Asset Management CD or the File Store). After you have run Setup, the new Task Server will be listed in the Public Task Servers container on the Management locator tab. The Task Server will have the name of the machine on which you installed it; you can change this name. You also have the option of moving the Task Server to a Collection Domain so that it is available exclusively to that domain instead of the entire enterprise.

**NOTE:** To install a Task Server you must be at the machine where you want the Task Server to reside. For additional requirements and details of the installation process, "Installing Task Servers" in the Enterprise Deployment Installation section of the *Getting Started Guide*.

## Reviewing & Editing Task Server Settings

### Reviewing and Editing Task Server Settings

A Task Server is responsible for processing database purges, scheduled reports, Product Recognition Updates (PRUs), and network discovery. By default, a Task Server will process all types of tasks, but you can specify that it processes only specific types of tasks. For example, you may want one Task Server dedicated to database purges.

Each Task Server can have printers associated with it. The printers available to the Task Server are the printers that are set up for the machine on which you installed the Task Server, *and* which are part of the profile of the user account that runs the Task Server service. (This is the user account that was specified when the Task Server was installed.) You can see a list of these printers when you review the Task Server settings, but you cannot change them in any way. (To set up additional printers for the Task Server machine, refer to your Windows documentation.)


**NOTE:** If you add or delete a printer on a Task Server, you must stop and re-start the Task Server service before the change is reflected in ZENworks Asset Management. If you rename a printer, you must also stop and re-start the service, or a print task will fail. (To stop the service, in the Control Panel in Windows NT, double-click on Services; in Windows 2000/XP, double-click on Administrative Tools and then Services. Select ZENworks Asset Management Task Server and click on the Stop button. To re-start the service, select it and click on the Start button.)

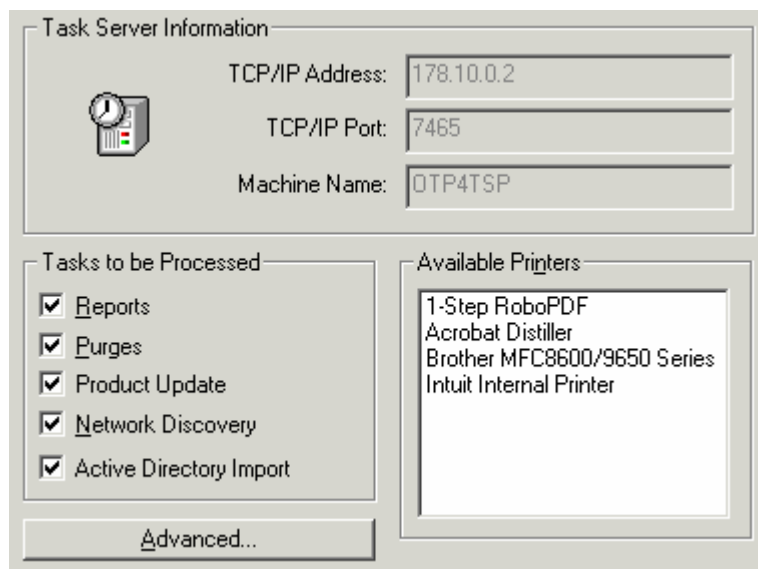
A Task Server also includes some advanced settings. For example, you can control how frequently the Task Server checks in and log files are purged and whether more detailed logging of Task Server and database activities takes place. (In general, you will not need to change these settings.)


As an administrator you can review and change Task Server settings. For example, you can add a description of the Task Server or change what kind of tasks it can process.

After you change (and save) Task Server settings, ZENworks Asset Management automatically ensures that the Task Server uses the changed settings.

### To review and edit Task Server settings

- On the Management locator tab, display Task Server settings in one of these ways:
  - Double-click on the Task Server.
  - Select the Task Server and click on .
  - Right-click on the Task Server and then click on Open on the shortcut menu.
  - Select the Task Server, click on the File menu, and click on Open.
- Review the current settings in the Task Server window and make any necessary changes. For information about the choices available to you, click on the figure below.



- To save your changes, either click on  on the toolbar or click on the File menu and click on Save.
- Close the Task Server window.

### Task Server Information

This section of the Task Server window provides information about the server. The section is purely informational; you cannot change it in ZENworks Asset Management Manager.

### Tasks to be Processed

By default, a Task Server processes all types of tasks: scheduled reports, purges, scheduled Product Recognition Updates (PRUs), and network discovery. To change which tasks the Task Server can process, select or clear the Reports, Purges, Product Update, Network Discovery, or Active Directory Import check boxes.

### Available Printers

This section of the Task Server window lists the printers available with the Task Server. These are the printers that are set up for the machine on which you installed the Task Server, *and* which are part of the profile of the user account that runs the Task Server service. (This is the account that was specified when the Task Server was installed.) You cannot change this list of printers from ZENworks Asset Management Manager. (To set up additional printers for the Task Server machine, refer to your Windows documentation.)



## Advanced Task Server Options

In the Advanced Task Server Options dialog you can control settings pertaining to error logging and to the frequency of server check-in. In general, you will not need to change these settings.

To change advanced Task Server options

1. By default, a Task Server updates its connection status in the database every 15 minutes. To increase or decrease the interval at which the Task Server checks in, select a different number of minutes.
2. By default, a Task Server logs every type of possible error (informational, warning, and severe). If you do not want to log every type of error, clear the Enable maximum diagnostic logging check box.
3. By default, the error log files are purged after 14 days. To increase or decrease the number of days, select a different number.
4. To turn on detailed database logging (so that all database server errors are logged), select the Enable detailed database logging check box.

**CAUTION:** Detailed database logging can be very useful if you are troubleshooting, but results in large amounts of data being logged. This will affect database performance noticeably.

5. Click on the OK button when done.

## Renaming a Task Server

Any ZENworks Asset Management administrator can rename a Task Server on the Management locator tab. A Task Server is automatically given the name of the machine on which you are installing it. You may want to give it a more descriptive name.

**NOTE:** You cannot rename a Task Server if it is open in a window in the workspace. Close the window first.


To rename a Task Server

1. On the Management locator tab, do one of the following to rename a Task Server:
  - Right-click on the Task Server and then click on Rename on the shortcut menu.
  - Select the Task Server, click on the File menu, and click on Rename.
2. Enter the new name in the Rename Task Server dialog and click on the OK button.

## Deleting a Task Server

The deletion of a Task Server involves stopping the Task Server service and using ZENworks Asset Management Manager to delete the Task Server from ZENworks Asset Management. You can then uninstall the Task Server with the Add/Remove Programs feature in Windows.

### To delete a Task Server

1. On the machine where the Task Server is installed, stop the Task Server service:
  - a) In the Windows NT 4.0 Control Panel, double-click on Services; in the Windows 2000/XP Control Panel, double-click on Administrative Tools and then on Services.
  - b) Select ZENworks Asset Management Task Server and click on the Stop button.
2. In the Manager, do one of the following on the Management locator tab to delete the Task Server:
  - Select the Task Server and click on .
  - Right-click on the Task Server and click on Delete on the shortcut menu.
  - Select the Task Server, click on the File menu, and click on Delete.
  - Click on the Yes button to confirm the deletion.
3. To remove the Task Server completely from the machine, uninstall it:
  - a) In the Windows Control Panel, double-click on Add/Remove Programs.
  - b) Select ZENworks Asset Management Task Server and click on the Add/Remove button.

## Moving a Task Server

When you create Task Servers with the Setup program, they are placed automatically in the Public Task Servers container on the Management locator tab. As a result, the Task Servers are available to the entire enterprise. If you want a Task Server to be available to a specific Collection Domain only, you can move the Task Server to that domain. How you associate Task Servers with Collection Domains is completely up to you and the needs of your organization. For example, if one Collection Domain tends to print long reports frequently, you may want to assign it enough Task Servers to handle the printing load. In a smaller organization, on the other hand, you may want most of your Task Servers to be public so they are available to everyone.

To move a Task Server between the Public Task Servers container and a domain Task Servers container, you must be an enterprise administrator. Once a Task Server is associated with a Collection Domain, the domain administrator can move it to another Collection Domain if he or she is managing more than one.

**NOTE:** You cannot move a Task Server if it is open in a window in the workspace. Close the window first.

### To move a Task Server

- On the Management locator tab, drag the Task Server to the Task Servers container in its new domain and drop it there. (You can also move a Task Server from a Collection Domain back to the Public Task Servers container.)

## Network Discovery

### About the ZENworks Asset Management Network Discovery Engine

The ZENworks Asset Management Network Discovery Engine collects data about devices on your network, for example, hubs, routers, printers, or switches. The engine uses Internet Protocol (IP), Simple Network Management Protocol (SNMP), and Windows Management Interface (WMI) standards to identify any networked device with an IP address.

The ZENworks Asset Management Network Discovery Engine offers the following features:

- Automatically locates, identifies, and reports on IP-based network devices.
- Lets you specify subnets or IP address ranges you want scanned.
- Collects SNMP and WMI data from enabled devices.
- Reconciles discovered devices based on serial number, MAC address, or client ID.
- Offers Web-based analysis and editing of collected data.

Using the ZENworks Asset Management Network Discovery Engine you can answer questions such as:

- How many routers, switches, and network printers do I have and where are they located?
- What are the IOS levels of my routers? Do I need to upgrade them for security reasons?
- Which printers have been used the most?
- Which printers do I need to replace next year?
- Have I installed the ZENworks Asset Management Collection Client on all my workstations?
- Which leased network devices are expiring next month and where are they located?
- Which devices and software need to be brought up to "standard"? For example, are there some non-Cisco devices in a supposedly "all-Cisco" environment?
- Which devices need support or version upgrades?

Before you can collect data about network devices, you must set up a network discovery task, which you can execute immediately or schedule. When you set up the task, you can choose which types of devices you want to load into the database. (The ZENworks Asset Management Network Discovery Engine always identifies all types of network devices, but you can control which data is loaded into the database.) You can also specify which subnets or IP addresses you want to scan. After you submit a task, you can track it through the process control panel, just like any other task.

The data collected about network devices is available through the ZENworks Asset Management Web Console. You can view the data grouped in different ways, for example, by device type, manufacturer, location, or subnet. You can also edit or enter certain kinds of data, for example, asset tag or location.

**Note:** Certain Linux platforms are discovered and differentiated exclusively with SNMP. By default, these platforms are not configured to allow discovery by the Network Discovery Engine. Before these platforms can be differentiated, each machine must have SNMP enabled and configured correctly. For information on configuring a Linux machine for discovery by the Network Discovery Engine, see TID #10100611 in the Novell Support Knowledgebase.

#### See Also

Viewing and Editing Network Discovery Data

#### Data Collected from Devices During Network Discovery

## Data Collected from Devices During Network Discovery

The ZENworks Asset Management Network Discovery Engine automatically detects the following information from devices:

- Device type (for example, printer, router, or switch)
- Manufacturer
- Name
- Description
- Serial number
- SysLocation (SNMP) \*
- Contact
- IP address
- MAC address
- DNS name
- Subnet
- Object ID (SNMP) \*
- Uptime (SNMP) \*
- Services (SNMP) \*
- ZENworks Asset Management Collection Client version (if present)
- ZENworks Asset Management Collection Client installed/not installed
- ZENworks Asset Management Collection Client install type
- Number of pages printed
- Firmware version
- Number of ports
- Domain name (Windows PCs only) \*
- User's Login Name (Windows PCs only) \*

\* To gather this information you must run the Network Discovery Engine from a Task Server with proper administrator privileges, and SNMP and WMI must be enabled on the target PCs.

In addition, you can edit or enter data in the following fields:

- Asset tag
- Location
- Is leased/not leased
- Lease contract ID
- Lease expire date

## About Network Discovery Tasks

Network discovery is handled as a task. Just like any other task in ZENworks Asset Management, you can schedule a network discovery task and assign it to a particular Task Server. When you set up a task, you can specify which types of devices you want to load into the database. (The ZENworks Asset Management Network Discovery Engine always identifies all types of network devices, but you can control which data is loaded into the database.) You can also specify which subnets or IP addresses you want to scan.

To work with network discovery tasks you must be an enterprise administrator.

## Setting Up a Network Discovery Task

If you just want to use one network discovery task throughout the enterprise, edit the default network discovery task provided by Novell and schedule the task. It will then regularly scan your network according to the schedule you have defined. If, however, you want to scan different parts of the network at different times, set up multiple network discovery tasks.

### Notes

- To get useful information about workstations such as operating system version, or machine make and model, SNMP and WMI services must be installed and enabled on the machines you are scanning.
- For SNMP, you must provide a valid community name. By default, ZENworks Asset Management uses "public" as a community name. To add other names, click Network Discovery menu item in the Manager and add additional names to the list at the bottom of the screen.
- For WMI, the evaluation machine's login must have Administrator permissions for the machine you are scanning and Windows PCs must have WMI enabled in order to collect certain details.

### To set up a network discovery task

1. Review the global options that apply to all network discovery tasks and change them if necessary.
2. Either click on the Management locator tab or click on the View menu and click on Management.
3. Do one of the following:
  - Select the Public Network Discovery Tasks container or a folder in the container, click on the New button on the toolbar, and click on Network Discovery Task.
  - Right-click on the Public Network Discovery Tasks container or a folder in the container, click on New on the shortcut menu, and then click on Network Discovery Task.
  - Select the Public Network Discovery Tasks container or a folder in the container, click on the File menu, click on New, and then click on Network Discovery Task.

The Manager will now display a Network Discovery Task window. This window has two tabs: General and Subnet.

4. On the General tab, do the following:
  - By default, the network discovery task will be handled by any available Task Server. To select a specific Task Server or group of Task Servers, click on the browse button in the Target Task Server(s) box. Then, in the Select Task Server dialog, either select a specific Task Server or select a group of Task Servers so that any of the Task Servers in that group can handle the network discovery task. (Only those Task Servers that allow network discovery will be available choices.)
  - By default, the ZENworks Asset Management Network Discovery Engine loads data for all types of identified network devices into the database. If you want to load data for certain network devices only, clear the check boxes of the types of devices you do not want to include in the database.
  - To schedule the network discovery task, click on the Schedule button. If you do not set up a schedule, the network discovery task will run on a one-time basis immediately after you submit it.

5. Click on the Subnet tab. By default, the ZENworks Asset Management Network Discovery Engine scans the local subnet only. You also have the choice of specifying a range of IP addresses or selecting the subnets you want to scan.
6. If you want to specify a range of IP addresses you want to scan, select the Specify a Range of Addresses option and enter the beginning and ending addresses.
7. If you want to select specific subnets to scan,
  - Select the Select Subnets option.
  - Use the Add and Add All buttons to move subnets from the Available Subnets to the Selected Subnets box; use the Remove and Remove All buttons to remove subnets from the Selected Subnets box.
  - To specify a new subnet, click on the Add New button and specify an address range and subnet mask in the Add a Subnet dialog. If necessary, you can add or exclude specific addresses. Click on OK when done.
8. When the task is set up as you want, save it by clicking on the Save button or the Save As button. If necessary, complete the Save Network Discovery Task As dialog.
9. Click on the Submit button. The task now enters the task queue and can be tracked on the Tasks tab of the process control panel.
10. Close the Network Discovery window.

## Network Discovery Options

### Setting Network Discovery Options

When you set up network discovery tasks you can customize each task for a particular purpose. In addition, however, you can specify some global options that apply to all network discovery tasks.

To set network discovery options

1. Click on the Network Discovery menu and click on Options.
2. Review the settings and change them if necessary. Click on the figure below for information about a particular option.

The screenshot shows a dialog box titled "Network Discovery Options" with a close button (X) in the top right corner. The dialog is organized into several sections:

- General IP/SNMP Settings:** Contains a "Task Delay:" field with a spinner set to 0 and the unit "mS".
- IP Settings:** Contains three fields: "Initial Ping Timeout:" (200 mS), "Maximum Number of Ping Retries:" (3), and "Increment Ping Timeout on Retries by:" (500 mS). There is also a checked checkbox labeled "Perform Name Lookups:".
- SNMP Settings:** Contains three fields: "Initial SNMP Timeout:" (500 mS), "Maximum Number of SNMP Retries:" (3), and "Increment SNMP Timeout on Retries by:" (1000 mS).
- Community Name List:** A large empty rectangular box for listing community names, with "Add..." and "Remove" buttons to its right.

On the right side of the dialog, there are three buttons: "OK", "Cancel", and "Help".

3. Click on OK to save your settings.

## Default Network Discovery Task

The ZENworks Asset Management Network Discovery Engine comes with a default network discovery task. The initial settings for the default task ensure that:

- Only the local subnet is scanned.
- Any available Task Server is used.
- Data for all network devices is loaded into the database.
- The task runs immediately after being submitted.

An enterprise administrator can change the settings that make up the default network discovery task, but cannot rename it or delete it. The default network discovery task is therefore always available.

## Task Delay

In the Task Delay box, specify the time in milliseconds that the ZENworks Asset Management Network Discovery Engine should wait before sending a request to a device or IP address. (The default is 0 milliseconds.) You can use this setting to slow down network discovery tasks, which may be helpful on slower networks.

## Initial Ping Timeout

In the Initial Ping Timeout box, specify the number of milliseconds to wait for a response to an ICMP query (Ping) before assuming that the IP address is not responding. The default is 200 milliseconds.

## Maximum Number of Ping Retries

In the Maximum Number of Ping Retries box, specify the number of times a Ping should be tried again before giving up. The default is 3.

## Increment SNMP Timeout on Retries by

In the Increment SNMP Timeout on Retries by box, specify the incremental time in milliseconds to wait for a response for each retry of an SNMP query before sending another. The default is 500 milliseconds.

## Perform Name Lookups

By default, the ZENworks Asset Management Network Discovery Engine performs a reverse lookup for the DNS/WINS name of each IP address. If you do not want this done, clear the Perform Name Lookup check box.

## Initial SNMP Timeout

In the Initial SNMP Timeout box, specify the number of milliseconds to wait for a response to an SNMP query before assuming that the packet is lost. The default is 500 milliseconds.

## Maximum Number of SNMP Retries

In the Maximum Number of SNMP Retries box, specify the number of times to try an SNMP query again before giving up. The default is 3.

## Increment Ping Timeout on Retries by

In the Increment Ping Timeout on Retries by box, specify the incremental time in milliseconds to wait for a response for each retry of an ICMP ping before sending another. The default is 500 milliseconds.

## Community Name List

In the Community Name List box, add or remove the SNMP community names that grant read access to your network devices. (To add a community name, click on the Add button and complete the Add Community dialog; to remove a community name, select it in the Community Name List box and click on Remove.) By default, the ZENworks Asset Management Network Discovery Engine will use the password "public" to request SNMP data from devices. If the SNMP query does not return a response with this password, ZENworks Asset Management will retry the SNMP query with each password listed here until a response is obtained. To minimize the amount of time it takes to scan your network, place the most commonly-used names on your network at the top of the list.



## General Tab

The General tab in the Network Discovery Task window lets you review and change general network discovery task settings. For example, you can select a Task Server to handle the task, indicate what kind of device data you want loaded, and schedule the task.

1. By default, the network discovery task will be handled by any available Task Server. To select a specific Task Server or group of Task Servers, click on the browse button in the Target Task Server(s) box. Then, in the Select Task Server dialog, either select a specific Task Server or select a group of Task Servers so that any of the Task Servers in that group can handle the network discovery task. (Only those Task Servers that allow network discovery will be available choices.)
2. By default, the ZENworks Asset Management Network Discovery Engine loads data for all types of identified network devices into the database. If you want to load data for certain network devices only, clear the check boxes of the types of devices you do not want to include in the database.
3. To schedule the network discovery task, click on the Schedule button. If you do not set up a schedule, the network discovery task will run on a one-time basis immediately after you submit it.
4. To review or change subnet settings, click on the Subnet tab.
5. Save the network discovery task by clicking on the Save button or the Save As button. If necessary, complete the Save Network Discovery Task As dialog.
6. Click on the Submit button. The task now enters the task queue and can be tracked on the Tasks tab of the process control panel.
7. Close the Network Discovery window.

## Subnet Tab

The Subnet tab in the Network Discovery Task window lets you review and change settings that control what is scanned.

1. If you want the ZENworks Asset Management Network Discovery Engine to scan the local subnet only, leave the Local Subnet Only option selected.
2. If you want to specify a range of IP addresses you want to scan, select the Specify a Range of Addresses option and enter the beginning and ending addresses.
3. If you want to select specific subnets to scan,
  - Choose the Select Subnets option.
  - Use the Add and Add All buttons to move subnets from the Available Subnets to the Selected Subnets box; use the Remove and Remove All buttons to remove subnets from the Selected Subnets box.
  - To specify a new subnet, click on the Add New button and specify an address range and subnet mask in the Add a Subnet dialog. If necessary, you can add or exclude specific addresses. Click on OK when done.
  - To edit a subnet, double-click on it or select it and click on the Edit button. Then make your changes in the Edit a Subnet dialog.
4. To review and change other network discovery task settings, click on the General tab.
5. Save the network discovery task by clicking on the Save button or Save As button. If necessary, complete the Save Network Discovery Task As dialog.
6. Click on the Submit button. The task now enters the task queue and can be tracked on the Tasks tab of the process control panel.
7. Close the Network Discovery window.

### Add or Edit a Subnet



The Add a Subnet dialog lets you add a new subnet to be scanned and the Edit a Subnet dialog lets you edit an existing subnet.

1. In the Address Range boxes, enter the range of IP addresses you want scanned.
2. In the Subnet Mask box, specify a subnet mask.
3. In the Specific Addresses to Exclude section, either add or remove IP addresses that are part of your address range, but that you do not want scanned.
4. Click on OK when done.

## Checking the Status of Tasks

The Tasks tab in the process control panel provides information about all the tasks that are currently in the queue.

To check the status of a task

1. Click on the Tasks tab in the process control panel.
2. Update the information on the tab either by clicking on  on the toolbar or by clicking on the View menu and clicking on Refresh. (You can also press F5.)
3. Review the data on the tab. Click on the figure below for information about the columns on this tab. For more information, see Tasks Tab.
4. After reviewing the status of your servers, do any of the following:
  - Print the information on the tab either by clicking on  on the toolbar or by clicking on the File menu and clicking on Print.
  - Change the schedule or priority of a task that is waiting to run.
  - Pause a task that is waiting in the task queue.
  - Remove a task from the queue altogether.

### TIPS

- A report that you display on the screen will not appear on the Tasks tab.
- To check on completed tasks, click on the History tab in the process control panel. (A report that you displayed on the screen will not be listed on the History tab.)

## Reviewing and Editing Network Discovery Tasks

You can review and change the settings (including the schedule) for a network discovery task.

To review and edit a network discovery task

1. Do one of the following on the Management locator tab to display a network discovery task:
  - Double-click on the network discovery task.
  - Select the network discovery task and click on the Open button on the toolbar.
  - Right-click on the network discovery task and then click on Open on the shortcut menu.
  - Select the network discovery task, click on the File menu, and click on Open.
2. Review the current settings.
3. Make changes to the task on the General and Subnet tabs.

**NOTE:** If you want to edit a subnet, choose the Select Subnets option on the Subnets tab and either double-click on the subnet or select it and click on the Edit button. Then make your changes in the Edit a Subnet dialog.

4. To save the changed network discovery task, click on either the Save or the Save As button. If prompted, enter a name for the task.
5. Close the Network Discovery Task window.

### TIP

- You can also edit the schedule for a network discovery task from the Tasks tab in the process control panel. Right-click on the task and then click on Edit Schedule.

## Renaming a Network Discovery Task

You can change the name of a network discovery task to be more self-explanatory. You can rename any network discovery task except for the default network discovery task.

**NOTE:** You cannot rename a network discovery task if it is open in a window in the workspace. Close the window first.

To rename a network discovery task

1. On the Management locator tab, do one of the following to rename a network discovery task:
  - Right-click on the network discovery task and then click on Rename on the shortcut menu.
  - Select a network discovery task, click on the File menu, and click on Rename.
2. Enter the new name in the Rename Network Discovery Task dialog and click on the OK button.

## Copying or Moving a Network Discovery Task

You can copy and move network discovery tasks among folders if necessary.

**NOTE:** You cannot copy or move a network discovery task if it is open in a window in the workspace. Close the window first.

To copy or move a network discovery task

On the Management locator tab, do one of the following to copy or move a network discovery task:

- Drag the network discovery task to another folder.
- Select a network discovery task and click on the Copy or Cut button on the toolbar. Then select another folder and click on the Paste button.
- Right-click on the network discovery task and then click on Copy or Cut on the shortcut menu. Then right-click another folder and click on Paste.
- Select a network discovery task, click on the Edit menu, and click on Copy or Cut. Then select another folder, click on the Edit menu, and click on Paste.

## Deleting a Network Discovery Task

If you no longer have a use for a particular network discovery task, you can delete it.

**NOTE:** You cannot delete a network discovery task if it is open in a window in the workspace. Close the window first.

To delete a network discovery task

1. On the Management locator tab, do one of the following to delete a network discovery task:
  - Select the network discovery task and click on the Delete button on the toolbar.
  - Right-click on the network discovery task and then click on Delete on the shortcut menu.
  - Select the network discovery task, click on the File menu, and click on Delete.
2. Confirm the deletion if asked.

## Creating Network Discovery Task Folders

The Public Network Discovery Tasks container initially has no folders. It is up to you to create folders for organizing any network discovery tasks you create. You can create as many folders as you like and name them as you like, but you cannot create folders inside other folders. If you choose not to create any folders, your network discovery tasks will be stored in the Public Network Discovery Tasks container.

To create a network discovery task folder

1. Either click on the Management locator tab or click on the View menu and click on Management.
2. With the Public Network Discovery Tasks container selected, do one of the following:
  - Click on the New button on the toolbar and click on Folder.
  - Right-click on the container name, click on New on the shortcut menu, and then click on Folder.
  - Click on the File menu, click on New, and then click on Folder.
3. In the Folder dialog, enter a name for the folder and click on the OK button. The Manager will suggest a name, for example, Network Discovery Task Folder1. The name must be unique within the container.

## Accessing Network Discovery Data

Once you have performed a scan with a network discovery task, you can look at the results and edit them in the ZENworks Asset Management Web Console. The Web Console gives you access to the results of your network discoveries, Web-based reports, and ZENworks Asset Management Software Compliance. You can access the Web Console directly from Internet Explorer or from ZENworks Asset Management Manager.

Anyone who needs to look at the results of network discovery needs to be set up as an enterprise-level ZENworks Asset Management user. A ZENworks Asset Management user name and password are required. Enterprise administrators and assistants can both view and edit network discovery inventory data; enterprise analysts can only view the data.

You can access the ZENworks Asset Management Web Console directly from Internet Explorer or from the Manager.

### From Internet Explorer

If you are a ZENworks Asset Management user, you can start the ZENworks Asset Management Web Console directly from Internet Explorer. You will need to enter a URL to access your Web Console installation and then provide your login name and password when you want to access the network discovery inventory data. (Your login consists of your ZENworks Asset Management user name and password.)

#### To use Internet Explorer to access the ZENworks Asset Management Web Console

1. Start Internet Explorer.
2. Enter the following address:

`http://<server name>:8080/rtrlet/rtr?act=network.Login&rtyp=login`

where *server name* is the name of the machine where you installed the Web Console.

3. When asked for login information, enter your ZENworks Asset Management user name and password.
4. Select the Network Discovery tab. A device list tree will now appear, and you can view the network discovery data.


### From the Manager

If you are already using ZENworks Asset Management Manager you can access the ZENworks Asset Management Web Console directly. Before you can use the Web Console for the first time in an Enterprise Deployment of ZENworks Asset Management, you need to specify the name of your Web server. After that, you just need to start the Web Console. (If you have a Standalone Deployment of ZENworks Asset Management, you do not need to specify the Web server name.)

#### To specify your Web server name

1. In the Manager, click on the Tools menu and click on Web Console Management.
2. In the Web Console Management dialog, specify the name of the server where you installed the ZENworks Asset Management Web Console.
3. Click on the OK button.

#### To access the ZENworks Asset Management Web Console from the Manager

1. Either click on  on the toolbar or click on the Report locator tab, open the Web Console container, and double-click on Start Web Console. The Manager will start Internet Explorer and display the Web Console.
2. Select the Network Discovery tab. A device list tree will now appear, and you can view the network discovery data.

## Viewing and Editing Network Discovery Data

The Network Discovery tab of the ZENworks Asset Management Web Console displays a Device List tree in the left-hand frame. By default, devices are grouped by device type and sub-grouped by subnet, but you can configure the Device List tree to group and subgroup by any combination of the following:

- Type (for example, printer, hub, or router)
- Subnet
- Location
- Manufacturer

The report that appears in the right-hand frame depends on the node of the Device List tree that you selected. Each report lets you drill down to the details of a particular network node or device. You can export any report to Excel by clicking on the Excel button.

For more information about viewing and editing network discovery data, use the Help system available with the ZENworks Asset Management Web Console.

Enterprise administrators and assistants have the option of editing, adding, or deleting a particular network device or device grouping. Click on the Edit, Add, or Delete buttons to display a new window with the appropriate Web form.

## User-Defined Fields

### About User-Defined Fields

A user-defined field is a field that you can create in the ZENworks Asset Management inventory database to track additional information about a component, product, workstation user, or workstation, for example, a purchase date or home telephone number. Once you have defined your own fields, information can be entered in them either with the Collection Editor during the inventory process or with ZENworks Asset Management Manager as part of inventory maintenance.

Some examples of user-defined fields include:

- For components, a purchase date, a purchase price, or warranty length. When you define your own field for a component, it is available for all components, but you do not need to provide data in this field in all cases.
- For products, an indication that this is an approved product or one that makes up a standard configuration. You can then check individual workstations for compliance.
- For workstation users, an employee number or home telephone number.
- For workstations, purchasing or warranty information.

User-defined fields affect the entire organization so you must be an enterprise administrator to create, edit, or delete them. In addition, to prevent inconsistencies in the inventory database, the inventory process has to be stopped while you are working with user-defined fields. After you finish, you must re-start the inventory process.

#### TIPS

- Novell strongly suggests you spend some time thinking about what additional data you need before you create your own database fields. When you create your own fields, the consequences are far-reaching because you change the structure of the database. In addition, if you are using Microsoft SQL Server 7.0 or 2000 with 6.5 compatibility mode enabled, you will not be able to remove any user-defined fields after you create them.
- You may find it helpful to identify and create the fields you want before you start using ZENworks Asset Management on a large scale. That way you can obtain the additional data you want right from the start.

#### See Also

[Creating a User-Defined Field](#)

[Editing a User-Defined Field](#)

[Deleting a User-Defined Field](#)



## Creating a User-Defined Field

You can create additional fields in the inventory database for components, products, workstation users, and workstations. These fields - known as user-defined fields - can include any kind of text data, numeric data, or dates that your company finds a useful addition to the inventory data automatically supplied by ZENworks Asset Management.

To create a field, you must be an enterprise administrator, and the inventory process must be stopped.

When you create a field, you specify the following:

- A name for the field.
- All the field's characteristics in terms of the type of data it should include (character, integer, decimal, or date).
- (Optional) A value you want to serve as a default value for the field. This value will be entered in the new field for all existing workstations in the inventory database as well as be available for workstations that are scanned and added later.

**NOTE:** If you plan to have different defaults for the field for different collection option sets, set the defaults in the collection option sets. Otherwise, you will need to edit the user-defined field each time you want a different default; you will not be able to change the default in the collection option set itself.

- The way users should enter data in the field, for example, by selecting an item or typing.
- Whether this field should be displayed by the Collection Editor, whether users can edit it with the Collection Editor, and whether the information is required or needs to be unique.

**NOTE:** You can always override these Collection Editor settings with a collection option set.

### TIPS

- Any character field you define can have an edit mask associated with it. An edit mask lets you control the format of what the user enters in the field. Keep in mind that fields such as phone numbers or employee ID numbers may seem "numeric," but they can be set up equally well as character fields, thus allowing you to create edit masks for them.
- If you create a date field, it automatically has an initial value of 01/01/1980. When you later create items that include this field, the date will be set to the current date. For example, if you create a workstation date field, it initially has the value 01/01/1980 for all existing workstations. Therefore, you can run a query to locate all the workstations with this date field set to 01/01/1980 and change the date to another date. When you create a new workstation, however, the date in your user-defined date field will be the current date. If you would prefer date fields to default to a blank, make them *character* fields. Also consider creating an edit mask to enforce the way you want users to enter the date.
- A decimal field that you create has the default value of 0.0 and an integer field has the default value of 0. If you would prefer such fields to default to a blank, make them *character* fields. Also consider creating an edit mask to enforce the way you want users to enter the data.

#### To create your own field

1. Shut down the inventory process from the Control menu.
2. Click on the Administration menu and click on User Defined Fields. If you have not yet stopped the inventory process, ZENworks Asset Management Manager will remind you to do so.

**NOTE:** If other users are logged onto the Manager, you will need to ask them to exit before you will be able to work with user defined fields. You can see who is running the Manager on the Current Users tab of the process control panel.

3. In the Manage User Defined Fields dialog, click to select the container for the type of field you want to define, for example, User. If any User-defined Fields are defined, a plus (+) appears before the field type. Click the plus to expand the field type and view the currently defined User-defined Fields.
4. Click on the New button. The Manager will display the Add User Defined Field dialog.
5. Complete the dialog. For more information about the settings in this dialog, click on the figure below.

6. After you finish defining the field, click on the OK button in the Add User Defined Field dialog and then click on the Close button in the Manage User Defined Fields dialog.
7. Start the inventory process again from the Control menu.

The new field you have defined will now be available in the inventory database so you can query it and edit its contents. It will also be available in the Collection Editor during the inventory process if you chose to display it.

#### See Also

Editing a User-Defined Field

Deleting a User-Defined Field

## Editing a User-Defined Field

If you want to change some information about a field that you have defined, you can edit the field. For example, you may want to edit the choice list associated with the field or change the way it is handled by the Collection Editor. Any changes you make to a field affect only new data. For example, if you remove a value from a choice list, it will not change any existing data in the inventory database, but will change the selections available to users in the future.

To edit a user-defined field, you must be an enterprise administrator, and the inventory process must be stopped.

**NOTE:** To prevent the loss of data in the inventory database, you cannot change a field's type or data length.

To edit a user-defined field

1. Shut down the inventory process from the Control menu.
2. Click on the Administration menu and click on User Defined Fields.
3. ZENworks Asset Management Manager will warn you that while you are working with user-defined fields, no other user will be able to log onto the Manager, and that the changes you make will affect the entire enterprise. Click on the Yes button to continue.
4. In the Manage User Defined Fields dialog, display the contents of the container that includes the field you want to edit, for example, the User container.
5. Do one of the following:
  - Double-click on the field you want to edit.
  - Select the field and click on the Edit button.
6. In the Edit User Defined Field dialog make the changes you want and click on the OK button.
7. Click on the Close button in the Manage User Defined Fields dialog.
8. Start the inventory process again from the Control menu.

See Also

Creating a User-Defined Field

Deleting a User-Defined Field

## Deleting a User-Defined Field

If you no longer need a field that you defined, you can delete it. Some databases, however, do not let you delete fields so this feature will not be available to you. For example, if you are using Microsoft SQL Server 7.0 or 2000 with 6.5 compatibility mode enabled, you will not be able to delete any user-defined fields.

To delete a user-defined field, you must be an enterprise administrator, and the inventory process must be stopped.

**CAUTION:** If the field that you delete is used in a query, ZENworks Asset Management Manager will remove it automatically from the query filter. If the field was used in a Crystal Reports custom report template, the template will no longer work. You will need to edit the report template to account for the missing field.

To delete a user-defined field

1. Shut down the inventory process from the Control menu.
2. Click on the Administration menu and click on User Defined Fields.
3. The Manager will warn you that while you are working with user-defined fields, no other user will be able to log onto the Manager, and that the changes you make will affect the entire enterprise. Click on the Yes button to continue.
4. In the Manage User Defined Fields dialog, display the contents of the container that includes the field you want to delete, for example, the User container.

5. Select the field, click on the Delete button, and confirm the deletion.

**NOTE:** If the field was being used in a query, the Manager will remove it automatically from the query filter and inform you.

6. Click on the Close button.
7. Start the inventory process again from the Control menu.
8. Edit any Crystal Reports custom report templates that referred to the field you deleted.

## User-defined Field dialogs

### Manage User Defined Fields

The Manage User Defined Fields dialog lets you create your own fields, rename them, and delete them. The dialog includes containers for the four types of fields you can create: component, product, user, and workstation.

#### To create your own field

1. Select the container for the type of field you want to define, for example, User.
2. Click on the New button and complete the Add User Defined Field dialog.
3. When done, close the Manage User Defined Fields dialog.

#### To edit a user-defined field

1. Display the contents of the container that includes the field you want to edit, for example, the Component container.
2. Do one of the following:
  - Double-click on the field you want to edit.
  - Select the field and click on the Edit button.
3. Make your changes in the Edit User Defined Field dialog.
4. When done, close the Manage User Defined Fields dialog.

#### To delete a user-defined field

**NOTE:** Some databases do not let you delete fields so this feature will not be available to you. For example, if you are using Microsoft SQL Server 7.0 or 2000 with 6.5 compatibility mode enabled, you will *not* be able to delete any user-defined fields.

1. Display the contents of the container that includes the field you want to edit, for example, the Component container.
2. Select the field, click on the Delete button, and confirm the deletion.
3. When done, close the Manage User Defined Fields dialog.

#### See Also

About User-Defined Fields

## Add/Edit User Defined Field

The Add User Defined Field dialog lets you create your own workstation, component, product, or workstation user field. The title of the dialog will reflect what kind of field you are adding. The Edit User Defined Field dialog lets you change information about a field you created.

To add or edit a user-defined field

1. Enter or change information in the dialog. For more information about the settings in this dialog, click on the figure below.

**Add User Defined Field - Component**

Field Definition

Type: Character Data Length: 20

Field Name:

Display Description

Label:

Default Value:

Edit Type: Edit

Edit Mask:

Collection Editor Defaults

☒ Display ☒ Editable ☐ Require ☐ Unique

2. After you finish defining the field, click on the OK button in the Add User Defined Field dialog and then click on the Close button in the Manage User Defined Fields dialog.

Any new field you have defined will now be available in the inventory database so you can query it and edit its contents. It will also be available in the Collection Editor during the inventory process if you chose to display it.

### See Also

About User-Defined Fields

## Field Definition

In the Field Definition section, identify the type and length of the field (these cannot be edited later):

1. Select Character, Date, Decimal, or Integer in the Type box. Character is the default.
2. If you selected Character as the data type, specify the number of characters for the field in the Data Length box. This should be the largest number of characters you anticipate users entering in this field. The default is 20 characters.

**NOTE:** The Field Name box will be filled in automatically by ZENworks Asset Management Manager after you click on the OK button in the Add User Defined Field dialog.

### TIP

- Although the data length should be long enough to accommodate the data you want to collect, keep in mind that short fields will save on database space. For example, if you are looking for a yes/no value in the field you are creating, set the field length to 1 and then set up a choice list of Y and N.

## Label

Enter a name for the field in the label box. This is how the field will be identified to users. The name must be unique to a type of field, for example, workstation or user field.

## Default Value

You have the option of specifying a default value for all fields except for dates.

**NOTE:** If you plan to have different defaults for the field for different collection option sets, set the defaults in the collection option sets. Otherwise, you will need to edit the user-defined field each time you want a different defaults; you will not be able to change the default in the collection option set itself.

Do one of the following:

- Type the value.
- If you want the value taken from a workstation's environment variable during the collection process, specify the variable in the format %EnvVarName%. (Do not include any quotes.) For example, %USERNAME% would obtain the data from the USERNAME environment variable.

**NOTE:** To see which variables are set in your environment, look at the Environment tab of the System Properties dialog in the control panel (Windows NT), look at the Advanced tab of the System Properties dialog in the control panel (Windows 2000/XP), or use the SET command in a DOS box.

- If you want the value taken from a workstation's Windows registry during the collection process, specify a registry key in the format %HKEY:<RegistryKeyName>, for example,

%HKEY:HKEY\_CURRENT\_USER\Software\MyCompany\Dept

Do *not* use quotes in a registry key, even if it includes spaces.

**NOTE:** If a registry key is not a string value, the Collector will convert a binary value to a hexadecimal value and convert a DWORD value to a string value.

## Edit Type

The Edit Type box lets you control how data should be entered in the field.

- Select one of the following:

Edit	To provide data by typing (the default).
List	To provide data by selecting it from a pre-defined list. (Typing is not allowed.)
Combo	To provide data by typing or by selecting it from a list.

**NOTE:** The Edit Type box does not apply to dates. Dates are entered using standard date controls.

## Choice List

If you selected List or Combo as the Edit Type, click on the Choice List button to set up a list of selections in the Configure Choice List dialog.

## Edit Mask

If this is a character field, and you selected Edit as the Edit Type, you have the option of specifying an edit mask to control the format of the value a user enters in the field. For example, the edit mask for a phone number might be (###) ###-####.

### See Also

Edit Mask Syntax and Examples

## Collection Editor Defaults

To control how this field is handled by the Collection Editor, select or clear the following check boxes:

Check Box	Controls whether...
Display	The Collection Editor displays this field.
Editable	Users can edit this field or just view it while running the Collection Editor.
Require	Users are forced to provide data in the field before exiting the Collection Editor.
Unique	Users must provide data that is unique.

**NOTE:** You can override any selections you make here with the Collection Editor settings in a collection option set.

## Importing Active Directory Data

### Importing Active Directory Data - Overview

You can import data from Active Directory databases automatically. Through this method, you can populate ZENworks Asset Management database fields with existing Active Directory data associated with users, workstations, or other entities within your organization. As the data changes, it is automatically updated in ZENworks Asset Management.

You can set up tasks to different Active Directory databases, and can schedule each task individually.

#### **What do you want to do?**

Enable a Task Server for Active Directory Import

Create a new Active Directory Import task

Map Active Directory fields to ZENworks Asset Management fields

Remove a field mapping



## Enabling a Task Server for Active Directory Import

Within an enterprise, you can designate any Task Server for importing Active Directory data. If your enterprise has more than one Task Server, you need to choose one or more Task Servers to handle Active Directory Imports.

**Note:** Because you can create an Active Directory Import task on any Task Server, it is possible to create conflicting import tasks. Be aware of this when created Active Directory Import tasks.

To designate a task server for importing Active Directory data:


1. In the ZENworks Asset Management Manager's **Management** tab, expand Public Task Servers. A list of task servers appears.
2. Open the task server you want to use. You can double-click it, right-click and choose **Open**, or you can click it and type **Ctrl-O**. The Task Server Information window for the selected Task Server appears.
3. In the **Tasks to be Processed** area, to select **Active Directory Import**. The selected Task Server is designated as an Active Directory Import server. When you choose a Task Server in the Active Directory Import dialog, only those Task Servers enabled for performing Active Directory Import tasks appear.
4. If you have additional Task Servers, open each Task server as described in step 2, then clear the **Active Directory Import** check box for that server. Continue this until you have configured all Task Servers.

## Creating a new Active Directory Import Task

When you create a new Active Directory Import task, you specify the Task Server, the Active Directory Server and login. Once ZENworks Asset Management has connected successfully to the Active Directory Server, you can map the fields in the Active Directory database to equivalent fields in the ZENworks Asset Management database.

**Note:** Only enterprise-level administrators can create Active Directory Import tasks.

To create a new Active Directory Import task:

1. In the ZENworks Asset Management Manager's **Management** tab, right-click **Public Active Directory Import Tasks**, and choose **Active Directory Import Task** from the **New** submenu. The Active Directory Import Task dialog appears.
2. If you want to specify a specific Task Server, click  and choose one.
3. If you want to schedule the task to run periodically, click **Schedule...** For more information on scheduling tasks, see [Scheduling a Task](#).
4. In the **AD Server** box, enter the name of the Active Directory server from which you want to import data.
5. In the **Username** and **Password** boxes, enter the Active Directory username and password you want the task to use for connecting to the Active Directory database.
6. If you want to use a port number that is different from the default port number (389), enter it in the **Port** box.
7. Once you have entered the a server name, username, and password, click **Connect**. ZENworks Asset Management attempts to connect to the specified Active Directory server. When the connection is successful, the **AD Connection Status** box changes to "Connected".
8. Click **Save**. If you have not saved the task previously, a dialog appears, allowing you to give the task a name and folder.

## Mapping Active Directory fields to ZENworks Asset Management fields

Once you have connected an Active Directory Import task to an Active Directory server

To map Active Directory fields to ZENworks Asset Management fields:

1. In the Active Directory Import dialog, click the **Mapping** tab. The Mapping tab appears, showing Active Directory fields on the left and ZENworks Asset Management fields on the right. Each list contains a tree structure.
2. Expand the tree structures in both field lists until you see the fields you want to map to each other.
3. In both lists, click to select the fields you want to use as the key fields.
4. Click **Key**. The selected **Active Directory Field** changes to bold. The selected **ZENworks Asset Management Field** changes to bold, and "= [Active Directory class]/[Active directory field name]" is added to the ZENworks Asset Management field. For example, when you map the Active Directory User "name" field to the ZENworks Asset Management workstation's "Primary User" field as key fields, the ZENworks Asset Management Workstation's Primary User field changes to:

Primary User = user/name

You are now ready to create the rest of the field mappings.

5. In both lists, click to select the fields you want to map to each other.
6. Click **Map**. The selected **Active Directory Field** changes to bold. The selected field in the **ZENworks Asset Management Field** list changes to bold, and "<-[Active Directory class]/[Active directory field name]" is added to the ZENworks Asset Management field. For example, when you map the Active directory User "info" field to the ZENworks Asset Management workstation's "Building" field, the ZENworks Asset Management Workstation's Building field changes to:

Building <- user/info

The fields are now mapped to each other, and data from the specified Active Directory field will be imported specified ZENworks Asset Management field when the task runs.

7. Continue using steps 5 and 6 to map Active Directory fields to ZENworks Asset Management fields until you have mapped all of the Active Directory fields you want to import.
8. When finished, click **Submit**. The task is submitted to the specified task server, and imports data from the specified Active Directory server according to the specified schedule.

**Note:** Normally, ZENworks Asset Management displays only a small subset of possibly hundreds of classes defined in your Active Directory database, showing only those most likely to be relevant to ZENworks Asset Management. If you have created custom Active Directory classes and want to use the contents of some of the fields in those classes with ZENworks Asset Management, contact Novell Technical Support.

## Removing a Field Mapping

You can remove an existing field mapping.

To remove a field mapping:

1. Click a mapped field in the *ZENworks Asset Management Field* list.
2. Click **Remove**. The mapping is removed, and the selected field is no longer mapped to an Active Directory field.

# Inventory Process

## About the Inventory Process

ZENworks Asset Management is designed to collect inventory data automatically from Windows 95/98, Windows NT, and Windows 2000/XP workstations that are connected by TCP/IP. A ZENworks Asset Management enterprise will have one or more Collection Servers, each of which is associated with a group of workstations. In turn, each workstation can run the three ZENworks Asset Management client applications: the Collection Client, Collector, and Collection Editor.

Here is a overview of the inventory process:

1. **The Collection Client communicates with its Collection Server** to find out if it is time to collect inventory data from the workstation.
2. If it is time, **the Collection Client starts the Collector and/or Collection Editor**. The timing of the inventories is determined by the collection schedule assigned to the Collection Server. Which application runs on the workstation (Collector and/or Collection Editor) and what kind of data is gathered are determined by the collection option set assigned to the Collection Server.
3. Once the inventory of a workstation is done, **the collected data is saved in a workstation inventory (.wif) file**.
4. **The Collection Server automatically loads this file** into the inventory database.

Although ZENworks Asset Management is designed to perform automated inventories of Windows 95/98, Windows NT, and Windows 2000/XP workstations, it also supports the following activities:

- Using the ZENworks Asset Management Network Discovery Engine, you can automatically collect data about your network devices, for example, hubs, routers, printers, or switches.
- If you have any Windows 95/98, Windows NT, and Windows 2000/XP workstations that cannot be scanned automatically, you can perform a portable collection.
- If you have any Novell NetWare servers, you can scan them from ZENworks Asset Management Manager.
- If you have other workstations that are in the list of supported platforms, you can install client applications on them and scan them. For more information, see the *System Requirements* sections of the Installation Guide.
- If you have any workstations that do not fall into any of the above categories, you can add the workstation data manually.

## Why Perform an Inventory Manually?

In a number of situations you may need or want to collect data manually, rather than through the automatic-inventory process automatic-inventory process described in Performing Automated Inventories. For example:

- You want to collect data from a Novell server. See Scanning a Novell Server.
-

## Performing Automated Inventories

To automate the inventory process in ZENworks Asset Management, you must install the client applications on workstations and make sure the Collection Client runs automatically on the workstations. The Collection Client serves as the go-between a workstation and its associated Collection Server. The Collection Client checks with its Collection Server to see whether it is time to start the Collector and/or Collection Editor and perform a collection. During a collection, in addition to collecting inventory information, Collection Client also automatically updates files, such as the Novell Product Knowledgebase, as necessary.

Several methods exist for installing the client applications on workstations and then starting the Collection Client. Which methods you choose depends on the operating systems at your site, as well as your preference for, or familiarity with, a particular method. Novell *strongly* recommends that you do some planning before using any of these methods. See New Installation Considerations for more information.

Here is a summary of installation and startup methods:

- **System Policies** - you can use System Policies to ensure that certain applications run when the user logs on. Through System Policies you can install the client applications if they are not already installed and then ensure the Collection Client starts running each time the user logs on. System Policies are available on Windows 95/98 and Windows NT workstations. In addition, Windows 2000/XP workstations that are connected to Windows NT servers can use the System Policies set in an NT system policy file (NTconfig.pol).
- **Group Policies** - on Windows 2000/XP workstations connected to a Windows 2000/XP server, you can use Group Policies to ensure that certain applications run when the user logs on. Through Group Policies you can install the client applications if they are not already installed and then ensure the Collection Client starts running each time the user logs on.
- **Internet** - you can set up a Web page on your intranet. Workstation users can then access this page via a Web browser to install the client applications on their workstations. The installation will change a registry setting on each workstation to ensure the Collection Client runs each time the user starts up the workstation. A workstation user just needs a TCP/IP connection to use this method of installation.
- **Logon script** - you can modify your centralized network logon script to make sure the client applications are installed on each workstation and then to start up the Collection Client each time a user logs onto the network. This method is available on all Windows workstations.

**NOTE:** If users can connect to the network without using the logon script, consider using a different method.

- **ZENworks Asset Management CD** - you can install the client applications on workstations from the ZENworks Asset Management CD. This, however, requires a visit to each workstation, so may not be practical for large numbers of workstations.

### See Also

Shutting Down the Collection Client

## ZENworks Asset Management Collection Client

### About the Collection Client

The ZENworks Asset Management Collection Client is an application installed on each workstation from which you want to collect inventory data. It manages the inventory process on the workstation according to instructions received from the Collection Server with which the workstation is associated. For example, the Collection Client ensures that the Collector runs as scheduled and that files are updated as necessary.

**Note:** A client checks its ZENworks Asset Management Collection Server's DNS name every 24 hours (assuming the workstation is running) to make sure it hasn't changed. If the name changes, the collection client reconnects to the updated collection server.

For information about the ways you can install the Collection Client on your workstations, see [Installing ZENworks Asset Management Collection Client Software](#).

## Installing ZENworks Asset Management Collection Client Software

Before ZENworks Asset Management can begin collecting information about the software installed on your workstations, you need to install collection client software on each workstation from which you want to collect inventory data.

There are a number of ways you can install the collection client:

- **Remote Client Install utility** - Use the *Remote Client Install* command, available from the Tools menu, to launch the Remote Client Install utility. This utility allows you to browse a network, select a group of workstations, and install collection client software directly onto those machines.

For detailed information about the operation of the Remote Client Install utility, launch the utility, then choose *Help on Remote Client Install* from the utility's Help menu.

- **Logon Scripts** - If your organization uses a centralized network logon script, you can use it to install and launch the collection client.

For more information, see Logon Scripts.

- **Group Policies** - If you have Windows 2000/XP workstations connected to a Windows 2000/XP server, you can use Group Policies to install and launch the collection client.

For more information, see Group Policies.

- **System Policies** - System Policies make it possible to ensure that certain applications start running whenever a user logs onto the network.

For more information, see System Policies.

- **Web Install** - You can install collection client software from a web server on Windows systems.

For more information, see Installing Client Applications from the Web.

- **Manual Install** - You can install collection client software directly from the ZENworks Asset Management installer CD, or from a downloaded copy.

For more information, see the *ZENworks Asset Management Installation Guide*.

**Note:** You can use any of these methods to install client software on installations of virtual machines, such as *VMware* and *Virtual PC*. From an installation point of view, these installations appear and are treated in the same way as real workstations.

### See Also

New Installation Considerations

Logon Scripts

Logon Scripts and Novell NetWare

Logon Scripts and Windows NT Server

Group Policies

## New Installation Considerations

Novell *strongly* recommends that you do some planning before you start using any of the installation and startup methods listed in Performing Automated Inventories.

Below are some issues you need to consider ahead of time.

### Timing the Installation of the Client Applications

No matter which method you choose, you should perform the client application installation gradually. Start with one group of workstations and then go on to another group. Do *not* try to install the client applications on all the workstations in the entire enterprise at once. If the schedule is active, and the Collection Client starts running on hundreds of workstations at the same time, it will start a scan of those workstations and create a very heavy load on the Collection Server.

### Default Installation Settings

When you install the client applications, workstations are always associated with a Collection Server. You have several options for specifying the Collection Server, as well as other installation options.

- If you are installing the client applications from the ZENworks Asset Management CD, you have the option of specifying a particular Collection Server during installation. See Setup from ZENworks Asset Management CD.
- If you are not installing from the CD, you have the option of editing the InstallShield silent response file (Setup.iss) to specify a particular Collection Server. The Setup.iss file also controls where the client applications are installed, the name of the program folder, and whether the Collection Client is installed as a service or as an application.
- You always have the option of changing the workstation assignments with ZENworks Asset Management Manager later. See Re-Assigning a Workstation to a Different Collection Server

### Command Line for starting Setup

Unless you are installing the client applications from the ZENworks Asset Management CD, you will need to provide a command to start the Setup program (Setup.exe). See Setup Command Line.

### Schedule Settings

If you plan to use the **default schedule** for any of your Collection Servers, you must change the initial settings to activate the schedule. Specifically, clear the ending date (or set it to a future date). If you are using a different schedule, be sure it is associated with a collection option set assigned to the Collection Server.

For information about setting up a schedule, see Setting Up a Collection Schedule

### Remote User Considerations

If you have many remote users who do not call in frequently, you may want to maintain an open schedule for them (one with a long duration). Also consider associating all the remote users with one Collection Server. You can then tailor the schedule and collection option set assigned to this server to meet the needs of the remote users.



## System Policies

System Policies make it possible to ensure that certain applications start running whenever users log onto the network. You can therefore use System Policies both to install the client applications on workstations and to start up the Collection Client at logon. The client applications will be installed on a workstation only if they are not already installed.

You can use System Policies on Windows 95/98 workstations and Windows NT workstations. In addition, any Windows 2000/XP workstation that are connected to a Windows NT server can be managed by a Windows NT system policy file.

### See also

System Policies and Windows 95/98 Workstations

System Policies and Windows NT Workstations

System Policies and Windows 2000/XP Workstations

### System Policies and Windows 95/98 Workstations

To install the client applications and start the Collection Client from Windows 95/98 System Policies, you must add the command to run Setup.exe to the system policy file (Config.pol).

- In a Standalone Deployment of ZENworks Asset Management, Setup.exe resides in the \Filestore\Setup\Client folder of the ZENworks Asset Management installation folder.
- In an Enterprise Deployment of ZENworks Asset Management with a LAN-based File Store, Setup.exe resides in the \Filestore\Setup\Modules\Client Apps folder of the File Store. If you are using an FTP-based File Store and copied component installation files to your network during the initial installation, Setup.exe resides in the \Setup\Modules\Client Apps folder of the location specified during installation.

Consult your Microsoft Windows documentation for information about accomplishing this procedure.

### Tips

- For some examples of running Setup, see Setup Command Line
- For Windows 95/98 workstations to find the policy file on a Novell NetWare server, the file must be stored in the Public folder of the SYS volume of all servers that act as the preferred server to any Windows 95/98 workstation, for example, \\Site2\Sys\Public.
- For Windows 95/98 workstations to find the policy file on a Windows NT server, the file must be stored in the Netlogon folder of all domain controllers used by Windows 95/98 workstations, for example, \\NTServer\Netlogon.

### System Policies and Windows NT Workstations

To install the client applications and start the Collection Client from NT System Policies, you must add the command to run Setup.exe to the system policy file (NTConfig.pol).

- In a Standalone Deployment of ZENworks Asset Management, Setup.exe resides in the \Filestore\Setup\Client folder of the ZENworks Asset Management installation folder.
- In an Enterprise Deployment of ZENworks Asset Management with a LAN-based File Store, Setup.exe resides in the \Filestore\Setup\Modules\Client Apps folder of the File Store. If you are using an FTP-based File Store and copied component installation files to your network during the initial installation, Setup.exe resides in the \Setup\Modules\Client Apps folder of the location specified during installation.

You can set up the System Policies either from a Windows NT Server or from a Windows NT workstation using the Windows NT Server Resource Kit CD. Consult your Microsoft Windows NT documentation for more information.

**Caution:** The System Policy Editor for Windows 95/98 is not compatible with the one for Windows NT.

#### Tips

- For some examples of running Setup, see Setup Command Line.
- For Windows NT workstations to find the policy file on a Novell NetWare server, the file must be stored in the server's folder: <Server>\Sys\Public\WinNT. In addition, the Windows NT workstations must be using Novell's IntraNetWare Client 2.2 or later. For each NT 4.0 workstation, you must set the Novell server as the preferred server in the Novell IntraNetWare Client for Windows NT Properties dialog on the Services tab of the Network Control Panel.
- For Windows NT workstations to find the policy file on a Windows NT server, the file must be stored in the server's shared folder named Netlogon. Generally, this folder is in <Windows>\System32\Rep1\Import\Scripts when on the server. In addition, you must specify the Windows NT server's domain name on the Identification tab of the Network Control Panel.

### System Policies and Windows 2000/XP Workstations

If you have Windows 2000/XP workstations that are connected to a Windows NT server, you can use Windows NT System Policies to indicate the applications you want to run on a workstation each time a user logs on.

**Note:** You cannot run the System Policy Editor for Windows NT from a Windows 2000/XP workstation or server. You must run the System Policy Editor from a Windows NT workstation or server as described in System Policies and Windows NT Workstations .

## Group Policies

If you have Windows 2000/XP workstations that are connected to a Windows 2000/XP server, you can use Group Policies to indicate the applications you want to run on a workstation each time a user logs on. You can therefore use Group Policies to install the client applications and start the Collection Client. The client applications will be installed on a workstation only if they are not already installed.

To install the client applications and start the Collection Client from Group Policies, you must add the command to run Setup.exe to the logon group policy.

- In a Standalone Deployment of ZENworks Asset Management, Setup.exe resides in the \Filestore\Setup\Client folder of the ZENworks Asset Management installation folder.
- In an Enterprise Deployment of ZENworks Asset Management with a LAN-based File Store, Setup.exe resides in the \Filestore\Setup\Modules\Client Apps folder of the File Store. If you are using an FTP-based File Store and copied component installation files to your network during the initial installation, Setup.exe resides in the \Setup\Modules\Client Apps folder of the location specified during installation.

Consult your Microsoft Windows 2000/XP Server documentation for more information.

### Tip

For some examples of running Setup, see Setup Command Line.

## Setup Command Line

Unless you are installing the client applications from the ZENworks Asset Management CD, you will need to provide a command to start the Setup program (Setup.exe). This section provides some guidelines about specifying the command line to run Setup.

- The client applications reside in the \Client Apps folder in the File Store. This folder also includes Setup.exe. You may want to copy the contents of the \Client Apps folder to a folder to which all your users have access. You must then provide the correct path to start Setup.exe.
- You need to use the -s command line option so that Setup runs in silent mode. In addition, the -SMS command line option ensures a network connection is maintained during the installation process. (The options are case sensitive.)
- Setup needs to use the contents of the silent response file (Setup.iss), as described in Editing Setup.iss. You will need to specify a path to this file if it is *not* in the same folder as Setup.exe or is *not* named Setup.iss. In this case, use the -f1 command line option to specify the path and/or name of the file.

**Note:** Use quotation marks around a path or file name containing spaces.

- If you want to rename Setup.iss to be more descriptive (especially in an installation consisting of multiple Collection Servers), you can do so and then use the -f1 command line option to specify a particular .iss file.
- If you are running Setup from a 16-bit process, you must specify all file names in short form.
- In Windows 95/98, any share names are limited to 8 characters only.

Some examples of command lines follow.

- In this command line, Setup is run from the File Store and Setup.iss is in the \Bin folder of the Collection Server's installation folder:

```
"S:\TSC\Filestore\Setup\Modules\Client Apps\Setup.exe" -s -SMS -f1"<server>\Bin\Setup.iss"
```

- In this command line, Setup is run from a folder named NH and the -f1 command line option specifies an .iss file named NH.iss in the \Bin folder of the Collection Server's installation folder:

```
"S:\TSC\NH\Setup.exe" -s -SMS -f1"<server>\Bin\NH.iss"
```

- In this command line, both Setup.exe and Setup.iss reside in the S:\TSC\NH folder:

```
"S:\TSC\NH\Setup.exe" -s -SMS
```

## Editing Setup.iss

If you are not installing from the ZENworks Asset Management CD, you have the option of editing the InstallShield silent response file (Setup.iss) to specify a particular Collection Server. In addition, you always have the option of changing the workstation assignments with ZENworks Asset Management Manager later. See *Re-Assigning a Workstation to a Different Collection Server*.

The Setup.iss file also controls where the client applications are installed, the name of the program folder, and whether the Collection Client is installed as a service or as an application. By default, the client applications are installed in full in `\Program Files\Novell\ZENworks\Asset Management`, and the Collection Client is installed as a service. You can edit Setup.iss to change these.

### Note

If the service installation fails (usually due to lack of administrator privileges), the Collection Client will be installed as an application instead.

### To edit Setup.iss:

In an Enterprise Deployment of ZENworks Asset Management, Setup.iss resides in the `\Bin` folder of each Collection Server's installation folder. In a Standalone Deployment of ZENworks Asset Management, Setup.iss resides in the `\Bin` folder of the ZENworks Asset Management installation folder. The file is a text file and is set up in sections like an initialization file.

**Caution:** Be careful about the changes you make to this file, or Setup may not run correctly. Make only the changes listed below.

1. Back up Setup.iss.
2. Open Setup.iss with any text editor.
3. To change the destination folder, locate the `[SdAskDestPath-0]` section and provide a different value for `szDir`.
4. To perform a compact rather than full installation of the client applications, locate the `[SdOptionsButton-0]` section and change `Result=101` to `Result=102`. (In a compact installation, only some of the client files are installed initially; others are installed later by the Collection Server as needed.)
5. To install the Collection Client as an application instead of as a service, locate the `[CustClientAsService-0]` section and change `Check1=Check1True` to `Check1=Check1False`.
6. (Enterprise Deployments only) To specify a different Collection Server, locate the `[DlgComputerName-0]` section and provide a different value for `ComputerName`.
7. Save the file.

### Tip

Setup Command Line provides some examples of how you specify Setup.iss in a command line.

## Installing Client Applications from the Web

### Web Install Overview

If you are using an intranet at your enterprise, you can set up your Web server so that users can access it with their Web browser and install the client applications on their workstations. The client applications will be installed only if they are not already installed on a workstation. During the installation process, a registry key will be set to ensure that the Collection Client always starts running when the user starts up the workstation.

Any Windows 95/98, Windows NT, or Windows 2000/XP workstation that meets the following requirements can install the client applications using the Internet method:

- Has a TCP/IP connection and access to your intranet.
- Has Microsoft Internet Explorer 4.01 or higher or Netscape Communicator 4.5 or higher.
- If running Windows NT or Windows 2000/XP and using Internet Explorer has permissions to install an ActiveX control.

Using the Internet for installation and startup involves two main steps:

1. Set up the Web server with the files users will need.
2. Provide instructions to your users (usually by e-mail) about accessing the Web server.

### Setting Up the Web Server

The process of setting up a Web server so users can install the client applications involves creating a folder on the Web server and then copying certain files to it from the ZENworks Asset Management CD. You will also need to copy the Setup.iss file, which is created when you install ZENworks Asset Management or set up additional Collection Servers. This file identifies the Collection Server with which you want users' workstations associated. Therefore, if you have multiple Collection Servers you will need to create a separate folder on your Web server for each Collection Server.

*To set up the Web server:*

1. When you installed ZENworks Asset Management, an initial Collection Server was created. If you plan on having multiple Collection Servers, install each server as described in Chapter 4 of the *Getting Started Guide*. You will now have a Setup.iss file for each Collection Server, for example, London or New York.
2. Create a folder on your Web server. For example, if the Collection Server is named London, and your Web server is on a Windows NT or Windows 2000 machine running IIS, create a folder named London in the C:\InetPub\wwwroot folder.
3. Copy the files from the \WebFiles folder on the ZENworks Asset Management CD to the folder you created on your Web Server in step 2. Continuing the example, copy the files from the CD to C:\InetPub\wwwroot\London.
4. Copy the Setup.iss file from the Collection Server to the folder you created on the Web server.

In a Standalone Deployment of ZENworks Asset Management, Setup.iss resides in the \Bin folder of the ZENworks Asset Management installation folder.

In an Enterprise Deployment of ZENworks Asset Management, Setup.iss resides in the \Bin folder of the Collection Server's installation folder.

Continuing the example, copy Setup.iss from the machine where the London Collection Server is installed to C:\InetPub\wwwroot\London.

5. If you have multiple Collection Servers, repeat steps 2 through 4 for each Collection Server so a separate folder exists for each Collection Server on your Web server.

## Instructing Your Users

The most efficient way to inform users about installing the client applications from the Internet is to send the users e-mail that includes the following key pieces of information:

- The **location** on the Web server where you want users to point their browser. For example, any users whose workstations you want associated with the London Collection Server would need to point their browser at <http://TheWebServer/London>. If your e-mail system supports hot links, users can click on the address in your e-mail message. If your e-mail system does not support hot links, instruct users to open their browser and enter the URL address you have provided.
- General instructions for completing the dialogs that perform the installation. In particular,

When completing dialogs using **Internet Explorer**:

- Users must accept the **certificates of authenticity** so installation can take place.
- Users may get a message about **missing .dlls**. In this case they should proceed so the .dlls can get installed. They may also need to re-boot their workstations in this case.

When completing dialogs using **Netscape Communicator**:

- Users need to get the plug-in when asked.
- Users must grant permission to install the plug-in.

## Logon Scripts

If your organization uses a centralized network logon script, you can install the client applications from the logon script, as well as start the Collection Client. The client applications will be installed only if they are not already installed on a workstation. You can use a centralized logon script for Windows 95/98, Windows NT, and Windows 2000/XP workstations.

**Caution:** If your users can get onto the network without using a logon script, this method of starting the Collection Client will not guarantee that it is running on workstations. As a result, workstations may not be scanned at their scheduled times. Consider an alternative startup method such as System Policies, Group Policies, or Internet.

To install the client applications from a network logon script:

- Add a command to run Setup.exe to the script. The applications will be installed only if they are not yet installed on the workstation.

In a Standalone Deployment of ZENworks Asset Management, Setup.exe resides in the \Filestore\Setup\Client folder of the ZENworks Asset Management installation folder.

In an Enterprise Deployment of ZENworks Asset Management with a LAN-based File Store, Setup.exe resides in the \Filestore\Setup\Modules\Client Apps folder of the File Store. If you are using an FTP-based File Store and copied component installation files to your network during the initial installation, Setup.exe resides in the \Setup\Modules\Client Apps folder of the location specified during installation.

To start the Collection Client from a network logon script

- Add to the script a command to run CClient.exe. This resides in the \Bin folder of the ZENworks Asset Management installation folder.

If necessary, modify logon scripts for Novell NetWare and Windows NT Server. See Logon Scripts and Novell NetWare and Logon Scripts and Windows NT Server.



## Logon Scripts and Novell NetWare

You can start Setup.exe with the NetWare command # or @. When you use #, Login.exe (the program that processes the logon script) remains in memory while Setup runs. When Setup is done, control returns to the logon script. When you use @, Login.exe processes the logon script independently of what Setup.exe is doing; Login.exe will not wait for Setup.exe to finish before exiting itself.

For example, in the logon script, enter

```
map p:=Applic:Filestore\Setup\Modules\Client Apps
drive P:
#Setup.exe -s -SMS
```

OR

```
map p:=Applic:Filestore\Setup\Modules\Client Apps
drive P:
@Setup.exe -s -SMS
```

OR

```
map p:=Applic:Filestore\Setup\Modules\Client Apps
#P:\Setup.exe -s - SMS
```

OR

```
map p:=Applic:Filestore\Setup\Modules\Client Apps
@P:\Setup.exe -s - SMS
```

**Note:** In the examples above, Applic is the name of a volume.

### Tips

- If the silent response file is *not* in the same folder as Setup.exe or is *not* named Setup.iss, use the -f1 command line option to specify the path and/or name of the file. For example, `Setup.exe -s -SMS -f1"VT.iss"` specifies a silent response file named VT.iss that resides in the same folder as Setup.exe.
- If you set up the correct access privileges and are in the correct folder, you can enter Setup.exe anywhere in the logon script.

## Logon Scripts and Windows NT Server

Typically, logon scripts for Windows NT Server are batch files. By default, they reside in the \System32\Repl\Import\Scripts folder in the NT system root folder of the domain controller(s). If, for example, NT Server is installed in C:\WinNT, then the default path for the logon script is C:\WinNT\System32\Repl\Import\Scripts.

If your site is already using logon scripts, edit the scripts to start Setup.exe. (If your site does not yet have logon scripts, you can set them up by using User Manager for Domain in the NT Server Administrative Tools group.)

Edit the logon script by *adapting* this example,

```
net use Q: \\NTServer\Filestore\Setup\Modules\Client Apps
Q:
Setup.exe -s -SMS
net use q: /delete /y
```

You also have the option of using UNC to avoid mapping a drive, for example,

```
\\NTServer\Filestore\Setup\Modules\Client Apps\Setup.exe -s -SMS
```

### Tip

- If the silent response file is *not* in the same folder as Setup.exe or is *not* named Setup.iss, use the **-f1** command line option to specify the path and/or name of the file. For example, **Setup.exe -s -SMS -f1"VT.iss"** specifies a silent response file named VT.iss that resides in the same folder as Setup.exe.

## Setup from ZENworks Asset Management CD

If none of the methods described above suits your purposes, you always have the option of installing the client applications on workstations from the ZENworks Asset Management CD. This, however, requires a visit to each workstation, so it may not be practical for large numbers of workstations. If you happen to need to visit workstations for another reason, you may not mind the manual installation. One advantage is that it gives you full control over the timing of the installation and lets you add workstations to the inventory process gradually.

When you install the client applications from the ZENworks Asset Management CD, the Setup program automatically makes a registry setting on the workstation that ensures the Collection Client will start automatically whenever the workstation is started up.

### To set up an individual workstation from the ZENworks Asset Management CD

1. Insert the ZENworks Asset Management CD into the CD-ROM drive of the workstation. The Setup program may start automatically. If it does not, start it manually:
  - a. Click on the Windows Start button and then click on Run.
  - b. In the Run dialog, specify the path to the Setup program on the CD, for example, D:\Setup.
  - c. Click on the OK button.
2. Click on the Next button on the Welcome screen.
3. Review the license agreement and accept its terms by selecting the Yes option. Then click on the Next button. (You will not be able to continue if you do not accept the license agreement.)
4. In the Choose Installation Type dialog, select either Install/Upgrade Standalone Deployment or Install/Upgrade Enterprise Deployment. Then click on the Next button.
5. If you selected Install/Upgrade Standalone Deployment,
  - a. In the Choose Setup Type dialog, select Install Client Applications and click on the Next button.
  - b. Proceed to step 7.
6. If you selected Install/Upgrade Enterprise Deployment,
  - a. In the Choose Setup Type dialog, select Components Only and click on the Next button.
  - b. In the Select Components dialog, clear all applications except for ZENworks Asset Management Client Applications. Setup will suggest an installation folder. If you want to install the client applications in another folder on a *local* drive, enter the folder name or browse to the folder and click on the Next button.
7. In the Select Type of Client Installation dialog, unless you have concerns about bandwidth when installing the client applications, select Typical. If you select Compact, only the files required to connect to a Collection Server are installed; additional files are installed automatically by the Collection Server when the workstation first connects to it.
8. In the Choose Destination Location dialog, either accept the folder Setup proposes for the client applications or browse for another folder. (You can also create a new folder.) Then click on the Next button.
9. In the ZENworks Asset Management Client Applications Setup dialog, do the following:
  - a. Specify the machine name of the Collection Server with which you want to associate this workstation.
  - b. In the Local Client TCP/IP box, accept the default TCP/IP port number for the client applications (7461) or enter a new port number if another application uses this port number.
  - c. If you changed the port number for the Collection Server you specified in step 8a, enter the changed number in the Remote Collection Server TCP/IP Port box. (You should change the number here only if you changed the default port number when installing the Collection Server.)

- d. Click on the Next button to continue.
10. In the next ZENworks Asset Management Client Applications Setup dialog, determine how you would like the Collection Client to be installed and configured:
  - a. To install the Collection Client as a service, select the as a service option; to install the Collection Client as a standard program, select the as a standard executable program option.  
**Note:** The service installation option requires administrator privileges on the machine on which you are installing the Collection Client. If you do not have those privileges, the Collection Client will be installed as a standard program.
  - b. Select the Start the Collection Client automatically option if you want the Collection Client to start each time the system is started (if the Collection Client is installed as a service) or Windows is started (if the Collection Client is installed as a standard program). If you do not want the Collection Client to start automatically, clear this option.
  - c. Select the Start the Collection Client now option if you want the Collection Client to start when Setup finishes. If you do not want the Collection Client to start when Setup finishes, clear this option.
  - d. Click on the Next button to continue.
11. Review your settings in the Start Copying Files dialog. If you need to make a change, click on the Back button. Otherwise, click on the Next button. Setup will now copy the client applications to the folder you specified.
12. Click on the Finish button when Setup is complete.

### Shutting Down the Collection Client

In a trouble-shooting situation, you may need to shut down the Collection Client on all the workstations associated with a particular Collection Server. (This is *not* something you would do in normal day-to-day operation.)

You can shut down the Collection Client either from the Collection locator tab or the process control panel.

#### To shut down the Collection Client from the Collection locator tab:

1. Click on the Collection locator tab.
2. Right-click on the Collection Server whose Collection Clients you want to shut down and then click on Shut Down Collection Clients on the shortcut menu.

#### To shut down the Collection Client from the process control panel

1. Click on the Collection Servers tab in the process control panel.
2. Right-click on the Collection Server whose Collection Clients you want to shut down and then click on Shut Down Collection Clients on the shortcut menu.

## About the ZENworks Asset Management Network Discovery Engine

The ZENworks Asset Management Network Discovery Engine collects data about devices on your network, for example, hubs, routers, printers, or switches. The engine uses Internet Protocol (IP), Simple Network Management Protocol (SNMP), and Windows Management Interface (WMI) standards to identify any networked device with an IP address.

The ZENworks Asset Management Network Discovery Engine offers the following features:

- Automatically locates, identifies, and reports on IP-based network devices.
- Lets you specify subnets or IP address ranges you want scanned.
- Collects SNMP and WMI data from enabled devices.
- Reconciles discovered devices based on serial number, MAC address, or client ID.
- Offers Web-based analysis and editing of collected data.

Using the ZENworks Asset Management Network Discovery Engine you can answer questions such as:

- How many routers, switches, and network printers do I have and where are they located?
- What are the IOS levels of my routers? Do I need to upgrade them for security reasons?
- Which printers have been used the most?
- Which printers do I need to replace next year?
- Have I installed the ZENworks Asset Management Collection Client on all my workstations?
- Which leased network devices are expiring next month and where are they located?
- Which devices and software need to be brought up to "standard"? For example, are there some non-Cisco devices in a supposedly "all-Cisco" environment?
- Which devices need support or version upgrades?

Before you can collect data about network devices, you must set up a network discovery task, which you can execute immediately or schedule. When you set up the task, you can choose which types of devices you want to load into the database. (The ZENworks Asset Management Network Discovery Engine always identifies all types of network devices, but you can control which data is loaded into the database.) You can also specify which subnets or IP addresses you want to scan. After you submit a task, you can track it through the process control panel, just like any other task.

The data collected about network devices is available through the ZENworks Asset Management Web Console. You can view the data grouped in different ways, for example, by device type, manufacturer, location, or subnet. You can also edit or enter certain kinds of data, for example, asset tag or location.

### See Also

Viewing and Editing Network Discovery Data

Data Collected from Devices During Network Discovery

## Performing Portable Collections

If you cannot collect inventory data from a Windows 95/98, Windows NT, or Windows 2000/XP workstation using *any* of the automated methods available, you can perform a portable collection. This involves visiting a workstation and scanning it from a removable medium such as a Zip disk, CD, or diskette.

**CAUTION:** Whenever you perform a portable collection and load the data into the inventory database, the contents of the workstation inventory file replace any data you previously loaded into the database, including any changes you made to the inventory data with ZENworks Asset Management Manager. As a result, you may want to avoid using the Manager to edit workstations that are scanned with a portable Collector. You can filter out these workstations in a workstation query by specifying an inventory type of "portable."

To perform a portable collection

**NOTE:** When you create a portable Collector, you will need to select the Collection Server whose scan now option set you want to use to customize the portable collection process.

1. Create a portable Collector:
  - a) Have ready the removable medium on which you want to create a portable Collector. For example, insert a blank Zip disk into the Zip drive or have ready four blank, formatted 1.44 MB diskettes. If you want to create a portable Collector on a CD, create a folder on your hard drive for all the collection-related files. You can later burn the contents of this folder onto a CD.
  - b) In the Manager, click on the Tools menu and click on Create Portable Collector.
  - c) Follow the directions in the Create Portable Collector Wizard to create your collection medium.
2. Scan workstations with the portable Collector:
  - a) If your portable Collector is on a CD, make sure you have some blank formatted diskettes for storing the collected data.
  - b) Insert the disk or CD with the portable Collector into a drive of the workstation you want to scan.
  - c) Change to the drive that includes your portable Collector and then run the Collect.bat batch file. For example, if the portable Collector is in the D drive, switch to that drive and then double click on Collect.bat. (You can also do this from the DOS prompt by changing the directory and typing *collect*.) A DOS box will appear on the screen. If necessary, you will be asked to insert additional diskettes during the scan.

**NOTE:** If you are scanning a Windows 95 or Windows 98 workstation, you may get a message about being out of environment space. Ignore this message; the portable collection will take place regardless. In addition, if you are scanning with a diskette-based Collector, you may be asked for a disk with a batch file. Insert disk #1 into the floppy drive so you can complete the collection process.

d) If the Collection Editor runs on the workstation, enter any additional information you want, save it, and then exit.

**NOTE:** If your portable Collector is on a CD, you will be prompted for a diskette so the inventory data can be saved.

Your disk will now include a workstation inventory file (.wif), ready for loading into the inventory database. If you collected configuration files, it will also include a workstation auxiliary file (.waf).

e) Repeats steps 2b through 2d on all the workstations you are scanning manually.

3. Load collected data into the inventory database:
  - a) Insert the disk or diskette with the workstation inventory files (.wif) and workstation auxiliary files (.waf) into a drive of the workstation where you are running the Manager. Alternatively, copy the files to a folder on your hard drive. Be sure you have access to the same Collection Server that was selected when you created the portable Collector.
  - b) In the Manager, click on the Tools menu and click on Load Portable Collection.
  - c) Follow the directions in the Load Portable Collection Wizard to load the collected data into the database.

## Scanning a Novell Server

ZENworks Asset Management lets you collect inventory data from Novell Netware servers. They can only be scanned manually from ZENworks Asset Management Manager. Only a ZENworks Asset Management administrator can scan a Novell Netware server manually.

The amount and type of data that is collected from a Novell Netware server is essentially the same as that collected from a Windows machine. You can create Local Products from files discovered on a Netware server.

**Note:** The *Scan Novell Server Now* command uses the Scan Now option set. If you want to customize the collection process when you scan a Novell Netware server, you will need to select the Collection Server whose scan now option set you want to customize.

### Information you'll need to provide

- Identify the Collection Server with which you want to associate the network server. The scan now collection option set that is assigned to the Collection Server will determine what kind of data is gathered, for example, whether software is gathered.
- Identify the network server itself.
- Decide whether you want the Collection Editor to run at the end of the scan so you can provide additional information about the server. The scan now collection option set assigned to the Collection Server you select will determine what you will be able to see and do with the Collection Editor.

**Note:** The Collection Editor will run on the machine on which you are running the Manager.

### To scan a Novell server

1. Make sure the machine on which you are running the Manager meets the following requirements:
  - It has the ZENworks Asset Management client applications installed.
  - It has the Novell NetWare 32-bit client installed. (Without this only software data will be collected.)
  - You have Supervisor privileges on the NetWare server. Without Supervisor privileges, you will receive limited information about hardware.
2. In the Manager's Tools menu, choose *Scan Novell Server Now*.
3. Follow the directions in the Scan Novell Server Wizard to scan the Novell server.



## Using the Collection Editor

### About the Collection Editor

The Collection Editor is an application that can run on individual workstations to let workstation users review and modify a workstation's inventory data. Through the Collection Editor, a workstation user can provide additional information, such as a telephone number or department name. A ZENworks Asset Management administrator controls whether and how the Collection Editor runs on workstations by means of a **collection option set** in ZENworks Asset Management Manager.

By default, the Collection Editor is not enabled. A ZENworks Asset Management administrator can specify, however, that the Collection Editor should run only the first time a workstation is scanned or each time the Collection Client starts up. See [Changing Collection Editor Options](#).

When you make changes with the Collection Editor, those changes become part of the workstation inventory file (.wif), the contents of which are then loaded automatically into the inventory database.

**Note:** The Collection Editor runs only on Windows systems.

### Why Use the Collection Editor?

Although inventory data is collected from a workstation automatically, it is often helpful to have a workstation user provide some additional information such as a telephone number or department name. To make this possible you can set up the inventory process so that the Collection Editor runs on workstations as soon as the automatic scan of the workstation is over. The Collection Editor lets workstation users review and modify the inventory data associated with their workstations.

#### See Also

[Collection Editor Toolbar and Menus](#)

## Changing Collection Editor Options

Collection Editor Options are disabled if the **Never** option of the **Run Collection Editor** section is selected.

The Collection Editor tab lets you customize the Collection Editor. By default, the Collection Editor:

- Displays information on four tabs: User, Workstation, Inventory, and Process. (The Process tab shows the details of the current collection cycle. This tab can never be edited.)
- Displays all components on the Inventory tab.
- Lets workstation users add components (or delete ones they have added), but not create local products.
- Does not require a password to override restrictions.

You can choose to display only some of the tabs to workstation users. If you decide to display the Inventory tab, you can also select which components you want displayed and control to what extent users can modify them and how they can do so.

You can create edit masks to require users to enter data in a particular format. You can also set up a list of choices for any field, requiring users to choose only from that list.

### To customize the Collection Editor


**NOTE:** Collection Editor Options are disabled if the **Never** option of the **Run Collection Editor** section is selected in the General tab of the Collection Option Set dialog.

1. In the Collection Option Set window, click on the Collection Editor tab.
2. If you do not want the Collection Editor to display a tab, clear its check box in the Collection Editor Will Display section.
3. To customize the User, Workstation, or Inventory tabs, click on a Configure button.
4. If you do not want the Collection Editor to display all components on the Inventory tab, in the Inventory Displayed Components box, clear the check box next to the component you do not want. (This affects which components are displayed, not which components are gathered during a scan.)

**NOTE:** Choices made on the Collector tab may affect what you can control in the Inventory Displayed Components box. For example, if you indicated you do not want to gather hardware, there will be no hardware components to display.

5. If you do not want workstation users to add components (or delete ones they have added), clear the Add/Delete User Entered Components check box. Note that if the check box is selected, users will not be able to delete any components identified by the Collector, just those they previously added.
6. To give workstation users the ability to add a local product like a system, select the Create Local Products check box.
7. To require users to enter a password to override any restrictions you have set, select the Require Password check box, enter a password in the Password box, and confirm it in the Confirm Password box. (The password is case-sensitive.) You can then give this password to users of your choice.

**CAUTION:** If you do not require a password, but impose some restrictions on Collection Editor use, workstation users will be able to by-pass the restrictions by removing them without providing a password.

8. If you have finished making changes to the collection option set, either click on  on the toolbar or click on the File menu and click on Save. If asked, provide a name for the collection option set.

## TIPS

- If you want to maintain tight control over how and when local products are created, do not give workstation users permission to create them. If the need arises to define a local product for an unknown system, you always have the option of giving a workstation user the password to let him or her do so.
- Even if you decide that you do not want workstation users defining local products, you may want them to add components to a workstation's inventory by selecting products defined by Novell. That way workstation users can provide you with more complete data about workstations without the possibility of introducing inconsistencies or incorrect data into the inventory database.
- When users provide the password while running the Collection Editor, they will be able to see any data you hid, edit fields that you specified as read-only, add components, and create local products. Users will not, however, be able to circumvent how data is to be entered in a specific field. For example, if you specified that a value is required, it will still be required after the password is provided.

## See Also

About Collection Option Sets

Changing General Options

Changing Collector Options

Selecting Workstations for Scanning

## User Tab

The User tab in the Collection Editor lets you review and change information about the workstation's primary user.

### To review and change user data

1. Review the data on the tab and make any necessary additions or corrections. In some fields you may have to select data rather than type it or you may have to enter it in a particular format. If data is required, the field will appear outlined in red.

**NOTE:** In addition to using the mouse to move among the fields you can use the Enter key and arrow keys on the keyboard.

2. When done, do one of the following:
  - To continue reviewing and changing data, click on another tab.
  - To save your changes and leave the Collection Editor, either click on the Save and Exit button on the toolbar or click on the File menu and click on Save and Exit.

### See Also

About the Workstation Tab

About the Inventory Tab

About the Process Tab

## Workstation Tab

The Workstation tab in the Collection Editor lets you review and change general information about the workstation itself, for example, its location or department. On this tab you must also enter a workstation ID if it is not supplied.

### To review and change workstation data

1. (Required) Enter a descriptive name for the workstation in the Workstation ID field. (This initially has the same value as the Machine Name field if the Collector was able to obtain a machine name.)

**NOTE:** In addition to using the mouse to move among the fields you can use the Enter key and arrow keys on the keyboard.

2. Review the other data on the tab and make any necessary additions or corrections. In some fields you may have to select data rather than type it or you may have to enter it in a particular format. If data is required, the field will appear outlined in red.
3. When finished, do one of the following:
  - To continue reviewing and changing data, click on another tab.
  - To save your changes and leave the Collection Editor, either click on the Save and Exit button on the toolbar or click on the File menu and click on Save and Exit.

### See Also

About the User Tab

About the Inventory Tab

About the Process Tab

## Inventory Tab

The Inventory tab in the Collection Editor lets you review and change information about the components that make up the workstation. This tab is set up as a grid. Each row can include information about one component and each cell in a row can include a specific type of data about the component, for example, model or serial number.

Which components you see depends on the settings made by your administrator in ZENworks Asset Management Manager. If all the components are displayed, the Collection Editor always displays the system, monitor, printer, and keyboard components first, followed by the other hardware components and then software components. The information for each component always includes the product type, manufacturer, product name, model/version, category, and subcategory. The display of other pieces of information, such as serial number or asset tag, depends on what the administrator set up in the Manager. Regardless of what your administrator specified you should see, not all component information is displayed on the Inventory tab because of the amount of potential data involved. You always have the option of seeing all component details in the Edit Component Properties dialog, however.

You may be able to add a component or delete a component that was added manually. (You can never delete a component that was identified automatically during the inventory process.) You may also be able create a local product. Again, what you will be able to do with components depends on settings made by your ZENworks Asset Management administrator.

### To review and change inventory data

1. Review the inventory data. Use both the horizontal and vertical scroll bars to see additional components and fields.  
  
**NOTE:** If data is required, the field will appear outlined in red.
2. Navigate from field to field using either the mouse or the keyboard.
  - Use the Tab key to move across a row.
  - Use the Enter key to move down a column.
  - Use the arrow keys to move from field to field.
3. Do one or more of the following:
  - View all the available data for a component by displaying the Edit Component Properties dialog.
  - Add a component.
  - Edit a component.
  - Delete a component that was added manually.
4. When done, do one of the following:
  - To continue reviewing and changing data, click on another tab.
  - To save your changes and leave the Collection Editor, either click on the Save and Exit button on the toolbar or click on the File menu and click on Save and Exit.

### See Also

About the User Tab

About the Workstation Tab

About the Process Tab

## About the Process Tab

The Process tab in the Collection Editor is purely informational. You cannot change any information on this tab. The tab provides information about the most recent scan of a workstation, and is for diagnostic and administrative purposes.

**NOTE:** Depending on how your ZENworks Asset Management administrator has chosen to customize the Collection Editor, the Process tab may not be available to you.

To examine information on the Process tab

1. Either click on the Process tab or click on the View menu and click on Process Tab.
2. Review the information.
3. When done, do one of the following:
  - To continue reviewing and changing data, click on another tab.
  - To save your changes and leave the Collection Editor, either click on the Save and Exit button on the toolbar or click on the File menu and click on Save and Exit.

### See Also

About the User Tab

About the Workstation Tab

About the Inventory Tab

## Changing the Display

Although many aspects of the Collection Editor window are fixed, you have the option of hiding the toolbar or status bar and of adjusting column widths.

To hide the toolbar or status bar

- Click on the View menu and click on Toolbar or Status Bar. To display them again, repeat this command. A check mark next to the command means the toolbar or status bar is displayed.

To adjust column widths

On any of the four tabs you can change the widths of columns to display more or less information. This is particularly helpful on the Inventory tab which contains many columns of data.

1. Position the mouse pointer where two columns join in the column header row.
2. When the pointer changes shape, drag the edge of the column left or right until it is the size you want. (If you make a column so narrow that it is hidden, double-click where the two columns join to restore the hidden column.)

## Exiting the Collection Editor

It is a good idea to save your work as you go, but if you try to exit without saving your work, the Collection Editor will give you the opportunity to do so before closing down.

### To exit the Collection Editor

Do one of the following:

- Click on the Save and Exit button on the toolbar.
- Click on the File menu and click on Save and Exit.
- Click on the File menu and click on Exit.
- Close the Collection Editor window.

If you have made changes during an inventory cycle but have not saved them, the Collection Editor will inform you that it will save your changes automatically when you exit. You have the option of canceling the exit and continuing to use the Collection Editor.

## Editing Inventory Data

### Reviewing and Editing User Data

The User tab in the Collection Editor lets you review and change information about the workstation's primary user.

**NOTE:** Depending on how your ZENworks Asset Management administrator has chosen to customize the Collection Editor, the User tab may not be available to you.

#### To review and change user data

1. Either click on the User tab or click on the View menu and click on User Tab.
2. Review the data on the tab and make any necessary additions or corrections. In some fields you may have to select data rather than type it or you may have to enter it in a particular format. If data is required, the field will appear outlined in red.

**NOTE:** In addition to using the mouse to move among the fields you can use the Enter key and arrow keys on the keyboard.

3. When done, do one of the following:
  - To continue reviewing and changing data, click on another tab.
  - To save your changes and leave the Collection Editor, either click on the Save and Exit button on the toolbar or click on the File menu and click on Save and Exit.

#### See Also

About the Workstation Tab

About the Inventory Tab

About the Process Tab

## Reviewing and Editing Workstation Data

The Workstation tab in the Collection Editor lets you review and change general information about the workstation itself, for example, its location or department. On this tab you must also enter the workstation ID if it is missing.

**NOTE:** Depending on how your ZENworks Asset Management administrator has chosen to customize the Collection Editor, the Workstation tab may not be available to you.

To review and change workstation data

1. Either click on the Workstation tab or click on the View menu and click on Workstation Tab.
2. (Required) Enter a descriptive name for the workstation in the Workstation ID field. (Initially this has the same value as the Machine Name field, but you can change it.)

**NOTE:** In addition to using the mouse to move among the fields you can use the Enter key and arrow keys on the keyboard.

3. Review the other data on the tab and make any necessary additions or corrections. In some fields you may have to select data rather than type it or you may have to enter it in a particular format. If data is required, the field will appear outlined in red.
4. When done, do one of the following:
  - To continue reviewing and changing data, click on another tab.
  - To save your changes and leave the Collection Editor, either click on the Save and Exit button on the toolbar or click on the File menu and click on Save and Exit.

### See Also

About the User Tab

About the Inventory Tab

About the Process Tab



## Reviewing and Editing Hardware and Software Data


The Inventory tab in the Collection Editor lets you review and change information about the hardware and software components that make up the workstation. This tab is set up as a grid. Each row can include information about one component and each cell in a row can include a specific type of data about the component, for example, model or serial number.


Which components you see depends on the settings made by your administrator in ZENworks Asset Management Manager. If all the components are displayed, the Collection Editor always displays the system, monitor, printer, and keyboard components first, followed by the other hardware components and then software components. The information for each component always includes the product type, manufacturer, product name, model/version, category, and subcategory. The display of other pieces of information, such as serial number or asset tag, depends on what the administrator set up in the Manager. Regardless of what your administrator specified you should see, not all component information is displayed on the Inventory tab because of the amount of potential data involved. You always have the option of seeing all component details in the Edit Component Properties dialog, however.

You may be able to add a component or delete a component that was added manually. (You can never delete a component that was identified automatically during the inventory process.) You may also be able create a local product. Again, what you will be able to do with components depends on settings made by your ZENworks Asset Management administrator.

### To review and change hardware and software data

1. Either click on the Inventory tab or click on the View menu and click on Inventory Tab. The first column on the Inventory tab may include one of the following icons:

 This component was discovered during the inventory process but was then edited by the user.

 This component was added by the user.

2. Review the inventory data. Use both the horizontal and vertical scroll bars to see additional components and fields.

**NOTE:** If data is required, the field will appear outlined in red.

3. Navigate from field to field using either the mouse or the keyboard.
  - Use the Tab key to move across a row.
  - Use the Enter key to move down a column.
  - Use the arrow keys to move from field to field.
4. Do one or more of the following:
  - View all the available data for a component by displaying the Edit Component Properties dialog.
  - Add a component.
  - Edit a component.
  - Delete a component that was added manually.
5. When done, do one of the following:
  - To continue reviewing and changing data, click on another tab.
  - To save your changes and leave the Collection Editor, either click on the Save and Exit button on the toolbar or click on the File menu and click on Save and Exit.

### See Also

About the User Tab

About the Workstation Tab

About the Process Tab

## Adding a Component

If your administrator has given you permission to add components, you can add them to the workstation's inventory. You may need to add a component for any of the following reasons:

- Some external peripherals (such as scanners or digitizers) cannot be recognized automatically during the inventory process.
- A new brand or device may not have recognition available for it yet.
- A piece of software is not installed on the computer but is perhaps run from a CD-ROM.
- A hardware component is custom built or a piece of software is internally developed.



In many cases you will be adding a component that corresponds to a product already defined by Novell. In other cases, the component will not correspond to a product defined by Novell and will represent a local product.

**NOTE:** Even if you have permission to do so, avoid defining a local product unless you are doing so for a system component. Software local products and hardware products other than systems should not be added with the Collection Editor. (An enterprise administrator should add them with ZENworks Asset Management Manager.)

You can add a component in one of two ways:

- By entering it directly on the Inventory tab in the blank row below displayed components.
- By completing the Add New Component dialog.

To add a component

1. Click on the Inventory tab.
2. To add a component directly on the Inventory tab:
  - a) In the blank row below the existing components, do one of the following:
    - Select data in the Product Type, Manufacturer, Product Name, and Model/Version columns to specify the product you want. If the product you want is not listed, you can create a local product if you have permission to do so.
    - Either click on  on the toolbar or click on the Component menu and click on Browse. You can then select a product in the Browse for Product dialog.
  - b) If any additional information can be added about the component on the Inventory tab, for example, serial number or asset tag, enter this information.
  - c) Press the Enter key to complete the definition of the component.
3. To add a component by completing the Add New Component dialog:
  - a) While on the Inventory tab, either click on  on the toolbar or click on the Component menu and click on Add.
  - b) In the Select Component Type dialog, select the product type, for example, printer, and click on the OK button. The Collection Editor will now display the Add New Component dialog.
  - c) To find a specific product quickly, click on the Browse button. If the product you want is not listed in the Browse for Product dialog, you can create a local product if you have permission to do so.
  - d) Complete any additional fields and click on the OK button when done.

**TIPS**

- If you know the model or version of a product, enter it in the Model/Version field, and the Collection Editor will try to complete the Manufacturer and Product Name fields for you. If the model number is not unique, the Collection Editor will display the Browse for Product dialog with the list filtered by the model/version. You can then identify the product you want.
- Components can also be added with the Manager.

**See Also**

Creating a Local Product

**Editing a Component**


You may want to edit a component for any of the following reasons:

- To add brand information about a monitor, printer, or keyboard.
- To add a serial number or asset tag.
- To provide version information about software.
- To correct an incorrectly identified system. This may occur when a supplier puts its label on a computer that another company manufactures. You can make the Collector attribute the system to the supplier by correcting the manufacturer information.

**NOTE:** If a system is listed as "unknown" on the Inventory tab, create a local product for it if you have permission to do so. Doing so will ensure that the Collector correctly recognizes that system and others like it during subsequent collection cycles.

Most component editing can be done directly on the Inventory tab. Because of the potential volume of information about a component, however, not all component data appears on the Inventory tab. To see and/or change that data, you can display the Edit Component Properties dialog. This dialog shows all the existing data for a component.

**To edit a component**

1. On the Inventory tab, click on the cell where you want to make a change or to add data. Type the data or select it from a drop-down list (if available). In some cases you may have to select data; typing will not be an option.
2. To display all the available information about a component in the Edit Component Properties dialog, do one of the following:
  - Double-click on the indicator column to the left of the component's Product Type. (This column of the Inventory tab sometimes includes an icon to indicate an added or changed component.)
  - Select a component by clicking on any cell in its row and then click on  on the toolbar.
  - Select a component by clicking on any cell in its row and then click on the Component menu and click on Edit.

The Edit Component Properties dialog shows both the current value for a component property and the scanned value (the value identified during the inventory process). What you can change in this dialog again depends on decisions made by your administrator. Some data in this dialog, however, can never be changed, for example, the product type.

3. Review the information in the Edit Component Properties dialog and make any necessary changes.
4. To change product-related data (manufacturer, name, or model/version), click on the Browse button to display the Browse for Product dialog. Find the product you want and click on the OK button.
5. After you finish making changes in the Edit Component Properties dialog, click on the OK button to return to the Inventory tab.


**TIP**

- Components can also be edited with the Manager.

**Deleting a Component**

You can delete any component that was added manually; you cannot delete a component identified by the Collector.

To delete a component that was manually added

1. Select the component you want to delete by clicking on any cell in its row.
2. Delete the component in one of these ways:
  - Click on  on the toolbar.
  - Press the Delete key.
  - Click on the Component menu and click on Delete.
3. Confirm the deletion.

**TIP**

- Manually-entered components can also be deleted with the Manager.

**Creating a Local Product**

ZENworks Asset Management can identify thousands of different commercial products during the scan of a workstation. Nonetheless, your organization may use hardware and software products that are not among those that ZENworks Asset Management automatically identifies. These products can include commercial products, internally developed software, or custom-built computers. You can add such products to the inventory database by defining local products.

Local products can be defined in one of two ways:

- With the Collection Editor. You need special permission to do this, however.
- With ZENworks Asset Management Manager by an enterprise administrator.

**NOTE:** Novell strongly recommends that the Collection Editor be used to define local products for system components *only*. This would be necessary if the Collection Editor listed the computer as "unknown system" or showed incorrect identification. When you create a system local product with the Collection Editor, the Collector can then obtain recognition data about the system directly from the computer on which it is running. This recognition data will let the Collector correctly identify this computer and others like it during future inventory cycles. The Collection Editor should *not* be used to define software local products or local products for hardware other than systems. An enterprise administrator should define such local products with the Manager.

**To create a local product**


1. If the system component is listed as unknown on the Inventory tab or is identified incorrectly, edit it. Provide the manufacturer, name, model/version, and any additional data you want, or are required to enter.  
If you are adding a component, and enter product-related data that does not correspond to a product that was defined by Novell, the Collection Editor will assume you are creating a local product. (You must have permission to do so, however.)
2. When the Collection Editor detects that you are creating a local product, it will ask you to confirm. Click on the Yes button to do so.
3. In the Select Category dialog, select a category and subcategory for the local product and click on the OK button.

**Using the Collection Editor Without Restrictions**

When a ZENworks Asset Management administrator customizes the Collection Editor, he or she has the option of requiring and defining a password that you must provide if you want to run the Collection Editor without restrictions. If you have this password, you can use it to see data that the administrator may have hidden or edit data that was specified as read-only. The password, however, will not let you change how you enter data in specific fields. For example, if a field value is required it will still be required after you use the password.

You can provide the password at any time while using the Collection Editor.

**To provide a password**

1. Either click on  on the toolbar or click on the File menu and click on Grant Permissions.
2. Enter the password given to you by your administrator and click on the OK button. Note that the password is case-sensitive.

**Undoing Changes You Have Made**

If you edit a workstation's inventory data and then change your mind, you can undo the edits for the current Collection Editor session or you can undo all the edits you have ever made with the Collection Editor to certain component fields on the Inventory tab.

**To discard edits from the current Collection Editor session**

You can discard all the edits you made during the current Collection Editor session and revert back to the data as it was before you started editing. Any edits you made during previous Collection Editor sessions will be unaffected.

- Click on the File menu and click on Reload.

**To discard edits to certain component fields from all Collection Editor sessions**

You can also discard all the edits you have ever made with the Collection Editor (over any number of sessions) to the Manufacturer, Product Name, Model/Version, Serial Number, and Asset Tag fields on the Inventory tab. Any data in these fields will then revert to the data gathered by the Collector. Any data specific to a particular type of component (for example, path for software or speed for a modem) will remain unchanged.

1. Click on the File menu and click on Reset to Scan.
2. Confirm that you want to do this.

## Collection Editor Dialogs

### Add New Component/Edit Component Properties

The Add New Component dialog lets you provide information about a component you are adding to your workstation. The Edit Component Properties dialog lets you review and change information about an existing component.

To add or edit a component

1. Do one of the following:
  - Enter or select data directly in the dialog.
  - Click on the Browse button to locate a particular product in the Browse for Product dialog.

**NOTE:** Unless you have permission to create local products, you must select an existing product.

2. Add or change any additional information such as a serial number or asset tag.
3. Click on the OK button when done.

#### TIP

- If you have permission to create local products and you specify product-related data that does not correspond to a product that was defined by Novell, the Collection Editor will assume you are creating a local product. You will need to confirm this and provide information about the product's category and subcategory.

### Browse for Product

The Browse for Product dialog lets you locate a particular product while you are adding or editing a component.

To browse for a product

1. Narrow the search for product you want by selecting criteria in the top row of the dialog. The products listed will change according to these criteria.
2. Select the product you want.
3. Click on the OK button to return to the Add New Component dialog or Edit Component Properties dialog.

### Process Tab

The Process tab in the Collection Editor is purely informational. You cannot change any information on this tab. The tab provides information about the most recent scan of a workstation, and is for diagnostic and administrative purposes.

To examine information on the Process tab

1. Review the information.
2. When done, do one of the following:
  - To continue reviewing and changing data, click on another tab.
  - To save your changes and leave the Collection Editor, either click on the Save and Exit button on the toolbar or click on the File menu and click on Save and Exit.

#### **See Also**

About the User Tab

About the Workstation Tab

About the Inventory Tab

#### **Select Component Type**

1. Select the type of product you want to add, for example, printer.
2. Click on the OK button.

# Analysis and Maintenance

## Reports

### About Reports

ZENworks Asset Management includes many reports to help you analyze your inventory data in a variety of ways.

### Web Reports

A large number of reports are available through the browser-based Web Console. For information about these reports, see [About Web Reports](#) and [Running Web Reports](#).

You can also create your own custom reports. For more information, see *Using Custom Reports and Alerts*, in the *Using the Web Console* section of the Web Console help.

### ZENworks Asset Management Manager Reports

These reports are organized by type and category.

#### Report Types

ZENworks Asset Management includes several types of reports to reflect the inventory data you may want to analyze:

- Component reports
- FNI reports
- Maintenance reports
- Product reports
- Usage reports
- Workstation reports

Although each type of report focuses on a particular type of data, the report may also include related data to give you a fuller picture.



## Report Categories

Report categories group reports by the kind of information they include or the analysis they perform. Six categories of report exist, but not every category is applicable to every type of report:

- **Breakdown reports** are available for component, FNI, product, or workstation data. They count instances of items, for example, total memory breakdown or FNI breakdown. Top (*n*) reports are a kind of breakdown report that list the top *n* values. For example, a top 10 report of software components list the top 10 software components in the inventory database.
- **Trend reports** show breakdowns at a given time for component or workstation data, for example, a hardware component trend analysis or a total memory trend. Such a report essentially answers questions such as "How many existed then?" and "How many exist now?"
- **Catalog reports** are available for component, product, or workstation data. They list values in a simple spreadsheet-like fashion, for example, a hardware component catalog or local software product catalog. Such a report essentially shows who has what.
- **History reports** are available for component or workstation data, as well as software product usage data. These reports show changes to information over time, for example, a workstation scan history. The types of changes listed in a history report can include created, moved, edited, and deleted components or workstations.
- **Detail reports** are available for FNI data or for workstations. These reports provide as much detail as possible.
- **Upgrade reports** determine if the hardware or software on workstations needs to be upgraded on the basis of some criteria.

The ZENworks Asset Management Reports container on the Report locator tab includes all the reports supplied with ZENworks Asset Management. The Report locator tab is also the starting point for any activities you perform with reports.

**NOTE:** Although you cannot create your own reports from scratch using ZENworks Asset Management Manager, you can create custom reports with Crystal Reports and then import them into ZENworks Asset Management so that they are available from the Manager.

### See Also

[Running a Report](#)

[ZENworks Asset Management Report Reference](#)

[ZENworks Asset Management Sample Report Reference](#)

## About Web Reports

Through Web-based reports you can view your inventory data in a variety of ways using the ZENworks Asset Management Web Console. You can access the Web Console from ZENworks Asset Management Manager, but you can also access it directly from Internet Explorer without needing a ZENworks Asset Management installation.

Several categories of Web reports are available, for example:

- **Software reports** such as Software Summary by Manufacturer or Duplicate Software Serial Numbers provide information about installed software.
- **Hardware reports** such as Disk Space or Memory Size provide information about installed hardware.
- **Usage reports** provide information about software product usage.
- **License reports** provide information about compliance with license purchases.

The Web reports contain links that allow you to drill down to greater and greater inventory detail. For example, many reports start with summary information for a group of workstations, but by clicking on links in the report, you can obtain details about individual workstations.

Before you can start running Web reports, make sure all those who need to run Web reports are set up as ZENworks Asset Management users. A ZENworks Asset Management user name and password are required to run the Web reports.

## Viewing Web Reports

After you select the Reports tab in the ZENworks Asset Management Web Console, you will see a System List tree and a list of pre-defined Web reports in the left-hand frame. You can now run the reports.

To view Web reports

1. By default, the System List is organized by Department. If you want it organized differently, for example, by Site or Cost Center, make a selection in the System Group box and click on the Submit button.
2. Click on the report you want to run. The report will be displayed in the right-hand frame. The initial view of the report gives you the option of drilling down to more data for all workstations or for those in a specific department. Links in each view of the report let you drill down to more detailed information.
3. To change the way data is sorted in the report, click on a column heading. To change the sort order, click on the column heading a second time.
4. To print the report, use the print commands in Internet Explorer.
5. To export any report to Microsoft Excel, click on the Excel button. If there are more than 100 items in the report, click on the Excel (All) button to export all the items. (The Excel button exports up to 100 items only).
6. After you finish viewing reports, close Internet Explorer. If you were using ZENworks Asset Management Manager, you will now return there.

### TIPS


- If you selected one of the upgrade readiness reports, choose one of the pre-defined readiness requirements, use the general system requirements, or customize your system criteria. Click on the Report button once you have specified your criteria.
- You can click on the Find link in the Reports section of the tree and enter search criteria to find the workstations that interest you. By default, each field contains an asterisk (\*) which acts as a wildcard. For example, you can enter a value such as **c\*** to find data that begins with a "c" or enter a value such as **\*ch\*** to find that that includes "ch" in the word. Refine the criteria and click on the Search button. (If you use the default criteria, all workstations will be listed in the report.)

## Creating Report Folders

The Public Reports container and Personal Reports container initially have no folders. It is up to you to create folders for organizing any reports you want to store in these containers. You can create as many folders as you like and name them as you like, but you cannot create folders inside other folders. If you choose not to create any folders, your reports will be stored in the container.

Only an enterprise administrator can create folders in the Public Reports container; other users are restricted to creating them in their Personal Reports container.

### To create a report folder

1. Either click on the Report locator tab or click on the View menu and click on Report.
2. Do one of the following:
  - Select the Public Reports container or Personal Reports container, click on  on the toolbar, and then click on Folder.
  - Right-click on the Public Reports or Personal Reports container and then click on New Folder on the shortcut menu.
  - Select the Public Reports container or Personal Reports container, click on the File menu, click on New, and then click on Folder.
3. Enter a name for the folder in the Folder dialog and click on the OK button. The name must be unique within the container.

### See Also

Running a Report

## Running Reports

### Running a Report

The procedure for producing a report with ZENworks Asset Management Manager is very similar no matter what kind of report you want to run. In all cases you complete the Configure Report dialog. Some settings in this dialog are standard for all reports; others are specific to certain types of reports. ZENworks Asset Management Report Reference summarizes all the possible settings for each report.


**NOTE:** Web reports are run differently.

When you run a report, you have the choice of displaying it on the screen or printing it. Reports that you print can be scheduled so they take place at a time of your choosing.

**NOTE:** If you plan to display the report on the screen, be sure you have set up a printer, or the report will not display correctly. (Crystal Reports requires a printer to be set up.) See the Windows Help system for details of setting up a printer.

In ZENworks Asset Management, the process of scheduling the printing of a report is known as a task. (A report you display on the screen is not considered a task.) When you start a task, it becomes part of a queue to wait its turn if other tasks are in progress or to wait until it is scheduled to run. To view the status of your tasks or to pause or stop them, you can examine the Tasks tab in the process control panel.

#### To set up and produce a report

1. Either click on the Report locator tab or click on the View menu and click on Report.
2. Do one of the following to display the Configure Report dialog for the report you want to run:
  - Double-click on the report.
  - Select the report and click on  on the toolbar.
  - Right-click on the report and click on Open on the shortcut menu.
  - Select the report, click on the File menu, and click on Open.
3. On the General tab provide the report title, subtitle, and description and, for some reports, to provide additional information such as dates.
4. Click on the Grouping tab to group data in the report in various ways, for example, by site or by product. The choices here depend on the type of report you are running. Grouping puts related items together; it does not sort them. Step 6 covers sorting.
5. Click on the Filtering tab to set up filters to narrow down the amount of data that is included in the report.
6. Click on the Sorting tab to sort some of the data in the report in a particular order. For example, if you have grouped data by site, you can sort the data for each site.
7. Click on the Options tab to control the inclusion of certain elements in the report, for example, a logo, or the report title or description.

**NOTE:** If you want to run a report more than once, be sure to save it as described in step 8. If you do not save the report settings, you will have to re-do them the next time you want to run the same report.

8. To save the changed settings to update an existing report, click on the Save button in the Configure Report dialog. If you are trying to save a report in the ZENworks Asset Management Reports container, the Manager will display the Save Report As dialog. Complete steps b through d below.

To save the changed settings in the form of a new report, do the following:

- a) Click on the Save As button in the Configure Report dialog.
  - b) Enter a name for the report.
  - c) Select a folder for the report in your Personal Reports container. If you do not select a folder, the report will be saved in the container.
  - d) Click on the OK button.
9. Click on the Submit button to specify a destination for the report.
  10. If you selected the screen as the destination for the report, you will now be able to view the report as described. If you selected a printer as the destination and scheduled it, you can check on its status on the Tasks tab in the process control panel.

**See Also**

Viewing a Report

## General Tab

The General tab of the Configure Report dialog lets you provide a title, subtitle, and description for all reports. The rest of this tab varies according to the category of the report. For some breakdown reports, you can also select a report format and indicate whether you want to see the top (n) items or all items. For history reports, you can specify a range of dates for the history. For some trend reports, you can select a report format and dates for the trend analysis.

To provide general report information

1. 1. In the Report Information section on the General tab, edit the title, subtitle, and/or description for the report. These appear on the header (first) page of the report. The title and subtitle also appear at the top of each report page.
2. 2. For a breakdown report, do the following (if available):

a) Select Tabular, Bar Graph, or Pie Chart in the Format section. Tabular is the default.

**NOTE:** Graphs work best for small data sets; if you try to graph too many values, the graph will be hard to read. Use the Filtering and Grouping tabs to limit the amount of data shown.

b) In the Top(n) section, either select the Display All option button to see all the data broken down or select the Display Only Top option button to see a subset of data. For tabular reports, you can specify a number to see that top number of items. For graphs, ZENworks Asset Management Manager will display the top 10 values. (The default is Display All.)

3. For a history report, specify a range of dates for which you want a history. The default is 1/1/2000 through the current day. Do one of the following:
  - Type a date in each box in the Report History section.
  - Click on the down arrow on the right of the date box so you can select a date from a calendar. On the calendar, click on the arrows to go forward or backward by a month at a time or click on the month or year to select a different month or year. To select a specific date, click on it. To select today's date, click on Today.
4. For a trend report, do the following (if available):

a) Select Tabular or Line Graph in the Format section. Tabular is the default.

**NOTE:** Graphs work best for small data sets; if you try to graph too many values, the graph will be hard to read. Use the Filtering and Grouping tabs to limit the amount of data shown.

b) Select Daily, Weekly, Monthly, Quarterly, or Yearly in the Frequency box to control the interval at which the trend is analyzed. The default is Weekly.

c) Specify a range of dates for the analysis either by typing a date in the Beginning and Ending boxes or by selecting dates from a calendar. To use the calendar, click on the down arrow to the right of the date box. On the calendar, click on the arrows to go forward or backward by a month at a time or click on the month or year to select another. To select a specific date, click on it. The default date range is 1/1/2000 through today.

## Grouping Tab

The Grouping tab of the Configure Report dialog lets you place related data together in a report, for example, all workstations at the same site. Some reports allow a hierarchy of grouping, for example, by site, then building, then floor. The fields by which you can group are determined by the kind of report you are running. A grouping option also determines where page breaks should occur.

In some reports, grouping also determines how subtotals and totals are to be calculated. For example, a report that groups workstations by site, building, and floor might show subtotals of workstations for each site, building, and floor.

**NOTE:** In addition to grouping related items in a report, you may want to sort the data in a particular way.

ZENworks Asset Management reports have three different levels of grouping that serve different purposes in different kinds of reports.

The top grouping level is often demographics, and here you can specify up to three fields by which you want data to be grouped, for example, by site, then building, then department. The second grouping level depends on the report. For example, in a product related report you may have a choice between no grouping and grouping by category name, subcategory name, manufacturer, and product name. In breakdown and trend reports, the third grouping level is the field by which you want to count items. In other reports, where counting does not apply, you have the option of grouping on a third level.

### To group data in a report

1. If available, in the Demographics section of the Grouping tab select up to three fields for your first level of grouping.
2. If available, in the Product section select a second level of grouping. The selections here will depend on the report you are running.
3. For breakdown and trend reports, in the Count By section select the field by which you want to count items. For other reports, select a third level of grouping if you want.
4. In the Page Break On section, select the field that you always want to start on a new page. (The fields available here depend on your selections in step 1 for the first level of grouping.) The default is None (for no specific page break).

## Filtering Tab

The Filtering tab of the Configure Report dialog gives you the option of narrowing down the amount of data in the report by setting up a filter. A filter ensures that only some data is included in the report. Without a filter, ZENworks Asset Management will include all relevant data in the report. For example, you can set up a filter to include only data associated with particular departments or sites.

**NOTE:** Workstation upgrade reports, component trend reports, and component breakdown reports all require a filter; for other reports, a filter is optional.

The process of defining a filter for a report is very similar to defining a query. You set up a criterion by selecting a field, an operator, and a value, for example, Department = Engineering. The fields, operators, and values that you can select are determined by the type of report you are running.

You can have several criteria in your filter and use AND or OR to indicate their relationships. AND means that both criteria have to be met. For example, Department = Engineering AND Site = New York means that ZENworks Asset Management will include data in the report only if both criteria are met. For the data to be displayed, the workstations must be in the Engineering department and at the New York site.

If, on the other hand, the criteria are combined with OR, either criterion can be met for data to be included in the report. For example, Department = Engineering OR Department = Sales means that ZENworks Asset Management will include any data in the report that applies to workstations in either the Engineering or the Sales department.

In addition, you can use parentheses to group criteria logically, for example, (Site = New York AND Department = Sales) OR (Site = Atlanta AND Department = Sales). Here ZENworks Asset Management will include any data in the report that applies either to workstations that are in the Sales Department and New York or to workstations that are in the Sales Department and Atlanta.

**To filter data in a report**

1. (Optional) Enter a description of the filter. This will appear at the top of each page so you know how data is filtered in the report.
2. If you are planning to group some criteria, select ( in the column labeled (.
3. In the Field column, select the field on which you want to filter, for example, Subcategory Name. The available selections depend on the type of report you are running.

**NOTE:** If you are running a Workstation Hardware Upgrade or Software Upgrade report, you can select Contains Component as the field. If you do, ZENworks Asset Management Manager will display a Contains Component dialog which requires another level of filtering.

4. In the column, select an operator:
  - = (equal to)
  - > (greater than)
  - < (less than)
  - >= (greater than or equal to)
  - <= (less than or equal to)
  - != (not equal to)
  - Starts with (text that starts with)
  - !Start with (text that does not start with)
  - Contains (text that includes)
  - !Contains (text that does not include)

**NOTE:** The "starts with" and "contains" operators are particularly helpful in finding values.

5. In the Value column, enter or select the value for which you are testing, for example, Hard Drive.

In some cases you have a choice of typing data or clicking on the browse button so you can select a value. In this case, clicking on the browse button will display the Browse Database Fields dialog in which you can find and select a value.

In other cases you must click on the browse button. Doing so will display a "Browse for" dialog, for example, Browse for User or Browse for Product. Here you need to find the item you want.

6. If you selected an open parenthesis in step 2, and the criterion in this row represents the end of your group of criteria, select ) in the column labeled ). (The Manager will check for pairs of parentheses.)
7. Unless this is your last or only criterion, select AND or OR in the Combine column to indicate the relationship between the criterion you have just defined and the one that will follow in the next row.
8. Check the criteria to make sure you have combined them the way you want. Do any of the following to make corrections:
  - To insert a blank row above the current row, click on the Insert Row button.
  - To delete a row, click on the Clear Row button.
  - To clear all the rows in the Define Filter Criteria section, click on the Clear All button



## Sorting Tab

The Sorting tab of the Configure Report dialog lets you sort the data in a report by up to five fields in either ascending or descending order. The fields by which you can sort will depend on the type of report you are running. Not all reports can be sorted.

To sort data in a report

1. On the Sorting tab select a field in the Sort by row and then select Ascending or Descending. Ascending order results in items listed by numbers first and then from A to Z. Descending order results in items listed from Z to A and then by numbers.
2. To sort by any additional fields, select a field in a "Then Sort by" row and select Ascending or Descending.

## Options Tab

The Options tab of the Configure Report dialog lets you specify what the report header and footer page should contain. Each report has a first page called the header page. This page automatically includes a logo supplied by Novell, but you can replace this with your own company logo. The header page also includes certain pieces of information about the report such as the report title and description, the date it was created, the filter being used, and the name of the user who ran the report. You can choose not to include the header page at all or to include only some items on it.

Some reports also include a report footer that is placed on the last page of the report to show, for example, grand totals or graphs of grand totals in breakdown and trend reports. You can choose not to include the footer information on the last page of a report.

To change report header page and footer page options

1. If you want to include your own company logo in reports, create the logo.
2. If you do not want the report to include the header page, clear the Display Report Header Page check box on the Options tab. Doing so clears all the check boxes in that section. (By selecting the Display Report Header Page check box again you select all the check boxes in that section.)
3. If you do not want the report header page to include certain items, leave the Display Report Header Page check box selected, but clear the check boxes of the items you do not want.
4. If you do not want the report to include the footer information on the last page, clear the Display Report Footer Page check box. (This applies only to some reports.)

## Submit Report

The Submit Report dialog gives you a choice of two destinations for the report:

- You can display the report on the screen. While viewing the report, you will have the option to print it, export it to a file, or attach it to e-mail.

**NOTE:** If you plan to display the report, be sure you have set up a printer, or the report will not display correctly. (Crystal Reports requires a printer to be set up.) See the Windows Help system for details of setting up a printer.

- You can print the report without first displaying it. In this case, you have the option of scheduling the report and selecting a specific printer for it.

To display a report on the screen

1. Select Screen as the report destination.
2. Click on the OK button.

**To print a report directly**

1. Select Printer as the report destination.
2. Select a printer. Printers are associated with Task Servers so you will have access to any printer that is associated with a public Task Server or with a Task Server in your Collection Domains.

a) Click on the browse button in the Target Printer box.

b) In the Select Printer dialog, select a public or domain-level printer. Then click on the OK button.

**NOTE:** The printers listed are those associated with the machines on which you have installed your Task Servers (and to which you have access). For setting up additional printers on your Task Server machines, see your Windows documentation.

3. Select a number of copies if you want more than one.
4. To schedule the printing of the report, click on the Schedule button. If you do not schedule the report, ZENworks Asset Management will print it as soon as it can, depending on other tasks taking place.
5. Click on the OK button to submit the report.

**TIPS**

- If you add or delete a printer on a Task Server, you must stop and re-start the Task Server service before the change is reflected in ZENworks Asset Management. If you rename a printer, you must also stop and re-start the service, or a print task will fail. (To stop the service, in the Control Panel in Windows NT, double-click on Services; in Windows 2000/XP, double-click on Administrative Tools and then Services. Select ZENworks Asset Management Task Server and click on the Stop button. To re-start the service, select it and click on the Start button.)
- Once you submit a report for printing, it becomes part of the task queue. You can track its status on the Tasks tab of the process control panel. (A report whose destination is the screen will not appear on the Tasks tab.)

**Report Save As**

1. Enter a name for the report.
2. Select a folder for the report in your Personal Reports container. If you do not select a folder, ZENworks Asset Management Manager will save the report in the container.
3. Click on the OK button.

## Import Custom Report

The Import Custom Report dialog lets you import a custom report template into ZENworks Asset Management so you can run the report from ZENworks Asset Management Manager. (Be sure you have removed the database owner prefix in Crystal Reports.)

### To import a custom report

1. In the Report Name box, enter the name you want to give the report. (The name must be unique within a folder.) This name will appear on the Report locator tab as well as in the title bar when you are viewing the report on the screen.
2. In the Template box, specify the name and location of the template you want to import. Use the Browse button to help you.
3. To save the custom report in a specific folder in the Personal Reports container, select the folder.
4. Click on the OK button.

### See Also

Using an Imported Report

## Select Printer

The Select Printer dialog lets you select the printer for the report. Any printers in the Public Printers container are associated with your public Task Servers; those in a domain Printers container are associated with your domain-level Task Servers.

**NOTE:** The printers listed in this dialog are those associated with the machines on which you have installed your Task Servers (and to which you have access). For setting up additional printers on your Task Server machines, see your Windows documentation.

### To select a printer

1. Select a printer either from the Public Printers container or a domain Printers container.
2. Click on the OK button.








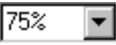


**NOTE:** If you add or delete a printer on a Task Server, you must stop and re-start the Task Server service before the change is reflected in ZENworks Asset Management. If you rename a printer, you must also stop and re-start the service, or a print task will fail. (To stop the service, in the Control Panel in Windows NT, double-click on Services; in Windows 2000/XP, double-click on Administrative Tools and then Services. Select ZENworks Asset Management Task Server and click on the Stop button. To re-start the service, select it and click on the Start button.)

## Viewing a Report

If you selected the screen as the destination for a report when you submitted it, a Crystal Reports view utility will display the first page of data on the screen.

**NOTE:** If you have not set up a printer with Windows, the report will not display correctly. See the Windows Help system for details of setting up a printer.

With the report viewer utility you can:

- Click on  or  to view the next or previous page.
- Click on  or  to view the first or last page.
- Click on  to print the report.
- Click on  to refresh data.
- Click on  to export the report (for example, to PDF format) or to attach it to e-mail.
- Use  to change the size of the report display.
- Click on  to display a Preview locator tab on the left of the window which lets you get to a particular part of the report by expanding and selecting the information in the locator tab. For example, in a Hardware Product Breakdown report, you could expand Monitor and then Color, and then select AST to view the AST records in the report.
- Click on  to display the Search dialog so you can find particular text in the report.



## Copying a Report

None of the reports in the ZENworks Asset Management Reports container can be changed permanently in any way, but you can copy any of these reports to your Personal Reports container. In addition, if you are an enterprise administrator, you can copy any ZENworks Asset Management report to the Public Reports container. Similarly, unless you are an enterprise administrator you cannot change a report in the Public Reports container, but you can copy it to your Personal Reports container. Once you have copied a report you can change it as you please and make additional copies of it.

**NOTE:** You can always make temporary changes to a report in the ZENworks Asset Management Reports container, you just cannot save those changes as part of the original report. You can, however, save the changed report in your Personal Reports container. By saving your changes as another report you leave the original report as it was.

### To copy a report

You can copy a report on the Report locator tab in one of the following ways:

- Use the right mouse button to drag the report to a folder in your Personal Reports container (or in the Public Reports container if you are an enterprise administrator). Then click on Copy Here on the menu that appears.
- Select the report and click on  on the toolbar. Then select a folder in your Personal Reports container (or in the Public Reports container if you are an enterprise administrator) and click on .
- Right-click on the report and click on Copy on the shortcut menu. Then right-click on a folder in the Personal Reports container (or in the Public Reports container if you are an enterprise administrator) and click on Paste on the shortcut menu.
- Select the report, click on the Edit menu, and click on Copy. Then select a folder in your Personal Reports container (or in the Public Reports container if you are an enterprise administrator), click on the Edit menu, and click on Paste.

When you open the copied report and make changes to it, you will be able to save the changes for future use.

## Renaming a Report

All ZENworks Asset Management users can change the names of reports in their Personal Reports container. In addition, an enterprise administrator can rename reports in the Public Reports container. No user can rename any of the reports supplied by Novell in the ZENworks Asset Management Reports container.

### To rename a report

1. On the Report locator tab, do one of the following to rename a report:
  - Right-click on the report and click on Rename on the shortcut menu.
  - Select a report, click on the File menu, and click on Rename.
2. In the Rename Report dialog, enter a different name for the report and click on the OK button.

## Promoting a Report

If you are an enterprise administrator you can make a report in your Personal Reports container available to all ZENworks Asset Management users by promoting it to the Public Reports container. For example, if you have spent some time setting up a report that others would find useful, consider promoting it so they can take advantage of it.

### To promote a report

Do one of the following to promote a personal report:

- Use the right mouse button to drag the report to the Public Reports container. Then click on Move Here on the menu that appears.
- Right-click on the report and click on Promote on the shortcut menu.
- Select the report, click on the File menu, and click on Promote.
- Drag the report to the Public Reports container.
- Cut and paste the report using either the Edit menu or shortcut menu.


### TIP

- If you are not the only enterprise administrator in your environment, consider keeping a copy of reports that you promote in your Personal Reports container. You could then restore a promoted report if another enterprise administrator inadvertently changed or deleted it.

## Deleting a Report

All ZENworks Asset Management users can delete reports in their Personal Reports container. In addition, an enterprise administrator can delete reports in the Public Reports container. No user can delete any of the reports supplied by Novell in the ZENworks Asset Management Reports container.

### To delete a report

1. On the Report locator tab, do one of the following to delete a report:
  - Select the report and click  on the toolbar.
  - Right-click on the report and click on Delete on the shortcut menu.
  - Select the report, click on the File menu, and click on Delete.
2. Confirm the deletion.

## Submitting a Report

After you finish specifying all your report settings, you can submit the report task so that it runs according to your instructions. When you submit a report, you have two choices:

- You can display the report on the screen. While viewing the report, you will have the option to print it, export it to a file, or attach it to e-mail.

**NOTE:** If you plan to display the report, be sure you have set up a printer, or the report will not display correctly. (Crystal Reports requires a printer to be set up.) See the Windows Help system for details of setting up a printer.

- You can print the report without first displaying it. In this case, you have the option of scheduling the report and selecting a specific printer for it.

To display a report on the screen

1. In the Configure Report dialog, click on the Submit button.
2. Select Screen and click on the OK button. Then look at the report on the screen.

To print a report directly

1. In the Configure Report dialog, click on the Submit button.
2. Select Printer as the report destination.
3. Select a printer. Printers are associated with Task Servers so you will have access to any printer that is associated with a public Task Server or with a Task Server in your Collection Domains.

a) Click on the browse button in the Target Printer box.

b) In the Select Printer dialog, select a public or domain-level printer. Then click on the OK button.

**NOTE:** The printers listed are those associated with the machines on which you have installed your Task Servers (and to which you have access). For setting up additional printers on your Task Server machines, see your Windows documentation.

4. Select a number of copies if you want more than one.
5. To schedule the printing of the report, click on the Schedule button. If you do not schedule the report, ZENworks Asset Management will print it as soon as it can, depending on other tasks taking place.
6. Click on the OK button to submit the report.

### TIP

- If you add or delete a printer on a Task Server, you must stop and re-start the Task Server service before the change is reflected in ZENworks Asset Management. If you rename a printer, you must also stop and re-start the service, or a print task will fail. (To stop the service, in the Control Panel in Windows NT, double-click on Services; in Windows 2000/XP, double-click on Administrative Tools and then Services. Select ZENworks Asset Management Task Server and click on the Stop button. To re-start the service, select it and click on the Start button.)

Once you submit a report for printing, it becomes part of the task queue. You can track its status on the Tasks tab in the process control panel. (A report whose destination is the screen will not appear on the Tasks tab.)

## Exporting a Report

After you display a report on the screen, you can export it to a file for use with other products. A wide selection of export formats is available, for example, Acrobat PDF, comma-separated values (CSV), HTML, Data Interchange Format (DIF), Paginated Files, Excel, or Lotus 1-2-3.

**Note:** The ability to export a report to a particular format depends on Seagate's Crystal Reports. In particular, Workstation Detail Reports and Workstation Change History Reports are limited to the following formats: PDF, RTF, Word, Text, Paginated Text, HTML Standard, HTML Extended, HTML Draft, Excel Standard, Excel Extended Non-Tabular, and Excel Extended Tabular. (For any Excel format the Column Headings check box in the Formats Option dialog must also be clear.) Other export format limitations may apply.

### To export a report

1. While viewing a report, click on the Export button on the viewer toolbar.
2. In the Export dialog, do the following:
  - a. Select an output format.
  - b. Select Disk File in the Destination box
  - c. Click on the OK button. Depending on the format you selected, the dialogs you will need to complete will vary.
3. If you chose Character-Separated Values in Step 2a, complete the Character-Separated Values dialog:
  - a. In the Separator box, enter the character you want to use to separate fields, for example, , (comma).
  - b. In the Delimiter box, enter ' or " to indicate whether you want to enclose alphanumeric values within single or double quotes.
  - c. Click on the OK button.
4. If it is displayed, complete the Number and Date Format dialog as follows:
  - a. Select the appropriate check box if you want to export either numeric data or dates in the same format as they appear in your report. If you leave these check boxes clear, numbers and dates will appear in the default Windows display format.
  - b. Click on the OK button.
5. If you selected one of the Excel Extended formats in step 2a, complete the Format Options dialog:
  - a. Select the Column Headings check box to include column headings.
  - b. If you do not want subtotal fields represented by worksheet functions, clear the Use worksheet functions check box.
  - c. Choose between a constant column width or one based on the width of particular objects.
  - d. Choose between a tabular and non-tabular format.
  - e. Click on the OK button.
6. If you selected the Paginated Text format in step 2a, complete the Lines Per Page dialog:
  - a. Enter the number of lines you want per page. If you do not want to paginate, enter 0.
  - b. Click on the OK button.
7. The dialog you complete next depends on the format you selected:
  - If you selected a format other than HTML, complete the Choose Export File. Use standard Windows controls to specify a file for your exported data and click on the Save button to start the export.
  - If you selected an HTML format, complete the Export to Directory dialog and click on the OK button. HTML exporting can produce multiple files so you must specify the name of a *folder* for these files. Novell recommends that you specify an empty or new folder.



The report will now be exported to the file or folder you specified.

### Tip

Crystal Reports will assign an extension to files you export. The extension depends on the format you selected, for example, .chr for character separated format. The program into which you import the data may look for a different extension. Consult the documentation for the destination program to determine the correct file extension and, if necessary, change the extension accordingly.

## Creating a Custom Report

If you have defined your own fields and want them to appear in reports, you can create your own reports using Crystal Reports and the information in ZENworks Asset Management Database Tables.

**CAUTION:** Do not edit the report templates supplied by Novell. If you do, the reports will no longer run.

To help you create your own reports, Novell includes two templates (Portrait.rpt and Landscape.rpt) that reside in the \Bin\Reports folder of your ZENworks Asset Management installation folder. These templates mimic the layout used in ZENworks Asset Management report and thus offer a convenient starting point for creating your own reports. (You can, of course, create your own templates from scratch.)

Once you have created your custom report templates, you have the option of importing them into ZENworks Asset Management. You will then be able to run the reports from ZENworks Asset Management Manager.

The report templates in ZENworks Asset Management are based on Crystal Reports 8.5. Novell recommends that you use this version of Crystal Reports to create your templates if you are planning to import them; doing so will ensure the reports run correctly from the Manager. You should, however, be able to run reports successfully based on an earlier version of Crystal Reports.

**CAUTION:** When you create a report template in Crystal Reports developer studio, a database owner prefix is added to each table used in the report. You must remove this prefix if you want to run the report against a database other than the one you used to create the report. Use the procedure that follows to remove the prefix.

To remove the database owner prefix

1. When you have the template open in the Crystal Reports developer studio, click on the Database menu and click on Set Location.
2. In the Set Location dialog, select a table in the Databases box, for example, NC\_Workstation.
3. In the Table box, delete the information that precedes the table name. For example, if the Table box includes JoeOwner.dbo.NC\_Workstation, delete all the information that precedes NC\_Workstation, that is, JoeOwner.dbo.
4. Repeat steps 2 and 3 for each table listed.
5. Click on the Done button to save your changes.

### See Also

Importing a Report into ZENworks Asset Management Manager

Using an Imported Report

## Importing a Report into ZENworks Asset Management Manager

Once you have created your custom report templates, you can import them into the Manager. (Be sure you have removed the database owner prefix.) To import a custom report, you must be an enterprise administrator and be in the Personal Reports container on the Report locator tab. (You do not need to save your report templates in a particular folder; you will be able to browse for them during the import procedure.)

To import a report into the Manager

1. In the Manager, select the Personal Reports container on the Report locator tab (or select a folder in that container).
2. Do one of the following to start the import process:
  - Right-click and then click on Import Report on the shortcut menu.
  - Click on the File menu and then click on Import Report.
3. Complete the Import Custom Report dialog:
  - a) In the Report Name box, enter the name you want to give the report. (The name must be unique within a folder.) This name will appear on the Report locator tab as well as in the title bar when you are viewing the report on the screen.
  - b) In the Template Path box, specify the path to the template you want to import. Use the Browse button to help you.
  - c) To save the custom report in a specific folder in the Personal Reports container, select the folder.
  - d) Click on the OK button.

See Also

Using an Imported Report

## Using an Imported Report

Custom reports are always imported into an enterprise administrator's Personal Reports container. The administrator then has the option of promoting the report to the Public Reports container so that it is available to the entire enterprise.

**NOTE:** Once a custom report has been promoted, it cannot be demoted back to the Personal Reports container.

When you run a custom report, you will not be able to change any settings in the report (for example, on the Grouping, Filtering, or Sorting tabs). Otherwise, the procedure for generating the report is the same as for generating any other ZENworks Asset Management report in terms of submitting it, scheduling it, or viewing it.

TIP

- If you need to change a custom report template, you must edit the template with Crystal Reports and then re-import it to the Personal Reports container. (A report must have a unique name within its folder in ZENworks Asset Management so either delete the original report or give the report that you are re-importing a different name.)

## Using Your Own Logo in Reports

The header page of each report automatically includes a logo supplied by Novell. A logo also appears on each subsequent page of the report. You can replace either of these logos with your own company logos, using a different image for the header page and for the report pages.

Five Logo files are installed with ZENworks Asset Management:

Filename	Description
rhLogo.bmp	Appears on the header page of the report. Replace this file with your header page logo.
phLogo.bmp	Appears on each page of the report. Replace this file with your page logo.
rhCustom.bmp	Bitmap template for header page logo. This template is sized as large as possible without obscuring parts of the report.
phCustom.bmp	Bitmap template for page logo. This template is sized as large as possible without obscuring parts of the report.
Tallylcon.bmp	Original Tally Systems logo. Replace rhLogo.bmp or phLogo.bmp with this file if you want to restore the default Novell logo to your reports.

### To use your own logo in reports

1. Create a bit map for your logo that is no larger than rhCustom.bmp or phCustom.bmp (172 pixels wide by 64 pixels high.)
2. Name the bit map rhLogo.bmp (for the header page) or phLogo.bmp (for each page) and save it in the \Bin\Reports folder in your ZENworks Asset Management installation folder. Confirm that you want to replace the rhLogo.bmp or phLogo.bmp file provided by Novell. ZENworks Asset Management will automatically use the contents of rhLogo.bmp on the header page and phLogo.bmp on each remaining page.

### TIPS

- To prevent a logo from appearing on the header page, or on the remaining pages, delete or rename the appropriate file.
- If you do not want any logo to appear on reports, clear the Company Logo check box on the Options tab of the Configure Report dialog box.
- If for any reason you need to restore either of the Novell logos, a backup copy exists in \Bin\Reports as Tallylcon.bmp. Make a copy of this file (so you still have a backup) and rename it rhLogo.bmp. or phLogo.bmp.

## Attaching a Report to E-Mail

While viewing a report, you have the option of attaching the report to e-mail. You have the same choice of formats for the report as when exporting a report, for example, comma-separated values (CSV), HTML, Data Interchange Format (DIF), or Excel.

### To attach a report to e-mail

1. While viewing a report, click on the Export button on the viewer toolbar.
2. In the Export dialog, do the following:
  - a. Select an output format.
  - b. Select an e-mail application in the Destination box, for example, Exchange Folder or Microsoft Mail (MAPI). Exchange Folder exports a file to a specified Exchange folder; MAPI sends an e-mail message with the report as an attachment.  
**Note:** MAPI must be active, or no message will be sent.
  - c. Click on the OK button.
3. Depending on the format you selected, complete the dialogs as described in Exporting a Report.
4. If you selected an HTML format, complete the Export to Directory dialog and click on the OK button. HTML exporting can produce multiple files so you must specify the name of a *folder* for these files.
5. If you selected MAPI in the Destination box (step 2b), complete the Send Mail dialog:
  - a. Select the individual(s) to whom you are going to send the report.
  - b. Enter any message you want to include with the report.
  - c. Send the message.

A record counter will indicate the progress of the mail transfer.

6. If you selected Exchange Folder in the Destination box (step 2b), do the following:
  - a. Complete the Choose Profile dialog by selecting the person to whom you are going to send the report in the Profile Name box. (You must have access to this person's inbox for the export to be successful.) If no account exists for the person, click on the New button and complete the wizard as directed. Then set any options you want. For example, if you are going to send reports to this person routinely, you can make the profile you selected the default profile. Click on the OK button when done.
  - b. If the mail system is not open, log on when prompted.
  - c. In the Select a Folder dialog, select the mail folder in which you want the report file to reside, for example, Inbox.
  - d. Click on the OK button to send the file. A record counter will indicate the progress of the mail transfer.

## Queries

### About Queries

A query is a set of criteria that ZENworks Asset Management Manager uses to find specific data in the inventory database and display it on the screen. You can then review the data and change it if necessary. A query is the *only* way you can gain access to inventory data so you can edit it.

Each query can consist of one or more filter criteria that narrow down the data you want to see. For example, you may want to see the workstations just for the Chicago site, not any other sites, or see the components for all the workstations in the Sales Department. A query lets you do this.

ZENworks Asset Management includes five types of query:

- Workstation queries locate workstation-related data, for example, all the workstations in the Accounting department or all workstations for whom the technical contact is Josh Cohen. You can also use workstation queries to find information about stockrooms and about the Lost and Found .
- Component queries locate component-related data, for example, all the components installed on workstations in the Accounting Department or all the components that are hard drives smaller than 1 GB.
- Product queries locate product-related data (including local products ), for example, all the products in the accounting product category or all products used in the Engineering department.
- User queries locate data pertaining to workstation users, for example, all users with the last name of Smith.
- FNI queries locate files-not-identified data, for example, all the FNIs that may be drivers or all the FNIs associated with the Accounting department.

The ZENworks Asset Management Queries container on the Query locator tab includes a number of pre-defined queries to help you get started. The Query locator tab is also the starting point for activities you perform with queries.

#### See Also

[Creating a Query](#)

[Using a Query](#)

#### Sample Queries

#### Database Structure and Queries

### Database Structure and Queries

Although you do not need to know how information is organized in the ZENworks Asset Management inventory database to run queries, knowing something about its structure may help you understand why certain queries need to be constructed a particular way.

Each type of query corresponds to an "object" in the inventory database: workstation, component, product, user, or FNI. Each such object, in turn, has fields associated with it. The fields include standard information about the object, as the table below shows. For more details about each object and its underlying data structures, see ZENworks Asset Management Database Tables.

Workstation	Component *	Product	User **	FNI
Asset Tag	Asset Tag	Date Created	Email	File Date
Building	Component Source	Language	Fax	File Extension
Check In/Out Time	Model Number	Last Modified	First Name	File Name
Checked Out	Serial Number	License Count	Last Name	File Size (Bytes)
Cost Center		License ID	Middle Name	Startup Count
Create Date		License Name	Phone	Subdirectory
Default Gateway		License Required	Second Phone	Total Active (sec)
Department		Manufacturer		Total Runtime (sec)
Floor		Model/Version		VRB Company Name
Free Disk Space		Platform		VRB File Version
IP Address		Product Name		VRB Language
Inventory Type		Product Source		VRB Product Name
LAN Address		Product Type		VRB Product Version
Last Successful Load Date				
Last Successful Scan Date				
Last Usage Date				
Lease Contract ID				
Lease Expiration Date				
Leased				
Login Name				
Machine Name				
NetCensus Config ID				
Phone				

Room				
Serial Number				
Site				
Subnet Mask				
Total Disk Space				
Total Memory				

\* This is the basic data common to *all* components. Additional data is available for specific types of components. For example, a modem has information about a communications port; software has path information. The database tables. are a good reference for these extended fields.

\*\* A user may be the primary user of a workstation or the technical contact person for a workstation.

In addition to the fields shown above, there may be user-defined fields you can query. See About User-Defined Fields for information.

As you can see from the preceding lists, the choice of fields for a particular type of query may be extensive. Your field selection in turn determines how you can specify a value for the criterion.


## Creating a Query

The queries supplied by Novell in the ZENworks Asset Management Queries container are generic queries to help you get started. You are likely, however, to need additional queries to locate specific data such as that associated with a particular department or product. In this case you will need to create your own query from scratch.

### TIPS


- When you create a query you must indicate what type of query you want to create: workstation, component, product, user, or FNI. As you select the query type, keep in mind what you want to see as a result of the query. For example, to see which workstations include a particular component, create a workstation query; to see which printers are components of workstations in your enterprise, create a component query.
- You can create queries from scratch only in your Personal Queries container. If you are an enterprise administrator you then have the option of placing one of your personal queries in the Public Queries container so it is available to everyone.
- If you want to adapt and save an existing public or ZENworks Asset Management query, you can edit it and then save the changed query in your Personal Queries container.

### To create a query

1. Either click on the Query locator tab or click on the View menu and click on Query.
2. Do one of the following to create a query:
  - Select the Personal Queries container or a folder in this container; click on  on the toolbar; and then click on Workstation Query, Component Query, Product Query, User Query, or FNI Query.
  - Right-click on the Personal Queries container or a folder in this container; click on New on the shortcut menu; and then click on Workstation Query, Component Query, Product Query, User Query, or FNI Query.
  - Select the Personal Queries container or a folder in this container; click on the File menu; click on New; and then click on Workstation Query, Component Query, Product Query, User Query, or FNI Query.

ZENworks Asset Management Manager will now display the two-window query tool in the workspace alongside the Query locator tab.

3. Set up the criteria for the query on the Filter tab.
4. To customize the display of the results, click on the Layout tab.
5. To try the query, click on the Display Results button on the Filter tab.
6. When satisfied with the results you are getting, save the query:

- a) Either click on  on the toolbar or click on the File menu and click on Save or on Save As.
- b) In the Save Query As dialog, enter a name for the query. The name must be unique within the folder (or container).
- c) (Optional) Select a folder for the query if you want a folder other than the one listed in the Folder box. If no folders exist, the Manager will store the query in your Personal Queries container.
- d) Click on the OK button.

### See Also

About Queries

Creating Query Folders



## Filter Tab

The Filter tab in the query window lets you define criteria for locating data in the inventory database. If you do not define a filter and click on the Display Results button on the Filter tab, ZENworks Asset Management Manager will display all the possible data as specified on the Layout tab in the query window. The amount of data may be considerable.

To set up a query filter

1. If you are planning to group some criteria by using parentheses, select ( in the column labeled (.
2. Select the field on which you want to filter by doing the following:

- a) Click on a cell in the Field column.
- b) Click on the right arrow in the cell to display a menu of available fields.
- c) Make a selection from the menu that appears, for example, Site or Contains Component. You may need to go through a series of menus to find the field you want. The available selections depend on the type of query you are defining. The selections on the menus appear in alphabetical order except for any selections that result in a "Contains" dialog, for example, Contains Component or Contains FNI. These selections are listed at the bottom of the menu.

**NOTE:** If the menu of fields offers a choice such as Primary User or Primary User Fields, select Primary User if you want to find a user by specifying more than one criterion, for example, last name and e-mail address; select Primary User Fields if you want to find a user with a single criterion, for example, phone number.

3. If the Manager displays an additional dialog such as Contains Component Software or Contains FNI, complete the dialog and proceed to step 6.
4. In the Operator column, select an operator:

= (equal to)  
> (greater than)  
< (less than)  
>= (greater than or equal to)  
<= (less than or equal to)  
!= (not equal to)  
Contains (text that includes)  
!Contains (text that does not include)  
Starts with (text that starts with)  
!Start with (text that does not start with)

**NOTE:** The operators that are available depend on the field you selected in step 2.

5. Click on the Value column and then enter or select the value for which you are testing, for example, New York. In some cases you have a choice of typing a value or clicking on the browse button to display the Browse Database Fields dialog. If you display this dialog, select a value in it and click on OK.

In some cases, your only option in the Value column is to click on the browse button. The Manager will then display a "Browse for" dialog, for example, Browse for Product. This type of dialog lets you provide further criteria to locate a value. After you have located and selected the value, the Manager will display it in the Value column on the Filter tab.

6. If you selected open parenthesis in step 1, and the criterion in this row represents the end of your group of criteria, select ) in the column labeled ). The Manager will check for matching pairs of parentheses.

**NOTE:** You cannot nest parentheses.

7. Unless this is the last or only criterion, select AND or OR in the Combine column to indicate the relationship between the criterion you have just defined and the one that will follow in the next row.
8. Continue defining criteria as described in steps 1 to 7. When done, check the criteria to make sure you have set them up and combined them the way you want. Do any of the following to make changes:
  - To insert a blank row before the current row, click on the Insert Row button.
  - To delete the current row, click on the Clear Row button.
  - To clear all the rows in the Define Filter Criteria section, click on the Clear All button.
9. (Optional) To find out how many items will meet your criteria, click on the Count button. This may take a while.
10. To see the results of the query, click on the Displays Results button.

#### TIP

- In addition to using the mouse to navigate around the Filter tab, you can use the following shortcut keys:
- Use Tab to move to the next cell.
- Use Shift-Tab to move to the preceding cell.
- Use Alt-↓ in a cell to display a menu in the Field column; a drop-down list in the (, ), or Combine column; and the Browse Database Fields dialog in the Value column.

### Contains Dialog

A "Contains" dialog lets you complete an advanced query that is referenced by another object in the database. The title of this dialog will reflect the kind of reference involved. For the sake of simplicity, the Help system uses the generic term "Contains" dialog. The process of completing this dialog is always the same.

You need to define a further set of criteria in the "Contains" dialog. For example, if you selected Contains Component, you will need to indicate what the component must include to meet your criteria. The process of setting up a criterion in this dialog is identical to that on the Filter tab in the query window.

#### To complete a "Contains" dialog

1. Complete this dialog by setting up one or more additional criteria the same way as on the Filter tab of the query window.  
The first criterion will already be set for you based on the field you selected (and you will not be able to change this criterion). For example, if you are trying to find all workstations that include accounting software products, the first criterion may be set as Component Type = Software.
2. Click on the OK button to return to the query window.

The Value column in the query window will now include a summarized version of the criteria you defined in the "Contains" dialog.

## Layout Tab

The Layout tab in the query window lets you change which fields appear in the query results window and how they are sorted.

By default, ZENworks Asset Management Manager displays certain columns of data when showing the results of a query. You have the option of changing what is displayed. For example, you can control which columns of data are displayed in the query results window, the order in which the columns appear, and how the data in the columns is sorted. You can also group data so that a value that appears in a number of records (such as a department name) appears only once. Any such customizing is saved as part of the query.

The Selected Columns box on the Layout tab lists all the columns that will appear in the query results window. For each type of query, a certain set of columns is selected by default. The Available Columns box includes all the columns that you can display for a particular type of query.

### To customize the query results window

1. Review the possibilities in the Available Columns box. If an item is preceded by +, click on the + to expand the list of available columns. For example, if you expand the list for Technical Contact Field(s), you can then choose among items such as last name, phone, or e-mail.
2. If an item is *not* preceded by a +, add it to the Selected Columns box in any of the following ways:
  - Double-click on it in the Available Columns box.
  - Select it and click on the Add button.
  - Drag it to the Selected Columns box.
3. If an item *is* preceded by a +, and you select it for display, the Manager will display one of the following in the query results window:

Listed in Available Columns As	Displayed in Query Results Window As
Primary User Field(s)	First name, middle name, last name (concatenated in a single cell)
Technical Contact Field(s)	First name, middle name, last name (concatenated in a single cell)
Collection Server Field(s)	Collection Server name
Domain	Domain name
Product Field(s)	Manufacturer, product name, model/version (concatenated in one cell)
Workstation Field(s)	Machine name
Classification	Product type, category, subcategory (concatenated in one cell)

Category

Product category name

4. To add an item preceded by a + to the Selected Columns box, do one of the following:
  - Select it and click on the Add button.
  - Drag it to the Selected Columns box.
5. To move all the columns to the Selected Columns box, click on the Add All button.
6. To remove a column from the Selected Columns box, do one of the following:
  - Double-click on the column name in the Selected Columns box.
  - Select the column and click on the Remove button.
  - Drag the column to the Available Columns box.
  - To move all the columns to the Available Columns box, click on the Remove All button.
7. To change the position in which a column appears in the query results window, either drag the column up or down in the Selected Columns box or select the column and use an arrow button to move it up or down in the list. The column at the top of the list corresponds to the first column in the query results window.
8. To control how data is sorted in the query results window, click on the Sort button and complete the Sort Columns dialog.

## Query Results Window

The query results window is the bottom window in the query tool which shows the results of a query. After you display or create a query on the Filter tab of the query window (the top window of the query tool) and click on the Display Results button, ZENworks Asset Management Manager will display any data that matched your criteria in the query results window. You can then review and change the data.

### See Also

Customizing the Query Results Window

Displaying Inventory Data

Creating a Query

Editing Inventory Data

## Customizing the Query Results Window

By default, ZENworks Asset Management Manager displays certain columns of data when showing the results of a query. You have the option of changing what ZENworks Asset Management displays. For example, you can control which columns of data are displayed in the query results window, the order in which the columns appear, and how the data in the columns is sorted. You can also group data so that a value that appears in a number of records (such as a department name) appears only once. Any such customizing is saved as part of the query.

### To customize the query results window

1. In the query window, click on the Layout tab. The Selected Columns box on the Layout tab lists all the columns that will appear in the query results window. For each type of query, a certain set of columns is selected by default. The Available Columns box includes all the columns that you can display for a particular type of query.
2. Review the possibilities in the Available Columns box. If an item is preceded by +, click on the + to expand the list of available columns. For example, if you expand the list for Technical Contact Field(s), you can then choose among items such as last name, phone, or e-mail.
3. If an item is *not* preceded by a +, add it to the Selected Columns box by doing any of the following:
  - a. Double-click on it in the Available Columns box.
  - b. Select it and click on the Add button.
  - c. Drag it to the Selected Columns box.
4. If an item is preceded by a +, and you select it for display, the Manager will display one of the following in the query results window:

Listed in Available Columns As	Displayed in Query Results Window As
Primary User Field(s)	First name, middle name, last name (concatenated in one cell)
Technical Contact Field(s)	First name, middle name, last name (concatenated in one cell)
Collection Server Field(s)	Collection Server name
Domain	Domain name
Product Field(s)	Manufacturer, product name, model/version (concatenated in one cell)
Workstation Field(s)	Machine name
Classification	Product type, category, subcategory (concatenated in one cell)
Category	Product category name

5. To add an item preceded by a + to the Selected Columns box, do one of the following:
  - Select it and click on the Add button.
  - Drag it to the Selected Columns box.
4. To move all the columns to the Selected Columns box, click on the Add All button.
5. To remove a column from the Selected Columns box, do one of the following:
  - Double-click on the column name in the Selected Columns box.
  - Select the column and click on the Remove button.
  - Drag the column to the Available Columns box.

- To move all the columns to the Available Columns box, click on the Remove All button.
- 6. To change the position in which a column appears in the query results window, either drag the column up or down in the Selected Columns box or select the column and use an arrow button to move it up or down in the list. The column at the top of the list corresponds to the first column in the query results window.
- 7. To control how data is sorted in the query results window, do the following:
  - a. Click on the Sort button on the Layout tab.
  - b. To clear any existing settings, click on the Clear All button in the Sort Columns dialog.
  - c. Select the field by which you want to sort and select Ascending or Descending.
  - d. To avoid having the same item appear multiple times in the column, select the Group By check box. For example, you may want a user name, workstation name, or manufacturer listed only once.

**Note:** Grouping slows down the display of the query results slightly.

- e. If you want to sort the data by any additional columns, complete the rows labeled Then Sort by.
  - f. Click on the OK button to return to the Layout tab.
- 8. In the query window, click on the Filter tab and then click on the Display Results button to see the results of the customizing you performed.

### Sort Columns

The Sort Columns dialog lets you control how fields are sorted in the query results window or in the Query Results section of a "Browse for" dialog.

1. To clear any existing settings, click on the Clear All button in the Sort Columns dialog.
2. Select the field by which you want to sort and select Ascending or Descending.
3. To avoid having the same item appear multiple times in the column, select the Group By check box. For example, you may want a user name, workstation name, or manufacturer listed only once.

**NOTE:** Grouping slows down the display of the query results slightly.

4. If you want to sort the data by any additional columns, complete the rows labeled Then Sort by.
5. Click on the OK button

### Save Query As


1. Enter a name for the query.
2. (Optional) Select a folder for the query if you want a folder other than the one listed in the Folder box. If no folders exist, ZENworks Asset Management Manager will store the query in the selected container.
3. Click on the OK button.

## Creating Query Folders

The Public Queries container and Personal Queries container initially have no folders. It is up to you to create folders for organizing any queries you define or copy from the ZENworks Asset Management Queries container. You can create as many folders as you like and name them as you like, but you cannot create folders inside other folders. If you choose not to create any folders, your queries will be stored in the container.

Only an enterprise administrator can create folders in the Public Queries container; other users are restricted to their Personal Queries container.

### To create a query folder

1. Either click on the Query locator tab or click on the View menu and click on Query.
2. Do one of the following:
  - Select the Public Queries container or Personal Queries container, click on  on the toolbar, and then click on Folder.
  - Right-click on the Public Queries or Personal Queries container, click on New on the shortcut menu, and then click on Folder.
  - Select the Public Queries container or Personal Queries container, click on the File menu, click on New, and then click on Folder.
3. Enter a name for the folder in the Folder dialog and click on the OK button. The name must be unique within the container.

### See Also

Creating a Query

## Displaying and Editing Inventory Data


### Using a Query to Display Inventory Data

Any time you want to examine or edit data in the inventory database, you must use a query to find and display the data. After you have displayed the results of the query in the query results window, you can review and change the data.

Using a query to display inventory data involves two steps:

1. Displaying the query itself on the screen (or creating the query if it does not exist yet).
2. Running the query to display the data that meets the criteria of the query.

To use a query to display inventory data

1. If a query does not exist for what you want to locate, create it.  
If a query exists, display it by doing one of the following on the Query locator tab:
  - Double-click on the query.
  - Select the query and click on  on the toolbar.
  - Right-click on the query and then click on Open on the shortcut menu.
  - Select the query, click on the File menu, and click on Open.
2. Click on the Display Results button. The query results window will now list the data that met the criteria of the query.
3. Review the results.
4. If necessary, edit the data.

#### See Also

Finding Data in the Query Results Window

Creating a Query

Editing Inventory Data

Exporting Inventory Data

Printing a Query



## Before You Edit Inventory Data

At some point during an inventory cycle, you will probably want to look at some of the inventory data and make any necessary additions or corrections. The best time to do this is after all the data has been collected and before the next scheduled collection. Suppose that your collections are scheduled to take place every quarter during a one-week period. It is generally not a good idea to examine or edit inventory data during that one-week period because not all workstations may have been scanned yet. Once this one week is up, however, you can get a good picture of the inventory data that was collected.

At the end of an inventory cycle you may want to start by running some reports to get an overall picture of the inventory data. For example, a workstation detail report gives you detailed information about a workstation. If some data in a report catches your eye, you can then locate it in the database by using a query. On the other hand, if you already know what kind of inventory data you want to review and possibly change, you may just want to start with a query rather than a report.

In an Enterprise Deployment of ZENworks Asset Management, several users may be running queries and potentially changing data in the inventory database simultaneously. Although two users cannot change the same piece of data at exactly the same time, they can do so in rapid succession. As a result, something one ZENworks Asset Management user changes may be changed by another user a few minutes later.

### Tips

- To avoid unnecessary (and possibly conflicting) changes to inventory data, you may want to establish some rules at your organization for how and when data should be edited. Such rules can help prevent one user from undoing the changes made by another.
- When you make changes to inventory data, you may want to filter out any workstations from which you gathered data with a portable Collector. Edits to such workstations will be replaced by the contents of the workstation inventory files the next time you load the data from a portable collection. You can filter out these workstations by specifying an inventory type of "portable" in a workstation query. For more information about workstation queries, see About Workstation Queries.


## Finding Data

If your query locates many records that match the criteria you specified, you may find it useful to search for a specific record. Each record is a row in the query results window. You can search by a value in a particular field, for example, Engineering in the Department field. In addition to searching for data in a query results window, you can search for data in a Component List window for a workstation.

### To find data

1. When the query results window includes data, or when you are looking at a Component List window, select the row in which you want to start searching for a value.

**NOTE:** ZENworks Asset Management Manager starts the search in the selected row and works downwards. It will not search above the current row.

2. Click on  on the query toolbar or click on the Edit menu and click on Find.
3. Select the field in which you want to find a value, for example, Department.
4. Select an operator.
5. In the Value box, specify the value you want to locate in the field, for example, Engineering. Use the browse button to help you. Depending on your choice of field, the Manager may display the Browse Database Fields dialog or a "Browse for" dialog.
6. (Optional) Select the Match case check box if you want the Manager to consider case when searching for the value. This check box applies only if the value you have specified is a simple text string.
7. Click on the Find button. In the query results window or Component List window, the Manager will place a black border around the first cell that includes the field value you specified.
8. (Optional) To find the next occurrence of the same field value, click on the Edit menu and click on Find Next. the Manager will continue the search downwards through the query results window or Component List window.

## Find

The Find dialog lets you locate a value in the query results window or a Component List window for a workstation. In the Find dialog, you can search by a value in a particular field, for example, Engineering in the Department field.

**NOTE:** ZENworks Asset Management Manager starts the search in the selected row and proceeds below the row. (It will not search above the current row.)

### To use the Find dialog

1. Select the field in which you want to find a value, for example, Department.
2. Select an operator.
3. In the Value box, specify the value you want to locate in the field, for example, Engineering. Use the browse button to help you. Depending on your choice of field, the Manager may display a Browse for Database Fields dialog or a "Browse for" dialog in which you must select a value.
4. (Optional) Select the Match case check box if you want the Manager to consider case when searching for the value. This check box applies only if the value you have specified is a simple text string.
5. Click on the Find button. In the query results window or Component List window, the Manager will place a black border around the first cell that includes the field value you specified.
6. (Optional) To find the next occurrence of the same field value, click on the Edit menu and click on Find Next. The Manager will continue the search downwards through the query results window.

## Editing Inventory Data

Once you have located some data with a query, you can change it in the query results window. The methods available to you depend on the type of data you are trying to change as well as your ZENworks Asset Management user role.

### TIPS


- Consider the timing of any editing you do in the context of the overall inventory cycle. For example, if you scan workstations twice a year for a week at a time, avoid editing inventory data during that week because it may not be up-to-date. Also, ZENworks Asset Management will not let you edit any data associated with a workstation that is being scanned.
- If a number of users at your organization can edit inventory data, you may want to set some rules for how this is done to prevent one user from undoing or editing the changes made by another.
- You may want to filter out any workstations from which you gathered data with a portable Collector, since any edits you make to these workstations are replaced by the contents of the workstation inventory files the next time you load the data from a portable collection. You can filter out these workstations by specifying an inventory type of "portable" in the Filter Tab of a workstation query.

### To edit inventory data

What you can edit depends on the data you are trying to change and your ZENworks Asset Management user role.

**NOTE:** If you try to make a change to a workstation that is currently being scanned, the Manager will inform you that the workstation is checked out, and that changes cannot be made to it.

Edit data in one or more of the following ways:

- Type the change directly in the cell.
- Select a value from a drop-down list.
- Click on the browse button and select a value from a Browse Database Fields dialog or "Browse for" dialog.
- Use the find and replace feature.
- Display an Edit Properties dialog in which you can make changes to any of the data associated with the item you are editing. (The query results window generally shows a subset of available data.) To display an Edit Properties dialog, do one of the following:
- Double-click on the row number of the item for which you want additional information.
- Click on the item's row number and click on  on the query toolbar.
- Right-click on a row number and then click on Edit on the shortcut menu.
- Click on a row number, click on the Query menu, and click on Edit.

### See Also

[Saving Changes to Inventory Data](#)

[Finding and Replacing Inventory Data](#)

[Editing Component Data](#)

[Editing Workstation Data](#)

[Editing User Data](#)

## Saving Changes to Inventory Data

Generally you will not need to do anything explicit to save any changes you have made to inventory data. Any of the following will result in changes being saved:

- Moving to another row in the query results window.
- Saving the query.
- Displaying an Edit Properties dialog for the row that includes the change.
- Running the query again.
- Using the Count button on the Filter tab of the query window.
- Closing the query.
- Exiting ZENworks Asset Management Manager.

## Finding and Replacing Inventory Data

At times you may want to find all the records in the query results window that share the same piece of data so that you can change it in all the records at the same time. You do so by indicating the value you want to find in a specific field and the value with which you want to replace it. For example, you may want to replace Engineering in the Department field with Custom Engineering. You also have the option of finding and replacing data in a Component List window.

### To find and replace inventory data

1. If you want to replace the data in just certain rows, select those rows in the query results window or Component List window.
2. Click on the Edit menu and click on Replace.
3. Select the field in which you want to replace a value.
4. Select an operator.
5. In the Value box, specify the value you want to change in the field. Use the browse button to help you. Depending on your choice of field, ZENworks Asset Management Manager may display a Browse Database Fields dialog or a "Browse for" dialog that you must complete.
6. (Optional) Select the Match case check box if you want ZENworks Asset Management to consider case when searching for the value. This check box applies only if the value you have specified is a simple text string.
7. In the Replace With box, select the value with which you are replacing the found value in the field. You can use the browse button to display the Browse Database Fields dialog in which you can find and select a value.
8. If you want to replace the value in all affected records versus the record you have selected, leave the Replace Selected Records Only check box cleared.
9. Check that what you have entered in the Value and Replace With boxes is correct. You can correct a mistake only by doing another search and replace to reverse what you did.
10. Click on the Replace All button.

## Replace

The Replace dialog lets you find a value in one or more records in the query results window (or in a Component List window for a workstation) and replace it with another value. For example, you may want to replace Engineering in the Department field with Custom Engineering.

To complete the Replace dialog

1. Select the field in which you want to replace a value.
2. Select an operator.
3. In the Value box, specify the value you want to change in the field. Use the browse button to help you. Depending on your choice of field, ZENworks Asset Management Manager may display a Browse for Database Fields dialog or a "Browse for" dialog in which you must select a value.
4. (Optional) Select the Match case check box if you want the Manager to consider case when searching for the value. This check box applies only if the value you have specified is a simple text string.
5. In the Replace With box, select the value with which you are replacing the found value in the field. You can use the browse button to display the Browse Database Fields dialog in which you can find and select a value.
6. If you want to replace the value in all affected records versus the record you have selected, leave the Replace Selected Records Only check box cleared.
7. Check that what you have entered in the Value and Replace With boxes is correct. You can correct a mistake only by doing another search and replace to reverse what you did.
8. Click on the Replace All button.

## Exporting Inventory Data

If you want to export inventory data so you can use it with another application such as a spreadsheet or report writer, you can run a query and export the results to a file in comma-separated values (CSV) format. Each value is enclosed in quotes.

To export inventory data

1. Run a query to locate the data you want to export.
2. When the query results window includes the data you want to export, click on the File menu and click on Export.
3. Use the standard Windows controls to specify a file for the exported data.



### TIP

- You can also export data by displaying a report on the screen and then exporting the data to a variety of formats, including PDF, HTML, Excel, and 1-2-3. See Exporting a Report.

## Editing a Query

If a query is not giving you the results you want, you can edit it. You can edit any query in your Personal Queries container (or the Public Queries container if you are an enterprise administrator). If you edit a query in the ZENworks Asset Management Queries container, you can save the edited query only in your Personal Queries container.

To edit a query

1. On the Query locator tab, do one of the following to display a query you want to edit:
  - Double-click on the query.
  - Select the query and click on  on the toolbar.
  - Right-click on the query and then click on Open on the shortcut menu.
  - Select the query, click on the File menu, and click on Open.
2. Make the changes to the query using the same techniques as when creating one.
3. Click on the Display Results button to make sure the query is producing the results you want. If it is not, change the criteria on the Filter tab. Also check the Layout tab to make sure the fields you want are being displayed. Then click on the Display Results button again.
4. To update an existing query, click on  on the toolbar or click on the File menu and click on Save. If you try to save a query in the ZENworks Asset Management Queries container, the Manager will display the Save Query As dialog. Complete steps 5a through c below.
5. To save the changed query as a new query, click on the File menu and click on Save As. Then complete the Save Query As dialog:
  - a) Enter a name for the query.
  - b) Select a folder for the query. If you do not select a folder (or a folder does not exist), the Manager will save the query in your Personal Queries container.
  - c) Click on the OK button.



## Printing a Query

You can print the query definition and/or its results on your local printer.

If you choose to print the query itself, ZENworks Asset Management Manager will print the name of the query, the filter criteria, the names of the columns that will make up the results of the query, and the way columns will be sorted.

If you choose to print the results of the query, the Manager will print them in a spreadsheet-like format. Keep in mind that you can use the Layout tab in the query window to control what is included in the results.

To print the query definition or results

1. On the Query locator tab, open a query in one of the following ways:
  - Double-click on the query.
  - Select the query and click on  on the toolbar.
  - Right-click on the query and then click on Open on the shortcut menu.
  - Select the query, click on the File menu, and click on Open.
2. If you want to print the results of the query, click on the Display Results button.
3. Either click on  on the toolbar or click on the File menu and click on Print.
4. To print the query itself, select Filter and Layout; to print its results, select Result Set.



## Copying a Query

None of the queries in the ZENworks Asset Management Queries container can be changed permanently in any way, but you can copy any of these queries to your Personal Queries container. In addition, if you are an enterprise administrator, you can copy any ZENworks Asset Management query to the Public Queries container. Similarly, unless you are an enterprise administrator you cannot change a query in the Public Queries container, but you can copy it to your Personal Queries container. Once you have copied a query you can change it as you please and make additional copies of it.

**NOTE:** You cannot copy a query if it is open in the query window in the workspace. Close the window first.

### To copy a query

You can copy a query on the Query locator tab in any of the following ways:

- Use the right mouse button to drag the query to a folder in your Personal Queries container (or in the Public Queries container if you are an enterprise administrator). Then click on Copy Here on the menu that appears.
- Select the query and click on  on the toolbar. Then select a folder in your Personal Queries container (or in the Public Queries container if you are an enterprise administrator) and click on .
- Right-click on the query and click on Copy on the shortcut menu. Then right-click on a folder in your Personal Queries container (or in the Public Queries container if you are an enterprise administrator) and click on Paste on the shortcut menu.
- Select the query, click on the Edit menu, and click on Copy. Then select a folder in your Personal Queries container (or in the Public Queries container if you are an enterprise administrator), click on the Edit menu, and click on Paste.

When you open the copied query and make changes to it, you will be able to save the changes for future use.

## Renaming a Query

All ZENworks Asset Management users can change the names of queries in their Personal Queries container. In addition, an enterprise administrator can rename a query in the Public Queries container. No user can rename any of the queries supplied by Novell in the ZENworks Asset Management Queries container.

**NOTE:** You cannot rename a query if it is open in the query window in the workspace. Close the window first.

### To rename a query

1. On the Query locator tab, do one of the following to rename a query:
  - Right-click on the query and click on Rename on the shortcut menu.
  - Select the query, click on the File menu, and click on Rename.
2. In the Rename Query dialog, enter a different name for the query and click on the OK button.

## Promoting a Query

If you are an enterprise administrator you can make a query in your Personal Queries container available to all ZENworks Asset Management users by promoting it to the Public Queries container. For example, if you have spent some time setting up a query that you think others would find useful, consider promoting it so they can take advantage of it.

**NOTE:** You cannot promote a query if it is open in the query window in the workspace.  
Close the window first.

### To promote a query

Do one of the following to promote a personal query:


- Use the right mouse button to drag the query to the Public Queries container. Then click on Move Here on the menu that appears.
- Right-click on the query and click on Promote on the shortcut menu.
- Select the query, click on the File menu, and click on Promote.
- Drag the query to the Public Queries container.
- Cut and paste the query using either the Edit menu or shortcut menu.

## Deleting a Query

All ZENworks Asset Management users can delete queries in their Personal Queries container. In addition, an enterprise administrator can delete a query in the Public Queries container. No user can delete any of the queries supplied by Novell in the ZENworks Asset Management Queries container.

**NOTE:** You cannot delete a query if it is open in the query window in the workspace.  
Close the window first.

### To delete a query

1. On the Query locator tab, do one of the following to delete a query:
  - Select the query and click on  on the toolbar.
  - Right-click on the query and then click on Delete on the shortcut menu.
  - Select the query, click on the File menu, and click on Delete.
2. Confirm the deletion.



## Sample Queries

This topic provides examples for each type of object in your ZENworks Asset Management database. The steps to create the query vary slightly with object type, but the steps are essentially the same:

- Create a Query as described in [Creating a Query.](#), setting the parameters as described in the table below.

Query type	Query Purpose	Field	Operator	Value	Combine	Add'l Steps
Workstation	Find workstations in the Finance department with less than 100MB of disk space	Department  Total Disk Space	=  <	Finance  100	AND	
Workstation	View components for workstation whose primary user is named "Friar Tuck"	Primary User Field(s)= Last Name	=	Friar Tuck		Right-click workstation Row #, choose View Component List
Workstation	List all workstations managed by Technical Contact named "Ahern"	Technical Contact Field(s)= Last Name	=	Ahern		
Workstation	List all workstations with a processor slower than 233MHz	Contains component= CPU	<	233		
Workstation	List all workstations for associated with Collection Server named "San Francisco"	Collection Server Field(s)= Collection Server Name	=	San Francisco		
Component, Component Type= Any (Basic Data Only)	List all components for a workstation whose primary user is named "Clarence Alvarez"	Workstations Field(s)= Primary User	=	Clarence Alvarez*		
Component, Component Type= Any (Basic Data Only)	List all components in the Engineering Department	Workstations Field(s)= Department	=	Engineering*		
Component, Component Type= Software	List all components in the "Software Word Processor" category	Product Fields(s)>> Classification Field(s)= Category Name	=	Word Processor*		
Product	List all Microsoft products	Manufacturer	=	Microsoft*		
Product	List all software database products	Classification Field(s)= Category Name	=	database*		
Product	List all software local products created with	Product Source	=	Manager*	AND	

	ZENworks Asset Management manager	Product Type	=	Software*		
User	Find a user named "Mark Vermette"	Last Name First Name	= =	Vermette Mark	AND	
User	List all users with workstations containing less than 32Mb of RAM	Belongs to Primary User=Total Memory (MB)	<	32.0		
FNI	List all FNIs with the file extension ".drv"	File Extension	=	drv*		
FNK	Find an FNI named "Amazon.exe"	File Name	=	Amazon.exe		
FNI	Find all FNIs in the Finance Department	Workstation Field(s) = Department	=	Finance		

\*Type the value, or click the right-arrow to browse for an appropriate value.

## Workstations

### About Workstations

In ZENworks Asset Management, a workstation is any computer for which you have inventory data. As you work with your inventory data, you may want to do any of the following with workstations:

- View workstation data, for example, see the name of the primary user or the name of the department to which the workstation belongs.
- View the components that make up the workstation.
- View and print any auxiliary data for the workstation, for example, I/O maps or configuration files.
- Add a manually-entered workstation.
- Edit workstation data.
- Scan a workstation outside its regular inventory cycle (administrators only).
- Re-assign a workstation to different Collection Server (enterprise administrators only).
- Check in a workstation.
- Delete a workstation.
- Recover a workstation (administrators only).

You can examine workstation data either through reports or queries. If you want to change any of the data, you must run a query.

**NOTE:** An analyst can view workstation data, but cannot change it in any way; other ZENworks Asset Management users can change workstation data. In addition, only users with enterprise roles can view all the workstations in the enterprise; users with domain roles can view the workstations associated with their Collection Domains only.

#### See Also

About Workstation Queries

Running a Report

About Stockrooms

About the Lost and Found

## About Workstation Queries

A workstation query lets you locate workstation or stockroom data in a variety of ways. Here are some examples of the kind of information you can obtain with a workstation query:

- A list of all the workstations in the Sales department, including location information and the name of the primary user.
- A list of all the workstations in the enterprise for which a particular technical contact person is responsible.
- A list of all the workstations that include a particular kind of ink jet printer, sorted by department.
- A list of all the workstations that do not include a particular version of Microsoft Word, sorted by site.

The Workstation folder of the ZENworks Asset Management Queries container includes the following pre-defined workstation queries for you to use:

Network Servers  
 Portably-Scanned Workstations  
 Scanned PCs  
 Stockrooms  
 Workstation Status  
 Workstations from NetCensus

By nature, the ZENworks Asset Management queries are generic. You are likely, therefore, to need additional queries to locate specific workstation data, for example, the data that is associated with particular departments or users. You may be able to modify a ZENworks Asset Management query to accomplish your needs or you may have to create a workstation query from scratch. Sample Queries includes some sample workstation queries on which you can model your own.

The information that you can examine with a workstation query includes the following:

Workstation Field	Description
Asset Tag	The asset tag of the workstation.
Building	The building where the workstation is located.
Check In/Out Time	The last time the workstation was checked in or out. ZENworks Asset Management automatically checks out a workstation when it is being scanned and then checks it back in.
Checked Out	The checked-out status of the workstation.
Cost Center	The cost center to which the workstation belongs.
Create Date	The date the workstation was created in the database.
Default Gateway	The default gateway of the workstation.
Department	The department to which the workstation belongs.
Floor	The floor where the workstation is located.
Free Disk Space (MB)	The free space on the hard disk.
Inventory Type	The kind of inventory this represents: workstation, stockroom, Lost and Found, network server, manually-entered workstation, portable, or NetCensus.

IP Address	The IP address of the workstation.
LAN Address	The LAN address of the workstation.
Last Successful Load Date *	The date inventory data was last loaded successfully from the workstation.
Last Successful Scan Date *	The date the workstation was last scanned successfully.
Last Usage Date	The date usage data from the workstation was last loaded into the database.
Lease Contract ID	The lease contract ID, if leased.
Lease Expiration Date	The lease expiration date, if leased
Leased	Whether or not the workstation is leased.
Login Name	The workstation user's logon name.
Machine Name	The machine name.
NetCensus Config ID	The NetCensus configuration ID of the workstation (for migrated workstations).
Phone	The telephone number at the workstation.
Room	The room where the workstation is located.
Serial Number	The serial number of the workstation.
Site	The site of the workstation.
Subnet Mask	The subnet mask of the workstation.
Total Disk Space (MB)	The total space on the hard disk.
Total Memory (MB)	The total system memory.

\* These fields initially have the date set to 01/01/1980. This means that the field has not been set to a specific date yet, as the result of a scan, for example.

A workstation query also lets you:

- Locate data in any user-defined workstation fields.
- Locate workstations by referencing either the workstation's primary user or technical contact (or both).
- Locate workstations by referencing a Collection Domain or Collection Server.
- Locate workstations that are referenced by (include) a certain type of component, for example, a laser printer.
- Locate workstations that are referenced by (include) a particular FNI.
- Locate workstations by detailed connection information such as collection begin and end times.

#### See Also

[Creating a Query](#)

[Viewing Workstation Data](#)

[Adding a Workstation](#)

Editing a Workstation

Re-Assigning a Workstation to a Different Collection Server

Scanning a Workstation on Demand

Checking in a Workstation

Deleting a Workstation

Recovering a Workstation

Sending Packages to Workstations

Performing Live Support on a Workstation


Sample Queries

## Viewing Workstation Data

### Viewing Workstation Data with a Query

If you anticipate making any changes to workstation data, you must first display the workstation(s) by running a workstation query. With a workstation query, you can obtain a list of workstations and then optionally display a list of components for a particular workstation.

To view workstation data

1. To use an existing workstation query, double-click on the query on the Query locator tab.  
To create a workstation query:
  - a) Select the Personal Queries container and click on  on the toolbar.
  - b) Click on Workstation Query.
  - c) Define the filter criteria.
2. Click on the Layout tab to make sure the fields you want will be displayed.
3. Click on the Filter tab and then click on the Display Results button.
4. Examine the data ZENworks Asset Management Manager displays. If it is not quite what you wanted, edit the criteria that make up the query and then display its results again.
5. (Optional) Do any of the following:
  - Display the components associated with the workstation.
  - If you have gathered it, examine the auxiliary data such as I/O and DMA maps associated with the workstation.
  - Edit the workstation data.
  - Add a workstation manually.
  - Re-assign a workstation to another Collection Server (enterprise administrators only).
  - Start the scan of a workstation (administrators only).
  - Check in a workstation.
  - Remove a workstation altogether.
  - Recover a workstation's internal identification so it can be re-instated in ZENworks Asset Management (administrators only).



#### TIPS

- For specific examples of workstation queries, see Sample Queries.
- ZENworks Asset Management also includes many kinds of reports for analyzing workstation data.
- A workstation query lets you look at the results of the most recent scan of a workstation. To see historical information about past scans, run a workstation history report such as a Workstation Scan History report.


## Viewing Workstation Components

Whenever you are viewing workstation or stockroom data in the query results window, you have the option of displaying a Component List window that shows all the components that belong to a specific workstation or stockroom. In addition to viewing and printing the list of components, you can add, edit, delete, and move components.

To view workstation components

1. Do one of the following in the query results window to see the components that make up a workstation:
  - Click on the row number of the workstation and then click on  on the query toolbar.
  - Right-click on the workstation row number and then click on View Component List on the shortcut menu.
  - Click on the workstation row number, click on the Query menu, and click on View Component List.
2. Do any of the following in the Component List window:
  - Sort the list of components differently by clicking on any column heading. To sort in reverse order, double-click on the column heading again.
  - Look for a particular component in the Component List window by using the find feature. To find and replace data, use the replace feature.
  - Print the list of components either by clicking on  on the toolbar or by clicking on the File menu and clicking on Print.
  - Add, edit, delete, or move components.
  - Edit data about the workstation itself by right-clicking on a cell and then clicking on Edit Workstation on the shortcut menu.
3. Close the Component List window when done.



### TIPS

- You can leave the Component List window open even if you close the workstation query.
- If you have had the Component List window open for a while, click on  on the toolbar to update the list of components.
- You can also view workstation components by running a component query filtered by a particular workstation.

## Component List

A Component List window lists all the components associated with a workstation.


To work in the Component List window

1. Do any of the following:
  - Sort the list differently by clicking on any column heading. To sort in reverse order, double-click on the heading again.
  - Locate a particular component either by clicking on  on the toolbar or by clicking on the Edit menu and clicking on Find. Then complete the Find dialog.
  - Print the list of components either by clicking on  on the toolbar or by clicking on the File menu and clicking on Print.
  - Add a component.
  - Edit a component.



- Move a component to another workstation.
  - Delete a component.
  - Edit data about the workstation itself by right-clicking on a cell and then clicking on Edit Workstation on the shortcut menu.
2. When done, close the Component List window.

## TIPS



- You can leave the Component List window open even if you close the workstation query.
- If you have had the Component List window open for a while, click on  on the toolbar to update the list of components.

## Viewing and Printing Workstation Auxiliary Data

Auxiliary data about a workstation can include information about memory; IRQ, I/O, and DMA maps; system configuration files; and any ASCII text files you have chosen to gather. ZENworks Asset Management does not collect this data by default, but you have the option of doing so by changing Collector settings in the collection option set.

The auxiliary workstation data is not directly accessible via a query, but you can look at it whenever workstations are listed in the query results window. You can also print this data.


To view and print auxiliary data about a workstation

1. When the query results window includes workstation data, do one of the following:
  - Click on a workstation row number and click on  on the query toolbar.
  - Right-click on a workstation row number and then click on View Auxiliary Data on the shortcut menu.
  - Click on a workstation row number, click on the Query menu, and click on View Auxiliary Data.
2. By default, ZENworks Asset Management Manager displays IRQ data in the View Auxiliary Data dialog. To display a different type of auxiliary data, select DMAs, I/O Map, Memory, or Files from the Auxiliary Data to View drop-down list.
3. To print the auxiliary data, do the following:
  - a) Either click on  on the toolbar or click on the File menu and click on Print.
  - b) In the Print Auxiliary Data dialog, select the types of data you want to print and click on the OK button. By default, the type of data you were displaying is selected.

## View Auxiliary Data

The View Auxiliary Data window shows any auxiliary data you have gathered about a workstation, for example, IRQ data, I/O maps, DMA data, memory data, or files. (What is available for viewing depends on what was specified in the collection option set.)

To view auxiliary data

1. By default, ZENworks Asset Management Manager displays IRQ data. To display a different type of auxiliary data, select it in the Auxiliary Data to View drop-down list.
2. (Optional) To print the data, either click on  on the toolbar or click on the File menu and click on Print.
3. When done, close the View Auxiliary Data window.

## Print Auxiliary Data

The Print Auxiliary Data dialog lets you select which auxiliary data you want to print. By default, the type of data you were displaying is selected.

1. Select the type of data you want to print.
2. Click on the OK button.

## Adding a Workstation

### Adding a Manually-Entered Workstation

ZENworks Asset Management is designed to collect inventory data automatically from Windows 95/98, Windows NT, and Windows 2000 workstations that are connected by TCP/IP. If a Windows 95/98, Windows NT, or Windows 2000 workstation *cannot* be scanned automatically, you can perform a portable collection as described in Performing Portable Collections.

If a workstation does not fall into *any* of the above categories, you can add it manually to the inventory database. This type of workstation is known as a **manually-entered workstation** because you enter all the inventory data for the workstation yourself. Once you have added a workstation manually, you can examine and edit it with ZENworks Asset Management Manager, just as any other workstation.

When you add a workstation manually, you must associate it with a particular Collection Server. If you want a particular domain administrator to manage the manually-entered workstation, be sure to select a Collection Server in that administrator's domain.

When you create a manually-entered workstation, you must also be sure to add a system component to the workstation. A system component is the computer itself, as identified by manufacturer, product, and model, for example, Dell Dimension XPS Pro20. Without a system component, the manually-entered workstation is missing a critical part of its definition.


**NOTE:** You can also add stockrooms, which do not require system components.

In some cases you may already know you need to add a workstation manually. In other cases you may find out you need to create a manually-entered workstation while examining the results of a workstation query.

#### To add a workstation manually

1. If you already know you need to add a manually-entered workstation, click on the Add Data menu and click on Workstation/Stockroom.

If you have run a workstation query and realize you need to add a manually-entered workstation, do one of the following:

- Click on  on the query toolbar.
- Right-click on any row number and click on Add on the shortcut menu.
- Click on the Query menu and click on Add.

2. In the Select Workstation Type to Create dialog, do the following:
  - a) Select Manually Entered Workstation in the Workstation Type section.
  - b) Select the Collection Server with which you want to associate the manually-entered workstation.
  - c) Click on the OK button.

3. Do the following in the Add New Workstation dialog:
  - a) Enter a descriptive name for the manually-entered workstation in the Machine Name field. Try to make this name unique.
  - b) Provide any additional information you want such as the primary user or department. You will find you can type data in some fields directly, but in other cases, you will need to click on the browse button and complete a further dialog.
  - c) Click on the OK button when done.
4. Add components to the manually-entered workstation. Be sure to include a system component.

**TIP**

- Once you have created a manually-entered workstation, you can edit it and delete it just like any scanned workstation, except that you can edit some additional fields (Free Disk Space, Total Disk Space, Total Memory, Serial Number, Asset Tag, IP Address, and LAN Address).

**Add New Workstation/Edit Workstation Properties**

The Add New Workstation dialog lets you add information about a manually-entered workstation or stockroom you are creating; the Edit Workstation Properties dialog lets you change data about a workstation or stockroom.

**To add or edit a workstation**

1. Enter a descriptive name for the workstation or stockroom in the Machine Name field. Try to make this name unique.
2. Provide any additional information you want such as the primary user or department. You will find you can type data in some fields directly, but in other cases, you will need to click on the browse button and complete a further dialog.
3. Click on the OK button when done.

**Select Workstation Type to Create**

The Select Workstation Type to Create dialog gives you a choice of creating a stockroom or manually-entered workstation and lets you associate it with a Collection Server.


1. Select Stockroom or Manually Entered Workstation.
2. Select the Collection Server with which you want to associate the stockroom or workstation.
3. Click on the OK button.

## Editing Workstation Data

Once you have displayed the results of a workstation query, you can change the data if necessary. How you edit it depends on the kind of data you are trying to change. For example,

- You can change many workstation details, for example, name or location, directly in the query results window.
- You can display the components associated with the workstation. You can then add, edit, move, or delete components.
- You can change data in any field for a primary user or technical contact (for example, first name) directly in the query results window. To edit user data that is not in the query results window, right-click on the user cell and then click on Edit on the shortcut menu. To replace a user, click on the browse button in the cell and then make a selection in the dialog that appears.
- You can find all instances of a particular value in a field and replace it with another value.
- You can change additional workstation data in the Edit Workstation Properties dialog. This dialog shows all the available information about a workstation.

### To edit workstation data

1. Run a workstation query to display the workstation(s) you want to edit.
2. Make your changes. If you can edit the data directly in the query results window, do so. Otherwise, click on the browse button in a cell and complete the dialog that appears.
3. If you want to see all the available data for a workstation, do one of the following in the query results window:
  - Double-click on the row number of the workstation.
  - Click on the workstation row number and click on  on the query toolbar.
  - Right-click on the workstation row number and then click on Edit on the shortcut menu.
  - Click on the workstation row number, click on the Query menu, and click on Edit.

ZENworks Asset Management Manager will now display the Edit Workstation Properties dialog. Not all workstation data can be edited in this dialog.

4. Make your changes, for example, provide a descriptive name for the workstation in the Machine Name field. (Try to make the name unique).  
Some fields include a browse button so you can locate the value you want. For example, when you click on the browse button in a field that includes a user name, the Manager displays the Browse for User dialog.
5. Click on the OK button when done.

### TIP

- If you want to move a workstation to another Collection Server, you can re-assign it.

## Re-Assigning a Workstation to a Different Collection Server

Each workstation in ZENworks Asset Management is associated with a Collection Server for organizational and tracking purposes. At times, you may want to move a workstation to a different Collection Server. You can do so directly from ZENworks Asset Management Manager.

**NOTE:** Only an enterprise administrator can re-assign workstations.

To re-assign a workstation to a different Collection Server

1. Run a workstation query to locate the workstation(s) you want to re-assign.
2. Select the workstation(s) in the query results window.
3. Do one of the following:
  - Right-click and click on Re-Assign Workstation on the shortcut menu.
  - Click on the Query menu and click on Re-Assign Workstation.
4. In the Re-Assign Workstation dialog, select a Collection Server and click on the OK button.

## Re-Assign Workstation

The Re-Assign Workstation dialog lets you associate the selected workstation(s) with a different Collection Server.

To re-assign the workstation(s)

1. Select the Collection Server to which you want to re-assign the workstation(s).
2. Click on the OK button.

## Scanning a Workstation on Demand

Occasionally you may need to scan a particular workstation outside its regular inventory schedule. For example, suppose that you know some workstations have had some memory added to them, but are not due to be scanned for a while. You can scan the workstations right away to bring the inventory database up-to-date. You do so by running a query to find the workstations in question and then initiating a scan of them.

When you scan workstations on demand, ZENworks Asset Management uses the scan now collection option set that is assigned to the Collection Server with which a workstation is associated.

**Note:** If you want ZENworks Asset Management to confirm that a scan on demand took place, select the Confirm Scan on Demand check box in the Preferences dialog.

To scan a workstation on demand

**Note:** You can also scan a workstation on demand from the Web Console. For more information, see the Web Console help.

1. If you want a particular collection option set to be used when you scan the workstation, assign the option set to the Collection Server as the scan now option set. (You do this on the General tab of the Collection Server window.)
2. Run a workstation query to locate the workstation(s) you want to scan.
3. In the query results window, do one of the following to scan the workstation(s):
  - Select the workstation(s), right-click, and then click on Scan Workstation Now on the shortcut menu.
  - Select the workstation(s), click on the Tools menu, and click on Scan Workstation Now.

The Collection Server of the selected workstation(s) will then initiate the scan of the workstation(s) and automatically load the collected data into the inventory database. ZENworks Asset Management will notify you if the scan was successful if you selected the Confirm Scan on Demand check box in the Preferences dialog.

**Note:** If the client for the workstation you are trying to scan is not in a Ready state, the command will be grayed out on the menu. Try again in a few minutes. For more information, see Viewing Detailed Status Information About Workstations.

## Deleting a Workstation


If you no longer have a particular workstation, or for some reason do not want it as part of your inventory data, you can delete it.

### What Happens When You Delete a Workstation?

When you delete a workstation, you do not lose the workstation record or history immediately. The following should be kept in mind about a deleted workstation:

- The workstation record and all associated component records are kept in the database, but are marked with the deletion date.
- The ZENworks Asset Management license count is decremented.
- The length of time deleted records are kept in the database is set in Enterprise Options, available from the Tools menu. The default is for Workstation History Data to be kept for 1 year.
- Deleted records are removed from the database by a purge task. The purge task removes all records with a deletion date older than the default value described above.
- Once a workstation has been deleted you cannot modify any fields for the record, as deleted workstations cannot be viewed from the Manager's Query Browser.
- The deletion date fields are available in the Web Console only and are "Workstation Is Deleted", "Workstation Deletion Date", "Product Is Deleted", and "Product Deletion Date". See Viewing a List of Deleted Workstations, below.

To delete a workstation

1. Run a workstation query to locate the workstation(s) you want to delete.
2. In the query results window, select one or more workstations by clicking on the row number. To select more than one workstation, use the standard Windows Ctrl or Shift key combinations.
3. Do one of the following to delete the workstation(s):
  - Click on  on the query toolbar.
  - Right-click and then click on Delete on the shortcut menu.
  - Click on the Query menu and click on Delete.
4. Confirm the deletion.

**NOTE:** If you delete a workstation accidentally, you will lose the historical data for the workstation. In addition, the next time the workstation is scanned, ZENworks Asset Management will treat it as a new workstation.

## Viewing a List of Deleted Workstations

You can use the Web Console view a list of deleted workstations. You do this by creating a custom report.

To view a list of deleted workstations:

1. In the Web Console, create a new custom report.
2. Set the type to **Workstations** and the focus to **Basic Workstation Attributes**. (This is the default setting.)
3. Choose the columns you want to view.
4. In the **Criteria** area, choose **Workstation is Deleted** from the **Field** drop-down menu.
5. Choose **Yes** from the **Value** drop-down menu.
6. You may also wish to add a second filter on the **Workstation Deletion Date**. You can then specify a certain date, or use the "within x days" or "Not within x days" operators.

## Checking in Workstations from a Query Results Window

When workstations are being scanned, ZENworks Asset Management considers them to be "checked out." When a workstation is checked out, you cannot edit its associated data with ZENworks Asset Management Manager. (You can, however, make changes at the workstation with the Collection Editor.)

Sometimes workstations remain checked out even when they are not being scanned. For example, the Collection Editor may be waiting for user input at the workstation, but the user is out on extended medical leave. In this case you can check in the workstation.

To find out which workstations are checked out and when they were checked out, you can run a workstation query that has the criteria Checked Out = Yes and a Check In/Check Out time earlier than some date you specify. You can then check in any workstations that have been checked out for a long time.

To check in a workstation

1. Set up and run a workstation query that includes the criteria Checked Out = Yes and a Check In/Check Out Time earlier than some date you specify.
2. Select those workstations that you want to check in.
3. Right-click and then click on Check in Workstation on the shortcut menu.

### TIP

- The Check Outs tab in the process control panel also lists checked-out workstations and gives you the option of checking them back in.

## Recovering a Workstation

Each workstation in the ZENworks Asset Management inventory database has a unique identifier that is used internally for tracking purposes. Every time ZENworks Asset Management scans a workstation ZENworks Asset Management checks for an identifier. If it does not find an identifier, ZENworks Asset Management assigns one to the workstation, thus treating it as a new workstation. If it finds an identifier, ZENworks Asset Management knows the workstation is already part of the inventory database.

In some situations you may want to recover a workstation's identifier so you can "re-instate" the workstation in the ZENworks Asset Management inventory database. For example, you may rebuild a workstation to such an extent that ZENworks Asset Management will treat it as a new workstation. A hard disk crash or re-installation of the operating system will have the same effect. To avoid having the same workstation in the database twice, you can re-instate the original identifier on the workstation so that during its next scan it is treated as a "known" workstation.

**NOTE:** Collection Server reconciliation options let you recover workstations *automatically*. The procedure described below offers another method of recovering workstations if for some reason you cannot use the Collection Server options.

ZENworks Asset Management Manager lets you save a workstation's identifier in a special registry (.reg) file. You can then use this file on the workstation itself to restore its identity. Be sure to perform this procedure *before* re-installing the client applications.

**NOTE:** Only a ZENworks Asset Management administrator can recover a workstation.

### To recover a workstation

1. If you have rebuilt a workstation, or a workstation has had a hard disk crash (and you have fixed the problem), run a workstation query to locate the workstation in the database.
2. Select the workstation in the query results window.
3. Do one of the following:
  - Right-click and click on Recover Workstation on the shortcut menu.
  - Click on the Tools menu and click on Recover Workstation.
4. Use standard Windows controls to save the registry (.reg) file in a folder of your choice.
5. Copy the registry file to the workstation you are recovering and double-click on it from Windows Explorer.
6. Re-install the client applications on the workstation using any of the methods described in Performing Automated Inventories. When the Collection Client next runs on the workstation, the workstation's original identity will be restored.

### TIP

- You can also use Collection Server options to recover workstations.



## Stockrooms

### About Stockrooms

A stockroom consists of components that are not currently associated with a particular workstation but are grouped together for organizational purposes. For example, you may want to track unused or extra components by technical contact, building, or department. You could also have a repair room stockroom to keep track of components that are being repaired. The underlying organization of stockrooms and their contents are completely up to you.

In ZENworks Asset Management, a stockroom is considered to be a type of workstation so you use workstation queries to work with stockroom data.

You can create and manage a stockroom with ZENworks Asset Management Manager.

#### See Also

Adding a Stockroom

Viewing Stockroom Data

Editing a Stockroom

Deleting a Stockroom


### Adding a Stockroom

When you create a stockroom, you must associate it with a particular Collection Server. If you want a particular domain administrator to manage the stockroom, be sure to select a Collection Server in that administrator's domain.

Unlike a workstation, a stockroom can include several system components or none; a workstation must include one (and only one) system.

In many cases you will already know you need to add a stockroom. In other cases you may find out you need to create one while examining the results of a workstation query.

#### To add a stockroom

1. If you already know you need to add a stockroom, click on the Add Data menu and click on Workstation/Stockroom.  
If you have run a workstation query and realize you need to add a stockroom, do one of the following:
  - Click on  on the query toolbar.
  - Right-click on a row number and click on Add on the shortcut menu.
  - Click on the Query menu and click on Add.
2. In the Select Workstation Type to Create dialog, do the following:
  - a) Select Stockroom in the Workstation Type section.
  - b) Select the Collection Server with which you want to associate the stockroom.
  - c) Click on the OK button.
3. Do the following in the Add New Workstation dialog:
  - a) Enter a descriptive name for the stockroom in the Machine Name field.
  - b) Provide any additional information you want such as the technical contact or department. You will find you can type data in some fields directly, but in other cases, you will need to click on the browse button and complete a further dialog.
  - c) Click on the OK button when done.
4. Add components to the stockroom.

## Viewing Stockroom Data

You display the data associated with a stockroom by using a workstation query and indicating an inventory type of stockroom. The Workstation folder of the ZENworks Asset Management Queries container includes a pre-defined query named Stockrooms for listing all stockrooms. You can use this query and then select the stockroom for which you want to see components. You can also modify this query or create a workstation query to locate a specific stockroom.

### To view stockroom data

1. To use the pre-defined ZENworks Asset Management query, double-click on Stockrooms in the Workstation folder of the ZENworks Asset Management Queries container.  
To create a new query to locate a specific stockroom, create a query and do the following:
  - a) Select Workstation Query as your query type.
  - b) Select Inventory Type in the Field column and = in the Operator column.
  - c) Select Stockroom in the Value column.
  - d) Add another criterion to filter by a field that will identify the particular stockroom you want, for example, by machine name or site.
2. Click on the Display Results button in the query window.
3. Examine the data ZENworks Asset Management Manager displays. If it is not quite what you wanted, edit the criteria that make up the query and then display its results again.
4. Do any of the following:
  - Display the components associated with the stockroom just as you would for a workstation. You can then add, edit, move, or delete components.
  - Edit the stockroom data.
  - Add another stockroom.
  - Delete a stockroom altogether.

## Editing Stockroom Data

You can change the data associated with a stockroom just as you can for a workstation. For example, you can change location information or the name of the technical contact person. You can also add, edit, move, or delete stockroom components.

### To edit stockroom data

1. Run a workstation query to list the stockroom(s) you want to edit.
2. Edit the stockroom data just as you would edit workstation data.

### TIPS


- If you are primarily interested in editing stockroom components, run a component query that filters on the stockroom you want.
- If you are repairing a component and have a repair room stockroom defined, move the component from the workstation to the stockroom while it is being repaired. After it is fixed, move the component back to the workstation.

## Deleting a Stockroom

If you no longer want to maintain a particular stockroom or track its inventory data, you can delete it.

**CAUTION:** When you delete a stockroom, ZENworks Asset Management Manager permanently removes it from the inventory database, with all of its associated components.

To delete a stockroom

1. Run a workstation query to locate the stockroom you want to delete.
2. In the query results window, select a stockroom by clicking on the row number. To select more than one stockroom, use the standard Windows Ctrl or Shift key combinations.
3. Do one of the following to delete the stockroom(s):
  - Click on  on the query toolbar.
  - Right-click and then click on Delete on the shortcut menu.
  - Click on the Query menu and click on Delete.
4. Confirm the deletion.

## Lost and Found

### About the Lost and Found

The Lost and Found is a special kind of stockroom that is created and maintained by ZENworks Asset Management. If a component with a serial number or asset tag was discovered on a workstation during the inventory process, but is found to be missing during a subsequent inventory cycle, ZENworks Asset Management places the component in the Lost and Found. If a component with the same serial number or asset tag later turns up on another workstation, ZENworks Asset Management automatically removes it from the Lost and Found. A component *must* have a serial number or asset tag to be maintained in the Lost and Found.

You can examine the contents of the Lost and Found at any time to see if all the components are really lost and respond accordingly. For example,

- If you know that a component has been sold, stolen, or "retired," you can delete it from the Lost and Found.
- If you have a stockroom set up for repairs, you could periodically check the Lost and Found for any components you know are being repaired and move them to that stockroom.

**Note:** If you make a change to the Lost and Found by deleting or moving a component, and the Collector's findings in the next inventory cycle contradict the change, your manual changes will be replaced by the Collector's findings.

You cannot delete the Lost and Found; it is always there for ZENworks Asset Management's use.

## Disabling Lost and Found Tracking

By default, Lost and Found tracking is turned on. If you are an administrator, you can specify whether your installation tracks Lost and Found. You can enable or disable the tracking of Hardware and Software independently.

For more information, see Changing Enterprise Options.

**Note:** For the purposes of Lost and Found tracking, an operating system is treated as *Hardware*. If you want to track operating systems, you must choose **Hardware** in the Enterprise Options dialog.

### See Also

Seeing What Is in the Lost and Found

Moving a Component Out of the Lost and Found

Deleting a Component in the Lost and Found

## Seeing What is in the Lost and Found

ZENworks Asset Management includes a query for seeing the contents of the Lost and Found. This query is named Lost and Found Components and is in the Component folder of the ZENworks Asset Management Queries container.

**NOTE:** To list the Lost and Found in the query results window (perhaps along with some stockrooms), run a workstation query that filters by the inventory type of Lost and Found.

To see what is in the Lost and Found

1. In the Component folder of the ZENworks Asset Management Queries container, double-click on Lost and Found Components.
2. Click on the Display Results button in the query window.
3. Examine the data ZENworks Asset Management Manager displays. If you notice any components that are not really lost, you may want to do one of the following:
  - If a component is being repaired, consider setting up a stockroom named "Repair Shop" and moving the component to this stockroom.
  - If a component no longer exists (maybe it has been sold, stolen, or simply "retired"), delete the component.

## Moving a Component Out of the Lost and Found

One reason a component will find its way into the Lost and Found is if a scan occurs while it is being repaired. If the Collector found the component before, but no longer finds it on the workstation, the Collector will place the component in the Lost and Found. In this case, you may want to move the component out of the Lost and Found because, for example,

- You want to use the component with a different workstation.
- You want to track all components that are being repaired in some sort of repair room stockroom.


To move a component out of the Lost and Found

1. Run the pre-defined Lost and Found Components query in the Component folder of the ZENworks Asset Management Queries container.
2. In the query results window, select the component you want to move.
3. Right-click and click on Move on the shortcut menu.
4. In the Move Components dialog:
  - a) Click on the Browse button.
  - b) Complete the Browse for Workstation dialog to select the workstation or stockroom to which you want to move the component.
  - c) Click on the OK button.

## Deleting a Component in the Lost and Found

If you see a component in the Lost and Found that you know has been sold, stolen, or "retired," you can remove it.

To delete a component in the Lost and Found

1. Run the pre-defined Lost and Found Components query in the Component folder of the ZENworks Asset Management Queries container.
2. Do one of the following to remove a component from the Lost and Found:
  - Select the component you want to delete and click on  on the query toolbar.
  - Right-click on the component you want to delete and then click on Delete on the shortcut menu.
  - Select the component you want to delete, click on the Query menu, and click on Delete.
3. Confirm the deletion.

## Components

### About Components

A component is a hardware or software product associated with a workstation or stockroom, for example, a spreadsheet application or a network interface card. As you work with your inventory data, you may want to do any of the following with components:

- View the components for a workstation or stockroom or find workstations that include particular components.
- Add components.
- Edit components.
- Move components.
- Delete components.

You can examine component data either through reports or queries. If you want to change any of the data, you must run a query.

**NOTE:** An analyst can view component data, but cannot change it in any way; other ZENworks Asset Management users can change component data.

#### See Also

[Running a Report](#)

[About Component Queries](#)

## About Component Queries

A component query lets you locate component data in a variety of ways. Here are some examples of the kind of information you can obtain with a component query:

- A list of the components for a particular workstation or stockroom.
- A list of all the components for which a particular technical contact is responsible.
- A list of all the components in a particular product category.
- A list of all the components on workstations in the Accounting department.
- A list of all hard drives that are smaller than 1 GB and made by a certain manufacturer.

The Component folder of the ZENworks Asset Management Queries container includes the following pre-defined component queries for you to use:

- Collector-Created Components
- Components Entered with Collection Editor
- Hardware Component Summary
- Lost and Found Components
- Manager-Entered Components
- Operating Systems
- Software Component Summary
- Systems

By nature, the ZENworks Asset Management queries are generic. You are likely, therefore, to need additional queries to locate specific component data, for example, for a particular workstation or manufacturer. You may be able to modify a ZENworks Asset Management query to accomplish your needs or you may have to create a component query from scratch. Sample Queries includes some sample component queries on which you can model your own.

Whenever you create a component query, you must always select the type of component you want to find, for example, system, printer, or software. Different types of components have different information associated with them so ZENworks Asset Management needs to know what kind of data it should display. For example, a printer has different characteristics than a modem or a piece of software.

When selecting the component type, you have two basic choices, depending on the data you want to find. You can choose a specific type of component, in which case you will be able to see all the available information for that type of component, but not for any other type. Alternatively, you can choose to find any type of component with the query. In this case, you will be able to see information about a mix of components of different types, but the information available will be limited to the data that all components have in common.

The information that you can examine with a component query and that is common to all components includes the asset tag, component source, model/version, and serial number.

If you are examining a specific type of component, other data will be available to you in **extended fields**, for example, speed and communications port for a modem or chassis type for a system.

A component query also lets you:

- Locate data in any user-defined component fields.
- Locate components by referencing workstation data such as a machine name or department.
- Locate components by referencing product data such as a manufacturer name or classification.

### See Also

- Creating a Query
- Viewing Component Data
- Adding a Component
- Editing a Component
- Deleting a Component
- Moving a Component
- Sample Queries

## Viewing Component Data with a Query


If you anticipate making any changes to components, you must first display them by running a query. Depending on what kind of component data you want to see, you can either run a workstation query or a component query.

With a workstation query, you can obtain a list of workstations and then display a list of components for a particular workstation. A component query also lets you display components for a workstation but gives you greater flexibility in what kind of component data you display and how you display it. The procedure that follows illustrates how to view component data with a component query.

### To view component data

1. To use an existing component query, double-click on the query on the Query locator tab.

To create a component query:

- a) Select the Personal Queries container and click on  on the toolbar.
- b) Click on Component Query.
- c) When ZENworks Asset Management Manager displays the Select Component Type dialog, either select a specific type of component such as software or select Any (Basic Data Only) if you want to work with a mix of component types. Then click on the OK button.
- d) Define the filter criteria.
2. Click on the Layout tab to make sure the fields you want will be displayed.
3. Click on the Filter tab and then click on the Display Results button.
4. Examine the data the Manager displays. If it is not quite what you wanted, edit the criteria that make up the query and then display its results again.
5. (Optional) Do any of the following:
  - Edit component data.
  - Add a component.
  - Move a component.
  - Delete a component.

### TIPS

- For specific examples of component queries, see Sample Queries.
- A component query gives you information about products that are part of a workstation or stockroom in your organization. Many of the thousands of products known to ZENworks Asset Management will not be in use on any of your workstations. For example, VP-Planner 1.3 by Paperback is a product recognized by ZENworks Asset Management, but it may not be on any workstations in your organization. To see which products are available (regardless whether they are components of workstations), run a product query.
- ZENworks Asset Management also includes many reports for analyzing component data. For example, component breakdown reports give you counts of hardware or software components.
- A component query provides data based on the most recent scan of workstations. To see historical data about past scans, run a history report such as a Component Change History Report or a Component Move History Report.

### See Also

Sample Queries



## Adding a Component

You may need to add a component for any of the following reasons:

- Some external peripherals (such as scanners or digitizers) cannot be recognized automatically during the inventory process.
- A new device may not have recognition available for it yet.
- A piece of software is not installed on the PC but is perhaps run from a CD-ROM.
- A hardware component is custom built or a piece of software is internally developed.
- Some extra or unused components need to be associated with a stockroom.

In many cases, you will be adding a component that corresponds to a product already defined by Novell. In other cases, the component will not correspond to a product defined by Novell and will represent a local product.

**NOTE:** Only an enterprise administrator can create a local product. In addition, the inventory process must be shut down.


You can add a component in any of these contexts:

- You have run a workstation query and want to add a component to a specific workstation or stockroom.
- You have run a component query and decide to add a component. In this case you will need to assign the component to a workstation when you create the component.
- You already know you need to add a component to a workstation or stockroom without needing to run a query to discover this. For example, you may have just created a stockroom and now need to add components to it.

To add a component

1. If you already know you need to add a component to a workstation or stockroom (perhaps because you have just created a stockroom), click on the Add Data menu and click on Component. ZENworks Asset Management Manager will display the Select Component Type to Create dialog.

If you have run a workstation query and then displayed the Component List window for a workstation, or, if you have run a component query, do one of the following to add a component:

- Click on  on the query toolbar.
  - Right-click on a row number and click on Add on the shortcut menu.
  - Click on the Query menu and click on Add.
2. In the Select Component Type to Create dialog, do the following:
    - a) Select the type of component you want to add, for example, printer or software.
    - b) If necessary, select the workstation to which you want to add the component by clicking on the Browse button in the Assign to Workstation section and then completing the Browse for Workstation dialog. If you were viewing the component list for a workstation, the workstation will already be listed in the Assign to Workstation section.
    - c) Click on the OK button.

The Manager will now display an Add New dialog, the title of which will reflect the type of component you are adding, for example, Add New Printer or Add New Software.

3. Provide information about the component in the Add New dialog as follows:

- a) Click on the browse button in the Product box and find and select the product you want in the Browse for Product dialog.  
If you cannot find the product you want, you have the option of creating a local product by clicking on the New button in the Browse for Product dialog. This button is available only if you are an enterprise administrator and have shut down the inventory process.
- b) Provide any additional information about the component, such as its serial number or asset tag.
- c) Click on the OK button when done.

#### TIPS

- Components can also be added with the Collection Editor.
- When you add a component from a query, the component is assigned to the current workstation automatically. When you add a component by using the Add Data menu, you must browse for the workstation you want.

## Editing Component Data

You may want to edit a component for any of the following reasons:

- To add brand information about a monitor, printer, or keyboard.
- To add a serial number or asset tag.
- To provide version information about software.


You can edit component data whenever the query results window includes component data. Depending on the data you have chosen to display in the query results window, you may be able to make all your changes directly in the window. For example,

- You can change an asset tag, serial number, model number directly in the query results window or change data in a user-defined field.
- You cannot change user, workstation, or product data directly in the query results window. Instead, click on the browse button in the cell and then make a selection in the dialog that appears.
- You can find all instances of a particular value in a field and replace it with another value.
- You can change additional component data in an Edit Properties dialog. This dialog shows all available information about a component.

#### To edit component data

1. Run a component query to display the component(s) you want to edit.

**NOTE:** You can also edit some component data when viewing the component list for a workstation.

2. If you can edit the data directly, do so. Otherwise, click on the browse button and complete the dialog that appears.
3. If you want to see all the available data for a component, do one of the following in the query results window:
  - Double-click on the row number of the component.
  - Click on the component row number and click on  on the query toolbar.

- Right-click on the component row number and then click on Edit on the shortcut menu.
- Click on the component row number, click on the Query menu, and click on Edit.

The Manager will now display an Edit Properties dialog whose title will reflect the type of component you are editing, for example, Edit Software Properties. Not all the component data can be edited in the Edit Properties dialog. In particular, you can never change the component's type. Also, if the Collector discovered the component, you will be limited in what you can change.

The Edit Properties dialog includes a Scanned Value column that shows the data the Collector gathered. This may differ from the data in the Value column, which will include any changes that have been made.

4. Make your changes in the Value column.
5. Click on the OK button when done.

#### TIPS

- Components can also be edited with the Collection Editor .
- The data shown in the Value column of the Edit Component Properties dialog is the data that appears in queries and reports. The data in the Scanned Value column is used "behind the scenes" by the Collector.

## Moving a Component

Occasionally you may need to move components. For example, you may have to move a sound card from a workstation to a stockroom. To keep your inventory data accurate, you can move components with ZENworks Asset Management Manager to reflect the physical move.

**NOTE:** When moving components, be sure to coordinate the Manager move with the physical move and with your inventory cycle, especially if the component was discovered by the Collector. Continuing the example above, suppose you use the Manager to move the sound card to a stockroom. If then you do not remove the sound card physically from the workstation, and another scan takes place, the Collector will find the sound card on the workstation. The inventory database will be incorrect because both the workstation and the stockroom will include the sound card.

#### To move a component


1. Either run a component query to locate the component(s) you want to move or run a workstation query and display the Component List window for a workstation.
2. Select the component(s) you want to move.
3. Right-click and click on Move on the shortcut menu. The Manager will display the Move Components dialog.
4. In the Move Components dialog, select the workstation or stockroom to which you want to move the component(s) as follows:
  - a) Click on the Browse button. The Manager will display the Browse for Workstation dialog.
  - b) In the Browse for Workstation dialog, find and select the workstation or stockroom to which you want to move the component(s) and then click on the OK button.
  - c) Click on the OK button in the Move Components dialog.

5. If you moved a component from a workstation that is part of the inventory cycle, be sure to remove the component physically from the workstation itself.

## Deleting a Component

You can delete a component that was previously added with ZENworks Asset Management Manager or with the Collection Editor, but you cannot delete a component that the Collector discovered.

### To delete a component

1. Either run a component query to locate the component(s) you want to delete or run a workstation query and display the Component List window for a workstation.
2. Select the component(s) you want to delete by clicking on the row number.
3. Do one of the following to delete the component:
  - Click on  on the query toolbar.
  - Right-click and click on Delete on the shortcut menu.
  - Click on the Query menu and click on Delete.

### TIP

- Components that were added manually can also be deleted with the Collection Editor.

## Products

### About Products

A product is a piece of hardware or software identified by the manufacturer, product name, and model/version. ZENworks Asset Management includes definitions of thousands of products so that they can be identified automatically during an inventory cycle.

ZENworks Asset Management classifies all products using three pieces of information: product type, category, and subcategory. See ZENworks Asset Management Product Type, Category, and Subcategory Reference for a description of the classification built into ZENworks Asset Management.

The **product type** classifies a product according to its inherent characteristics. For example, a software application, printer, and removable media drive all have different characteristics and so are different product types. ZENworks Asset Management includes numerous product types which you cannot change. You also cannot create additional product types.

Within each type, products are classified by **category**. For example, software products include categories such as accounting, graphics, or spreadsheet. Hardware product categories often correspond to the product type, for example, printer or monitor. ZENworks Asset Management includes many pre-defined product categories, and you can define additional categories of your own.

**Subcategories** offer further classification of a product within a category. For example, payroll is a subcategory of accounting and inkjet is a subcategory of printer. ZENworks Asset Management includes many pre-defined product subcategories, and you can define additional subcategories of your own.

You can examine product data either through reports or queries. If you want to change any of the data, you must run a query.

**NOTE:** All ZENworks Asset Management users can examine product-related data, but only an enterprise administrator can manage it.

An enterprise administrator can do the following:

- Re-classify products by changing their associated category and/or subcategory.
- Create local products and manage them. (Local products can be created only for software files discovered on Windows systems.)

#### TIPS

- An enterprise administrator can re-classify products and create and edit local products as long as the inventory process is not starting up. Once the process is started, these activities can take place. To reconcile and delete local products, on the other hand, the enterprise administrator must first stop the inventory process.
- If local products are created while the inventory process is running, they will *not* be used during a scan *until* the inventory process is stopped and re-started. This gives you control over the timing of new or changed local products.

#### See Also

Running a Report

About Local Products

ZENworks Asset Management Product Type, Category, and Subcategory Reference

## About Product Queries

A product query lets you locate product data in a variety of ways. Here are some examples of the kind of information you can obtain with a product query:

- All products that are classified as database products.
- All hard drive products that are smaller than 1 GB and that are installed on workstations in the enterprise.
- All the local products that have been created.
- All the products used in the Engineering department.

The Product folder of the ZENworks Asset Management Queries container includes the following pre-defined product queries for you to use:

- All Local Products
- Hardware Local Products
- Software Local Products

By nature, the ZENworks Asset Management queries are generic. You are likely, therefore, to need additional queries to locate specific product data, for example, the data that is associated with a particular manufacturer. You may be able to modify a ZENworks Asset Management query to accomplish your needs or you may have to create a product query from scratch. Sample Queries includes some sample product queries on which you can model your own.

The information that you can examine with a product query includes the following:

Product Field	Description
Date Created	The time and date the product was created.
Language	The language of the product.
License Count	The number of licenses for this product.
License ID	An identifier that groups different versions of this product for licensing purposes.
License Name	The name of the product as used for licensing.
License Required	Whether the product is licensed.
Manufacturer	The manufacturer of the product.
Model/Version	The model or version of the product.
Platform	The operating system of the product.
Product Name	The name of the product.
Product Source	Software component that created the product.
Product Type	The product type, for example, hard drive, monitor, printer, or software.

A product query also lets you:

- Locate data in any user-defined product fields.
- Locate products by referencing their classification, for example, listing all the products that are laser printers.
- Locate products that are referenced by a component (included in a workstation).

**TIPS**

- A product query gives you information about products that are known to ZENworks Asset Management. Products are not necessarily components of any workstations. For example, MovieMan for Windows 1.1 by Logitech is a product recognized by ZENworks Asset Management, but it may not be on any workstations in your organization. To see which products actually exist on workstations, run a component query.
- If you are an enterprise administrator and want to reconcile or delete local products, you must first shut down the inventory process. If you want to re-classify products or create or edit local products, you do not need to stop the inventory process. As long as the inventory process is not starting up, you will be able to perform these activities.

**See Also**

## Sample Queries

**Viewing Product Data with a Query**


If you want to view product data you can run a product query. All ZENworks Asset Management users can view product data. Only an enterprise administrator can manage products by re-classifying them or by creating or reconciling local products.

**NOTE:** ZENworks Asset Management also includes many reports for examining product data. For a complete list, see ZENworks Asset Management Report Reference.

To view product data with a query

1. To use an existing product query, double-click on the query on the Query locator tab.

To create a product query:

- a) Select the Personal Queries container and click on  on the toolbar.
  - b) Click on Product Query.
  - c) Define the filter criteria.
2. Click on the Layout tab to make sure the fields you want will be displayed.
  3. Click on the Filter tab and then click on the Display Results button.
  4. Examine the data the Manager displays. If it is not quite what you wanted, edit the criteria that make up the query and then display its results again.
  5. (Optional) If you are an enterprise administrator, do any of the following:
    - Re-classify products.
    - Create a local product.
    - Edit a local product.
    - Delete a local product.
    - Reconcile local products.

**See Also**

## Sample Queries

## Re-Classifying Products

ZENworks Asset Management classifies products by type, category, and subcategory. You can never change the type of a product, but you can change its category or subcategory if you would prefer to classify the product differently. You have the option of defining additional categories and subcategories for a product type and then re-assigning a product to one of these categories or subcategories.

Only an enterprise administrator can re-classify products, and the inventory process cannot be starting up.

**Note:** Updates to the Product Knowledgebase (using the *Product Recognition Update* command, available from the Administration menu) might include changes to product categories and subcategories. If you re-classify a product, the change you made might be overwritten when the Product Knowledgebase is updated.

### To re-classify a product

1. Be sure you have defined the product categories and subcategories you want to use.
2. Run a product query to display the products you want to re-categorize.
3. In the query results window, click on the Classification cell and select a different category or subcategory in the Browse for Product Classification dialog. The product will now be re-classified.

### See Also

ZENworks Asset Management Product Type, Category, and Subcategory Reference

## Creating Local Products

### About Local Products

ZENworks Asset Management can identify thousands of different commercial products during the scan of a workstation. Nonetheless, your organization may use hardware and software products that are not among those that ZENworks Asset Management automatically identifies. These products can include commercial products, internally developed software, or custom-built PCs. You can add such products to the inventory database by defining local products.

#### Notes:

- Local products can be created only for software files discovered on Windows systems.
- Novell regularly offers Product Recognition Updates (PRUs) to customers with ZENworks Asset Management technical support contracts. Contact your Novell Sales Representative for details.

Local products can be created in one of two ways:

- By workstation users with the Collection Editor. Workstation users need special permission to do this, however.
- By an enterprise administrator with ZENworks Asset Management Manager.

The Collection Editor and the Manager should not be used interchangeably when creating local products. Some local products should always be created with the Collection Editor; others should be created with the Manager. Follow these guidelines;

- Use the Collection Editor for creating local products for systems only. If workstation users start to define their own local products, the result is likely to be multiple instances of the same products and inaccurate data in the inventory database. You will then have to clean up the discrepancies by reconciling the local products. Also, any software local products created with the Collection Editor will not include any recognition data.



- Use the Manager for all software local products and all hardware except for systems. You can then include recognition data for software and provide consistent choices for hardware products in list boxes. Also, only an enterprise administrator can define local products with the Manager. As a result, you will have greater control over which local products are created and will avoid the situation in which numerous users are creating local products and inevitably introducing inconsistencies into the inventory database.
- Use the Manager to manage all your local products by editing and deleting them and reconciling any discrepancies.

**TIP**

- You can create or edit local products while the inventory process is running. These local products, however, will *not* be used during a scan *until* you stop and re-start the inventory process. You can therefore control when the local products will be used during a scan.

**See Also**

Creating a Local Product

Editing a Local Product

Deleting a Local Product

Reconciling Local Products

**Creating a Local Product**

To create a local product you must be an enterprise administrator, and the inventory process can be running. The advantage of adding local products while the inventory process is running is that it lets you control when they are used during a scan: *the local products will not be available until you stop and re-start the inventory process*. For example, you may want to spend a few days working on local products and then distribute them all at the same time (by stopping and re-starting the inventory process).

**Note:** Local products can be created only for software files discovered on Windows systems.

In some cases you may already know that a local product is required, perhaps for an internally-developed piece of hardware or software. In other cases, you may find out you need to create a local product while:

- Examining the results of a product query and noticing a missing product.
- Searching for a product in the Browse for Product dialog and not finding it. For example, you may be trying to add a component to a workstation when you discover you need to create a local product.

No matter what your starting point, the procedure for creating the local product is very similar.


**NOTE:** You can also create a software local product while examining the results of an FNI query.

When you create a software local product, you have the option of providing recognition data about the product so that the Collector can recognize the product automatically during future inventory cycles. You can provide this recognition data in one of two ways:

- By selecting one or more files from the FNI list.

- By selecting one or more product files and having ZENworks Asset Management Manager take information (if available) from the Version Resource Block (VRB) of the files, as a way to identify the files. **VRB data** is a block of identifying information within a file which many vendors include in their applications. If VRB data is available, the Collector can obtain the following if included by the vendor: company name, product name, product version, file version, and language. You can then examine this VRB data and correct it if necessary. (Sometimes the version information is not up-to-date and does not match the product.)

#### To create a local product

1. If you already know a local product is required, click on the Add Data menu and click on Product. The Manager will now display the Select Product Type to Create dialog. If you do not yet know which local products may need to be defined, run a product query. Then do one of the following:
  - Click on  on the query toolbar.
  - Right-click in the query results window and click on Add on the shortcut menu.
  - Click on the Query menu and click on Add.

If you are looking for a product in the Browse for Product dialog, and do not find it, click on the New button in this dialog.

2. In the Select Product Type to Create dialog, select the type of product you are creating and click on the OK button.

**NOTE:** You will not be able to change the product's type later.

The Manager will now display the Add New Product dialog. If you are defining a software local product, the dialog will include a Recognition Data tab; otherwise, it will not.

3. Complete the Product Data tab:
  - a) Click on the Classification field and then complete the Browse for Product Classification dialog to select a category and subcategory for the product.
  - b) Complete the Manufacturer, Product Name, and Model/Version fields in the Add New Product dialog.
  - c) If you are creating a hardware local product, click on the OK button when done.
4. If you are creating a software local product, click on the Recognition Data tab. Here you can select one or more files on which you want to base recognition of the product. You then have the option of refining the recognition data that ZENworks Asset Management uses by editing the file data. This recognition data is also known as the "fingerprint."
5. To use a file from the FNI list, click on the Add from FNI button on the Recognition Data tab and then complete the Browse for FNI Data dialog to find and select the FNI file you want.

**NOTE:** You can also drag files from Windows Explorer to the Recognition Data tab.

6. To select specific product files, click on the Add from File button and then select the file(s) in the Select File to Add dialog using standard Windows techniques. The Manager will automatically include Version Resource Block (VRB) information for a file if it is available.

**NOTE:** The more files you select, the more specific the recognition data will be. In other words, the Collector will need to find all the specified files on a workstation before it recognizes the product. Use this method with caution.

7. To review and edit the recognition data being used for a file, select the file in the Files Included in Fingerprint section and click on the Edit button:

a) Change any of the data in the Edit Software Fingerprint dialog. All the boxes except for the Folder box must include data.

b) To review and change VRB data for a file, click on the Advanced button in the Edit Software Fingerprint dialog. Click on the OK button when done.

If no VRB information is available, all the Enable check boxes in the Advanced Fingerprint Information dialog will be clear.

If VRB information is available, the Enable check boxes for Product Name and Product Version will be selected. You can select or clear additional Enable check boxes in this dialog. You can also edit the text in any box for which the Enable check box is selected. For example, if you know this is MyProduct 2001 and not MyProduct 2000, you can change the name and the product will be identified correctly during future scans.

**NOTE:** You can change VRB version information either to broaden the recognition or to make it very specific. For example, if the Advanced Fingerprint Information dialog lists 8.0a as the product version, you could delete the "a" to catch all the letter versions of 8.0 or leave the "a" so the recognition is very specific.

8. To remove a file that was being used for recognition, select the file in the Files Included in Fingerprint section on the Recognition Data tab, click on the Delete button, and confirm the deletion.
9. When the Recognition Data tab includes all the files you want to use for recognition, click on the OK button in the Add New Product dialog.
10. When you are ready to use the local products during a scan, stop and re-start the inventory process.

#### TIP

- You can also create a local product when examining the results of an FNI query.

#### Select Product Type to Create

1. Select the type of local product you want to create, for example, software.

**NOTE:** You will not be able to change the product type later.

2. Click on the OK button.

## Product Data Tab

The Product Data tab is part of the Add New Product dialog when you create a local product and the Edit Product Properties dialog when you edit a local product. The Product Data tab is for general information about the product. (If you are creating or editing a software local product, the dialog will also include a Recognition Data tab.)

To complete the Product Data tab

1. Click on the Classification field and then select a category and subcategory for the product in the Browse for Product Classification dialog.
2. Enter data in the Manufacturer, Product Name, and Model/Version fields.
3. If you are creating a hardware local product, click on the OK button when done.
4. If you are creating a software local product, click on the Recognition Data tab. (There you can select one or more files on which you want to base recognition of the product.)

## Recognition Data Tab

The Recognition Data tab lets you provide or edit recognition data for a software local product. On this tab you can select one or more files on which you want to base recognition of the product. You then have the option of refining the recognition data that ZENworks Asset Management uses by editing the file data. This recognition data is also known as the "fingerprint."

To complete the Recognition Data tab

1. To use a file from the FNI list, click on the Add from FNI button and then complete the Browse for FNI Data dialog to find and select the FNI file you want.

**NOTE:** You can also drag files from Windows Explorer to the Recognition Data tab.

2. To select specific product files, click on the Add from File button and then select the file(s) in the Select File to Add dialog using standard Windows techniques. The Manager will automatically include Version Resource Block (VRB) information for a file if it is available.

**NOTE:** The more files you select, the more specific the recognition data will be. In other words, the Collector will need to find all the specified files on a workstation before it recognizes the product. Use this method with caution.


3. To review and edit the recognition data being used for a file, select the file in the Files Included in Fingerprint section and click on the Edit button. Then complete the Edit Software Fingerprint dialog.
4. To remove a file that was being used for recognition, select the file in the Files Included in Fingerprint section, click on the Delete button, and confirm the deletion.
5. When the Recognition Data tab includes all the files you want to use for recognition, click on the OK button.

## Editing a Local Product

If you need to change a local product, you can edit it with ZENworks Asset Management Manager. For example, you may want to provide different recognition data for a software product.

To edit a local product you must be an enterprise administrator, and the inventory process cannot be starting up. The advantage of editing local products while the inventory process is running is that it lets you control when they are used during a scan: *the changed local products will not be available until you stop and re-start the inventory process.* For example, you may want to spend a few days working on local products and then distribute them all at the same time (by stopping and re-starting the inventory process).

#### To edit a local product

1. Run a product query to display the local product(s) you want to edit.
2. If the data you need to change is in the query results window, edit it directly.
3. If you need to change additional data such as recognition data for a software product, do one of the following:
  - Select the local product and click on  on the query toolbar.
  - Right-click on the local product, and click on Edit on the shortcut menu.
  - Select the local product, click on the Query menu, and click on Edit.
4. Make your changes on the Product Data and/or Recognition Data tabs in the Edit Product Properties dialog and click on the OK button when done.
5. When you are ready to use the changed local products during a scan, stop and re-start the inventory process.

#### Edit Software Fingerprint

The Edit Software Fingerprint dialog lets you review and change the recognition data being used for a file.

1. Change or delete data in the Basic File Information section. All the boxes except for the Folder box must include data.
2. (Optional) To review and change VRB information for the file, click on the Advanced button.
3. Click on the OK button when done.

#### Advanced Fingerprint Information

VRB data is a block of identifying information within a file which many vendors include in their applications. If VRB data is available, the Collector can obtain the following if included by the vendor: company name, product name, product version, file version, and language. The Advanced Fingerprint Information dialog lets you review and change VRB (version resource block) information for a file. If no VRB data is available, all the Enable check boxes are clear.

1. If VRB information is available, the Enable check boxes for Product Name and Product Version are selected. Select or clear any additional Enable check boxes.
2. (Optional) Edit the text in any box for which the Enable check box is selected. For example, if you know this is MyProduct 2001 and not MyProduct 2000, you can change the name and the product will be identified correctly during future scans.
3. Click on the OK button.

#### Displaying Local Products

ZENworks Asset Management includes some pre-defined product queries for displaying local products, for example, you can display all local products, all hardware local products, or all software local products. In addition, you can create your own queries for displaying local products. For example, you may just want to see the local products associated with a particular department or those created with the Collection Editor.

All products have a "source" of creation known as the product source. Most products are defined by Novell and have a product source of "ZENworks Asset Management-Defined." A local product, on the other hand, may have one of the following product sources: Collection Editor, Collector, Manager, Translator/Migrator (if you have migrated data from NetCensus), or UNIX Translator. You can therefore use the product source as a filter criterion in a product query to locate local products.

### To display local products

1. To use an existing product query, double-click on the query on the Query locator tab.

**NOTE:** The Product folder of the ZENworks Asset Management Queries container includes three local product queries for your use: All Local Products, Hardware Local Products, and Software Local Products.

To create a product query to locate a local product, select Product Query as your query type, Product Source as the filter field, and Collection Editor, Manager, Collector, and/or Translator/Migrator as the value on which to filter.

2. Click on the Display Results button in the query window.
3. Examine the data the Manager displays. If it is not quite what you wanted, edit the criteria that make up the query and then display its results again.

### TIP

- If you want to manage local products in any way, you must be an enterprise administrator. To reconcile or delete local products, the inventory process must also be stopped. (To create or edit local products, the inventory process need not be stopped; it just cannot be starting up.)


## Deleting a Local Product

If a local product is no longer being used, you can delete it.

**CAUTION:** When you delete a local product, you delete all instances of the product on all workstations. The product is no longer considered a component of any workstation.

To delete a local product you must be an enterprise administrator, and the inventory process must be stopped. Therefore, you may want to time the deletion of local products so it has the least impact on your inventory cycles. It is simpler and faster to stop the inventory process when you are not in the middle of an inventory cycle, and workstations are not being scanned

### To delete a local product

1. Shut down the entire inventory process from the Control menu.
2. Run a product query to display the local product(s) you want to delete.
3. Do one of the following:
  - Select the local product and click on  on the query toolbar.
  - Right-click on the local product and click on Delete on the shortcut menu.
  - Select the local product, click on the Query menu, and click on Delete.
4. Confirm the deletion.
5. If you have finished working with local products, re-start the inventory process from the Control menu. Until you do, no workstations will be scanned and no tasks will run.

## Reconciling Local Products

If more than one person has created local products at your organization, the inventory database may include misleading information about them. A misspelling or different way of referring to a product (HP versus Hewlett Packard, for example) can result in more than one instance of the same product in the database. In addition, a user may have created a local product for a product that already existed under a slightly different name. As a result, the data you see in reports and queries will be less accurate. Product counts will be misleading, and you will have difficulty knowing whether you are accounting for all the products in your organization because the same product appears under different names.

ZENworks Asset Management lets you resolve local product discrepancies in your inventory database. You can identify all the instances of a local product that should be the same, select the "official" version of the product, and merge the other instances with it. The result will be one product.

You reconcile local products by running a product query to display the local products you want to check. If you notice any discrepancies you can reconcile them by selecting one product to serve as the target product and then selecting the products that should be merged with this target product. (You can also create a new local product to serve as the target product.)

To reconcile local products you must be an enterprise administrator, and the inventory process must be stopped. Therefore, you may want to time the local product reconciliation so it has the least impact on your inventory cycles. It is simpler and faster to stop the inventory process when you are not in the middle of an inventory cycle, and workstations are not being scanned.


**CAUTION:** When you reconcile software local products, recognition data is kept only for the target product. Any recognition data for the products being reconciled is discarded. As a result, Novell strongly recommends that before you reconcile software local products you look closely at the recognition associated with them. Based on this analysis, make the product with the most accurate recognition the target product, even if, for example, it is misspelled. After the reconciliation you can always edit the product if necessary.

To reconcile local products

1. Shut down the entire inventory process from the Control menu.
2. Run a product query to display the local products you want to check for discrepancies.
3. Select the products that need reconciling. All the products you select must be of the same type

. (If the product you want to use as a target product is in the query results window, you can select it now, but you will also have the opportunity to select it later.)

**NOTE:** If you discover that the products you want to reconcile do not have the same classification, you will need to re-classify them before you can continue.

4. Do one of the following to begin the reconciliation process:
  - Click on  on the query toolbar.
  - Right-click in the query results window and then click on Reconcile Local Products on the shortcut menu.
  - Click on the Query menu and click on Reconcile Local Products.
5. In the Reconcile Local Products dialog, specify the target product in one of these ways:
  - Double-click on a product in the These Products Will be Reconciled section.
  - Select the product from the drop-down list in the Into This Product section.
  - Click on the Browse button to find and select a product in the Browse for Product dialog. If the product you want is not listed, you can click on the New button in this dialog to create a new local product. Be sure to create a product of the same type as the products you are reconciling.

If the target product is a product listed in the These Products Will be Reconciled section, its status will now read "Target."

6. In the These Products Will Be Reconciled section, select the products you want to combine with your target product.
7. Check your selections. You cannot undo a reconciliation once you perform it.
8. Click on the Reconcile button to start the reconciliation.  
After you click on the Reconcile button, the Status column may include one of the following messages:

Pending	The product is ready for reconciliation.
In progress	The reconciliation is taking place.
Retry	An error caused the reconciliation to be tried again.
Failed	The reconciliation failed after three attempts. The most likely reason for an error is an action by another user, for example, a product you selected for reconciliation was deleted or modified. Try the reconciliation again. If the failure recurs, check the NetCMgrEvent log file for the day. See Error Logs and Files.
Interrupted	The reconciliation was canceled by the user so was not completed.

9. After you finish reconciling local products, start the inventory process again from the Control menu. Until you do, no workstations will be scanned and no tasks will run.

## Reconcile Local Products

The Reconcile Local Products dialog lets you fix discrepancies in local products. In this dialog you must select one product as the official "target" product and identify all the products you want to merge with it.

**CAUTION:** When you reconcile software local products, recognition data is kept only for the target product. Any recognition data for the products being reconciled is discarded. As a result, Novell strongly recommends that before you reconcile software local products you look closely at the recognition associated with them. Based on this analysis, make the product with the most accurate recognition the target product, even if, for example, it is misspelled. After the reconciliation you can always edit the product if necessary.



To reconcile local products

**NOTE:** If you discover that the products you want to reconcile do not have the same classification, you will need to re-classify them before you can continue.

1. Specify the target product in one of these ways:
  - Double-click on a product in the These Products Will be Reconciled section.
  - Select the product from the drop-down list in the Into This Product section.
  - Click on the Browse button to find and select a product in the Browse for Product dialog. If the product you want is not listed, you can click on the New button in this dialog to create a new local product. Be sure to create a product of the same type as the products you are reconciling.

If the target product is a product listed in the These Products Will be Reconciled section, its status will now read "Target."

2. In the These Products Will Be Reconciled section, select the products you want to combine with your target product. (The products listed in this section are those you selected in the query results window before you began the reconciliation process.)
3. Check your selections. You cannot undo a reconciliation once you perform it.
4. Click on the Reconcile button to start the reconciliation.  
After you click on the Reconcile button, the Status column may include one of the following messages:

Pending	The product is ready for reconciliation.
In progress	The reconciliation is taking place.
Retry	An error caused the reconciliation to be tried again.
Failed	The reconciliation failed after three attempts. The most likely reason for an error is an action by another user, for example, a product you selected for reconciliation was deleted or modified. Try the reconciliation again. If the failure recurs, check the NetCMgrEvent log file for the day. See Error Logs and Files.
Interrupted	The reconciliation was canceled by the user so was not completed.

5. After you finish reconciling local products, start the inventory process again from the Control menu. Until you do, no workstations will be scanned and no tasks will run.

## Users

### About Workstation Users

ZENworks Asset Management tracks two types of users associated with workstations: primary users and technical contacts. A primary user is the user chiefly associated with a workstation. A technical contact might be the person in the IT department responsible for particular workstations. You may or may not track technical contacts in your organization.

As you work with your inventory data, you may want to do any of the following with users:

- View user data.
- Add a user.
- Edit user data.
- Delete a user.

You can examine user data through queries.

**NOTE:** An analyst can view user data, but cannot change it in any way; other ZENworks Asset Management users can change user data.

#### See Also

About User Queries

### About User Queries

A user query lets you locate user data in a variety of ways. Here are some examples of the kind of information you can obtain with a user query:

- All the data for a specific user.
- All the users with a workstation that has more than 64 MB of memory.
- All the technical contacts at a particular site.

The User folder of the ZENworks Asset Management Queries container includes a pre-defined user query for you to use: All Workstation Users. By nature, this query is generic. You are likely, therefore, to need additional queries to locate specific user data, for example, the data that is associated with particular workstations. You may be able to modify the ZENworks Asset Management query to accomplish your needs or you may have to create a user query from scratch. Sample Queries includes some sample user queries on which you can model your own.

The information that you can examine with a user query is as follows:

User Field	Description
Email	The user's e-mail address.
Fax	The user's fax number.
First Name	The user's first name.
Last Name	The user's last name.
Middle Name	The user's middle name.
Phone	The user's phone number
Second Phone	The user's second phone number.

A user query also lets you:

- Locate data in any user-defined user fields.
- Locate users by referencing workstation data, for example, site or department.

#### See Also

Creating a Query

Viewing User Data

Adding a User

Editing User Data


Deleting a User

Sample Queries

## Viewing User Data with a Query

You can view data about a workstation user by running a user query.

#### To view user data

1. To use an existing user query, double-click on the query on the Query locator tab.  
To create a user query:
  - a) Select the Personal Queries container and click on  on the toolbar.
  - b) Click on User Query.
  - c) Define the filter criteria.
2. Click on the Layout tab to make sure the fields you want will be displayed.
3. Click on the Filter tab and then click on the Display Results button.
4. Examine the data ZENworks Asset Management Manager displays. If it is not quite what you wanted, edit the criteria that make up the query and then display its results again.
5. (Optional) Do any of the following:
  - Edit user data.
  - Add a new user.
  - Delete a user.

#### See Also

Sample Queries


## Adding a User

You may want to add a workstation user if, for example, someone new is to be a technical contact for a group of workstations. After adding the user, you can use the replace feature to change the technical contact person's name for all the affected workstations.

In some cases you may already know you need to create a user, for example, a new hire. In other cases, you may find out you need to create a user while:

- Examining the results of a query and noticing a missing user.
- Searching for a user in the Browse for User dialog and not finding the user.

**To add a user**

1. If you already know you need to add a user, click on the Add Data menu and click on User. ZENworks Asset Management Manager will display the Add New User dialog. If you have run a user query and realize a user is missing, do one of the following:
  - Click on a row number and click on  on the query toolbar.
  - Right-click on a row number and click on Add on the shortcut menu.
  - Click on the Query menu and click on Add.

If you are looking for a user in the Browse for User dialog, and do not find him or her, click on the New button in this dialog.

2. Provide information about the user in the Add New User dialog and click on the OK button when done.

The user now exists in the inventory database but is not associated with any workstations. If you have created the primary user for a workstation, run a workstation query to locate the workstation and then select your new user as the workstation's primary user. If you have created a technical contact to replace an existing technical contact, run a workstation query to find all the workstations associated with that technical contact and then use the replace feature.

**TIP**


- You can also add a primary user to a workstation by running a workstation query to find the workstation and then clicking on the browse button in the Primary User field. In the Browse for User dialog, click on the New button and complete the Add New User dialog. The Manager then automatically assigns the new user to the selected workstation.

**Editing User Data**

If you need to change some data about a workstation user, for example, correct the spelling of a name or provide an e-mail address, you can run a user query and then make your changes. Depending on the data you have chosen to display in the query results window, you may be able to make all your changes there. Otherwise, you always have the option of displaying the Edit User Properties dialog. This dialog shows all the available information about a user.

**NOTE:** You can also edit some user data when you run a workstation query.

**To edit user data**

1. Run a user query to display the user(s) you want to edit.
2. If the data you need to change is in the query results window, edit it directly.
3. If you want to see all the available data for the user, do one of the following in the query results window:
  - Double-click on the row number.
  - Click on the row number and click on  on the query toolbar.
  - Right-click on the row number and then click on Edit on the shortcut menu.
  - Click on the row number, click on the Query menu, and click on Edit.

ZENworks Asset Management Manager will display the Edit User Properties dialog. Make changes and click on the OK button when done.

## Add New User/Edit User Properties

The Add New User dialog lets you create a workstation user; the Edit User Properties dialog lets you change information about the user.

- Enter or change information about the user and click on the OK button when done.

If you have added a user, the user now exists in the inventory database but is not associated with any workstation. If you have created the primary user of a workstation, run a workstation query to locate the workstation and then select your new user as the workstation's primary user. If you have created a technical contact to replace an existing technical contact, run a workstation query to find all the workstations associated with that technical contact and then use the replace feature.

### See Also


Finding and Replacing Data

## Deleting Users

If you no longer want a particular workstation user in the inventory database, you can delete the user.

**NOTE:** When you delete a user, ZENworks Asset Management Manager removes the user from all the workstations with which the user was associated.

### To delete a user

1. Run a user query to display the user you want to delete.
2. Do one of the following to delete the user:
  - Click on the row number and click on  on the query toolbar.
  - Right-click on the row number and then click on Delete on the shortcut menu.
  - Click on the row number, click on the Query menu, and click on Delete.
3. Confirm the deletion.

## FNI Data

### About File-Not-Identified (FNI) Data

- **Software Applications** - software that has been identified and reported through the ZENworks Asset Management Knowledgebase (also known as the Product Recognition Database).

*To collect those applications found in the ZENworks Asset Management Knowledgebase,*

Select the **Collect Software Applications** check box in the Collector Tab of a Collection Option set.

- **Software Files** - software that has been discovered during a scan, but is not currently found in the ZENworks Asset Management Knowledgebase. These files have previously been known as *Files-not-identified*, or *FNI*.

*To collect information about software not found in the ZENworks Asset Management Knowledgebase,*

Select the **Collect Software File Information** check box in the Collector Tab of a Collection Option set.

- **Files-not-identified (FNI)** - former term for what is now known as *Software Files* in the Collector Tab of a Collection Option set.

If you are using the default option set with its initial settings, the Collector gathers no FNI data by default. If you select **Collect Software File Information**, the Collector gathers EXE files by default. You can specify any additional extensions you want to collect.

**NOTE:** If the Collector has identified product files in a particular folder, or if you have created a local product based on files in a particular folder, no FNI data will be listed for that folder.

If you collected FNI data, you can examine it with ZENworks Asset Management Manager by running a query or report, or from the Web Console by creating a custom report with **Software Files** as the selected type.

**NOTE:** All ZENworks Asset Management users can examine FNI data, but only an enterprise administrator can manage it. A Web Console user can a report if the user is included in the report's scope.

An enterprise administrator can do the following:

- Use FNI data to create a software local product. Basing a local product on FNI data automatically provides recognition data for the product. As a result, the Collector will be able to identify the product during subsequent scans.
- Specify that certain files be excluded from future scans to decrease the amount of FNI data that is gathered. The amount of FNI data that the Collector gathers can be considerable.

#### TIP

- You can use the ZENworks Asset Management Usage Monitor to analyze how the applications that result in FNI data are being used.

#### See Also

Controlling FNI Data Collection

About FNI Queries

Running a Report

## About FNI Queries

An FNI query lets you locate FNI data in various ways. Here are some examples of the kind of information you can obtain with an FNI query:

- A specific FNI for which you want to create a local product.
- All FNIs that may be drivers.
- All FNIs in the Sales department.

The FNI folder of the ZENworks Asset Management Queries container includes the following pre-defined FNI queries for you to use:

- All FNIs
- FNIs in Program Files Folder
- FNIs with .exe Extension

By nature, the ZENworks Asset Management queries are generic. You are likely, however, to need additional queries to locate specific FNI data, for example, for a specific product or different file extension. You may be able to modify a ZENworks Asset Management query to accomplish your needs or you may have to create an FNI query from scratch. Sample Queries includes some sample FNI queries on which you can model your own.

The information that you can examine with an FNI query includes the following:

FNI Field	Description
File Date	The date of the file.
File Extension	The file extension.
File Name	The name of the file.
File Size	The size of the file.
Startup Count	The number of times the file was started (opened) since the last scan.
Subdirectory	The folder in which the file resides.
Total Active Seconds	The time the file was active.
Total Runtime Seconds	The time the file was open.
VRB Company Name	The VRB (version resource block) company name.
VRB File Version	The VRB file version.
VRB Language	The VRB language.
VRB Product Name	The VRB product name.
VRB Product Version	The VRB product version.

An FNI query also lets you locate FNIs by referencing workstation fields, for example, by site or department.

### See Also

[Creating a Query](#)

[Viewing FNI Data](#)

[Creating a Local Product Based on FNI Data](#)


[Excluding FNIs from Future Scans](#)

[Sample Queries](#)

## Viewing FNI Data with a Query

You can view FNI data by running an FNI query. All ZENworks Asset Management users can examine FNI data, but only an enterprise administrator can manage it by creating local products based on FNI data or by excluding FNI data from future scans.

### To view FNI data

1. To use an existing FNI query, double-click on the query on the Query locator tab.  
To create an FNI query:
  - a) Select the Personal Queries container and click on  on the toolbar.
  - b) Click on FNI Query.
  - c) Define the filter criteria.
2. Click on the Layout tab to make sure the fields you want will be displayed.
3. Click on the Filter tab and then click on the Display Results button.
4. Examine the data ZENworks Asset Management Manager displays. If it is not quite what you wanted, edit the criteria that make up the query and then display its results again.
5. (Optional) If you are an enterprise administrator, do either of the following:
  - Create a software local product based on the FNI data.
  - Exclude an FNI from future scans.

### TIPS

- ZENworks Asset Management also includes breakdown and detail reports for FNI data. For example, you can run a breakdown report to see the top (n) FNIs. Such information can help you make decisions about creating local products.
- To see which workstations include a particular FNI, create a workstation query using Contains FNI as the filter field.

### See Also

#### Sample Queries



## Creating a Local Product Based on FNI Data

If you are an enterprise administrator, you have the option of creating a software local product based on the FNI data you have displayed with an FNI query. The FNI data will provide the recognition data the Collector will use to recognize the product on workstations during future inventories.

You can create local products while the inventory process is running. These local products, however, will not be used during a scan until you stop and re-start the inventory process. You can therefore control when the local products will be used during a scan.

**NOTE:** When you create a local product based on FNI data, the FNI(s) remain listed until all workstations have been re-scanned.

To create a local product based on FNI data

1. Run an FNI query to locate the FNI data on which you want to base a local product.
2. Select all the FNI(s) you want to use for recognition by clicking on their row numbers while the Shift or Ctrl key is pressed down.
3. Right-click and then click on Create Local Product on the shortcut menu.
4. Complete the Product Data tab of the Add New Product dialog:
  - a) Click on the browse button in the Classification box and complete the Browse for Product Classification dialog to select a category and subcategory for the product.
  - b) Provide information about the manufacturer, product name, and model/version product.  
The Recognition Data tab will already include the FNI(s) you selected in step 2.
  - c) Click on the OK button when done.
5. When you are ready to use the new local products during a scan, stop and re-start the inventory process.

## Excluding FNIs from Future Scans

After examining FNI data, you may want to exclude some FNI data from future scans so that it is ignored during the inventory process. For example, you can choose to exclude all FNIs with a particular file extension, all FNIs with a particular file name, and all FNIs that are found in a particular folder. By excluding any FNIs that you consider irrelevant or accounted for, you will reduce the amount of FNI data you will need to analyze and manage.

You must be an enterprise administrator to exclude FNIs from the inventory process.

To exclude FNIs from future scans

1. Run an FNI query to display the FNI data you may want to exclude from future scans. You have a choice of excluding data by file name, extension, or folder. For example, if you want to exclude FNIs with a particular extension, your query should use the extension as its criterion.
2. In the query results window, select the data you want to exclude by clicking on the row number(s).
3. Do one of the following:
  - Right-click and click on Exclude Extension, Exclude FNI, or Exclude Folder.
  - Click on the Query menu and click on Exclude Extension, Exclude FNI, or Exclude Folder.
4. When asked, indicate that it is OK to delete the indicated FNI data.

# Administration

## Stopping and Starting the Inventory Process

In some situations, for example, if you want to work with user-defined fields, delete a product category, or reconcile or delete local products, you must stop the entire inventory process. ZENworks Asset Management gives you two choices:

- You can stop the inventory process immediately. In this case, ZENworks Asset Management will cancel any active scans and tasks and discard any workstation inventory files (.wif) that were waiting to be loaded.
- You can stop the inventory process after a specified amount of time so that ZENworks Asset Management has a chance to complete any scans, tasks, or loads in progress.

## What happens when you stop the inventory process

When you stop the inventory process, you stop the following:

- **Collection Servers** - processing of collections and the updating of clients
- **Task Servers** - processing of reports, purges and network discovery tasks.

### Notes about starting and stopping:

- Unless you are working with user-defined fields, other ZENworks Asset Management users can still log onto ZENworks Asset Management Manager.
- After you complete the activity which required you to stop the inventory process you must start the process again. Until you do, no collections will take place on any workstations and no tasks will run.
- Only an enterprise administrator can stop and start the inventory process.
- While the inventory process is shutting down, you can check the status of your Collection Servers, Task Servers, and tasks in the process control panel. The status of the servers will read "Inventory Stopped" as they are stopped. If, however, you previously stopped a server yourself, its status will read "Stopped" to indicate it was not stopped as a result of the inventory process shut-down.
- While the inventory process is starting, you can check the status of your Collection Servers and Task Servers in the process control panel.
- If you stopped a Collection Server or Task Server yourself (with the **Stop/Start Server** command), starting the inventory process will not start up the server again. When you start the inventory process, ZENworks Asset Management starts up only the servers it stopped as part of the inventory shut-down process. Any servers you stopped yourself you must start again with the **Stop/Start Server** command on the Control menu.

To stop the inventory process:

1. Click on the Control menu and click on Stop Inventory Process.
2. Click on the Yes button to confirm that you want to stop the inventory process.

If no workstations are currently being scanned and no tasks are running, ZENworks Asset Management will stop the inventory process and inform you when it has done so.

Otherwise, the Manager will inform you if:

- Any workstations are currently being scanned.
- Any tasks are running.

The Manager will also give you the choice of stopping immediately or waiting some number of minutes for the scans and/or tasks to complete. By default, the inventory process is stopped immediately.

3. If you want to wait for scans and/or tasks to complete, select the Wait option, specify the number of minutes you want to wait, and click on the OK button. Otherwise, just click on the OK button.
4. If you opted to wait, and the time you specified has gone by without all the scans or tasks being completed, you will be given three choices:
  - You can stop the process immediately. Select the Stop Immediately button and click on the OK button.
  - You can continue to wait for some number of minutes again. Select the Wait option button, enter the number of minutes, and click on the OK button.
  - You can change your mind about stopping the inventory process at this time and click on the Restart button. This will start up the inventory process again.

The Manager will inform you when the inventory process is stopped (or re-started).

To start the inventory process

- Click on the Control menu and click on Start Inventory Process.

The Manager will inform you when the inventory process is started again.

## About User-Defined Fields

A user-defined field is a field that you can create in the ZENworks Asset Management inventory database to track additional information about a component, product, workstation user, or workstation, for example, a purchase date or home telephone number. Once you have defined your own fields, information can be entered in them either with the Collection Editor during the inventory process or with ZENworks Asset Management Manager as part of inventory maintenance.

Some examples of user-defined fields include:

- For components, a purchase date, a purchase price, or warranty length. When you define your own field for a component, it is available for all components, but you do not need to provide data in this field in all cases.
- For products, an indication that this is an approved product or one that makes up a standard configuration. You can then check individual workstations for compliance.
- For workstation users, an employee number or home telephone number.
- For workstations, purchasing or warranty information.

User-defined fields affect the entire organization so you must be an enterprise administrator to create, edit, or delete them. In addition, to prevent inconsistencies in the inventory database, the inventory process has to be stopped while you are working with user-defined fields. After you finish, you must re-start the inventory process.

### TIPS

- Novell strongly suggests you spend some time thinking about what additional data you need before you create your own database fields. When you create your own fields, the consequences are far-reaching because you change the structure of the database. In addition, if you are using Microsoft SQL Server 7.0 or 2000 with 6.5 compatibility mode enabled, you will not be able to remove any user-defined fields after you create them.
- You may find it helpful to identify and create the fields you want before you start using ZENworks Asset Management on a large scale. That way you can obtain the additional data you want right from the start.

### See Also

[Creating a User-Defined Field](#)

[Editing a User-Defined Field](#)

[Deleting a User-Defined Field](#)

## About Product Classification

A **product** is a piece of hardware or software. ZENworks Asset Management classifies all products using three pieces of information: product type, category, and subcategory.

The **product type** classifies a product according to its inherent characteristics, for example, software, printer, or monitor. ZENworks Asset Management includes pre-defined product types which cannot be changed.

A **product category** classifies a product within a product type. For example, software products include categories such as accounting, graphics, or spreadsheet. Hardware product categories in some cases have the same name as the product type, for example, printer or monitor; in other cases, they are different, for example, processor is a category of the CPU type. ZENworks Asset Management includes many pre-defined product categories, but you can also define your own.

A **subcategory** provides further classification of a product within a product category. For example, payroll is a subcategory of the accounting category and inkjet is a subcategory of the printer category. ZENworks Asset Management includes many pre-defined product subcategories, but you can also define your own.

Novell keeps its product classification scheme as up-to-date as possible with industry trends, but you may have some products representing an unusual or very new technology. You may also have some software applications you have developed in-house that you want to classify differently. In any of these cases you may want to define additional product categories or subcategories so that you can classify your products accurately. For example, you may want to add a category named CD-RW to the CD/DVD Drive product type to account for your latest CD-RW acquisitions.

If you define additional product categories or subcategories, you can then rename or delete them. You can never rename or delete the categories and subcategories supplied by Novell.

Any additional categories or subcategories you define can be used to do the following:

- Set up filter criteria for queries or reports.
- Classify local products.
- Re-classify products.

Product categories and subcategories affect the entire ZENworks Asset Management installation so you must be an enterprise administrator to create, rename, or delete them.

### See Also

[Adding a Product Category or Subcategory](#)

[Renaming a Product Category or Subcategory](#)

[Deleting a Product Category or Subcategory](#)

## Adding a Product Category or Subcategory

To see the product classification that is included with ZENworks Asset Management, see ZENworks Asset Management Product Type, Category, and Subcategory Reference. You can also see the available classification in the Manage Product Classification dialog in ZENworks Asset Management Manager, as described in the procedure below. By seeing what is already included in ZENworks Asset Management, you can decide whether you need to define any additional product categories or subcategories.

You can add a product category to any product type. Within a type, a product category must be uniquely named, but different product types may have categories with the same name.

You can add a subcategory to any product category defined by Novell or to one you have defined. Again, within a category a subcategory must be uniquely named, but different categories may have subcategories with the same name.

**NOTE:** Only an enterprise administrator can add product categories or subcategories.

To add a product category or subcategory

1. Click on the Administration menu and click on Product Classification.

The Manage Product Classification dialog lists all the product types. Within each type is one or more product categories. Within each category is one or more subcategories.

2. To define an additional category for a product type, do the following:
  - a) Select the product type to which you want to add a category.
  - b) Click on the New button.
  - c) Enter a name for the category in the Add Product Category dialog and click on the OK button. The category you added will have a different icon in the Manage Product Classification dialog to distinguish it from the categories defined by Novell.

**NOTE:** If you define a new category, be sure to define at least one subcategory for it. Product classification requires three pieces of information: type, category, and subcategory. If you do not define a subcategory for a category you have added, the product classification will be incomplete and the product category will not be available as a selection in other parts of the product, for example, when creating queries.

3. To define an additional subcategory for a product category, do the following:
  - a) Select the product category to which you want to add a subcategory.
  - b) Click on the New button.
  - c) Enter a name for the subcategory in the Add Product Subcategory dialog and click on the OK button. The subcategory you added will have a different icon in the Manage Product Classification dialog to distinguish it from the categories defined by Novell.
4. When done, close the Manage Product Classification dialog.

### TIP

- If you have any custom applications, create a subcategory named Custom in the applicable software category.

### See Also

Renaming a Product Category or Subcategory

Deleting a Product Category or Subcategory

## Renaming a Product Category or Subcategory

You can change the name of a product category or subcategory that you added, but not of one supplied by Novell.

**NOTE:** Only an enterprise administrator can rename product categories or subcategories.

To rename a product category or subcategory

1. Click on the Administration menu and click on Product Classification.
2. In the Manage Product Classification dialog, either select the product category or subcategory you want to rename and click on the Rename button or double-click on the product category or subcategory.
3. Enter the new name in the Rename Category or Rename Subcategory dialog and click on the OK button.
4. Close the Manage Product Classification dialog.

## Deleting a Product Category or Subcategory

You can delete a category or subcategory that you added, but not one that was supplied by Novell. If the category or subcategory that you want to delete has products associated with it, you will not be able to delete it until you have assigned the products to a different category or subcategory. If you delete a category that includes subcategories, the subcategories will be deleted also.

**NOTE:** Only an enterprise administrator can delete product categories or subcategories, and the inventory process must be stopped.

To delete a product category or subcategory

1. Shut down the inventory process from the Control menu.
2. If the product category or subcategory you want to delete has products associated with it, re-assign them to a different category or subcategory.
3. Click on the Administration menu and click on Product Classification.
4. In the Manage Product Classification dialog, select the product category or subcategory you want to delete.
5. Click on the Delete button.
6. If you are deleting a category that includes subcategories, confirm the deletion. (The subcategories will be deleted, too.)
7. Close the Manage Product Classification dialog.
8. Start the inventory process again from the Control menu.

## Managing Tasks

### Scheduling a Task

In ZENworks Asset Management, you can schedule tasks. If you choose not to schedule a task, ZENworks Asset Management will process the task according to the following default schedule settings:

- A task runs as soon as possible after you submit it. This is the cycle option named Immediately.
- A task is not restricted to run within a particular range of dates.
- A task runs with normal priority.
- A task is considered late if 60 minutes have passed after its scheduled time, and it has not run. A task may be late if a number of tasks are scheduled for the same time and some take a while to run.
- A late task runs as soon as ZENworks Asset Management can start it, even though its scheduled time has elapsed.

To schedule a task

1. In the Purge Database dialog, the Submit Report dialog, or Product Recognition Update dialog, or Active Directory Import dialog, click on the Schedule button.
2. In the Cycle section of the Schedule Task dialog, select Yearly, By the Month, By the Day, By the Hour, Once, or Immediately. The default is Immediately. Your selection here will affect other choices you can make in the Cycle section.

**NOTE:** For PRUs, Novell recommends a monthly cycle.

a) (Optional) For all cycles except Immediately, define the overall dates within which the task can run by entering the dates in the Beginning and Ending boxes. By default, the beginning date is the earliest date the selected cycle could start, and there is no ending date. To provide an ending date, first select the check box.

Either type a date in the Beginning or Ending box or click on the down-arrow in the box to select a date from a calendar. On the calendar, click on the arrows to go forward or backward by a month at a time or click on the month or year to select another. To select a specific date, click on it.

b) If you selected Yearly, either indicate a particular day in a month, for example, every December 7th, or, indicate a specific day of a specific week of a month, for example, the first Monday of December. The default is the first Monday of the current month.

c) If you selected By the Month, either indicate a specific day every x number of months, for example, the seventh day of every third month, or, indicate a specific day of the week every x number of months, for example, the second Monday of every month. The default is the first Monday of every month.

d) If you selected By the Week, select a day of the week for the task to run and specify every x number of weeks. For example, you may want the task to run every three weeks on Mondays. The default is every week on Monday.

e) If you selected By the Day, either select a day of the week for the task to run (you can select more than one day) or specify every x number of days, for example, every five days. The default is every day.

f) If you selected By the Hour, select an interval, for example, every eight hours. The default is every hour.

g) If you selected Once, specify a date.



3. In the Task Options section, specify a starting time for the task in the Start At box. The default is 12:00 P.M. Keep the following in mind:
  - ZENworks Asset Management Manager takes the starting time into account when calculating the first day a task will run. Suppose it is 2:00 P.M. on Friday, August 18<sup>th</sup>, and you leave the default starting time of 12:00 P.M. You then schedule the task to run every Friday, starting August 18<sup>th</sup>. The task will first run on Friday, August 25<sup>th</sup>, unless you change the starting time to be after 2:00 P.M.
  - In an Enterprise Deployment of ZENworks Asset Management, a task will run as scheduled based on your local time, even if the Task Server is in a different time zone. For example, suppose you are running the Manager on a machine in the Eastern (U.S.) time zone and you schedule a task to run at midnight. If the Task Server is in the Central (U.S.) time zone, the task will run at 11:00 P.M. Central time, 12:00 A.M. Eastern time.
4. To change the priority of the task, select one of the following in the Priority box:

High	The task will run as soon as system resources become available.
Normal	The task will run as scheduled, after any high priority tasks but before any low priority ones. This is the default.
Low	The task will run after all higher priority tasks have run.
- 5.
6. To specify how a late task should be handled, click on the Late Task button and complete the Late Task Options dialog.
7. Click on the OK button to return to the Submit Report, Purge Database, or Product Recognition Update dialog.

**TIP**

- If you submit a task and then decide you need to change its schedule or priority, you can do so on the Tasks tab of the process control panel. (You cannot change the schedule of a task that is running, however.)

## Changing the Schedule or Priority of a Task

When you set up a schedule for a task you cannot really predict what other tasks may also be scheduled for the same time by other ZENworks Asset Management users. As a result, when you see your task listed in the queue on the Tasks tab, you may decide you need to change the schedule. Alternatively, you may decide to leave the schedule alone but change the task's priority. By default, tasks run with normal priority, but a scheduling option lets you change the priority to high or low.

You cannot change the schedule or priority of a task that is running.

**NOTE:** Enterprise administrators can change the priority of any task; all other ZENworks Asset Management users are restricted to their own tasks.

To change the schedule or priority of a task


1. Click on the Tasks tab in the process control panel.
2. Right-click on the task for which you want to change the schedule or priority and then click on Edit Schedule on the shortcut menu.
3. ZENworks Asset Management will display the Schedule Task dialog. Change the schedule settings you want, including the priority.

## Removing a Task

If you change your mind about running a task that is currently waiting in the queue, you can remove it. When you do so, ZENworks Asset Management permanently deletes the task. If you want to run it again, you will need to re-submit the task and, if necessary, re-schedule it.

**NOTE:** You cannot stop a task once it has started to run; it will run to completion.

To remove a task

1. Click on the Tasks tab in the process control panel.
2. Do one of the following to remove a task:
  - Select the task and click  on the process control panel toolbar.
  - Right-click on the task and then click on Remove on the shortcut menu.
  - Select the task, click on the Control menu, and click on Remove

### TIPS

- If you have a recurring task, but do not want it to run just this time, pause it until its scheduled time has gone by and then resume it. If you remove a recurring task, you will have to re-schedule and re-submit it.
- You cannot remove a paused task, you must resume it first.

## About Purges

Over time, your inventory database will accumulate a great deal of data, some of which you will no longer need. For example, you are unlikely to need all the error data that has ever been generated or all the historical data about workstations or tasks you have run. To keep your inventory database a reasonable size you will want to purge it of such data periodically. When you perform a purge you can choose which type of historical data is removed. If you do not purge the database, the historical data will continue to accumulate and the database will continue to grow.

ZENworks Asset Management Manager includes settings that control when historical data is considered outdated and therefore a candidate for purging. By default, historical workstation data is kept for one year, error data for one month, and historical task data for two weeks. You can use the Enterprise Options dialog to change the length of time the data is kept. The number specified in the Enterprise Options dialog affects which data gets removed during a purge of the inventory database. For example, suppose you indicate you want to keep error data for two weeks. When you then purge the database and indicate you want to remove error data, the Manager will remove any error data that is older than two weeks.

Consider scheduling your purges to coincide with the length of time you have specified in the Enterprise Options dialog. For example, if you have decided to keep task history data for a month, you can create a purge named Outdated Task History Data and schedule it to run monthly.

Only an enterprise administrator can purge the database.

A purge is a ZENworks Asset Management activity known as a task. You schedule a purge to run at a particular time or on a recurring basis and you can then track its progress on the Tasks tab of the process control panel. If you have more than one Task Server in an Enterprise Deployment of ZENworks Asset Management, you also have the option of selecting the Task Server that will run the purge task.

### See Also

Purging the Database

## Purging the Database

When you purge the database you must decide which type of data you want to purge (workstation history, task history, or error); select a Task Server to run the purge task (if you have multiple Task Servers); and schedule the purge. You can either schedule the purge on a one-time basis or on a recurring basis, for example, every three months. You can also change the priority of a purge task and indicate how you want ZENworks Asset Management to handle it if it is late.

### To purge the database

1. Click on the Administration menu and click on Database Purge.
2. In the Purge Description box, enter a name for the purge task. This is how the task will be identified on the Tasks tab of the process control panel.
3. By default, the purge task will be handled by any available Task Server. To select a specific Task Server or group of Task Servers,
  - a) Click on the browse button in the Target Task Server(s) box.
  - b) In the Select Task Server dialog, either select a specific Task Server or group of Task Servers so that any of the Task Servers in that group can handle the purge task. (Task Servers are grouped either in the Public Task Servers container or in a domain Task Servers container.) Then click on the OK button.
4. In the Data to Purge section, select the type of data you want to purge. By default, ZENworks Asset Management will purge all outdated data. (The settings that control *when* data becomes outdated are in the Enterprise Options dialog.)
5. To schedule the purge, click on the Schedule button. If you do not set up a schedule , the purge will run on a one-time basis as soon as ZENworks Asset Management can start it.
6. Click on the Submit button. The task now enters the task queue and can be tracked on the Tasks tab of the process control panel.

### See Also

About Purges

## Analyzing License Compliance

### About License Compliance

You can track software license compliance in two ways with ZENworks Asset Management:

- Use the ZENworks Asset Management Software Compliance to import or enter purchasing information and reconcile this information with products that you have installed and that have been discovered during the inventory process.
- Use ZENworks Asset Management Manager to enter license totals for products discovered during the inventory process.

### About the ZENworks Asset Management Software Compliance

ZENworks Asset Management Software Compliance lets you import or enter purchasing information and reconcile this information with products that you have installed and that have been discovered during the inventory process. This application is Web-based; you run it from the ZENworks Asset Management Web Console.

ZENworks Asset Management Software Compliance offers these benefits:

- Provides a consolidated view of software installations to facilitate the reconciliation and reporting process. For major software publishers, the consolidated view rolls up point releases, service packs, and language editions but excludes software titles with no licensing implications, for example, WordPad.
- Lets you import software purchasing data transactions (for example, date, PO number, reseller, product quantity, and so on) to reduce the amount of manual input and editing.
- Provides a direct link from discovered software to proof-of-ownership documentation, resulting in a more comprehensive system that can be audited.
- Includes a reconciliation process that facilitates the process of matching purchased to installed products. By using unique product identifiers like manufacturer part numbers, a purchased product needs to be matched only once to the corresponding installed product. All future purchases of matched products will automatically be reflected in compliance reports.
- Provides a clear picture of your software compliance status so you can identify and correct exceptions. You can group and sort compliance reports in various ways and drill down to the underlying purchase and workstation details.

For more information, check the Novell Web site ([www.novell.com](http://www.novell.com)) or contact your sales representative.

## Entering License Data into the Database

If you are using ZENworks Asset Management Manager to perform license compliance analysis, you will need purchasing information for each product that you want to check. You will then need to:

1. Enter some licensing information (based on your purchasing data) into the database using the query tool in the Manager. (See the instructions below.)
2. Run a License Compliance Breakdown report to see how the licensing for a product compares to the number of products you have installed.

Before you start entering any licensing data into the database, obtain the purchasing information for the products for which you want to check license compliance. You will need to know the product name, for example, Word 97, and the number of licenses that were purchased. You may also want to note any identifying number for the purchase, such as a SKU number.

To enter the licensing data into the database, you will use a product query to find your product and then to provide licensing information for it. The licensing information gets entered into four fields: license required, license name, license ID, and license count. When you create your product query you will need to display these fields in the query results window so that you can enter your licensing information.

When you locate products in the ZENworks Asset Management database, you will notice that products often have multiple versions. For example, Word 97 has versions 8.0, 8.0 SR-1, and 8.0 SR-2. Your license for the product, on the other hand, is unlikely to differentiate among versions. So, for example, you may be licensed for 50 copies of Word 97, but ZENworks Asset Management may find 25 copies of Word 97 version 8.0, 10 copies of Word 97 version 8.0 SR-1, and 12 copies of Word 97 version 8.0 SR-2 installed on your workstations. As a result, when you enter licensing information in the database, you will need to account for this "one-to-many" relationship by providing a single identifier (in the license ID field) for all the versions of a product. The procedure that follows will illustrate how to do this.

**NOTE:** When providing licensing information you should assume that you have different versions of the same product installed. You do not need to know how many copies of a particular version you have, however.

To enter licensing data in the database

1. Obtain the licensing purchasing data that you need to enter into the ZENworks Asset Management database, for example, product name, license quantity, and any identifying name or number for the purchase (such as a SKU number).
2. On the Query locator tab in the Manager, right-click on the Personal Queries container, click on New, and then click on Product Query.
3. On the Filter tab, enter the criteria for locating the product for which you want to enter licensing information. You may want to narrow the search by language.
4. Click on the Layout tab and make sure that the Selected Columns box includes Manufacturer, Product Name, Model/Version, License Required, License Name, License ID, and License Count. (The order in which these appear is up to you. Also feel free to include any other fields you would like displayed in the query results.)
5. Click on the Filter tab and then click on the Display Results button.

6. Enter your licensing information:
  - a) For each version of the product, select Yes in the License Required column.
  - b) For each version of the product, enter the same name in the License Name column. This name is up to you, but you may want to enter the same name as is used in your purchasing data. The product names in the License Compliance Breakdown Report will then match the purchasing data. For example, for Word 97 you could enter Microsoft Word, Microsoft Select, or MS-Word.
  - c) For each version of the product, enter the same license ID. This ID can be anything you want, for example, a SKU number obtained from your purchasing data. (You could also create your own numbering scheme for grouping products for licensing purposes.) The license ID simply lets ZENworks Asset Management know that from a licensing perspective all the versions of a product are to be grouped as one product.
  - d) In the License Count column for one version of the product, enter the number of licenses you purchased. (This one number will then be used for all the products that share the same license ID).
7. Repeat this entire procedure for each product for which you want to enter licensing information. The figures above show how to enter the information for one product, but you can find multiple products with a single query if you prefer.
8. After you finish entering the licensing information, run a License Compliance Breakdown report.

**TIP**

- When entering licensing information, you can use the find and replace feature to avoid entering data for each field individually.

## Reporting on License Compliance

Once you have entered product licensing information into the database, you can run a License Compliance Breakdown report to compare the number of licenses you purchased for a product to the number you have actually installed. (If a product is installed more than once on a workstation, it is counted only once.)

For each product, the License Compliance Breakdown report shows the total number of licenses purchased, the total licenses installed (broken down by version), and the variance between purchased and installed licenses. (If the variance is negative, you have installed more licenses than you have purchased.)

**NOTE:** The report will include products for which you indicated that a license was required, even if you did not provide any additional licensing information such as the number of licenses, or if you do not have the product installed.

### To report on license compliance

1. On the Report locator tab, display the contents of the ZENworks Asset Management Reports container. Then display the contents of the Product folder and the Breakdown folder inside it.
2. Double-click on License Compliance Breakdown.
3. Select a filter if you want. (You can filter by license ID, manufacturer, model/version, or product name.)
4. Submit the report as usual.

**TIP**

- If you are using the ZENworks Asset Management Usage Monitor and you want information about license usage as well as license compliance, you can run a License and Usage Summary by License ID report.

## Analyzing Application Usage

### About the ZENworks Asset Management Usage Monitor

Tracking application use can be a challenge in an enterprise. For example, when you order software, predicting how many licenses you need can be difficult. Without some way of knowing the demand for an application, you can only guess how many licenses to order.

The ZENworks Asset Management Usage Monitor lets you track software usage on individual workstations. It keeps track of the days an application ran and the amount of time it ran. It also tracks the total time the application was active. You can then analyze this data with reports.

The ZENworks Asset Management Usage Monitor offers the following features:

- The ZENworks Asset Management Usage Monitor can track applications in a Windows 95/98, Windows NT 4.0, and Windows 2000/XP environment (except for 16-bit applications running in those environments).

**Note:** The ZENworks Asset Management Usage Monitor tracks only software running on Windows systems, and does not run during portable collections.

- The ZENworks Asset Management Usage Monitor can track all software applications recognized by the Collector, including software local products you have created.
- If FNI data is gathered during your scans, the ZENworks Asset Management Usage Monitor can provide usage information about the applications that generate the FNI data.
- The ZENworks Asset Management Usage Monitor also tracks applications that are run from directly from a server. Server Usage reports are available from the Reports tab of the Web Console in the **Software Server Usage** folder.

**Note:** The Usage Monitor tracks the launching of EXE files - it does not track Metaframe- and Terminal Server-launched applications.

- The ZENworks Asset Management Usage Monitor tracks not only how much an application was used, also who was using it. This allows you to view usage data by user. A Usage by User report is available from the Reports tab of the Web Console. Usage information is also available in the Software Compliance Report, available from the Software Compliance tab of the Web Console.
- A single Collection Server setting activates the ZENworks Asset Management Usage Monitor. Once activated, the ZENworks Asset Management Usage Monitor will track software usage on all the workstations associated with the Collection Server and record the information in a daily log file on each workstation.

**Note:** For the ZENworks Asset Management Usage Monitor to run on workstations, the client applications (Collection Client, Collector, and Collection Editor) must already be installed on them. See New Installation Considerations for more information.

- The usage data from the log files is loaded into the ZENworks Asset Management inventory database whenever a software scan of the workstations occurs. You must therefore use collection schedules to control how frequently usage data in the database is updated.
- Special usage reports let you analyze the usage data in a variety of ways.

To run the ZENworks Asset Management Usage Monitor, you must have purchased a license for it. (It is not part of your ZENworks Asset Management license.) Contact your Novell Sales Representative for details.

#### See Also

Starting Usage Monitoring

Running Usage Reports

Usage Report Settings



## Starting Usage Monitoring

The ZENworks Asset Management Usage Monitor comes with ZENworks Asset Management. If you are an existing ZENworks Asset Inventory user who has just purchased the ZENworks Asset Management, you will need to upgrade your license by running the License Management wizard.

The ZENworks Asset Management Usage Monitor is controlled by a Collection Server setting. To start usage monitoring, you will need to turn on this setting. The ZENworks Asset Management Usage Monitor will then run automatically on all the workstations associated with the Collection Server. If you do not want to monitor software usage on the workstations associated with a particular Collection Server, you can turn off the ZENworks Asset Management Usage Monitor.

### Notes:

- The ZENworks Asset Management Usage Monitor runs only on Windows systems.
- The ZENworks Asset Management Usage Monitor does not run when you are performing portable collections.

When the ZENworks Asset Management Usage Monitor runs on workstations, it creates a daily log file of its findings on each workstation. You can control how many days these log files are kept. (Depending on the type of activity on a workstation, a daily log file will average about 20 KB in size.)

**Note:** Be sure the number of days you keep log files exceeds the interval at which scans occur (as determined by your collection schedule), or usage data may be incomplete.


The usage data remains on a workstation until a software scan occurs. As part of the scan, the contents of the log files are loaded into the inventory database. You must therefore make sure the collection option set associated with the Collection Server has software scanning turned on.

Before starting the ZENworks Asset Management Usage Monitor also keep the following in mind:

- If you want to see how the applications that result in FNI data are being used, make sure FNI data is being gathered. This is controlled by a Collector option. (Keep in mind, however, that the collection of FNI data adds overhead to the *inventory process*.)
- The availability of usage data in the inventory database depends on the frequency of your software scans. For example, if your collection schedule is set for quarterly scans, usage data will be loaded into the database every quarter. If you want usage data more frequently, change the collection schedule.

### To start usage monitoring

1. If you have not yet purchased a ZENworks Asset Management Usage Monitor license, contact your Novell Sales Representative. Then run the License Management wizard.
2. For each Collection Server for which you plan to track software usage, make sure the assigned collection option set has software scanning turned on. If you also want to analyze FNI usage, make sure FNI data is being gathered. (Both these settings are Collector Options.)
3. If necessary, adjust your collection schedules so that the inventory cycles on your Collection Servers occur at intervals that are convenient for usage data analysis.
4. On the Management locator tab, display the settings for a particular Collection Server in one of these ways:
  - Double-click on the Collection Server.
  - Select the Collection Server and click on the Open button on the toolbar.
  - Right-click on the Collection Server and then click on Open on the shortcut menu.
  - Select the Collection Server, click on the File menu, and click on Open.
5. Click on the Usage tab.
6. To turn on the ZENworks Asset Management Usage Monitor for the Collection Server, select the Enable Usage Monitor check box. (To turn it off, clear the check box.)
7. To change the number of days you want to keep log files on each client workstation, select a different number of days. The default is 180 days. (It is a good idea to keep log files longer than your collection frequency.) The log files will be deleted either after the specified number of days has passed or after the usage data has been loaded successfully into the database.
 

**Note:** Be sure the number of days you keep log files exceeds the interval at which scans occur (as determined by your collection schedule), or usage data will be incomplete.
8. To save your changes, either click on  or click on the File menu and click on Save. ZENworks Asset Management will automatically ensure that the Collection Server will use the updated settings.
9. Close the Collection Server window.
10. Repeat steps 4 through 8 for each Collection Server for which you want to activate the ZENworks Asset Management Usage Monitor.

### TIPS

- For the ZENworks Asset Management Usage Monitor to run on a workstation, the client applications (Collection Client, Collector, and Collection Editor) must already be installed. For details, see New Installation Considerations.
- The ZENworks Asset Management Usage Monitor uses the date and time that is set locally on each workstation. If this date or time is wrong, the usage data for the workstation will not be accurate. In addition, a date in the future could result in log files being deleted before the usage data was loaded into the database. The usage data would then be lost.

### See Also

Running Usage Reports

Changing Other Collection Server Settings

## Running Usage Reports

After each software scan, usage data is loaded into the inventory database. The usage data always includes the total time each application ran, the time it was active, and the percentage of time it was active. Special usage reports let you analyze this data in different ways.

**NOTE:** An application is active when its window is open on the desktop and its title bar is highlighted. If an application is open, but is minimized or hidden behind another window, it is inactive.

You can analyze usage data with the following reports, all of which are in the Usage folder of the ZENworks Asset Management Reports container on the Report locator tab:

- An FNI Usage Detail report shows how applications that result in FNI data are being used on workstations.
- A License and Usage Summary by License ID report shows products grouped by license ID, with total products installed summarized against total licenses purchased. In addition the report shows the number of workstations on which the software ran versus the number of workstations on which it was installed.
- A Software - In Use Versus Installed report provides information about how installed products are being used.
- A Software Usage History by Manufacturer report lets you review usage by manufacturer and application.
- A Software Usage History by Workstation report lets you review application usage on particular workstations during a given period.
- A Software Usage Trend by Manufacturer report shows trends in software usage over time by manufacturer.

The procedure for running any of these reports is just the same as for any other ZENworks Asset Management report. For details of all the settings in these reports, see Usage Report Settings.

## Changing Enterprise Options

If you are an enterprise administrator you can control how long workstation history data, error data, and task history data is kept in the inventory database. You can specify a number of days, weeks, months, or years for each type of data. The number you specify here affects which data gets removed during a purge of the inventory database. For example, suppose you indicate you want to keep error data for two weeks. When you then purge the database and indicate you want to remove error data, ZENworks Asset Management Manager will remove any error data that is older than two weeks.

An enterprise option also controls how your servers are upgraded when you upgrade to a future version of ZENworks Asset Management or apply a server patch.

### To change enterprise options

1. Click on the Tools menu and click on Enterprise Options.
2. In the Historical data section, select a number of days, weeks, months, or years for each of the three types of data.
  - **Workstation History** - Data Historical information about previous scans of workstations. By default, ZENworks Asset Management keeps this data for one year in the inventory database.
  - **Error Data** - Error data that comes from the Manager, a Collection Server, a Task Server, the Collection Client, the Collector, or the Collection Editor. By default, ZENworks Asset Management keeps this data for one month in the inventory database.
  - **Task History Data** - Historical information about the reports and purges that have been run. By default, ZENworks Asset Management keeps this data for two weeks in the inventory database
3. In the Track Lost and Found box, select or clear the check boxes to track hardware or software that cannot be found.

The Lost and Found is a special kind of stockroom that is created and maintained by ZENworks Asset Management. For more information, see About the Lost and Found.

**Note:** For the purposes of Lost and Found tracking, an operating system is treated as *Hardware*. If you want to track operating systems, you must choose **Hardware** in the Enterprise Options dialog.

4. In the Upgrade Interval box, specify the interval (in minutes) at which your servers should check the Filestore after an update or upgrade has been applied.
5. Click the OK button.

### See Also

Purging the Database

## Managing a Product Recognition Update (PRU)

Novell regularly offers Product Recognition Updates (PRUs) to customers with ZENworks Asset Management Technical Support contracts. A PRU keeps the product data in your inventory database up-to-date and increases the number of new products and new versions of products that ZENworks Asset Management recognizes automatically.

You can obtain and apply a PRU through an automated process that requires access to the Internet and either an FTP connection or an HTTP proxy server. If you cannot use the automated system, you can obtain the PRU manually (by contacting Novell Technical Support) and then apply it manually.

The PRU process involves three steps:

1. Downloading the PRU from the Novell Web site. The PRU comes in the form of a self-extracting zip file.
2. Extracting the PRU files from the downloaded file.
3. Applying the PRU to incorporate the product data into the database.

**NOTE:** The application process may take several minutes depending on your system and network traffic.

Only an enterprise administrator can manage PRUs, and the inventory process must be stopped. Novell recommends you perform this procedure between inventory cycles (when collections are not taking place). Not only is it faster to stop the inventory process when workstations are not being scanned, but also the new product data will then be available to all workstations during their next inventory cycle.

To incorporate a PRU automatically

**NOTE:** If you plan to obtain your PRUs via a proxy server, you must first provide some information about it. (This is a one-time procedure.)

1. Click on the Administration menu and click on Product Recognition Update.
2. If you want to incorporate the PRU right away:
  - a) Leave the Manager option selected and click on the Submit button.  
The Manager checks the Novell Web site to see if a PRU is available. If it is not available, you are told and then returned to the Product Recognition Update dialog. If a PRU is available, you are asked if you want to apply it.
  - b) If you indicate you want to apply the PRU, the Manager displays the Stop Inventory Process dialog so you can stop the inventory process.  
Once the inventory process is stopped, the PRU is retrieved and applied. After it has been applied, the Manager will restart the inventory process for you automatically.
3. If you want to incorporate PRUs according to a schedule (Novell recommends monthly):
  - a) Select the Task Server option. By default, the PRU task will be handled by any available Task Server. If you want to select a specific Task Server, click on the browse button and select a Task Server (or group of Task Servers).
  - b) Click on the Schedule button to set up a schedule for the PRU task.
  - c) Click on the Submit button. The task now enters the task queue and can be tracked on the Tasks tab of the process control panel.

To incorporate a PRU manually

1. After obtaining the PRU from Novell Technical Support, extract the PRU files to a folder to which you have access from the Manager. (To extract the files, double-click on the file you downloaded and specify the folder you want.)
2. Click on the Administration menu and click on Product Recognition Update.
3. Select the Locate manually option.
4. Specify the path to the PRU files.
5. Click on the Submit button.

The Manager displays the Stop Inventory Process dialog so you can stop the inventory process. (The PRU will not be applied until you do so.)

Once the inventory process is stopped, the PRU is applied. After it has been applied, the Manager asks if you want to restart the inventory process. If you choose not to restart it now, be sure to do so later. Until you restart the inventory process, no workstations will be scanned and no tasks will run.

## Defining a Proxy Server

If you plan to obtain your PRUs via a proxy server, you must provide some information about it. (This is a one-time procedure.)

To define a proxy server

1. Click on the Tools menu and click on Proxy Server Management.
2. To use a proxy server, select the Use Proxy Server check box.
3. In the Address box, enter the name of the proxy server, for example, RDHA2.
4. Enter the port number of the proxy server.
5. Enter the user name and password for accessing the proxy server.
6. Click the OK button.

## Moving the File Store

The ZENworks Asset Management File Store consists of shared non-database files, for example, the recognition files used by the Collector and the main program files for the Collection Server, Task Server, and Collector. In addition, if you initially installed a LAN-based File Store, it will contain the client application setup files. In an Enterprise Deployment of ZENworks Asset Management, you can install the File Store on a machine of your choice as long as the File Store is accessible to all Task Servers, Collection Servers, and Managers.

If you need to move the File Store for any reason, you can do so by copying the files that make up the File Store to another location and then using the Manager to indicate the File Store's new location. (If you do not specify the new location, ZENworks Asset Management will not be able to find the File Store.)

### To move the File Store

1. Copy the \Filestore folder and its contents to another location.  
  
**NOTE:** If you are copying the file store to an FTP site, copy all files and folders **except** the \Setup folder and contents.
2. Use the Manager to stop the inventory process.
  - a) Click on the Control menu and click on Stop Inventory Process.
  - b) Click on the Yes button to confirm that you want to stop the inventory process.  
For more information see Stopping and Starting the Inventory Process.
3. Use the Manager to specify the File Store's new location:
  - a) Click on the Tools menu and click on File Store Management.
  - b) Choose the type of File Store you will be using, LAN-based, Anonymous FTP, or Authenticated FTP.
  - c) If you are using a LAN-based File Store, enter the path to the File Store's new location. If necessary, use the browse button to help you.
  - d) If you are using an FTP-based File Store with anonymous FTP, enter the IP address of the FTP server.
  - e) If you are using an FTP-based File Store with authenticated FTP, enter the IP address of the FTP server and enter the user name and password for the user account to be used by ZENworks Asset Management Managers, Collection Servers, and Task Servers when accessing the File Store.
  - f) Click on the OK button.
4. Use the Manager to start the inventory process by clicking on the Control menu and clicking on Start Inventory Process.

## Upgrading Your ZENworks Asset Management License

You may need to upgrade your ZENworks Asset Management license for any of the following reasons:

- You have an evaluation copy of ZENworks Asset Management and now want a full license.
- You want to track application usage or software license compliance so you need to upgrade to the full version of ZENworks Asset Management.
- You want to upgrade so you can collect data from your UNIX/Linux workstations.

### Notes:

- You do not need a license key to upgrade from Standalone to Enterprise deployment.
- Only an enterprise administrator can upgrade a ZENworks Asset Management license.
- You can check your license status at any time, by choosing **About ZENworks Asset Management** from the Manager's Help menu. The About window indicates how many licenses you have used.

### To upgrade your ZENworks Asset Management license

1. Figure out what kind of license change you want to make and contact your Novell Sales Representative or reseller to purchase the upgrade. When you purchase a license upgrade you receive a ZENworks Asset Management license code.
2. From Manager's Administration menu, choose **License Management**.
3. Use the License Management Wizard to enter your new license code.

## Using the License Management Wizard

The License Management Wizard allows you to enter a license code to upgrade your ZENworks Asset Management installation after you have purchased a license upgrade.

### To use the License Management Wizard

1. In ZENworks Asset Management Manager, Choose **License Management...** from the Administration menu. The License Management Wizard appears, with details of your current license.
2. Review the details and then click **Next**.
3. Enter your license code in the **License Key** box. If you do not have a license key, contact your Novell sales representative. When finished, click **Next**. Your installation is upgraded as determined by your license code.
4. Review the new license details in the License Upgrade Complete dialog and click **Finish**.



## Upgrading from NetCensus

If you have NetCensus version 2.8x or higher, and are upgrading to TS.Census, you can migrate your NetCensus database to TS.Census.

You migrate a NetCensus database by running the Database Migration Wizard directly from TS.Census Manager. This wizard unloads data from a NetCensus database, translates it, and then loads it into the TS.Census inventory database. In addition, the wizard makes some mapping decisions about where certain kinds of data (especially contact data) are placed in the TS.Census database. You will have the opportunity to review and change this mapping so that data is migrated to the correct fields.

When you migrate a NetCensus database, the following data is transferred:

- For each workstation (configuration), the associated hardware, software, contact data, and configuration ID.
- Local products if they are referenced by one or more components.
- Recognition data ("fingerprints") for software and system local products.

FNI data, environment data, and system files, are *not* migrated.

**NOTE:** Macintosh configurations are migrated, but will be identified as manually-entered workstations in the TS.Census inventory database.

### Before You Migrate

Before you begin the migration process, you need to understand two issues:

- The timing of the migration.
- The mapping of certain NetCensus database fields to TS.Census fields.

### Timing the Migration

In general, if you know you are going to migrate a NetCensus database, Novell recommends you do so *before* you start large-scale use of TS.Census. TS.Census tracks historical data about workstations and uses the first scan of a workstation as the "baseline" scan for future comparisons. If you start scanning a lot of workstations before you migrate a database, your baseline historical data for those workstations will be the data collected by TS.Census. If you have entered a lot of data manually in NetCensus, you will still be able to load it into the inventory database, but it will no longer serve as a baseline inventory in the case of any workstations that you have already scanned with TS.Census.

### Field Mapping During Migration

The TS.Census inventory database has more fields for demographic information than NetCensus offers through its Contact Info dialog. The fields are also more specific.

For example,

- NetCensus has a Location #1 and Location #2 field, whereas TS.Census has fields such as Site, Building, Floor, and Room.
- NetCensus also has two Note fields for miscellaneous data and a third Note field for a machine name (although you can also use this third Note field for other data).
- Not only are fields in TS.Census more specific, but they can also be user-defined, making it possible to add other kinds of information to the inventory database, for example, purchasing or leasing information.

See Field Mapping During Database Migration for a table showing the mapping of a NetCensus database to a TS.Census database.

## Using the Database Migration Wizard

The Database Migration Wizard guides you through the migration process. During this process you will need to do the following:

- Identify a Collection Server with which the migrated workstation data is to be associated. If you later want to associate any of these migrated workstations with a different Collection Server, you can do so with TS.Census Manager as explained in Re-Assigning a Workstation to a Different Collection Server.
- Specify the folder where your NetCensus database files reside. This folder *must* include the files listed in step 6 of the procedure below.
- Review the mapping of fields and make any necessary corrections.

After you have provided the necessary information, the Database Migration Wizard unloads data from the NetCensus database, translates it, and then loads it into the TS.Census inventory database. At the end of the migration, you *must* stop and re-start the inventory process so that any recognition data for migrated local products is incorporated into the TS.Census inventory database, as described in step 11 of the procedure below.

If you have scanned some workstations with TS.Census before starting this migration, the wizard will detect this and ask you which data you want to keep: the data already in the TS.Census inventory database or the incoming NetCensus data. If you have spent time editing your data in NetCensus, you will generally want this data to replace whatever is in the TS.Census inventory database as the result of any trial scans you may have performed. *Should you choose not to replace data already in the inventory database, any customized editing ("data scrubbing") you may have done with NetCensus will be lost.*

**Caution:** When you scan a workstation with TS.Census, it checks for the existence of a hidden file in the root folder of C: to determine if this is a migrated NetCensus workstation. If the hidden file is in some other folder, TS.Census will not find it, and will treat the workstation as a new workstation. As a result, the database will include two instances of the same workstation.

**Note:** You must be a TS.Census administrator to run the Database Migration Wizard.

To migrate a NetCensus database to TS.Census

1. Back up your NetCensus database.
2. Be sure you understand how certain fields will be mapped during the migration. See Field Mapping During Migration.
3. In TS.Census Manager, click on the Tools menu and click on Database Migration.
4. After reading the Welcome screen of the Database Migration Wizard, click on the Next button.
5. In the Select Collection Server dialog, select the Collection Server with which you want to associate the workstation data being migrated and click on the Next button.

6. In the Specify Database Location dialog, provide the path to the folder that contains your NetCensus database and then click on the Next button. (The default installation folder for NetCensus is named Netcwin.) This folder must include the following files:
  - Asset\_id.ntx
  - Assettag.dbf
  - Com\_cfpr.ntx
  - Compon.dbf
  - Config.dbf
  - Config.ntx
  - Product.dbf
  - Product.ntx

If you want to migrate local products, the folder must include the following in addition to the files listed above:

- Lswp.crp
  - Lsys.crp
  - Lvt.crp
7. Carefully review the mapping information shown in the Field Mapping dialog. The TS.Census fields (including any user-defined fields) are listed on the left and grouped by workstation, user, and LAN adapter. Any NetCensus fields that are going to be mapped to the TS.Census fields appear to their right.

**Note:** If you are migrating more than one NetCensus database, and have customized contact information differently for each database, make sure you account for those differences in the Field Mapping dialog.

Do any of the following to make changes and then click on the Next button:

- To remove the current mapping for a field, select it and click on the Clear button. The icon next to the field will now indicate no mapping will take place.
  - To change the mapping for a field (or to add mapping), select the field, click on the Change button, and make the change. The icon next to the field will now indicate that the mapping has changed.
  - To restore the default mapping to a field, select it, and click on the Restore Default button. The icon next to the field will now indicate that default mapping is in effect. (The table in Field Mapping During Migration shows all the mapping defaults.)
8. Review your selections. If you need to make a change, click on the Back button; to continue, click on the Next button. The Database Migration Wizard will now start the process of unloading configurations from the NetCensus database, translating the data, and loading it into the TS.Census inventory database.

**Note:** If you click on the Cancel button during the migration process, the Collection Server will finish loading any configuration it is currently loading, but will then stop the migration process.

9. If the wizard detects that you are trying to migrate workstation data for a workstation that is already in the TS.Census inventory database, it will display the Replace Configuration dialog and give you the following choices:
  - **Yes** - Updates the workstation in the TS.Census database with the corresponding NetCensus configuration. Select this option if you want to preserve any data editing you have done for this configuration in NetCensus.

- **Yes All** - Updates all the workstations that already exist in the TS.Census database with their corresponding NetCensus configurations. Select this option if you want to preserve any data editing you have done in NetCensus for any configurations that correspond to workstations that you have already scanned with TS.Census.
  - **No** - Leaves the workstation in the TS.Census database as it is. Select this option if any data you have entered with NetCensus is not important to you, and you do not want to preserve it.
  - **No All** - Leaves as they are all the workstations in the TS.Census database which correspond to NetCensus configurations you are trying to migrate. Select this option if you do not want to preserve any data editing you have done in NetCensus for any configurations that correspond to workstations that you have already scanned with TS.Census.
10. Be sure to stop and re-start the inventory process after running the wizard so that the recognition data for migrated local products is added to the TS.Census inventory database.

**Caution:** Although you may continue to find NetCensus configuration IDs useful in TS.Census, do *not* edit any configuration IDs until after you have scanned workstations with TS.Census. TS.Census requires the original configuration ID to match up workstations and migrated data correctly.

## Field Mapping During Database Migration

Type of Data	ZENworks Asset Management Field (Length)	NetCensus Field (Length)
Workstation	Department (32)	Department (25)
	Phone (32)	Phone (20)
	Floor (10)	Note #2 (55)
	Machine Name (32)	Note #3 (55)
	Building (32)	Location #1 (40)
	Room (32)	
	Site (32)	
	Cost Center (32)	
User	First Name (32)	First Name (15)
	Middle Name (32)	Middle Name (15)
	Last Name (32)	Last Name (15)
	E-Mail (100)	Location #2 (40)
	Second Phone (32)	
	Fax (32)	
LAN Adapter	LAN Address (12)	LAN Address (25)
	IP Address (15)	
	Serial Number (50)	
	Asset Tag (32)	

# Novell Technical Support

## Contacting Novell Technical Support

Before you contact Novell Technical Support, please do the following:

- Check Troubleshooting Tips.
- Check the Release Notes by clicking on the Release Notes icon in the ZENworks Asset Management program folder.
- Use the Contents and Index tabs in this Help system to check on the procedure you are trying to use.

Then contact Novell Technical Support at:

<http://support.novell.com>

## Troubleshooting Tips

### How Can I Find Out Which Workstations Are Associated with a Collection Server?

To find out which workstations are associated with a particular Collection Server, run a workstation query that filters on Collection Server. For an example of such a query, see [Sample Queries](#).

### How Do I Associate a Workstation with a Different Collection Server?

If you want to associate a workstation with a different Collection Server, you can use ZENworks Asset Management Manager to re-assign the workstation. For example, you may want to re-assign workstations so that a Collection Server has fewer (or more) workstations associated with it.

### How Do I Prevent Workstation Users from Editing Certain Fields?

If you do not want workstation users to edit certain fields during a collection cycle, you can customize the Collection Editor with a collection option set and make the fields read-only. You can even hide the fields altogether. Many options are available to you for controlling what users can do when the Collection Editor runs on their workstations.

### How Can I Avoid Duplicate Workstations in the Database?

If you re-build a workstation, fix a hard disk crash, or re-install the operating system, you will lose the workstation's unique ZENworks Asset Management identifier. As a result, ZENworks Asset Management will treat the workstation as a new workstation when you scan it again, and you will have two versions of the same workstation in the database.

You can avoid the duplication of workstations in two ways:

- You can take advantage of Collection Server reconciliation settings that instruct ZENworks Asset Management to check for unique data such as a serial number, NIC address, NetCensus configuration ID, or machine name when determining whether a workstation is new or not.
- You can restore a workstation's ZENworks Asset Management identity through a registry setting.

### Can I Track Spare Parts that Are Not Associated with a Workstation?

If you want to track spare parts or parts that are being repaired, create a stockroom.

### How Can I Find Out Which Users Do Not Have a Particular Component on Their Workstations?

If you need to know which users do or do not have a particular component on their workstations, you can run a query. For an example of such a query, see "Listing Workstations by a Component Criterion" in [Sample Queries](#).

### Is There Data that ZENworks Asset Management Gathers that Can Increase Inventory Time?

Two kinds of data can potentially add overhead to your inventories: FNI data and the files you choose to gather.

FNI data is most useful when you are rolling out ZENworks Asset Management and need to identify which software local products you should define. After that, you may just want to gather FNI data occasionally to see if there is any additional need for software local products. A Collector option controls whether FNI data is gathered or not.

ZENworks Asset Management also lets you gather files of your choice by specifying them as another Collector option. If you choose to gather many such files or files that are very large in size, you will add overhead to the inventory process.

## How Do I Assign a Collection Schedule to the Enterprise?

To use one collection schedule throughout the enterprise, use the default schedule supplied by Novell. The default schedule does not need to be assigned; it is automatically in effect, and is used by all Collection Domains and Collection Servers unless you assign a different schedule to the collection option sets the domains and servers are using. *The default schedule is initially inactive* so you need to edit it to activate it and customize it to the needs of your organization.

## How Can I Setup Up a Schedule to Account for Remote Users Who Rarely Call In?

If you want to make sure you scan the workstations of remote users who rarely call in, set up a schedule with a long duration. For example, if you collect inventory data on a quarterly basis, consider a month-long duration so you "catch" as many workstations as possible. You can then remind remote users to log on during that period.

## Why Does the Date 01/01/1980 Appear in Some Fields?

Some fields in ZENworks Asset Management initially have the date set to 01/01/1980. This indicates that the field has not been set to a specific date yet. You are most likely to see this date in user-defined fields, but it also appears in some built-in fields. For example, if you create a workstation date field it initially has the value 01/01/1980 for all existing workstations. Therefore, you can run a query to locate all the workstations with this date field set to 01/01/1980 and change the date to another date. When you create new workstations, however, the date in your user-defined field will be the current date.

## Why Is My Query to Find a Product by Language and Version Not Producing Any Results?

When setting up a criterion to locate a product by foreign language and model/version, the model/version must include language information. For example, if you want to find version 2.3 of a particular French product, you need to specify French as the language and 2.3 (FR) as the model/version. If you just specify 2.3 as the model/version, the query will not return any data.

## How Do I Get User-Defined Fields to Appear in Reports?

User-defined fields do not appear in reports, but you can run queries of the database and thus analyze data in user-defined fields. You can control how the results of a query are displayed and then print these results.

In addition, you can use Crystal Reports to create your own reports that include user-defined fields. You can then have the option of importing the reports into ZENworks Asset Management so that you can run them from the Manager.

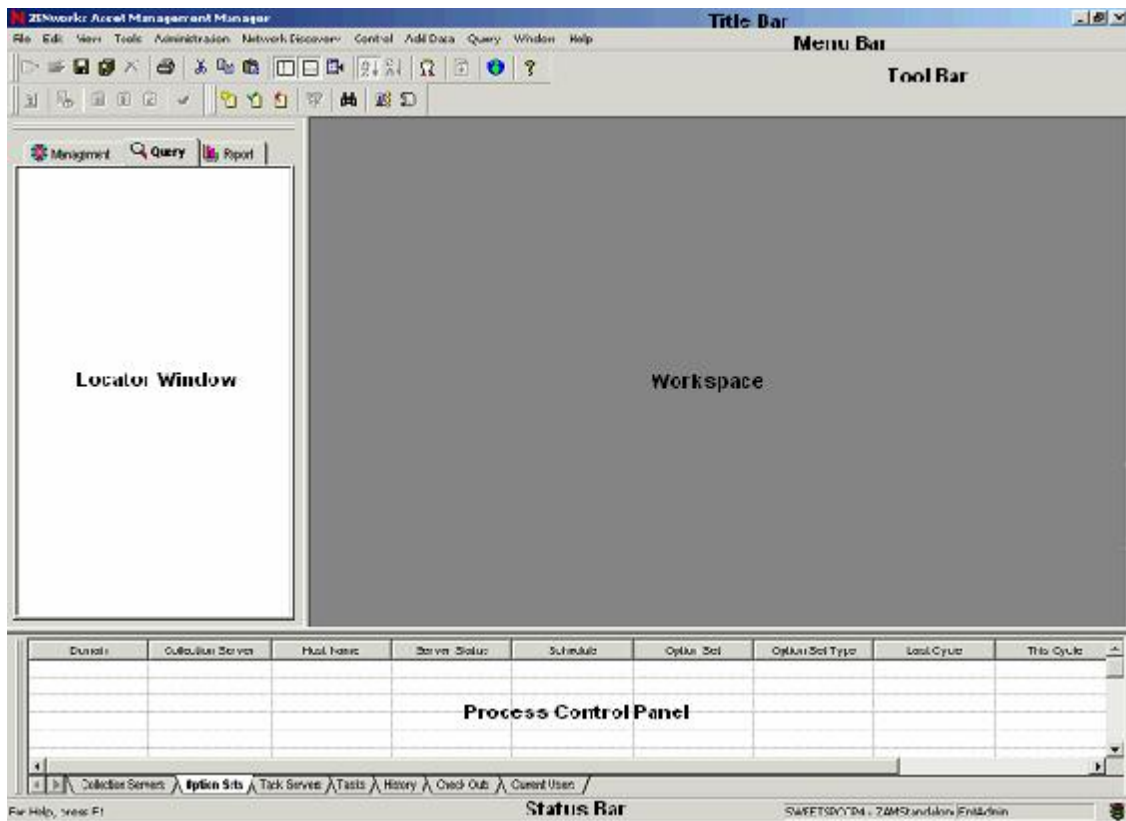
**CAUTION:** Do not edit the report templates supplied by Novell. If you do, the reports will no longer run.





# References

## ZENworks Asset Management Main Window



- The **locator window** displays lists of schedules, collection option sets, Collection Domains, Collection Servers, queries, or reports on locator tabs. The locator window helps you find these items as well as manage them in a logical fashion.
- The **locator tab** lets you select the contents of the locator window. Each locator tab displays related items. For example, the Management locator tab lists schedules, collection option sets, Collection Domains, Collection Servers, and Task Servers.
- The **title bar** identifies the product you are using.
- Three **toolbars** give you quick access to frequently performed ZENworks Asset Management Manager activities. The standard toolbar is for general activities, the process control panel toolbar is for working in the process control panel (see below), and the query toolbar is for working in the query tool. (See "Query Tool" on page 13-12.) To see a description of what a button on a toolbar does, position the mouse pointer over it; to use a button, click on it.
- The **menu bar** gives you access to the Manager menus. To display the commands on a menu, click on it. Depending on what you are doing and the type of ZENworks Asset Management user you are, not all the menus will be available all the time.

- The **process control panel** is a window in which you can view and manage data associated with your Collection Servers and tasks such as reports. For example, you can check the status of your reports, view errors reported on workstations during a collection, or see which users are currently using the Manager.

The process control panel initially appears at the bottom of the main Manager window, but you can drag it to another edge of the window. You can also hide the process control panel by clicking on the Process Control Panel button on the toolbar. (You will not need to refer to the process control panel all the time, and hiding it will give you more room for the locator window and workspace.)

- The **status bar** shows general messages, the name of the database, the name of the currently logged on user, and the status of the inventory process by means of the traffic light in the far right corner. If you do not want to see the status bar, click on the View menu and click on Status Bar. To display it again, repeat this procedure.
- The **workspace** is an area where you can display one or more windows containing the details about an item selected on a locator tab, for example, schedule settings. The workspace may be empty at times.

## Menus and Commands

### ZENworks Asset Management Manager Menus and Commands

ZENworks Asset Management Manager includes ten menus, but some menus or commands are available only to certain ZENworks Asset Management users. For example, only an enterprise administrator has access to the Administration menu. In addition, some menus or some commands on menus are available only in a certain context. If unavailable, they will appear in gray instead of black.

The menus are as follows:

<b>File</b>	The File menu includes commands for creating, opening, closing, saving, renaming, printing, and exporting items and for exiting the Manager.
<b>Edit</b>	The Edit menu lets you perform standard editing such as cutting, copying, and pasting and lets you find and replace items in a query results window or Component List window.
<b>View</b>	The View menu lets you control the appearance and contents of the main Manager window.
<b>Tools</b>	The Tools menu lets you change some options for your inventory database, set enterprise and user options, and change your password. It also lets you start an immediate scan of a workstation or network server, start wizards that help you manage portable collections and migrate NetCensus data.
<b>Administration</b>	The Administration menu lets you manage ZENworks Asset Management users, product classification, and user-defined fields; purge the database; upgrade your ZENworks Asset Management license; and apply a Product Recognition Update (PRU).
<b>Network Discovery</b>	The Network Discovery menu includes the Options command for setting global options for the ZENworks Asset Management Network Discovery Engine.
<b>Control</b>	The Control menu includes process-related commands, for example, for stopping the inventory process or for pausing or resuming a task such as a purge. This menu is available when the process control panel is active.
<b>Add Data</b>	The Add Data menu lets you create workstations, stockrooms, components, local products, or workstation users.
<b>Query</b>	The Query menu lets you work with the results of a query in a query results window.
<b>Window</b>	The Window menu provides standard Windows commands for managing your desktop and lists the currently open windows so you can activate the one you want. This menu is always available.
<b>Help</b>	The Help menu gives you access to the Manager Help system and the Novell Web site. This menu is always available.

## File Menu

The File menu includes commands for creating, opening, closing, saving, renaming, printing, and exporting items and for exiting ZENworks Asset Management Manager.

<b>New</b>	<p>The New command does the following:</p> <ul style="list-style-type: none"><li>• On the Management locator tab, lets you create a collection option set folder, schedule folder, collection option set, collection schedule, or Collection Domain.</li><li>• On the Query locator tab, lets you create a folder or a workstation, component, product, user, or FNI query. (Folders can be created only in the Public Queries or Personal Queries container depending on your user role.)</li><li>• On the Report locator tab, lets you create a folder. (Folders can be created only in the Public Reports or Personal Reports container depending on your user role.)</li></ul>
<b>Import Report</b>	<p>The Import Report command lets you import a custom report into the Manager when the Personal Reports container (or a folder in that container) is selected on the Report locator tab.</p> <p><b>For More</b></p> <p>Importing a Report into ZENworks Asset Management Manager</p>
<b>Open</b>	<p>The Open command opens the item you have selected on a locator tab and displays it in the workspace.</p>
<b>Close</b>	<p>The Close command closes the active window in the workspace.</p>
<b>Close All</b>	<p>The Close All command closes all the open windows in the workspace.</p>
<b>Save</b>	<p>The Save command saves the information in the active window in the workspace.</p>
<b>Save As</b>	<p>The Save As command lets you save the information in the active window under a different name.</p>
<b>Save All</b>	<p>The Save All command saves all the information that has changed in all the open windows in the workspace.</p>
<b>Rename</b>	<p>The Rename command lets you change the name of an item or folder on a locator tab. (Some items cannot be renamed.)</p>
<b>Delete</b>	<p>The Delete command removes a folder or item from a locator tab. (Some items cannot be deleted.)</p>
<b>Promote</b>	<p>(Enterprise administrators only) The Promote command makes a domain collection option set or domain collection schedule public so that it is available to all ZENworks Asset Management users. This command also makes an enterprise administrator's personal query or report public so all ZENworks Asset Management users can run it.</p> <p><b>For More</b></p> <p>Promoting or Demoting a Collection Schedule Promoting or Demoting a Collection Option Set Promoting a Query Promoting a Report</p>

<b>Print</b>	The Print command lets you print queries, the contents of the process control panel, and auxiliary data for workstations.
<b>Print Setup</b>	The Print Setup command lets you select a printer and other printing options.
<b>Export</b>	<p>The Export command lets you export the results of a query to a comma-delimited file.</p> <p><b>For More</b></p> <p>Exporting Inventory Data</p>
<b>Exit</b>	The Exit command closes the Manager.

## Edit Menu

The Edit menu lets you perform standard editing such as cutting, copying, and pasting and lets you find and replace items in a query results window or Component List window.

<b>Undo</b>	The Undo command reverses what you entered or deleted (typically in a text box).
<b>Cut</b>	The Cut command removes the selected item from a locator tab or text box and places it on the clipboard so it can then be pasted elsewhere.
<b>Copy</b>	The Copy command copies the selected item from a locator tab or text box to the clipboard so it can then be pasted elsewhere.
<b>Paste</b>	The Paste command places the contents of the clipboard in the current location on the locator tab or in a text box.
<b>Find</b>	<p>The Find command lets you search for an item in the query results window or Component List window.</p> <p><b>For More</b></p> <p>Finding Specific Inventory Data</p>
<b>Find Next</b>	<p>The Find Next command lets you search for the next instance of a found item in the query results window or Component List window.</p> <p><b>For More</b></p> <p>Finding Specific Inventory Data</p>
<b>Replace</b>	<p>The Replace command lets you find and change one or more instances of an in the query results window or Component List window.</p> <p><b>For More</b></p> <p>Finding and Replacing Inventory Data</p>

## View Menu

The View menu lets you control the appearance and contents of the main ZENworks Asset Management Manager window.

<b>Management</b>	<p>The Management command displays the Management locator tab.</p> <p><b>For More</b></p> <p>About the Management Locator Tab</p>
<b>Query</b>	<p>The Query command displays the Query locator tab.</p> <p><b>For More</b></p> <p>About the Query Locator Tab</p>
<b>Report</b>	<p>The Report command displays the Report locator tab.</p> <p><b>For More</b></p> <p>About the Report Locator Tab</p>
<b>Synchronize</b>	<p>The Synchronize command selects on the locator tab the item that is displayed in the active window in the workspace.</p> <p><b>For More</b></p> <p>Synchronizing the Locator Window with the Window in the Workspace</p>
<b>Sort</b>	<p>The Sort command arranges items on a locator tab in either ascending or descending alphanumerical order.</p>
<b>Refresh</b>	<p>The Refresh command updates information on a locator tab, in the process control panel, or in the Component List window for a workstation.</p>
<b>Refresh Branch</b>	<p>The Refresh Branch command updates information in the currently selected branch of a locator tab.</p> <p><b>For More</b></p> <p>Updating Information on a Locator Tab</p>
<b>Toolbars</b>	<p>The Toolbars command hides or displays the main Manager toolbar, the query toolbar, or the process control panel toolbar.</p> <p><b>For More</b></p> <p>ZENworks Asset Management Manager Toolbars</p>
<b>Status Bar</b>	<p>The Status Bar command hides or displays the status bar.</p>
<b>Locator</b>	<p>The Locator command hides or displays the locator window.</p> <p><b>For More</b></p> <p>About the Locator Window</p>
<b>Process Control Panel</b>	<p>The Process Control Panel command hides or displays the process control panel.</p> <p><b>For More</b></p> <p>Using the Process Control Panel</p>



## Tools Menu

The Tools menu lets you change some options for your inventory database, set enterprise and user options, and change your password. It also lets you start an immediate scan of a workstation or network server, start wizards that help you manage portable collections and migrate NetCensus data.

<b>Remote Client Install</b>	Use the Remote Client Install command to launch the Remote Client Install Utility, which allows you to select a group of workstations, and to install client software to each workstation.
<b>Enterprise Options</b>	<p>(Enterprise administrators only) The Enterprise Options command lets you change options that control how long historical data is kept for workstations, errors, and tasks in the inventory database before it becomes a candidate for purging.</p> <p><b>For More</b></p> <p>Changing Enterprise Options</p>
<b>Web Console Management</b>	<p>The Web Console Management command lets you specify the name of your Web server so you can access the ZENworks Asset Management Web Console.</p> <p><b>For More</b></p> <p>Running Web Reports</p> <p>Accessing Network Discovery Data</p>
<b>Proxy Server Management</b>	<p>(Enterprise administrators only) The Proxy Server Management command lets you configure an HTTP proxy server for managing PRUs.</p> <p><b>For More</b></p> <p>Managing PRUs</p>
<b>File Store Management</b>	<p>(Enterprise administrators only) The File Store Management command lets you move the file store.</p> <p><b>For More</b></p> <p>Moving the File Store</p>
<b>Preferences</b>	<p>The Preferences command lets you customize ZENworks Asset Management Manager user preferences.</p> <p><b>For More</b></p> <p>Changing User Preferences</p>
<b>Change Password</b>	<p>The Change Password command lets you change your password for logging onto the Manager.</p> <p><b>For More</b></p> <p>Changing Your Password</p>

<b>Create Portable Collector</b>	<p>(Administrators only) The Create Portable Collector command starts the wizard that lets you create a Collector for performing portable (walk-around) collections.</p> <p><b>For More</b></p> <p>Performing Portable Collections</p>
<b>Load Portable Collection</b>	<p>(Administrators only) The Load Portable Collection command starts the wizard that loads the results of a portable collection into the inventory database.</p> <p><b>For More</b></p> <p>Performing Portable Collections</p>
<b>Scan Workstation Now</b>	<p>The Scan Workstation Now command collects inventory data from the workstation currently selected in the query results window.</p> <p><b>For More</b></p> <p>Scanning a Workstation on Demand</p>
<b>Scan Novell Server Now</b>	<p>(Administrators only) The Scan Server Now command starts the wizard that lets you scan Novell servers.</p> <p><b>For More</b></p> <p>Scanning a Novell Server</p>
<b>Recover Workstation</b>	<p>(Administrators only) The Recover Workstation command lets you save the workstation's unique identifier so you can later "re-instate" the workstation and not lose any historical data.</p> <p><b>For More</b></p> <p>Recovering a Workstation</p>
<b>Load NetCensus Data</b>	<p>(Administrators only) The Load NetCensus Data command starts the wizard that loads data into the inventory database from NetCensus 2.98 data files.</p>
<b>Database Migration</b>	<p>(Administrators only) The Database Migration command starts the wizard that lets you migrate a database from NetCensus 2.8x (and higher) to the ZENworks Asset Management inventory database.</p> <p><b>For More</b></p> <p>Upgrading from NetCensus</p>

## Administration Menu

The Administration menu lets you manage ZENworks Asset Management users, product classification, and user-defined fields; purge the database; upgrade your ZENworks Asset Management license; and apply a Product Recognition Update (PRU).

This menu is available only if you are an enterprise administrator.

<b>ZENworks Asset Management Users</b>	<p>The ZENworks Asset Management Users command lets you create and manage ZENworks Asset Management users and to set rules for user passwords.</p> <p><b>For More</b></p> <p>About ZENworks Asset Management Users</p>
<b>Product Classification</b>	<p>The Product Classification command lets you create and manage product categories and subcategories.</p> <p><b>For More</b></p> <p>About Product Classification</p>
<b>User Defined Fields</b>	<p>The User Defined Fields command lets you define your own fields and manage them. (The inventory process needs to be stopped.)</p> <p><b>For More</b></p> <p>About User-Defined Fields</p>
<b>Database Purge</b>	<p>The Database Purge command removes unwanted or obsolete data from the inventory database.</p> <p><b>For More</b></p> <p>Purging the Database</p>
<b>License Management</b>	<p>The License Management command starts the wizard for upgrading your ZENworks Asset Management license.</p> <p><b>For More</b></p> <p>Upgrading Your ZENworks Asset Management License</p>
<b>Product Recognition Update</b>	<p>The Product Recognition Update command lets you apply a Product Recognition Update (PRU) so the inventory database can be updated with the latest product recognition data.</p> <p><b>For More</b></p> <p>Managing a Product Recognition Update (PRU)</p>
<b>Product Live Update</b>	<p>Use the Product Live Update command to download and apply software updates automatically, and to schedule a task to check for and download them.</p> <p><b>For More</b></p> <p>Managing ZENworks Asset Management Application and Product Recognition Updates</p>

## Network Discovery Menu

The Network Discovery menu includes the Options command for setting global options for the ZENworks Asset Management Network Discovery Engine.

### For More

Setting Network Discovery Options

## Control Menu

The Control menu includes process-related commands, for example, for stopping the inventory process or for pausing or resuming a task such as a purge. This menu is available when the process control panel is active.

<b>Stop Inventory Process</b> <b>Start Inventory Process</b>	(Enterprise administrators only) The Stop Inventory Process command stops the inventory process; the Start Inventory Process command starts the inventory process again.  <b>For More</b> Stopping and Starting the Inventory Process
<b>Stop/Start Server</b>	(Administrators only) The Stop/Start Server command stops a Collection Server or Task Server or starts it again.  <b>For More</b> Stopping or Starting a Collection Server  Stopping or Starting a Task Server
<b>Pause Task</b>	The Pause Task command pauses a selected task that is waiting to run.  <b>For More</b> Pausing and Resuming a Task
<b>Resume Task</b>	The Resume Task command starts a paused task again.  <b>For More</b> Pausing and Resuming a Task
<b>Remove Task</b>	The Remove Task command removes a selected task from the queue so it does not run.  <b>For More</b> Removing a Task
<b>Check In Workstation</b>	(Administrators only) The Check In Workstation command lets you check in a workstation that is checked out.  <b>For More</b> Checking In a Workstation
<b>View Errors</b>	Any errors that occur during the collection process or while tasks are running can be viewed in the process control panel. The View Errors command displays error details for Collection Servers, Task Servers, or workstations.  <b>See Also</b> Error Logs and Files Viewing Collection Server or Workstation Errors Viewing Task Server Errors

### See Also

Using the Process Control Panel

## Add Data Menu

The Add Data menu lets you create workstations, stockrooms, components, local products, or workstation users.

<b>Workstation/Stockroom</b>	<p>The Workstation/Stockroom command lets you create a workstation manually or create a stockroom.</p> <p><b>For More</b></p> <p>Adding a Workstation</p> <p>Adding a Stockroom</p>
<b>Component</b>	<p>The Component command lets you add a component to a workstation or stockroom.</p> <p><b>For More</b></p> <p>Adding a Component</p>
<b>Product</b>	<p>(Enterprise administrators only) The Product command lets you create a local product.</p> <p><b>For More</b></p> <p>Creating a Local Product</p>
<b>User</b>	<p>The User command lets you create a workstation user.</p> <p><b>For More</b></p> <p>Adding a User</p>

## Query Menu

The Query menu lets you work with the results of a query in a query results window.

<b>Add</b>	In the query results window, the Add command lets you add an item, for example, a component. The type of item you can add depends on the type of query you have run.
<b>Edit</b>	In the query results window, the Edit command displays an Edit Properties dialog for a selected item such as a workstation user. An Edit Properties dialog displays all the available data for an item so you can review and edit it. The type of item you can edit depends on the type of query you have run.
<b>Delete</b>	In the query results window, the Delete command removes a selected item, for example, a workstation, from the inventory database. The type of item you can delete depends on the type of query you have run.
<b>View Component List</b>	When you are viewing the results of a workstation query, the View Component List command lets you display the components for a selected workstation. <b>For More</b> Viewing Workstation Components
<b>View Auxiliary Data</b>	When you are viewing the results of a workstation query, the View Auxiliary Data command lets you display auxiliary data (for example, IRQ data) for a selected workstation. <b>For More</b> Viewing Workstation Auxiliary Data
<b>Re-Assign Workstation</b>	(Enterprise administrators only) In the query results window, the Re-Assign Workstation command lets you re-assign the selected workstation(s) to a different Collection Server. <b>For More</b> Re-Assigning a Workstation to a Different Collection Server
<b>Exclude FNI</b>	(Enterprise administrators only) When you are viewing the results of an FNI query, the Exclude FNI command lets you specify the name of a file to be excluded from FNI data during future scans. <b>For More</b> Excluding FNIs from Future Scans
<b>Exclude Extension</b>	(Enterprise administrators only) When you are viewing the results of an FNI query, the Exclude Extension command lets you specify a file extension so that files with that extension are excluded from FNI data during future scans. This command is available only when the inventory process is stopped. <b>For More</b> Excluding FNIs from Future Scans
<b>Exclude Folder</b>	(Enterprise administrators only) When you are viewing the results of an FNI query, the Exclude Folder command lets you specify a folder so that files in that folder are excluded from FNI data during future scans. <b>For More</b> Excluding FNIs from Future Scans
<b>Reconcile Local Products</b>	(Enterprise administrators only) When you are viewing the results of a product query, the Reconcile Local Products command lets you reconcile discrepancies in local products. <b>For More</b> Reconciling Local Products

### See Also

About Queries

## Window Menu

The Window menu provides standard Windows commands for managing your desktop and lists the currently open windows so you can activate the one you want. This menu is always available.

<b>Cascade</b>	The Cascade command rearranges the open windows so they overlap (in a cascade) with their title bars visible.
<b>Tile</b>	The Tile command rearranges the open windows so they fit next to one another.
<b>Arrange Icons</b>	The Arrange Icons command places all minimized windows into neat rows at the bottom of the workspace.

## Help Menu

The Help menu gives you access to the ZENworks Asset Management Manager Help system and the Novell Web site. This menu is always available.

<b>Search for Help On</b>	The Search for Help On command displays the Contents, Index, and Find tabs so you can look for Help on a particular topic.
<b>How to Use Help</b>	The How to Use Help command displays information about using the Help system.
<b>Novell on the Web</b>	The Novell on the Web command uses your Web browser to give you access to product news or technical support on the Novell Web site, to the ZENworks Asset Management or Novell home page, or to the frequently-asked questions page.
<b>About ZENworks Asset Management</b>	The About ZENworks Asset Management command displays general information about ZENworks Asset Management including your serial number and license status.

## Toolbars

### ZENworks Asset Management Manager Toolbars

The three Manager toolbars give you access to frequently-performed activities. The Manager includes a standard toolbar which is generally available. Two additional toolbars, the process control panel toolbar and the query toolbar, are active when you are working in the process control panel or the query tool.

The toolbars are normally docked below the menu bar in the main Manager window, but you can drag any of the toolbars to another edge of the window if you prefer. You can also hide any of the toolbars by clicking on the View menu, clicking on Toolbars, and selecting the toolbar you want to hide. (To display a toolbar again, repeat this procedure.)

Standard Toolbar

Process Control Panel Toolbar

Query Toolbar

### Process Control Panel Toolbar

The process control panel toolbar is active whenever you are working in the process control panel.

The buttons on the process control panel toolbar are as follows:



(Administrators only) Lets you stop a Collection Server or Task Server and start it again.



(Administrators only) Displays errors for a Collection Server, Task Server, or workstation.



Pauses a task that is waiting to run.



Resumes a paused task.



Removes a task from the queue so it does not run.



(Administrators only) Lets you check in a checked-out workstation.

#### See Also

Using the Process Control Panel



## Query Toolbar

The query toolbar is active whenever you are working in the query tool.

The buttons on the query toolbar are as follows:



In the query results window, lets you add an item, for example, a component. The type of item you can add depends on the type of query you have run.



In the query results window, displays an Edit Properties dialog for the selected item, for example, a user. An Edit Properties dialog displays all the available data for an item so you can review and edit it. The type of item you can edit depends on the type of query you have run.



In the query results window, deletes the selected item(s), for example, a workstation. The type of item you can delete depends on the type of query you have run.



(Enterprise administrators only) Lets you reconcile discrepancies in local products. This button is available only when the inventory process is stopped.



Lets you search for an item in a query results window or Component List window.





















When you are viewing the results of a workstation query, displays the components for the selected workstation.



When you are viewing the results of a workstation query, displays the auxiliary data for the selected workstation.

## Standard Toolbar

The buttons on the standard toolbar are as follows:

-  On a locator tab, lets you create a folder or a collection option set, collection schedule, Collection Domain, or query.
-  Opens the item you have selected on a locator tab and displays it in the workspace.
-  Saves the information in the active window in the workspace.
-  Saves the information in all the open windows in the workspace.
-  Removes a folder or item from a locator tab (except for certain items supplied by Novell).
-  Prints queries, the contents of the process control panel, and auxiliary data for workstations.
-  Removes the selected item from a locator tab or text box and places it on the clipboard so it can be pasted elsewhere.
-  Copies the selected item from a locator tab or text box to the clipboard so it can be pasted elsewhere.
-  Places the contents of the clipboard at the current location on a locator tab or in a text box.
-  Hides or displays the locator window.
-  Hides or displays the process control panel.
-  Selects on the locator tab the item that is displayed in the active window in the workspace.
-  Arranges items on a locator tab in ascending alphanumerical order.
-  Arranges items on a locator tab in descending alphanumerical order.
-  (Enterprise administrators only) Displays the Manage ZENworks Asset Management Users dialog so you can create, edit, or delete ZENworks Asset Management users.
-  Updates information on the current locator tab, in the process control panel, or in the Component List window for a workstation.
-  Lets you access the ZENworks Asset Management Web Console.
-  Gives you access to the ZENworks Asset Management Manager Help system.

## Error Logs and Files

Any errors that occur during the collection process or while tasks are running can be viewed in the process control panel. The View Errors command displays error details for Collection Servers, Task Servers, or workstations. In addition, a daily log file of errors is created by ZENworks Asset Management Manager, Collection Servers, and Task Servers. These log files track serious errors, such as problems with the connection to the database.

Error log files are created in the \Logs folder of the ZENworks Asset Management installation folder. The names of the files reflect which ZENworks Asset Management application created them, include the current date, and have a .log extension. For example, the error log files created on August 21, 2004, by the Manager, the Collection Server, and the Task Server would be TSCMgrEvent20040821.log, ColSvrCoreEvent20040821.log, and TaskServerCoreEvent20040821.log, respectively.

### See Also

[Viewing Collection Server or Workstation Errors](#)

[Viewing Task Server Errors](#)

## ZENworks Asset Management Report Reference

Below is alphabetical reference to the ZENworks Asset Management reports. The description of each report includes its purpose and a list of all its possible settings. The settings are listed by the tab name in the Configure Report dialog, for example, Grouping or Sorting.

The report descriptions show only the settings that you can change. Some reports have fixed settings for grouping or sorting, for example.

**Note:** Demographics as a grouping choice means you can group report data by building, cost center, department, floor, room, or site.

### For More

For sample reports, see [ZENworks Asset Management Sample Report Reference](#)

For information about running reports, see [Running a Report](#).

### Reports Listed Alphabetically

- AntiVirus Details by Manufacturer Report
- AntiVirus Details by Workstation Report
- AntiVirus Summary by Manufacturer Report
- Collection Option Set Summary Report
- Component Breakdown Report
- Component Change History Report
- Component Move History Report
- Component Trend Report
- Duplicate Components Report
- FNI Breakdown Report
- FNI Detail Report
- FNI Usage Detail Report
- Hardware Component Breakdown Report
- Hardware Component Catalog Report
- Hardware Component Trend Report
- Hardware Product Breakdown Report
- Hardware Product Catalog Report
- Hot Fix Details by Manufacturer Report
- Hot Fix Details by Workstation Report
- Hot Fix Summary by Manufacturer Report
- License and Usage Summary by License ID Report

License Compliance Breakdown Report

Local Software Product Catalog Report

Lost Components Report

Software - In Use Versus Installed Report

Software Component Breakdown Report

Software Component Catalog Report

Software Component Trend Report

Software Product Breakdown Report

Software Product Catalog Report

Software Usage History by Manufacturer Report

Software Usage History by Workstation Report

Software Usage Trend by Manufacturer Report

Total Free Space Breakdown Report

Total Free Space Trend Report

Total Hard Drive Size Breakdown Report

Total Hard Drive Size Trend Report

Total Memory Breakdown Report

Total Memory Trend Report

Workstation Catalog Report

Workstation Change History Report

Workstation Detail No FNI Report

Workstation Detail No FNI/No Component Detail Report

Workstation Detail Report

Workstation Hardware Upgrade Report

Workstation Lease Catalog Report

Workstation Move History Report

Workstation Scan History Report

Workstation Software Component Catalog Report

Workstation Software Upgrade Report

## AntiVirus Details by Manufacturer Report

An AntiVirus Details by Manufacturer report lists information about antivirus software components by manufacturer. For example, the report includes the name of the machine on which the components are installed and the name of the primary user.

<b>General</b>	N/A
<b>Grouping</b>	Demographics
<b>Filtering</b>	Additional Info, Building, Cost Center, Department, Floor, Machine Name, Manufacturer, Model/Version, Primary User, Product Name, Room, Serial Number, and Site
<b>Sorting</b>	Manufacturer, Model/Version, and Product Name

## AntiVirus Details by Workstation Report

An AntiVirus Details by Workstation report lists information about antivirus software components by workstation.

<b>General</b>	N/A
<b>Grouping</b>	Demographics
<b>Filtering</b>	Additional Info, Building, Cost Center, Department, Floor, Machine Name, Manufacturer, Model/Version, Primary User, Product Name, Room, and Site
<b>Sorting</b>	Manufacturer, Model/Version, and Product Name

## AntiVirus Summary by Manufacturer Report

An AntiVirus Summary by Manufacturer report summarizes antiviral software components by manufacturer.

<b>General</b>	Display All or Display Only Top <i>n</i>
<b>Grouping</b>	Demographics Count by Model/Version
<b>Filtering</b>	Building, Cost Center, Department, Floor, Manufacturer, Model/Version, Product Name, Room, and Site
<b>Sorting</b>	N/A

## Collection Option Set Summary Report

A Collection Option Set Summary report provides information about collection option sets and their current settings.

<b>General</b>	N/A
<b>Grouping</b>	N/A
<b>Filtering</b>	COS Name and Collection Server
<b>Sorting</b>	N/A

## Component Breakdown Report

A Component Breakdown report counts instances of components, for example, the number of systems made by different manufacturers.

<b>General</b>	Tabular (display All or Top <i>n</i> ), Bar Graph (display All or Top 10), or Pie Chart (display All or Top 10)
<b>Grouping</b>	Demographics  Count by Category Name, Manufacturer, Model/Version, Product Name, or Subcategory Name
<b>Filtering</b>	(Required) Building, Category Name, Cost Center, Department, Floor, Inventory Type, Manufacturer, Model/Version, Product Name, Room, Site, and Subcategory Name
<b>Sorting</b>	N/A

**Note:** The filtering options in a Component Breakdown report are hierarchical in that they depend on the Count By choice you make. For example, if you count by Product Name, then Category Name, Subcategory Name, Manufacturer, and Product Name are the filter fields available to you.

## Component Change History Report

A Component Change History report shows how components have changed over time by being created, edited, moved, retired, or deleted.

<b>General</b>	Date range
<b>Grouping</b>	Demographics  Product grouping: None or by Category Name, Subcategory Name  Count by Asset Tag or Serial Number
<b>Filtering</b>	Asset Tag, Building, Category Name, Change Type, Changed By, Changed Field, Changed From, Changed To, Cost Center, Department, Floor, Inventory Type, Machine Name, Primary User, Room, Serial Number, Site, and Subcategory Name
<b>Sorting</b>	N/A

## Component Move History Report

A Component Move History report lists components that have been moved among workstations, stockrooms, and the Lost and Found.

<b>General</b>	Date range
<b>Grouping</b>	Demographics  Product Grouping: None or by Category Name, Subcategory Name  Count by Asset Tag or Serial Number
<b>Filtering</b>	Building, Category Name, Changed By, Changed From, Changed To, Cost Center, Department, Floor, Inventory Type, Primary User, Room, Site, and Subcategory Name
<b>Sorting</b>	N/A

## Component Trend Report

A Component Trend report counts components over time so you can analyze trends.

<b>General</b>	Tabular or Line Graph, Frequency, and Date Range
<b>Grouping</b>	Demographics  Count by Category Name, Manufacturer, Model/Version, Product Name, or Subcategory Name
<b>Filtering</b>	(Required) Building, Category Name, Cost Center, Department, Floor, Inventory Type, Manufacturer, Model/Version, Product Name, Room, Site, and Subcategory Name
<b>Sorting</b>	N/A

## Duplicate Components Report

A Duplicate Components report identifies any components with the same asset tag or serial number. You can then run a query to delete one of the duplicated components.

<b>General</b>	N/A
<b>Grouping</b>	Demographics  Count by Asset Tag or Serial Number
<b>Filtering</b>	Building, Category Name, Cost Center, Date Created, Department, Floor, Inventory Type, Machine Name, Manufacturer, Model/Version, Primary User, Product Name, Product Type, Room, Site, and Subcategory Name
<b>Sorting</b>	N/A



## FNI Breakdown Report

An FNI Breakdown report counts instances of FNIs (software product files that were not identified by the Collector during a scan) by file name or extension. For example, if your organization uses some internally-developed applications, you can use an FNI Breakdown report to see the instances of the applications broken down by department or cost center.

You can produce an FNI Breakdown report as a tabular report, bar graph, or pie chart.

### Tip

To see detailed FNI data by workstation, run an FNI Detail report

<b>General</b>	Tabular (display All or Top <i>n</i> ), Bar Graph (display All or Top 10), or Pie Chart (display All or Top 10)
<b>Grouping</b>	Demographics  Count by File Extension or File Name
<b>Filtering</b>	Building, Cost Center, Department, File Extension, File Name, Floor, Room, and Site
<b>Sorting</b>	N/A

## FNI Detail Report

An FNI Detail report provides a detailed list of FNIs, for example, for one department.

<b>General</b>	N/A
<b>Grouping</b>	Demographics  Count by File Name or File Extension
<b>Filtering</b>	Building, Cost Center, Department, File Date, File Extension, File Name, File Size (Bytes), Floor, Machine Name, Primary User, Room, Site, and Subdirectory
<b>Sorting</b>	File Date, File Size (Bytes), Machine Name, Primary User, and Subdirectory

## FNI Usage Detail Report

An FNI Usage Detail report shows in detail how applications that result in FNI data are being used on workstations. For each file name or file extension, the report shows the total time the application ran, the time it was active, and the percentage of time it was active. The report also lists the machine name of each workstation on which the application was running and the name of the primary user. By default, the reports filters on Total Runtime (sec)!=0 so that applications that did not run are not listed in the report

<b>General</b>	N/A
<b>Grouping</b>	Demographics  Count by File Name or File Extension
<b>Filtering</b>	Building, Cost Center, Department, File Extension, File Name, Floor, Machine Name, Primary User, Room, Site, Subdirectory, Total Active (sec), and Total Runtime (sec)
<b>Sorting</b>	Subdirectory, Total Active (sec), and Total Runtime (sec)

## Hardware Component Breakdown Report

A Hardware Component Breakdown report counts instances of hardware components, for example, the number of processor types at each site.

A wide range of grouping and filtering options are available in a Hardware Component Breakdown report so you have a great deal of flexibility in how you look at how the counts of hardware components. For example, the possibilities include the following:

- Counts of printers by subcategory, manufacturer, product, and model/version, grouped by cost center. For each cost center, the counts of each model printer would be shown, with further subtotals by product, manufacturer, and subcategory.
- Categories of hardware components grouped by department. For each department, the counts of each category of component (for example, monitor or printer) would be shown.
- Manufacturers of systems by cost center. For each cost center, the counts of system manufacturers (for example, Dell, Gateway, or COMPAQ) would be shown.
- Subcategories of processors by site. For each site, the counts of processors according to subcategory (for example, 486 or Pentium Pro) would be shown.

<b>General</b>	Display all or top <i>n</i>
<b>Grouping</b>	Demographics  Count by Model/Version
<b>Filtering</b>	Building, Category Name, Cost Center, Department, Floor, Inventory Type, Manufacturer, Model/Version, Product Name, Room, Site, and Subcategory Name
<b>Sorting</b>	N/A

## Hardware Component Catalog Report

A Hardware Component Catalog report lists information about hardware components, for example, users who have Dell Latitude systems.

<b>General</b>	N/A
<b>Grouping</b>	Demographics
<b>Filtering</b>	Asset Tag, Building, Category Name, Cost Center, Department, Floor, Inventory Type, Machine Name, Manufacturer, Model/Version, Primary User, Product Name, Product Source, Room, Serial Number, Site, and Subcategory Name
<b>Sorting</b>	Category Name, Manufacturer, Model/Version, Product Name, Product Source, and Subcategory Name

**Note:** If you select Product Source as your sorting field, the sort will not be alphabetical.

## Hardware Component Trend Report

A Hardware Component Trend report counts hardware components over time so you can analyze trends.

<b>General</b>	Frequency and Date Range
<b>Grouping</b>	Demographics Count by Model/Version
<b>Filtering</b>	Building, Category Name, Cost Center, Department, Floor, Inventory Type, Manufacturer, Model/Version, Product Name, Room, Site, and Subcategory Name
<b>Sorting</b>	N/A

## Hardware Product Breakdown Report

A Hardware Product Breakdown report counts hardware products defined by Novell.

<b>General</b>	N/A
<b>Grouping</b>	Count by Model/Version
<b>Filtering</b>	Category Name, Manufacturer, Model/Version, Product Name, and Subcategory Name
<b>Sorting</b>	N/A

## Hardware Product Catalog Report

A Hardware Product Catalog report lists information about hardware products defined by Novell.

<b>General</b>	N/A
<b>Grouping</b>	N/A
<b>Filtering</b>	Category Name, Date Created, Manufacturer, Model/Version, Product Name, Product Source, and Subcategory Name
<b>Sorting</b>	Category Name, Date Created, Manufacturer, Model/Version, Product Name, Product Source, and Subcategory Name

## Hot Fix Details by Manufacturer Report

A Hot Fix Details by Manufacturer report lists information about hot fix components, for example, the date they were installed.

<b>General</b>	N/A
<b>Grouping</b>	Demographics
<b>Filtering</b>	Building, Cost Center, Date Installed, Department, Description, Floor, Manufacturer, Model/Version, Product Name, Registry Key, Room, and Site
<b>Sorting</b>	Model/Version

## Hot Fix Details by Workstation Report

A Hot Fix Details by Workstation report lists information about hot fix components by workstation.

<b>General</b>	N/A
<b>Grouping</b>	Demographics
<b>Filtering</b>	Building, Cost Center, Date Installed, Department, Description, Floor, Machine Name, Manufacturer, Model/Version, Primary User, Product Name, Registry Key, Room, and Site
<b>Sorting</b>	Manufacturer, Model/Version, and Product Name

## Hot Fix Summary by Manufacturer Report

A Hot Fix Summary by Manufacturer report summarizes instances of hot fix (patch) components.

<b>General</b>	Display All or Display Only Top <i>n</i>
<b>Grouping</b>	Demographics  Count by Model/Version
<b>Filtering</b>	Building, Cost Center, Department, Floor, Manufacturer, Model/Version, Product Name, Room, and Site
<b>Sorting</b>	N/A

## License and Usage Summary by License ID Report

A License and Usage Summary by License ID report shows products grouped by license ID, with the total installed summarized against the total licenses assigned. In addition, the report shows the number of workstations on which the software ran versus the number of workstations on which it was installed.

<b>General</b>	N/A
<b>Grouping</b>	N/A
<b>Filtering</b>	License ID, License Name, Manufacturer, Model/Version, and Product Name
<b>Sorting</b>	N/A

## License Compliance Breakdown Report

For each product, a License Compliance Breakdown report shows the total number of licenses purchased, the total licenses installed (broken down by version), and the variance between purchased and installed licenses. (If a product is installed more than once on a workstation, it is counted only once, however.)

Before you can run a License Compliance Breakdown report, you must provide some licensing information for your products. For details, see [Entering License Data into the Database](#).

**Note:** License Compliance Reports are also available through the ZENworks Asset Management Software Compliance.

<b>General</b>	N/A
<b>Grouping</b>	N/A
<b>Filtering</b>	License ID, License Name, Manufacturer, Model/Version, Product Name, and Product Type
<b>Sorting</b>	N/A

## Local Software Product Catalog Report

A Local Software Product Catalog report lists information about local products that have been defined.

<b>General</b>	N/A
<b>Grouping</b>	N/A
<b>Filtering</b>	Category Name, Date Created, File Date, File Name, File Size, File Time, Manufacturer, Model/Version, Product Name, Product Source, Subcategory Name, and Subdirectory
<b>Sorting</b>	Date Created, Manufacturer, Model/Version, Product Name, and Product Source

## Lost Components Report

A Lost Components report lists all the components in the Lost and Found. The Lost and Found is a special kind of stockroom that is created and maintained by TS.Census. If a component was discovered on a workstation during the inventory process, but is found to be missing during a subsequent inventory cycle, TS.Census places the component in the Lost and Found. If the component later turns up on another workstation, TS.Census automatically removes it from the Lost and Found. For a component to be maintained in the Lost and Found, it must have a serial number or asset tag.

### Tip

If the Lost Components report lists any components that you know are not really lost, you can run the pre-supplied Lost and Found Components query and then move or delete the components as necessary. See About the Lost and Found for information.

<b>General</b>	N/A
<b>Grouping</b>	Demographics plus Collection Server Name and Domain Name  Product Grouping: None or by Category Name, Subcategory Name
<b>Filtering</b>	Asset Tag, Building, Category Name, Collection Server Name, Cost Center, Department, Domain Name, Floor, Inventory Type, Machine Name, Primary User, Product, Room, Serial Number, Site, and Subcategory Name
<b>Sorting</b>	Asset Tag, Change Date, Machine Name, Primary User, Product, and Serial Number

## Software - In Use Versus Installed Report

A Software - In Use Versus Installed report lists software products and their usage. For each product in a particular category and subcategory, the report shows the total time it ran, the time it was active, and the percentage of the time it was active. The report also shows the number of workstations on which the software ran versus the number of workstations on which it was installed. If, for example, a number of word processing applications are used in your company, you can use this report to see which are used most heavily, perhaps to determine whether you should standardize on one. By default, the report is filtered by Total Runtime (sec) != 0 so that applications that did not run are not included.

<b>General</b>	Report History date range
<b>Grouping</b>	N/A
<b>Filtering</b>	Category Name, Manufacturer, Model/Version, Product Name, Subcategory Name, Total Runtime (sec), and Total Time Active (sec)
<b>Sorting</b>	N/A

## Software Component Breakdown Report

A Software Component Breakdown report counts instances of software components, for example, the number of Microsoft applications in the enterprise.

<b>General</b>	Display All or Top <i>n</i>
<b>Grouping</b>	Demographics  Count by Model/Version
<b>Filtering</b>	Building, Category Name, Cost Center, Department, Floor, Inventory Type, Manufacturer, Model/Version, Product Name, Room, Site, and Subcategory Name
<b>Sorting</b>	N/A

## Software Component Catalog Report

A Software Component Catalog report lists information about software components, for example, users who have Microsoft 2000 applications in each department.

<b>General</b>	N/A
<b>Grouping</b>	Demographics
<b>Filtering</b>	Building, Category Name, Cost Center, Department, Floor, Inventory Type, Machine Name, Manufacturer, Model/Version, Primary User, Product Name, Product Source, Room, Serial Number, Site, and Subcategory Name
<b>Sorting</b>	Category Name, Manufacturer, Model/Version, Product Name, Product Source, and Subcategory Name

## Software Component Trend Report

A Software Component Trend report counts software components over time so you can analyze trends.

<b>General</b>	Frequency and Date Range
<b>Grouping</b>	Demographics  Count by Model/Version
<b>Filtering</b>	Building, Category Name, Cost Center, Department, Floor, Inventory Type, Manufacturer, Model/Version, Product Name, Room, Site, and Subcategory Name
<b>Sorting</b>	N/A

## Software Product Breakdown Report

A Software Product Breakdown report counts software products defined by Novell.

<b>General</b>	N/A
<b>Grouping</b>	Count by Model/Version
<b>Filtering</b>	Category Name, Manufacturer, Model/Version, Product Name, and Subcategory Name
<b>Sorting</b>	N/A

## Software Product Catalog Report

A Software Product Catalog report lists information about software products defined by Novell.

**Note:** Thousands of software products are known to ZENworks Asset Management so *Novell strongly recommends that you filter the contents of the report*. For example, you can filter by category name, subcategory name, manufacturer, product name, model/version, product source, or date created.

### Tip

If you want information about products that are components of workstations in your organization, run a Software Component Catalog report. A product report tells you which products are known to ZENworks Asset Management, not which products are associated with workstations.

<b>General</b>	N/A
<b>Grouping</b>	N/A
<b>Filtering</b>	Category Name, Date Created, Manufacturer, Model/Version, Product Name, Product Source, and Subcategory Name
<b>Sorting</b>	Category Name, Date Created, Manufacturer, Model/Version, Product Name, Product Source, and Subcategory Name



## Software Usage History by Manufacturer Report

A Software Usage History by Manufacturer report shows the total time each application ran, the time it was active, and the percentage of time it was active. The report also lists the machine name of each workstation on which the application was running and the name of the primary user. By default, the reports filters on Total Runtime (sec)!=0 so that applications that did not run are not listed in the report.

<b>General</b>	Report History date range
<b>Grouping</b>	Demographics
<b>Filtering</b>	Building, Category Name, Cost Center, Department, Floor, Inventory Type, Machine Name, Manufacturer, Model/Version, Primary User, Product Name, Room, Site, Subcategory Name, Total Runtime (sec), and Total Time Active (sec)
<b>Sorting</b>	N/A

## Software Usage History by Workstation Report

A Software Usage History by Workstation report provides information about application usage on particular workstations during a given period. The report shows the total time each application ran, the time it was active, and the percentage of time it was active on a particular day.

<b>General</b>	Report History date range
<b>Grouping</b>	Demographics
<b>Filtering</b>	Building, Cost Center, Department, Floor, Inventory Type, Machine Name, Primary User, Room, Site, Subdirectory, Total Runtime (sec), and Total Time Active (sec)
<b>Sorting</b>	N/A

## Software Usage Trend by Manufacturer Report

A Software Usage Trend by Manufacturer report shows trends in software usage over time. The report provides usage data for each application on each day during a specified period. The report includes the total time the application ran, the time it was active, and the percentage of time it was active. By default, the reports filters on Total Runtime (sec)!=0 so that applications that did not run are not listed in the report.

<b>General</b>	Frequency and Date Range
<b>Grouping</b>	Demographics  Count by Model/Version
<b>Filtering</b>	Building, Category Name, Cost Center, Department, Floor, Inventory Type, Machine Name, Manufacturer, Model/Version, Product Name, Room, Site, Subcategory Name, Total Runtime (sec), and Total Time Active (sec)
<b>Sorting</b>	N/A

## Total Free Space Breakdown Report

A Total Free Space Breakdown report counts workstations according to the amount of free disk space they have. For example, you can see how many workstations have free disk space ranging in amount from 0 MB to 999 MB, 1 GB to 9.99, 10 GB to 39.99 GB, and so on. (These ranges are fixed.)

<b>General</b>	Tabular (display All or Top <i>n</i> ), Bar Graph (display All or Top 10), or Pie Chart (display All or Top 10)
<b>Grouping</b>	Demographics  Count by Free Disk Space (MB)
<b>Filtering</b>	Building, Cost Center, Department, Floor, Free Disk Space (MB), Inventory Type, Room, and Site
<b>Sorting</b>	N/A

## Total Free Space Trend Report

A Total Free Space Trend report tracks changes over time to the amount of free disk space on workstations so you can analyze trends.

<b>General</b>	Tabular or Line Graph, Frequency, and Date Range
<b>Grouping</b>	Demographics  Count by Free Disk space (MB)
<b>Filtering</b>	Building, Cost Center, Department, Floor, Free Disk Space (MB), Inventory Type, Room, and Site
<b>Sorting</b>	N/A

## Total Hard Drive Size Breakdown Report

A Total Hard Drive Size Breakdown report counts workstations according to the size of their hard drives. For example, you can see how many workstations have hard drives ranging in size from 0 MB to 999 MB, 1 GB to 9.99, 10 GB to 39.99 GB, and so on. (These ranges are fixed.)

<b>General</b>	Tabular (display All or Top <i>n</i> ), Bar Graph (display All or Top 10), or Pie Chart (display All or Top 10)
<b>Grouping</b>	Demographics  Count by Total Disk Space (MB)
<b>Filtering</b>	Building, Cost Center, Department, Floor, Inventory Type, Room, Site, and Total Disk Space (MB)
<b>Sorting</b>	N/A

## Total Hard Drive Size Trend Report

A Total Hard Drive Size Trend report tracks changes over time to the size of hard drives on workstations so you can analyze trends.

<b>General</b>	Tabular or Line Graph, Frequency, and Date Range
<b>Grouping</b>	Demographics  Count by Total Disk Space (MB)
<b>Filtering</b>	Building, Cost Center, Department, Floor, Inventory Type, Room, Site, and Total Disk Space (MB)
<b>Sorting</b>	N/A

## Total Memory Breakdown Report

A Total Memory Breakdown report counts workstations according to the amount of memory they have in MB. For example, you can see how many workstations have memory amounts that range from 0 MB to 16 MB, 17 MB to 64 MB, 65 MB to 128 MB, 129 MB to 256 MB, 257 MB to 512 MB, and so on. (The size ranges are fixed.)

<b>General</b>	Tabular (display All or Top <i>n</i> ), Bar Graph (display All or Top 10), or Pie Chart (display All or Top 10)
<b>Grouping</b>	Demographics  Count by Total Memory (MB)
<b>Filtering</b>	Building, Cost Center, Department, Floor, Inventory Type, Room, Site, and Total Memory (MB)
<b>Sorting</b>	N/A

## Total Memory Trend Report

A Total Memory Trend report tracks changes over time to the amount of total memory on workstations so you can analyze trends.

<b>General</b>	Tabular or Line Graph, Frequency, and Date Range
<b>Grouping</b>	Demographics  Count by Total Memory (MB)
<b>Filtering</b>	Building, Cost Center, Department, Floor, Inventory Type, Room, Site, and Total Memory (MB)
<b>Sorting</b>	N/A

## Workstation Catalog Report

A Workstation Catalog report lists workstations and their properties, for example, all the workstations at a particular site.

<b>General</b>	N/A
<b>Grouping</b>	Demographics
<b>Filtering</b>	Building, Cost Center, Department, Floor, IP Address, Inventory Type, LAN Address, Machine Name, Phone, Workstation:Technical Contact\Phone, Primary User, Room, Site, and Technical Contact
<b>Sorting</b>	IP Address, LAN Address, Machine Name, Phone, Primary User, Room, and Technical Contact

## Workstation Change History Report

A Workstation Change History report lists changes made to a workstation, for example, added or deleted components, as well as changes made to components.

<b>General</b>	Report History date range
<b>Grouping</b>	Demographics, plus Collection Server Name and Domain Name
<b>Filtering</b>	Building, Collection Server Name, Cost Center, Department, Domain Name, Floor, IP Address, Inventory Type, LAN Address, Lease Contract ID, Lease Expiration Date, Leased, Login Name, Machine Name, Primary User, Room, and Site
<b>Sorting</b>	N/A

## Workstation Detail No FNI Report

A Workstation Detail No FNI report provides all the details about a workstation except for the FNI information.

<b>General</b>	N/A
<b>Grouping</b>	Demographics
<b>Filtering</b>	Building, Cost Center, Department, Floor, IP Address, Inventory Type, LAN Address, Login Name, Machine Name, Primary User, Room, and Site
<b>Sorting</b>	N/A

## Workstation Detail No FNI/No Component Detail Report

A Workstation Detail No FNI/No Component Detail report provides all the details about a workstation except for FNI information and component details.

General	N/A
Grouping	Demographics
Filtering	Building, Cost Center, Department, Floor, IP Address, Inventory Type, LAN Address, Login Name, Machine Name, Primary User, Room, and Site
Sorting	N/A

## Workstation Detail Report

A Workstation Detail report provides as much information as possible about a workstation. The information includes the following:

- Details about the workstation itself, for example, machine name, associated Collection Domain and Collection Server, site, department, cost center, building, room, telephone, and technical contact person.
- Details about the workstation's primary user, for example, name, phone and fax numbers, and e-mail address.
- System information, for example, manufacturer, product name, model, serial number, asset tag, total memory, total disk space, and free disk space.
- Scan information, for example, the dates of the last scan and the baseline (original) scan, the total number of scans to date, and the Collector and the version of the KB (recognition) files used.
- A summary of the workstation components that includes such information as the category name, subcategory name, product description, serial number, and asset tag for each component.
- Detailed component information, for example, the resolution and size of a monitor.
- FNI data for the workstation which includes the file name; the path to the folder in which the file resides; and the file size, date, and time.
- Environmental information such as IRQ use.

**Note:** Given the amount of information available for each workstation, *Novell strongly recommends that you filter the report by a relatively narrow criterion*, for example, by a department or even a room.

### Tip

Two other workstation detail reports are available: Workstation Detail No FNI and Workstation Detail No FNI/No Component Detail. These provide workstation details without as many pages per workstation as the Workstation Detail report.

General	N/A
Grouping	Demographics
Filtering	Building, Cost Center, Department, Floor, IP Address, Inventory Type, LAN Address, Login Name, Machine Name, Primary User, Room, and Site
Sorting	N/A

## Workstation Hardware Upgrade Report

A Workstation Hardware Upgrade report lists workstations that are candidates for upgrading according to criteria you specify, for example, the amount of disk space or processor speed. With this kind of report you can see, for example which workstations have less than 64 MB memory or which workstations do not have a processor of a certain kind of speed.

### Tip

For analyzing software upgrade requirements, run a Workstation Software Upgrade report.

Below is a sample Workstation Hardware Upgrade report that lists workstations with a processor speed of less than or equal to 300 MHz and with less than 4 GB of disk space. (These criteria are specified on the Filtering tab.)

<b>General</b>	N/A
<b>Grouping</b>	Demographics, plus Collection Server Name and Domain Name
<b>Filtering</b>	(Required) Building, Collection Server Name, Cost Center, Department, Domain Name, Floor, Free Disk Space (MB), Inventory Type, Machine Name, Primary User, Room, Service Pack, Site, Total Disk Space (MB), and Total Memory (MB). In addition, if you select Contains Component and then CPU as the filter field, Manufacturer and Speed (MHz) are available; if you select Contains Component and then Operating System as the filter field, Product Name is available; and if you select Contains Component and then System as the filter field, Manufacturer, Model/Version, and Product Name are available.
<b>Sorting</b>	N/A

## Workstation Lease Catalog Report

A Workstation Lease Catalog report lists workstations and their lease status, for example, the leasing status of all workstations at a particular site.

<b>General</b>	N/A
<b>Grouping</b>	Demographics
<b>Filtering</b>	Building, Cost Center, Department, Floor, Inventory Type, Lease Contract ID, Lease Expiration Date, Leased, Machine Name, Room, and Site
<b>Sorting</b>	Lease Contract ID, Lease Expiration Date, Leased, and Machine Name

## Workstation Move History Report

A Workstation Move History report tracks the history of a workstation's physical movements among rooms, floors, buildings, or sites. For a sample report, see Sample Workstation Hardware Upgrade Report.

<b>General</b>	Report History date range
<b>Grouping</b>	Demographics, plus Collection Server Name and Domain Name  Count by Machine Name
<b>Filtering</b>	Building, Changed Field, Changed From, Changed To, Collection Server Name, Cost Center, Department, Domain Name, Floor, Inventory Type, Machine Name, Primary User, Room, and Site
<b>Sorting</b>	N/A

## Workstation Scan History Report

A Workstation Scan History report tracks a workstation's scan history. With this report you can see, for example, which workstations have not been scanned in the past month or which have experienced unusually long scan times.

<b>General</b>	Report History date range
<b>Grouping</b>	Demographics, plus Collection Server Name and Domain Name  Count by Date or Machine Name
<b>Filtering</b>	Building, Collection Server Name, Cost Center, Date, Department, Domain Name, Duration, Floor, Inventory Type, Machine Name, Primary User, Room, Site, and Technical Contact
<b>Sorting</b>	N/A

## Workstation Software Component Catalog Report

A Workstation Software Component Catalog report lists software components by workstation.

<b>General</b>	N/A
<b>Grouping</b>	Demographics
<b>Filtering</b>	Building, Category Name, Cost Center, Department, Floor, Machine Name, Manufacturer, Model/Version, Primary User, Product Name, Product Source, Room, Serial Number, Site, and Subcategory Name
<b>Sorting</b>	Category Name, Manufacturer, Model/Version, Product Name, Product Source, and Subcategory Name

## Workstation Software Upgrade Report

A Workstation Software Upgrade report lists workstations that are candidates for upgrading according to criteria you specify, for example, a particular version of an application.

<b>General</b>	N/A
<b>Grouping</b>	Demographics, plus Collection Server Name and Domain Name
<b>Filtering</b>	(Required) Building, Collection Server Name, Cost Center, Department, Domain Name, Floor, Inventory Type, Machine Name, Primary User, Room, and Site. In addition, Manufacturer, Model/Version, and Product Name are available if you select Contains Component and then Software as the filter field.
<b>Sorting</b>	N/A



## ZENworks Asset Management Database Tables

This section provides information about the ZENworks Asset Management database tables for advanced users who may need information about their contents.

To help you find the information you need, the tables are grouped as follows:

- Inventory Data Tables
- Network Discovery Tables
- Inventory Process Tables
- Administrative Tables
- History and Reporting Tables
- Software Compliance Tables

Within each group, the tables are listed alphabetically.

### How to Use Database Table Definitions

This information is for advanced users who need to understand the structure of the ZENworks Asset Management inventory database. For example, some users may want to create their own custom reports with Crystal Reports.

This section is purely informational; its contents should not be used to change the database in any way. In particular,

- Never edit data in the inventory database directly.
- Never change the structure of the database tables.

Either action would compromise the integrity of the database severely.

**Caution:** If you edit the inventory database directly or alter the database tables in any way, *you will forfeit your right to receive any technical support from Novell related to the altered database.*

## Table Description Format

The description of each database table includes the following information for the columns in the table:

- The **column name**.
- The **key** (if any): PK is a primary key; FK is a foreign key.
- The **data type**. Note that some data types have different names in Microsoft SQL Server, Microsoft Data Engine, and Oracle.

The following data types may be found in the ZENworks Asset Management database.

- A **float** is an 8-byte floating point number.  
This data type is called a float(126) in Oracle.
- A **short <INT2>** is a 2-byte integer from -32,768 to 32,767.  
This data type is called a smallint in both Microsoft SQL Server and Microsoft Data Engine and is called a number(10,0) in Oracle.
- A **long <INT4>** is a 4-byte integer from -2,147,483,648 to 2,147,483,647.  
This data type is called an int in both Microsoft SQL Server and Microsoft Data Engine and is called a number(30,0) in Oracle.
- A **binary(*n*)** is an array of bytes, *n* bytes in length.  
This data type is called a raw in Oracle.
- A **varbinary(*n*)** is a variable length array of bytes, with a maximum length of *n*.
- A **GUID** is equivalent to Uniqueidentifier in Microsoft SQL Server 7.0, 2000, and Microsoft Data Engine. In Oracle, it is a raw(18).
- A **char(*n*)** is a character string of length *n*.
- A **varchar(*n*)** is a variable length character string, with a maximum length of *n*.  
This data type is called a varchar2 in Oracle.
- **Text** is character data greater than 255 characters, stored in linked lists of 2 KB data pages.
- **Numeric(*p*,*s*)** is numeric data with fixed precision (*p*) and scale (*s*). The storage is based on the precision.  
This data type is called a number in Oracle.
- A **DateTime** is the date and time.  
This data type is called a date in Oracle.
- The status of **nulls**. A "No" in the Null column indicates that a null is *not* allowed; the absence of a "No" means a null is allowed.
- A **description** of the column.

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- A **description** of the column.

## ZENworks Asset Management Software Compliance Tables

ZENworks Asset Management Software Compliance tables include all purchase record data, license records and reconciliation information, discovered products and their reconciliation information.

LC\_Component  
LC\_ImportError  
LC\_ImportHistory  
LC\_License  
LC\_LicenseAllocation  
LC\_LicenseToPPMap  
LC\_LicenseToTPMap  
LC\_ProductStandards  
LC\_PurchasedProduct  
LC\_PurchasedProductUpgrades  
LC\_PurchaseRec  
LC\_PurchaseRecDetail  
LC\_PurchaseRecordImportMap  
LC\_SuiteComponent  
LC\_TallyProduct  
LC\_TallyProductMap  
LC\_TallyProductSuite  
LC\_TallyProductSuiteMap  
LC\_UserExcludedTallyProduct  
LC\_UserExcludedTallyProduct  
LC\_WorkstationAllocation  
ReportTimePeriodSettings

## LC\_Component

Reporting table with component and workstation OID's copied from the NC\_Component table, and the product OID's mapped to the LC\_TallyProduct table.

Field	Key	Type	Null	Description
ComponentOID	PK	uniqueidentifier	N	to the NC_Component
WorkstationOID		uniqueidentifier	N	to the NC_Workstation
TallyProductOID		uniqueidentifier	N	to the LC_TallyProduct
Excluded		tinyint	N	0 - not excluded (default)  1 - Component is excluded because the product is excluded by Novell  2 - Component is excluded because it is a member of a software suite and the suite is installed

### Notes

- Primary Key 'PK\_LC\_Component' on ComponentOID column.
- Index 'IX\_LC\_Component\_WorkstationOID' on WorkstationOID column.
- Index 'IX\_LC\_Component\_TallyProductOID' on TallyProductOID column.

## LC\_ImportError

Errors occurring during imports

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
ErrorOID	PK	uniqueidentifier	N	Unique identifier for errors during import jobs
JobOID	FK	uniqueidentifier	N	Unique identifier for import jobs
AccountID		uniqueidentifier	N	Account ID (NULL for ZENworks Asset Management)
CreatedDate		datetime	N	Date/time of error
FileName		varchar(64)	Y	Name of uploaded purchase record file
LineNum		int	N	Line number of error in purchase record file
ErrorMsg		varchar(64)	Y	Error message of error
StackTrace		varchar(256)	Y	Stack trace describing error scenario

### Notes

- Primary Key 'PK\_LC\_ImportError' on ErrorOID column.
- Foreign Key constraint 'FK\_LC\_ImportError\_LC\_ImportHistory' : JobOID references LC\_ImportHistory. JobOID.

## LC\_ImportHistory

History of imports.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
JobOID	PK	uniqueidentifier	N	Unique identifier for import jobs
AccountID		uniqueidentifier	Y	Account ID (NULL for ZENworks Asset Management)
NumRecordsCreated		int	N	Number of records imported
NumDetailsCreated		int	N	Number of Purchase Record Details rows created
NumProductsCreated		int	N	Number of new Products created
ImportStartTime		datetime	N	When the import started
ImportEndTime		datetime	N	When the import finished
Duration		Decimal(19)	N	Duration of import (EndTime - StartTime)
NumErrors		Int	N	Number of errors reported
FileName		varchar(64)	Y	Name of uploaded purchase record file
FileLength		Decimal(19)	N	Length of uploaded purchase record file
NumRows		Int	N	Number of rows in uploaded purchase record file
Success		Int	N	Status of the import job
Progress		Decimal(19)	N	Default 0 - Progress of the import job

### Note

- Primary Key 'PK\_LC\_ImportHistory' on JobID column.



## LC\_License

License information.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
LicenseOID	PK	uniqueidentifier	N	Internal identifier
AccountID		uniqueidentifier	Y	Account ID (NULL for ZENworks Asset Management)
Manufacturer		varchar(64)	N	Product Manufacturer
Name		varchar(255)	N	Product name
Version		varchar(32)	N	Product version
Notes		varchar(256)	Y	Optional license notes
AllocateBy		tinyint	N	Allocate License By: 1-Site, 2-Department, 3-CostCenter
AllocateImports		tinyint		Importer should create license allocation records from purchase record demographic data (0-No, 1-Yes)
Platform		Varchar(32)	Y	

### Notes

- Primary Key 'PK\_LC\_License' on LicenseOID column.
- Index 'IX\_LC\_License\_AccountID' on AccountID column.
- Unique constraint 'UC\_LC\_License\_Mfr\_Name\_Version\_AccountID' on (Manufacturer, Name, Version and AccountID)

## LC\_LicenseAllocation

Demographic License Allocation information.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
AllocationOID	PK	uniqueidentifier	N	Unique identifier for demographic allocation
LicenseOID	FK	uniqueidentifier	N	Unique identifier for related license
Type		int	N	Allocation type: 1-Site, 2-Department, 3-CostCenter
Unit		varchar(32)	N	Allocation Unit (ie, Site name)
Qty		int	N	Number of licenses allocated to this Allocation Unit

**Notes:**

- Primary Key 'PK\_LC\_License' on LicenseOID column.
- Index 'IDX\_License\_Account' on AccountID column.
- Unique constraint 'UQ\_License\_Prod\_Account' on (Manufacturer, Name, Version and AccountID)

## LC\_LicenseToPPMap

Mapping of Licenses to Purchased Products.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
MapOID	PK	uniqueidentifier	N	
PurchasedProductOID	FK	uniqueidentifier	N	FK to the Purchased Product table
LicenseOID	FK	uniqueidentifier	N	FK to the License table
AccountID		uniqueidentifier	Y	Account ID (NULL for ZENworks Asset Management)

### Notes

- Primary Key 'PK\_LC\_LicenseToPPMap' on MapOID column.
- Index 'IX\_LC\_LicenseToPPMap\_AccountID' on AccountID column.
- Unique constraint 'UC\_LC\_LicenseToPPMap\_PurchasedProductOID\_AccountID' on (PurchasedProductOID and AccountID) which says a given purchased product can be assigned to only one license, for each account.
- Foreign Key constraint 'FK\_LC\_LicenseToPPMap\_LC\_PurchasedProduct' : PurchasedProductOID references LC\_PurchasedProduct. PurchasedProdOID.
- Foreign Key constraint 'FK\_LC\_LicenseToPPMap\_LC\_License' : LicenseOID references LC\_License. LicenseOID.

## LC\_LicenseToTPMap

Mapping of Licenses to Discovered Novell Products.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
MapOID	PK	uniqueidentifier	N	
TallyProductOID	FK	uniqueidentifier	N	FK to the Consolidated Novell Product table
LicenseOID	FK	uniqueidentifier	N	FK to the License table
AccountID		uniqueidentifier	Y	Account ID (NULL for ZENworks Asset Management)

### Notes

- Primary Key 'PK\_LC\_LicenseToTPMap' on MapOID column.
- Index 'IX\_LC\_LicenseToTPMap\_AccountID' on AccountID column.
- Unique constraint 'UC\_LC\_LicenseToTPMap\_TallyProductOID\_AccountID' on (TallyProductOID and AccountID) which says a given discovered product can be assigned to only one license, for each account.
- Foreign Key constraint 'FK\_LC\_LicenseToTPMap\_LC\_TallyProduct' : TallyProductOID references LC\_TallyProduct. ProductOID
- Foreign Key constraint 'FK\_LC\_LicenseToTPMap\_LC\_License' : LicenseOID references LC\_License. LicenseOID

## LC\_ProductStandards

For Product Standards report.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
StandardsOID	PK	uniqueidentifier	N	Unique identifier for product standards record
ProductOID		uniqueidentifier	N	Novell consolidated product ID to which standard is applied
GroupName		Varchar(30)	Y	For future use
StandardName		Varchar(30)	Y	Name of standard applied to product
AccountID		uniqueidentifier	Y	Account ID (NULL for ZENworks Asset Management)

**Notes:**

- Primary Key 'PK\_LC\_ProductStandards' on StandardsOID column.
- Unique constraint UQ\_LC\_ProductStandards on (ProductOID, GroupName)
- Foreign Key 'FK\_LC\_ProductStandards': ProductOID references LC\_TallyProduct.ProductOID.

## LC\_PurchasedProduct

Purchased Products are the items purchased/referenced in the Purchase Record Details.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
PurchasedProdOID	PK	uniqueidentifier	N	Unique internal identifier
AccountID		uniqueidentifier	Y	Account ID (NULL for ZENworks Asset Management)
ProductDesc		varchar (128)	Y	
ResellerSKU		varchar( 32)	Y	
MfgPartNum		varchar( 32)	Y	
Manufacturer		varchar(64)	Y	Product Manufacturer
Name		varchar(255)	Y	Product Name
Version		varchar(32)	Y	Product Version
Type		varchar(32)	Y	Product Type
LicenseQty		int	N	Default 1 - licenses per package
Upgrade		int (1)	N	Default 0 - is it an upgrade?
Excluded		int (1)	N	Default 0 - has user excluded it?
Matched		int (1)	N	Default 0
Associated		int (1)	N	Default 0
Notes		Varchar(255)	Y	

### Notes

- Primary Key 'PK\_LC\_PurchasedProduct' on PurchasedProdOID column.
- Index 'IX\_LC\_PurchasedProduct\_AccountID' on AccountID column.
- Product Type = 'Media Only', 'Documentation', 'Upgrade', etc.
- Excluded = 1/0 - True/False
- Unique constraint  
'UC\_LC\_PurchasedProduct\_Manufacturer\_Name\_Version\_Type\_LicenseQty\_AccountID'  
on (Manufacturer, Name, Version, Type, LicenseQty, and AccountID)

**LC\_PurchasedProductUpgrades**

Purchased Product Upgrades that have been matched to Purchased Products

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
MapOID	PK	uniqueidentifier	N	
UpgradeFromLicenseOID	FK	uniqueidentifier	N	ID of upgraded License
PurchasedProductOID	FK	uniqueidentifier	N	ID of purchased product
AccountID		uniqueidentifier	Y	Account ID (NULL for ZENworks Asset Management)

**Notes**

- Primary Key 'PK\_LC\_PurchasedProductUpgrades' on MapOID column.
- Index 'IX\_LC\_PurchasedProductUpgrades\_AccountID' on AccountID column.
- Foreign Key 'FK\_LC\_PurchasedProductUpgrades\_LC\_License': UpgradeFromLicenseOID references LC\_License. LicenseOID
- Foreign Key 'FK\_LC\_PurchasedProductUpgrades\_LC\_PurchasedProduct': PurchasedProductOID references LC\_PurchasedProduct. PurchasedProdOID
- Unique constraint 'UC\_LC\_PurchasedProductUpgrades\_PurchasedProductOID\_AccountID' on (PurchasedProductOID and AccountID) which says a given product can be assigned as an upgrade only once.

**LC\_PurchaseRec**

Purchase Order header information.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
PurchaseRecOID	PK	uniqueidentifier	N	
AccountID		uniqueidentifier	Y	Account ID (NULL for ZENworks Asset Management)
OrderDate		datetime	N	
PONumber		varchar( 32)	Y	
Reseller		varchar(64)	Y	
Company		varchar(32)	Y	
ShipAddress1		varchar(64)	Y	
ShipAddress2		varchar(64)	Y	
ShipAddress3		varchar(64)	Y	
ShipCity		varchar(32)	Y	
ShipState		varchar(32)	Y	
ShipZip		varchar(16)	Y	
ShipCountry		varchar(32)	Y	
Recipient		varchar(32)	Y	
Notes		varchar(256)	Y	

**Notes**

- Primary Key 'PK\_LC\_PurchaseRec' on PurchaseRecOID column.
- Index 'IX\_LC\_PurchaseRec\_AccountID' on AccountID column.



## LC\_PurchaseRecDetail

Purchase record detail has the detail about each product ordered in the purchase order.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
DetailOID	PK	uniqueidentifier	N	Need an identifier to locate the record for deleting and editing. We could also do this with a sequence number.
PurchaseRecOID	FK	uniqueidentifier	N	Purchase record for this product
PurchasedProdOID	FK	uniqueidentifier	N	
AccountID		uniqueidentifier	Y	Account ID (NULL for ZENworks Asset Management)
Quantity		int	N	Default 1
InvoiceNumber		varchar( 32)	Y	
SerialNumber		varchar( 40)	Y	
Comments		varchar(128)	Y	
CostCenter		varchar(32)	Y	
Department		varchar(32)	Y	
Site		varchar(32)	Y	
UnitMSRP		Decimal (18,2)	N	Default 0
UnitPrice		Decimal (18,2)	N	Default 0
TotalPrice		Decimal (18,2)	N	Default 0

### Notes

- Primary Key 'PK\_LC\_PurchaseRecDetail' on DetailOID column.
- Foreign Key 'FK\_LC\_PurchaseRecDetail\_LC\_PurchasedProduct': PurchasedProdOID references LC\_PurchasedProduct. PurchasedProdOID
- Foreign Key 'FK\_LC\_PurchaseRecDetail\_LC\_PurchaseRec': PurchaseRecOID references LC\_PurchaseRec.PurchaseRecOID
- Index 'IX\_LC\_PurchaseRecDetail\_AccountID' on AccountID column.

## LC\_PurchaseRecordImportMap

Purchase record import map has one record for each supported import file format (it currently contains 2 records: TSC and softchoice)

Field	Key	Type	Null	Description
MapName		varchar (64)	N	Name/description of the import format
MapResellerName		varchar( 32)	Y	Fixed value to be used for reseller field for all imported records
MapDelim		varchar( 8)	Y	Column delimiter (null defaults to tab)
MapDateFormat		varchar( 16)	Y	Date format (null defaults to Java SHORT date format)
MapIgnoredCols		varchar( 512)	Y	' '-delimited list of column names to be ignored
PONum		varchar( 32)	Y	Column heading value (all fields from here down)
OrderDate		varchar( 32)	Y	
InvoiceNum		varchar( 32)	Y	
Reseller		varchar( 32)	Y	
Recipient		varchar( 32)	Y	
CompanyName		varchar( 32)	Y	
ShippingAddress1		varchar( 32)	Y	
ShippingAddress2		varchar( 32)	Y	
ShippingAddress3		varchar( 32)	Y	
City		varchar( 32)	Y	
State		varchar( 32)	Y	
Zip		varchar( 32)	Y	
Country		varchar( 32)	Y	
Notes		varchar( 32)	Y	
Manufacturer		varchar( 32)	Y	
ProductName		varchar( 32)	Y	

Version		varchar( 32)	Y	
ProductType		varchar( 32)	Y	
LicensesPerPackage		varchar( 32)	Y	
ResellerSKU		varchar( 32)	Y	
MfrPartNum		varchar( 32)	Y	
Upgrade		varchar( 32)	Y	
PurchaseQty		varchar( 32)	Y	
SerialNum		varchar( 32)	Y	
Site		varchar( 32)	Y	
Department		varchar( 32)	Y	
CostCenter		varchar( 32)	Y	
Comments		varchar( 32)	Y	
UnitMSRP		varchar( 32)	Y	
UnitPrice		varchar( 32)	Y	
ExtendedPrice		varchar( 32)	Y	

## LC\_SuiteComponent

Reporting table.

Field	Key	Type	Null	Description
ComponentOID	PK, FK	uniqueidentifier	N	
TallyProductOID	FK	uniqueidentifier	N	
SuiteComponentOID	FK	uniqueidentifier	N	
SuiteProductOID	FK	uniqueidentifier	N	

Notes:

- Primary Key 'PK\_LC\_SuiteComponent' on ComponentOID column.
- Index 'IDX\_LC\_SuiteComponent\_Product' on SuiteProductOID column.
- Foreign Key 'FK\_LC\_SuiteComponent\_CompOID': ComponentOID references LC\_Component.ComponentOID
- Foreign Key 'FK\_LC\_SuiteComponent\_ProdOID': TallyProductOID references LC\_TallyProduct.ProductOID
- Foreign Key 'FK\_LC\_SuiteComponent\_SuiteCompOID': SuiteComponentOID references LC\_Component.ComponentOID
- Foreign Key 'FK\_LC\_SuiteComponent\_SuiteProdOID': SuiteProductOID references LC\_TallyProduct.ProductOID

## LC\_TallyProduct

This is the *Consolidated Novell Product catalog*, which is a consolidation of the ZENworks Asset Management NC\_Product table (fingerprinted products). In this consolidation, we group together all the language versions and patch releases into a single licensed product.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
ProductOID	PK	uniqueidentifier	N	Internal identifier
Name		varchar(64)	N	Product name
Version		varchar(64)	Y	Product version
Manufacturer		varchar(64)	N	Product Manufacturer
Excluded		int(1)	N	Default 0 - Exclude the product from license counts
Source		int(1)	N	Default 0 - 0 = Novell, 1 = Collector Promotion Test
Platform		SmallInt	Y	
Notes		Varchar(255)	Y	

### Notes

- Primary Key 'PK\_LC\_TallyProduct' on ProductOID column.
- Index 'IX\_LC\_TallyProduct\_Source' on Source column.
- Unique constraint 'UC\_LC\_TallyProduct\_Mfg\_Name\_Version' on (Manufacturer, Name, Version) which says this tuple must be unique.

## LC\_TallyProductMap

This is the map table defining relationships between fingerprinted ZENworks Asset Management products and the Consolidated Novell Product Catalog.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
MapOID		uniqueidentifier	N	
FPProdOID	FK	uniqueidentifier	N	FK to the ZENworks Asset Management Product table
TallyProdOID	FK	uniqueidentifier	N	FK to the Consolidated Novell Product Catalog
Source		int(1)	N	Default 0 - 0 = Novell , 1 = Collector Promotion Test

### Notes

- Foreign Key 'FK\_LC\_TallyProductMap\_NC\_Product': FPProdOID references NC\_Product.ProductOID
- Foreign Key 'FK\_LC\_TallyProductMap\_LC\_TallyProduct': TallyProdOID references LC\_TallyProduct.ProductOID
- Unique clustered index 'IX\_LC\_TallyProductMap\_FPProd' on FPProd column to insure fingerprint is assigned to only one consolidated Novell product.
- Index 'IX\_LC\_TallyProductMap\_TallyProd' on TallyProd column.
- Index 'IX\_LC\_TallyProductMap\_Source' on Source column.

## LC\_TallyProductSuite

This table lists the product suites. Components are mapped to suites via the LC\_TallyProductSuiteMap table.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
ProductOID	PK, FK	uniqueidentifier	N	Software Suite Product OID from the Novell Product table,  FK to the Consolidated Novell Product Catalog
SuiteName		varchar(64)	N	Name of Software Suite, e.g., Office 2000 Professional

### Notes

- Primary Key 'PK\_LC\_TallyProductSuite\_ProductOID' on ProductOID column
- Foreign Key 'FK\_LC\_TallyProductSuite\_LC\_TallyProduct': ProductOID references LC\_TallyProduct.ProductOID

## LC\_TallyProductSuiteMap

This table maps component products from the Consolidated Novell Product Catalog to Product Suites. (It lists the suite members.)

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
MapOID		uniqueidentifier	N	
SuiteOID	FK	uniqueidentifier	N	Suite ID from the Consolidated Novell Product Catalog
ComponentProductOID	FK	uniqueidentifier	N	Component ID from the Consolidated Novell Product Catalog

### Notes

- Unique constraint 'UC\_LC\_TallyProductSuiteMap\_SuiteOID\_CompProdOID' on (SuiteOID, ComponentProductOID) which says a given component can be a member of a given suite only once.
- Foreign Key 'FK\_LC\_TallyProductSuiteMap\_LC\_TallyProductSuite\_SuiteOID': SuiteOID references LC\_TallyProductSuite.ProductOID
- Foreign Key 'FK\_LC\_TallyProductSuiteMap\_LC\_TallyProduct\_CompProdOID': ComponentProductOID references LC\_TallyProduct. ProductOID

## LC\_UserExcludedTallyProduct

Novell Products that customers have excluded from the license calculation via the user interface.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
TallyProductOID	FK	uniqueidentifier	N	FK to the Consolidated Novell Product Catalog
AccountID		uniqueidentifier	Y	Account ID (NULL for ZENworks Asset Management)
Excluded		int(1)	N	Default 0 - Exclude the product from license counts

### Notes

- Unique Clustered Constraint 'UC\_LC\_UserExcludedTallyProduct\_TallyProductOID\_AccountID' on (TallyProductOID, AccountID) which says a given account can exclude a Novell Product only once.
- Foreign Key 'FK\_LC\_UserExcludedTallyProduct\_LC\_TallyProduct': TallyProductOID references LC\_TallyProduct.ProductOID
- Index 'IX\_LC\_UserExcludedTallyProduct\_AccountID' on the AccountID column.
- Index 'IX\_LC\_UserExcludedTallyProduct\_Excluded' on the Excluded column.
- Excluded = 1/0 - True/False

## LC\_WorkstationAllocation

Workstation License Allocation information.

Field	Key	Type	Null	Description
InstanceVersion		int	N	Default 1
AllocationOID	PK	uniqueidentifier	N	Unique identifier for workstation license allocation
LicenseOID	FK	uniqueidentifier	N	Unique identifier for related license
WorkstationOID	FK	uniqueidentifier	N	Unique identifier for related workstation
Qty		int	N	Number of licenses allocated to this workstation (always 1)

### Notes:

- Primary Key 'PK\_LC\_WorkstationAllocation' on AllocationOID column.
- Foreign Key 'FK\_LC\_WorkstationAllocation\_LicOID': LicenseOID references LC\_License.LicenseOID.
- Foreign Key 'FK\_LC\_WorkstationAllocation\_WkstnOID': WorkstationOID references NC\_Workstation.WorkstationOID.



## ReportTimePeriodSettings

Report time period settings for usage reports.

Field	Key	Type	Null	Description
AccountID		uniqueidentifier	N	
Period		Varchar(32)	N	
StartDate		datetime	Y	
EndDate		datetime	Y	

## Network Discovery Tables

The network discovery tables contain data related to the ZENworks Asset Management Network Discovery Engine.

NC\_NetWareServer Table (Entity)

NC\_NetworkDeviceAddress (Entity)

NC\_NetworkDeviceBase Table (Entity)

NC\_NetworkDeviceExtended Table (Entity)

NC\_NetworkDiscOptions Table (Entity)

NC\_NetworkDiscovery Table (Entity)

NC\_NetworkDiscSegment Table (Entity)

NC\_NetworkHub Table (Entity)

NC\_NetworkPrinter Table (Entity)

NC\_NetworkRouter Table (Entity)

NC\_NetworkSwitch Table (Entity)

NC\_NetworkWin32Device Table (Entity)

**NC\_NetWareServer Table (Entity)**

The NC\_NetWareServer table contains extended properties discovered about NetWare servers.

Column	Key	Type	Null	Description
NetworkDeviceOID	FK	GUID	No	An internal ID number used as a primary key.
ServerName		Varchar(50)		The name of the server.
OSSerialNumber		Varchar(15)		The serial number of the network operating system.
InternalIPXNumber		Varchar(12)		The internal IPX number (the logical network number that identifies an individual NetWare server).
OSSFTLevel		Varchar(10)		The System Fault Tolerance Level of the NetWare operating system running on this server: 1 = Other, 2 = Level I, 3 = Level II, or 4 = Level III.
OSVersion		Varchar(5)		The operating system version.
OSReleaseDate		DateTime		The operating system release date.

**Note**

- The NetworkDeviceOID foreign key references the NetworkDeviceOID primary column of the NC\_NetworkDeviceExtended table.

## NC\_NetworkDeviceAddress (Entity)

The NC\_NetworkDeviceAddress table contains data about network device addresses..

Column	Key	Type	Null	Description
NetworkDeviceAddressOID	PK	GUID	No	An internal ID number used as a primary key.
NetworkDeviceOID	FK	GUID	No	The network device to which the address belongs.
IPAddress		Varchar(15)	No	The IP address of the device.
SubnetMask		Varchar(15)	No	The subnet mask.
LANAddress		Varchar(12)		The LAN address of the device.
Interface		Short <INT2>	No	A number that represents the interface.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).
Subnet		Varchar(15)	Yes	Calculated

### Note

- The NetworkDeviceOID foreign key references the NetworkDeviceOID primary column of the NC\_NetworkDeviceBase table.
- Unique constraint 'UQ\_Wkstn\_Conninfo' on ConnectionInfoOID (Oracle only)

**NC\_NetworkDeviceBase Table (Entity)**

The NC\_NetworkDeviceBase table contains the basic properties common to all devices discovered by the ZENworks Asset Management Network Discovery Engine.

Column	Key	Type	Null	Description
NetworkDeviceOID	PK	GUID	No	An internal ID number used as a primary key.
PrimaryIPAddress		Varchar(15)	No	The primary IP address.
PrimaryLANAddress		Varchar(12)		The primary LAN address.
DNSName		Varchar(50)		The DNS name.
CreateDate		DateTime	No	The creation date.
LastSuccessfulScanDate		DateTime		The last successful scan date.
NetworkDeviceType		Short <INT2>	No	The device type; see "Note" below.
NetworkDeviceTypeAlias		Varchar(50)	No	The NetworkDeviceType as edited by the ZENworks Asset Management user .
Source		Short <INT2>	No	The source :  0 = ZENworks Asset Management Network Discovery Engine or  1 = ZENworks Asset Management Web Console (user-entered).
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Note**

- The NetworkDeviceType can have one of the following values:

0	Other Ungrouped	14	Midrange Server
1	Other SNMP	15	Print Server
2	Hub	16	Remote Access Device
3	Printer	17	Terminal Server
4	Router	17	Main Server Chassis
5	Switch	18	Thin Client
6	UNIX	19	UPS
7	Windows	20	Wireles
8	NetWare Server	21	Bridge
9	CD-ROM Server	22	Copier Scanner
10	IP Telephony	23	Fax
11	Linux	24	MultiPlexer
12	Macintosh	25	Storage Device
13	Mainframe Server	26	Firewall

## NC\_NetworkDeviceExtended Table (Entity)

The NC\_NetworkDeviceExtended table includes additional information about network devices..

Column	Key	Type	Null	Description
NetworkDeviceOID	PK,FK	GUID	No	An internal ID number used as a primary key.
ClientId		GUID		The client ID.
ClientVersion		VARCHAR(12)		Version of the ZENworks Asset Management collection client on the machine.
ClientInstallType		SHORT<INT2>	N	0=Unknown, 1=Service, 2=Executable
SystemName		Varchar(255)		The system name.
SystemDescription		Varchar(255)		The description of the system.
SystemObjectId		Varchar(255)		The unique identifier (provided by the vendor) of the system.
SystemUpTime		Numeric(10,0)		The time in hundreds of a second since the network management portion of the system was last initialized.
SystemContact		Varchar(50)		The name of the system contact.
SystemLocation		Varchar(50)		The location of the system.
SystemServices		Long <INT4>	No	A value that indicates the set of services that this device primarily offers.
Manufacturer		Varchar(35)		The name of the manufacturer.
ManufacturerAlias		Varchar(35)		The name of the manufacturer as edited by the ZENworks Asset Management user.
ProductName		Varchar(100)	No	The name of the product.
ProductNameAlias		Varchar(100)	No	The name of the product as edited by the ZENworks Asset Management user.
SerialNumber		Varchar(38)		The serial number of the device.
AssetTag		Varchar(38)		The asset tag of the device.

SerialNumberAlias		Varchar(38)		The serial number as edited by the ZENworks Asset Management user.
AssetTagAlias		Varchar(38)		The asset tag as edited by the ZENworks Asset Management user.
LastSuccessfulLoadDate		DateTime		The date information about this device was successfully loaded into the database.
DateLastModified		DateTime	No	The date and time the device was last modified by a ZENworks Asset Management user in the ZENworks Asset Management Web Console.
IsLeased		Short <INT2>	No	1 (TRUE) if the device is leased; else 0.
LeaseExpireDate		DateTime		The date the lease expires.
LeaseContractId		Varchar(20)		The contract ID of the lease.
AccountId		GUID	No	For future use.

**Note**

- The NetworkDeviceOID foreign key references the NetworkDeviceOID primary column of the NC\_NetworkDeviceBase table.

### NC\_NetworkDiscOptions Table (Entity)

The NC\_NetworkDiscOptions table contains global network discovery options that affect all network discovery tasks. For more information, see Setting Network Discovery Options.

Column	Key	Type	Null	Description
NetworkDiscOptionsOID	PK	GUID	No	An internal ID number used as a primary key.
PasswordList		Varchar(200)		The community names that grant access to your network devices.
IPInitTime		Long <INT4>	No	The number of milliseconds to wait for a response to an ICMP query.
IPIncrTime		Long <INT4>	No	The incremental number of milliseconds to wait for a response for each retry of an ICMP query before sending another.
IPMaxRetry		Short <INT2>	No	The number of retries in sending an ICMP query.
SNMPInitTime		Long <INT4>	No	The number of milliseconds to wait for a response to an SNMP query.
SNMPIncrTime		Long <INT4>	No	The incremental number of milliseconds to wait for a response for each retry of an SNMP query before sending another.
SNMPMaxRetry		Short <INT2>	No	The number of retries in sending an SNMP query.
TaskDelay		Long <INT4>	No	The number of milliseconds that ZENworks Asset Management should wait before sending a request to a device or IP address.
NameLookup		Short <INT2>	No	1 (TRUE) if you want a reverse lookup performed for the DNS/WINS name of each IP address; else 0.
IPThreadCount		Short <INT2>	No	The ICMP thread count.
SNMPThreadCount		Short <INT2>	No	The SNMP thread count.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).



**NC\_NetworkDiscovery Table (Entity)**

The NC\_NetworkDiscovery table contains data about network discovery tasks submitted for a later date.

Column	Key	Type	Null	Description
NetworkDiscoveryOID	PK	GUID	No	An internal ID number used as a primary key.
NetworkDiscoveryName		Varchar(48)	No	The name of the network discovery task.
DOMFolderOID	FK	GUID		The folder in which the task is stored.
CollDomainOID	FK	GUID	No	Not in current use.
TaskScheduleOID	FK	GUID	No	The task schedule.
TaskServerOID	FK	GUID		The Task Server handling the task.
SubnetType		Short <INT2>	No	The way you want subnets scanned: 0=local subnet only, 1=range of IP addresses, or 2=selected subnets.
LoadMask		Binary(10)	No	The devices to be loaded as a result of network discovery.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Notes**

- The DOMFolderOID foreign key references the DomFolderOID primary column of the NC\_DomainFolder table.
- The CollDomainOID foreign key references the CollDomainOID primary column of the NC\_CollDomain table.
- The TaskScheduleOID foreign key references the TaskScheduleOID primary column of the NC\_TaskSchedule table.
- The TaskServerOID foreign key references the TaskServerOID primary column of the NC\_TaskServer table.
- CollDomainOID + NetworkDiscoveryName has a unique constraint named UQ\_NWDisc\_NameDomainOID.

## NC\_NetworkDiscSegment Table (Entity)

The NC\_NetworkDiscSegment table contains the properties of the segments that you intend to scan.

Column	Key	Type	Null	Description
NetworkDiscSegmentOID	PK	GUID	No	An internal ID number used as a primary key.
TaskOID	FK	GUID		The ID of the task.
IPAddress		Binary(4)	No	The starting IP address to be scanned.
IPEnding		Binary(4)	No	The ending IP address to be scanned.
NetMask		Binary(4)	No	The subnet mask associated with the segment.
IgnoreSegment		Short <INT2>	No	1 (TRUE) if the segment is to be scanned; else 0.
ExcludeList		Varchar(200)		The addresses to be excluded from a scan.
LoadMask		Binary(10)	No	The devices you want to load as a result of network discovery.
NetworkDiscoveryOID	FK	GUID		The ID of the network discovery task.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Notes

- The TaskOID foreign key references the TaskOID primary column of the NC\_Task table.
- The NetworkDiscoveryOID foreign key references the NetworkDiscoveryOID primary column of the NC\_NetworkDiscovery table.

**NC\_NetworkHub Table (Entity)**

The NC\_NetworkHub table contains data about hubs.

Column	Key	Type	Null	Description
NetworkDeviceOID	PK,FK	GUID	No	The ID of the network device.
FirmwareRevision		Varchar(25)		The firmware revision.
Ports		Long <INT4>		The port numbers.

**Note**

- The NetworkDeviceOID foreign key references the NetworkDeviceOID primary column of the NC\_NetworkDeviceExtended table.

**NC\_NetworkPrinter Table (Entity)**

The NC\_NetworkPrinter table contains data about network printers..

Column	Key	Type	Null	Description
NetworkDeviceOID	PK,FK	GUID	No	The ID of the network device.
FirmwareRevision		Varchar(25)		The firmware revision.
TotalPagesPrinted		Long <INT4>		The number of pages printed on the printer.

**Note**

- The NetworkDeviceOID foreign key references the NetworkDeviceOID primary column of the NC\_NetworkDeviceExtended table.

**NC\_NetworkRouter Table (Entity)**

The NC\_NetworkRouter table contains data about network routers..

Column	Key	Type	Null	Description
NetworkDeviceOID	PK,FK	GUID	No	The ID of the network device.
FirmwareRevision		Varchar(25)		The firmware revision.
Ports		Long <INT4>		The port numbers.

**Note**

- The NetworkDeviceOID foreign key references the NetworkDeviceOID primary column of the NC\_NetworkDeviceExtended table.

### NC\_NetworkSwitch Table (Entity)

The NC\_NetworkSwitch table contains data about network switches..

Column	Key	Type	Null	Description
NetworkDeviceOID	PK,FK	GUID	No	The ID of the network device.
FirmwareRevision		Varchar(25)		The firmware revision.
Ports		Long <INT4>		The port numbers.

#### Note

- The NetworkDeviceOID foreign key references the NetworkDeviceOID primary column of the NC\_NetworkDeviceExtended table.

### NC\_NetworkWin32Device Table (Entity)

This table stores domain and user names for workstations discovered by a Network Discovery Task.

Column	Key	Type	Null	Description
NetworkDeviceOID	PK, FK	GUID	N	internal ID number used as primary key
LoggedInUser		VARCHAR(64)		Login ID of the user currently using the device.
WkstnDomain		VARCHAR(64)		Windows domain to which the device belongs.

#### Notes:

- The NetworkDeviceOID foreign key references the NetworkDeviceOID primary column of the NC\_NetworkDeviceExtended table.

## Inventory Process Tables

The inventory process tables contain information that is used to control the collection of inventory data.

NC\_ChoiceListItem Table (Entity)  
NC\_CollClientOptions Table (Entity)  
NC\_CollDomain Table (Entity)  
NC\_CollDomainCOptSet Table (Entity)  
NC\_CollectorOptions Table (Entity)  
NC\_CollEditorOptions Table (Entity)  
NC\_CollOptionSet Table (Entity)  
NC\_CollSchedule Table (Entity)  
NC\_CollServer Table (Entity)  
NC\_CollServerCOptSet Table (Entity)  
NC\_ConnectionInfo Table (Entity)  
NC\_CosPaths Table (Entity)  
NC\_DomainFolder Table (Entity)  
NC\_FieldDispDesc Table (Entity)  
NC\_LDAPImport Table (Entity)  
NC\_LDAPImportSettings Table (Entity)  
NC\_LDAPImportTask Table (Entity)  
NC\_ObjChoiceListItem Table (Entity)  
NC\_StrChoiceListItem Table (Entity)  
NC\_TaskServer Table (Entity)  
NC\_WkstnReconcileData Table (Entity)

### NC\_ChoiceListItem Table (Entity)

The NC\_ChoiceListItem table tracks choice list items. For more details, see [Setting Up a List of Choices](#).

Column	Key	Type	Null	Description
ChoiceListItemOID	PK	GUID	No	An internal ID number used as a primary key.
COSOID	FK	GUID	No	The collection option set to which the choice list belongs.
FieldID		Numeric(5,0)	No	The field to which the choice list belongs.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

#### Note

The COSOID foreign key references the COSOID primary key column of the NC\_CollOptionSet table.

### NC\_CollClientOptions Table (Entity)

The NC\_CollClientOptions table specifies options that control what the Collection Client runs. For more details, see [Changing General Options](#).

Column	Key	Type	Null	Description
CollClientOptsOID	PK	GUID	No	An internal ID number used as a primary key.
IsResidentMode		Short <INT2>	No	1 (TRUE) if the Collection Client should run in resident mode; else 0.
RunCollector		Short <INT2>	No	1 (TRUE) if the Collector should run; else 0.
RunEditor		Short <INT2>	No	0 if the Collection Editor should never run, 1 if it should run only during the first scan of a workstation, and 2 if it should always run.
RunTranslator		Short <INT2>	No	0=no translation to SMS MIF files, 1=translation to SMS 1.2 MIF files, and 2=translation to SMS 2.0 MIF files.
RunUsageTranslator		Short <INT2>	No	1 (TRUE) if software usage data should be translated and loaded into the database; else 0.
RunXMLTranslator		Short <INT2>	No	1 (TRUE) if inventory data should be saved in .xml files; else 0.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### NC\_CollDomain Table (Entity)

The NC\_CollDomain table includes data about a Collection Domain.

Column	Key	Type	Null	Description
CollDomainOID	PK	GUID	No	An internal ID number used as a primary key.
CollDomainName		Varchar(48)	No	The name of the Collection Domain.
NewWkstnCOSOID	FK	GUID	No	The collection option set in effect when new workstations are being scanned.
DiagnosticCOSOID		GUID	No	The collection option set in effect when scanning workstations on demand.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

#### Notes

- The NewWkstnCOSOID foreign key references the COSOID primary key column of the NC\_CollOptionSet table.
- The DiagnosticCOSOID foreign key references the COSOID primary key column of the NC\_CollOptionSet table.
- CollDomainName has a unique constraint named UQ\_CollDom\_CollDomName.

### NC\_CollDomainCOptSet Table (Entity)

The NC\_CollDomainCOptSet table includes data about the collection option sets assigned to a Collection Domain.

Column	Key	Type	Null	Description
CollDomainCOSOID	PK	GUID	No	An internal ID number used as a primary key.
CollDomainOID	FK	GUID	No	The name of the Collection Domain.
COSOID	FK	GUID	No	The collection option set that is assigned to the domain.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

#### Notes

- The CollDomainOID foreign key references the CollDomainOID primary key column of the NC\_CollDomain table.
- The COSOID foreign key references the COSOID primary key column of the NC\_CollOptionSet table.
- CollDomainOID and COSOID have a unique constraint named UQ\_CollDomainCOS.

## NC\_CollectorOptions Table (Entity)

The NC\_CollectorOptions table specifies what the Collector should gather. For details, see Changing Collector Options.

Column	Key	Type	Null	Description
CollectorOptionsOID	PK	GUID	N	Internal ID number used as a primary key
SpecialOptions		VARCHAR(128)		List of options to pass to collector
IsHardwareScan		SHORT<INT2>	N	TRUE(1)=Do a hardware scan
IsSoftwareScan		SHORT<INT2>	N	TRUE(1)=Do a software scan
FNIExtensions		VARCHAR(255)		param is list of file extensions
IsCollectAuxData		SHORT<INT2>	N	TRUE(1)=Collect Auxilliary data
IsProbeMode		SHORT<INT2>	N	TRUE(1)=Probe Mode is on
IsGatherWINConfig		SHORT<INT2>	N	TRUE(1)=Gather Windows Configuration Files
IsGatherFNIStdExts		SHORT<INT2>	N	TRUE(1)=Gather FNIs with Standard file extensions
IsGatherFNIAddlExts		SHORT<INT2>	N	TRUE(1)=Gather additional FNIs with user-specified file extensions (from FNIExtensions)
IsCollectFileInfo		SHORT<INT2>	N	TRUE(1) = obey settings of IsCollectSystemFiles, IsCollectAncillaryFiles, and IsCollectOtherFiles, otherwise ignore those settings.
IsCollectSystemFiles		SHORT<INT2>	N	TRUE(1) = collect those FNI files that are categorized as "System" files (with IsCollectFileInfo)
IsCollectAncillaryFiles		SHORT<INT2>	N	TRUE(1) = collect those FNI files that are categorized as "Ancillary" files (with IsCollectFileInfo)
IsCollectOtherFiles		SHORT<INT2>	N	TRUE(1) = collect those FNI files that are categorized as "Other" files (with IsCollectFileInfo)
CollectorPriority		SHORT<INT2>	N	0 = Normal, 1= Below Normal, 2 = Lowest, 3 = Idle
InstanceVer		LONG <INT4>	N	Instance Version
CollectorOptionsOID	PK	GUID	N	Internal ID number used as a primary key
SpecialOptions		VARCHAR(128)		List of options to pass to collector



**NC\_CollEditorOptions Table (Entity)**

The NC\_CollEditorOptions table controls the Collection Editor options. For details, see Changing Collection Editor Options.

Column	Key	Type	Null	Description
CollEditorOptsOID	PK	GUID	No	An internal ID number used as a primary key.
IsWorkstationShown		Short <INT2>	No	1 (TRUE) if the Workstation tab is to be displayed; else 0.
IsInventoryShown		Short <INT2>	No	1 (TRUE) if the Inventory tab is to be displayed; else 0.
IsProcessShown		Short <INT2>	No	1 (TRUE) if the Process tab is to be displayed; else 0.
IsUserShown		Short <INT2>	No	1 (TRUE) if the User tab is to be displayed; else 0.
ShowComponents		Varchar(32)		The list of components to be displayed on Inventory tab.
IsAllowAddComponents		Short <INT2>	No	1 (TRUE) if the workstation user can add components; else 0.
IsAllowCreateLocalProds		Short <INT2>	No	1 (TRUE) if the workstation user can define local products; else 0.
TimeoutMinutes		Short <INT2>	No	The number of minutes that the Collection Editor may remain idle before the TimeoutAction occurs. Default=30.
TimeoutAction		Short <INT2>	No	The action to take if the TimeoutMinutes limit is reached: 0 = Never time-out, 1 = Exit and Load, 2 = Quit (no load). Default=0.
CEPassword		Varchar(64)		The password for removing restrictions.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

## NC\_CollOptionSet Table (Entity)

The NC\_CollOptionSet table contains data about collection option sets. See About Collection Option Sets.

Column	Key	Type	Null	Description
COSOID	PK	GUID	No	An internal ID number used as a primary key.
COSName		Varchar(48)	No	The name of the collection option set.
CollectorOptionsOID	FK	GUID	No	The Collector options.
CollEditorOptsOID	FK	GUID	No	The Collection Editor options.
CollClientOptsOID	FK	GUID	No	The Collection Client options.
CollDomainOID	FK	GUID	No	The Collection Domain to which the collection option set is assigned.
DomFolderOID	FK	GUID		The domain folder in which the collection option set resides.
CollScheduleOID		GUID	No	The collection schedule associated with the collection option set.
WkstnCriteria		Text		The criteria for determining which workstations are affected by the collection option set.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Notes

- The CollectorOptionsOID foreign key references the CollectorOptionsOID primary key column of the NC\_CollectorOptions table.
- The CollEditorOptsOID foreign key references the CollEditorOptsOID primary key column of the NC\_CollEditorOptions table.
- The CollClientOptsOID foreign key references the CollClientOptsOID primary key column of the NC\_CollClientOptions table.
- The CollDomainOID foreign key references the CollDomainOID primary key column of the NC\_CollDomain table.
- The DomFolderOID foreign key references the DomFolderOID primary key column of the NC\_DomainFolder table.
- The CollScheduleOID foreign key references the CollScheduleOID primary key column of the NC\_CollSchedule table.
- COSName + CollDomainOID has a unique constraint named UQ\_COS\_NameDomainOID.

**NC\_CollSchedule Table (Entity)**

The NC\_CollSchedule table includes information about collection schedules. For more details, see About Collection Schedules.

Column	Key	Type	Null	Description
CollScheduleOID	PK	GUID	No	An internal ID number used as a primary key.
ScheduleName		Varchar(48)	No	The name of the collection schedule.
ScheduleOID	FK	GUID	No	The schedule details.
CollDomainOID	FK	GUID	No	The Collection Domain to which this schedule is assigned.
DomFolderOID	FK	GUID		The domain folder in which this schedule resides.
Duration		Short <INT2>		The length of time the schedule will be active.
DurationUnitType		Short <INT2>	No	The unit in which the duration is measured: 0=days, 1=weeks, 2=months.
UseTimeWindow		Short <INT2>	No	1 (TRUE) if StartTimeWindow and EndTimeWindow should be used; else 0.
StartTimeWindow		DateTime		The start time for the schedule in the active window.
EndTimeWindow		DateTime		The end time for the schedule in the active window.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Notes**

- The ScheduleOID foreign key references the ScheduleOID primary key column of the NC\_Schedule table.
- The CollDomainOID foreign key references the CollDomainOID primary key column of the NC\_CollDomain table.
- The DomFolderOID foreign key references the DomFolderOID primary key column of the NC\_DomainFolder table.
- ScheduleName + CollDomainOID has a unique constraint named UQ\_CollSched\_NameDomain.

## NC\_CollServer Table (Entity)

The NC\_CollServer table includes data about a collection server. For information about collection servers, see About Collection Servers.

Column	Key	Type	Null	Description
CollServerOID	PK	GUID	No	An internal ID number used as a primary key.
CollServerName		Varchar(48)	No	The name of the collection server.
CollDomainOID	FK	GUID	No	The Collection Domain to which this server belongs.
ReconcileWksByNIC		Short <INT2>	No	1 (TRUE) if the NIC address should be used to reconcile new workstations; else 0.
EnableUsageMonitor		Short <INT2>	No	1 (TRUE) if the ZENworks Asset Management Usage Module should run on the workstations associated with the Collection Server; else 0.
MaxUsageLogDays		Short <INT2>		The number of days software usage log files should be kept on workstations associated with the Collection Server.
CacheCollectionFiles		Short <INT2>	No	1 (TRUE) if the client .wif files are kept in the Collection Server's cache directory; else 0.
CacheCatalogFiles		Short <INT2>	No	1 (TRUE) if the client catalog.ini files are kept in the Collection Server's cache directory; else 0.
EnableClientSearch		Short <INT2>	No	1 (TRUE) if the Collection Server searches for clients after a restart instead of waiting for clients to re-connect; else 0.
ClientCheckinInterval		Long <INT4>	No	The interval (in seconds) at which clients check into the server.
LoaderPriority		Short <INT2>	No	The priority at which the loader runs: 0=Normal, 1=Below Normal, 2=Lowest, 3=Idle.
UnloaderPriority		Short <INT2>	No	The priority at which the unloader runs: 0=Normal, 1=Below Normal, 2=Lowest, 3=Idle.
ReconcileWksbyConfigID		Short <INT2>	No	1 (TRUE) if the NetCensus configuration ID is to be used to reconcile new workstations; else 0.
ReconcileWksBySerialNumber		Short <INT2>	No	1 (TRUE) if the serial number is to be used to reconcile new workstations; else 0.
ReconcileWksByMachineName		Short <INT2>	No	1 (TRUE) if the machine name is to be used to reconcile new workstations; else 0.

DiffWksBySerialNumber		Short <INT2>	No	1 (TRUE) if the serial number is to be used to differentiate workstations when they have the same ZENworks Asset Management identifier; else 0.
InheritNewWkstnCOS		Short <INT2>	No	1 (TRUE) if the Collection Server should inherit the new workstation collection option set from its parent collection domain; else 0.
InheritDiagnosticCOS		Short <INT2>	No	1 (TRUE) if the Collection Server should inherit the scan on demand collection option set from its parent collection domain; else 0.
InheritStandardCOSList		Short <INT2>	No	1 (TRUE) if the Collection Server should inherit all the assigned collection option sets from its parent collection domain; else 0.
LoaderConnections		Short <INT2>	No	The number of database connections and threads that are dedicated to loading workstation inventory (.wif) files.
UnloaderConnections		Short <INT2>	No	The number of database connections and threads that are dedicated to unloading workstation inventory (.wif) files.
ClientConnectionThreads		Short <INT2>	No	The number of database connections and threads that are dedicated to handling Collection Client connections, check-in, and disconnects.
UpdaterThreads		Short <INT2>	No	The number of threads dedicated to handling Collection Client updates.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

## Notes

- The CollDomainOID foreign key references the CollDomainOID primary key column of the NC\_CollDomain table.
- The CollScheduleOID foreign key references the CollScheduleOID primary key column of the NC\_CollSchedule table.
- The COSOID foreign key references the COSOID primary key column of the NC\_CollOptionSet table.
- CollServerName + CollDomainOID has a unique constraint named UQ\_CollSvr\_NameCollDom.

## NC\_CollServerCOptSet Table (Entity)

The NC\_CollServerCOptSet table includes data about the collection option sets assigned to a Collection Server.

Column	Key	Type	Null	Description
CollServerCOSOID	PK	GUID	No	An internal ID number used as a primary key.
CollServerOID	FK	GUID	No	The name of the Collection Server.
COSOID	FK	GUID	No	The collection option set ??
COSRole		Short <INT2>	No	The type of collection option set: 0=New Workstation, 1=Scan Now, 2=Standard.
LastScanCount		Long <INT4>		The number of workstations scanned during the last inventory cycle.
CurrentScanCount		Long <INT4>		The number of workstations scanned during the current inventory cycle.
CycleActive		Short <INT2>	No	1 (TRUE) if workstations are currently being scanned; else 0.
ActiveCollectionCount		Long <INT4>	No	The number of scans taking place while the inventory process was being stopped.
LastErrorCount		Long <INT4>		The error count for the last inventory cycle.
CurrentErrorCount		Long <INT4>		The error count for the current inventory cycle.
LastScheduledCycle		DateTime		The date and time of the last scheduled inventory cycle.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Notes

- The CollServerOID foreign key references the CollServerOID primary key column of the NC\_CollServer table.
- The COSOID foreign key references the COSOID primary key column of the NC\_CollOptionSet table.
- CollServerOID, COSOID, and COSRole have a unique constraint named UQ\_CollServerCOS.

**NC\_ConnectionInfo Table (Entity)**

The NC\_ConnectionInfo table contains information about Collection Client connections.

Column	Key	Type	Null	Description
ConnectionInfoOID	PK	GUID	No	An internal ID number used as a primary key.
MachineName		Varchar(32)		The name of the machine on which the Collection Client is running.
ConnectionTime		DateTime	No	The time the Collection Client last connected with the Collection Server.
DisconnectionTime		DateTime		The time the Collection Client disconnected or was no longer reachable.
IsConnected		Short <INT2>	No	1 (TRUE) if the Collection Client is connected; else 0.
ConnectionMode		Short <INT2>	No	The way the Collection Client connected: 0=unknown, 1=scan mode, 2=stockroom mode.
PlatformType		Short <INT2>	No	The platform. See "Notes" below.
UpdateBeginTime		DateTime		The starting time the Collection Client was last updated.
UpdateEndTime		DateTime		The ending time the Collection Client was last updated.
UnloadBeginTime		DateTime		The starting time workstation data was unloaded.
UnloadEndTime		DateTime		The ending time workstation data was unloaded.
CollectionBeginTime		DateTime		The starting time of the scan.
CollectionEndTime		DateTime		The ending time of the scan.
TranslationBeginTime		DateTime		The starting time of the translation of UNIX data to a workstation inventory file (.wif).

TranslationEndTime		DateTime		The ending time of the translation of UNIX data to a workstation inventory file (.wif).
LoadBeginTime		DateTime		The starting time of loading workstation data.
LoadEndTime		DateTime		The ending time of loading workstation data.
ErrorsDetected		Long <INT4>	No	For future use.
LastErrorDate		DateTime		For future use.
DateLastModified		DateTime		The date and time the workstation was last modified.
ClientInstallType		Short <INT2>	No	The Collection Client installation type: 0=Unknown, 1=Service, 2=Executable.
ClientPort		Numeric (5,0)	No	The number of the client port.
ClientVersion		Varchar(12)		The version number of the Collection Client.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Notes

- The CollServerOID foreign key references the CollServerOID primary key column of the NC.CollServer table.
- The WorkstationOID foreign key references the WorkstationOID primary key column of the NC\_Workstation table.
- PlatformType can be one of the following values:

0	Unknown
1	Windows 32
2	Windows 64
3	Sun
4	IBM
5	HP
6	Linux
7	BSD
8	Other
9	Common
10	Common Windows Only
11	Common Unix Only



**NC\_CosPaths Table (Entity)**

The NC\_CosPaths table contains information about any additional files the Collector should collect. See Changing Collector Options.

Column	Key	Type	Null	Description
COSPathOID	PK	GUID	N	Internal ID number used as a primary key
COSOID	FK	GUID	N	Collection Option Set this file belongs to
Path		VARCHAR(255)	N	Pathname to file
CollectorAction		SHORT<INT2>	N	0 = gather file, 1 = skip directory
InstanceVer		LONG <INT4>	N	Instance Version

Note:

- The COSOID foreign key references the COSOID primary key column of the NC\_CollOptionSet table.
- Path + COSOID has a unique constraint named UQ\_COSPaths\_COSOID.

**NC\_DomainFolder Table (Entity)**

The NC\_DomainFolder table contains data about Collection Domain folders.

Column	Key	Type	Null	Description
DomFolderOID	PK	GUID	No	An internal ID number used as a primary key.
DomFolderName		Varchar(48)	No	The name of the folder.
MemberType		Short <INT2>	No	The type of data contained in this folder: 0=collection schedules, 1=collection option sets.
DomainOID	FK	GUID	No	The Collection Domain to which this folder belongs.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Notes**

- The DomainOID foreign key references the CollDomainOID primary key column of the NC\_CollDomain table.
- DomFolderName + MemberType + DomainOID has a unique constraint named UQ\_DomFld\_NameTypeDomain.

## NC\_FieldDispDesc Table (Entity)

The NC\_FieldDispDesc table controls display and edit characteristics of the fields displayed in the Collection Editor. For more details, see Customizing the User, Workstation, and Inventory Tabs.

Column	Key	Type	Null	Description
FieldDispDescOID	PK	GUID	No	An internal ID number used as a primary key.
COSOID	FK	GUID	No	The collection option set to which this field belongs.
FieldID		Numeric(5,0)	No	The ID of the field.
Label		Varchar(32)	No	The label of the field.
DefaultValue		Varchar(255)		The default value for the field.
IsDisplay		Short <INT2>	No	1 (TRUE) if the field should be displayed; else 0.
IsEditable		Short <INT2>	No	1 (TRUE) if the field can be edited; else 0.
ControlType		Short <INT2>	No	The way data can be entered in the field. See "Notes" below.
EditMask		Varchar(64)		The edit mask for the field.
IsStoreMask		Short <INT2>	No	1 (TRUE) if the mask template should be stored with the data; else 0.
IsRequired		Short <INT2>	No	1 (TRUE) if the field is required; else 0.
IsUnique		Short <INT2>	No	1 (TRUE) if the value in the field must be unique; else 0.
MaxLength		Short <INT2>		The maximum field length in characters.
Position		Short <INT2>		The Collection Editor column number for ordering fields.
OverrideFields		Varchar(16)		Used internally to indicate which default values are being overridden.
AutoFill		Short <INT2>	No	The situation when this field is filled automatically by the Collector: 0=when empty, 1=always, 2=never.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Notes

- ControlType can be one of the following values:
 

0	Edit
1	Edit mask
2	List
3	Combo box
4	Check box
5	Browser
6	Spinner
7	Date
8	Time
9	Date time
- The COSOID foreign key references the COSOID primary key column of the NC\_CollOptionSet table.
- COSOID + FieldID has a unique constraint named UQ\_FldDisp\_FOSFieldID.

### NC\_LDAPImport Table (Entity)

This table stores settings from the Task tab of the Active Directory Import Task dialog. For more information, see Active Directory Import Dialog.

Column	Key	Type	Null	Description
LDAPImportOID	PK	GUID	N	internal ID number used as primary key
LDAPImportName		VARCHAR(50)	N	The name of this set of LDAP Import options.
CollDomainOID	FK	GUID	N	Collection domain in which this set of LDAP import options exists.
DomFolderOID	FK	GUID		Identifies the folder in which the LDAP import option set is contained.
LDAPPassword		VARCHAR(50)		LDAP server password
LDAPLogon		VARCHAR(50)		LDAP server login
LDAPAuthenticationMethod		SHORT<INT2>	N	Method used to authenticate to the LDAP server  1 = ADS_SECURE_AUTHENTICATION
LDAPServerName		VARCHAR(50)	N	Name of the LDAP server
LDAPPort		NUMERIC(5,0)	N	Port number for LDAP server communication.
InstanceVer		LONG <INT4>	N	Instance Version

**Notes:**

- The CollDomainOID foreign key references the CollDomainOID primary key column of the NC\_CollDomain table.
- The DomFolderOID foreign key references the DomFolderOID primary key column of the NC\_DomainFolder table.
- CollDomainOID + LDAPImportName has a unique constraint named UQ\_LDAPImp\_CollDomName.

### NC\_LDAPImportSettings Table (Entity)

This table stores settings from the Mapping tab of the Active Directory Import Task dialog. For more information, see Active Directory Import Dialog.

Column	Key	Type	Null	Description
LDAPImportSettingsOID	PK	GUID	N	internal ID number used as primary key
LDAPImportOID	FK	GUID	N	Links this map setting to an LDAP Import option set.
LDAPObject		VARCHAR (100)	N	LDAP name of the Active Directory object.
LDAPProperty		VARCHAR (100)	N	LDAP name of the data field of the Active Directory object.
TSCClassId		NUMERIC (5,0)	N	ID of the target ZENworks Asset Management class.
TSCFieldId		NUMERIC (5,0)	N	ID of the target ZENworks Asset Management field.
Match		SHORT<INT2>	N	TRUE(1) = Setting defines a criteria for matching an LDAP object to a ZENworks Asset Management object.  FALSE(0) = setting maps an LDAP property to a ZENworks Asset Management field.
InstanceVer		LONG <INT4>	N	Instance Version

**Notes:**

- The LDAPImportOID foreign key references the LDAPImportOID primary key column of the NC\_LDAPImport table.

**NC\_LDAPImportTask Table (Entity)**

This table stores information about an Active Directory Import task.

Column	Key	Type	Null	Description
TaskOID	PK, FK	GUID	N	internal ID number used as primary key
LDAPImportOID	FK	GUID	N	Identifies the LDAP import option set to be used.

**Notes:**

- The LDAPImportOID foreign key references the LDAPImportOID primary key column of the NC\_LDAPImport table.
- The TaskOID foreign key references the TaskOID primary key column of the NC\_Task table.

**NC\_ObjChoiceListItem Table (Entity)**

The NC\_ObjChoiceListItem table indicates what type of database object a choice list item is. (For details of choice lists, see Setting Up a List of Choices.)

Column	Key	Type	Null	Description
ChoiceListItemOID	PK, FK	GUID	No	An internal ID number used as a primary key.
ClassID		Numeric(5,0)	No	The proxy's class identification.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Note**

The ChoiceListItemOID foreign key references the ChoiceListItemOID primary key column of the NC\_ChoiceListItem table.

**NC\_StrChoiceListItem Table (Entity)**

The NC\_StrChoiceListItem table includes the text that appears in choice lists in the Collection Editor. See Setting Up a List of Choices.

Column	Key	Type	Null	Description
ChoiceListItemOID	PK, FK	GUID	No	An internal ID number used as a primary key.
ChoiceText		Varchar(100)	No	The text that makes up the selection.

**Note**

The ChoiceListItemOID foreign key references the ChoiceListItemOID primary key column of the NC\_ChoiceListItem table.

## NC\_TaskServer Table (Entity)

The NC\_TaskServer table includes data about Task Servers.

Column	Key	Type	Null	Description
TaskServerOID	PK	GUID	No	An internal ID number used as a primary key.
TaskServerName		Varchar(48)	No	The name of the Task Server.
CollDomainOID	FK	GUID	No	The collection domain to which this Task Server belongs.
ProcessReportTask		Short <INT2>	No	1 (TRUE) if the Task Server can process report tasks; else 0.
ProcessPurgeTask		Short <INT2>	No	1 (TRUE) if the Task Server can process purge tasks; else 0.
ProcessDirImportTask		Short <INT2>	No	For future use.
ProcessPRUTask		Short <INT2>	No	1 (TRUE) if the Task Server can process PRU (Product Recognition Update) tasks; else 0.
ProcessNetworkDiscTask		Short <INT2>	No	1 (TRUE) if the Task Server can process network discovery tasks; else 0.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Notes

- The CollDomainOID foreign key references the CollDomainOID primary key column of the NC\_CollDomain table.
- TaskServerName + CollDomainOID has a unique constraint named UQ\_TaskSvr\_NameCollDom.

**NC\_WkstnReconcileData Table (Entity)**

The NC\_WkstnReconcileData table includes data used in reconciling new workstations in the database.

Column	Key	Type	Null	Description
WkstnReconcileDataOID	PK	GUID	No	An internal ID number used as a primary key.
ReconcileData		Varchar(38)	No	The data used to reconcile the workstation.
ReconcileType		Short <INT2>	No	The type of reconciliation: 0=NIC Address, 1=Serial Number, 2=Config ID, 3=Machine Name.
IsTally		Short <INT2>	No	1 (TRUE) if the data is defined by Novell (versus the user); else 0.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

## Inventory Data Tables

The inventory data tables contain all the available data about a workstation, including hardware and software data, demographic data, and FNI data.

- NC\_BIOS Table (Entity)
- NC\_Category Table (Entity)
- NC\_CDROM Table (Entity)
- NC\_Component Table (Entity)
- NC\_CPU Table (Entity)
- NC\_DeviceRes Table (Entity)
- NC\_Disk Table (Entity)
- NC\_DMI Table (Entity)
- NC\_FEC Table (Entity)
- NC\_Floppy Table (Entity)
- NC\_FNIData Table (Entity)
- NC\_HotFix Table (Entity)
- NC\_Keyboard Table (Entity)
- NC\_LANAdapter Table (Entity)
- NC\_LogicalDrive Table (Entity)
- NC\_MemoryModule Table (Entity)
- NC\_Modem Table (Entity)
- NC\_Monitor Table (Entity)
- NC\_Mouse Table (Entity)
- NC\_NetworkDriver Table (Entity)
- NC\_OperatingSystem Table (Entity)
- NC\_ParallelPort Table (Entity)
- NC\_Printer Table (Entity)
- NC\_Product Table (Entity)
- NC\_ProductCategory Table (Entity)
- NC\_RemovableMedia Table (Entity)
- NC\_SerialPort Table (Entity)
- NC\_ServerData Table (Entity)
- NC\_Software Table (Entity)
- NC\_System Table (Entity)
- NC\_SystemBoard Table (Entity)
- NC\_User Table (Entity)
- NC\_VideoAdapter Table (Entity)
- NC\_VRBSoftware Table (Entity)
- NC\_Workstation Table (Entity)



**NC\_BIOS Table (Entity)**

The NC\_BIOS table contains inventory data about BIOS components.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
Version		Varchar(64)		The BIOS version.
ReleaseDate		Varchar(9)		The ROM release date.
DMICompVersion		Varchar(6)		The DMI (SM) BIOS version.
IsAPMSupport		Short <INT2>	No	1 (TRUE) if it supports the Advanced Power Management specification; else 0.
IsACPICompatible		Short <INT2>	No	1 (TRUE) if it supports the Advanced Configuration and Power Interface; else 0.
FamilyCode		Varchar(32)		The BIOS family.

**Note**

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

## NC\_Category Table (Entity)

The NC\_Category table tracks product categories.

Column	Key	Type	Null	Description
CategoryOID	PK	GUID	No	An internal ID number used as a primary key.
CategoryName		Varchar(32)	No	The name of the product category.
CategoryType		Short <INT2>	No	The product type to which the category belongs. See "Note" below.
IsTally		Short <INT2>	No	1 (TRUE) if the category was defined by Novell; else 0.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).
IsDeleted		DateTime		The date and time the record was deleted; else null.

### Note

The CategoryType can be one of the following:

1	BIOS	17	Printer
2	CPU	18	BUS Adapter
3	CD/DVD Drive	19	Serial Port
4	DMI	20	Sound Card
5	Diskette Drive	21	Software
6	Hard Disk	22	System
7	Keyboard	23	System Board
8	LAN Adapter	24	Video Adapter
9	Memory Module Socket	25	Removable Media Drive
10	Modem	26	Other
11	Monitor	29	Hot Fix
12	Mouse	30	USB Port
13	Network Driver	31	Docking Station
14	Operating System		
15	Parallel Port		
16	Partition		

**NC\_CDROM Table (Entity)**

The NC\_CDROM table contains inventory data about CD-ROM components.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
InterfaceType		Short <INT2>	No	The interface type: 0=Unknown, 1=IDE, 2=SCSI, 3=USB, 4=FireWire.
DriveLetter		Char(1)	Yes	Initial value = (space char)

**Note**

- The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

## NC\_Component Table (Entity)

The NC\_Component table contains component data.

Column	Key	Type	Null	Description
ComponentOID	PK	GUID	No	An internal ID number used as a primary key.
WorkstationOID	FK	GUID	No	The workstation with which the component is associated.
DomainID		GUID		The Collection Domain with which the component is associated.
ProductOID	FK	GUID	No	The product as identified by the Collector.
ProductAlias	FK	GUID	No	The product as edited by the user.
ProductType		Short <INT2>	No	The product type. See "Notes" in "NC_Product Table."
Collector		Short <INT2>		The Collector that found the component: 0=Win32, 1=OS/2, 2=DOS.
Source		Short <INT2>		The source of the component: 1=Collector, 2=Collection Editor, 3=ZENworks Asset Management Manager, 4=Translator/Migrator, 5=Palm Translator, 6=UNIX Translator.
SerialNumber		Varchar(38)		The serial number as discovered by the Collector.
AssetTag		Varchar(38)		The asset tag as discovered by the Collector.
SerialNumberAlias		Varchar(38)		The serial number as provided by the user.
AssetTagAlias		Varchar(38)		The asset tag as provided by the user.
ModelNumber		Varchar(32)		The model number.
CreateDate		DateTime	No	The date the component was created.
DateLastModified		DateTime	No	The date the component was last changed.
DerivedClassID		Numeric(5,0)		Reserved for internal use.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).
IsDeleted		DateTime		The date and time the record was deleted; else null.

### Notes

- The WorkstationOID foreign key references the WorkstationOID primary key column of the NC\_Workstation table.
- The ProductOID foreign key references the ProductOID primary key column of the NC\_Product table.
- The ProductAlias foreign key references the ProductOID primary key column of the NC\_Product table.

### NC\_CPU Table (Entity)

The NC\_CPU table contains CPU inventory data.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
Speed		Float		The CPU speed in MHz.
VendorIdentifier		Varchar(12)		The manufacturer of the CPU.
CPUIDType		Short <INT2>		The CPU type.
CPUIDFamily		Short <INT2>		The CPU family.
CPUIDModel		Short <INT2>		The CPU model.
CPUIDStepping		Short <INT2>		The CPU stepping result.
IsMMX		Short <INT2>	No	1 (TRUE) if the MMX flag features flags; else 0.
L1CacheSize		Short <INT2>		The size of the L1 cache.
Is64Bit		Bit		Initial value = 0
CoreCount		TinyInt		Initial value = 1
IsHyperThreaded		Bit		Initial value = 0

#### Note

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

### NC\_DeviceRes Table (Entity)

The NC\_DeviceRes table includes information about a device's I/O map, IRQ, DMA, or memory.

Column	Key	Type	Null	Description
DeviceResOID	PK	GUID	No	An internal ID number used as a primary key.
Description		Varchar(64)		The name of the device.
IOMap		Varchar(64)		The I/O map.
IRQs		Varchar(64)		The IRQ.
DMAs		Varchar(64)		The DMA data.
Memory		Varchar(64)		Data about memory.
WorkstationOID	FK	GUID	No	The workstation ID.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

#### Note

The WorkstationOID foreign key references the WorkstationOID primary key column of the NC\_Workstation table.

**NC\_Disk Table (Entity)**

The NC\_Disk table contains data about disk components.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
DriveNumber		Short <INT2>		The link to partitions.
IsSmartWarning		Short <INT2>	No	1 (TRUE) if SMART warning is supported; else 0.
LogicalDrives		Varchar(32)		A list of drive letters on this disk.
RawTotalSpace		Float		The total disk capacity.
InterfaceType		Short <INT2>	No	The interface type: 0=Unknown, 1=IDE, 2=SCSI, 3=USB, 4=FireWire.

**Note**

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

**NC\_DMI Table (Entity)**

The NC\_DMI table contains inventory data about DMI (Distributed Management Interface) registered components.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
Manufacturer		Varchar(64)		The manufacturer reported by DMI.
Product		Varchar(64)		The product reported by DMI.
Version		Varchar(64)		The version reported by DMI.
SerialNumber		Varchar(64)		The serial number reported by DMI.
InstallationDate		Varchar(20)		The installation date reported by DMI.
Verify		Short <INT2>		The verification reported by DMI. See "Notes" below.

**Notes**

- The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.
- Verify can have one of the following values:

0	Error
1	Component does not exist
2	Not supported
3	Reserved
4	Component exists but is untested
5	Component exists but is unknown
6	Component exists but is no good
7	Component exists and is good
8	Unknown

### NC\_FEC Table (Entity)

The NC\_FEC table contains information about a system local product entered with the Collection Editor.

Column	Key	Type	Null	Description
FECOID	PK	GUID	No	An internal ID number used as a primary key.
ProductOID	FK	GUID	No	The product ID.
Fingerprint		Varbinary(255)		The recognition data used to attempt the product's identification.
IsMerged		Short <INT2>	No	1 (TRUE) if the local product has been merged into a KB file; else 0.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

#### Note

The ProductOID foreign key references the ProductOID primary key column of the NC\_Product table.

### NC\_Floppy Table (Entity)

The NC\_Floppy table includes data about floppy drives.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
Capacity		Float		The storage capacity of the drive.
DriveLetter		Char(1)		The drive letter.

#### Note

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.



**NC\_FNIData Table (Entity)**

The NC\_FNIData table tracks FNI data.

Column	Key	Type	Null	Description
FNIDataOID	PK	GUID	No	An internal ID number used as a primary key.
DomainID		GUID		The Collection Domain with which the FNI data is associated.
FileDate		DateTime		The date the file was created.
FileSize		Numeric(20, 0)		The size of the file.
FileName		Varchar(64)		The file name.
SubDirectory		Varchar(255)		The folder in which the file resides.
Extension		Varchar(32)		The three-character file extension.
WorkstationOID	FK	GUID		The workstation with which the file is associated.
FileScanCategory		SHORT<INT2>		0=None, 1=System, 2=Ancillary, 3=Other
VICompanyName		Varchar(64)		Version information company name.
VIProductName		Varchar(80)		Version information product name.
VIProductVersion		Varchar(32)		Version information product version.
VILanguage		Varchar(16)		Version information language.
VIFileVersion		Varchar(32)		Version information file version.
StartupCount		Long <INT4>	No	The number of times the application file was detected as started.
TotalActiveSeconds		Long <INT4>	No	The number of seconds the file was active.
TotalRuntimeSeconds		Long <INT4>	No	The number of seconds the file was open.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Note**

The WorkstationOID foreign key references the WorkstationOID primary key column of the NC\_Workstation table.

**NC\_HotFix Table (Entity)**

The NC\_HotFix table contains inventory data about hot fixes (patches).

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
RegistryKey		Varchar(256)		The registry key that indicates the hot fix has been installed.
Description		Varchar(128)		The description of the hot fix.
DateInstalled		Varchar(20)		The date the hot fix was installed.

**Note**

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

**NC\_Keyboard Table (Entity)**

The NC\_Keyboard table contains inventory data about keyboards.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
InterfaceType		Short <INT2>		The interface type: 0=Unknown, 1=PS/2, 2=USB.

**Note**

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

**NC\_LANAdapter Table (Entity)**

The NC\_LANAdapter table contains inventory data about LAN adapters.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
LANAddress		Varchar(12)		The 48-bit Ethernet address associated with this card.
IPAddress		Varchar(2048)		The IP addresses that map to this adapter.
SubnetMask		Varchar(2048)		The subnet masks that are assigned to this adapter.

**Note**

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

**NC\_LogicalDrive Table (Entity)**

The NC\_LogicalDrive table contains inventory data about logical drives.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
DriveNumber		Short <INT2>		The number of the drive.
DriveLetter		Char(1)		The drive letter (without a colon).
AvailableSpace		Float		The free space on this drive.
TotalSpace		Float		The total space on this drive.
LogicalNumber		Short <INT2>		The sequential number of this drive on the disk.
IsRemote		Short <INT2>	No	1 (TRUE) if the drive is networked; else 0.
FileSystem		Short <INT2>		The file system: 0=Unknown, 1=FAT, 2=FAT 32, 3=NTFS, 4=HPFS, 5=NetWare.
VolumeLabel		Varchar(64)		The volume name of the drive.
VolumeSerialNumber		Varchar(32)		The serial number of the drive.
UNCPath		Varchar(100)		The UNC path of the drive.

**Note**

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

### NC\_MemoryModule Table (Entity)

The NC\_MemoryModule table contains inventory data about memory.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
MemoryType		Short <INT2>	No	The type of memory: 0=other, 1=unknown, 2=standard, 3=fast page mode, 4=EDO, 5=Burst EDO, 6=SDRAM.
ModuleSize		Short <INT2>		The size of the module in MB.
Speed		Short <INT2>		Access time in nanoseconds.
SocketDesignator		Varchar(24)		The socket designator for the module.
FormFactor		Short <INT2>	No	The physical configuration: 0=unknown, 1=SIMM, 2=DIMM.
Parity		Short <INT2>	No	1 (TRUE) if the parity bit is present; else 0.
ECC		Short <INT2>	No	1 (TRUE) if error checking and correction is present; else 0.

#### Note

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

### NC\_Modem Table (Entity)

The NC\_Modem table contains inventory data about modems.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
Speed		Long <INT4>		The maximum speed of the modem in bps.
ComPort		Varchar(4)		The communications port to which the modem is attached.
ModemType		Short <INT2>	No	The modem type: 0=Unknown, 1=External, 2=Internal, 3=PC Card.

#### Note

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

**NC\_Monitor Table (Entity)**

The NC\_Monitor table contains inventory data about monitors.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
EISAManufacturer		Varchar(64)		The manufacturer's name.
VESAProduct		Varchar(64)		The product name.
YearManufactured		Short <INT2>		The year of manufacture.
WeekManufactured		Short <INT2>		The week (1-52) of manufacture.
DiagonalSize		Float		The calculated diagonal size.

**Note**

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

**NC\_Mouse Table (Entity)**

The NC\_Mouse table contains inventory data about mice.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
InterfaceType		Short <INT2>		The interface type: 0=Unknown, 1=PS/2, 2=Inport, 3=Bus, 4=USB.

**Note**

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

**NC\_NetworkDriver Table (Entity)**

The NC\_NetworkDriver table contains inventory data about network drivers.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
FileVersion		Varchar(32)		The file version.
Filename		Varchar(16)		The file name.
Description		Varchar(80)		The driver description.

**Note**

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

### NC\_OperatingSystem Table (Entity)

The NC\_OperatingSystem table contains inventory data about operating systems.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
Build		Varchar(8)		The build string.
ServicePack		Varchar(8)		The service pack string.
BootDriveLetter		Char(1)		The drive from which the operating system started (without a colon).

#### Note

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

### NC\_ParallelPort Table (Entity)

The NC\_ParallelPort table contains inventory data about parallel ports.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
LogicalName		Varchar(64)		The name of the port, for example, LPT1.
IsEPP		Short <INT2>	No	1 (TRUE) if EPP is supported; else 0.
IsECP		Short <INT2>	No	1 (TRUE) if ECP is supported; else 0.

#### Note

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

**NC\_Printer Table (Entity)**

The NC\_Printer table contains inventory data about printers.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
IsRemote		Short <INT2>	No	1 (TRUE) if it's a network printer; else 0.
UNCPath		Varchar(255)		The UNC path of the printer.
Port		Varchar(6)		The port to which the printer is assigned, for example, LPT1.
DriverName		Varchar(64)		The printer driver name.
WindowsName		Varchar(64)		The Windows name of the printer.

**Note**

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

## NC\_Product Table (Entity)

The NC\_Product table contains product information.

Column	Key	Type	Null	Description
ProductOID	PK	GUID	No	An internal ID number used as a primary key.
Code		Long <INT4>		The product's unique ID where 0 as the leading digit represents hardware and 1 represents software.
ProductType		Short <INT2>	No	The product type. See "Notes" below.
ProductCategoryOID	FK	GUID		Product classification information.
Manufacturer		Varchar(35)		The manufacturer's name.
Product		Varchar(100)		The product name.
Model		Varchar(25)		The model of the product.
Source		Short <INT2>	No	How the product was created: 0=ZENworks Asset Management-defined, 1= Collector, 2=Collection Editor, 3 = ZENworks Asset Management Manager, 4=Translator/Migrator, 5=Palm Translator, 6=UNIX Translator.
SWPlatform		Short <INT2>		The platform under which a software product runs. See "Notes" below.
ProductContactOID	FK	GUID		Product contact information.
NotInUse		Short <INT2>	No	1 (TRUE) if the product is a local product that has been reconciled into another product; else 0.
Classification		Short <INT2>	No	The classification of a product: 0=hardware, 1=software.
Platform		Short <INT2>	No	The platform. See "Notes" below.
Language		Short <INT2>	No	The language. See "Notes" below.
IsCodeValid		Short <INT2>	No	1 (TRUE) if the code is valid; else 0.
IsMerged		Short <INT2>	No	1 (TRUE) if the local product has been merged into the product KB files; else 0.
CreateDate		DateTime		The time and date the product was created.
DateLastModified		DateTime		The time and date the product was last modified by a ZENworks Asset Management User.
LicenseRequired		Short <INT2>	No	1 (TRUE) if a license is required; else 0.
LicenseCount		Long <INT4>		The number of licenses for the product.
LicensesId		Varchar(25)		An identifier used to group different versions of the product. (For more details, see Entering License Data into the Database.)
LicenseName		Varchar(50)		The name of the product license.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).
IsDeleted		DateTime		The date and time the record was deleted; else null.



**Notes**

- The ProductType can be one of the following:

1	BIOS	16	Partition
2	CPU	17	Printer
3	CD-ROM	18	Bus Adapter
4	DMI	19	Serial Port
5	Floppy	20	Sound Card
6	Hard Disk	21	Software
7	Keyboard	22	System
8	LAN Adapter	23	System Board
9	Memory Module	24	Video Adapter
10	Modem	25	Removable Media
11	Monitor	26	Other
12	Mouse	29	Hot Fix
13	Network Driver	30	USB Port
14	Current Operating System	31	Docking Station
15	Parallel port		

- SWPlatform and Platform can have one of the following values:

0	DOS
1	Windows 3.x
2	Windows 95
3	Windows 98
4	Windows 32-bit
5	Windows NT
6	Windows 9x
7	OS/2
8	Unassigned
10	Windows 2000
11	Windows XP

- Language can have one of the following values:

1	Afrikaans	15	Hungarian
2	Arabic	16	International
3	Chinese	17	Italian
4	Simple Chinese	18	Japanese
5	Traditional Chinese	19	Korean
6	Danish	20	Norwegian
7	Dutch	21	Polish
8	English (U.K.)	22	Portuguese
9	English (U.S.)	23	Brazilian Portuguese
10	Finnish	24	Russian
11	French	25	Spanish
12	German	26	Swedish
13	Greek	27	Turkish
14	Hebrew		

- The ProductCategoryOID foreign key references the ProductCategoryOID primary key column of the NC\_ProductCategory table.
- ProductType + Manufacturer + Product + Model + Source + Language + IsDeleted has a unique constraint named UQ\_Product\_Names.

### NC\_ProductCategory Table (Entity)

The NC\_ProductCategory table identifies the product category.

Column	Key	Type	Null	Description
ProductCategoryOID	PK	GUID	No	An internal ID number used as a primary key.
ProductCategoryName		Varchar(32)	No	The name of the product subcategory.
CategoryOID	FK	GUID	No	Product category information.
IsTally		Short <INT2>	No	1 if this is a product category defined by Novell; 0 if it is user-defined.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).
IsDeleted		DateTime		The date and time the record was deleted; else null.

#### Note

The CategoryOID foreign key references the CategoryOID primary key column of the NC\_Category table.

### NC\_RemovableMedia Table (Entity)

The NC\_RemovableMedia table contains inventory data about removable media.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
InterfaceType		Short <INT2>		The interface type: 0=Unknown, 1=IDE, 2=SCSI, 3=USB, 4=FireWire.

#### Note

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

**NC\_SerialPort Table (Entity)**

The NC\_SerialPort table contains inventory data about serial ports.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
LogicalName		Varchar(4)		The name of the port, for example, COM1.

**Note**

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

**NC\_ServerData Table (Entity)**

The NC\_ServerData table contains inventory data about servers.

Column	Key	Type	Null	Description
ServerDataOID	PK	GUID	No	An internal ID number used as a primary key.
ServerName		Varchar(255)		The UNC path to the server.
ServerNOS		Varchar(32)		The network operating system that is running on the server.
Usage		Short <INT2>		What the server is being used for: 16=file server, 32=print server.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).
IsDeleted		DateTime		The date and time the record was deleted; else null.

## NC\_Software Table (Entity)

The NC\_Software table contains inventory data about software.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
Path		Varchar(255)		The path to the folder where the software resides.
StartupCount		Long <INT4>	No	The number of times the application was detected as started.
TotalRuntimeSeconds		Long <INT4>	No	The number of seconds the application was open.
TotalActiveSeconds		Long <INT4>	No	The number of seconds the application was active.
AdditionalInfo		Varchar(200)		Additional information about the software, for example, the date of a virus definition.
ParentSuiteOID		GUID	Yes	

### Note

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

## NC\_System Table (Entity)

The NC\_System table contains inventory data about systems.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
ChassisType		Short <INT2>		The type of chassis. See "Notes" below.
ThermalState		Short <INT2>		The thermal state. See "Notes" below.
CoverRemoved		DateTime		The CPU cover has been removed.
Fingerprint		Varbinary(255)		The fingerprint used to identify the system.

### Notes

- The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.
- The ChassisType can have one of the following values:

0	Out of Range	13	All in One
1	Other	14	Sub Notebook
2	Unknown	15	Space-saving
3	Desktop	16	Lunch Box
4	Low Profile Desktop	17	Main Server Chassis
5	Pizza Box	18	Expansion Chassis
6	Mini Tower	19	SubChassis
7	Tower	20	Bus Expansion Chassis
8	Portable	21	Peripheral Chassis
9	Laptop	22	RAID chassis
10	Notebook	23	Rack Mount Chassis
11	Hand Held	24	Sealed-case PC
12	Docking Station		

- ThermalState can have one of the following values:

0	Out of range
1	Other
2	Unknown
3	Safe
4	Warning
5	Critical
6	Non-recoverable

## NC\_SystemBoard Table (Entity)

The NC\_SystemBoard table contains inventory data about system boards.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
Revision		Varchar(32)		The motherboard version.
Bus1type		Short <INT2>		The first bus type: 0=unknown, 1=ISA, 2=PCI, 3=MCA, 4=EISA, 5=PCMCIA, 6=VL.
Bus1slots		Short <INT2>		The number of slots for the first bus.
Bus2type		Short <INT2>		The second bus type: 0=unknown, 1=ISA, 2=PCI, 3=MCA, 4=EISA, 5=PCMCIA, 6=VL.
Bus2slots		Short <INT2>		The number of slots for the second bus.
L2CacheSize		Short <INT2>		The size of the L2 cache.
L2CacheSpeed		Short <INT2>		The access time of the L2 cache in nanoseconds.
L2CacheWritePolicy		Short <INT2>		The write policy of the L2 cache: 0=unknown, 1=write back, 2=write through, 3=write variable.
SystemBoardId		Varchar(64)		The identification of the system board.
MotherboardUID		Binary(16)		The identification of the mother board.

### Note

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.

**NC\_User Table (Entity)**

The NC\_User table contains inventory data about workstation users.

Column	Key	Type	Null	Description
UserOID	PK	GUID	No	An internal ID number used as a primary key.
FirstName		Varchar(32)		The user's first name.
MiddleName		Varchar(32)		The user's middle name.
LastName		Varchar(32)		The user's last name.
Phone		Varchar(32)		The user's telephone number.
Email		Varchar(100)		The user's e-mail address.
Phone2		Varchar(32)		The user's second telephone number.
Fax		Varchar(32)		The user's fax number.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).
IsDeleted		DateTime		The date and time the record was deleted; else null.

## NC\_VideoAdapter Table (Entity)

The NC\_VideoAdapter table contains inventory data about video adapters.

Column	Key	Type	Null	Description
ComponentOID	PK, FK	GUID	No	An internal ID number used as a primary key.
MinRefreshRate		Short <INT2>		The minimum refresh rate.
MaxRefreshRate		Short <INT2>		The maximum refresh rate.
MemoryType		Short <INT2>		The memory type.
MemorySize		Long <INT4>		The memory size.
MinVertResolution		Short <INT2>		The minimum vertical resolution.
MinHorizResolution		Short <INT2>		The minimum horizontal resolution.
MaxVertResolution		Short <INT2>		The maximum vertical resolution.
MaxHorizResolution		Short <INT2>		The maximum horizontal resolution.
NumberBitsPerPixel		Short <INT2>		The number of bits per pixel.

### Note

- The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.



**NC\_VRBSoftware Table (Entity)**

This table stores information about applications identified as being run from the network.

Column	Key	Type	Null	Description
VRBSoftwareOID	PK	GUID	N	internal ID number used as primary key
Server		VARCHAR (16)	N	The name of the server where the application resides.
Sharename		VARCHAR (256)	N	The name of share where the application resides.
Path		VARCHAR (256)	N	The path relative to the UNC path (ServerName+ShareName) where the application resides.
Manufacturer		VARCHAR (35)		The manufacturer of the application (VRB).
ManufacturerAlias		VARCHAR (35)		The user-edited manufacturer.
ProductName		VARCHAR (100)		The product name (VRB).
ProductNameAlias		VARCHAR (100)		User-edited product name.
Version		VARCHAR (25)		The product version (VRB).
VersionAlias		VARCHAR (25)		User-edited version.
FileVersion		VARCHAR (25)		The file version (VRB).
Language		VARCHAR (25)		The product language (VRB).
CreateDate		DATETIME	N	Date that the record was entered into the database.
DateLastModified		DATETIME		Last modification of the record.
InstanceVer		LONG<INT4>	N	Instance Version
Filename		Varchar(64)		Computed from NC_VRBSoftware.Path

## NC\_Workstation Table (Entity)

The NC\_Workstation table tracks workstation inventory data.

Column	Key	Type	Null	Description
WorkstationOID	PK	GUID	No	An internal ID number used as a primary key.
DomainID		GUID		The Collection Domain to which the workstation belongs.
V29xConfigID		Varchar(8)		The NetCensus configuration ID.
MachineName		Varchar(32)		The machine name. See "Notes" below.
InventoryType		Short <INT2>	No	The type of inventory: 0=Workstation, 1=Server, 2=Stockroom, 3=Lost and Found, 4= Portable, 5=NetCensus, 6=Manually-entered Workstation, 7=Workstation Not Yet Scanned, 8=PDA, 9=UNIX.
LoginName		Varchar(32)		The user's logon name. See "Notes" below.
PrimaryUserOID	FK	GUID		The main user of the workstation.
TechContactOID	FK	GUID		The technical contact for the workstation.
Site		Varchar(32)		The site of the workstation.
Dept		Varchar(32)		The department to which the workstation belongs.
CostCenter		Varchar(32)		The cost center to which the workstation belongs.
Building		Varchar(32)		The building in which the workstation resides.
Floor		Varchar(10)		The floor on which the workstation resides.
Room		Varchar(32)		The number of the room.
Phone		Varchar(32)		The telephone number at the workstation.
TotalMemory		Long <INT4>		The total system memory.
TotalHardDiskSpace		Float		The total space on the hard disk.

FreeHardDiskSpace		Float		The total free space on the hard disk.
CollServerOID	FK	GUID		The Collection Server to which the workstation belongs.
IsCheckedOut		Short <INT2>	No	1 (TRUE) if the workstation is checked out; else 0.
HasMoved		Short <INT2>	No	1 (TRUE) if the workstation has been moved with ZENworks Asset Management Manager.
CheckedOutBy		GUID		The process that checked out the workstation.
CheckInOutTime		DateTime		The last time the workstation was checked in and out.
ScheduledScanPending		Short <INT2>	No	For future use.
ScanASAPPending		Short <INT2>	No	For future use.
LastSuccessfulScanDate		DateTime		The date and time of the last successful scan of the workstation.
LastSuccessfulLoadDate		DateTime		The date and time of the last successful load of inventory from the workstation.
LastUsageGatherDate		DateTime		The date and time software usage data was last collected from the workstation.
ConnectionInfoOID	FK	GUID		Connection detail information.
LANAddress		Varchar(12)		The LAN address from the LAN adapter.
IPAddress		Varchar(15)		The IP address from the LAN adapter.
SerialNumber		Varchar(38)		The serial number of the system component.
AssetTag		Varchar(38)		The asset tag of the system component.
IsLeased		Short <INT2>	No	1 (TRUE) if the machine is leased; else 0.
LeaseExpireDate		DateTime		Lease expiration date.
LeaseContractId		VarChar(20)		The contract ID of the lease.
CreateDate		DateTime	No	The date and time the workstation was added.
DateLastModified		DateTime	No	The date and time the workstation was last modified.

DefaultGateway		Varchar(15)		The IP address for the workstation's default gateway.
WkstnDomain		VARCHAR(64)		Windows domain to which the workstation belongs.
SubnetMask		Varchar(15)		The subnet mask.
ClientId		GUID		The workstation ID.
CenergyAgentId		GUID		An ID provided by the Collector if it finds Cenergy Agent installed on the workstation.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).
IsDeleted		DateTime		The date and time the record was deleted; else null.
AssetType		TinyInt		Computed from InventoryType
AvailableMemorySlots		Short	Yes	Computed by counting # of rows for workstation in NC_MemoryModule where modulesize = 0
VirtualMachineType		TinyInt		
ZenWorksAgentID		Varchar(256)	Yes	

### Notes

- MachineName and LoginName are obtained from the network. If more than one network is available, the order used is Windows network, NetWare, and NetBIOS.
- The PrimaryUserID foreign key references the UserID primary key column of the NC\_User table.
- The TechContactOID foreign key references the UserID primary key column of the NC\_User table.
- The CollServerOID foreign key references the CollServerOID primary key column of the NC\_CollServer table.
- The ConnectionInfoOID foreign key references the ConnectionInfoOID primary key column of the NC\_ConnectionInfo table.

## History & Reporting Tables

The history and reporting tables contain data that is used in various reports.

NC\_CompChanges Table (Entity)

NC\_Error Table (Entity)

NC\_ExtProperty Table (Entity)

NC\_LocProductChanges Table (Entity)

NC\_NetworkPrinterAlerts Table (Entity)

NC\_NetworkPrinterConsumables Table (Entity)

NC\_ProcessEvents Table (Entity)

NC\_SoftwareUsageHistory Table (Entity)

NC\_TaskHistory Table (Entity)

NC\_TimeTable (Entity)

NC\_WkstnChanges Table (Entity)

NC\_WkstnProcess Table (Entity)

## NC\_CompChanges Table (Entity)

The NC\_CompChanges table tracks changes to components.

Column	Key	Type	Null	Description
CompChangesOID	PK	GUID	No	An internal ID number used as a primary key.
TimeTableOID	FK	GUID	No	A particular day in the format yyyymmdd.
ComponentOID	FK	GUID	No	The component that was changed.
NCUserOID	FK	GUID		The ZENworks Asset Management user who made the change.
TypeOfChange		Short <INT2>	No	The type of change: 0=created, 1=edited, 2=deleted, 3=moved, 4=retired.
SourceOfChange		Short <INT2>	No	The source of the change: 0=Collector, 1=Collection Editor, 2=Collection Server, 3=ZENworks Asset Management Manager, 4=Task Server.
FieldId		Numeric(5,0)		The field ID.
FieldLabel		Varchar(50)		The field name.
Value1		Varchar(255)		The old value that was changed.
Value2		Varchar(255)		The new value.
PrevWkstnOID	FK	GUID		The workstation with which the component was associated.
CreateDate		DateTime	No	The date that the change was entered in the database.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Notes

- The TimeTableOID foreign key references the TimeTableOID primary key column of the NC\_TimeTable table.
- The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.
- The NCUserOID foreign key references the NCUserOID primary key column of the NC\_NCUser table.
- The PrevWkstnOID foreign key references the WorkstationOID primary key column of the NC\_Workstation table.

**NC\_Error Table (Entity)**

The NC\_Error table tracks errors.

Column	Key	Type	Null	Description
ErrorOID	PK	GUID	No	An internal ID number used as a primary key.
ID		GUID		The instance of the error.
SequenceNumber		Short <INT2>		The sequence in the error chain.
Severity		Short <INT2>		The severity of the error.
Code		Short <INT2>		The code associated with the error.
ComputerName		Varchar(255)		The name of the workstation.
ComputerUser		Varchar(50)		The name of the user.
HostID		GUID		The host identifier.
ErrorTime		DateTime		The time of the error.
Product		Numeric(5,0)		The name of the product.
Module		Numeric(10,0)		The module that generated the error.
Class		Varchar(255)		Used internally to identify the code that produced the error.
Method		Varchar(255)		Used internally to identify the code that produced the error.
Param1		Varchar(255)		Context-specific data associated with a particular error, for example, a file name.
Param2		Varchar(255)		Context-specific data associated with a particular error.
Param3		Varchar(255)		Context-specific data associated with a particular error.
Param4		Varchar(255)		Context-specific data associated with a particular error.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### NC\_ExtProperty Table (Entity)

The NC\_ExtProperty table contains component property information used in Workstation Detail Reports.

Column	Key	Type	Null	Description
ExtPropertyOID	PK	GUID	No	An internal ID number used as a primary key.
ComponentOID	FK	GUID	No	The component ID.
FieldID		Numeric(5,0)	No	The field ID.
FieldLabel		Varchar(50)	No	The field label.
FieldValue		Varchar(255)		The field value.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

#### Note

The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.



**NC\_LocProductChanges Table (Entity)**

The NC\_LocProductChanges table tracks data about changes to local products.

Column	Key	Type	Null	Description
LocProductChangesOID	PK	GUID	No	An internal ID number used as a primary key.
TimeTableOID	FK	GUID	No	A particular day in the format yyyyymmdd.
ProductOID	FK	GUID	No	The ID of the local product that was changed.
NCUserOID	FK	GUID		The name of the ZENworks Asset Management user who made the change.
TypeOfChange		Short <INT2>	No	The type of change that was made: 0=created, 1=edited with Collection Editor, 2=deleted, 3=moved, 4=retired.
SourceOfChange		Short <INT2>	No	The source of the change: 0=Collector, 1=Collection Editor, 2=Collection Server, 3=ZENworks Asset Management Manager, 4=Task Server.
FieldId		Numeric(5,0)		The field ID number.
FieldLabel		Varchar(50)		The label of the field.
Value1		Varchar(255)		The value that was changed.
Value2		Varchar(255)		The new value.
CreateDate		DateTime	No	The date the change was entered in the database.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Notes**

- The TimeTableOID foreign key references the TimeTableOID primary key column of the NC\_TimeTable table.
- The ProductOID foreign key references the ProductOID primary key column of the NC\_Product table.
- The NCUserOID foreign key references the NCUserOID primary key column of the NC\_NCUser table.

## NC\_NetworkPrinterAlerts Table (Entity)

This table stores information about scheduled Alerts and Custom Reports. For more information, see *Using Custom Reports and Alerts* in the *Using the Web Console* book of the Web Console's online help.

Column	Key	Type	Null	Description
NetworkPrinterAlertsOID	PK	GUID	N	internal ID number used as primary key
NetworkPrinterOID	FK	GUID	N	Indicates the network printer that generated the alert.
SeverityLevel		VARCHAR (16)	N	The severity of the alert (device-specific)
TrainingLevel		VARCHAR (48)	N	Training level required to resolve the alert
AlertingSubunitName		VARCHAR (64)	N	Printer subsystem generating the alert
Alert		VARCHAR (64)	N	Alert overview
AlertDetail		VARCHAR (64)		
InstanceVer		LONG<INT4>	N	Instance Version

### Notes:

- The NetworkPrinterOID foreign key references the NetworkPrinterOID primary key column of the NC\_NetworkPrinter table.

**NC\_NetworkPrinterConsumables Table (Entity)**

This table stores information about the status of network printers. (Examples: low toner, out of paper, etc.)

Column	Key	Type	Null	Description
NetworkPrinterConsumableOID	PK	GUID	N	internal ID number used as primary key
NetworkPrinterOID	FK	GUID	N	Indicates the network printer generating the information.
SupplyType		VARCHAR (20)	N	Specifies the consumable being measured
SupplyDescription		VARCHAR (64)		
SupplyLevel		VARCHAR (20)	N	
InstanceVer		LONG<INT4>	N	Instance Version

**Notes:**

- The NetworkPrinterOID foreign key references the NetworkPrinterOID primary key column of the NC\_NetworkPrinter table.

## NC\_ProcessEvents Table (Entity)

The NC\_ProcessEvents table contains information about events that happen to a workstation during the inventory process.

Column	Key	Type	Null	Description
ProcessEventOID	PK	GUID	No	An internal ID number used as a primary key.
TimeTableOID	FK	GUID	No	A particular day in the format yyyymmdd.
ClassId		Numeric(5,0)	No	The class of the affected object, for example, Collection Domain or Collection Server.
ObjectId		GUID	No	The ID of the affected object.
TypeOfEvent		Short <INT2>	No	The type of event that occurred. See "Notes" below.
SourceOfEvent		Short <INT2>	No	The source of the event: 0=Collector, 1=Collection Editor, 2=Collection Server, 3=ZENworks Asset Management Manager, 4=Task Server.
StartTime		DateTime		The start time of the event in the format HH:MM:SS.
EndTime		DateTime		The end time of the event in the format HH:MM:SS.
Duration		Long <INT4>		The duration of the event in seconds.
WkstnProcessOID	FK	GUID		The associated workstation.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Notes

- TypeOfEvent can have one of the following values:

0	Created
1	Scanned
2	Edited
3	Loaded
4	Deleted
5	Moved
6	Retired

- The TimeTableOID foreign key references the TimeTableOID primary key column of the NC\_TimeTable table.
- The WkstnProcessOID foreign key references the WkstnProcessOID primary key column of the NC\_WkstnProcess table.

**NC\_SoftwareUsageHistory Table (Entity)**

The NC\_SoftwareUsageHistory table tracks historical information about software that has been launched over a network.

Column	Key	Type	Null	Description
SWUsageHistoryOID	PK	GUID	No	An internal ID number used as a primary key.
ComponentOID	FK	GUID	No	The component identifier.
TimeTableOID	FK	GUID	No	A day in the format yyyyymmdd.
UserOID	FK	GUID		Indicates the user running the software
UsageDate		DATETIME	N	Date on which the software component was used.
StartupCount		Long <INT4>	No	The number of times the application was detected as started since the last scan.
RuntimeSeconds		Long <INT4>	No	The time in seconds the software ran.
ActiveSeconds		Long <INT4>	No	The time in seconds the software was active.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Notes**

- The ComponentOID foreign key references the ComponentOID primary key column of the NC\_Component table.
- The TimeTableOID foreign key references the TimeTableOID primary key column of the NC\_TimeTable table.

## NC\_TaskHistory Table (Entity)

The NC\_TaskHistory table tracks historical information about tasks.

Column	Key	Type	Null	Description
TaskHistoryOID	PK	GUID	No	An internal ID number used as a primary key.
TaskName		Varchar(64)	No	The name of the task.
TaskStatus		Short <INT2>	No	The status of the task: 0=completed, 1=late canceled, 2=late skipped, 3=killed, or 4=failed.
TaskPriority		Short <INT2>	No	The priority of the task: 0=low, 1=medium, 2=high.
StartTime		DateTime	No	The actual start time of the task.
FinishedTime		DateTime		The actual finish or cancellation time of the task.
ScheduledStartTime		DateTime		The scheduled start time.
NCUserName		Varchar(32)	No	The ZENworks Asset Management user who submitted the task.
TaskType		Short <INT2>	No	The type of task: 0=report, 1=purge, 2=KB builder, or 3=unloader.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**NC\_TimeTable (Entity)**

The NC\_TimeTable is populated by Novell and "categorizes" a particular day with a frequency such as month or week.

Column	Key	Type	Null	Description
TimeTableOID	PK	GUID	No	An internal ID number used as a primary key. (This also indicates a particular day in the format yyyyymmdd.)
DayInWeek		Short <INT2>	No	The day of the week, represented by 1-7, with 1=Sunday,...7=Saturday.
DayInMonth		Short <INT2>	No	The day of the month, represented by 1-31.
DayInYear		Short <INT2>	No	The day of the year, represented by 1-366.
WeekInYear		Short <INT2>	No	The week of the year, represented by 1-52.
MonthInYear		Short <INT2>	No	The month of the year, represented by 1-12.
Day		Char(10)	No	The name of the day, for example, Monday.
Month		Char(10)	No	The name of the month, for example, March.
Year		Char(4)	No	The year in the format yyyy.
Quarter		Char(2)		The quarter in the format Qn.
FiscalPeriod		Char(6)		The fiscal year in the format FYyyyy.
LastDayInMonth		Short <INT2>	No	1 (TRUE) if this is the last day of the month; else 0.
DisplayDate		DateTime	No	The date formatted for reports.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

## NC\_WkstnChanges Table (Entity)

The NC\_WkstnChanges table tracks changes to a workstation.

Column	Key	Type	Null	Description
WkstnChangesOID	PK	GUID	No	An internal ID number used as a primary key.
TimeTableOID	FK	GUID	No	A particular day in the format yyyymmdd.
WorkstationOID	FK	GUID	No	The ID of the workstation that changed.
NCUserOID	FK	GUID		The ZENworks Asset Management user who made the change.
TypeOfChange		Short <INT2>	No	The type of change: 0=created, 1=edited, 2=deleted, 3=moved, 4=retired.
SourceOfChange		Short <INT2>	No	The source of the change: 0=Collector, 1=Collection Editor, 2=Collection Server, 3=ZENworks Asset Management Manager, 4=Task Server.
FieldId		Numeric(5,0)		The field ID.
FieldLabel		Varchar(50)		The field name.
Value1		Varchar(255)		The old value that was changed.
Value2		Varchar(255)		The new value.
CreateDate		DateTime	No	The date and time the change occurred.
InstanceVersion		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Notes

- The TimeTableOID foreign key references the TimeTableOID primary key column of the NC\_TimeTable table.
- The WorkstationOID foreign key references the WorkstationOID primary key column of the NC\_Workstation table.
- The NCUserOID foreign key references the NCUserOID primary key column of the NC\_NCUser table.



**NC\_WkstnProcess Table (Entity)**

The NC\_WkstnProcess table tracks processes associated with a workstation.

Column	Key	Type	Null	Description
WkstnProcessOID	PK	GUID	No	An internal ID number used as a primary key.
TimeTableOID	FK	GUID	No	A particular day in the format yyyyymmdd.
WorkstationOID	FK	GUID	No	The workstation ID.
Collector		Short <INT2>	No	The name of the Collector: 0=Win32, 1=OS/2, 2=DOS.
CollectorVersion		Varchar(48)		The version number of the Collector.
KBVersion		Varchar(48)		The version number of the KB files used.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Notes**

- The TimeTableOID foreign key references the TimeTableOID primary key column of the NC\_TimeTable table.
- The WorkstationOID foreign key references the WorkstationOID primary key column of the NC\_Workstation table.

## Administrative Tables

The administrative tables organize data for the various ZENworks Asset Management applications and control their behavior.

NC\_EnterpriseOptions Table (Entity)  
NC\_FileStore Table (Entity)  
NC\_FileStoreCatalog Table (Entity)  
NC\_HostInfo Table (Entity)  
NC\_MsgQueue Table (Entity)  
NC\_NCUser Table (Entity)  
NC\_NCUserDomainRelation Table (Relationship)  
NC\_NCUserFolder Table (Entity)  
NC\_NCUserPreferences Table (Entity)  
NC\_ProcessData Table (Entity)  
NC\_PurgeTask Table (Entity)  
NC\_Query Table (Entity)  
NC\_Report Table (Entity)  
NC\_ReportDesc Table (Entity)  
NC\_ReportTask Table (Entity)  
NC\_Schedule Table (Entity)  
NC\_Task Table (Entity)  
NC\_TaskSchedule Table (Entity)  
NC\_TaskServerPrinter Table (Entity)  
NC\_TIFConfiguration Table (Entity)  
NC\_UDF Table (Entity)  
NC\_UpdateInfo Table (Entity)

## NC\_EnterpriseOptions Table (Entity)

The NC\_EnterpriseOptions table controls how long workstation, error, and history data is kept in the inventory database. For more details, see Changing Enterprise Options.

Column	Key	Type	Null	Description
EnterpriseOptionsOID	PK	GUID	No	An internal ID number used as a primary key.
HistoryDataQty		Short <INT2>	No	The quantity of HistoryDataInterval that determines the amount of workstation history data to be kept.
HistoryDataInterval		Short <INT2>	No	The unit (for example, month) for keeping workstation history data. See "Note" below.
ErrorDataQty		Short <INT2>	No	The quantity of ErrorDataInterval that determines the amount of error data to be kept.
ErrorDataInterval		Short <INT2>	No	The unit (for example, month) for keeping error data. See "Note" below.
TaskDataQty		Short <INT2>	No	The quantity of TaskDataInterval that determines the amount of task data to be kept.
TaskDataInterval		Short <INT2>	No	The unit (for example, month) for keeping task data. See "Note" below.
UpgradeMinutesQty		Short <INT2>	No	The window of time (in minutes) across which servers spread their upgrades so they are not all downloading files from the File Store and logging back onto the database at the same time.
UseProxyServerForPRU		Short <INT2>	No	1 (TRUE) if a proxy server should be used for the PRU task; else 0.
HTTPProxyAddress		Varchar(48)		The HTTP address of the proxy server.
HTTPProxyPort		Number(5,0)		The HTTP port number of the proxy server.
HTTPProxyUsername		Varchar(64)		The HTTP user name for accessing the proxy server.
HTTPProxyPassword		Varchar		The HTTP password for accessing the proxy server.
WebReportsURL		Varchar(256)		The URL for accessing Web reports on a Web server.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).
PwdMinLengthReq		Bit	No	Initial value = 0
PwdMinLength		TinyInt	No	Initial value = 0
PwdAlphaNumeric		Bit	No	Initial value = 0
PwdMixedCase		Bit	No	Initial value = 0
PwdAging		Bit	No	Initial value = 0
PwdAgingDays		SmallInt	No	Initial value = 0
PwdNotUserName		Bit	No	Initial value = 0
LockInactiveUsers		Bit	No	Initial value = 0
InactiveUserDays		SmallInt	No	Initial value = 0

### Note

HistoryDataInterval, ErrorDataInterval, and TaskDataInterval can have the following values: 0=days, 1=weeks, 2=months, or 3=years.

**NC\_FileStore Table (Entity)**

The NC\_FileStore table contains information about the ZENworks Asset Management File Store.

Column	Key	Type	Null	Description
FileStoreOID	PK	GUID	No	An internal ID number used as a primary key.
FileStoreType		Short <INT2>	No	The type of File Store: 0=UNC-based network drives, 1=LAN-based network drives, 2=Anonymous FTP, or 3=Authenticated FTP.
ServerName		Varchar(255)	No	Depending on FileStoreType, the mapped drive or UNC name.
PathName		Varchar(255)	No	The path, relative to ServerName, that points to the File Store.
UserName		Varchar(32)		The user name required to log onto a server for permission-based network drives.
Password		Varchar(64)		The password required to log onto a server for permission-based network drives.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**NC\_FileStoreCatalog Table (Entity)**

The NC\_FileStoreCatalog table tracks version information about files at the File Store.

Column	Key	Type	Null	Description
FileStoreCatalogOID	PK	GUID	No	An internal ID number used as a primary key.
FileName		Varchar(255)	No	The name of the file stored at the File Store.
FileType		Short <INT2>	No	The type of file stored. See "Notes" below.
Platform		Short <INT2>	No	The platform. See "Notes" below.
Language		Short <INT2>	No	The language. See "Notes" below.
MajorVersion		Short <INT2>		The major version number for product KBs.
MinorVersion		Short <INT2>		The minor version number for product KBs.
PRU		Short <INT2>		The identification of a (PRU) product recognition update.
FileStamp		DateTime	No	The file stamp of the file before it was stored.
Build		Long <INT4>		The build number of product KBs.
IsLocked		Short <INT2>	No	1 (TRUE) if the File Store is locked; else 0.
LockTime		DateTime	No	The time the file was locked.
HostInfoOID	FK	GUID		The ID of the Task Server locking the KB file.
Checksum		Numeric(10,0)	No	The checksum value used to verify the integrity of the file's data.
FileSize		Numeric(10,0)	No	The size of the file in bytes.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Notes**

- FileType can be one of the following values:

0	Recognition KB
1	Collection option set
2	Workstation auxiliary file
3	Collection Client executable
4	Collection Server executable
5	Task Server executable
6	User-defined field KB
7	Compressed
8	FNI data
9	Miscellaneous KB

- Platform can be one of the following values:

0	Unknown
1	Windows 32
2	Windows 64
3	Sun
4	IBM
5	HP
6	Linux
7	BSD
8	Other
9	Common
10	Common Windows Only
11	Common Unix Only

- Language can be one of the following values:

0	Unknown
1	English
2	French
3	German
4	Other
5	Common

- The HostInfoOID foreign key references the HostInfoOID primary key column of the NC\_HostInfo table.

**NC\_HostInfo Table (Entity)**

The NC\_HostInfo table tracks information about host processes such as a ZENworks Asset Management Manager or Task Server.

Column	Key	Type	Null	Description
HostInfoOID	PK	GUID	No	An internal ID number used as a primary key.
Type		Short <INT2>	No	The type of host: 0=ZENworks Asset Management Manager, 1=ZENworks Asset Management Manager SDK, 2=Task server, 3=Collection Server.
HostName		Varchar(255)	No	The DNS name or IP address of the host.
MachineName		Varchar(32)		The Windows machine name of the host.
Port		Numeric(5,0)	No	The port on which the host will be listening.
CheckInInterval		Long <INT4>	No	The interval (in minutes) at which the host will update the LastCheckInTime.
LastCheckInTime		DateTime	No	The date and time the host last updated its status.
State		Short <INT2>	No	The state of the host: 0=available, 1=unavailable.
NCUserOID	FK	GUID		The current ZENworks Asset Management user.
Status		Short <INT2>	No	The status of the host: 0=enabled, 1=disabling, 2=disabled, 3=manually disabling, or 4=manually disabled.
InvProcessLockCount		Short <INT2>	No	1 (TRUE) if the inventory process cannot be stopped; else 0.
StartupTime		DateTime	No	The start-up time.
PurgeDiagLogDays		Short <INT2>	No	The number of days (0 to 365) that diagnostic log files should be kept. The default is 14.
DiagLogLevel		Short <INT2>	No	The diagnostic logging level: 1 = informational, warning, and error messages; 2 = warning and error messages; 3 = error messages. The default is 1.

EnablePersisterLogging		Short <INT2>	No	1 (TRUE) if database persister logging is activated.
ServerUpgradeld		GUID		The server being upgraded.
ServerUpgradeDate		DateTime		The date of the server upgrade.
ServerUpdateId		GUID		Unique identifier of the last patch.
ServerUpdateDate		DATETIME		Release date of the last patch.
HostIPAddressList		Varchar(128)		The IP addresses for the host system.
UseHelperService		Short <INT2>	No	1 (TRUE) if "helper" service should be used to assist automatically with installation issues; else 0.
EnableMsgQueue		Short <INT2>	No	1 (TRUE) if NC_MsgQueue is used to queue inter-process messages; else 0.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Note

The NCUserOID foreign key references the NCUserOID primary key column of the NC\_NCUser table.



**NC\_MsgQueue Table (Entity)**

The NC\_MsgQueue table allows ZENworks Asset Management components to communicate through the table instead of directly.

Column	Key	Type	Null	Description
MsgOID	PK	GUID	No	An internal ID number used as a primary key.
MsgSequenceld		Long <INT4>	No	An internal message sequence number.
MsgTimeStamp		DateTime		The date and time that the message originated.
SourceOID		GUID	No	The host ID of the source of the message.
DestinationOID		GUID	No	The host ID of the destination of the message.
MsgClassOID		GUID	No	The type of message sent.
VersionSignature		Short <INT2>	No	The message version.
DataStream		Varbinary(255)		The contents of the message.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

## NC\_NCUser Table (Entity)

The NC\_NCUser table contains data about a ZENworks Asset Management user. See About ZENworks Asset Management Users for information about ZENworks Asset Management users.

Column	Key	Type	Null	Description
NCUserOID	PK	GUID	No	An internal ID number used as a primary key.
NCUserName		Varchar(48)	No	The logon name of the user.
Role		Short <INT2>	No	The user's role. See "Notes" below.
Password		Varchar(64)	No	The user's password.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).
LastPasswordChangeDate		Datetime	No	Initial value = Current date
LastLoginDate		Datetime	Yes	Initial value = Null

### Notes

- NCUserName has a unique constraint named UQ\_NCUser\_NCUserName.
- Role can have one of the following values:

0	Enterprise administrator
1	Domain administrator
2	Enterprise assistant
3	Domain assistant
4	Enterprise analyst
5	Domain analyst
6	System process

**NC\_NCUserDomainRelation Table (Relationship)**

The NC\_NCUserDomainRelation table tracks the relationship between ZENworks Asset Management users and Collection Domains.

Column	Key	Type	Null	Description
NCUserDomainRelOID	PK	GUID	No	An internal ID number used as a primary key.
NCUserOID	FK	GUID	No	The ZENworks Asset Management user.
CollDomainOID	FK	GUID	No	The Collection Domain.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Notes**

- The NCUserOID foreign key references the NCUserOID primary key column of the NC\_NCUser table.
- The CollDomainOID foreign key references the CollDomainOID primary key column of the NC\_CollDomain table.
- NCUserOID + CollDomainOID has a unique constraint named UQ\_NCUDRel\_NCUserColDom.

**NC\_NCUserFolder Table (Entity)**

The NC\_NCUserFolder table contains data about user-created folders on the Query and Report locator tabs.

Column	Key	Type	Null	Description
NCUserFolderOID	PK	GUID	No	An internal ID number used as a primary key.
FolderName		Varchar(48)	No	The name of the folder.
FolderType		Short <INT2>	No	The type of folder: 0=container, 1=query, or 2=report.
NCUserOID	FK	GUID	No	The ZENworks Asset Management user to whom this folder belongs.
ParentNCUserFolderOID	FK	GUID	No	The parent folder of this folder.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Notes**

- The NCUserOID foreign key references the NCUserOID primary key column of the NC\_NCUser table.
- The ParentNCUserFolderOID foreign key references the NCUserFolderOID primary key column of the NC\_NCUserFolder table.
- NCUserOID + ParentNCUserFolderOID + FolderName + FolderType has a unique constraint named UQ\_NCUserFld\_FldrNames.

## NC\_NCUserPreferences Table (Entity)

The NC\_NCUserPreferences table contains ZENworks Asset Management Manager user preferences. See Changing User Preferences.

Column	Key	Type	Null	Description
NCUserPrefOID	PK	GUID	No	An internal ID number used as a primary key.
NCUserOID	FK	GUID	No	The ID of the ZENworks Asset Management user.
NameFormat		Short <INT2>	No	The order of user's names. See "Notes" below.
DeleteWarning		Short <INT2>	No	1 (TRUE) if the ZENworks Asset Management user should be warned before deleting an item from a locator tab; else 0.
ConfirmScanOnDemand		Short <INT2>	No	1 (TRUE) if a ZENworks Asset Management user is given a confirming message after workstations are scanned on demand; else 0.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Notes

- NameFormat can have one of the following values:
 

0	First, middle, last
1	Last, first, middle
2	First, last
3	Last, first
- The NCUserOID foreign key references the NCUserOID primary key column of the NC\_NCUser table.

**NC\_ProcessData Table (Entity)**

The NC\_ProcessData table tracks the state of the inventory process and task queue.

Column	Key	Type	Null	Description
ProcessDataOID	PK	GUID	No	An internal ID number used as a primary key.
ManagerLoginState		Short <INT2>	No	1 (TRUE) if users <i>cannot</i> log onto ZENworks Asset Management Manager because the inventory system is shut down; else 0.
InventoryProcessState		Short <INT2>	No	Current state of the inventory process: 0=Enabling, 1=Enabled and active, 2=Disabling, 3=Disabled and inactive.
TaskQueueState		Short <INT2>	No	Current state of the task queue: 0=Enabling, 1=Enabled and active, 2=Disabling, 3=Disabled and inactive.
ProductMergeState		Short <INT2>	No	0 if a product merge is not required the next time the inventory process is started; 1 if a merge is required.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**NC\_PurgeTask Table (Entity)**

The NC\_PurgeTask table contains data about a purge task. See [Purging the Database](#) for details of purges.

Column	Key	Type	Null	Description
TaskOID	PK, FK	GUID	No	An internal ID number used as a primary key.
WorkstationHistory		Short <INT2>	No	1 (TRUE) if workstation history is to be purged; else 0.
TaskHistory		Short <INT2>	No	1 (TRUE) if task history is to be purged; else 0.
ErrorData		Short <INT2>	No	1 (TRUE) if error data is to be purged; else 0.

**Note**

The TaskOID foreign key references the TaskOID primary key column of the NC\_Task table.

## NC\_Query Table (Entity)

The NC\_Query table includes details of queries. See About Queries for details.

Column	Key	Type	Null	Description
QueryOID	PK	GUID	No	An internal ID number used as a primary key.
QueryName		Varchar(48)	No	The name of the query.
Target		Numeric(5,0)	No	The type of query, for example, workstation or product.
SelectionListString		Text		The ordered list of columns.
FilterListString		Text		The filter criteria.
SortOrderString		Text		The sort order for columns.
NCUserOID	FK	GUID	No	The ZENworks Asset Management user whose query this is.
NCUserFolderOID	FK	GUID	No	The folder in which the query resides.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Notes

- The NCUserOID foreign key references the NCUserOID primary key column of the NC\_NCUser table.
- The NCUserFolderOID foreign key references the NCUserFolderOID primary key column of the NC\_NCUserFolder table.
- NCUserOID + QueryName has a unique constraint named UQ\_Qry\_QryNames.

**NC\_Report Table (Entity)**

The NC\_Report table contains data about the report being generated. For details, see About Reports.

Column	Key	Type	Null	Description
ReportOID	PK	GUID	No	An internal ID number used as a primary key.
Title		Varchar(64)	No	The title of the report.
ReportName		Varchar(64)	No	The name of the report, as it is displayed on the Report locator tab.
IsQueued		Short <INT2>	No	1 (TRUE) if the report is queued; else 0.
ReportDescOID	FK	GUID	No	The associated report description.
OriginalTitle		Long <INT4>	No	The original report title as shipped by Novell.
Format		Short <INT2>	No	The report format selected by the user: 0=tabular, 1=bar graph, 2=pie chart, 3=line graph.
SubTitle		Varchar(64)		The report subtitle.
Description		Varchar(255)		The description of the report.
TopNValue		Short <INT2>		The "n" for top(n) reports.
HistStartDate	FK	GUID		The start date for a history report.
HistEndDate	FK	GUID		The end date for a history report.
TrendFrequency		Short <INT2>	No	The frequency for a trend report: 0=daily, 1=weekly, 2=monthly, 3=quarterly, 4=yearly.
TrendBeginDate	FK	GUID		The beginning date for a trend report.
TrendColsToDisplay		Short <INT2>		The number of values to display within the frequency of a trend report.
DemogGroups		Text		A comma-separated list of demographic field IDs for first level report groupings. The user can select up to three.
PageBreakField		Numeric(5,0)		The field that should start a new page.

DispProdGroups		Short <INT2>		1 (TRUE) if the user specified grouping by product fields; else 0.
CountByField		Numeric(5,0)		The field by which the user wants to count (breakdown reports) or group (history reports).
SortByFields		Text		A comma-separated list of field IDs to control sorting. The user can choose up to five fields.
FilterName		Varchar(48)		The name of the filter criteria.
FilterCriteria		Text		The filter criteria.
ReportDestination		Short <INT2>	No	The destination of the report: 0=screen, 1=printer, 2=web.
NCUserFolderOID	FK	GUID	No	The folder in which the report resides.
NCUserOID	FK	GUID	No	The ZENworks Asset Management user who is generating the report.
IsHeaderDisplayed		Short <INT2>	No	1 (TRUE) if report header page is to be included; else 0.
IsCompanyLogoDisplayed		Short <INT2>	No	1 (TRUE) if Novell logo is to be included; else 0.
IsRptTitleDisplayed		Short <INT2>	No	1 (TRUE) if the report title is to be included; else 0.
IsRptDescDisplayed		Short <INT2>	No	1 (TRUE) if the report description is to be included; else 0.
IsDateCreatedDisplayed		Short <INT2>	No	1 (TRUE) if the creation date is to be included; else 0.
IsRptFormatDisplayed		Short <INT2>	No	1 (TRUE) if the report format is to be included; else 0.
IsGrpbyNamesDisplayed		Short <INT2>	No	1 (TRUE) if data about field grouping is to be included; else 0.
IsSortbyNamesDisplayed		Short <INT2>	No	1 (TRUE) if data about sort fields is to be included; else 0.
IsFilterbyNamesDisplayed		Short <INT2>	No	1 (TRUE) if data about filter fields is to be included; else 0.
IsNCUserNameDisplayed		Short <INT2>	No	1 (TRUE) if the ZENworks Asset Management user's name is to be included; else 0.



IsFooterDisplayed		Short <INT2>	No	1 (TRUE) if the footer page is to be included; else 0.
IsTemporary		Short <INT2>	No	1 (TRUE) if this is a temporary copy of the report; else 0.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Notes**

- The ReportDescOID foreign key references the ReportDescOID primary key column of the NC\_ReportDesc table.
- The HistStartDate foreign key references the TimeTableOID primary key column of the NC\_TimeTable table.
- The HistEndDate foreign key references the TimeTableOID primary key column of the NC\_TimeTable table.
- The TrendBeginDate foreign key references the TimeTableOID primary key column of the NC\_TimeTable table.
- The NCUserFolderOID foreign key references the NCUserFolderOID primary key column of the NC\_NCUserFolder table.
- The NCUserOID foreign key references the NCUserOID primary key column of the NC\_NCUser table.
- NCUserOID + ReportName + IsTemporary has a unique constraint named UQ\_Rpt\_RptNames.

## NC\_ReportDesc Table (Entity)

The NC\_ReportDesc table contains data about a particular type of report.

Column	Key	Type	Null	Description
ReportDescOID	PK	GUID	No	An internal ID number used as a primary key.
RptType		Short <INT2>	No	The type of the report: 0=workstation, 1=component, 2=product, 3=FNI, or 4=Workstation User.
RptCategory		Short <INT2>	No	The category of the report. See "Note" below.
ViewName		Varchar(64)	No	The name of the view used by the report template.
TemplateName		Varchar(32)	No	The name of the Crystal Reports template file.
Formats		Short <INT2>	No	The report formats supported by this report: tabular, bar graph, pie chart, and/or line graph.
HasSubReports		Short <INT2>	No	If 1 (TRUE), then the report has subreports; else 0.
DemogGroups		Text		A comma-separated list of demographic field IDs for first level report groupings. The user can select up to three.
ProdGroups		Text		A comma-separated list of product field IDs for second level report groupings.
CountByFields		Text		A comma-separated list of field IDs for third level report groupings or for counting. The user can choose one field.
SortByFields		Text		A comma-separated list of field IDs to control sorting. The user can choose up to five fields.
FilterOnFields		Text		The fields that control filtering.
StaticFilterCriteria		Text		A list of filters that the user cannot modify.
ColumnDetailFields		Text		The order in which column headers will appear in the report.
SubReportIds		Varchar(128)		Links to subreports that make up sections of the report.

TargetClassId		Short <INT2>		Used internally to determine the type of query the report uses.
SubQueryChoices		Text		Subqueries used internally.
ResourceStringIds		Text		Used internally to determine the column headers the report uses.
TemplateName		Varchar(128)		The name of the template being imported.
TemplateLocation		Varchar(255)	No	The location of the report template when it was selected for import.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Note**

RptCategory can be one of the following values:

- 0     Catalog
- 1     Breakdown
- 2     Trend
- 3     History
- 4     Detail
- 5     Upgrade

## NC\_ReportTask Table (Entity)

The NC\_ReportTask table includes data about a report task. See Running a Report.

Column	Key	Type	Null	Description
TaskOID	PK, FK	GUID	No	An internal ID number used as a primary key.
ReportOID	FK	GUID	No	The report being run.
Destination		Short <INT2>	No	The destination of the report: 0=screen, 1=printer, 2=Web.
NumberOfCopies		Numeric(5,0)		The number of copies to be printed.
ExportFilePath		Varchar(255)		The path to the export file.
ExportFile		Varchar(255)		The name of the export file.
ExportFormat		Short <INT2>	No	The export format to be used. See "Notes" below.
WebPublishLocation		Varchar(255)		Where the report will be published on the web.
TargetPrinter		Varchar(255)		The target printer for print-only tasks.

### Notes

- The TaskOID foreign key references the TaskOID primary key column of the NC\_Task table.
- The ReportOID foreign key references the ReportOID primary key column of the NC\_Report table.
- ExportFormat can be one of the following values:

0	CSV (comma-separated values)
1	HTML3
2	Microsoft HTML
3	Netscape HTML

**NC\_Schedule Table (Entity)**

The NC\_Schedule table contains schedule details for collection schedules and task schedules.

Column	Key	Type	Null	Description
ScheduleOID	PK	GUID	No	An internal ID number used as a primary key.
CycleIntervalPattern		Short <INT2>	No	The interval at which the cycle repeats itself. See "Notes" below.
CycleBeginDate		DateTime		The starting date of the schedule.
CycleEndDate		DateTime		The ending date of the schedule.
IsCyclePerpetual		Short <INT2>	No	1 (TRUE) if no ending date exists; else 0.
RepeatCycleType		Short <INT2>	No	When the cycle should be repeated. See "Notes" below.
OrdinalType		Short <INT2>	No	The ordinal that specifies the weekday of the month: 0=first, 1-second, 2=third, 3=fourth, 4=last.
DayNumber		Short <INT2>		The day number in a month (1 - 31).
Frequency		Short <INT2>		How often the schedule repeats itself.
DayOfWeek		Long <INT4>		The day the schedule repeats itself.
MonthType		Short <INT2>	No	The month with 0=January, 1=February..., 11=December.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Notes**

- CycleIntervalPattern can have one of the following values:

0	Yearly
1	By the month
2	By the week
3	By the day
4	Hourly
5	Once
6	Immediately

- RepeatCycleType can have one of the following values:

0	Once (or not specified)
1	Day of month
2	Week and day of month
3	Weekly
4	Daily
5	On interval

## NC\_Task Table (Entity)

The NC\_Task table contains information about tasks.

Column	Key	Type	Null	Description
TaskOID	PK	GUID	No	An internal ID number used as a primary key.
TaskName		Varchar(64)	No	The name of the task.
TaskType		Short <INT2>	No	The type of the task: 0=report, 1=purge, 2=KB builder, 3=unloader.
StartTime		DateTime		The scheduled start time of the task.
LatestStartTime		DateTime		The latest start time of the task.
ActualStartTime		DateTime		The actual task start time.
TaskState		Short <INT2>	No	The state of the task: 0=running, 1=waiting, 2=paused.
HostInfoOID	FK	GUID		The host for the task.
TaskPriority		Short <INT2>	No	The priority of the task: 0=low, 1=medium, 2=high.
TaskScheduleOID	FK	GUID		The task schedule.
NCUserOID	FK	GUID	No	The ZENworks Asset Management user who submitted the task.
TargetCollDomainOID	FK	GUID		Task execution is restricted to the Task Servers in this Collection Domain.
TargetTaskServerOID	FK	GUID		The Task Server for the task.
TaskProgress		Varchar(40)		The progress of the task.
SendLogsOnError		SHORT<INT2>	N	TRUE(1)=Send log files to Novell if an error occurred (PRU and LiveUpdate tasks only)
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### Notes

- The HostInfoOID foreign key references the HostInfoOID primary key column of the NC\_HostInfo table.
- The TaskScheduleOID foreign key references the TaskScheduleOID primary key column of the NC\_TaskSchedule table.
- The NCUserOID foreign key references the NCUserOID primary key column of the NC\_NCUser table.
- The TargetCollDomainOID foreign key references the CollDomainOID primary key column of the NC\_CollDomain table.
- The TargetTaskServerOID foreign key references the TaskServerOID primary key column of the NC\_TaskServer table.

**NC\_TaskSchedule Table (Entity)**

The NC\_TaskSchedule table includes data about a task's schedule.

Column	Key	Type	Null	Description
TaskScheduleOID	PK	GUID	No	An internal ID number used as a primary key.
OptionStartTime		DateTime		The start time of the task.
OptionPriority		Short <INT2>	No	The priority of the task: 0=high, 1=normal, 2=low.
LateTaskMinutes		Short <INT2>		The number of minutes before a task is considered late.
LateTaskOption		Short <INT2>	No	What should happen to a task if it is late: 0=run anyway, 1=skip, or 2=cancel.
ScheduleOID	FK	GUID	No	The schedule of the task.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Note**

The ScheduleOID foreign key references the ScheduleOID primary key column of the NC\_Schedule table.

**NC\_TaskServerPrinter Table (Entity)**

The NC\_TaskServerPrinter table contains information about all the printers available to Task Servers.

Column	Key	Type	Null	Description
TaskServerPrinterOID	PK	GUID	No	An internal ID number used as a primary key.
TaskServerOID	FK	GUID	No	The host's ID.
PrinterName		Varchar(255)	No	The printer name.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

**Note**

The TaskServerOID foreign key references the TaskServerOID primary key column of the NC\_TaskServer table.

### NC\_TIFConfiguration Table (Entity)

The NC\_TIFConfiguration table includes data about integration with TS.Webport.

Column	Key	Type	Null	Description
TIFConfigOID	PK	GUID	No	An internal ID number used as a primary key.
HostName		Varchar(48)		The workstation name or IP address of the TS.Webport monitor system.
RegisteredName		Varchar(64)		The name of the token returned by the TS.Webport monitor during registration.
InstanceVer		Long <INT4>	No	The instance version (used internally to control changes in a multi-user environment).

### NC\_UDF Table (Entity)

The NC\_UDF table contains data about user-defined fields. For more details, see About User-Defined Fields.

Column	Key	Type	Null	Description
FieldDispDescOID	PK, FK	GUID	No	An internal ID number used as a primary key.
ClassID		Numeric(5,0)	No	The ID of the field's parent class.
ColumnName		Varchar(24)	No	The database column name.
DataType		Short <INT2>	No	The type of data in the field: 0=character, 1=integer, 2=decimal, 3=date.

#### Notes

- The FieldDispDescOID foreign key references the FieldDispDescOID primary key column of the NC\_FieldDispDesc table.
- ClassID + ColumnName has a unique constraint named UQ\_UDF\_ClassIDColName.



**NC\_UpdateInfo Table (Entity)**

This table stores information about ZENworks Asset Management software updates.

Column	Key	Type	Null	Description
UpdateInfoOID	PK	GUID		internal ID number used as primary key
UpdateDate		DATETIME		
DateApplied		DATETIME		
Version		VARCHAR(20)		
PatchLevel		VARCHAR(8)		
Type		SHORT<INT2>		
InstanceVer		LONG<INT4>		Instance Version

## Collection Editor Toolbar and Menus

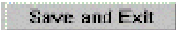










For information about the Collection Editor, see [About the Collection Editor](#).

### Collection Editor Toolbar

The Collection Editor toolbar gives you access to frequently-performed activities. You can hide the toolbar altogether by clicking on the View menu and clicking on Toolbar. To display it, you would use the same command again.



The buttons on the Collection Editor toolbar are as follows:

Button	Description
	Saves the changes you have made and exits the Collection Editor.
	Saves the changes you have made.
	Removes data from a field and copies it to the clipboard.
	Copies data to the clipboard.
	Pastes data from the clipboard to the current field.
	Lets you provide a password so you can use the Collection Editor without restrictions or reverts to any restrictions established with ZENworks Asset Management Manager.
	Lets you add a component to the workstation.
	Lets you change a component.
	Removes a component that you previously added. (You cannot delete a component that the Collector identified.)
	Lets you look for a particular product while adding a component.
	Gives you access to the Collection Editor Help system.

## Collection Editor Menus

The Collection Editor includes five menus. Some commands are available only in a certain context. If unavailable, they will appear in gray instead of black.

File Edit Component View Help

### File Menu

The File menu lets you save changes you have made, use the Collection Editor without restrictions, discard changes you have made, and exit the Collection Editor.

Command	Description
Save	Saves the changes you have made.
Save and Exit	Saves the changes you have made and exits the Collection Editor.
Grant Permissions/Remove Permissions	Lets you use the Collection Editor without restrictions by providing a password or reverts to any restrictions established with ZENworks Asset Management Manager.
Reset to Scan	Discards any data you have entered or changed with the Collection Editor in certain component fields on the Inventory tab <i>over any number of sessions</i> . Any data in these fields reverts back to the data obtained by the Collector.
Reload	Discards any changes you made with the Collection Editor during the current session and reverts back to the data as it was before you started editing. (Any edits you made during previous Collection Editor sessions will be unaffected.)
Exit	Closes the Collection Editor.

### Edit Menu

The Edit menu includes standard editing commands for cutting, copying, and pasting.

Command	Description
Cut	Removes data from a field and copies it to the clipboard.
Copy	Copies data from a field to the clipboard.
Paste	Pastes data from the clipboard to the current field.

## Component Menu

The Component menu lets you add, edit, and delete components as well as browse for products while adding components.

Command	Description
Add	Lets you add a new component to the workstation.
Edit	Lets you change a component.
Delete	Removes a component that you previously added. (You cannot delete a component that the Collector identified.)
Browse Product	While adding a component, lets you look for a particular product.

## View Menu

The View menu lets you control the appearance and contents of the Collection Editor window.

Command	Description
Inventory Tab	Displays the Inventory tab.
Workstation Tab	Displays the Workstation tab.
User Tab	Displays the User tab.
Process Tab	Displays the Process tab.
Toolbar	Hides or displays the toolbar.
Status Bar	Hides or displays the status bar.

## Help Menu

The Help menu gives you access to the Collection Editor Help system.

Command	Description
Search for Help on	Displays the Contents, Index, and Find tabs so you can locate the Help topic you need.
How to Use Help	Displays information about using the Help system.
About Collection Editor	Displays general information about the Collection Editor.

## ZENworks Asset Management Product Type, Category, and Subcategory Reference

The list that follows contains all the Product Types that Novell includes with ZENworks Asset Management. Where a type contains many categories, the categories are listed as well. Click to view a table of subcategories for each type or category.

### Tip

You can also define your own categories and subcategories as described [Re-classifying Products](#).

## Product Types (and Categories)

- BIOS
- Bus Adapter
- CD/DVD Drive
- CPU
- Diskette Drive
- DMI
- Docking Station
- Hard Drive
- Hot Fix
- Keyboard
- LAN Adapter
- Logical Drive
- Memory Module Socket
- Modem
- Monitor
- Mouse
- Network Driver
- Operating System
- Other
  - Boards
  - Comm Hardware
  - I/O
  - Mass Storage
  - Other Hardware
  - Security
  - Server
  - Year2000
- Parallel Port
- Printer
- Removable Media Drive
- Serial Port
- Software
  - Accounting
  - Administration
  - Asset Mgmt
  - CAD
  - CASE
  - Comm Software
  - Database
  - Expert Systems
  - Financial
  - Games
  - Graphics
  - Industry Spec
  - Integrated
  - Internet
  - Language
  - Library Sub
  - Mathematical
  - Multimedia
  - Network
  - Op System
  - Other Software
  - Project Mgmt

Publishing  
Server SW  
Software Devel  
Spreadsheet  
Statistical  
Suite  
Suspicious  
Text Editor  
Utility  
Word Processor  
Year2000  
Sound Card  
System  
System Board  
USB Port  
Video Adapter

## ZENworks Asset Management .MIF File Formats

This section provides information about the data found in the .MIF files produced by ZENworks Asset Management for Microsoft's Systems Management Server (SMS).

If you are translating inventory data so that it can be incorporated into Microsoft's Systems Management Server (SMS), ZENworks Asset Management creates four .MIF files. The tables these topics show the group identification and attribute definitions for each type of data found in these .MIF files. Use this information if you need to work with the data directly.

- SWCensus.MIF - contains software data.
- HWCensus.MIF - contains hardware data.
- CNCensus.MIF (optional) - contains contact data.
- FNCensus.MIF (optional) - contains files-not-identified (FNI) data.

The attributes appear in the .MIF files in the same order as they appear in the tables.

### For more

For information about translating data to SMS, see [Changing General Options](#).



## SWCensus.MIF

The SWCensus.MIF file contains data about the software on a workstation.

Operating System Group Identification  
Operating System Attributes

Software Data Group Identification  
Software Data Attributes

Hot Fix Data Group Identification  
Hot Fix Data Attributes

### Operating System Group Identification

Group Name	TS.Census-OS
ID	401

### Operating System Attributes

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Version	103		Specific	String (25)
Build	104		Specific	String (8)
Service Pack	105		Specific	String (8)
Boot Drive	106		Specific	String (1)
WorkstationOID	107		Specific	String (38)

### Software Data Group Identification

Group Name	TS.Census-Software
ID	402

#### Software Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Version	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (38)
Path	105	Yes	Specific	String (255)
Asset Tag	106		Specific	String (38)
Additional Info	109		Specific	String (100)
WorkstationOID	110		Specific	String (38)

### Hot Fix Data Group Identification

Group Name	TS.Census-Hot Fixes
ID	403

#### Hot Fix Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102		Specific	String (45)
Version	103	Yes	Specific	String (25)
Registry Key	104		Specific	String (256)
Description	105		Specific	String (128)
Date Installed	106		Specific	String (20)
WorkstationOID	107		Specific	String (38)

## HWCensus.MIF

The HWCensus.MIF file contains data about the hardware on a workstation. The following tables describe the hardware data contained in the file.

### HWCensus.MIF

BIOS Data Group Identification  
BIOS Data Attributes

CD-ROM Data Group Identification  
CD-ROM Data Attributes

CPU Data Group Identification  
CPU Data Attributes

DMI Data Group Identification  
DMI Data Attributes

Disk Data Group Identification  
Disk Data Attributes

Docking Station Data Group Identification  
Docking Station Data Attributes

Floppy Data Group Identification  
Floppy Data Attributes

Keyboard Data Group Identification  
Keyboard Data Attributes

LAN Adapter Data Group Identification  
LAN Adapter Data Attributes

Logical Drive Data Group Identification  
Logical Drive Data Attributes

Memory Module Data Group Identification  
Memory Module Data Attributes0

Modem Data Group Identification  
Modem Data Attributes0

Monitor Data Group Identification  
Monitor Data Attributes

Mouse Data Group Identification  
Mouse Data Attributes

Network Drivers Data Group Identification  
Network Drivers Data Attributes

Other Data Group Identification  
Other Data Attributes

Parallel Port Data Group Identification  
Parallel Data Attributes

Printer Data Group Identification  
Printer Data Attributes

Removable Media Data Group Identification  
Removable Media Data Attributes

SCSI Adapter Data Group Identification  
SCSI Data Attributes

Serial Port Data Group Identification  
Serial Port Data Attributes

Server Data Group Identification  
Server Data Attributes

Sound Card Data Group Identification  
Sound Card Data Attributes

System Data Group Identification  
System Data Attributes

System Board Data Group Identification  
System Board Data Attributes

USB Data Group Identification  
USB Data Attributes

Video Adapter Data Group Identification  
Video Adapter Data Attributes

Workstation Data Group Identification  
Workstation Data Attributes

**BIOS Data Group Identification**

Group Name	TS.Census-BIOS
ID	301

**BIOS Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
BIOS Version	105		Specific	String (64)
Release Date	106	Yes	Specific	String (9)
DMI Version	107		Specific	String (6)
APM Support	108		Common	String (5)
ACPI Compatible	109		Common	String (5)
Family Code	110		Specific	String (32)
WorkstationOID	111		Specific	String (38)

**CD-ROM Data Group Identification**

Group Name	TS.Census-CDROM
ID	302

**CD-ROM Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
Interface Type	105		Specific	String (25)
WorkstationOID	106		Specific	String (38)

### CPU Data Group Identification

Group Name	TS.Census-CPU
ID	303

### CPU Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
Speed	105		Common	Integer
Speed Units	106		Common	String (3)
Vendor ID	107		Specific	String (12)
Type	108		Specific	Integer
Family	109		Specific	Integer
CPU Model	110		Specific	Integer
Stepping	111		Specific	Integer
MMX	112		Common	Integer
L1 Cache Size	113		Specific	Integer
L1 Cache Size Units	114		Common	String (3)
WorkstationOID	115		Specific	String (38)

**DMI Data Group Identification**

Group Name	TS.Census-DMI
ID	304

**DMI Data Attributes**

Name	ID	Key	Storage	Type
DMI Manufacturer	101	Yes	Specific	String (64)
DMI Product	102	Yes	Specific	String (64)
DMI Version	103	Yes	Specific	String (64)
Serial Number	104		Specific	String (64)
Installation Date	105		Specific	String (20)
WorkstationOID	106		Specific	String (38)

**Disk Data Group Identification**

Group Name	TS.Census-Disk
ID	305

**Disk Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Model	103		Specific	String (25)
Serial Number	104		Specific	String (50)
Drive Number	105	Yes	Specific	Integer
SMART Warning	106		Common	String (5)
Logical Drives	107		Specific	String (32)
Total Space	108		Specific	String (15)
Total Space Units	109		Common	String (2)
Interface Type	110		Specific	String (25)
WorkstationOID	111		Specific	String (38)

### Docking Station Data Group Identification

Group Name	TS.Census-Docking Station
ID	327

### Docking Station Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
WorkstationOID	105		Specific	String (38)

### Floppy Data Group Identification

Group Name	TS.Census-Floppy
ID	306

### Floppy Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Model	103		Specific	String (25)
Serial Number	104		Specific	String (50)
Drive Letter	105	Yes	Specific	String (1)
Capacity	106		Specific	String (15)
Capacity Units	107		Common	String (2)
WorkstationOID	108		Specific	String (38)



**Keyboard Data Group Identification**

Group Name	TS.Census-Keyboards
ID	307

**Keyboard Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
Interface Type	105		Specific	String (25)
WorkstationOID	106		Specific	String (38)

**LAN Adapter Data Group Identification**

Group Name	TS.Census-LAN Adapter
ID	308

**LAN Adapter Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Model	103		Specific	String (25)
Serial Number	104		Specific	String (50)
LAN Address	105	Yes	Specific	String (12)
IP Address	106	Yes	Specific	String (15)
Subnet Mask	107		Specific	String (15)
WorkstationOID	108		Specific	String (38)

### Logical Drive Data Group Identification

Group Name	TS.Census-Logical Drive
ID	309

### Logical Drive Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Model	103		Specific	String (25)
Serial Number	104		Specific	String (50)
Drive Letter	105	Yes	Specific	String (1)
Available Space	106		Specific	String (15)
Available Space Units	107		Common	String (2)
Total Space	108		Specific	String (15)
Total Space Units	109		Common	String (2)
File System Type	110		Specific	String (25)
Volume Label	111		Specific	String (64)
Volume Serial Number	112		Specific	String (32)
Remote	113		Common	String (5)
UNC Path	114		Specific	String (100)
WorkstationOID	115		Specific	String (38)

**Memory Module Data Group Identification**

Group Name	TS.Census-Memory Module
ID	310

**Memory Module Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Model	103		Specific	String (25)
Serial Number	104		Specific	String (50)
Type	105		Specific	String (25)
Size	106		Specific	Integer
Size Units	107		Common	String (2)
Speed	108		Specific	Integer
Speed Units	109		Common	String (2)
Socket Designator	110	Yes	Specific	String (24)
Form Factor	111		Specific	String (25)
Parity	112		Common	String (5)
ECC	113		Common	String (5)
WorkstationOID	114		Specific	String (38)

**Modem Data Group Identification**

Group Name	TS.Census-Modem
ID	311

**Modem Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Model	103		Specific	String (25)
Serial Number	104		Specific	String (50)
Speed	105		Specific	Integer
Speed Units	106		Common	String (3)
COM Port	107	Yes	Common	String (4)
Device Type	108		Common	String (25)
WorkstationOID	109		Specific	String (38)

**Monitor Data Group Identification**

Group Name	TS.Census-Monitor
ID	312

**Monitor Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
EISA Manufacturer	105	Yes	Specific	String (64)
VESA Product	106	Yes	Specific	String (64)
Year Manufactured	107		Specific	Integer
Week Manufactured	108		Specific	Integer
Diagonal Size	109		Specific	String (15)
Diagonal Size Units	110		Common	String (2)
WorkstationOID	111		Specific	String (38)

**Mouse Data Group Identification**

Group Name	TS.Census-Mouse
ID	313

**Mouse Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
Interface Type	105		Specific	String (25)
WorkstationOID	106		Specific	String (38)

### Network Drivers Data Group Identification

Group Name	TS.Census-Network Driver
ID	314

#### Network Drivers Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Model	103		Specific	String (25)
Serial Number	104		Specific	String (50)
File Version	105		Specific	String (32)
File Name	106	Yes	Specific	String (16)
Description	107		Specific	String (80)
WorkstationOID	108		Specific	String (38)

### Other Data Group Identification

Group Name	TS.Census-Other
ID	315

#### Other Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
WorkstationOID	105		Specific	String (38)

**Parallel Port Data Group Identification**

Group Name	TS.Census-Parallel Port
ID	316

**Parallel Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Model	103		Specific	String (25)
Serial Number	104		Specific	String (50)
Logical name	105	Yes	Specific	String (64)
EPP	106		Common	String (5)
ECP	107		Common	String (5)
WorkstationOID	108		Specific	String (38)

**Printer Data Group Identification**

Group Name	TS.Census-Printer
ID	317

**Printer Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Model	103		Specific	String (25)
Serial Number	104		Specific	String (50)
Remote	105		Common	String (5)
UNC Path	106	Yes	Specific	String (255)
Port	107	Yes	Common	String (4)
Windows Name	108		Specific	String (64)
Driver Name	109		Specific	String (64)
WorkstationOID	110		Specific	String (38)

### Removable Media Data Group Identification

Group Name	TS.Census-Removable Media
ID	318

#### Removable Media Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
Interface Type	105		Specific	String (25)
WorkstationOID	106		Specific	String (38)

### SCSI Adapter Data Group Identification

Group Name	TS.Census-SCSI Adapter
ID	319

#### SCSI Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
WorkstationOID	105		Specific	String (38)



**Serial Port Data Group Identification**

Group Name	TS.Census-Serial Port
ID	320

**Serial Port Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Model	103		Specific	String (25)
Serial Number	104		Specific	String (50)
Logical Name	105	Yes	Specific	String (4)
WorkstationOID	106		Specific	String (38)

**Server Data Group Identification**

Group Name	TS.Census-Server Data
ID	321

**Server Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Model	103		Specific	String (25)
Serial Number	104		Specific	String (50)
Server Name	105	Yes	Specific	String (255)
Server NOS	106		Specific	String (32)
WorkstationOID	107		Specific	String (38)

### Sound Card Data Group Identification

Group Name	TS.Census-Sound Card
ID	322

#### Sound Card Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
WorkstationOID	105		Specific	String (38)

### System Data Group Identification

Group Name	TS.Census-System
ID	323

#### System Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101		Specific	String (35)
Product	102		Specific	String (45)
Model	103		Specific	String (25)
Serial Number	104		Specific	String (50)
Chassis Type	105		Specific	String (25)
Thermal State	106		Specific	String (25)
Data Covered Removed	107		Specific	String (10)
Time Covered Removed	108		Specific	String (5)
Asset Tag	109		Specific	String (38)
WorkstationOID	110		Specific	String (38)

**System Board Data Group Identification**

Group Name	TS.Census-System Board
ID	324

**System Board Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
Revision	105		Specific	String (32)
Bus 1 Type	106		Specific	String (25)
Number 1 Bus Slots	107		Specific	Integer
Bus 2 Type	108		Specific	String (25)
Number Bus 2 Slots	109		Specific	Integer
L2 Cache Size	110		Specific	Integer
L2 Cache Size Units	111		Specific	String (2)
L2 Cache Speed	112		Specific	Integer
L2 Cache Speed Units	113		Common	String (2)
Cache Write Policy	114		Specific	String (25)
System Board ID	115		Specific	String (64)
WorkstationOID	116		Specific	String (38)

### Video Adapter Data Group Identification

Group Name	TS.Census-Video Adapter
ID	325

### Video Adapter Data Attributes

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
Min Refresh Rate	105		Specific	Integer
Max Refresh Rate	106		Specific	Integer
Refresh Rate Units	107		Common	String (2)
Memory Type	108		Specific	Integer
Memory Size	109		Specific	Integer
Memory Size Units	110		Common	String (2)
Min Vertical Resolution	111		Specific	Integer
Max Vertical Resolution	112		Specific	Integer
Min Horizontal Resolution	113		Specific	Integer
Max Horizontal Resolution	114		Specific	Integer
Bits Per Pixel	115		Specific	Integer
WorkstationOID	116		Specific	String (38)

**USB Data Group Identification**

Group Name	TS.Census-USB Port
ID	328

**USB Data Attributes**

Name	ID	Key	Storage	Type
Manufacturer	101	Yes	Specific	String (35)
Product	102	Yes	Specific	String (45)
Model	103	Yes	Specific	String (25)
Serial Number	104		Specific	String (50)
WorkstationOID	105		Specific	String (38)

**Workstation Data Group Identification**

Group Name	TS.Census-Workstation
ID	326

**Workstation Data Attributes**

Name	ID	Key	Storage	Type
Total Memory	101		Specific	Integer
Total Memory Units	102		Common	String (2)
Total Hard Disk Space	103		Specific	String (15)
Total Hard Disk Space Units	104		Common	String (2)
Total Free Hard Disk Space	105		Specific	String (15)
Total Free Hard Disk Space Units	106		Common	String (2)
Workstation OID	107		Specific	String (38)

## CNCensus.MIF

The CNCensus.MIF file contains contact data for a workstation.

### Contact/User Data Group Identification

Group Name	TS.Census-User
ID	601

### Contact/User Data Attributes

Name	ID	Key	Storage	Type
Last Name	101		Specific	String (32)
First Name	102		Specific	String (32)
Middle Name	103		Specific	String (32)
Phone	104		Specific	String (32)
Phone2	105		Specific	String (32)
Email	106		Specific	String (32)
FAX	107		Specific	String (32)
LAN Address	108		Specific	String (12)
IP Address	109		Specific	String (15)
Site	110		Specific	String (32)
Department	111		Specific	String (32)
Cost Center	112		Specific	String (32)
Building	113		Specific	String (32)
Floor	114		Specific	String (10)
Room	115		Specific	String (32)
Date Scanned	116		Specific	MIF Date
WorkstationOID	117		Specific	String (38)

**Note:** The MIF Date format is YYYYMMDDHHMMSS.000000+000.

## FNCensus.MIF

The FNCensus.MIF file contains files-not-identified (FNI) data. This identifies program files that the Collector could not associate with any software product in the ZENworks Asset Management inventory database.

### FNI Data Group Identification

Group Name	TS.Census-FNI
ID	501

### FNI Data Attributes

Name	ID	Key	Storage	Type
Path	101	Yes	Specific	String (255)
File Name	102	Yes	Specific	String (64)
File Extension	103	Yes	Specific	String (32)
File Size	104		Specific	Integer
File Date	105		Specific	String (10)
File Time	106		Specific	String (8)
Company Name	107		Specific	String (64)
Product Name	108		Specific	String (80)
Product Version	109		Specific	String (32)
Language	110		Specific	String (16)
File Version	111		Specific	String (32)
File Scan Category	112		Common	String(9)
WorkstationOID	113		Specific	String (38)

## Dialog Reference

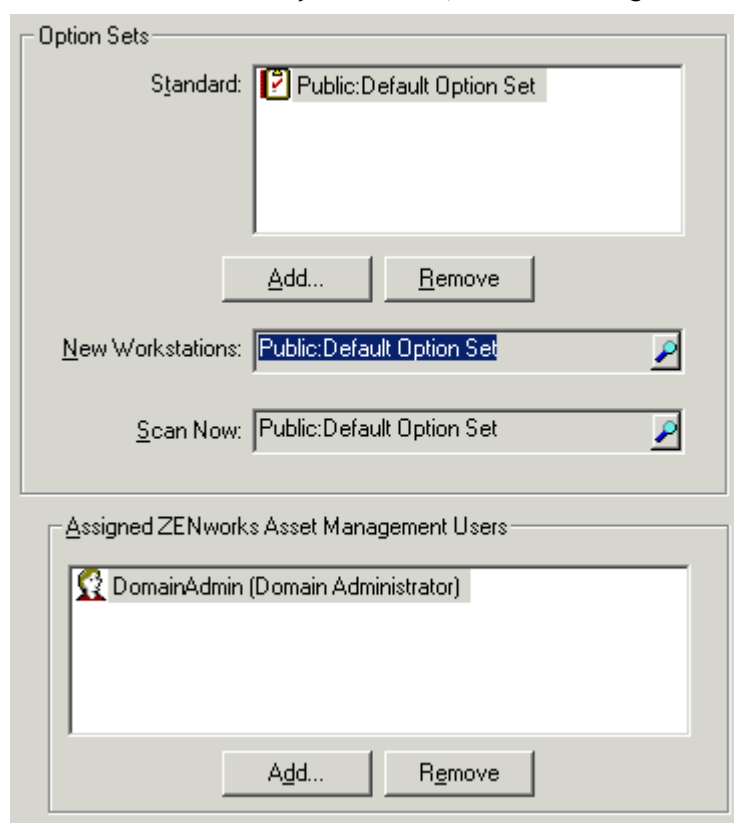
### About Domain Windows


In a Domain window you can create or edit a Collection Domain. When you do so, you can assign different types of collection option sets and ZENworks Asset Management users to it. By default, ZENworks Asset Management assigns the default option set to a domain, but you can change this assignment. In addition, when you create a domain, only enterprise-level ZENworks Asset Management users have the right to work with it. To give other ZENworks Asset Management users the right to work with the domain (as domain administrators, assistants, or analysts), you must assign them to the domain.

Only an enterprise administrator can create a Collection Domain; domain administrators can edit the option set assignments for their domains, but cannot change the user assignments.

To create or edit a Collection Domain

1. Make your collection option set and/or ZENworks Asset Management user assignments. For more information about your choices, click on the figure below.



2. After you have made your assignments in the Domain window, save the Collection Domain:
  - a) Either click on  on the toolbar or click on the File menu and click on Save or on Save As.
  - b) If the Manager displays the Save Domain As dialog, enter a name for the domain and click on the OK button.
3. Close the Domain window.

See Also

About Collection Domains

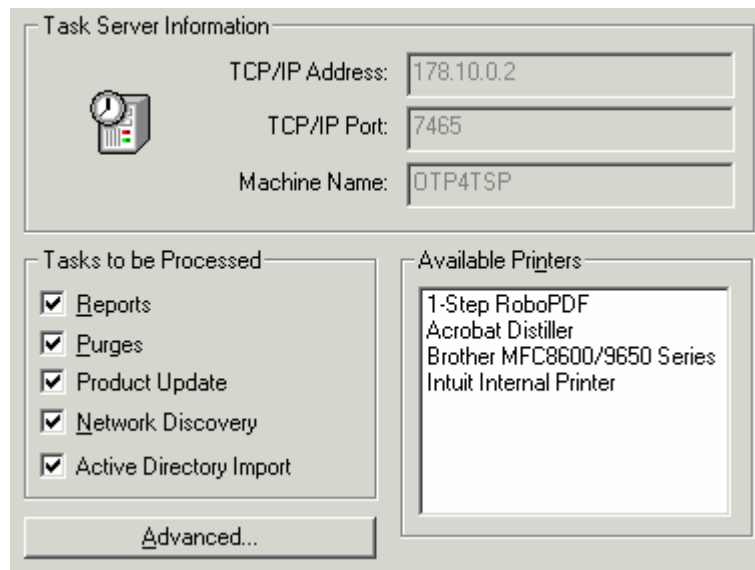



## About Task Server Windows

A Task Server is responsible for managing tasks. By default, a Task Server will process all types of tasks, but you can specify that it process only selected types of tasks. For example, you may want one Task Server dedicated to database purges. You can make this change in a Task Server window, as well as review some additional settings.

### To edit Task Server settings

1. Review the current Task Server settings and make any necessary changes. For information about the choices available to you, click on the figure below.



2. To save your changes, either click on  on the toolbar or click on the File menu and click on Save.
3. Close the Task Server window.


## Active Directory Import Dialog

### Dialog buttons

- **Submit** - Click this button when you have connected to the Active Directory server, finished mapping Active Directory fields to ZENworks Asset Management fields, and scheduled the Active Directory Import task.
- **Close** - Click this button if you have made no changes, or if you do not want to save your changes.
- **Save** - Click this button to save the current Active Directory Import task.
- **Save As** - Click this button to save a copy of the current Active Directory Import task.
- **Help** - Click this button to display this help topic.

### Task Tab

#### Target Task Server(s) section

- **Task Server box** - Click  to choose a Task Server if desired.
- **Schedule button** - Click this button to schedule the task.

#### Active Directory Connection section

- **AD Server** - Enter the name of the Active Directory server you want to connect to.
- **Username** - Enter the username for a valid Active Directory account.
- **Password** - Enter the password associated with the username.
- **Port** - If you want to use a port that is different from the default (389) enter it in this box.
- **AD Connection Status** - Shows the current status of the Active Directory connection.
- **Connect** - Click this button to initiate the connection to the Active Directory server.

### Mapping Tab

- **Active Directory Field** - Expand any branch of the tree, then click the field in this list you want to map to a field in the *ZENworks Asset Management Field* list.
- **ZENworks Asset Management Field** - Expand any branch of the tree, then click the field in this list you want to map to a field in the *Active Directory Field* list.
- **Map** - Click this button after you have clicked a field in the *Active Directory Field* list and a field in the *ZENworks Asset Management Field* list to map the selected fields to each other.

The selected field in the *Active Directory Field* list changes to **bold**. The selected field in the *ZENworks Asset Management Field* list changes to **bold**, and shows "[Active Directory class]/[Active Directory field name]" after the *ZENworks Asset Management Field* name.

- **Key** - Click this button after you have clicked a field in the *Active Directory Field* list and a field in the *ZENworks Asset Management Field* list to set the selected field Active Directory field and ZENworks Asset Management field as the unique key field.

The selected field in the *Active Directory Field* list changes to **bold**. The selected field in the *ZENworks Asset Management Field* list changes to **bold**, and shows "[Active Directory class]/[Active Directory field name]" after the *ZENworks Asset Management Field* name.

You can have only one key field.

- **Remove** - Click this button after selecting a ZENworks Asset Management field that has already been mapped or set as a key field. The mapping is removed.

## Add Directory To Skip

Use this dialog to define a directory you want the Collector to skip when scanning workstations in this Collection Option Set.

- **Directory Name** - Enter a pathname in this box for the directory you want to skip.

## Add New Component/Edit Component Properties

The Add New dialog lets you add a component to workstation or stockroom. The title of the dialog indicates what kind of component you are adding, for example, Add New Printer.

The Edit Component Properties dialog lets you change component data. Again, the title of the dialog will reflect the specify type of component you are editing, for example, Edit Modem Properties. The Edit Properties dialog includes a scanned value column that shows the data the Collector gathered. This data is used "behind the scenes," and you cannot change it. The data shown in the Value column is the data used in queries and reports.

To add or edit component data

1. Click on the browse button in the Product box to find and select the product you want. ZENworks Asset Management Manager will display the Browse for Product dialog. If you cannot find the product you want, you have the option of creating a local product by clicking on the New button in the Browse for Product dialog. This button is available only if you are an enterprise administrator and have shut down the inventory process.
2. Provide any additional information about the component such as its serial number or asset tag.
3. Click on the OK button when done.

## Add Product Category/Subcategory

The Add Product Category dialog lets you add your own category to a product type; the Add Product Subcategory dialog lets you add your own subcategory to a product category.

1. Enter a name for the category or subcategory.
2. Click on the OK button to return to the Manage Product Classification dialog.

**NOTE:** If you define a new category, be sure to define at least one subcategory for it. Product classification requires three pieces of information: type, category, and subcategory. If you do not define a subcategory for a category you have added, the product classification will be incomplete and the product category will not be available as a selection in other parts of the product, for example, when creating queries.

### TIP

- If you have any custom applications, create a subcategory named Custom in the applicable software category.

### See Also

About Product Classification

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## Advanced Task Server Options

In the Advanced Task Server Options dialog you can control settings pertaining to error logging and to the frequency of server check-in. In general, you will not need to change these settings.

To change advanced Task Server options

1. By default, a Task Server updates its connection status in the database every 15 minutes. To increase or decrease the interval at which the Task Server checks in, select a different number of minutes.
2. By default, a Task Server logs every type of possible error (informational, warning, and severe). If you do not want to log every type of error, clear the Enable maximum diagnostic logging check box.
3. By default, the error log files are purged after 14 days. To increase or decrease the number of days, select a different number.
4. To turn on detailed database logging (so that all database server errors are logged), select the Enable detailed database logging check box.

**CAUTION:** Detailed database logging can be very useful if you are troubleshooting, but results in large amounts of data being logged. This will affect database performance noticeably.

5. Click on the OK button when done.

## Browse Database Fields Dialog

The Browse Database Fields dialog lets you select a value from the database.

Make a selection in one of these ways:

- If the list of items is short or if you want to scroll through it, either locate the item and then double-click on it or select the item and click on the OK button.
- If the list in the Browse Database Fields is long, use the top row of the dialog to locate the item you want by selecting an operator, entering a value, and clicking on the Find button. Then either double-click on the item or select the item and click on the OK button.

### TIP

- The "start with" operator provides a quick way of locating certain kinds of values.

## Browse for Dialog

A "Browse for" dialog lets you locate the data you want by defining one or more criteria, displaying the results, and selecting a resulting value. Depending on the context, the Browse for dialog may be Browse for Product, Browse for User, Browse for Workstation, Browse for Product Classification, or Browse for Files Not Identified. No matter what you are browsing for, the procedure for completing this dialog is the same. Essentially this dialog lets you select an item from a potentially very large number of items. You can define one or more criteria to locate the data you want and display the results. (If you do not define any criteria, all possible values are displayed.) You then select one of the resulting values.

When the Manager displays a "Browse for" dialog, some parts of a criterion may already be supplied, based on what you were doing previously. Any such pre-defined criteria are read-only and are combined with the rest of your filter with AND.

### To complete a "Browse for" dialog

1. If you are planning to group some criteria by using parentheses, select ( in the column labeled (.
2. In the Field column, select the field on which you want to filter, for example, Manufacturer. You may need to go through a series of menus to find the field you want.
3. Select an operator.
4. In the Value column enter or select the value for which you are testing, for example, Dell. The browse button will bring up the Browse Database Fields dialog in which you must find and select a value and then click on the OK button.
5. If you selected open parenthesis in step 1 and the criterion in this row represents the end of your group of criteria, select ) in the column labeled ). the Manager will check for matching pairs of parentheses.
6. Unless this is your only or last criterion, select AND or OR in the Combine column to indicate the relationship between the criterion you have just defined and the one that will follow in the next row.
7. Continue defining criteria as described in steps 1 through 6. When done, check the criteria to make sure you have set them up and combined them the way you want. Do any of the following to make corrections:
  - To insert a blank row above the current row, click on the Insert Row button.
  - To delete a row, click on the Clear Row button.
  - To clear all the rows in the Define Filter Criteria section, click on the Clear All button.
8. (Optional) To control how data is sorted in the Query Results section, click on the Sort button, make your selections in the Sort Columns dialog, and click on the OK button.
9. (Optional) To find out how many items will meet your criteria, click on the Count button. This sometimes takes a little while.
10. Click on the Display Results button.
11. Select the item you want in the Query Results section and click on the OK button.

If you were defining a query, the Manager will now display the Query Filter tab with the item you selected in the "Browse for" dialog listed in the Value column.

### TIP

- Depending on your ZENworks Asset Management user role and what you were doing before the Manager displayed the "Browse for" dialog, a New button may be available so, for example, you can create a new user or a local product.

## Change Password

1. Enter your current password.
2. Enter the new password.
3. Enter the new password again in the Confirm New Password box.
4. Click on the OK button.

## Collection Editor Tab

The Collection Editor tab lets you customize the Collection Editor. By default, the Collection Editor:

- Displays information on four tabs: User, Workstation, Inventory, and Process. (The Process tab shows the details of the current collection cycle. This tab can never be edited.)
- Displays all components on the Inventory tab.
- Lets workstation users add components (or delete ones they have added), but not create local products.
- Does not require a password to override restrictions.

You can choose to display only some of the tabs to workstation users. If you decide to display the Inventory tab, you can also select which components you want displayed and control to what extent users can modify them and how they can do so.

To customize the Collection Editor


**NOTE:** If you selected the Never option button in the Run Collection Editor section on the General tab, you will not be able to change any options on the Collection Editor tab.

1. If you do not want the Collection Editor to display a tab, clear its check box in the Collection Editor Will Display section.
2. To customize the User, Workstation, or Inventory tabs, click on a Configure button.
3. If you do not want the Collection Editor to display all components on the Inventory tab, in the Inventory Displayed Components box, clear the check box next to the component you do not want. (This affects which components are displayed, not which components are gathered during a scan.)

**NOTE:** Choices made on the Collector tab may affect what you can control in the Inventory Displayed Components box. For example, if you indicated you do not want to gather hardware, there will be no hardware components to display.

4. If you do not want workstation users to add components (or delete ones they have added), clear the Add/Delete User Entered Components check box. Note that if the check box is selected, users will not be able to delete any components identified by the Collector, just those they previously added.
5. To give workstation users the ability to add a local product like a system, select the Create Local Products check box.
6. To require users to enter a password to override any restrictions you have set, select the Require Password check box, enter a password in the Password box, and confirm it in the Confirm Password box. (The password is case-sensitive.) You can then give this password to users of your choice.

**CAUTION:** If you do not require a password, but impose some restrictions on Collection Editor use, workstation users will be able to by-pass the restrictions by removing them *without* providing a password.

7. If you have finished making changes to the collection option set, either click on  on the toolbar or click on the File menu and click on Save. If asked, provide a name for the collection option set.

#### TIPS

- If you want to maintain tight control over how and when local products are created, do not give workstation users permission to create them. If the need arises to define a local product for an unknown system, you always have the option of giving a workstation user the password to let him or her do so.
- Even if you decide that you do not want workstation users defining local products, you may want them to add components to a workstation's inventory by selecting products defined by Novell. That way workstation users can provide you with more complete data about workstations without the possibility of introducing inconsistencies or incorrect data into the inventory database.
- When users provide the password while running the Collection Editor, they will be able to see any data you hid, edit fields that you specified as read-only, add components, and create local products. Users will not, however, be able to circumvent how data is to be entered in a specific field. For example, if you specified that a value is required, it will still be required after the password is provided.

#### See Also

About Local Products

## Collector Tab

The Collector tab in the Collection Option Set window lets you control what kind of data the Collector should gather from workstations. By default, the Collector:

- Gathers hardware and software data.
- Does not gather auxiliary data such as IRQ or DMA maps or configuration files, for example, Autoexec.bat or Config.sys.
- Does not gather FNI data (software product files not recognized by the Collector).


**NOTE:** A new collection option set has FNI data collection turned off by default, but the default option set supplied by Novell collects FNI data by default.

The Collector tab also lets you specify any small viewable ASCII files such as initialization (.ini) files that you want gathered.

**CAUTION:** The more data you gather in addition to hardware and software inventory data, the greater the overhead on the inventory process.

#### To change Collector options

**NOTE:** If you cleared the Run Collector check box on the General tab, you will not be able to change any options on this tab.

1. Review the settings on the Collector tab and make any necessary changes. For information about the Collector options, see the Collector Options reference topic.
2. If you have finished making changes to the collection option set, either click on  on the toolbar or click on the File menu and click on Save. If asked, provide a name for the collection option set.

## Collector Options

Select or clear the following check boxes to control what kind of data is collected:

### Hardware and Other Collection

**Collect Hardware** Controls whether hardware data is collected.

**Collect Software**

**Collect Auxiliary Data** Controls whether auxiliary data such as IRQ data or DMA data is collected. You can review this auxiliary data with the ZENworks Asset Management Manager or Web Console.

**Retrieve Text Files** The **Retrieve Configuration Files** check box controls whether configuration files such as \*.INI, Autoexec.bat, or Config.sys are collected. This data is stored in workstation auxiliary (.waf) files, and you can review it with the Manager.

Use the **Other Text Files to Retrieve** box with the **Add...** and **Remove** buttons to create and edit a list of other text files to retrieve.

**Advanced...** The Advanced Collector Options dialog is a special dialog to be used under the guidance of Novell Technical Support. Complete this dialog as directed.

### Software Collection

**Collect Software Applications** Controls whether software application data is collected. (If you are licensed to run the ZENworks Asset Management Usage Monitor, you must collect software data.)

Use the **Skip Directories During Application and File Scan** box to view the directories that are skipped during scanning. Use the **Browse...**, **Add**, or **Remove** buttons to edit the list.

**Collect Software File Information** (formerly "FNI") Controls whether to collect information about software files that do not appear in the Novell Knowledgebase.

- Select or clear the **.EXE** check box to control whether files with the .EXE extension are collected.
- Select or clear the **Additional Extensions** check box, then enter a list of file extensions separated by semicolons. (Example: ABC; DEF; JKL)

### File Categories

If a file matches the criteria above, these check boxes control which types of files are collected. Files are collected based on the following:

- **System Files** - File and path properties indicate a direct relationship to the workstation's operating system.
- **Ancillary Application Files** - File and path properties indicate a direct relationship with an application that is currently in the ZENworks Asset Management Knowledgebase.
- **Other Files** - Includes any files that do not match the criteria for System Files or Ancillary Application Files.



## Configure Choice List

The Configure Choice List dialog lets you set up or change a list of selections for a field. You can either type the possible values or import them from a text file. If using a text file, be sure it has one value per line in any order; the Collection Editor will display the values in alphanumeric order to the workstation user.

To set up a choice list

1. To supply a value by typing, enter it in the text box and click on the Add button.
2. To import values from a text file, click on the File Import button and then select your text file.
3. To remove an item from the choice list, select it and click on the Remove button. To clear the list completely, click on the Remove All button.
4. Click on the OK button when done.

### TIPS

- To import values from the database, run a query to obtain the data you want and then export this data to a file. You can then import the contents of this file to your choice list.
- To change the case of an entry, add the value with the changed case; ZENworks Asset Management Manager will update the original value automatically.

## Configure Choice List

The Configure Choice List dialog lets you set up or change a list of selections for a field. You set up the selections by completing a "Browse for," dialog, for example, Browse for User.

To set up a choice list

1. Click on the Add button.
2. Complete the "Browse for" dialog to locate and select the items you want.
3. To remove an item from the choice list, select it and click on the Remove button. To clear the list completely, click on the Remove All button.
4. Click on the OK button when done.

## Configure User/Workstation/Inventory Tab

The Configure User Tab Fields dialog lets you customize the User tab of the Collection Editor, the Configure Workstation Tab Fields dialog lets you customize the Workstation tab of the Collection Editor, and the Configure Inventory Tab Columns dialog lets you customize the Inventory tab of the Collection Editor. The process of customizing is identical for all three tabs, but the actual changes you can make to particular fields or columns on the tabs differ.

For example, you can customize the tabs in the following ways:

- By deciding whether to display a field in the Collection Editor.
- By indicating whether and when you want data entered in a field automatically if the data is available (for example, from the registry or network).
- By specifying whether users can edit a field and how they can edit it if you choose to allow editing.
- By providing default values through environment variables or registry keys, or by typing them. You have the option of letting users change the default, of making it read-only (by preventing users from editing it), or of hiding it altogether.
- By providing a list of values from which the user can choose.
- By creating an edit mask to control how users enter data.

To customize the User, Workstation, or Inventory tab

**NOTE:** Any field that appears in gray cannot be modified, for example, you cannot move it or change its label.

1. To re-arrange the order in which fields will appear on the tab, click on the row number and drag it to a different position.

**NOTE:** You cannot re-arrange the first six rows on the Inventory tab.

2. Make your selections in the dialog. For information about the choices, click on the figure below.

Column Label	Default Value	Auto Fill	Display on Grid	Editable	Edit Type	Edit Mask	Choice List	Required	Unique
Product Type		When	<input checked="" type="checkbox"/>	<input type="checkbox"/>	List		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Manufacturer		When	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Combo		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Product Name		When	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Combo		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Model/Version		When	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Combo		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Category		When	<input checked="" type="checkbox"/>	<input type="checkbox"/>	List		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Subcategory		When	<input checked="" type="checkbox"/>	<input type="checkbox"/>	List		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Serial Number		When	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Asset Tag		When	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit		Select...	<input type="checkbox"/>	<input type="checkbox"/>
Model Number		When	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Edit		Select...	<input type="checkbox"/>	<input type="checkbox"/>

OK Cancel Help

3. Click on the OK button when done.

**CAUTION:** Be careful which fields you require. For example, if you indicate that a serial number is required, it will be required for *all* the components which you have chosen to display in the Collection Editor. Make sure you are requiring data that workstation users can provide, or they will not be able to exit the Collection Editor.

#### TIP

- Any changes you make to a user-defined field apply only when this collection option set is in effect. For example, if a user-defined field has the label "Purchase Date," but you change this in a collection option set to "Date Bought," only those workstations associated with the Collection Servers that have this option set assigned will see "Date Bought" in the Collection Editor; the field will still be "Purchase Date" for other Collection Servers.

## Create/Edit ZENworks Asset Management User

The Create ZENworks Asset Management User dialog lets you define a new ZENworks Asset Management user; the Edit ZENworks Asset Management User dialog lets you edit information about a ZENworks Asset Management user.

1. In the Logon Information section, enter or change information about the user:
  - a) Enter the unique name that you want the user to provide when logging onto ZENworks Asset Management Manager.
  - b) Enter and confirm the password that you want the user to provide.
  - c) Select a role for this user, for example, Domain Administrator.
2. If the role you selected is on the domain level and you have already defined some Collection Domains, assign the user to one or more domains:
  - a) Click on the Add button in the Assigned Collection Domains section.
  - b) In the Select Collection Domain dialog, select the domain(s) to which you want to assign this user and click on the OK button to return to the Create ZENworks Asset Management User or Edit ZENworks Asset Management User dialog. You can also double-click on a domain to assign the user to it.
3. Click on the OK button to return to the Manage ZENworks Asset Management Users dialog.

### TIPS

- If users do not like the password you have assigned, they can change it after they log onto the Manager with the password you provided them.
- All enterprise-level ZENworks Asset Management users automatically have access to all Collection Domains so you do not need to assign them to domains.
- You can also assign domain-level ZENworks Asset Management users to a Collection Domain when you create it.

## General Tab

The General tab in the Collection Option set window lets you control which applications run as part of the inventory process, which collection schedule is in effect, and whether inventory data is translated into other file formats. By default,

- The Collection Client runs in resident mode on workstations, always ready to receive instructions from the Collection Server.
- The Collector gathers data from the workstations when instructed by the Collection Client.
- The default collection schedule is assigned to the collection option set.
- The Collection Editor always runs on workstations after the Collector has finished so that users can review and modify the collected data.
- The Collection Editor does not time out. The workstation user must exit the Collection Editor.
- ZENworks Asset Management does *not* translate inventory data to Management Information Format (MIF) files so the data can be incorporated into Microsoft's Systems Management Server (SMS) nor does it translate the data to .xml files.

You may want to change these default settings if, for example, you want the Collection Editor to run just the first time a workstation is scanned.

## Run Collection Client in Resident Mode

The Run Collection Client in Resident Mode check box controls whether the Collection Client runs in resident mode on workstations, always ready to receive instructions from the Collection Server. Novell recommends that you leave this check box selected.

## Run Collector Always

If you do not want the Collector to gather data from workstations, clear the Run Collector check box. Generally you will want the Collector to run so you can collect hardware and software data (plus any auxiliary data), but occasionally you may want to collect only user information by running the Collection Editor alone.

**NOTE:** Even if you clear the Run Collector check box, the Collector will always run the first time a workstation is due to be scanned, for example, when a new workstation is added to a Collection Server.

## Schedule

The Schedule box controls which schedule is assigned to the collection option set. When you create an option set, ZENworks Asset Management Manager automatically assigns it the default schedule. You have the option of assigning a different schedule.

Do one of the following to assign a different schedule to the collection option set:

- To select an existing schedule, click on the browse button at the end of the Schedule box. Then, in the Select Collection Schedule dialog, select the schedule you want and click on the OK button to return to the Collection Option Set window.
- To create and assign a schedule, click on the browse button at the end of the Collection box in the Collection Option Set window. Then, in the Select Collection Schedule dialog, click on the New button and set up the schedule. After you have saved the schedule, you will return to the Select Collection Schedule dialog and the newly-created schedule will be highlighted. Click on the OK button to return to the General tab of the Collection Option Set window.

## Run Collection Editor

To control when the Collection Editor runs on workstations during the inventory process, select one of the following in the Run Collection Editor section:

- Always (the default).
- Only on New Workstations (the Collection Editor will run only the first time a workstation is scanned).
- Never.

## Time-out Mode

To control whether the Collection Editor "times out" if there is no user activity, do one of the following:

- To always require user input in the Collection Editor, select Never in the Time-out Mode box.
- To have the Collection Editor exit and save the inventory data even if there is no user input, select Exit and Load in the Time-out Mode box and indicate the number of minutes after which the Collection Editor will time out.
- To have the Collection Editor exit without saving the inventory data if there is no user input, select Quit (No Load) in the Time-out Mode box and indicate the number of minutes after which the Collection Editor will time out.

## Run Translator

Use this section to control whether inventory data is translated into other file formats:

1. If you want to convert inventory data to SMS Management Information Format (MIF) files, select click to select the version of SMS you are running in the **Run Translator** section. By default, no translation occurs. ZENworks Asset Management will translate the data to a MIF file after each scan of a workstation, and the SMS agent will pick up the resulting MIF files according to its own schedule.
2. If you want to convert inventory data to .xml file format, select the Generate XML File check box in the Run Translator section. The .xml file is saved in the \Bin folder of your ZENworks Asset Management installation folder.

### TIPS

- The MIF files are placed in the default folder where the SMS 1.2 or 2.0 Agent expects to find the files. Workstations must be clients of SMS for MIF files to be picked up from them. See the *Systems Management Server Administrator's Guide* for details.
- For information about MIF file formats, see ZENworks Asset Management .MIF File Formats.
- The Run Translator settings do not apply to portable collections or scans of network servers.

## Late Task Options

The Late Task Options dialog lets you specify how you want late tasks handled.

To specify late task options

1. By default, a task is considered late if it has not yet run 60 minutes after it was scheduled to start. If you want to specify a number of minutes other than 60, enter the number in the Wait box.
2. In the When a Task Becomes Late section, indicate how you want ZENworks Asset Management to handle the task if it is late:
  - Run the Task Anyway - The late task will run anyway, as soon as ZENworks Asset Management can start it (the default).
  - Skip the Task and Run Next Time - If a late task is scheduled to recur, ZENworks Asset Management will not run it this time, but will do so at its next scheduled time.
  - Cancel the Task - The late task and its schedule are canceled. To run the task again, you will need to re-schedule and re-submit it.
3. Click on the OK button to return to the Schedule Task dialog.

## Log Onto ZENworks Asset Management Database

The Log Onto ZENworks Asset Management Database dialog appears automatically after you start ZENworks Asset Management Manager.

**NOTE:** The first time you run the Manager, you must log on as the enterprise administrator that Novell created for you during setup. The user name is "EntAdmin" and the password is "enterprise." Change the password right away to prevent other users from logging onto the Manager using the EntAdmin account. (This account gives the highest level of privileges when running the Manager.) You can then set up additional ZENworks Asset Management users and let them know what their user names and passwords are.

1. If the database you want is not shown in the dialog, click on the Database button. (The correct database will already be selected for you if you installed the Standalone Deployment of ZENworks Asset Management.)
2. If necessary, enter your name in the User Name box. (This box displays the name used during the last successful logon.)
3. Enter your password.
4. Click on the OK button to start the logon process.

**NOTE:** For Microsoft SQL Server or MSDE, the Log Onto ZENworks Asset Management Database dialog displays the server and database names; for Oracle, it displays the ODBC data source name.

## Manage Product Classification

The Manage Product Classification dialog lets you add your own categories to a product type and add your own subcategories to a product category. This dialog also lets you rename and delete any categories or subcategories you added.

The Manage Product Classification dialog lists all the product types. Within each type is one or more product categories. Within each category is one or more subcategories.

**To define an additional category for a product type**

1. Select the product type to which you want to add a category.
2. Click on the New button and complete the Add Product Category dialog.
3. When done, close the Manage Product Classification dialog.

**NOTE:** If you define a new category, be sure to define at least one subcategory for it. Product classification requires three pieces of information: type, category, and subcategory. If you do not define a subcategory for a category you have added, the product classification will be incomplete and the product category will not be available as a selection in other parts of the product, for example, when creating queries.

**To define an additional subcategory for a product category**

1. Select the product category to which you want to add a subcategory.
2. Click on the New button and complete the Add Product Subcategory dialog.
3. When done, close the Manage Product Classification dialog.

To rename a product category or subcategory

**NOTE:** You can rename product categories or subcategories you added, not those that are pre-defined in ZENworks Asset Management. The categories or subcategories you added are identified by a different icon.

1. Either select the product category or subcategory you want to rename and click on the Rename button or double-click on the category or subcategory.
2. Enter the new name in the Rename Category or Rename Subcategory dialog and click on the OK button.
3. Close the Manage Product Classification dialog.

To delete a product category or subcategory

**NOTE:** You can delete product categories or subcategories you added, not those that are pre-defined in ZENworks Asset Management. The categories or subcategories you added are identified by a different icon. Also, if a product category or subcategory has products associated with it, you will not be able to delete it until you have assigned the products to a different category or subcategory.

1. Be sure that you have re-assigned any products that were associated with the category or subcategory you want to delete.
2. Select the product category or subcategory you want to delete.
3. Click on the Delete button.
4. If you are deleting a category that includes subcategories, confirm the deletion. (The subcategories will be deleted, too.)
5. Close the Manage Product Classification dialog.

#### TIPS

- If you were deleting product categories or subcategories, be sure to re-start the inventory process. Until you do, no collections will take place and no tasks will run.
- If you have any custom applications, create a subcategory named Custom in the applicable software category.

## Manage ZENworks Asset Management Users

The Manage ZENworks Asset Management Users dialog lets you create, edit, and delete ZENworks Asset Management users.

1. Do any of the following:
  - To create a new ZENworks Asset Management user, click **New** and complete the Create ZENworks Asset Management User dialog.
  - To edit user information, select the user in the Available ZENworks Asset Management Users box, click **Edit**, and then make your changes in the Edit ZENworks Asset Management User dialog.
  - To delete a user, select the user in the Available ZENworks Asset Management Users box, click **Delete**, and confirm the deletion.
  - To edit the rules for creating passwords, click **Password Rules...**
2. Click on the Close button when done.

#### See Also

About ZENworks Asset Management Users  
Creating a ZENworks Asset Management User  
Editing a ZENworks Asset Management User  
Deleting a ZENworks Asset Management User

## Move Components

The Move Components dialog lets you move the components you selected to another workstation or stockroom.

1. Click on the Browse button.
2. In the Browse for Workstation dialog, find and select the workstation or stockroom to which you want to move the selected component(s) and then click on the OK button.
3. Click on the OK button.

### TIP

- If you moved a component from a workstation that is part of the inventory cycle, be sure to remove the component physically from the workstation itself. If you do not, and another inventory cycle takes place, the Collector will find the component on the workstation again. The inventory database will be incorrect because the component will appear in two places.

## Password Rules

Use the Password Rules dialog box to set the rules by which passwords are created.

After you change the password rules, each user's password is checked at login. If the password does not conform to the new password rules, the user must change the password to conform to the new rules.

Select a check box to activate any of the following rules:

- **Must be a minimum length of *NN* characters** - Specify a required password length
- **Must contain both letters and numbers** - Require that the password contain both alphabetic and numeric characters
- **Must contain uppercase and lowercase characters** - Require that the password contain both uppercase and lowercase characters
- **Must be changed every *NN* days** - Require that the password be changed after a specified number of days
- **Must not be the same as user name** - Disallow passwords that are the same as the username
- **Accounts not used in *NNN* days are deactivated** - Deactivate unused accounts after a specified number of days

## Proxy Server Management

Use the Proxy Server Management dialog to define the HTTP proxy server you want to use for obtaining PRUs from the Novell Web site.

1. To use a proxy server, select the Use Proxy Server check box.
2. In the Address box, enter the name of the proxy server, for example, RDHA2.
3. Enter the port number of the proxy server.
4. Enter the user name and password for accessing the proxy server.
5. Click the OK button.



## Purge Database

The Purge Database dialog lets you select the kind of data you want to purge, select a Task Server to run the purge task (if you have multiple Task Servers), and schedule the purge.

To purge the database

1. In the Purge Description box, enter a name for the purge task. This is how the task will be identified on the Tasks tab of the process control panel.
2. By default, the purge task will be handled by any available Task Server. To select a specific Task Server or group of Task Servers,
  - a) Click on the browse button in the Target Task Server(s) box.
  - b) In the Select Task Server dialog, either select a specific Task Server or group of Task Servers so that any of the Task Servers in that group can handle the purge task. (Task Servers are grouped either in the Public Task Servers container or in a domain Task Servers container.) Then click on the OK button.
3. In the Data to Purge section, select the type of data you want to purge. By default, ZENworks Asset Management will purge all outdated data. (The settings that control *when* data becomes outdated are in the Enterprise Options dialog.)
4. To schedule the purge, click on the Schedule button. If you do not set up a schedule, the purge will run on a one-time basis as soon as ZENworks Asset Management can start it.
5. Click on the Submit button. The task now enters the task queue and can be tracked on the Tasks tab of the process control panel.

## Rename

The Rename dialog lets you change the name of the item or folder that you selected on a locator tab. The dialog title indicates what you are renaming.

1. Change the name.
2. Click on the OK button.

## Rename Category/Subcategory

The Rename Category dialog lets you change the name of a category you have defined; the Rename Subcategory dialog lets you change the name of a subcategory you have defined.

1. Enter a different name for the category or subcategory.
2. Click on the OK button to return to the Manage Product Classification dialog.

## Save Collection Option Set As

1. Enter a unique name for the collection option set.
2. (Optional) Select a folder for the option set if you want a folder other than the one listed in the Folder box. If no folders exist, ZENworks Asset Management will store the option set in the container you selected when you began creating the option set.
3. Click on the OK button.

## Select Collection Schedule

The Select Collection Schedule dialog lets you choose the schedule you want to assign to a collection option set. If the schedule does not exist yet, you have the option of creating it.

### To select a collection schedule

Do one of the following:

- If the schedule you want is listed in the Available Collection Schedules box, select the schedule and click on the OK button to return to the General tab of the Collection Option Set window.
- To create a new schedule, click on the New button, complete the Collection Schedule window, and save the schedule. You will then return to this dialog. Click on the OK button to return to the General tab of the Collection Option Set window.

## Select Database

The Select Database dialog lets you select the database to which you want to log on.

1. Select database type.
2. If the database type you selected is Microsoft SQL Server or MSDE, select the names of the server and database and then select the ODBC data source for reports.
3. If the database type you selected is Oracle, select the ODBC data source.
4. Click on the OK button to return to Log Onto ZENworks Asset Management Database dialog.

## Select Collection Domain

In the Select Collection Domain dialog you can select the domain(s) to which you want to assign the ZENworks Asset Management user.

Do one of the following:

- Select a domain and click on the OK button.
- Double-click on a domain.

### TIP

- You can also assign domain-level ZENworks Asset Management users to a Collection Domain when you create it.

## Select Component Type

The Select Component Type dialog gives you two basic choices when creating a component query:

- Your query can be for a *specific* type of component, for example, printer or modem. In this case, you will be able to see all the available information for that type of component, but not for any other type.
- Your query can be for *any* type of component. In this case, you will be able to see information for a mix of components of different types, but the information will be limited to the data that all components have in common.

To select a component type

1. Either select a specific type of component such as System or select Any (Basic Data Only) if you want to work with a mix of component types.
2. Click on the OK button.

## Select Component Type to Create

The Select Component Type to Create dialog lets you specify what type a component you want to add to a specific workstation.

1. Select the type of component you want to add, for example, printer or software.
2. If necessary, select the workstation to which you want to add the component by clicking on the Browse button in the Assign to Workstation section and then completing the Browse for Workstation dialog. If you were viewing the component list for a workstation, the workstation will already be listed in the Assign to Workstation section.
3. Click on the OK button.

## Select Task Server

The Select Task Server dialog lets you select the Task Server or group of Task Servers that you want to handle the task you are submitting. By default, any available Task Server handles a task.

To select a Task Server

1. If you want to specify a particular Task Server for this task, open the Public Task Servers container or the container for a domain and select the Task Server you want.
2. If you want *any* public Task Server or *any* Task Server in a Collection Domain to handle the task, select the Public Task Servers container or the domain container. When your task is submitted, any available Task Server in the group (container) you selected will handle the task.
3. Click on the OK button.

## Stop Inventory Process

You have two options for stopping the inventory process:

- You can stop the inventory process immediately. In this case, ZENworks Asset Management will cancel any active scans and tasks and discard any workstation inventory files (.wif) that were waiting to be loaded.
- You can stop the inventory process after a specified amount of time so that ZENworks Asset Management has a chance to complete any scans, tasks, or loads in progress.

When you stop the inventory process, you stop all your Collection Servers and Task Servers. Unless you are working with user-defined fields, other ZENworks Asset Management users can still log onto ZENworks Asset Management Manager.

1. If you want to wait for scans and/or tasks to complete, select the Wait option, specify the number of minutes you want to wait, and click on the OK button. Otherwise, just click on the OK button.
2. If you opted to wait, and the time you specified has gone by without all the scans or tasks being completed, you will once again be given three choices:
  - You can stop the process immediately. Select the Stop Immediately option button and click on the OK button.
  - You can continue to wait for some number of minutes again. Select the Wait option button, enter a number of minutes, and click on the OK button.
  - You can change your mind about stopping the inventory process at this time and click on the Restart button. This will start up the inventory process again.

The Manager will inform you when the inventory process is stopped (or re-started).

### TIPS

- While the inventory process is shutting down, you can check the status of your Collection Servers, Task Servers, and tasks in the process control panel. The status of the servers will read "Inventory Stopped" as they are stopped. If, however, you previously stopped a server yourself, its status will read "Stopped" to indicate it was not stopped as a result of the inventory process shut-down.
- After you complete the activity which required you to stop the inventory process you must start it again. Until you do, no collections will take place on any workstations and no tasks will run.

## Preferences

The Preferences dialog lets you customize some aspects of ZENworks Asset Management Manager's behavior. For example, you can control how the Manager displays the names of workstation users, whether it asks you to confirm the deletion of items on locator tabs, and whether it asks you to confirm a scan on demand.

**NOTE:** The user preferences affect just what *you* see or experience; any changes to these settings have no effect on other ZENworks Asset Management users.

1. To display the names of workstation users in a format other than last name followed by first name, select a different option in the Display Workstation User Name As section.
2. If you do not want to be asked to confirm deletions on locator tabs, clear the Display Delete Confirmation on Locator Tabs check box.
3. If you want to confirm that a scan on demand has taken place, select the Confirm Scan on Demand check box.
4. Click on the OK button.

## View Collection Server/Task Server Errors

The View Collection Server Errors dialog or View Task Server Error dialog lets you review any errors that have occurred on a Collection Server or Task Server. By default, ZENworks Asset Management lists severe errors only, but you have the option of viewing warning or informational errors, as well as of filtering errors by date or description.

1. Review the errors listed.
2. To see an updated list of errors, click on the Refresh button.
3. To view different errors, edit the filter above the error list by selecting Level, Date, or Description; selecting an operator; specifying the value that you want to match; and clicking on the Filter button. For example, to see informational errors you would select Level and the = operator and then type **info**. (The possible values you can enter for the error level are **severe**, **warning**, or **info**.)
4. To display the errors in a different order, click on the Date, Level, or Description column heading.
5. To obtain more details about an error, select it. ZENworks Asset Management will display the additional information in the Detailed Description box.
6. To obtain even more details (if available) about an error, double-click on it.
7. Click on the Close button after you finish reviewing the errors.

## View Errors

1. Select Collection Server or Workstations to indicate which kinds of errors you want to see.
2. Click on the OK button.

## View Workstation Errors

The View Workstation Errors dialog lets you review errors that occurred on workstations. By default, ZENworks Asset Management lists severe errors only, but you have the option of viewing warning or informational messages, as well as of filtering errors by workstation or primary user.

1. To see an updated list of workstations with errors, click on the Refresh button.
2. To view different errors, edit the filter in the Available Workstations section by selecting Error Level, Workstation, or Primary User; selecting an operator; specifying the value that you want to match; and clicking on the Filter button. For example, to see informational errors you would select Error Level and the = operator and then type **info**. (The possible values you can enter for the error level are **severe**, **warning**, or **info**.)
3. To display the errors in a different order, click on the Workstation, Primary User, or Error Level column heading.
4. To see a complete list of errors for a particular workstation, select it in the Available Workstations section. ZENworks Asset Management will then display all the errors for the workstation in the Errors for Selected Workstation section of the dialog. To display the workstation errors in a different order, click on the Date, Module, Level, or Description column heading.
5. To obtain more details about a particular error, select it. ZENworks Asset Management will display the additional information in the Detailed Description box.
6. To obtain even more details (if available) about an error, double-click on it.
7. Click on the Close button after you finish reviewing the errors.

## Web Console Management

The Web Console Management dialog lets you specify the name of the server where you installed the ZENworks Asset Management Web Console.

1. Enter the name of the server.
2. Click on the OK button.


## Workstations Tab

The Workstations tab in the Collection Option Set window lets you specify filter criteria for selecting the workstations to be scanned.

If you are using multiple collection option sets, you may want some collection option sets to apply only to certain workstations associated with a Collection Domain or Collection Server. For example, you could specify a department or building as your criterion. If you do not specify any workstation filter criteria, all the workstations associated with a Collection Domain or Collection Server are scanned.

Specifying the filter criteria for workstations is very similar to setting up a filter for a query in ZENworks Asset Management. Just as in a query, each workstation criterion includes a field, an operator, and a value, for example, Department = Marketing.

### To select workstations for scanning

1. If you are planning to group some criteria by using parentheses, select ( in the column labeled (.
2. Select the field on which you want to filter by doing the following:
  - Click on a cell in the Field column.
  - Click on the right arrow in the cell to display a menu of available fields.
  - Select a field, for example, Department.
3. In the Operator column, select an operator.
4. Click on the Value column and then enter or select a value, for example, Marketing.
5. If you selected an open parenthesis in step 2, and the criterion in this row represents the end of your group of criteria, select ) in the column labeled ).
6. Unless this is the last or only criterion you want to specify, select AND or OR in the Combine column to indicate the relationship between the criterion you have just defined and the one that will follow in the next row.
7. Continue defining criteria as described in steps 1 to 6. When done, check the criteria to make sure you have set them up and combined them the way you want. Do any of the following to make changes:
  - To insert a blank row before the current row, click on the Insert Row button.
  - To delete the current row, click on the Clear Row button.
  - To clear all the rows in the Define Filter Criteria section, click on the Clear All button.
8. If you have finished making changes to the collection option set, either click on  on the toolbar or click on the File menu and click on Save. If asked, provide a name for the collection option set.

## ZENworks Asset Management Terms

### administrator

A ZENworks Asset Management user who has editing privileges of the inventory data and control over the inventory process. An administrator's role can be enterprise-wide or restricted to a Collection Domain. See domain administrator , enterprise administrator .

### analyst

A ZENworks Asset Management user who has read-only privileges of the inventory data. Such a user can analyze the data using queries and reports. An analyst's role can be enterprise-wide or restricted to a Collection Domain. See domain analyst, enterprise analyst.

### assistant

A ZENworks Asset Management user who has editing privileges of the inventory data. Such a user can both analyze the data using queries and reports and change it. An assistant's role can be enterprise-wide or restricted to a Collection Domain. See domain assistant, enterprise assistant.

### auxiliary data

Additional information about a workstation that can include IRQ, I/O, or DMA maps and configuration files. The data can be viewed with ZENworks Asset Management Manager.

This data is not stored in the ZENworks Asset Management database. It is stored in the \FileStore\WAFDir folder in your ZENworks Asset Management installation folder.

### checking out

The process of unloading a workstation from the inventory database and making it unavailable for editing. ZENworks Asset Management automatically checks out workstations when they are being scanned and then checks them back in.

### client applications

The three ZENworks Asset Management applications that run on a workstation to ensure that inventory data is collected from it: Collection Client, Collector, and Collection Editor.

### Collection Client

The ZENworks Asset Management application that runs on a workstation and manages the inventory process on the workstation according to instructions received from the Collection Server with which the workstation is associated. For example, the Collection Client ensures that the Collector runs as scheduled and that files are updated as necessary.

**Note:** A client checks its ZENworks Asset Management Collection Server's DNS name every 24 hours (assuming the workstation is running) to make sure it hasn't changed. If the name changes, the collection client reconnects to the updated collection server.

### Collection Domain

An organizational tool for grouping together one or more Collection Servers to help you manage the inventory process. (The grouping is completely up to you.) Task Servers can also be assigned to Collection Domains to help in task management. A ZENworks Asset Management installation always includes at least one Collection Domain.

### Collection Editor

The ZENworks Asset Management application that can run on a workstation during the inventory process so that a workstation user can review and edit inventory data.

### collection option set

A group of settings that controls many aspects of the inventory process on workstations, for example, which applications run during a scan, which collection schedule is in effect, or which workstations are to be scanned. Collection option sets are assigned to Collection Domains and Servers to control the nature and timing of the inventory process on their associated workstations.



## **See Also**

standard option set

new workstation option set

scan now option set

## **collection schedule**

A schedule that controls the timing of collections on workstations. A collection schedule is put into effect by being associated with a collection option set, which in turn is associated with a Collection Domain or Server.

## **Collection Server**

The ZENworks Asset Management application (and machine on which it is running) that is responsible for providing instructions to the Collection Clients on its associated workstations based on the collection option set (and its associated collection schedule) that you assigned to the Collection Server. A Collection Server also receives workstation inventory files from its workstations and loads the data into the inventory database. You can set up several Collection Servers to organize and distribute the inventory process at your organization and you can group Collection Servers into Collection Domains as a further organizational aid.

## **Collector**

The ZENworks Asset Management inventory discovery application that scans the hardware and software on a workstation and performs product recognition. The Collection Client on the workstation ensures that the Collector runs when scheduled.

## **component**

A hardware or software product installed on a workstation, for example, a network interface card, a processor, or Microsoft Word 2000. A component includes data specific to the workstation, such as processor speed or the location of a software application.

## **Component List window**

A window you can display after running a workstation query to list all the components of the workstation.

## **container**

A special type of folder in ZENworks Asset Management Manager. In terms of the hierarchy of a locator tab, containers are at the highest level and can in turn include other containers, folders, and items such as queries or schedules.

## **Current Task**

The Current Task column shows the name of the task currently running on the Task Server. (To see more details about the task, click on the Tasks tab in the process control panel.)

## **demotion**

The process by which an enterprise administrator moves a public collection schedule or collection option set to the domain level so that it is no longer available to all ZENworks Asset Management users.

## **domain**

See Collection Domain.

## **domain administrator**

A ZENworks Asset Management user with the privileges to manage one or more Collection Domains by setting up collection schedules and options and by analyzing and maintaining inventory data from the domain(s). A domain administrator cannot perform administrative or maintenance activities that affect the entire enterprise. See also enterprise administrator.

**domain analyst**

A ZENworks Asset Management user with read-only privileges for the inventory data for a Collection Domain. A domain analyst can run reports and queries, but cannot perform any administrative or maintenance activities. See also enterprise analyst.

**domain assistant**

A ZENworks Asset Management user with editing privileges for the inventory data for a Collection Domain. A domain assistant can analyze and change inventory data, but cannot perform any administrative activities related to the inventory process. See also enterprise assistant.

**edit mask**

A template that requires a user to enter information (such as a telephone number) in a particular format.

**enterprise**

The entire ZENworks Asset Management installation consisting of one or more Collection Domains.

**enterprise administrator**

A ZENworks Asset Management user with the highest privileges. Such an administrator can manage all aspects of the inventory process for the entire organization - across all Collection Domains - including creating other ZENworks Asset Management users. See also domain administrator.

**enterprise analyst**

A ZENworks Asset Management user with read-only privileges for the inventory data for the whole enterprise. An analyst can run reports and queries, but cannot perform any administrative or maintenance activities. See also domain analyst.

**enterprise assistant**

A ZENworks Asset Management user with editing privileges for the inventory data for the entire enterprise. An enterprise assistant can analyze and change inventory data, but cannot perform any administrative activities related to the inventory process. See also domain assistant.

**File Store**

ZENworks Asset Management non-database files that reside in a shared folder structure on the network or on an FTP server. In an Enterprise Deployment, the File Store needs to be accessible to all Task Servers, Collection Servers, and ZENworks Asset Management Managers.

**FNI (files-not-identified) data**

Information that identifies software product files that the Collector could not recognize during the scan of a workstation. You can review FNI data in ZENworks Asset Management Manager and use it to establish recognition data for a software product. As a result, the Collector will identify the product correctly in future inventories.

**Host Name**

The Host Name column shows the name of the machine on which the Task Server is running.

**inventory data**

All the available data about a workstation. This data can include hardware and software data; demographic data (such as the name of the workstation user, associated department, and location); FNI data; and auxiliary data.

**inventory database**

The database in which ZENworks Asset Management stores and maintains the data collected from workstations.

### **local product**

A product (such as an internally-developed piece of software) that is not one of the products defined by Novell. A local product is usually defined by a ZENworks Asset Management enterprise administrator or, in some cases, by a workstation user.

### **locator tab**

A tab that lists related items in the locator window. For example, the Query locator tab lists queries; the Management locator tab lists schedules, collection option sets, Collection Domains, Collection Servers, and Task Servers.

### **locator window**

A ZENworks Asset Management window that displays organized lists of items (for example, schedules, queries, reports, or Collection Domains) to help you find and manage these items. The lists appear on locator tabs.

### **Lost and Found**

A special stockroom created and maintained by ZENworks Asset Management for tracking previously discovered components that come up missing in subsequent inventories.

Only components with serial numbers or asset tag numbers will be added to the Lost and Found.

### **manually-entered workstation**

A workstation that has been manually entered into the ZENworks Asset Management database with ZENworks Asset Management Manager.

### **menu**

A list of available ZENworks Asset Management Manager commands. Menu names appear in a menu bar near the top of the window.

### **menu bar**

A horizontal bar near the top of a window containing the names of the ZENworks Asset Management Manager menus, for example, File and Edit.

### **network discovery task**

A task that performs a scan of a network to obtain data about devices on your network, for example, hubs, routers, printers, or switches.

### **new workstation option set**

A collection option set that is used for scanning new workstations in the enterprise (in contrast to standard option sets or scan now option sets).

### **not-yet-scanned workstation**

A workstation on which the client applications have been installed, but no scan has occurred.

### **ODBC (Open Database Connectivity) data source**

Information about your database that Crystal Reports (used by ZENworks Asset Management) requires so that it can connect to the database to generate reports.

### **Port**

The Port column provides the port number of the Task Server.

**portable collection**

The process of making the media that includes the software for gathering inventory data manually from a workstation, going to the workstation(s) and running the software from the media you created, and using a wizard to load the collected data into the ZENworks Asset Management inventory database. Ordinarily, the collection process is automated so these steps are not necessary.

**process control panel**

A window in ZENworks Asset Management Manager in which you can view and manage data related to the inventory process and to tasks. For example, you can check the status of your Collection Servers or tasks, view errors reported on workstations, or see which users are currently using the Manager.

**product**

A piece of hardware or software identified by its type, manufacturer, name, and model (or version). ZENworks Asset Management includes thousands of products that are already defined so that the Collector can identify them. A ZENworks Asset Management enterprise administrator can define additional products known as local products.

**product classification**

The way ZENworks Asset Management groups products by type, category, and subcategory.

**product category**

The classification of a product within a product type. For example, software products include categories such as accounting, graphics, or spreadsheet. Hardware product categories often correspond to the product type, for example, printer or monitor. ZENworks Asset Management includes many pre-defined product categories, and you can define additional categories of your own.

**product knowledgebase**

A knowledgebase developed and maintained by Novell used to identify installed hardware and software products and to present a license view of installed software.

**product subcategory**

The further classification of a product within a product category. For example, payroll is a subcategory of the accounting category and inkjet is a subcategory of the printer category. ZENworks Asset Management includes many pre-defined subcategories, and you can define additional subcategories of your own.

**product type**

The classification of a product according to its inherent characteristics, for example, software, memory module, or printer. ZENworks Asset Management includes pre-defined product types which cannot be changed.

**promotion**

The process by which an enterprise administrator makes public a domain collection schedule or collection option set so that it is available to all ZENworks Asset Management users. Enterprise administrators can also promote their personal reports or personal queries so all users can run them.

**purge**

The process of removing obsolete workstation, task, or error data from the database.

**query**

A set of criteria that ZENworks Asset Management Manager uses to find specific data in the inventory database and display it on the screen.

**query results window**

In the query tool, the bottom window where ZENworks Asset Management Manager displays the inventory data that matched the criteria in the query.

### **query tool**

A two-window display in the workspace that shows a query and its results. See also query window and query results window.

### **query window**

In the query tool, the top window where you display and define the criteria that make up the query.

### **recognition data**

The information used by the Collector to identify a hardware or software component during the scan of a workstation.

### **scan**

The process of collecting inventory data from workstations.

### **scan now option set**

A collection option set that is used for scanning workstations on demand (outside their regular inventory cycle), including portable collections and server scans. (Other types of collection option sets include standard option sets and new workstation option sets .)

### **server inventory type**

An inventory type referring to Novell NetWare servers.

### **Server Status**

The Server Status column shows the current status of the Task Server:

- **Starting** - The Task Server is in the process of starting.
- **Started** - The Task Server is in its normal state (running).
- **Stopping** - The Task Server is in the process of stopping.
- **Stopped** - The Task Server has been stopped by an administrator.
- **Unavailable** - Either the service is currently stopped or a serious condition (such as a problem with a network cable or card) is preventing the Task Server from communicating with the inventory database. This status appears in red to warn you the Task Server is not working.
- **Inventory Stopped** - The Task Server has been stopped because the entire inventory process has been stopped.

### **shortcut menu**

Also known as a pop-up menu or context-sensitive menu, a menu that appears when you right-click (press the right mouse button). Such a menu offers a quick way of getting to commands that are useful in a particular context.

### **standard option set**

A collection option set that controls your regular inventory cycles (in contrast to a new workstation option set or scan now option set).

### **status bar**

The line at the bottom of the ZENworks Asset Management Manager window that provides information about the current status of the application.

### **stockroom**

Components that are currently not associated with a particular workstation, but are grouped together for organizational reasons, for example, spare computer parts for the Sales Department or components currently being repaired. You can create and manage stockrooms with ZENworks Asset Management Manager.

**system component**

The component at the heart of every workstation - the computer itself, as identified by manufacturer, product, and model, for example, Dell Dimension XPS.

**task**

A scheduled report, scheduled PRU (Product Recognition Update), network discovery, or purge managed by a Task Server.

**Task Server**

The ZENworks Asset Management application that is responsible for executing tasks. In an Enterprise Deployment of ZENworks Asset Management, you can set up several Task Servers that are either public (available to the entire enterprise) or associated with a specific Collection Domain.

**Task Type**

The Task Type column indicates what kind of task is running: report, purge, or PRU.

**TCP/IP Address**

The TCP/IP Address column provides the TCP/IP address of the Task Server.

**toolbar**

The line of buttons below the menu bar that gives you quick access to frequently-performed tasks.

**user-defined field**

A field an enterprise administrator can set up to track additional inventory information about a component, product, user, or workstation, for example, a purchase date or home telephone number.

**workspace**

The area in the ZENworks Asset Management Manager window where you can see and work with an item such as a schedule or collection option set.

**workstation**

Any computer for which you have inventory data in the ZENworks Asset Management database.

**workstation auxiliary file (.waf)**

A file with the extension .waf that includes information about configuration files gathered by the Collector. This data does not get loaded into the inventory database, but you can examine it with ZENworks Asset Management Manager. See also auxiliary data.

**workstation inventory file (.wif)**

A file with the extension .wif that includes all the user, component, and product information for a workstation. This information is gathered automatically by the Collector or entered by the user with the Collection Editor and then loaded automatically into the inventory database.

**workstation user**

The user associated with a workstation from which inventory data is collected.

**ZENworks Asset Management Manager**

The ZENworks Asset Management application that lets you customize and manage your ZENworks Asset Management installation.

### **ZENworks Asset Management Network Discovery Engine**

The ZENworks Asset Management application that collects data about devices on your network, for example, hubs, routers, printers, or switches. The engine uses Internet Protocol (IP), Simple Network Management Protocol (SNMP), and Windows Management Interface (WMI) standards to identify any networked device with an IP address.

### **ZENworks Asset Management Software Compliance**

The Web-based ZENworks Asset Management application that lets you import or enter purchasing information and reconcile this information with products that you have installed and that have been discovered during the inventory process. You run ZENworks Asset Management Software Compliance from the ZENworks Asset Management Web Console.

### **ZENworks Asset Management Usage Monitor**

The ZENworks Asset Management application that lets you track and analyze how software is being used on workstations.

### **ZENworks Asset Management user**

A user who has been granted access to the ZENworks Asset Management inventory database and assigned the role of enterprise administrator, enterprise assistant, enterprise analyst, domain administrator, domain assistant, or domain analyst. A user's role determines the type of activities the user can perform with ZENworks Asset Management Manager.

### **ZENworks Asset Management Web Console**

The main access point for all Web-based ZENworks Asset Management features and reports. The Web Console gives you access to your network device inventory data, Web reports, and ZENworks Asset Management Software Compliance. You can access the ZENworks Asset Management Web Console directly from Internet Explorer or from ZENworks Asset Management Manager.

# Novell® ZENworks® Asset Management 7

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USING THE WEB CONSOLE

March 2006



Novell®



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# Using the Web Console

The ZENworks Asset Management Web Console is divided into four sections, indicated by the following tabs on the navigation bar:

- **The Home tab** - appears by default when you log in. Get an overview of what's available from the Web Console, with links to more in-depth information available from the Novell web site.
- **The Reports tab** - view the reports available through the ZENworks Asset Management Usage Monitor. In many of the reports, you can specify various search and filter criteria to help you view the data you are interested in. You can also export your report data into a spreadsheet.
- **The Network Discovery tab** - view and manage the printers, hubs, routers, and other network hardware discovered through the ZENworks Asset Management Network Discovery Engine.
- **The Software Compliance tab** - reconcile purchased products to discovered products, and view software compliance reports, to help you keep on top of the status of your software compliance.

All ZENworks Asset Management users have access privileges to the Home and Reports tabs. You must be an enterprise level user and be properly licensed to access either the Network Discovery or Software Compliance tabs. For more information, see Security and Access.

## Customizing the Web Console

To a certain extent, you can customize the Web Console. For more information see Web Console Options.

## Logging In to the Web Console

You can launch the Web Console in two ways. For each method, the Log-In procedure is slightly different:

- **From ZENworks Asset Management Manager** - You do not have to log in to the web console; your Manager authentication is used automatically. The default tab appears immediately.
- **Using a URL supplied your ZENworks Asset Management administrator** - when you first enter the Web Console from a URL, a Log In page appears. Enter the user name and password supplied by your administrator.

## Logging Out of the Web Console

To log out of the Web Console:

- Click **Log Out** at the top right of the Web Console, or exit your browser.

## Security and Access

Your level of user role determines which data you are able to access, view or edit.

- Each Web Console tab has its own default limitations with respect to user roles, as described in the Web Console Tabs and User Roles table. An Enterprise Administrator can limit any user's access to any Web Console tab.
- Each User Role has its own limitations with respect to Custom reports, as described in the Custom Reports and User Roles table.

### Web Console Tabs and User Roles

The table below shows the level of access to Web Console tabs for each User Role.

**Note:** The table below shows the default access for users. An Enterprise Administrator can place further limitations on any user's access.

	Web Console Tab			
User Role	<i>Reports Inventory ▾ Usage</i>	<i>Network Discovery</i>	<i>Software Compliance</i>	<i>Admin</i>
<i>Enterprise Administrator</i>	View all data	View, Add, Edit, Delete	View, Add, Edit, Delete	View, Add, Edit, Delete
<i>Enterprise Assistant</i>	View all data	View, Add, Edit, Delete	View, Add, Edit, Delete	View, Add, Edit, Delete
<i>Enterprise Analyst</i>	View all data	View Only	View Reports only	No access
<i>Domain Administrator</i>	View your domain(s) only	No access	No access	No access
<i>Domain Assistant</i>	View your domain(s) only	No access	No access	No access
<i>Domain Analyst</i>	View your domain(s) only	No access	No access	No access

## Custom Reports and User Roles

The table below shows the default level of access to Custom Reports for each User Role and Web Console tab.

- "All functions" includes creating, editing, exporting and importing report definitions.
- Only an Enterprise Administrator or the creator of a custom report can edit or delete it. When you copy a report, you become the creator of the copy.
- These are only the default settings. An Enterprise Administrator can limit access to any tab (and to specific report folders within that tab) for any user, including another Enterprise Administrator .

	Web Console Tab		
User Role	Reports Inventory ▢ Usage	Network Discovery	Software Compliance
Enterprise Administrator	All domains	All domains	All domains
	All functions	All functions	All functions
Enterprise Assistant	All domains	All domains	All domains
	All functions	All functions	All functions
Enterprise Analyst	View existing reports only	View existing reports only	View existing reports only
Domain Administrator	View your domain(s) only	No access	No access
	All functions		
Domain Assistant	View your domain(s) only	No access	No access
	All functions		
Domain Analyst	View your domain(s) only	No access	No access
	View existing reports only		

## About Tab- and Folder-level Security

By default, a user is given access defined by the role assigned to the user. Within those access limits, an Enterprise Administrator can further limit access for that user.

A user can be prevented from viewing the following:

- Any tab normally available by default
- Any pre-defined report folder
- Any custom report folder

## The Reports Tab

Use the Reports tab to:

- View the reports available through ZENworks Asset Management and the ZENworks Asset Management Usage Monitor
- Use the search filters to view subsets of the data available through the reports.
- Export your report data into a spreadsheet

.

### User Level and Data Visibility

All ZENworks Asset Management users have access to the Reports tab. The data you see, however, depends on your user role:

- **Domain-level users** have access only to information about the workstations in the domains to which you have access.
- **Enterprise-level users** have access to inventory data about all workstations in your ZENworks Asset Management database.

For more information on user roles and access, see [Security and Access](#).

For more information on the Reports tab, see [Using the Reports Tab](#).

## The Network Discovery Tab

Use the Network Discovery to view and manage the printers, hubs, routers, and other network hardware discovered through the ZENworks Asset Management Network Discovery Engine.

**Note:** Your user role determines your level of access to the Network Discovery tab. For more information, see [Security and Access](#).

For information on using the Network Discovery tab, see [Using the Network Discovery Tab](#).



## The Software Compliance Tab

Use the Software Compliance tab to:

- View, add, and edit software purchase records
- Reconcile purchased products with discovered products
- View software compliance reports
- Export report data to a spreadsheet

**Note:** Access to this tab is determined by your user role. See Security and Access for more information.

Software Compliance Overview

Purchase Record Overview

Product Catalog Overview

Discovered Product Overview

License Record Overview

## The Admin Tab

Use the Admin Tab to manage your ZENworks Asset Management users, and to manage your list of local products.

**Note:** You must be logged in as an Enterprise Administrator or Enterprise Assistant to access the Admin Tab.

On the Admin Tab, you can do the following:

- View a list of current users
- Add a new user
- Edit an existing user
- Change a User's password
- Delete an existing user

You can also manage local products (products not currently in the Novell License Knowledgebase.)

You can:

- View a list of local products
- Edit a local product's details
- Merge two or more local products
- Remove a software file from a local product
- Delete a local product

**See also**

- [Create Local Products](#)
- [Page Reference for Local Products](#)

## Using Custom Reports and Alerts

In addition to viewing the pre-defined reports in the Reports, Network Discovery and Software Compliance tabs, you can create custom reports in any of these tabs for a wide variety of purposes.

Any of these reports can be viewed and printed, but you can also schedule them to run periodically. The output can either be stored automatically for later viewing, or can be sent as an email alert.

### Custom Reports and Web Console Tabs

The options available in a custom report vary, depending on which tab the report is created in. Only options that are relevant to a particular tab appear, including column names, filtering. Each tab has its own set of reports and folders.

#### See Also

[Viewing the Custom Reports List](#)

[What You Can Do With Custom Reports](#)

[Working With Custom Reports](#)

[Working With Custom Report Folders](#)

[About Custom Report Scope](#)

[Custom Report Reference](#)

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#### See Also

[Viewing the Custom Reports List](#)

[What You Can Do With Custom Reports](#)

[Working With Custom Reports](#)

[Working With Custom Report Folders](#)

[About Custom Report Scope](#)

[Custom Report Reference](#)

## Viewing the Custom Reports List

Each tab has its own set of custom reports. Your level of permissions determines which tabs and which custom reports you can view and edit. For more information, see [Security and Access](#).

To view the Custom Reports List from the Reports and Network Discovery tabs:

1. Click the tab. A navigation tree appears in the left frame.
2. Click plus (+) to expand the Custom Reports branch of the tree.
3. Continue to expand branches of the tree until you find the report you want.

To view the Custom Reports List from the Software Compliance tab:

1. Click the Software Compliance tab. The Software Compliance home page appears.
2. From the Reports menu, choose **Alerts/Custom Reports**. The Custom Reports tree appears in the left frame.
3. Click plus (+) to expand the Custom Reports branch of the tree.
4. To return to the Software Compliance page, click **Software Compliance**.

## What You Can Do With Custom Reports

- **Run them just as they are.** A number of reports are shipped with new versions of ZENworks Asset Management.
- **Edit an existing report.** You may find that some aspect of a report does not meet your needs. In this case, you can edit the report. Novell recommends that you make a copy of the report definition before you edit it.
- **Copy an existing report.** You may find that a report meets your needs, but you would like a similar report with slightly different search criteria. For example, from the "Compliance - Adobe Products" report, you might make a "Non-compliance - Adobe Products" report. You can simply copy the definition, change the name, and change the search criteria.
- **Create a new report.** You can create a completely new report from scratch, and save it in any folder you choose.
- **Create new folders to hold report definitions.** You may find yourself creating many report definitions. You can create new folders to help you organize your definitions. You can also move reports from one folder to another.
- **Schedule a report to run periodically.** You may want to run certain reports daily, weekly, or monthly. You can schedule them to run automatically. The results of the reports appear in the Scheduled Reports Output folder.
- **Schedule a report to run as an Alert.** You can schedule a report to run periodically, with the results sent by email to one or more recipients. You can also choose to have the results stored in the Scheduled Reports Output folder.
- **Delete or rename a report.** You may find you don't need a particular report definition, or that the name is not useful. You can delete or rename the report.
- **Delete or rename a folder.** You may find you don't need a particular folder any more, or that the name is not useful. You can delete or rename the folder.
- **Import and export report definitions** - Novell and our partners may create a custom report definition for a particular purpose. If you have the proper permissions (see below), you can import these custom report definitions.

### Notes:

- Your user role determines which of the functions above you can perform. For more information user roles, see Security and Access.
- For Scheduled Reports Output, the report scope and your user role determine which reports are visible to you.

## Working With Custom Report Folders

When you first install ZENworks Asset Management, a number of pre-defined reports are included in the Custom Reports folder. By default, any new reports you create appear in a folder you are viewing when you create the report. You can create new folders, rename or delete existing folders, and move custom report definitions between folders.

### Viewing the contents of a custom report folder

You can view the contents of any folder as a report definition summary list, or as a list of links in the Custom Reports tree.

To view the contents of a custom report folder:

- Click the link for the folder whose contents you want to view. A summary list of reports contained in the folder appears in the right frame.
- Click the folder's plus (+) icon to expand the folder. A list of report definitions appears as links in the Custom Reports tree below the folder link.

### Creating a new custom report folder

You can create as many custom folders as you like. Each folder appears as a sub-folder of the Custom Reports tree.

To create a new folder:

1. In the custom reports tree, click the **Custom Reports** link. A summary of existing reports and folders appears in the right frame.
2. At the bottom of the right frame, click **Add New Folder**. The New Folder page appears in a new window.
3. Enter a name in the New Folder text box.
4. Click **Add**. The new folder appears in the Custom Reports tree.

### Renaming a custom report folder

You can rename any existing custom reports folder.

To rename a custom reports folder:

1. Click the link for the folder you want to rename. A summary list of reports appears in the right frame.
2. At the bottom of the right frame, click **Rename Folder**.
3. The Rename Folder page appears in a new window.
4. In the **New Name** box, enter a new name for the folder.
5. Click **Save**. The folder appears in the Custom Reports tree with its new name.

## Moving or copying a custom report from one folder to another

You can move an existing report from one folder to another. You can also copy a report, saving the copy in a new folder.

### To move a custom report to a different folder:

1. In the Custom Reports tree, click to select the report you want to move. A report definition summary appears in the right frame.
2. At the bottom of the right frame, click **Edit**. The selected report's definition appears in a new window.
3. In the **Folder** drop-down menu, choose the folder to which you want to move the report definition.
4. At the bottom of the report definition window, click **Save**. The report definition is moved to the new folder.

### To copy a custom report to a different folder:

1. In the Custom Reports tree, click to select the report you want to copy. A report definition summary appears in the right frame.
2. At the bottom of the right frame, click **Copy**. A copy of the selected report's definition appears in a new window.
3. In the **Name** box, enter a new name or edit the existing name.
4. In the **Folder** drop-down menu, choose the folder to which you want to save the copied report definition.
5. At the bottom of the report definition window, click **Save**. The copied report definition is saved in the new folder.

## Deleting a custom report folder

When you delete a custom report folder, you delete all report definitions contained in the folder. Be sure you want to delete all the report definitions in the selected folder.

### To delete a custom reports folder:

1. In the Custom Reports tree, click the link for the folder you want to delete. A list of reports appears in the right frame.
2. At the bottom of the right frame, click **Delete Folder**. A confirm dialog appears.
3. Click **Delete** to delete the folder. The selected folder is removed from the Custom Reports tree.

## Working With Custom Reports

You can create, edit, copy, run, rename, or delete a custom report. You can also schedule it to run periodically, either as a report to be stored in the Scheduled Reports Output folder for later viewing (or deleting), or as an alert to be E-mailed to one or more recipients, or both. You can export a custom report definition that can be imported for use on another ZENworks Asset Management server.

Reports can also depend on the output of other reports, including results in one report based on the output of another.

### Editing an existing custom report

ZENworks Asset Management comes with a number of pre-defined custom reports. Any of these reports can be edited.

**Note:** You must have the correct permissions to edit a custom report. For more information, see Security and Access.

#### To edit an existing report:

1. In any of the custom reports folders in the left frame, click the report definition you want to edit. A summary of the selected report definition appears in the right frame.
2. At the bottom of the right frame, click **Run**. The report runs, with the results appearing in the right frame. If no entries appear, no data was found that matches your report's search criteria.

For a complete reference to the Custom Report Definition window, see Custom Report Window Reference.

### Copying an existing custom report

You can create a copy of any report definition.

#### To copy an existing report:

1. In any of the custom report folders in the left frame, click the report definition you want to copy. A summary of the selected report definition appears in the right frame.
2. At the bottom of the right frame, click **Copy**. The Custom Report Definition page opens in new window. The name box contains "Copy of " and the name of the report you are copying.
3. Edit the name of the report if you want to change it.
4. Select a new folder if you want to save it in a different folder from the original.  
**Note:** If you folder you want to save it in does not exist, you can save it in the current folder and move it later.
5. Edit the Scope, Columns and Criteria areas of the copied report. For a complete reference to the Custom Report Definition window, see Custom Report Window Reference.
6. When finished, click **Save**. The new copy is saved in the selected folder.



## Creating a new custom report

You can create a completely new custom report.

### To create a new report:

1. In the left frame, click any custom report folder. A list of existing reports contained in that folder appears.
2. At the bottom of the right frame, click **New Report**. The New Report page opens in a new window.
3. Enter a name for the new report.
4. In the **Focus** area, click to choose a Focus for the report. The Focus determines which columns and search criteria are available to your report.
5. Click **Continue...** The Custom Report Definition page appears.
6. In the **Name** box, edit the name if you want to change it.
7. Enter a **Description** if you want to include one.
8. From the **Folder** drop-down list, choose the folder you want to store the report definition in.  
**Note:** If you folder you want to save it in does not exist, you can save it in the current folder and move it later.
9. Edit the Scope, Columns and Criteria areas of the new report. For a complete reference to the Custom Report Definition window, see Custom Report Window Reference. For more on Report Scope, see About Custom Report Scope.
10. If you find that you have chosen the wrong **Focus** for the report, click **Back** and choose a new focus.
11. When finished, click **Save**. The new report is saved in the selected folder.

## Creating a new Alert

Creating an Alert is identical to creating a custom report, except that you can specify one or more recipients of an E-mail message. The message can contain a link to a stored report, or you can choose to attach an Excel spreadsheet.

For more information, see Scheduling a custom report, an alert, or both.

When you save an Alert, it appears in the Alerts folder.

## Running a custom report

You can run a custom report at any time, and view its output in the right frame.

### To run a custom report:

1. In any of the custom report folders in the left frame, click the definition you want to run. A summary of the selected report definition appears in the right frame.
2. At the bottom of the right frame, click **Run**. The report runs immediately, and the results appear in the right frame.




## Scheduling a custom report, an alert, or both

You can schedule a custom report to run periodically. You can:

- Run the report and save the output to the Scheduled Reports Output folder.
- Run the report as an *Alert*, and E-mail the resulting output to one or more specified addresses.
- Run the report as an *Alert*, and E-mail the resulting output to one or more specified addresses, but also save the output to the Scheduled Reports folder.

**Note:** The addresses available in the Contacts list, the return address of the sender, and the outgoing mail server are specified in the Web Console Options page. For more information, see [Web Console Options](#).

To schedule a custom report:

1. In any of the custom report folders in the left frame, click the report definition you want to schedule. A summary of the selected report definition appears in the right frame.
2. At the bottom of the right frame, click **Schedule/Alert**. The Schedule/Alert page appears in a new window, showing the name of the selected report definition.
3. In the **Start Date** box, enter a start date, or click  and click to choose a date from the calendar.
4. From the **Frequency** drop-down menu, choose how often you want the Alert to run.
5. In the **Output** section, click to choose **Store Report Results**, **Send an Alert**, or **Both**.
6. If you want an Alert to be sent only when matching records are found and the report contains data, select **Send alert/Store results only when matching records are found**.
7. In the **Maximum Records** box, enter the maximum number of records you want to include in the report.
8. If you chose **Send an Alert** or **Both**, a number of additional options appear. In the **Delivery Format** section, choose **Excel Attachment** or **Link to Stored Report**.
9. In the **Contacts** box, click to select the recipients you want to send the alert to.
10. To move the selected recipients to the **To** box, click . To move all recipients, click . For a complete reference to the Custom Report Definition window, see the schedule section of the Custom Report Window Reference topic.
11. If you want to specify additional recipients, enter their E-mail addresses in the **Additional Recipients** box, separated by commas (,).
12. When finished, click **Save**. The Alert or report runs on the specified schedule.

## Viewing and Deleting the output of a scheduled report

Use the Scheduled Reports Output folder of the Custom Reports tree to view a list of reports whose output has been stored there. You can view the list of reports by title or by date. You can also delete any stored report.

To change the way the Scheduled Reports Output folder is organized:

1. In the Custom Reports tree, click the link for the Scheduled Reports Output folder. A Report Group selector appears in the right frame.
2. From the **Report Group** drop-down menu, choose to group reports by **Date** or by **Title**.
3. Click **Submit**. An **All Titles** or **All Dates** subfolder appears in the Scheduled Reports Output folder in the Custom Reports tree.

To view a list of available reports in the Scheduled Reports Output folder:

- In the Custom Reports tree, expand the Scheduled Reports Output folder, then expand the **All Titles** or **All Dates** subfolder. A list of stored reports appears in the Custom Reports tree. Click a report link to view the report.
- In the Custom Reports tree, expand the Scheduled Reports Output folder, then click the link for the **All Titles** or **All Dates** folder. A list of reports appears in the right frame. Click a report link to view the report.

To delete a stored report:

1. View the report as described above. The selected report appears in the right frame.
2. At the bottom of the right frame, click **Delete Report**. A confirm window appears.
3. Click **Delete** to delete the selected report. It disappears from the list of custom reports in the left frame.

## Renaming a custom report

You can rename any existing report definition.

To rename a custom report:

1. In any of the custom report folders in the left frame, click the report definition you want rename. A summary of the selected report definition appears in the right frame.
2. At the bottom of the right frame, click **Edit**. The Custom Report Definition page appears in a new window.
3. In the **Name** box, edit the report name.
4. When finished, click **Save**. The selected report definition appears in the selected folder with the new name.

## Deleting a custom report

You can delete a custom report definition.

**Caution:** You cannot retrieve a report definition once you have deleted it.

**To delete a custom report definition:**

1. In any of the custom report folders in the left frame, click the report definition you want delete. A summary of the selected report definition appears in the right frame.
2. At the bottom of the right frame, click **Delete**. The Custom Report Definition page disappears from the Custom Reports tree.

## Importing and Exporting Custom Report Definitions

You can import a custom report definition created on another ZENworks Asset Management system. You can also export your own custom report definitions for use on other ZENworks Asset Management systems.

**Note:** You must have proper permissions to import a report definition. For more information, see Security and Access.

**To import a report definition:**

1. Click the link for **Custom Reports**. A list of report folders appears in the right frame.
2. At the bottom of the right frame, click **Import Custom Report Definition**. The Import Custom Report Definition window appears.
3. Click **Browse...** and locate the file containing the custom report definition.
4. Click **Import**. The selected report appears in the Imported Report Definitions folder.

**Note:** If you do not already have one, an Imported Report Definitions folder is created for you automatically.

**To export a report definition:**

1. In the Custom Reports tree, click the link for the custom report definition you want to export. A summary of the report definition appears in the right frame.
2. In the lower right corner of the right frame, click **Export**. A standard Save As dialog appears.
3. Choose a location for the file, and click **Save**. The report definition is saved in a file at the specified location.

## Dependent Reports

When creating custom reports on the Reports tab or the Network Discovery tab, you can make the results in one report depend on the output of another report.

You could use this feature, for example, to create a report that shows all workstations in Building □ that have a particular application installed (or not installed).

### Dependent Reports in the Reports Tab

In the Reports tab, a report can depend on any *Workstation report*.

You can specify that results from your report appear only if a workstation appears in another report. This is useful, for example, if you want to show workstations in a particular group that do not have a certain product installed on them.

### Dependent Reports in the Network Discovery Tab



In the Network Discovery Tab, a report can depend on any *Network Device report*.

You can specify that results from your report appear only if a network device appears in another report. This is useful, for example, if you want to show all buildings in a particular group in which a certain network device is installed.

## Creating a Dependent Report

The process for creating a dependent report is the same

**To nest a report, or have it depend on the output of another report (Reports tab):**

1. Create or edit the report.
2. In the Custom Report Definition's **Criteria** section, click  to add a line.
3. If you are creating a report from the Reports tab, choose **Workstation** from the **Field** drop-down menu. The **Operator** box changes to **in report**.  
If you are creating a report from the Network Discovery tab, choose **Network Device** from the **Field** drop-down menu. The **Operator** box changes to **in report**.
4. If you want the results of the report to depend on workstations or network devices that appear in the report, leave the **Operator** setting as is.  
If you want the results to appear if the workstation or network device does not exist, choose **not in report** from the **Operator** drop-down menu.
5. Click , then choose the report you want this report to depend on.
6. Choose the rest of the criteria for the report.

For example, if you want to show all Workstations in Building X that have Excel installed, you would:

1. On the Reports tab, create a report that shows workstations from Building X, (named *Workstations in Building X*).
2. Create a report showing Workstations that have Excel installed (Product = "Excel").
3. Add a line to the **Criteria** section that depends on the *Workstations in Building X* report.

When you run the report, it shows only those workstations in Building X that have Excel installed.

## About Custom Report Scope

The scope of a report definition is the area of the enterprise that it has access to.

- If the scope of the report definition is the *entire enterprise*, the report produces results from the entire enterprise.
- If the scope of the report definition is a *list of domains*, the report produces results only from those domains.

### How does the report scope get assigned?

When you create a report definition, it is assigned a scope.

- If you do nothing, your scope is assigned to the report definition. For example, if the you are an enterprise level user, the report has access to all domains.
- If you are a domain level user, the report has access to just the domains that you have access to.

### How does the report scope affect what you see?

You can see only those report definitions, schedules, and stored results whose scope is a subset of your scope. The scope of a stored result is the same as the scope of the report definition at the time the stored result was created.

You can change scope of the report definition, but a stored result always has the scope it was created with.

### How do you set or change the report scope?

You change the scope of a report definition the Custom Report Definition detail page. The scope also appears in the header of all custom reports. For more information on editing the report scope, see [Working With Custom Reports](#). For a complete reference to the Custom Report Definition window, see [Custom Report Window Reference](#).

The choices available for scope depend on your user role and the domains you have access to.

- Enterprise level users can choose ☐All Domains or any combination of domains.
- Domain level users can choose only from the domains they have access to.

For more information, see [Security and Access](#).

## Custom Report Reference

The following sections describe the elements that appear in various pages of the Custom Reports features.

### Custom Report Definition Summary

Use the Custom Report Definition Summary window to view a summary of the Custom Report Definition.

- **Description** - Descriptive text about the report
- **Type** - Report type and focus
- **Columns** - A list of columns in the report
- **Criteria** - The search criteria for the report
- **Scope** - The report scope
- **Creator** - The user who created the report
- **Creation Date** - The date the report was created
- **Last Run Date** - The date that the report was last run

Use the commands at the bottom of the right frame as follows:

- **Run** - Run the selected report immediately.
- **Schedule/Alert** - Schedule the selected report to run at a specified time, for a specified period, as a stored report, as an alert or both.
- **Edit, Edit Report Definition** - Edit the definition of the selected report.
- **Copy** - Create a copy of the selected report.
- **Delete** - Delete the selected report.
- **Export** - Save the report definition to a file that can be imported by another ZENworks Asset Management system.
- **Excel** - Export the viewed records of the report to an Excel spreadsheet.
- **Excel All** - Export all records in the report to an Excel spreadsheet.
- **PDF** - Convert the report to a PDF file.
- **Graph** - Convert the data in the report to a graph, and output to a PDF.


## New Report Window

Use the New Report Window to set the name and focus for a custom report. This is the first step in creating a new custom report.

- **Name** - Enter a name for the new report.
- **Focus** - Click to choose a focus for the report. Choosing a focus determines the available columns and search criteria for the new report. New focus options may appear with new releases.

## Custom Report Definition Window

Use the Custom Report Definition Window to create or edit report definitions. Through this window, you can specify all the information necessary to create a wide variety of reports.

- **Name** - Enter or edit the name for the report.
- **Folder** - Choose a folder in which you want to save the report definition. Use this control to move an existing report from one folder to another, or to specify a destination folder for a new report.
- **Description** - Enter text to describe the report. This description appears in the Report Definition Summary.
- **Type** - Shows the selected focus for the report.
- **Scope** - Set a scope for the report. Click  to choose a domain. For more information, see Custom Report Window Reference.
- **Columns**



**Add a column to the report.** Click to move a selected column name from the *Available* box to the *Displayed* box.



**Add all columns to the report.** Click to move all column names from the *Available* box to the *Displayed* box.



**Remove a column from the report.** Click to move a selected column name from the *Displayed* box to the *Available* box.



**Remove all columns from the report.** Click to move all column names from the *Displayed* box to the *Available* box.



**Move the selected column up.** Click to move the selected column toward the top of the list in the *Displayed* box. This moves the column to the left in the report.



**Move the selected column down.** Click to move the selected column toward the bottom of the list in the *Displayed* box. This moves the column to the right in the report.



- **Criteria**

Use the criteria to include or exclude entries in the report based on a value in the database.



**Add search criteria** - Click to add another line of search criteria.



**Remove search criteria** - Click to remove the selected line from the search criteria.



**Choose from a list of available values** - Click to select from a list of available values for the selected criteria field.



**Choose a date from a calendar** - Click to view a calendar on which you can click to choose a date.

**Note:**

Many Custom Reports appear with default criteria. Except in Custom Reports, ZENworks Asset Management automatically filters out the following:

- Workstations that have been marked as deleted
- Products that have been deleted

In Custom Reports, however, you can view workstations and products that have been deleted. For this reason, default criteria in the Custom Reports definitions have been established to filter deleted products and workstations. These criteria can be removed so that deleted workstations and products can be included.

- **Summary Criteria** - Some Custom Report types offer *Summary Criteria* in addition to standard criteria. Use summary criteria to include or exclude entries in the report based on a calculated value.


Each available option in the **Summary Field** drop-down menu corresponds to an available column in the **Columns** section. Summary criteria are added exactly in the same way as other criteria.

**Example:** Many reports include an Installations column, which is available as Summary Criteria. If you want to see only products for which you have more than 100 installations, add a Summary Criteria entry as follows:

```
Installations > 100
```

## Schedule Window

Use the Schedule/Alert window to schedule the selected report, either to be stored or to be E-mailed as an alert.

- **Start Date** - Enter a date in the **Start Date** box, or click  to select a date from a calendar window.
- **Frequency** - Choose from the **Frequency** drop-down menu to specify how often you want the report to be run.
- **Maximum Records** - Enter a value in the **Maximum Records** box to limit the number of entries in the report.
- **Output** - Click to choose a destination for the output of the report.

Click **Store Report Results** to store the report in the Scheduled Reports Output folder.

Click **Send an Alert (E-mail)** to send the report as an E-mail alert to the specified recipients.

Click **Both** to store the report results and send them as an E-mail alert.

- **Non-empty results only** - Select or clear this check box to choose whether the result should be stored or E-mailed if the resulting report is empty.

### If **Send an Alert (E-mail)** or **Both** is selected

- **Delivery Format** - Choose a format for the delivery of the Alert.

Click **Excel Attachment** to send the report in Excel format as an attachment to the E-mail.

Click **Link to Stored Report** to send an E-mail containing links to the stored report and an Excel file stored on the Web Console Server.

- **From** - Shows the E-mail address of the sender.
- **Recipients** - Choose recipients from the **Contacts** list:



**Add an E-mail recipient to the Alert.** Click to move a selected E-mail recipient from the **Contacts** box to the **To** box.



**Add all E-mail recipients to the Alert.** Click to move all E-mail recipients from the **Contacts** box to the **To** box.



**Remove an E-mail recipient from the Alert.** Click to move a selected E-mail recipient from the **To** box to the **Contacts** box.



**Remove all E-mail recipients from the Alert.** Click to move all E-mail recipients from the **To** box to the **Contacts** box.

- **Additional Recipients** - Enter E-mail addresses for recipients that do not appear in the **Contacts** list.

**Note:** Addresses can be added to the **Contacts** list from the Web Console Options page.

## Edit Report Scope Window

Use the Edit Report Scope to define the scope for the selected report. For more information, see About Custom Report Scope.

- **All Domains** - Click this button to allow this custom report to be available to all domains.
- **Selected Domains** - Click this button, then choose the domains for which you want this report to be available.



**Add a domain to the report scope** - Click to move a selected domain name from the *Available Domains* box to the *Active Domains* box.



**Add all domains to the report scope**. Click to move all domain names from the *Available Domains* box to the *Active Domains* box.



**Remove a domain from the report scope**. Click to move a selected domain name from the *Active Domains* box to the *Available Domains* box.



**Remove all domains from the report scope**. Click to move all domain names from the *Active Domains* box to the *Available Domains* box.

## Web Console Options

Use the Web Console Options page to:

- Specify the tab which appears after you log in to the Web Console
- Specify the graphics file used to display your company logo on reports (Enterprise Administrators only)
- Specify an E-mail server for use with Alerts, available with Custom Reports (Enterprise Administrators only)
- Manage a list of E-mail contacts to be used with Alerts (Enterprise Administrators only)

**Note to Administrators:** By default, Software Compliance reports run automatically with the default filter options when you call them from the Software Compliance menu. If you have large amounts of data, there may be a significant delay before the report appears. You can disable this feature, so that the report does not run until you set up a filter and click Search. For more information see TID #10100612. in the Novell Support Knowledgebase.

## Changing the Default Tab

When you log in to the ZENworks Asset Management Web Console the Home tab is selected by default. You can change what appears by default, using the Web Console Options page.

To change the default tab:

1. Near the upper right corner of the Web Console page, click **Options**. The Web Console Options page appears.
2. Choose the tab you want to appear by default.
3. Click **Update**. The next time you log in, the selected tab appears.

## Displaying Your Company Logo On Reports

You can display your company logo on the reports that appear in the Web Console.

**Note:** The file must be in .GIF format.

To display your company logo in the Web Console and in reports:

1. Copy the graphics file containing your company logo into the `$Tomcat$/webapps/ctrl/branding/logos` directory on the machine where your ZENworks Asset Management Web Console is installed.
2. Near the upper right corner of the Web Console page, click **Options**. The Web Console Options page appears.
3. In the **Logo File Name** text box, enter the name of the graphics file containing your company logo.
4. Click **Update**. The next time you log in, your logo appears on all reports available from the Web Console.

## Specifying an E-mail Server for Custom Report Alerts

If you want to set up custom reports as Alerts, you must specify an SMTP server to use for sending Alert E-mail messages.

To specify an SMTP server:

1. Near the upper right corner of the Web Console page, click **Options**. The Web Console Options page appears in a new window.
2. In the Manage E-mail Server section of the Web Console Options page, click **Manage...** The E-mail Server Information page appears in a new window.
3. In the **SMTP Server** box, enter the name or IP address of the SMTP Server you want to use.
4. In the **Alert Sender Address** box, enter the address you want to appear as the sender of the Alert.
5. In the **E-mail Account Login** section, enter the login name for the E-mail account you want to use for sending Alert E-mail messages.
6. In the **E-mail Account Password** box, enter the password for the specified E-mail account.

**Note:** ZENworks Asset Management stores the password in encrypted form.

7. Enter the same password in the **Verify Account Password** box.
8. Click **Update**. Alert E-mail messages are now sent through this account.

## Importing E-mail Addresses for Use With Custom Report Alerts

You can import a group of E-mail addresses you want to appear in the **Contacts** list in the Schedule/Alert window. Alerts can be imported in two ways:

- From information gathered by ZENworks Asset Management
- From a comma-separated list in a text file

You can also delete all existing addresses from the **Contacts** list.

### Importing from Inventory Data

You can import E-mail addresses into the Alerts **Contacts** list from Inventory Data collected by ZENworks Asset Management during the inventory process. This information could come from the Collection Editor, from Active Directory Imports, or entered directly from ZENworks Asset Management Manager.

To import E-mail addresses from inventory data:

1. In the **Manage E-mail Addresses** section of the Web Console Options page, click **Manage...** The Manage E-mail Addresses window appears. The default setting of the **Import Source** drop-down menu is set to **Inventory Data**.
2. Click **Import**. E-mail addresses are imported from inventory data. All available E-mail addresses are imported from workstation information in your inventory.

## Importing Addresses from a Text File

You can import E-mail addresses from a comma-separated text file. The format is:

```
[name],[email address][CR]
```

Example:

```
James Doe, jpdoe@novell.com
```

To import E-mail addresses from a text file:

1. In the **Manage E-mail Addresses** section of the Web Console Options page, click **Manage...** The Manage E-mail Addresses window appears.
2. From the **Import Source** drop-down menu, choose to **Comma-Separated File**. The **E-mail address import file** box appears.
3. Click **Browse...**, choose the text file you want to import, and click **Open**. The path for the selected file appears in the **E-mail address import file** box.
4. Click **Import**. The E-mail addresses in the selected file are imported.

**Note:** If the file contains any addresses that match existing addresses, they are not imported.

## Deleting all E-mail Addresses from the Contacts List

You can delete all E-mail addresses from the Alerts **Contacts** list.

To delete all E-mail addresses from the **Contacts** list:

1. In the **Manage E-mail Addresses** section of the Web Console Options page, click **Manage...** The Manage E-mail Addresses window appears.
2. Click **Delete...** A confirmation window appears.
3. Click **Ok**. All E-mail addresses are deleted from the Alerts **Contacts** list.

# Using the Reports Tab

## Overview

Use the Reports tab to view and print reports and **inventory** lists, sorting the data in various ways.

The Reports tab is divided into two frames:

- **The Left Frame** - shows a list of systems in your inventory database, organized in the form of a tree. Below the inventory list is a list of reports, organized by category. such as software, hardware, and usage reports. For detailed information on the System List, see Viewing the System List. For more information on using reports, see Viewing Reports.
- **The Right Frame** - displays the inventory data or report results depending on what branch of the tree you have selected on the left.

To view a report or inventory list:

1. Expand the tree until you find the list or report you want to view.
2. Click the link for the selected list or report.

To change the way data is sorted in a report or list:

- Click a column heading. The data is sorted by that column.

To reverse the sort order:

- Click the column heading again.

To print a list of systems or a report:

- Click **PDF**. The report is converted to a PDF file, ready for printing.

**Note:** You must have Acrobat Reader installed in order to view and print PDFs.

## Viewing the System List

By default, the System List is organized by Department. You can organize the data in a number of ways.

To change the way your system list is organized:

1. In the left frame of the Reports Tab, click **System List**. A list of system groups appears in the right frame.
2. In the right frame, choose a **System Group** from the drop-down list.
3. If you want to group your systems further, choose a sub-group from the **System Sub-Group** drop-down list. Choose **None** (the default) if you do not want to sub-group your systems.
4. Click **Submit**. The System List in the left frame is re-organized to reflect your changes.

To view a list of systems within a System List group or sub-group:

1. In the left frame, click plusses (+) to expand the System List tree, until you see the list you want to view.
2. Click the link for the list you want to view. The list appears in the right frame.
3. Drill-down through the data on the right to view more details about a particular system.

## Viewing Reports

Use the pre-defined reports to view and filter data in useful ways.

Depending on which report you choose, the right frame may show different types of information:

- Some reports display automatically when you click them.
- Some require you to enter filter criteria before viewing the report.
- Some reports display a summary, from which you drill-down to greater detail as needed.
- Some reports provide a **History** column, from which you can view Change History for a workstation or component. See Viewing Change History.

**Note:** If the report you have chosen displays a summary, the option you have chosen for grouping information in your System List is used to organize the summary.

By default, your System List is organized by Department, so reports are also summarized (by default) by Department. To change the organization of your reports, you have to change the way your System List is organized. For more information, see Viewing the System List.

## Using Custom Reports

You can also create, view, and edit custom reports, and create Alerts from them. For more information, see Using Custom Reports and Alerts.



## Scanning a Workstation Immediately

Sometimes you need to initiate a scan of a workstation between collection cycles. For example, if you have enabled Software File Scanning in a Collection Option Set, you might not want to wait until the next scheduled collection to scan the machine. You can initiate a scan of one or more workstations from the Web Console.

To initiate the scan of a workstation:

1. View a list of workstations. The System List on the Reports tab is a good way to find a machine quickly.
2. At the bottom of the right frame, click **Select for Scan**. A check box appears next to each workstation in the list.
3. Click the check boxes for the machines you want to scan. Click a checked box to clear it. To select or clear all of the check boxes at once, select or clear the **Select** check box at the top of the column.
4. Click **Scan Selected Workstations**. A scan is scheduled for immediate execution for each selected machine.

**Note:** If you decide not to scan any workstations, you can click **Hide Select Column**. The check boxes disappear.

## About Reports & Platforms

When you collect inventory data from multiple platforms, the following should be kept in mind:

- Macintosh machines, hardware, and applications appear in reports in the same way they do for Windows machines. Macintosh is one type of Platform.
- Certain reports do not apply to Macintosh, UNIX, or Linux platforms. These reports contain additional text at the top of the page, indicating that they are only for Windows machines.
- When discovering products, the platform becomes part of the discovered product definition.

## About Inventory and Usage Reports

The Inventory and Usage Reports provide you with many different ways to view the data collected by ZENworks Asset Management.

### Using the Inventory and Usage Reports

Use the Inventory Reports to view your inventory data in a number of ways:

- **Find** - Use the Find feature to find one or more workstations that match the criteria you specify.
- **Systems** - Use the Systems menu to view groups of systems (such as workstations and servers,) organized in a variety of ways. You can drill down to view comprehensive information about each system.
- **Software Applications** - Use this set of reports to view your installed software in a number of ways - check the status of Anti-virus software, view software by Category, Manufacturer, or Product, track duplicate serial numbers, applications that use a lot of bandwidth, and view a number of other useful software reports.
- **Application Usage** - Use these reports to review usage patterns and to identify unused or under-utilized applications.
- **Software Files/Usage** - View a list of software files collected when the *Collect Software File Information* box is checked in the Collector Tab of a Collection Option Set. You can also view a report showing the usage of any of those files.
- **Server Software Usage** - View a list of software files that are launched from a server, along with their usage.
- **Hardware Components** - Use this set of reports to view installed hardware components associated with your systems. View lists of hardware by Category, Manufacturer, or Product, check disk space, BIOS versions, serial numbers, processors and memory.
- **Upgrade Readiness** - Check the state of your workstations with respect to upgrading application software and operating systems.
- **License Tracking** - If you are not using ZENworks Asset Management Software Compliance, use this category to view license information that has been entered in ZENworks Asset Management. For more information, see *Analyzing License Compliance* in the Administration book of ZENworks Asset Management Manager's online help.
- **ZENworks Asset Management Admin** - Use the reports in the this category to help you manage your ZENworks Asset Management installation.

### Viewing Change History

The Workstation Detail report contains a *History* link. Click this link to view Change history for the workstation.

Many component reports contain a *History* column, if any history has been recorded.

The history information shown in these reports represents all of the changes, additions, and deletions since the workstation or component was first scanned by ZENworks Asset Management, or for the period set in the *Keep All Workstation History Data for* preference in the ZENworks Asset Management Manager's *Enterprise Options* dialog, available from the Tools menu. The default value is one year.

## About Application Usage Reports

Use these reports to review usage patterns and to identify unused or under-utilized applications.

- Click a column heading to sort the list by that column, and again to reverse the sort order.
- Use filters on these reports to control the time period covered by the report, and to view applications that have been used, unused, or both.

View any of these reports:

- Application Usage By Product
- Application Usage By Workstation
- Application Usage By User
- Usage Collection History

## Application Usage Report Columns Explained

These reports use a common set of columns, calculated the same way in each report. Certain columns are not applicable to certain reports, and do not appear. Where applicable, the calculations used to arrive a displayed value are explained.

- **Manufacturer, Product, Version** - Identifies the application by manufacturer, product name, and version.
- **Current Installations** - The number of copies of the named application found installed at the time the report was run. Drills down to a list of workstations on which the application is installed.  
**Note:** These reports, which can cover a specified time period, make no distinction between those applications that were already installed at the beginning of the time period and those that were installed after start or end of the time period. It reports usage information on all applications that are installed at the time the report is run. In other words, it does not reflect the history of installation, only usage of applications during a specified time period - those applications installed after the specified time period show usage values of zero.
- **Total Used** - The number of installed applications that saw some usage during the report period covered (and are still installed.) Drills down to a list of workstations on which the product has *some* usage.
- **Hours Used** - The number of hours a particular application has been used.
- **Instances Used** - The number of copies of the application used by a particular user (Application Usage By User report only)
- **Not Used** - The number of installed applications that have had no usage during the report period. Drills down to a list of workstations on which the product has *no* usage.
- **Total Active** - The number of installed applications that saw some active time during the reporting period.
- **Ave. Usage Days** - The number of Component-Days divided by the number of components that had usage, rounded to the nearest whole number.  
A *component* is an installed copy of a product.  
A *Usage Day* is a day on which the component saw some usage.  
A *Component-Day* is the total Usage Days for a component.  
For example, if one person used a product on Monday, Tuesday, and Friday, and another used the product Monday through Friday, the product would have an average usage of  $(3+5)/2 = 4$  usage days.
- **Hours Active** - The total number of hours that the product was active during the reporting period. It is the sum of active hours for all installed copies of the product, rounded to nearest whole number.

## Using Report Filters

Use the Usage Report window to set a filter for any usage report.

To apply a report filter:

- At the bottom of the right frame when viewing a report, click ***Change Time Period/Filters***. The Usage Report Filter dialog appears.

### The Usage Report Filter dialog

- **Time Period** - From the drop-down menu, choose the period for which you want to view the report.
- **Detail** - Click to choose *Used Applications Only*, *Unused Applications Only*, or *All Applications*.

## Application Usage By Product

Use this report to view usage information at the product level. The first page of the report shows the available groups (such as Department, Cost Center, or other defined group.) Drill-down to view a list of applications and their usage.

### Report Columns

- **Manufacturer, Product, Version**
- **Current Installations** - Drills down to a list of workstations on which the application is installed.
- **Total Used** - Drills down to a list of workstations on which the product has *some* usage.
- ☐ **Not Used** - Drills down to a list of workstations on which the product has *no* usage.
- **Total Active**
- **Ave. Usage Days**
- **Ave. Active Days**
- **Hours Active**
- **Ave. per Day per Workstation (hh:mm)**

## Application Usage By Workstation

Use this report to view a usage of applications by workstation. The first page of the report shows a list of workstations by group. Drill down into a workstation to view a list of applications on selected workstation.

### Report Columns

- **Manufacturer, Product Version**
- **Ave. Usage Days**
- **Ave. Active Days**
- **Hours Active**
- **Ave. per Day per Workstation (hh:mm)**

**Note:** There are no drill-down links in this report.

## Application Usage By User

Use this report to view a usage of applications by user. The first page of the report shows a list of groups of users.

- Drill down to view the users in a group.
- Drill down to view a list of applications for the selected user.

### Notes:

The listed applications are not necessarily on workstations the user is associated with. Applications are tracked by the user's login name, which could be used on more than one workstation.

This report is not available to domain level users. For more information, see Security and Access.

### Report Columns

- **Manufacturer, Product Version**
- **Instances Used**
- **Ave. Usage Days**
- **Ave. Active Days**
- **Hours Active**
- **Ave. per Day per Workstation (hh:mm)**

**Note:** There are no drill-down links for this report.

## Usage Collection History

Use this report to view information on the workstations monitored for application usage. The first page lists groups, with a count of monitored workstations for each group.

This report gives you a sense of the extent of usage monitoring on the PCs in your current inventory as you view the usage trends for these PCs. (For various reasons, some workstations may not be monitored as much as others - this report help you take this fact into consideration.)

- Drill down to view a list of time periods and the number of workstations monitored during each time period.
- Drill down again to view a list of workstations monitored during the time period.

### Report columns

- **Machine name** - Drill down to view the Workstation Detail for the selected workstation.
- **Login name** - The user's login name.
- **Mac Address** - The machine's MAC address.
- **IP Address** - The machine's IP address.
- **Inventory Date** - The last date that the machine was scanned.

## About Software Files/Usage Reports

Use these reports, available from the **Reports** tab, to review a list of Software Files, their usage patterns and to identify files that might require license tracking, that violate Software Standards, or for any number of other purposes particular to your organization.

You can use filters on these reports to control the time period covered by the report, and to view applications that have been used, unused, or both.

**Note:** The usage values as shown in these reports are recalculated each time a workstation is scanned. They represent usage between the last two collection cycles.

View any of these reports:

- Software Files/Usage by Category
- Software Files/Usage by Manufacturer
- Software Files/Usage by Workstation

Each report drills down to one of these reports:

- Software Files List
- Workstation List
- Software Files List for Workstation
- Product List

## Software Files/Usage Report Columns Explained

Each reports shows set of columns from the list below, calculated the same way in each report. Certain columns are not applicable to certain reports, and do not appear. Where applicable, the calculations used to arrive a displayed value are explained. Much of this information is read from the file's VRB (Version Resource Block) data.

- **▢ of Files, ▢ of Products** - The number of files or products found on a particular workstation. See "Unique Files, Unique Products" below for an explanation of files and products.
- **Unique Files, Unique Products, Total Files** - The number of unique and total files found. The difference between these two values represents the number duplicate files or products found. A "Unique File" has a unique combination of file name, extension and date. A "Unique Product" has a unique combination of Manufacturer, Version and Language. A unique file or product is counted only once, even if it appears on more than one workstation.
- **Manufacturer, Product, Version** - Shows any available information contained in the file's VRB data block. (All files sharing the same values in these three fields are considered part of the same product.)
- **File Name, Extension, File Date** - Identifies the file.
- **Size** - The file's size in bytes.
- **Path** - The location of the file on the selected workstation.
- **Language** - The application's specified language.
- **Category** - System File , Ancillary, or Other. Choose these categories ZENworks Asset Management Manager in the Collector tab of a Collection Option set.
- **Copies** - The number of copies of the file found.
- **Hours Running** - The number of hours the application was run between the last two workstation scans.
- **Hours Active** - The number of hours the application was active (had application focus) between the last two workstation scans.
- **Startups** - The number of times the application was launched between the last two workstation scans.

## Software Files List

### Report Columns

- **File Name, Extension, File Date**
- **Copies** - Drill down to view the Workstation List.
- **Hours Running**
- **Hours Active**
- **Startups**



## Workstation List

### Report Columns

- Workstation
- Login
- User
- Mac Address
- ▫ of Files - Drill down to view the Software Files List for Workstation.
- ▫ of Products - Drill down to view the Product List.

## Software Files List for Workstation

### Report Columns: Software Files List

- File Name, Extension, File Date
- Size
- Path
- Hours Running
- Hours Active
- Startups

## Product List

### Report Columns

- Manufacturer
- Product
- Version
- Language
- Category
- Copies - Drill down to view the Workstation List Report
- Hours Running
- Hours Active
- Startups

## Software Files/Usage By Category

Use this report to view Software File and usage information grouped by Category. (System File, Ancillary, or Other. Choose these categories in the ZENworks Asset Management Manager's Collector tab when defining a Collection Option set.)

The first page of the report shows the available groups as defined by the top-level filter in the *System List* tree.

### Drill Down Tree

Software Files by Category  
    Software Files List  
        Workstation List  
            Software Files List for Workstation  
            Product List

## Software Files/Usage By Manufacturer

Use this report to view usage information grouped by Manufacturer.

The first page of the report shows the available groups as defined by the top-level filter in the *System List* tree.

### Drill Down Tree

Software Files by Manufacturer  
    Product List  
        Workstation List  
            Software Files List for Workstation  
            Product List

## Software Files/Usage By Workstation

Use this report to view usage information grouped by Workstation.

The first page of the report shows the available groups as defined by the top-level filter in the *System List* tree.

### Drill Down Tree

- Workstation List

  - Software Files List for Workstation

  - Product List

## About Reports & Virtual Machines

ZENworks Asset Management scans machine emulation software, such as *VMware* and *Virtual PC* in the same way as it scans any real workstation. The information reported from these installations should be viewed with the following information in mind.

### Finding virtual machines and machines that host virtual machines

You can identify machines that host virtual machines as well as virtual machine installations.

A *Hosts of Virtual Machines* custom report, available in the Custom Reports' Systems folder of the Reports tab, shows a list of virtual machines. In the same folder, *Virtual Machines* report lists all installed virtual machines. The Workstation Detail report for a machine lists virtual machines at the bottom of the report.

### Virtual machines in reports

Virtual machines look exactly like real workstations in reports. In some reports it may be difficult to distinguish virtual machines from real ones. Here are some ways that you can distinguish virtual machines from real ones:

- **System List and Standard Reports** - When viewing a list of systems or a standard report from the Reports tab, you can specify group and sub-group methods. For either the group or sub-group method, you can choose ***Virtual Machine Type*** as a group. This separates virtual machines from real workstations in all standard reports.
- **Workstation Detail** - When viewing the Workstation Detail for a machine, all virtual machines installed on that machine are listed at the bottom of the report. If you view the Workstation Detail report for a virtual machine, "(Virtual Machine)" appears in the report header after the machine name.
- **With Virtual Machines report** - The *With Virtual Machines* report lists all machines on which virtual machines are installed.
- **Custom reports** - Two pre-defined reports, the *Hosts of Virtual Machines* report and the *Virtual Machines* report, allow you to identify hosts of virtual machines and virtual machines themselves. The *Hosts of Virtual Machines* report and the uses the *Hosts Virtual Machine(s)=Yes* criteria to find virtual machine hosts. The *Virtual Machines* report uses the *Workstation is Virtual=Yes* criteria to find virtual machines. You can use these criteria in your own custom reports.

### Hardware and Software Discovery

When you scan virtual machines, hardware and software are reported as follows:

- **Software discovery** - Any software that is installed within the virtual machine's environment is discovered and reported in the same manner as it is on real machines.
- **Hardware discovery** - With the exception of the processor, all hardware discovered on a virtual machine is virtual. This may cause some inaccuracies in the actual quantities when virtual hardware is included along with with real hardware in total quantities.

## Viewing Graphs

Certain reports allow you to view and print the data in a graph format. This feature creates a file in PDF format, and uses the Adobe Acrobat Reader plug-in to display the graph in your browser.

**Note:** Adobe Acrobat Reader is required.

### Viewing a Graph

If a report contains support for graph viewing, a **Graph** link appears at the bottom of the report window.

To view a report as a graph:

1. View the report. Use Filter and Group options as necessary to narrow your search.
2. Click **Graph**. A graph in PDF format appears in a new window.

The PDF contains at least three pages - a bar chart, a pie chart, and a line chart. Bar charts can span multiple pages.

## Exporting Data

You can export data from a report shown in the right frame of the Web Console in the following formats:

- **Excel (.XLS)** - You can export report data in Excel's native format. If you have Excel, you can open this file directly with Excel.
- **Comma-separated file (.CSV)** - You can export report data to a comma-separated text file. This file contains one line per row, with row columns in each line separated by commas.
- **Portable Document Format (.PDF)** - You can export report data to a PDF file.

### Exporting Data From the Current Window

If the report you are viewing has 200 rows or fewer, all items are included in the exported data. Use the **Excel**, **CSV**, or **PDF** buttons at the bottom of the right frame to export only the data for the current window.

### Exporting Data For the Entire List

If the report that you are viewing contains more than 200 rows, it is broken into multiple pages. Use the **Excel (All)**, **CSV (All)**, or **PDF (All)** buttons at the bottom of the right frame to export all report data.

### Exporting the Data

All export methods work in exactly the same way.

To export the data shown in the current window:

1. Click **Excel**, **CSV**, **PDF**, **Excel (All)**, **CSV (All)**, or **PDF (All)** button, located at the bottom of the right frame. The File Download window appears.
2. In the File Download window,  
To open the file, click **Open**. The application associated with the export file type is launched, and opens the exported file.  
To save the file, click **Save**. A standard file Save As dialog appears. Enter a file name, choose a location, and click **Save**.  
The report is exported in the selected format.

## Creating and Editing Local Products

ZENworks Asset Management can identify thousands of different commercial products during the scan of a workstation. Nonetheless, your organization may use hardware and software products that are not among those that ZENworks Asset Management automatically identifies. These products can include commercial products, internally developed software, or custom-built PCs. You can add such a product to the inventory database by defining it as a *local product*.

Before you can create a local product, one or more workstations needs to be scanned with the File Scan option turned on. If file scanning is turned off, only those products that are found in the Novell Product Knowledgebase are shown. You turn file scanning on or off in a Collection Option Set, using the ZENworks Asset Management Manager.

If you select more than one file in the creation local products, each software file becomes a local product. To relate all of the software files to a single local product, you need to merge them to one product. When you merge the local products to one product, you must choose which local product you want to use as the "target" for the merge. All of the selected software files are added to the local product you select and, as a group, become the product definition for the local product.

**Note:** You can also create local products from the Manager. For more information, see *Creating a Local Product* in the Manager's online help.

What do you want to do?

- See an overview of the process of creating local products
- Create a local product
- Merge two or more local products into one
- Edit a local product's details
- Remove one or more files from a local product definition
- Delete a local product definition
- Learn about the local product creation reports

## Overview of the Local Product Creation Process

The process of creating a local product follows these steps:

1. Scan one or more machines to generate a list of software files. Software file scanning must be turned on in the collection option set used to scan the machine. This is done from the Manager.
2. View a list of software files in a Web Console report.
3. Select the software files you want to include in the local product.
4. Create local products from each of the selected software files.
5. Merge the local products into a single product.

## Creating a Local Product

When a file scan has been completed, local products can be created in several ways; one way is from the Web Console. You must be an enterprise administrator to create local products.

To create a local product:

1. From the Reports tab, expand **Local Product Creation** subcategory of the **Custom Reports** category.
2. Click **Software Files by Machine**. The report's definition summary appears in the right frame.  
**Note:** You can create local products from any report that shows a list of software files
3. At the bottom of the right frame, click **Run**. A list of software files appears. Click a column header to sort by that column. Click again to reverse the sort order.
4. At the bottom of the right frame, click **Select for Local Products**. A check box appears to the left of each file in the list.
5. Select or clear the check boxes for those files you want to add as local products. To select or clear all of the check boxes at once, select the **Select** check box at the top of the column.
6. At the bottom of the right frame, click **Create Local Products**. A Make Local Products window appears, telling you how many local products have been created.
7. Click **Go to Product Detail**. A list of local products appears, including one product for each software file you selected in step 5 above. You are now ready to merge the software files into a single local product.

## Merging Local Products

When you select multiple files, ZENworks Asset Management creates a single local product for each software file you select. You can merge products together, creating a single product from multiple products. This product, made up of multiple files, becomes the "fingerprint" for the product.

To merge local products:

1. Click the Admin tab.
2. In the left frame, click the **Local Software Products** link. A list of local products appears in the right frame.
3. Click **Select Products to Merge**. A check box appears to the left of each product.
4. Select or clear the check boxes for those products you want to merge. To select or clear all of the check boxes at once, select or clear the **Select** check box at the top of the column.
5. Click **Merge Selected Products**. The Merge Products window appears, with a list of selected products.
6. Click to choose the *target* product - that is, the product with which you want to merge the other selected products.
7. Click **Merge**. The details for the target product appear, including the files from all products merged with the target product.

## Editing Product Details

You can edit general information about a product, such as the Manufacturer, Product Name, or Version. You can also edit information about each file in the product definition.

### To edit product details:

1. In the left frame, click **Local Software Products**. A list of local products appears.
2. If the local product has a manufacturer associated with it, and you know the manufacturer's name, click it in the left frame. Otherwise, locate the product in the Local Products list.
3. Click the product name for the local product you want to edit. The Details page appears, showing details for the selected product.
4. Make changes, then click **Update Product**.

For information, see the Local Product Detail page reference.

## Removing Files from a Product Definition

If one or more files were added to a product definition inadvertently, you may want to remove them from a product definition so they are not recognized as part of the product.

### To remove a file from a product definition:

1. Edit the product's details.
2. Locate the file you want to remove from the product definition.
3. Click to select the **Remove File** check box.
4. Click **Update Product**. The selected file is removed from the product definition.

**Note:** When you remove a file from a product definition, the file does not appear in the local products list. If you remove a file accidentally, follow the steps in Creating a Local Product above, and select the file you want to add. Then merge the resulting local product with the one from which you removed it.

## Deleting a Product Definition

You can remove a local product definition completely.

### To delete a local product:

1. View a list of local products, and find the product you want to delete.
2. Click the product name to view the details for the selected product.
3. At the bottom of the right frame, click **Delete Product**. A confirm window appears.
4. Click **Delete**. The local product definition is deleted.



## About the Local Product Creation Reports

Two reports are available in the Local Product Creation folder, found in the Custom Reports folder of the Reports tab.:

- **Software Files by Machine** - Lists individual files by Machine Name, and includes file names, file extensions, and file folders containing the software files. If a file exists at more than one location on the machine, it is listed once for each location.
- **Unique Software Files** - Lists files that are determined to have a unique fingerprint; that is, one file is listed for each unique set of VRB data found. If a file is found on multiple machines, but each instance contains the same VRB data, it is listed once.

**Note:** You can also create your own custom reports that allow you to create local products. As long as a report can uniquely identify a software file, you can create local products from it. To create a report that allows you to create local products, it must have one of these two sets of columns:

File Name  
File Extension  
VRB Company  
VRB Product Name  
VRB Product Version  
VRB File Version

or

Machine Name  
File Name  
File Extension  
File Folder

# Using the Network Discovery Tab

Use the Network Discovery tab to view and manage your printers, hubs, routers, and other network hardware discovered through the ZENworks Asset Management Network Discovery Engine.

**Note:** Access to this tab is determined by your user role. See Security and Access for more information.

## Overview

Use the Network Discovery tab to view and edit the results of your network discovery scans.

In the Network Discovery tab, the Web Console window is divided into two frames:

- **The Left Frame** - contains the Device List tree, a list of devices that were discovered on your network, organized in the form of a tree. It also contains a list of pre-defined reports.
- **The Right Frame** - depending on what you have selected in the left frame, the right frame shows report results or information about your network devices.

To view a report or device list:

1. Expand the tree until you find the list or report you want to view.
2. Click the link for the selected list or report.

To change the way data is sorted in a report or list:

- Click a column heading. The data is sorted by that column.

To reverse the sort order:

- Click the column heading again.

To print a list of systems or report:

- Click **PDF**. The report is converted to a PDF file, ready for printing.

**Note:** You must have Acrobat Reader installed in order to view and print PDFs.

To export data to an Excel spreadsheet or CSV file:

- Click **Excel**. The viewed page of the report is converted to a spreadsheet, and opens in Excel. Click **Excel All** to export all pages of the report to Excel.
- Click **CSV**. The report is converted to a comma-separated text file. You can choose to **Open** or **Save**. If you choose **Open**, the file is opened in the application associated with CSV files.

## Viewing the Device List

### Viewing Devices

By default, the Device List is organized by device Type (Example: network printer, router or switch) and by Subnet. You can change the way your device list is organized.

To change how your device list is organized:

1. In the left frame of the Network Discovery Tab, click **Device List**.
2. In the right frame choose the Device List group you want to use. (Example: Type, Manufacturer, Subnet, or Location)
3. Choose the Device List sub-group you want to use. (Example: Type, Manufacturer, Subnet, Location or None.)
4. Click **Submit**. The Device List in the left frame is re-organized to reflect your changes.

To view a list of network devices in a particular Device List group or sub-group:

- In the left frame of the Network Discovery tab, click to select the Device List group or sub-group you want to view. The selected group of devices appears in the right frame.
- In the right frame, drill-down through the data to view more details about a particular device.
- To convert the data to a PDF, click **PDF**.

### Exporting Data

You can export data from a report shown in the right frame of the Web Console in the following formats:

- **Excel (.XLS)** - You can export report data in Excel's native format. If you have Excel, you can open this file directly with Excel.
- **Comma-separated file (.CSV)** - You can export report data to a comma-separated text file. This file contains one line per row, with row columns in each line separated by commas.
- **Portable Document Format (.PDF)** - You can export report data to a PDF file.

#### Exporting Data From the Current Window

If the report you are viewing has 200 rows or fewer, all items are included in the exported data. Use the **Excel**, **CSV**, or **PDF** buttons at the bottom of the right frame to export only the data for the current window.

#### Exporting Data For the Entire List

If the report that you are viewing contains more than 200 rows, it is broken into multiple pages. Use the **Excel (All)**, **CSV (All)**, or **PDF (All)** buttons at the bottom of the right frame to export all report data.

## Exporting the Data

All export methods work in exactly the same way.

To export the data shown in the current window:

1. Click *Excel*, *CSV*, *PDF*, *Excel (All)*, *CSV (All)*, or *PDF (All)* button, located at the bottom of the right frame. The File Download window appears.
2. In the File Download window,  
To open the file, click *Open*. The application associated with the export file type is launched, and opens the exported file.  
To save the file, click *Save*. A standard file Save As dialog appears. Enter a file name, choose a location, and click *Save*.  
The report is exported in the selected format.

## Adding, Editing, and Deleting Devices

Using the Network Discovery tab, you can

- Add a device to your Device List.
- Edit information for a device that already exists in your Device List
- Delete a device from your Device List.

**Note:** To add, edit or delete devices, you must be an Enterprise Administrator or Assistant.

### Adding a Device

When viewing a list of devices, use the **Add** button to add a device to the Device List.

To add a device:

1. Before adding the device, make sure you know its IP address. The IP address is used to make sure that the new device is discovered.
2. From the Device List tree, click the Device List group or sub-group to which you want to add device. The selected list of devices appears in the right frame.
3. In the right frame, click **Add**. A blank Device Information form appears in the right frame.
4. In the Device Information form, enter information about the device.  
**Note:** Required fields are noted with red labels.
5. Click **Submit**. The new device appears in the Device List.

### Editing Device Information

When viewing a list of devices, use the **Edit** button to edit the details for the selected device.

To edit the details for a device:

1. In the selected Device List, drill-down to view the details for the device you want to edit.
2. Click **Edit**. A Device Information form appears.
3. In the Edit Device Information form, edit the information for the selected device.
4. Click **Submit**. The device details appear, showing the changes you've made.

### Deleting a Device

When viewing a device's details, use the **Delete** button to delete the selected device from the Device List.

To delete a device from the Device List:

1. In the selected Device List, drill-down to view the details for the device you want to delete.
2. Click **Delete**. A confirmation window appears.
3. Click **OK** to confirm. The device disappears from the Device List.

## Adding, Editing, and Deleting Device Groups

You can organize your network devices by Device Group, which gives you some additional control over how you view your inventory data. There are four kinds of Device Groups - *Type*, *Subnet*, *Manufacturer*, and *Location*.

During the discovery process, each network device is automatically associated with a *Type*, *Subnet* and *Manufacturer* group. The *Location* group is a special group you can use to associate devices with demographic or location information that is not available during the discovery process.

With the exception of the *Subnet* group, you can change the group a device is associated with.

### Changing Device Group Associations

You can change group associations for a single device, or you can change associations for all devices in a group. You can also delete an entire group of devices.

#### Changing Group Associations for a Single Device

When viewing details for a device, use the **Edit** button to change the device groups (and other details) for the selected device.

To change the device group for a single device:

1. View the details for the device you want to edit.
2. At the bottom of the window, click **Edit**. The Device Information form appears, containing information for the selected device.
3. From the **Type**, **Manufacturer**, or **Location** drop-down list, choose a different device group. To add a device group, enter text in the box below the drop-down list.
4. Click **Submit**. The network device appears in the specified group.

#### Changing Group Associations for a Set of Devices

When viewing all devices of a particular group, use the **Edit** button to change the device type for the selected devices.

To change the device group for all devices in a group:

1. In the Device List tree, click to select the group whose type you want to change. The selected group appears in the right frame.
2. At the bottom of the window, click **Edit**. The Device Group form appears.
3. In the Device Group form, choose a device group from the **Device Group** drop-down list, or to create a new device group, enter text in the box below the pop-up menu.
4. Click **Submit**. The network devices appear in the selected group.

### Deleting a Device Group

To delete a device group:

1. In the Device List tree, click the group you want to delete.
2. At the bottom of the right frame, click **Delete**. A confirmation window appears.
3. Click **OK** to confirm. The device group disappears from the Device List tree.

## Using Reports

When you select a report to run, you may be prompted to enter custom filter criteria. In the Find Device report, each field contains an asterisk (\*) which acts as a wildcard. See Performing Wildcard Searches below.

Depending on the report you choose, the right frame may show different types of information:

- Some reports display automatically when you click them.
- Some require you to enter filter criteria before viewing the report.
- Some reports display a summary, from which you drill-down to greater detail as needed.
- Some reports support viewing as a graph. See Viewing Graphs for more information.

## Using Custom Reports

You can also create, view, and edit custom reports, and create Alerts from them. For more information, see Using Custom Reports and Alerts.

## Performing Wildcard Searches

In the Find Device report, each text box contains an asterisk (\*) by default. This character acts as a wild card. You can use the wild card character in conjunction with other characters to perform advanced searches.

For example,

- Enter "Illustrator\*" in the Product Name text box to find all versions of Illustrator.
- Enter "\*strator\*" in the Product Name text box to find products whose name contains "strator". (This could be useful for finding products with varied spellings.)

# Using the Software Compliance Tab

Use the Software Compliance tab to:

- View, add, and edit software purchase records
- Reconcile purchased products with discovered products
- View software compliance reports
- Export report data to a spreadsheet

**Note:** Access to this tab is determined by your user role. See Security and Access for more information.

Software Compliance Overview

Purchase Record Overview

Product Catalog Overview

Discovered Product Overview

License Record Overview



## Software Compliance - Overview

Use ZENworks Asset Management Software Compliance to reconcile purchased software products and software products discovered through ZENworks Asset Management to License Records, to ensure compliance with software license agreements. ZENworks Asset Management Software Compliance is designed to track compliance for software products that are licensed on a "per installation" basis.

For an overview of Novell's recommended approach, see Recommended Approach.

### What do you want to do?

Import a batch of Purchase Records

Add a Purchase Record

Reconcile Discovered Products to License Records

Reconcile Catalog Products to License Records

Add new License Records

Review the compliance status of products reconciled to License Records

### The Software Compliance Status Summary

When you view the Software Compliance tab after logging into the Web Console, a Software Compliance Status Summary appears in the left frame. It shows Excluded, Reconciled, and Unreconciled quantities for Catalog Products and Discovered Products, as well as a License Record summary showing number of products that are over-licensed, under-licensed, or properly licensed.

Before you can get a complete picture of your compliance status, you must reduce your unreconciled counts down to zero by reconciling them to License Records, or by excluding them.

For a detailed explanation see Software Compliance Status Summary.

**Note:** You can get useful information from the Software Compliance Report before your Unreconciled quantity is at zero. For example, you can work to reconcile all products from a certain manufacturer, such as Microsoft.

### How is Compliance Determined?

In a general sense, ZENworks Asset Management Software Compliance compares information about software products you've purchased with installed software products discovered by ZENworks Asset Management. This is an oversimplification □ in order to make the process of determining your Compliance status reasonably flexible, there are some other parts of the system fundamental to its operation. For an overview of the workings of ZENworks Asset Management Software Compliance, see Compliance Building Blocks.

## What is Automated, and What is Not

While the process of discovery of installed products can be automated, the Compliance determination process requires some input from a user.

Here are some parts of the process that require information from a user

- **Enter or import software purchases**  
To prove compliance, you need to prove that you have purchased licenses for the products you've installed. With ZENworks Asset Management Software Compliance, you add or import Purchase Records, containing information about the products you've purchased and the quantities of those products.
- **Associate the products you've purchased with Discovered Products**  
Even if you import purchase data provided by a software reseller, there is no reliable way for ZENworks Asset Management Software Compliance to associate a product you've purchased product with a product discovered by ZENworks Asset Management.

To allow flexibility in working with your data while still providing accurate compliance status, you do not associate your purchases directly with your Discovered Products. Instead, you build a catalog of products, and associate, or reconcile, those products with License Records. You then reconcile Discovered Products to the same License Records. Through this mechanism, you can make additional purchases of the same software in different forms, and an accurate license count is maintained.

## The Steps To Compliance for a Single Software Product

For each software application you install, you must complete these steps before the Software Compliance Report can present accurate information about the status of your compliance. These steps can be completed in any order, but all steps must be completed.

When you have completed the following basic steps for a software product, you can view the product's Compliance status.

- **Enter purchasing information**
- **Add a Catalog Product to the Product Catalog**
- **Add a License Record for the product**
- **Reconcile the Catalog Product and Discovered Product to a License Record**

### Enter Purchasing Information

1. **Add a Purchase Record** - Each Purchase Record corresponds to the invoice or purchase order you used to purchase the software. You can add Purchase Records in two ways:
  - Add records in batches by importing them from the Import Purchase Records page.
  - Add records by entering them from the Add Purchase Record page.
2. **Add line items to the Purchase Record** - Each line item in the purchase record contains a product from the Product Catalog .
  - If the software product exists, click **Choose Product**, and choose the Catalog Product you want to add to the Purchase Record.
  - If the software product does not exist you can click **Add New Product** on the Choose Product page to add it to the Product Catalog.

For more information on entering Purchase Records, see Purchase Record Overview.

### Add a Catalog Product to the Product Catalog

This usually happens as part of the process of entering a purchase, but you can add products to the Product Catalog , even when you have not purchased those products. When you import a batch of purchase records, any products in the Import File that do not appear in the Product Catalog are added automatically.

### Add a License Record for the Product

For each unique version of a software product there must be a License Record. (Example: Adobe Acrobat 5.0, regardless of whether it is purchased as part of a volume license, a multi-pack, or as a single retail copy.) This record represents a license for a unique software product version, and allows you to purchase additional units and upgrades while maintaining an accurate count of available licenses.

The Software Compliance Report shows a list of License Records.

License Records can be added easily during the reconciliation process.

### Reconcile the Catalog Product and Discovered Product to a License Record

Once you have created a License Record for the product, you can associate, or reconcile, the product to the License Record. Since you do this for the products

- **Reconcile the Catalog Product(s) to the License Record** - You can associate one or more Catalog Products with a single License Record . For example, single copies, and multi-packs can be associated with the same license record, since they are all licensing the same product.
- **Reconcile the Discovered Product to the License Record** - You can associate one or more Discovered Products with a single License Record. For example, if a license agreement covers all 5.x versions of a software product, you can reconcile them all to the same License Record.

## Working with Upgrades

If a software product is an upgrade to a product you've already purchased, you can associate the product with its previous version. Once you've made this association, the license count can be adjusted to take the upgrade into consideration. For more information, see [Working with Software Upgrades](#).

## Importing Data

Because you may have purchased hundreds of software products through thousands of transactions, we recommend that you import your data into ZENworks Asset Management Software Compliance. The Import process adds Purchase Records, and also adds Catalog Products if they do not already exist in the Product Catalog.

For more information, see [Importing Purchase Records](#).

## Compliance Building Blocks

The License Record is the "glue" that connects one or more products from the Product Catalog with one or more Discovered Products from the ZENworks Asset Management Inventory . Purchase records contain line items representing the purchase of quantities of Catalog Products. The Discovered Products are filtered through the License Knowledgebase, which delivers the subset of ZENworks Asset Management Inventory products known to require license tracking. The Software Compliance Tab's opening page shows the relationship of these elements to one another.

ZENworks Asset Management Software Compliance uses these major components to determine the compliance status of a particular product:

- **ZENworks Asset Management Inventory** - software inventory data collected through the ZENworks Asset Management inventory process.
- **Discovered Products** - products from your ZENworks Asset Management inventory filtered through the Novell License Knowledgebase .

Use the **Discovered Products menu** to reconcile one or more Discovered Products to a particular License Record . For example, if your license agreement entitles you to all the point releases of a given major version of a product, you can assign all discovered versions to the same License Record.

**Note:** Discovered Products are filtered through the License Knowledgebase, which reduces the total number of Discovered Products by consolidating, combining, or excluding them in a number of ways. For more information, see About the License Knowledgebase.

- **Purchase Records** - Purchase Records document the purchase of one or more software products and form the basis for license entitlements and proof-of-ownership. If a Purchase Record contains multiple line items, each line item represents the purchase of a Catalog Product .

A purchase record has two parts:

- The Purchase Record's **header** contains information about the purchase transaction (PO #, Reseller, Order Date, etc.)
- The Purchase Record's **line items**, each of which contains a product from the *Product Catalog* , along with a purchase quantity and other product-specific information.

You can also associate purchase record line items to organization demographics, specifying a Cost Center, Site, and/or Department for each line item. This allows you to group and display your reports by demographics. For more information on using demographics see Importing and Demographics.

Use the **Purchase Records menu** to add, view, edit, and delete your Purchase Records and to import batches of Purchase Records. Purchase Records are also added automatically as part of the Purchase Record Import process.

- **Product Catalog** - The Product Catalog is a list of unique products that have been (or may be) purchased by your organization. Products in this list should correspond to individual part numbers. Organizations tend to purchase the same product in many different transactions over time; the Product Catalog allows ZENworks Asset Management Software Compliance to calculate an aggregate license quantity from many purchase transactions of a particular product.

For example, you might purchase a single copy, a 10-pack, or a 100-pack for the same version of software. Each of these is a *Catalog Product*, but the purchase of each entitles you to a different number of licenses for that version of software. You would reconcile these to a single License Record.

Use the **Product Catalog menu** to add, view and edit Catalog Products, and to reconcile those products to a particular Software License Record . Catalog Products are also added automatically as part of the Purchase Record Import process.

**Note:** A product must appear in the Product Catalog before you can add it to a Purchase Record.

- **License Record** - This is the core object used to determine compliance status, serving as the "glue" that connects Discovered Products to Purchase Records. The Compliance Report shows a list of License Records. You can drill-down to the details about the Catalog Products and Discovered Products related to those licenses.

A License Record represents the total number of licenses you own for a particular product.

In one scenario, for example, you may have purchased licenses for a product on several different occasions. In your first purchase transaction you bought a single license, in order to evaluate the product. Over time, you purchased additional licenses as other users requested the product. These purchases might have been made from different resellers, and in different quantities, some single copies, possibly some multi-packs.

In another scenario, you might be migrating all your workstations to Office 2003. You may have purchased some copies of Office along with new computers, while others were purchased for existing computers.

A License Record ties together these multiple purchases of a software product, providing a total count of the number of licenses that your organization owns for that product, as well as a total number of installations. These counts appear in the Software Compliance Report.

Use the **License Records menu** to add, view and edit Software Licenses and to reconcile them to Catalog Products and Discovered Products. You can also add License Records when reconciling Catalog Products or Discovered Products.

## Recommended Approach

We recommend the following approach getting started using ZENworks Asset Management Software Compliance.

Step 1 - Conduct a ZENworks Asset Management inventory or update your current inventory.

Step 2 - Import or add Purchase Records.

Step 3 - Reconcile Discovered Products and Create License Records.

Step 4 - Reconcile Catalog Products to License Records.

Step 5 - View Compliance Reports.

### Step 1 - Conduct a ZENworks Asset Management inventory or update your current inventory.

For information on conducting a ZENworks Asset Management inventory , see the ZENworks Asset Management Users' Guide or ZENworks Asset Management Manager help.

### Step 2 - Import or add Purchase Records.

You can import a batch of purchase records using the Start Import command. For more information, see Importing Overview.

You may also want to review the Product Catalog to make adjustments for multi-packs.

### Step 3 - Reconcile Discovered Products and Create License Records.

This process creates new License Records and reconciles them to Discovered Products in one procedure.

#### To create License Records

1. From the Discovered Products menu, choose **Reconcile to License Record** .
2. Click to select one or more Discovered Products.
3. Click **Reconcile to License Record**.
4. Click **Add License Record**.
5. Click **Done** to save License Record.
6. Repeat steps 2 through 5 until no more Unreconciled Discovered Products appear in the list.

**Note:** This step is also a good time to exclude any products you don't want to appear in license calculations. For more information, see Excluding Discovered Products.

## Step 4 - Reconcile Catalog Products to License Records.

**Note:** Before completing this step, you may want to review the Product Catalog to make adjustments for multi-packs.

1. From the Product Catalog menu, choose *Reconcile to License Record*.
2. Click to select one or more Catalog Products.
3. Click *Reconcile to License Record*.
4. Click to select an appropriate License Record.
5. Click *Done* to reconcile the Catalog Products to the selected License Record.
6. Repeat steps 2 through 5 until no more Unreconciled Catalog Products appear in the list.

## Step 5 - View Compliance Reports.

The Compliance Report shows the compliance status for products for which License Records have been created and reconciled to both Discovered Products and Catalog Products.

**To view the Compliance Report:**

- From the Reports menu, choose Compliance Report to view your compliance status.



## Using the Filter And Sort Options

You can use the Filter Options to view a subset of data in any list of Purchase Records, Catalog Products, License Records, Discovered Products , or in any of the Compliance Reports. You can also sort any list in a number of ways.

### Filtering a List or Report

Use the Filter Options, found in the left frame, to narrow your search when viewing Purchase Records, Catalog Products, License Records, or Discovered Products.

To use the Filter Options to narrow your search:

1. Choose the options you want to use from the View By, Search, and Group By sections.  
**Note:** The options available vary, depending on what list you are viewing.
2. Click **Search**. The records matching your View By and Search criteria appear, arranged by the specified Group Options.

For a summary of Filtering Options, see View, Filter, and Group Options.

### Sorting a List or Report

Use the Sorting feature of any list to sort the data by any column.

To sort a list or report:

- Click any column heading that has an active link. The data is sorted by that column.

To reverse the sort order:

- Click the column heading again to reverse the sort order.

## Working With Purchase Records

### Purchase Records - Overview

Purchase Records document the purchase of one or more software products. If a Purchase Record contains multiple line items, each line item represents the purchase of a Catalog Product .

Use the Purchase Record menu to add, edit, and delete Purchase Records. Each Purchase Record may contain one or more products from the Product Catalog.

#### What would you like to do?

Add a Purchase Record

Edit a Purchase Record

Delete one or more Purchase Records

Import a batch of Purchase Records

Replace the value of an existing Cost Center, Department or Site in all Purchase Records

### Purchase Records Menu Reference

Imports - Start Import

Imports - View Import History

Add Purchase

Edit Purchase

Delete Purchase

Replace Demographics

## Adding a Single Purchase Record

Use the **Add Purchase** command, available from the Purchase Records menu to add a single Purchase Record .

To add a Purchase Record:

1. From the Purchase Records menu, choose **Add Purchase**. The Add Purchase Record page appears in the right frame.
2. Enter Purchase Record's header information in the **Add Purchase Record** form.  
**Note:** You must enter a value in the **PO** ▢ or **Order Date** box.
3. Click **Choose Product** to add one or more products to the Purchase Record. The Add **Catalog Product** to Purchase Record page appears in a new window, containing a list of Catalog Products in the **Product Catalog** .
4. Use the filter options in the left frame to narrow your search if necessary.
5. Click the check box in the **Select** column to choose the product you want to add to the Purchase Record. If the product you want to add does not appear in the Product Catalog, click **Add New Product** to add a product to the Product Catalog.
6. When finished, click **Next**. The Choose Product page appears, showing the product you've chosen.
7. Enter a **Purchase Quantity** (required).
8. Enter an invoice number in the **Invoice** ▢ box. You can also enter a **Serial Number**, and choose values in the **Site**, **Department**, and **Cost Center** drop-down menus. If appropriate, add a **Comment**, which is saved with the line item.
9. Enter values in the **Unit MSRP** and **Unit Price** boxes.
10. Click **Done**. The View/Edit Purchase Record page appears, showing the products you've added to the purchase record.
11. To add more products to the purchase record, follow steps 3 through 8 above. When finished adding products to the Purchase Record, click **Done**. The Purchase Record is saved, and the Add Purchase Record page appears.
12. To add more Purchase Records, follow steps 2 through 10.

## Editing a Purchase Record

Use the **View/Edit Purchase** command, available from the Purchase Records menu, to edit existing Purchase Records.

To edit a Purchase Record :

1. From the Purchase Records menu, choose **View/Edit Purchase** command. A list of Purchase Records appears in the right frame.
2. Use the filter options in the left frame to narrow your search, if necessary.
3. In the list of Purchase Records, click any active link for the Purchase Record you want to edit. The View/Edit Purchase Record page appears, showing information about the selected Purchase Record.
4. Edit the purchase record as necessary:
  - Edit the Purchase Record's header information.
  - Click a link for any product in the Purchase record, then edit the **Purchase Qty, Serial Number, Cost Center, Department, Site, Comment, Unit MSRP, or Unit Price** for any product in the Purchase Record.
  - Add a Catalog Product to the Purchase Record - click **Choose Product**, and follow the steps to adding Catalog Products to a Purchase record as described in Adding a Single Purchase Record.
  - Delete a Catalog Product from the Purchase Record - click the Delete icon that appears to the left of the Catalog Product entry.
5. When finished, click **Done**. The Purchase Record Detail report appears in the right frame, showing the changes you've made.

## Deleting a Purchase Record

Use the **Delete Purchase** command, available from the Purchase Records menu, to delete a Purchase Record .

To delete a Purchase Record:

1. From the Purchase Records menu, choose **Delete Purchase**. The Delete Purchase Records page appears in the right frame.
2. Use the filter options in the left frame to narrow your search if necessary.
3. Click check boxes in the **Select** column to choose the Purchase Records you want to delete.
4. When you have selected all Purchase Records you want to delete, click **Delete**. The selected records disappear from the list of Purchase Records.

## Replacing Demographic Information in Purchase Records

The values available from the Site, Department or Cost Center drop-down menus in Purchase Record line items come directly from Purchase Records, either imported or entered directly. These values may not match the demographic values that appear in your ZENworks Asset Management inventory .

You can replace a Site, Department or Cost Center value for all Purchase Records with a value from your Discovered Products inventory, so that they correspond. Once the demographic values in your Purchase Records match the values in your Discovered Products, you can group and filter information in your reports and other lists by a specific demographic.

Use the **Replace** submenu of the Purchase Record menu to change the value for a Site, Department or Cost Center for all line items in all Purchase Records of the Purchase Records list that use that information.

**Note:** The values that appear in the Site, Department or Cost Center drop-down menus come from the values entered in your Purchase Records.

To replace demographic information:

1. From the Purchase Record menu, choose one of the options in the **Replace** menu.
2. The Replace Demographics page appears in the right frame.
3. In the upper drop-down list, choose the demographic value in your Purchase Records you want to replace.
4. In the lower drop-down list, choose the demographic value in your ZENworks Asset Management database you want to use to replace the old value.
5. When finished, choose **Replace**. The new demographic value is replaced in all Purchase Records that use it.

## Importing Purchase Records

Use the **Import** submenu, available from the Purchase Records menu, to import batches of Purchase Records, and to view the history of Purchase Records you've imported in the past.

### What happens when you import Purchase Records?

When you import a batch of Purchase Records, a Purchase Record is added for each unique purchase order, and a Catalog Product is added for each unique item in the import file. This is the most efficient way to enter a large number of purchase transactions and their associated catalog products.

**Note:** The import process gives you an excellent opportunity to take advantage of grouping and filtering options that use demographics. If you populate the Site, Department or Cost Center columns in your import file, you can group, filter, and sort by any of these demographics. For more information, see [Importing and Demographics](#).

### What would you like to do?

Learn about the file format required for importing Purchase Records

Learn about including demographic information in the Import File

Import a batch of Purchase Records

View the history of previous imports of Purchase Records

View the status of an import

## Preparing Your Import File

To prepare for importing Purchase Records, you need to create an Import File that matches a format described in Import File Formats.

Once you have your data in the proper format, you may want to scan the data to make sure it contains reasonable information before you import it.

### Things to Check

Once the file is formatted as described, you may want to check the following:

- **Licenses Per Package** - A quantity of one is used if this column does not contain a value. You can enter a value before you import the file, or you can enter a value after you have imported the data. The *LicensesPerPackage* column should contain the number of licenses represented by the purchase of one unit of this product. For example, if the product is a 10-pack, this column should contain a value of 10.
- **Demographic Information** - If you want to make use of demographic information for grouping, filtering, and sorting, you can include demographic information for each line item in the *Site*, *Department*, and *CostCenter* columns. For more information, see Importing and Demographics below.

### Importing and Demographics

To get the most out of ZENworks Asset Management Software Compliance's demographic grouping features, you need to make sure that the demographic information gets into the system for every record. An easy way to do this is to include the information with each line item of your import file.

#### *The Site, Department, and Cost Center Fields*

The Site, Department, and Cost Center fields, columns 25-27 of the Import File, are used by ZENworks Asset Management Software Compliance for tracking demographics. You can associate any line item with a value in any or all of these columns so that license quantities can be summarized within a particular demographic.

In order for these values to be meaningful in ZENworks Asset Management Software Compliance, corresponding demographics must be associated with workstations in the ZENworks Asset Management inventory. If you are planning to make use of demographic tracking, you may want to populate these columns with meaningful values before you import your Purchase Record data.

**Note:** If a demographic value you have used during an import doesn't match a value in the ZENworks Asset Management inventory, you can replace that value globally with one from the ZENworks Asset Management inventory at a later time. For more information, see Replacing Demographic Information.

## Import File Formats





Before you can import Purchase Records, you must make sure that your file matches one of the required import formats.

### Standard File Format

The standard format is described in Standard Import File Format.

### Additional Formats

The following are reseller connectors, additional file formats supported by ZENworks Asset Management Software Compliance.

	Reseller	Format	Reseller Report
	Software House International	Standard	ZENworks Asset Management License Compliance Report
	Softchoice Corporation	Custom	Product History Report
	Software Spectrum	Standard	ZENworks Asset Management Reseller Connector Report (all versions)
<b>Notes:</b>  If you supply <i>site</i> , <i>department</i> or <i>cost center</i> information to Software Spectrum as part of your purchase information, you may request that this information is included in your report. These fields are not included in the default report template.  Software Spectrum does not populate the <i>serial number</i> field.			
	CompuCom	Standard	CompuCom Software Compliance Report



## The Standard Software Compliance Import File Format

Before you can import Purchase Records, you must make sure that your file matches one of the required import formats. This topic describes the format of the standard import file. For information on other formats, see Import File Formats.

### *File Format*

The file must be an ASCII tab-delimited text file, with one row per line item. The first line of the file must contain column headers, and must match the field names defined below.

### *Column Headers*

Each row of the Import File contains a line item in a Purchase Record . There are two parts to each row in the Import File:

- **Purchase Record Header Fields** - These fields contain information specific to a particular invoice, purchase order, or other purchase transaction. They appear in columns 1-13.
- **Purchase Record Product Fields** - These fields contain information about a particular line item in the purchase record. They appear in columns 14-30.

**Note:** You may omit any columns that are not required.

*Purchase Record Header Fields*

- The first 13 columns of the Import file contain header information, specific to the Purchase Record.
- For each line item in a Purchase Record, you must repeat all of the Purchase Record information.

The Purchase Record data is contained in the following columns:

Column □	Field Name	Field Definition	Comments
1	<b><i>PO</i></b> <sup>1</sup>	Purchase order number.	This reference helps link to supporting documentation and establish proof-of-ownership.
2	<b><i>OrderDate</i></b> <sup>1</sup>	Order date.	
3	<b><i>Reseller</i></b>	Reseller from whom the products in this order were purchased.	
4	<b><i>Recipient</i></b>	The individual to whom the products in this order were shipped.	
5	<b><i>CompanyName</i></b>	The name of the company or entity that executed the order.	
6	<b><i>ShippingAddress1</i></b>	Shipping address - line 1	street, PO Box, internal mail code, etc.
7	<b><i>ShippingAddress2</i></b>	Shipping address - line 2	
8	<b><i>ShippingAddress3</i></b>	Shipping address - line 3	
9	<b><i>City</i></b>	City order was shipped to.	
10	<b><i>State</i></b>	State order was shipped to.	
11	<b><i>Zip</i></b>	Zip code or mail code order was shipped to.	
12	<b><i>Country</i></b>	Country order was shipped to.	
13	<b><i>Notes</i></b>	Text field for general notes about the purchase record.	
1 - one of these fields must be included in the record; one or more of these fields are used to define a unique purchase record in the ZENworks Asset Management database.			

*Purchase Record Product Fields*

- Columns 14-30 contain information about a single line item of a purchase record.
- A purchase record can contain multiple invoices.
- An invoice or purchase record can contain multiple line items, each representing a single product, as long as the information in columns 1-13 remains the same for each line item.

Column □	Field Name	Field Definition	Comments
14	<b>Manufacturer</b> <sup>3</sup>	Manufacturer of the product ordered.	
15	<b>ProductName</b> <sup>2,3</sup>	Name or description of the product ordered.	
16	<b>Version</b> <sup>3</sup>	The version of the product ordered.	
17	<b>ProductType</b> <sup>3</sup>	The type of product ordered.	The <b>Product Type</b> field helps establish what the product represents (Examples: full license, upgrade, media, etc.)
18	<b>LicensesPerPackage</b> <sup>3</sup>	The number of licenses represented by this form of the product.	Example: If the product is a 5-pack, then this value=5. Defaults to 1 if no value is specified.
19	<b>ResellerSKU</b>	The SKU number assigned by the reseller.	This value may be important when communicating with a particular reseller.
20	<b>MfrPart</b> □	The part number assigned by the manufacturer.	If available, this field can often be used distinguish one product from another.
21	<b>PurchaseQty</b>	The number of units purchased in the order.	
22	<b>Serial</b> □	The software serial number associated with the product ordered.	
23	<b>Site</b>	The Site to which the software licenses are assigned.	The <b>Site</b> , <b>Department</b> , and <b>Cost Center</b> fields are used by ZENworks Asset Management Software Compliance for tracking demographics. You can associate a line item with a value in any or all of these columns so that license quantities can be summarized within a particular demographic.  In order for these values to be meaningful in ZENworks Asset Management Software Compliance, corresponding demographics must be associated with workstations in the ZENworks Asset Management inventory.
24	<b>Department</b>	The Department to which the software licenses are assigned.	
25	<b>CostCenter</b>	The Cost Center to which the software licenses are assigned.	

26	<i>Comment</i>	Text field for general comments about the product purchased.	
27	<i>Invoice</i> <input type="checkbox"/>	Invoice number.	<p>This reference helps link to supporting documentation and establish proof-of-ownership.</p> <p><b>Note:</b> Multiple invoices can be associated with the same purchase order number.</p>
28	<i>UnitMSRP</i>	Numeric field representing the product's Manufacturers' Suggested Retail Price	<p><b>Notes about price fields:</b></p> <p>If currency symbols and thousands separators appear in the fields, they are stripped out when the data is imported.</p> <p>The importer uses the locale of the server to determine what characters are used for thousands and monetary decimal separators. If your values contain a mix of currencies, the imported cost values may be incorrect.</p> <p>If no value exists in the <b><i>ExtendedPrice</i></b> field, a value is calculated based on the values of the <b><i>PurchaseQty</i></b> and <b><i>UnitPrice</i></b> fields. If a value exists, it is imported, and is not checked to see if it matches a calculated value.</p>
29	<i>UnitPrice</i>	Numeric field representing the product's Unit Price.	
30	<i>ExtendedPrice</i>	Numeric field representing the product's Extended Price.	
2 - Required field			
3 - The <i>Manufacturer</i> , <i>Product Name</i> , <i>Version</i> , <i>Product Type</i> , and <i>Licenses Per Package</i> fields are used to determine the existence of a unique product.			

## Softchoice Import File Format

This format is generated from the Softchoice Corporation's Product History Report.

### *File Format*

The file must be an ASCII tab-delimited text file, with one row per line item. The first line of the file must contain column headers, and must match the field names defined below.

### *Column Headers*

Each row of the Import File contains a line item in a Purchase Record . There are two parts to each row in the Import File:

- **Purchase Record Header Fields** - These fields contain information specific to a particular invoice, purchase order, or other purchase transaction. They appear in columns 1-13.
- **Purchase Record Product Fields** - These fields contain information about a particular line item in the purchase record. They appear in columns 14-30.

**Note:** You may omit any columns that are not required.

*Purchase Record Header Fields*

- The first 13 columns of the Import file contain header information, specific to the Purchase Record.
- For each line item in a Purchase Record, you must repeat all of the Purchase Record information.

The Purchase Record data is contained in the following columns:

Column	Field Name	Softchoice Field Name	Field Definition	Comments
1	<b>PO<sup>1</sup></b>	PURCHASEORDER	Purchase order number.	This reference helps link to supporting documentation and establish proof-of-ownership.
2	<b>OrderDate<sup>1</sup></b>	ORDERDATE	Order date.	
3	<b>Reseller</b>		Reseller from whom the products in this order were purchased.	
4	<b>Recipient</b>	SHIPCONTACTNAME	The individual to whom the products in this order were shipped.	
5	<b>CompanyName</b>	COMPANYNAME	The name of the company or entity that executed the order.	
6	<b>ShippingAddress1</b>	SHIPADDR	Shipping address - line 1	Street, P.O. Box, Internal mail code, etc.
7	<b>ShippingAddress2</b>	SHIPCITYSTZIP	Shipping address - line 2	
8	<b>ShippingAddress3</b>		Shipping address - line 3	
9	<b>City</b>		City order was shipped to.	
10	<b>State</b>		State order was shipped to.	
11	<b>Zip</b>		Zip code or mail code order was shipped to.	
12	<b>Country</b>		Country order was shipped to.	
13	<b>Notes</b>		Text field for general notes about the purchase record.	
<p>1 - one of these fields must be included in the record; one or more of these fields are used to define a unique purchase record in the ZENworks Asset Management database.</p>				



*Purchase Record Product Fields*

- Columns 14-30 contain information about a single line item of a purchase record.
- A purchase record can contain multiple invoices.
- An invoice or purchase record can contain multiple line items, each representing a single product, as long as the information in columns 1-13 remains the same for each line item.

Column □	Field Name	Softchoice Field Name	Field Definition	Comments
14	<b>Manufacturer</b> <sup>3</sup>	PUBLISHER	Manufacturer of the product ordered.	
15	<b>ProductName</b> <sup>2□3</sup>	ITEMDESC	Name or description of the product ordered.	
16	<b>Version</b> <sup>3</sup>		The version of the product ordered.	
17	<b>ProductType</b> <sup>3</sup>		The type of product ordered.	The <b>Product Type</b> field helps establish what the product represents (Examples: full license, upgrade, media, etc.)
18	<b>LicensesPerPackage</b> <sup>3</sup>		The number of licenses represented by this form of the product.	Example: If the product is a 5-pack, then this value=5. Defaults to 1 if no value is specified.
19	<b>ResellerSKU</b>	SKU	The SKU number assigned by the reseller.	This value may be important when communicating with a particular reseller.
20	<b>MfrPart</b> □	MFGSKU	The part number assigned by the manufacturer.	If available, this field can often be used distinguish one product from another.
21	<b>PurchaseQty</b>	QTYORD	The number of units purchased in the order.	
22	<b>Serial</b> □		The software serial number associated with the product ordered.	
23	<b>Site</b>		The Site to which the software licenses are assigned.	The <b>Site</b> , <b>Department</b> , and <b>Cost Center</b> fields are used by ZENworks Asset Management Software Compliance for tracking demographics. You can associate a line item with a value in any or all of these columns so that license quantities can be summarized within a particular demographic.  In order for these values to be meaningful in ZENworks Asset Management Software Compliance, corresponding demographics must be associated with workstations in the
24	<b>Department</b>		The Department to which the software licenses are assigned.	
25	<b>CostCenter</b>		The Cost Center to which the software licenses are assigned.	



				ZENworks Asset Management inventory.
26	<i>Comment</i>	COMMENTS	Text field for general comments about the product purchased.	
27	<i>Invoice</i> □	INVOICE	Invoice number.	This reference helps link to supporting documentation and establish proof-of-ownership.  <b>Note:</b> Multiple invoices can be associated with the same purchase order number.
28	<i>UnitMSRP</i>		Numeric field representing the product's Manufacturers' Suggested Retail Price	<b>Notes about price fields:</b>  If currency symbols and thousands separators appear in the fields, they are stripped out when the data is imported.
29	<i>UnitPrice</i>	SELLPRICE	Numeric field representing the product's Unit Price.	
30	<i>ExtendedPrice</i>	INVTOTAL	Numeric field representing the product's Extended Price.	
The importer uses the locale of the server to determine what characters are used for thousands and monetary decimal separators. If your values contain a mix of currencies, the imported cost values may be incorrect.  If no value exists in the <b>ExtendedPrice</b> field, a value is calculated based on the values of the <b>PurchaseQty</b> and <b>UnitPrice</b> fields. If a value exists, it is imported, and is not checked to see if it matches a calculated value.				
2 - Required field				
3 - The Manufacturer, Product Name, Version, Product Type, and Licenses Per Package fields are used to determine the existence of a unique product.				

*Unused Softchoice Fields*

The following Softchoice import file fields are ignored during the import process.

- ORDERNO
- INVDATE
- PURCHASEREF
- ORDERSTATUS
- LINENO
- QTYSHIP
- COMPANYNAMESHIP
- COMPANYNAMEBILL
- BILLCONTACTNAME
- BUYERNAME
- BILLADDR
- BILLCITYSTZIP
- ATTN
- REQ
- ITEM

## Importing Your Purchase Records

Use the **Start Import** command, available from the Purchase Records menu's Import submenu, to import purchase records from a text file.

To import a set of purchase records from a text file:

1. Prepare your Import File as described in [Preparing Your Import File](#). Make sure the text file you are using to import your purchase records matches the format defined in [The Import File Format](#).
2. From the Purchase Records menu's Import submenu, choose **Start Import**. The Start Import page appears.
3. Click **Browse**, then choose the text file containing the Purchase Records you want to import.
4. Click **Start Import**. The View Active Imports page appears, and shows the status of your import. The page refreshes every 20 seconds.
5. If you want to check your import to make sure it imported as expected, you can choose **View Import History** from the Imports submenu.
6. Review your imported data as described in [Reviewing Your Imported Data](#).

## Viewing Your Active Imports

Use the **View Active Imports** command, available from the Purchase Records menu's Import submenu, to view the status of a Purchase Record import process. If you have queued up several purchase record imports, you can delete any import process that is not yet underway.

For an explanation of all columns of the View Active Imports page, see the [View Active Imports](#) reference topic.

To view your active imports:

- From the Purchase Records menu, choose **View Active Imports** from the Imports submenu. The View Active Imports page appears in the right frame.

To delete any waiting imports:

1. In the **Select** column click check boxes to select the import processes you want to delete. To select all waiting import processes, click **Select All**. To clear all selected import processes, click **Clear Selection**.
2. Click **Delete** to delete all selected import processes.

**Note:** If an import process starts before you click **Delete**, it may not be deleted.

## Viewing Your Import History

Use the **View Import History** command, available from the Purchase Records menu's Import submenu, to view a history log of previous Purchase Record import operations.

To view your import history:

- From the Purchase Record's **Import** submenu, choose the **View Import History** command. The Import History page appears in the right frame, showing a list of History Records.

For an explanation of the columns in the Import History page, see the Import History Reference topic.

To delete an entry from the Import History log:

1. In the **Select** column, click the check boxes for the History Records you want to delete. To select all records, **Select All**. To clear all check boxes, click **Clear Selection**.
2. Click **Delete** to delete the selected History Records. The selected History Records disappear from the list.

**Note:** Deleting a History Record does not delete any of the imported records. It simply deletes the entry from the History log.

## Reviewing Your Imported Data

Once you have imported a batch of Purchase Records, you should check the following:

- **Make sure the data imported properly** - If your import file was not formatted correctly, the import may have succeeded, but the data may be in the wrong fields. This will probably be quite obvious.

- **Review the Import History report**

The **Row Count** in the history entry should match the number of rows in your Import file.

The number of **Details Created** (Purchase Record line items) in the history entry should match the number of line items in your Import file. One Detail should be created for each line item.

For more information, see Viewing Your Import History.

- **Make sure your Licenses Per Package quantities are correct** - For products with multiple licenses, such as 5- or 10-packs, make sure the Licenses Per Package quantities appear correctly in the View/Edit Catalog Products page. You can narrow your search for multi-packs by searching the Product Type or Product fields for "pak" or "pack." For the steps to changing these values, see Editing a Catalog Product.

## Working With the Product Catalog

Use the Product Catalog menu to add, edit, delete Catalog Products. You can also reconcile catalog products to licenses and exclude them so they do not appear as unreconciled products.

### What is a Catalog Product?

- A *Catalog Product* represents the form in which you can purchase the software and its license(s).

For example, a single copy or a 10-pack of a particular version of a software product are different Catalog Products. Each appears as a separate Catalog Product in the Product Catalog.

### What do you want to do?

Add or Edit a Catalog Product

Delete A Catalog Product

Reconcile Catalog Products to a License

Exclude a Catalog Product

Specify a Catalog Product as an Upgrade to another Catalog Product

### Product Catalog Menu Reference

Add Product

View/Edit Product

Delete Product

Exclude Product

Reconcile to License

## Adding a Catalog Product

Use the **Add Product** command, available from the Product Catalog menu, to add a product to the Product Catalog.

To add a product to your Product Catalog:

1. From the Product Catalog menu, choose **Add Product**. The Add Catalog Product page appears in the right frame.
2. Choose a manufacturer from the drop-down list. If the manufacturer does not appear in the list, choose --**Add a New List Item--** at the top of the drop-down list.
3. Enter a **Product** name, choose a **Product Type** from the drop-down list, and enter the Version and **Mfg. Part**  in the boxes provided.
4. Enter a value in the **Licenses Per Pkg.** box. (Example: if the product is a 10-pack, enter 10 here.) This value defaults to 1, and needs to be changed only if the product entitles you to more than one license for the specified version of software.
5. If the software is an upgrade to a previous version of software, click the **Upgrade** check box. For more information on how to handle upgrades, see Working with Software Upgrades.
6. To keep the product from appearing as an unreconciled product, click the **Exclude** check box. For more information about excluding products, see Excluding Purchased Products.
7. To reconcile the catalog product to an existing license record, or to add a new License Record, click **Reconcile to License**. For more information, see Reconciling Catalog Products.
8. When finished, click **Done**.

## Editing a Catalog Product

Use the **View/Edit Product** command, available from the Product Catalog menu, to edit products already in your Product Catalog.

To edit a Catalog Product :

1. From the Product Catalog menu, choose **View/Edit Product**. A list of products in your Product Catalog appears.
2. Use the filter options in the left frame to narrow your search, if necessary.
3. Click any active link in the row showing the Catalog Product you want to edit. The View/Edit Catalog Product page appears, containing information about the selected product.
4. Make changes to any information about the product.
5. To reconcile the Catalog Product to a License Record, click **Reconcile to License**. If the **Upgrade** check box is selected, you can make changes to the upgrade information about the product. For more information, see Working with Software Upgrades.
6. To keep the product from appearing as an unreconciled product, click the **Exclude** check box. For more information about excluding products, see Excluding Purchased Products.
7. Click **Done** to save your changes.

## Deleting a Product

Use the **Delete Product** command, available from the Product Catalog menu, to delete one or more products from the Product Catalog.

To delete products from the Product Catalog:

1. From the Product Catalog menu, choose **Delete Product**. The Delete Catalog Products page appears in the right frame, showing a list of Catalog Products.
2. Use the filter options in the left frame to narrow your search, if necessary.
3. Click the check boxes in the **Select** column for any products you want to delete.
4. Click **Select All** to select all the products on the current page, or click **Clear Selection** to clear all check boxes in the **Select** column.
5. Click **Delete Catalog Products**. A confirmation box appears.  
**Note:** If the product is contained in a Purchase Record , or if the product is reconciled to a License Record , you cannot delete the product from the Product Catalog. To delete it, you must first delete from the License Record and/or Purchase Record .
6. Click **OK**. The selected products disappear from the Product Catalog.



## Reconciling Catalog Products

Use the **Reconcile to License** command, available from the Product Catalog menu, to reconcile one or more Catalog Products to an existing License Record . You can also add a new License Record from the Reconcile Products to License page.

### What is a Software License?

- A Software License represents your entitlement to run a copy of a specific version of software.
- A License Record represents the total number of licenses you own for a particular product.

### Why do I have to reconcile Catalog Products to licenses?

Once you have imported or entered a number of Purchase Records:

- You may have two or more entries in your Product Catalog for the same product, such as single copies and 5-packs.
- Reconciling a Catalog Product to a License Record is one-half of the process of determining your compliance status for a software product. It allows ZENworks Asset Management Software Compliance to determine the total number of licenses you've purchased for the product, based on the number of purchases of the products in the Product Catalog you have associated with that License Record.

That's why you reconcile - to connect entries in your Product Catalog through a License Record to one or more Discovered Products . This allows ZENworks Asset Management Software Compliance to calculate your compliance status by comparing your Discovered Products to the licenses you've purchased. The License Record is the "glue" that allows you to connect one or more purchased products to one or more discovered products.

### What happens when I reconcile a Catalog Product to a license?

When you reconcile a Catalog Product to a license, you are associating that particular unique manufactured software product version as it appears in the Product Catalog with a unique License Record. Through this process, you can associate different forms of the same product, such as single copies and multi-packs, with a single License Record. This allows the Software Compliance Report to show an accurate license count for the product, no matter how many times you purchase it, or in what form.

#### To reconcile a Catalog Product to a License:

1. From the Product Catalog menu, choose **Reconcile to License**. The Reconcile Catalog Products to License page appears in the right frame, showing a list of available Catalog Products. Use the filter options in the left frame to narrow your search, if necessary.
2. In the **Select** column, click the check boxes for the products you want to reconcile, and click **Reconcile to License Record**. In a new window, a list of Catalog Products you selected appears. Below it, a list of available License Records appears. Use the filter options in the left frame to narrow your search, if necessary.  
**Note:** If you choose a product that is already reconciled to another license, a confirmation appears, warning you that the product is already reconciled. If you then click **OK**, the association with the other license is broken, and the product is reconciled to the selected license.  
**Note:** If the license you are looking for does not appear in the list, click **Add License**. The Add License Record page appears. For more information on creating licenses, see Adding a License Record.
3. In the **Select** column, click the check box for the license you want to reconcile to the selected Catalog Products.  
**Note:** You can choose only one license. If you choose more than one, an error message appears.
4. Click **Done**. The View/Edit License Record page appears in the right frame, showing all Catalog Products and Discovered Products currently reconciled to this license, including the ones you just selected.
5. When finished, click **Done**. The Reconcile Catalog Products to License page appears. If you are viewing Unreconciled Products, the reconciled products disappear from the list.

## Working with Software Upgrades

Through ZENworks Asset Management Software Compliance, you can maintain an accurate view of your compliance status for a product through a series of upgrades to the product. Before you can handle upgrades correctly, you may find it helpful to understand what happens to licenses when you upgrade a software product.

### What happens to my licenses when I upgrade?

When you upgrade from one version of software to another, *the number of licenses you are entitled to install* for that software does not change. Instead, you are *shifting your entitlement* from one version of the software to another.

This means for each copy of the new version you install, your entitlement to run the old version *decreases by one*. This is called the *Adjusted License Count*.

### How do I deal with upgrades?

Before your Software Compliance Report can display accurate information about a software product and its upgrades, you must specify the relationship between the full product you have purchased and the upgrades to that product.

Here are some key concepts about handling upgrades:

- The product you are upgrading *from* must be in the Product Catalog, and must have its own License Record.
- The product you are upgrading *to* must be in the Product Catalog, and must have its own License Record.

#### To enter a Catalog Product as an upgrade:

1. Enter the Catalog Product as you would any other.
2. Add a License Record for the product.
3. Make sure you have a Purchase Record containing a Catalog Product for the software version you want to upgrade *from*, and that it is reconciled to a License Record. For example, if you want to enter an Adobe Acrobat 5.0 as an upgrade to Adobe 4.x, you must have a Purchase Record containing the Catalog Product record for Adobe 4.x, and it must be reconciled to a License Record for Adobe Acrobat 4.x.
4. From the Product Catalog menu, choose **View/Edit Product**, choose filter options if necessary, and click the link for the upgrade version of software. The Edit Catalog Product page appears in the right frame.
5. Click **Upgrade From License Record**. A list of available licenses appears.
6. In the **Select** column, click the check box for the license for the *earlier* version of software, the one you are upgrading *from*.
7. Click **Done**. The View/Edit Product page appears in the right frame, showing the selected License Record in the **Upgraded From** area.

## Excluding Catalog Products

In some cases, you may not want a Catalog Product to appear in your Software Compliance Report. For example, if your Purchase Records contain line items other than software, such as media, manuals, or other documents.

Use the **Exclude Product** command, available from the Product Catalog menu, to exclude products. When you exclude a Catalog Product, it is no longer counted and does not appear as an Unreconciled Catalog Product.

### To exclude a Catalog Product:

1. From the Product Catalog menu, choose **Exclude Product**. The Exclude Catalog Product page appears in the right frame, showing a list of catalog products.
2. Use the filter options in the left frame to view Included Products or All Products, and to narrow your search, if necessary.
3. In the **Select** column, click the check boxes for those products you want to exclude.
4. Click **Exclude Product**. A check mark appears in the **Excluded** column for the selected products.  
**Note:** if you choose a product that has been reconciled, a confirmation appears, warning you that you are about to exclude a product that is already reconciled to a license.

### To include a product that is currently excluded:

1. From the Product Catalog menu, choose **Exclude Product**. The Exclude Catalog Product page appears in the right frame, showing a list of catalog products.
2. Use the filter options in the left frame to view Excluded Products, and to narrow your search, if necessary. The **Exclude Product** button changes to **Include Product**.
3. In the **Select** column, click the check boxes for those products you want to include.
4. Click **Include Product**. The selected products disappear from the list.

## Working With Discovered Products

Use the Discovered Products menu to view a list of products determined by ZENworks Asset Management to be installed in your environment.

### What do you want to do?

Reconcile Discovered Products to License Records

Exclude Discovered Products from the Software Compliance Report

Define Software Standards Categories and assign Discovered Products to them

### Discovered Products Menu Reference

Exclude Product

Reconcile to License Record

Manage Software Standards

## About the License Knowledgebase

When ZENworks Asset Management scans a machine for software, it generates a more detailed list than is needed for license tracking purposes. The License Knowledgebase applies a set of rules and mappings to the ZENworks Asset Management software inventory data to reduce unnecessary detail, presenting the information needed for license tracking.

The License Knowledgebase adjusts your view of Discovered Products list in the following ways:

- It consolidates related versions, service releases, and language versions to the minor release level (example: 3.1) into a single product.
- It excludes products, such as browsers and viewers, that are known not to require licensing.
- It recognizes a software suite, and ignores its components, so they are counted together as a single installation. When individual components are discovered, not as part of a suite, they are reported as individual installations.

Because the Discovered Products list is filtered through the License Knowledgebase, the installed counts as they appear in the Discovered Products list can be significantly lower than the counts as they appear in ZENworks Asset Management.

**Note:** The License Knowledgebase continues to develop, as the products of more manufacturers are identified for consolidation or exclusion. A new version of the License Knowledgebase is included with each release of ZENworks Asset Management.

## Reconciling Discovered Products

Use the **Reconcile to License** command, available from the Discovered Products menu, to reconcile one or more discovered products to an existing License Record .

### What happens when I reconcile a Discovered Product to a license?

When you reconcile a Discovered Product to a license, you are associating that particular unique product in your installed software inventory with a unique license record. Through this process, you can connect discovered products through the License Record to the products you've purchased. This allows the Software Compliance Report to show an accurate comparison between software installations and licenses for software products.

#### To reconcile a Discovered Product to a License:

1. From the Discovered Products menu, choose **Reconcile to License Record**. The Reconcile Discovered Products to License page appears in the right frame, showing a list of Discovered Products.
2. Use the filter options in the left frame to narrow your search, if necessary.
3. In the **Select** column, click check boxes for the products you want to reconcile, and click **Reconcile to License Record**. A list of available License Records appears in a new window. Use the filter options in the left frame to narrow your search, if necessary.  
**Notes:**  
If you choose a product that is already reconciled to another license, a confirmation appears, warning you that the product is already reconciled. If you then click **OK**, the association with the other license is broken, and the product is reconciled to the selected license.  
If the license you are looking for does not appear in the list, click **Add License**. The Add License Record page appears. For more information on creating licenses, see Adding a License Record.
4. In the **Select** column, click the check box for the license you want to reconcile to the selected Discovered Products.  
**Note:** You can choose only one license. If you choose more than one, an error message appears.
5. Click **Done**. The View/Edit License Record page appears in the right frame. If you are viewing Unreconciled Products (the default view), the products you reconciled disappear from the list.

## Excluding Discovered Products

In some cases, you may need to exclude certain Discovered Products , even though they have been discovered on one or more systems. Here are some example of discovered products you might want to exclude:

- The product does not require license tracking, (example: freeware or software bundled with a licensed application)  
  
**Note:** The License Knowledgebase maintained by Novell typically excludes these types of applications (when known) so they do not appear as Discovered Products. If a product of this type is not excluded by the License Knowledgebase , you may want to exclude it for the purposes of compliance analysis or tracking.
- The product is a demo or evaluation version.

Use the **Exclude Product** command, available from the Discovered Products menu, to excluded Discovered Products from the Software Compliance Report.

### To exclude a Discovered Product :

1. From the Discovered Products menu, choose **Exclude Product**. The Exclude Discovered Products page appears in the right frame, showing a list of Discovered Products.
2. Use the filter options in the left frame to narrow your search, if necessary.
3. In the **Select** column, click the check boxes for those products you want to exclude.
4. Click **Exclude Product**. If you are viewing Included Products only, the selected products disappear from the list. If you are viewing All Products, a check mark appears in the **Excluded** column for the selected products.  
**Note:** You cannot exclude a product that has been reconciled. If you want to exclude the product, you must delete the Discovered Product from the License Record. For more information, see Viewing and Editing Licenses.

### To include a product that is currently excluded:

1. From the Discovered Products menu, choose **Exclude Product**. The Exclude Discovered Products page appears in the right frame, showing a list of Discovered Products.
2. Use the filter options in the left frame to narrow your search, if necessary. In order to view excluded products, you must choose **Excluded Products** or **All Products** in the **View** section of the filter.
3. In the **Select** column, click the check boxes for those products you want to include.
4. Click **Exclude Product**. If you are viewing Excluded Products only, the selected products disappear from the list. If you are viewing All Products, the check mark in the **Excluded** column for the selected products disappears.

## Managing Software Standards

Use the *Manage Software Standards* command, available from the Discovered Products menu, to define Software Standards categories and to assign Discovered Products to them.

### Overview

You can define categories you can use to group Discovered Products into groups that are meaningful to your organization. You can use these categories in a variety of ways, but the most common application is to track installed products as they conform to your organization's policies and standards for software installations.

For example, you might define these three categories, and assign all of your Discovered Products to one of the three:

- Standard
- Non-Standard
- Policy Violation

Once you have defined these categories and assigned Discovered Products to them, you can view the Software Standards report, and easily see a list of products in each category, and the number of installations of each product. You can drill down to see a list of workstations containing a particular product, and further to view a list of Discovered Products on a particular workstation.

### Manage Software Standards View vs. Reconcile Discovered Products View

There is an important difference between the list of products that appears in the Manage Software Standards page and the list that appears in the Reconcile to License page. Here is the difference:

Page	Shows
Reconcile Discovered Products page	<p>□ <i>nly those Discovered Products that are not excluded on the Exclude Product page.</i></p> <p>This is because when looking at a list of products from a software license compliance perspective, you are not interested in those products that do not require license tracking.</p>
Manage Software Standards page	<p><i>All products, regardless of whether they are excluded or not.</i></p> <p>This is because when managing Software Standards, you are likely to want to know about installed products that do not require licenses, but may represent a violation of company Software Standards policy.</p>



## Assigning a Discovered Product to a Standards Category

By default, no Standards categories are defined. You can easily create new standards as you are assigning products to them.

1. From the Discovered Products menu, choose **Manage Software Standards**. The Manage Software Standards page appears in the right frame.
2. In the **Select** column, click a check box to select a product you want to assign to a Standards category.
3. At the bottom of the right frame, click **Set Standards Category**. The Select Standards Category page appears in the right frame.
4. In the **Standard** drop-down menu, choose the Standards category you want to assign to the selected Discovered products. If the Standards category you want to use does not appear in the list, choose **--Add a new list item--**. A New List Item window appears. In the **Standard** box, enter the name of the new Standards category and click **Add to List**. A message confirms that the new category has been added to the list, and the new category appears in the **Standard** box.
5. Click **Done**. The selected Discovered Products are assigned to the selected (or new) Standards category.

## Assigning Multiple Discovered Products to a Standards Category

You can assign many products at once using a combination of features in the Manage Software Standards page. Use the following features to help you isolate groups of products and select them for assignment to Standards categories.

- **View** - View by All Products, or view only User-Defined (Local) Products
- **Filter by** - Filter by one or more selections you choose from lists of Manufacturers, Software Categories, Software Subcategories, or Standards Categories, or choose a field and enter a Search String to search for a particular value. You can use this feature to sort for those products with no assigned Standards category.
- **Sort by** - Click a column header to sort by that column. Click the column again to reverse the sort order.
- **Select All and Clear Selection** - Use these commands to select or clear all check boxes in the **Select** column at one time.

## Viewing the Software Standards Report

Use the Software Standards Report page to view a list of Discovered Products and their Software Categories and Subcategories, and their assigned Standards Categories. You can also export the list to an Excel spreadsheet.

For more information, see Software Standards Report.

### To view the Software Standards Report:

- From the Reports menu, choose **Software Standards**.
- Use the **View** and **Filter by** controls in the left frame to narrow the list.
- Click **Excel** at the bottom of the right frame to export the current data to an Excel spreadsheet.

## Working With Licenses

Use the License Record menu to add, edit, and delete License Records, and to reconcile licenses to Catalog Products and Discovered Products.

### What is a License Record?

A License Record serves as the "glue" between products in the Product Catalog and Discovered Products (products discovered by ZENworks Asset Management.)

By reconciling Catalog Products and Discovered Products to a License Record, you establish the basis for tracking licenses for a particular product. Once you have reconciled a license to the appropriate Catalog Products and Discovered Products for a given product, your Software Compliance Report can give you accurate information about the compliance status of related software products.

The Software Compliance Report shows a list of License Records, and calculates license counts from Purchase Records and installation counts of Discovered Products associated with each License Record.

The opening page of the Software Compliance tab shows how License Records relate to Purchase Records and the ZENworks Asset Management Inventory .

### What do you want to do?

Add a License Record

Edit an existing License Record

Delete a License

Reconcile a License to Catalog Products

Reconcile a License to Discovered Products

Add a License for each unreconciled Discovered Product

Set Allocations for Licenses

### License Record Menu Reference

Add License

View/Edit License

Delete License

License Allocation - Initialize Allocations

License Allocation - Allocation Worksheet

Auto-reconcile

## Adding a License Record

For every line you want to track licensing for, you must have a License Record .

You can add a License Record two ways:

- Using the **Add License Record** command, available from the License Records menu.
- Using the **Add License Record** button, available from the Reconcile Catalog Products: Select License or Reconcile Discovered Products: Select License pages. Using this method reconciles the product to the License Record at that same time.

### Adding a License Record from a Select License Page

Use the **Add License Record** button, available from the Reconcile Catalog Products: Select License or Reconcile Discovered Products: Select License pages to add a License Record.

**Note:** Using this method reconciles the product to the License Record at that same time.

To use the **Add License Record** button to add a License Record:

1. From the Product Catalog menu or the Discovered Products menu, choose **Reconcile to License Record**. The Reconcile Catalog Products or Reconcile Discovered Products page appears. You can also click **Reconcile to License Record** from the View/Edit Catalog Products page.
2. In the **Select** column, click the check box for the product you want to reconcile and create a license for, and click **Reconcile to License Record**. In a new window, product you selected appears.
3. Click the **Add License Record** button. A new License Record appears, containing information from the product you selected.
4. Edit the Manufacturer, Product, or Version as necessary, add a comment, and click **Done**. The License Record is saved, and is reconciled to the selected product.

### Adding a License Record from the License Records Menu

Use the **Add License** command, available from the License Records menu, to add a new License Record.

To use the **Add License Record** command to add a new License Record:

1. From the License Records menu, choose **Add License**. The Add License page appears in the right frame.
2. Choose a **Manufacturer** from the drop-down list.  
If the Manufacturer you want to use does not appear in the list, choose **--Add New List Item--** from the top of the drop-down list and enter a manufacturer name.
3. Choose a **Product** from the drop-down list.  
If the Product you want to use does not appear in the list, choose **--Add New List Item--** from the top of the drop-down list and enter a product name.
4. Enter a version number or, if there are multiple versions that relate to a single license , enter useful text here, such as "3.x-5.x" or "multiple."  
Example: Through a series of purchase transactions, you purchase a few copies each of versions 6.0, 6.1, and 6.2 of a product. The manufacturer's license allows you to run any of the versions, so you are not concerned with tracking the upgrades of these products. You can reconcile all three products to a single license record, so they appear as one item in the Compliance Report. . You could enter "6.x" in the version number box.
5. To reconcile this license to one or more Catalog Products, click **Reconcile to Catalog Products**.  
To reconcile this license to one or more Discovered Products, click **Reconcile to Discovered Products**.  
To specify allocations for this license, click **Allocation Worksheet**.
6. When you are finished with this License Record, click **Done**. The View/Edit License Records page appears, showing a list of License Records.

## Viewing and Editing Licenses

Use the **View/Edit License** command from the License Records menu to edit License Records.

To edit a License Record :

1. From the License Records menu, choose **View/Edit License**. A list of available License Records appears.
2. Use the filter options in the left frame to narrow your search, if necessary.
3. Click an active link for the License Record you want to edit. The Edit License Record page appears in the right frame.
4. To reconcile this license to one or more Catalog Products, click **Reconcile to Catalog Products**.  
To reconcile this license to one or more Discovered Products, click **Reconcile to Discovered Products**.  
To specify allocations for this license, click **Allocation Worksheet**.  
To break the association of a Catalog Product or Discovered Product with this license, click the "X" icon to the left of the product you want to delete from the license.  
**Note:** A product becomes unreconciled when you delete it from a license.
5. When you are finished with this License Record, click **Done**. The View/Edit License Records page appears, showing a list of License Records.

## Deleting a License

Use the **Delete License** command, available from the License Records menu, to delete one or more License Records.

To delete a License Record :

1. From the License Records menu, choose **Delete License**. The Delete License Record page appears in the right frame, showing a list of License Records.
2. Use the filter options in the left frame to narrow your search, if necessary.
3. Click the check boxes in the **Select** column for any Licenses you want to delete.  
**Note:** If a check box is disabled, the License Record is reconciled to either a Catalog or Discovered Product, and cannot be deleted until delete the reconciliations in the License Record..
4. Click **Select All** to select all the products on the current page, or click **Clear Selection** to clear all check boxes in the **Select** column.
5. Click **Delete License**. A confirmation box appears.
6. Click **OK**. The selected products disappear from the list of License Records.  
**Note:** If a License Record has been reconciled to one or more Catalog or Discovered Products , you must delete those reconciliations from the License Record before you can delete it.

## Reconciling From a License

You can reconcile Catalog Products and Discovered Products to Licenses from two different points of view.

- You can **reconcile to a license** from the Product Catalog menu and the Discovered Products menu. For more information, see Reconciling Catalog Products and Reconciling Discovered Products.
- You can also **reconcile from a license** - that is, you can choose a license, then reconcile it to Catalog Products and to Discovered Products.

### To reconcile from a license:

1. From the License Records menu, choose **View/Edit Licenses**. A list of available licenses appears in the right frame.
2. Use the filter options in the left frame to narrow your search, if necessary.
3. Click an active link for the license you want to reconcile. The Edit License Record page appears in the right frame.
4. To reconcile to Catalog Products, click **Reconcile to Catalog Products**. A list of Catalog Products appears in the right frame.  
To reconcile to Discovered Products, click **Reconcile to Discovered Products**. A list of Discovered Products appears in the right frame.
5. Choose the products you want to reconcile to the license as described in Reconciling Catalog Products and Reconciling Discovered Products.  
**Note:** If you choose a product that is already reconciled to another license, a confirmation appears, warning you that the product is already reconciled. If you then click **OK**, the association with the other license is broken, and the product is reconciled to the selected license.

### To delete a reconciled product from a license:

- Click the Delete icon to the left of the product. The deleted product is no longer reconciled to a license.

## Using Auto-reconcile

Use the Auto-reconcile command to view a list of suggestions for creating License Records. This list is based on your Discovered Products list, and suggests records only for those Discovered Products that are neither reconciled nor excluded.

It also suggests products from your Product Catalog that are likely matches for the Discovered Products.

To use Auto-reconcile to create new license records:

1. From the License Records menu, choose **Auto-reconcile**. The Auto-reconcile page appears in the right frame, with a short description of the function.
2. If you want to create a new license for each discovered product for which no license exists, click to choose **Create New License**. If you want to reconcile any newly discovered products for which licenses already exist, click to choose **Add to Existing License**.
3. Use the View and Filter Options in the left frame to narrow your search or click **Start Auto-reconcile** to view all suggested licenses. A list of suggested licenses appears, along with their corresponding Discovered Products.
4. Click check boxes to select the suggested License Records you want to create.
5. If any Catalog Products appear, clear the check boxes for any Catalog Products you do *not* want to reconcile to the suggested License Records.
6. If you want to accept all the suggestions in the current window, click **Select All**. All check boxes in the current window are checked.
7. When all check boxes in the current window are set the way you want them, click **Create Licenses**. For each checked Suggested License Record, a new License Record is created, reconciled to its corresponding Discovered Product. For each Catalog Product checked, the License Record is also reconciled to the corresponding Catalog Product.

### Notes:

- Be sure to click **Create Licenses** after making your selections. If you view another page of records without clicking **Create Licenses**, your selections are lost and the records are not created.
- The following note is added to the License Record when it is created, if you haven't entered a note yourself:

"Created by Auto-Reconcile on [date] [time]"

## Editing Suggested License Record Names

Each Suggested License Record's manufacturer, name, and version are set to match those in its corresponding Discovered Product exactly. For each Suggested License Record, you can edit the manufacturer, name or version before it is saved.

To edit the manufacturer, name, or version for a Suggested License Record:

1. Click the Suggested License Record name. An Edit License page opens in a new window.
2. Make your changes, and click **Create Licenses**. The Suggested License Record shows your changes.

**Note:** When you edit License Record, it is selected automatically when you return to the Suggested License Records page.

## How Does Auto-reconcile Attempt to Match Catalog Products to Discovered Products?

1. **Start with Unreconciled Discovered Products** - Auto-reconcile starts with Discovered Products, since the name, manufacturer, and version for a Discovered Product are reliably accurate and consistent, because they come from the ZENworks Asset Management License Knowledgebase . It only looks at products that are unreconciled and have not been excluded.
2. **Look for Catalog Products that might be possible candidates** - It then looks at the manufacturer, name, and version for each unreconciled Catalog Product, and tries to find products that might be candidates for a match to the Discovered Product.
3. **Disregard upgrades, media, documentation, and books** - Auto-reconcile tries to avoid suggesting matches for certain kinds of Catalog Products. It does not include a product as a suggested match if the name of the Catalog Product is an upgrade or an order for media.

## Working with License Allocations

A software license is a company asset, and can be allocated in various ways. You may want to re-allocate licenses after the initial purchase, as things change within your company. For example, you may move computers from one site to another, or you may un-install software on one computer, and install it on another.

The ZENworks Asset Management License Compliance Suite makes it easy for you to manage these changes while maintaining an overall view of your software license compliance.

### Methods for Allocating Licenses

You may want to allocate your licenses in different ways:

- **By Demographic** - You may want to allocate licenses by various demographics, such as Site, Department, or Cost Center. Using this method, for example, you can allocate a license to every workstation in the engineering department. This makes it easy to see where your licenses are allocated without the need to know which workstations are associated with a demographic group.
- **By Workstation** - You may want to associate licenses directly with workstations. This is particularly useful when you have special workstations, such as CAD systems, to which you are allocating licenses for certain applications.
- **By Both** - You may find that, for the most part, you want to allocate your licenses by some demographic, such as Department. You may also have a need to allocate some licenses by Workstation. For example, if everyone in your graphics department uses Adobe Illustrator, but a few individuals outside the department do graphics work, you might need to allocate licenses to those few workstations, while the rest are allocated by department.

### Getting Started Managing Your License Allocations

There are two steps you need to take to get started with License Allocations:

- **Step 1 - Initialize your Allocations** - By default, no licenses are allocated. Use the *Initialize Allocations* command, available from the License Records menu's *License Allocation* submenu, to set initial values for License Allocations for a large group of products at once. For more information, see Setting Initial License Allocation Values.

You can allocate licenses *based on your current installed inventory* - a license is allocated for each installed copy of an application. Using this method, you can choose to allocate licenses based on demographic information (such as Site, Department, or Cost Center,) or you can allocate them directly to the workstations on which they are installed.

You can also allocate them *based on your product Purchase Records* - when you use this approach, licenses are allocated only by Demographic. For each Purchased Product, licenses are allocated based on the information contained in the *Site*, *Department*, or *Cost Center* boxes within the Purchase Records..

- **Step 2 - Review your allocations and make any corrections** - Once you have set your initial allocations, use the *Allocation Worksheet*, available from the License Records menu's *License Allocation* submenu, to review and edit the allocations created during the initialization process. For more information, see Using the Allocation Worksheet .
- **Step 3 -View the License Allocations Reports** - You can view any one of a number of License Allocation reports.



## Setting Initial License Allocation Values

Use the *Initialize Allocations* command, available from the License Records menu's *License Allocation* submenu, to set the initial allocation values for your licenses.

You can allocate licenses in two ways:

- **Based on your purchase records** - You can also allocate them *based on your product Purchase Records* - when you use this approach, licenses are allocated only by Demographic. For each copy of a Purchased Product, a license is allocated based on the information contained in the *Site, Department, or Cost Center* boxes within the Purchase Records.

If you base your allocations on your purchase records, you can allocate them:

-by Demographic (Site, Department, or Cost Center)

- **Based on your inventory** - for each installed copy of software discovered by ZENworks Asset Management, a license is allocated.

If you base your allocations on your inventory, you can allocate them:

- by Demographic (Site, Department, or Cost Center)  
- by Workstation

To set your initial license allocations:

1. From the License Records menu's *License Allocation* submenu, choose *Initialize Allocations*. The "Initialize License Allocations: Step 1 - Choose License Records" page appears in the right frame.
2. In the *Select* column, click the check boxes for those products for which you want to set initial license values. To select all the products in the list, click *Select All*. To clear the check boxes for all selected products, click *Clear Selection*.

**Note:** You can run this initialization process at any time. You may want to use the *View* and *Filter by* controls to view a subset of available products, or to view only those products for which licenses have not been allocated. You can then set your initial allocations for a product or group of products.

3. When you have selected all the products for which you want to allocate licenses, click *Next*. The "Step 2 - Choose Initialization Options" page appears in the right frame.
4. Choose the type of allocation for the selected licenses -

Click *Demographic* to allocate licenses based on a Site, Department, or Cost Center. If you choose this option, click *Site, Department, or Cost Center*.  
Click *Workstation* to allocate licenses based on installed copies found on workstations.

5. Choose a data source for the initialization:

Click *Initialize from Purchase Records* to allocate licenses based on your Purchase Records.  
Click *Initialize from Inventory* to allocate a license for each copy of a product discovered on a workstation.

6. Choose whether, when importing new Purchase Records, you would like to update license allocations based on demographic data contained in the import file.
7. Click *Done*. The Initialize License Allocations page appears. By default, this page shows only Unallocated Licenses. If no License Allocations appear, click *Allocated Licenses*. You can now use the Allocation Worksheet to review your allocations and make any necessary changes.

**Note:** You can change the options you set in steps 4 and 6 from the Allocation Worksheet Options page, available from the License Allocations Worksheet.

## Using the Allocation Worksheet

Use the Allocation Worksheet to edit the License Allocations for a particular software license. Once you have selected a license for editing, you can modify the allocations for a workstation or demographic group, change the demographic you want to use for allocating licenses for the product, add allocations for more workstations, or delete a workstation allocation.

To choose a license record for editing:

1. From the License Records menu, choose **Allocation Worksheet** from the License Allocation submenu. The License Allocation Worksheet page appears in the right frame, showing a list of license records, their license quantities, and allocation quantities.  
  
**Note:** An unallocated license amount with a *negative value* indicates that you have allocated more licenses than you own. This could mean that the license has not been reconciled to a Purchased Product, or that you are out of compliance.
2. Use the **View** and **Filter by** controls to narrow your view if necessary.
3. In the **License** column, click the link for the License Record you want to edit.
4. The allocation detail for the selected license appears in the License Allocation Worksheet.
5. Edit allocations as described below. When finished, click **Done**.

### Editing License Allocations

What you see in the license allocation detail for a particular license depends on whether the license has been allocated by demographic, by workstation, or both.

- If, when you initialized your License Allocation values, you chose one of the options that allocates licenses by demographic (Site, Department, or Cost Center,) a **Demographic Allocations** area appears in the Allocation Worksheet, showing your current demographic allocations.
- If you chose to initialize your License Allocations from your Inventory, based on workstations, one license is allocated for each workstation on which the selected product is found, and an entry appears in a **Workstation Allocations** area for each workstation to which the product is allocated.

### Editing Demographic License Allocations

Use the Demographic Allocations area of the License Allocation Worksheet to allocate licenses based on demographic data. Your demographic choices can come from Purchase Records or from Discovered Products in your inventory.

When allocating licenses by demographic, you can do any of the following:

- Edit the allocation quantity for a particular Site, Department, or Cost Center.
- Add another Site, Department, or Cost Center, then allocate licenses to it.
- Delete an entry from the Demographic Allocations area.

To edit the allocation quantity for a Site, Department, or Cost Center:

1. In the License Allocation Worksheet, choose a license record for editing.
2. In the **New Allocation** box, enter a new quantity for the demographic entry you want to change. This is the number of licenses you want to allocate to that Site, Department, or Cost Center.
3. If you want to change the existing allocations for other Sites, Departments, or Cost Centers, enter the new quantities.
4. When finished, click **Update Allocations**. The new quantities appear in the **License Quantity** summary at the top of the page, and in the **Current Allocation** column for each demographic entry.

**To add another Site, Department, or Cost Center:**

1. In the License Allocation Worksheet, choose a license record for editing.
2. At the bottom of the **Demographic Allocations** area, choose the Site, Department, or Cost Center from the **Add New** ▾ **demographic** ▾ drop-down menu.  
  
**Note:** If the demographic you want to use does not appear (if, for example, you see "Add New Site" instead of "Add New Department,") you can change the demographic you use for allocations from the License Allocations Worksheet Options page. For more information, see Setting Allocation Worksheet Options.
3. Enter a quantity for the new Site, Department, or Cost Center.
4. When finished, click **Update Allocations**. The new quantities appear in the **License Quantity** summary at the top of the page, and in the **Current Allocation** column for each demographic entry.

**To delete an entry from the Demographic Allocations area:**

1. In the License Allocation Worksheet, choose a license record for editing.
2. In the **Select** column, click to select the entry you want to delete.
3. At the bottom of the right frame, click **Delete Allocation**. A confirm message appears.
4. Click **OK**. The allocation entry disappears from the Demographic Allocations area.

**Editing Workstation Allocations**

Use the Workstation Allocations area of the License Allocation Worksheet to allocate licenses to individual workstations.

When allocating licenses to workstations, you can do any of the following:

- Add another workstation. Each workstation entry allocates one license.
- Delete a workstation entry from the Workstation Allocations area.

**To add a workstation allocation entry:**

1. In the License Allocation Worksheet, choose a license record for editing.
2. At the bottom of the right frame of the License Allocation Worksheet, click **Add Workstations**. The Find Workstations to Allocation Licenses page opens in a new window.
3. Enter search criteria in the **User Information**, **Workstation Data**, or **Location Data** sections to help you narrow your search, then click **Search**.  
  
**Note:** If you click **Search** with no criteria, all workstations are shown. Use this page to find workstations that match the specified search criteria. *You do not have to complete the form completely.* Enter information in any field to narrow your search for the workstations you are looking for.
4. In the **License View** section, choose to view **Workstations with related Discovered Products installed** or **All Workstations**.  
  
**Note:** If these buttons are disabled, the License has not been reconciled to any Discovered Products.
5. In the **Select columns to display** section, select or clear the check boxes for the columns you want to appear in the results of the workstation search. The machine name is always displayed.
6. Click **Next**. A list of workstations appears.

7. In the **Select** column, click to select the workstations you want to add to the Workstation Allocations area. For each workstation you choose, one license is allocated. To choose all the workstations in the list, click **Select All**. To clear the check boxes for all selected workstations, click **Clear Selection**.
8. When you have selected all the workstations you want to add to the Workstation Allocations area, click **Next** at the bottom of the Add workstations page. The Add Workstations window closes, and the selected workstations appear in the Workstation Allocations area of the License Allocations Worksheet.

**To delete a workstation allocation entry:**

1. In the License Allocation Worksheet, choose a license record for editing.
2. In the **Select** column, click the check boxes to choose the workstations you want to delete from the Workstation Allocation area.
3. At the bottom of the right frame, click **Delete Allocation**. The selected workstation entries disappear from the Workstation Allocation area.

### Setting Allocation Worksheet Options

If the demographic you want to use to allocate licenses does not appear in the License Allocation Worksheet after you have selected a License Record for editing, use the **Options** command at the bottom of the right frame to change it. You can specify whether license allocations are affected when you import new purchase records containing demographic data.

**Caution:** When you choose a different demographic from the License Allocation Worksheet Options page, all allocations for the current demographic are deleted. Make sure you want make the change.

**To change your License Allocation Worksheet Options:**

1. In the License Allocation Worksheet, choose a license record for editing.
2. At the bottom of the right frame, click **Options**. The Allocation Worksheet Options page appears in a new window.
3. In the **Choose Demographic** section, click to choose the demographic you want to use when allocating licenses.
4. In the **Choose Importer Behavior** section, click **Yes** or **No** to specify whether you want allocations to be updated when you import purchase records containing demographic data.

## Using the Reports Menu

From the License Compliance Tab's Reports menu, choose one of the following reports:

- **Compliance Report** - Shows a list of all defined software licenses and the compliance status for each license. Drill-down to view more detail about purchases, installations, and licenses.
- **Unreconciled Products** - From this submenu, choose the Catalog Products or Discovered Products report. Use these reports to track the products you haven't yet reconciled.
- **Purchase Summary** - Shows a list of Purchase Records, with one row per record. Click a link to view or edit the record.
- **Purchase Detail** - Shows a list of Purchase Records and their line items, with one row per line item. Click a Purchase Record link to view or edit the record.
- **License Allocation** - From this submenu, choose the Current Allocations, Allocations vs Installations, Allocation Exceptions, or Duplicate Allocations report.
- **Alerts/Custom Reports** - Shows the Custom Reports tree in the left frame. View, create, and edit custom reports, schedule reports and alerts, and view the output of previously scheduled reports. For more information on using Custom Reports, see Using Custom Reports and Alerts.

## Viewing More Detail in a Report

On any report, click any active link to "drill-down" to more detail related to that link. For example, in the Software Compliance Report, click a value in the License column to view the **Purchased Product** Detail for the selected License Record. In some cases, such as in the Unreconciled Products reports, a link takes you to the View/Edit page for the selected record.

## Exporting Data to Excel

Any report generated by ZENworks Asset Management Software Compliance can be exported to an Excel spreadsheet. Two export options are available, depending on how many records you are viewing:

- **Excel** - Button always available.
  - If there are fewer than 100 records in your report, click this button to launch Excel and open a window containing the data from the report you are viewing.
  - If there are more than 100 records in your report, click this button to launch Excel and open a window contain the data from the *current page* of the report.
- **Excel All** - Button appears when your report contains more than 100 records. Click this button to launch Excel and open a window containing all the data in the report.

## View, Filter, and Group Options

Use the View, Filter By, and Group By options to narrow your search and view a particular set of data. The options vary from one screen to another as described below. For information on how to use the search filters, see Using the Value, Manufacturer, and Order Date Filters below.

### Notes on Grouping:

- The Group By options appear only when your Purchased Products or Discovered Products contain demographic data in the Site, Department, or Cost Center fields.
- Items that are not assigned to a Site, Department, or Cost Center, it appears in the **Other** category.

### Purchase Records menu

- **View/Edit Purchase Records**  
Filter by: Value, Order Date  
Group By: None, Site, Department, Cost Center
- **Choose Product window - Catalog Product list**  
Filter by: Manufacturer, Value
- **Delete Purchase Records**  
Filter by: Value, Order Date  
Group By: None, Site, Department, Cost Center

### Product Catalog menu

- **View/Edit Product**  
View: Included Products, Excluded Products, All Products  
View: Unreconciled Products, Reconciled Products, All Products  
View: Non-upgrade Products, Upgrade Products, All Products  
Filter by: Manufacturer, Value
- **Delete Product**  
View: Included Products, Excluded Products, All Products  
View: Unreconciled Products, Reconciled Products, All Products  
View: Non-upgrade Products, Upgrade Products, All Products  
Filter by: Manufacturer, Value
- **Exclude Product**  
View: Included Products, Excluded Products, All Products  
View: Unreconciled Products, Reconciled Products, All Products  
View: Non-upgrade Products, Upgrade Products, All Products  
Filter by: Manufacturer, Value
- **Reconcile To License Record**  
View: Unreconciled Products, Reconciled Products, All Products  
Filter by: Manufacturer, Value

## License Records menu

- **View/Edit License Records**  
License Records: Without Catalog Products, Without Discovered Products, With no Products, All Licenses  
Platform: Windows, Mac, All Platforms  
Filter by: Manufacturer, Value
- **Delete License Records**  
License Records: Without Catalog Products, Without Discovered Products, With no Products, All Licenses  
Platform: Windows, Mac, All Platforms  
Filter by: Manufacturer, Value
- **License Allocation Submenu - View/Edit License Allocations**  
License Records: With Allocations, Without Allocations, All Licenses  
Filter by: Manufacturer, Value
- **Auto-reconcile**  
Filter by: Manufacturer, Value

## Discovered Products menu

- **Exclude Product**  
View: All Knowledgebase Products, Products in Current Inventory  
View: Included Products, Excluded Products, All Products  
View: Unreconciled Products, Reconciled Products, All Products  
Platform: Windows, Mac, All Platforms  
Filter by: Manufacturer, Software Category, Software Subcategory, Value
- **Reconcile To License Record**  
View: Unreconciled Products, Reconciled Products, All Products  
Platform: Windows, Mac, All Platforms  
Filter by: Manufacturer, Software Category, Software Subcategory, Value

## Reports menu

- **Software Compliance Report**  
License Records: Over, Equal, Under, All  
Platform: Windows, Mac, All Platforms  
Filter by: Manufacturer, Value  
Group By: None, Cost Center, Department, Site
- **Unreconciled Catalog Products Report**  
Filter by: Manufacturer, Value  
Group By: None, Cost Center, Department, Site
- **Unreconciled Discovered Products Report**  
Platform: Windows, Mac, All Platforms  
Filter by: Manufacturer, Value
- **Inventory Comparison Report**  
View: Included Products, Excluded Products, All Products  
View: Suite Components Only, Non-Suite Components Only, All Products  
Filter by: Manufacturer, Value
- **Purchase Record Summary View**  
Filter by: Manufacturer, Value  
Group by: None, Cost Center, Department, Site

- **Purchase Record Detail**  
Filter by: Value, Order Date  
Group By: None, Site, Department, Cost Center
- **Current Allocations**  
License Records: With Allocations, Without Allocations, All Licenses  
Filter by: Manufacturer, Value
- **Allocations vs Installations**  
License Records: With Allocations, Without Allocations, All Licenses  
Filter by: Manufacturer, Value
- **Demographic Over-Allocations**  
Filter by: Manufacturer, Value
- **Demographic Under-Allocations**  
Filter by: Manufacturer, Value
- **Workstation Over-Allocations**  
Filter by: Manufacturer, Value
- **Installations with no Allocations**  
Filter by: Manufacturer, Value
- **Duplicate Allocations**  
Filter by: Manufacturer, Value
- **Software Standards**  
View: All Products, User-Defined (Local) Products  
Platform: Windows, Mac, All Platforms  
Filter by: Manufacturer, Software Category, Software Subcategory, Standards Category, Value
- **Discovered Suites/Components**  
View by: Unreconciled Products, Reconciled Products, All Products  
Filter by: Manufacturer, Value
- **Discovered Standalone Components**  
View by: Unreconciled Products, Reconciled Products, All Products  
Platform: Windows, Mac, All Platforms  
Filter by: Manufacturer, Value



## Using the Value, Manufacturer, and Order Data Filters

### To Search by Value:

1. Click **Value** to search by value. A list of available column names appears.
2. Click in the list of column names, click to select the column you want to search.
3. Enter text in the **Search String** box.
4. Click **Search**. The result of your search appears in the right frame.

### To Search by Manufacturer:

1. Click **Manufacturer**. A list of available manufacturers appears.
2. Click to select the manufacturer you want to filter by. To choose more than one manufacturer, **shift-click** to choose contiguous manufacturers, or **control-click** to choose non-contiguous manufacturers.
3. Click **Search**. The result of your search appears in the right frame.

### To Search by Order Date:

1. Click **Order Date**. The **On**, **Before**, and **After** radio buttons and a set of date drop-down menus appear.
2. Click to choose **On**, **Before**, or **After**.
3. In the drop-down menus, choose a month, day, and year.
4. Click **Search**. The result of your search appears in the right frame.

## Software Compliance Menu Reference

### Software Compliance Status Summary

The Software Compliance Status Summary appears in the left frame of the Software Compliance Tab whenever you enter the tab.

#### Purchase Records section

- **Total** - the total number of Purchase Records

#### Catalog Products section

- **Excluded** - the number of Catalog Products excluded from consideration when reconciling.
- **Reconciled** - the number of Catalog Products that have been reconciled.
- **Unreconciled** - the number of Catalog Products that have not been reconciled or excluded.
- **Total** - the total number of Catalog Products.

#### Discovered Products

- **Excluded** - the number of Discovered Products excluded from consideration when reconciling.
- **Reconciled** - the number of Discovered Products that have been reconciled.
- **Unreconciled** - the number of Discovered Products that have not been reconciled or excluded.
- **Total** - the total number of Discovered Products.

#### License Records:

- **Total** - the total number of License Records.

## Purchase Records Menu

### Purchase Records Menu - Overview

Use the Purchase Records menu to add, edit, and delete Purchase Records, to import Purchase Records from a text file, and to replace demographic values in Purchase Records with values from your Discovered Products inventory.

- **Imports Submenu** - Use this submenu to start an import or to view your import history.
- **Add Purchase** - Use this command to add individual Purchase Records
- **View/Edit Purchase** - Use this command to edit Purchase Records.
- **Delete Purchase** - Use this command to delete one or more Purchase Records.
- **Replace Demographics** - Use this command to change the value of a demographic (Cost Center/Department/Site) with one from your Discovered Products inventory.

### Imports Submenu

#### Start Import

Use the Start Import command to upload a batch of Purchase Records from a tab-delimited text file. For information on the file format, see The Import File Format.

#### Choose Import File

Click **Browse** to choose a file containing the Purchase Records you want to import. For file format requirements, see The Import File Format.

#### View Active Imports

- **Select** - Click to select an Import job for deletion.
- **Records Created** - The number of Purchase Records created.
- **Details Created** - The number of line items added to Purchase Records.
- **Products Created** - The number of Catalog Products created.
- **Import Start Time** - The start time of the import.
- **Import End Time** - The end time of the import.
- **Duration (HH:MM:SS)** - The duration of the import.
- **Errors** - The number of errors encountered during the import.
- **File Name** - The name of the import file.
- **File Size (KB)** - The size of the import file.
- **Row Count** - The number of rows in the file.

- **Status** - The current import status of the file.  
*Waiting* ()  
*In Progress* (yellow exclamation point)  
*Failed* (red "X")  
*Successful* (blue checkmark)
- **Progress** - The percentage of the import completed.
- **Select All** - Click to select all waiting import processes.
- **Clear Selection** - Click to clear the selection of all selected import processes
- **Delete** - Click to delete all selected import processes.  
**Note:** If a process is already underway, you can't delete it.
- **Refresh** - Click to refresh the page. By default, the page refreshes every 20 seconds.

### View Import History

Use the View Import History command to view a list of History records.

- **Select** - Click the *Delete* icon in this column to delete the entry for an import.
- **Records Created** - the number of Purchase Record headers created by this import.
- **Details Created** - the number of Purchase Record detail line items created by this import.
- **Products Created** - the number of Catalog Products created by this import.
- **Import Start Time** - the time at which the import was started.
- **Import End Time** - the time at which the import was finished.
- **Duration** - the duration import process in milliseconds.
- **Errors** - the number of errors encountered during the import.
- **File Name** - the name of the file uploaded for this import.
- **File Length** - the length in bites, of the import file.
- **Row Count** - the number of rows contained in the import file.
- **Status** - indicates current status of an import:  
*In Progress* (yellow exclamation point)  
*Failed* (red x)  
*Successful* (blue checkmark)

### Add Purchase, View/Edit Purchase

Use the **Add Purchase command**, available from the Purchase Records menu to add a single Purchase Record to the Purchase Records table.

Use the **View/Edit Purchase** command, available from the Purchase Records menu, to edit existing Purchase Records. Use the filter and group options to narrow your search.

- Click any active link for the Purchase Record you want to edit.
- Click any column header to sort by that column. Click again to reverse the sort order.

### Add, View/Edit Purchase Record page

- **Purchase Order/Order Date** - One of these is required. Enter a Purchase Order number, or choose an Order Date.
- **Reseller** - the vendor of the software.
- **Recipient** - the person or department requesting the items in the Purchase Record .
- **Company** - the company name
- **Shipping Address** - Enter three lines of shipping address information in the three text boxes.
- **City/State/Zip/Country** - Enter the shipping information in each text box.
- **Notes** - Enter useful comments about the purchase record.
- **Choose Product** - Click this button to add Catalog Products to the Purchase Record.
- **Done** - Click this button when all Catalog Products have been added to the Purchase Record.

### Choose Product window - Catalog Product list

Click **Choose Product** from the Add or View/Edit Purchase Record.

- **Select** - Click a check box in the Select Column for each **Catalog Product** you want to add to a Purchase Record.
- **Add Catalog Product** - If the Catalog Product you want to add to the Purchase Record does not exist in the **Product Catalog** , click this button to add a new Catalog Product to the Product Catalog.
- **Next** - Click this button add your selected Catalog Products to the Purchase Record.
- Click any column header to sort by that column. Click again to reverse the sort order.

### Choose Product window - Choose Product page

- **Manufacturer** - shows the name of the Manufacturer
- **Product Name** - shows the name of the selected Catalog Product.
- **Version** - shows the version of the selected Catalog Product.
- **Licenses Per Pkg** - shows the number of licenses you are purchasing when you buy this product.
- **Purchase Qty** - enter the number of units of this product you are purchasing.
- **Invoice** ▢ - enter the invoice number associated with this purchase record. You may enter multiple invoices with the same Purchase Order number.
- **Serial Number** - enter the serial number of this product if applicable.
- **Cost Center** - choose a demographic value for this product's Cost Center, or choose **--Add a new list item--** and enter a new value.
- **Department** - choose a demographic value for this product's Department, or choose **--Add a new list item--** and enter a new value.

- **Site** - choose a demographic value for this product's Site, or choose *--Add a new list item--* and enter a new value.
- **Comments** - enter a comment about the purchase of this product.
- **Unit MSRP\*** - enter the Manufacturers' Suggested Retail Price.
- **Unit Price\*** - enter the product's unit price.
- **Extended Price\*** - enter an extended price. If you do not enter a value, one is calculated based on the values of the *Purchase Qty* and *Unit Price*.

\*Prices are shown in the currency defined by your server settings.

### Add Purchase, View/Edit Purchase

Use the *Add Purchase command*, available from the Purchase Records menu to add a single Purchase Record to the Purchase Records table.

Use the *View/Edit Purchase* command, available from the Purchase Records menu, to edit existing Purchase Records. Use the filter and group options to narrow your search.

- Click any active link for the Purchase Record you want to edit.
- Click any column header to sort by that column. Click again to reverse the sort order.

### Add, View/Edit Purchase Record page

- **Purchase Order/Order Date** - One of these is required. Enter a Purchase Order number, or choose an Order Date.
- **Reseller** - the vendor of the software.
- **Recipient** - the person or department requesting the items in the Purchase Record .
- **Company** - the company name
- **Shipping Address** - Enter three lines of shipping address information in the three text boxes.
- **City/State/Zip/Country** - Enter the shipping information in each text box.
- **Notes** - Enter useful comments about the purchase record.
- **Choose Product** - Click this button to add Catalog Products to the Purchase Record.
- **Done** - Click this button when all Catalog Products have been added to the Purchase Record.

### Choose Product window - Catalog Product list

Click **Choose Product** from the Add or View/Edit Purchase Record.

- **Select** - Click a check box in the Select Column for each **Catalog Product** you want to add to a Purchase Record.
- **Add Catalog Product** - If the Catalog Product you want to add to the Purchase Record does not exist in the **Product Catalog**, click this button to add a new Catalog Product to the Product Catalog.
- **Next** - Click this button add your selected Catalog Products to the Purchase Record.
- Click any column header to sort by that column. Click again to reverse the sort order.

### Choose Product window - Choose Product page

- **Manufacturer** - shows the name of the Manufacturer
- **Product Name** - shows the name of the selected Catalog Product.
- **Version** - shows the version of the selected Catalog Product.
- **Licenses Per Pkg** - shows the number of licenses you are purchasing when you buy this product.
- **Purchase Qty** - enter the number of units of this product you are purchasing.
- **Invoice** ☐ - enter the invoice number associated with this purchase record. You may enter multiple invoices with the same Purchase Order number.
- **Serial Number** - enter the serial number of this product if applicable.
- **Cost Center** - choose a demographic value for this product's Cost Center, or choose **--Add a new list item--** and enter a new value.
- **Department** - choose a demographic value for this product's Department, or choose **--Add a new list item--** and enter a new value.
- **Site** - choose a demographic value for this product's Site, or choose **--Add a new list item--** and enter a new value.
- **Comments** - enter a comment about the purchase of this product.
- **Unit MSRP\*** - enter the Manufacturers' Suggested Retail Price.
- **Unit Price\*** - enter the product's unit price.
- **Extended Price\*** - enter an extended price. If you do not enter a value, one is calculated based on the values of the **Purchase Qty** and **Unit Price**.

\*Prices are shown in the currency defined by your server settings.

## Delete Purchase

- Use the filter and group options to narrow your search.
- **Select** - Click a check box in the Select Column for each Purchase Record you want to delete
- **Delete Purchase Record** - Click this button to delete the selected Purchase Records. A confirm message appears, and allows you to cancel the operation.
- Click any column header to sort by that column. Click again to reverse the sort order.

## Replace Demographics

### Replace Cost Center/Department/Site Demographics

- **Cost Center/Department/Site Values from Purchase Records** - Choose the demographic value you want to replace in all matching Purchase Records.
- **Cost Center/Department/Site Values from Discovered Products** - Choose the demographic value from a Discovered Product you want to use to replace the selected Cost Center, Department, or Site value in all matching Purchase Records.



## Product Catalog Menu

### Product Catalog Menu - Overview

Use the Product Catalog menu to add, edit, delete, and exclude Catalog Products, and to reconcile Catalog Products to Licenses.

- **Add Product** - Use this command to add a product to your Product Catalog.
- **View/Edit Product** - Use this command to edit Catalog products.
- **Delete Product** - Use this command to delete one or more Catalog Products.
- **Exclude Product** - Use this command to exclude Catalog Products from your Software Compliance Report.
- **Reconcile to License** - Use this command to reconcile one or more Catalog Products to a License Record .

### Add and View/Edit Product

**Add Product** - Use the **Add Product** command to add a product to your Product Catalog .

**View/Edit Product** - Use the **View/Edit Product** command to edit Catalog products. A list of Purchase Records appears.

- Click any active link for a Purchase Record to view and edit the Purchase Record . Use the filter options to narrow your search.
- Click any column header to sort by that column. Click again to reverse the sort order.

After you choose the record you want to edit, the View/Edit Catalog Product page appears in the right frame.

Enter or edit the values as follows:

- **Manufacturer** - Choose a manufacturer from the drop-down list, or choose **--Add New List Item--** at the top of the list, then enter a Manufacturer name.
- **Product** - (required) Enter the name of the software product.
- **Product Type** - Choose a Product Type from the drop-down list, or choose **--Add New List Item--** at the top of the list, then enter a Product Type.
- **Version** - Enter a version indicator
- **Mfr. Part** ☐ - Enter a manufacturer's part number.
- **Licenses per Pkg.** - Enter the number of licenses per software package.
- **Notes:** Enter a comment about the product.
- **Upgrade** - If the software version is an upgrade to a previous version, select this check box. The **Upgrade From License** button becomes active.
- **Reconcile to License** - Click this button to reconcile to a License Record .
- **Upgrade From License** - Click this button to select the License Record this version is upgrading
- **Done** - Saves any changes you've made.

## Delete Product

Use the **Delete Product** command to delete one or more Catalog Products. A list of Catalog Products appears. Use the filter options to narrow your search.

- **Select** - Click a check box in this column to choose the Catalog Products you want to delete.
- **Delete Catalog Product** - Click this button to delete the selected products. A confirmation box appears.
- Click any column header to sort by that column. Click again to reverse the sort order.

## Exclude Product

Use the **Exclude Product** command from the Product Catalog menu to exclude one or more Catalog Products. You can also use this command to include products that are currently excluded. Excluded products do not appear as unreconciled.

Choose to View **Included Products**, **Excluded Products**, or **All Products**. Use the filter options to narrow your search.

**Note:** If you want to include products that are currently excluded, you must view **Excluded Products**.

When you choose the **Exclude Product** command from the Product Catalog menu, a list of Catalog Products appears.

- Click the License icon to view the License to which the Discovered Product is reconciled.
- **Select** - Click a check box in this column to choose the Catalog Products you want to exclude.
- **Exclude Catalog Product** - (Appears while viewing **Included Products** or **All Products**.) Click this button to exclude the selected products.  
**Note:** if you choose to exclude a product that has been reconciled, a confirmation box appears, and allows you to cancel the operation.
- **Included Catalog Product** - (Appears only while viewing **Excluded Products**.) Click this button to include the selected (currently excluded) products.
- Click any active link for a product to view and edit the Catalog Product .
- Click any column header to sort by that column. Click again to reverse the sort order.

## Reconcile to License Record (Purchased Products)

Use the **Reconcile to License Record** command from the Product Catalog menu to reconcile one or more Catalog Products to a License Record. For more information, see Reconciling Catalog Products.

- Click the check box in the **Select** column for the Catalog Products you want to reconcile.
- To edit the information for a Catalog Product , click an active link for the product you want to edit. The View/Edit Catalog Products page appears in the right frame.
- Click **Reconcile to License Record** when you are finished selecting the Catalog Products you want to reconcile. The Reconcile Products: Select License page appears.
- Click any column header to sort by that column. Click again to reverse the sort order.

### Reconcile Catalog Products: Select License

- Click the check box in the *Select* column for the License Record you want to reconcile to the selected Catalog Products, shown at the top of the window.
- Click any column header to sort by that column. Click again to reverse the sort order.

## License Records Menu

### License Record Menu - Overview

Use the License Record Menu to add, edit, and delete License Records.

- **Add License** - Use this command to add a new License Record.
- **View/Edit License** - Use this command to edit an existing License Record and the Catalog Products and Discovered Products associated with it.
- **Delete License** - Use this command to delete one or more License Records.
- **License Allocation Submenu** - Use this submenu to set initial values for your License Allocations, and to edit those values.
- **Auto-reconcile** - Use this command to

### Add, View or Edit License

Use the **Add License** command to add a new License Record .

Use the **View/Edit License** command to edit an existing License Record and the Catalog Products and Discovered Products associated with it.

- Click any active link for a License Record to view and edit the License Record. Use the filter options to narrow your search.
- Click any column header to sort by that column. Click again to reverse the sort order.

After you choose the record you want to edit, the View/Edit Catalog Product page appears in the right frame.

Enter or edit the values as follows:

- **Manufacturer** - (required) Choose a Manufacturer from the drop-down list, or choose **--Add New List Item--** at the top of the list, then enter a Manufacturer name.
- **Product** - (required) Choose a product from the drop-down list, or choose **--Add New List Item--** at the top of the list, then enter a Product name.
- **Version** - (required) Enter a version number or indicator. Example: "1.0", "3.x", "Multiple".
- **Platform**: Choose a platform from the drop-down list.
- **Notes**: Enter a comment about the license.
- **Delete icon** - Click this icon to delete a Catalog Product or Discovered Product from this license.
- **Reconcile to Catalog Product** - Click this button to reconcile one or more Catalog Products to this license.
- **Reconcile to Discovered Product** - Click this button to reconcile one or more Discovered Products to this license.
- **Done** - Saves any changes you've made.

## Delete License

Use the *Delete License* command to delete a License Record .

- **Select** - Click a check box in this column to choose the License Records you want to delete.
- **Delete** - Click this button to delete a License Record. A confirmation box appears.  
**Note:** You can delete only one License Record at a time.
- Click any active link for a License Record to view and edit the License Record. Use the filter options to narrow your search.
- Click any column header to sort by that column. Click again to reverse the sort order.

## License Allocation Submenu

Use the Allocation Submenu to set initial values for License Allocations, and to set and edit allocation values for individual licenses.

### Initialize Allocations

Use the Initialize Allocations command to set initial allocation values for allocations. For a step-by-step procedure, see *Setting Initial License Allocation Values*.

- **View** - Choose to view *Licenses with Allocations* or *Licenses without Allocations*.
- **Filter by** - Choose to view by *Manufacturer* or *Value*.

#### *Initialize Allocations: Step 1 - Choose License record(s)*

- **Select** - Click check boxes in this column to select products for initialization.
- **Manufacturer** - Software manufacturer
- **License** - The Product name as it appears in the License Record
- **Version** - Version as it appears in the License Record
- **License Quantity** - The number of licenses for which purchase records exist
- **Unallocated Licenses** - The number of licenses that haven't been allocated
- **Demographic Allocations** - The number of licenses allocated by demographic
- **Workstation Allocations** - The number of licenses allocated to workstations
- **Select all** - Click to select all license records in found set.
- **Clear Selection** - Click to clear all selected license records.
- **Next** - Click to initialize allocations for the selected license records.

#### *Initialize License Allocations: Step 2 - Choose Initialization Options*

- **Selected License(s)** - Lists the licenses selected for initialization. License Allocation values are set based on your choice of **Allocation Type** and **Initialization Data Source**.
- **Allocation Type** - Choose the type of allocation for the selected license(s). If you choose **Demographic**, licenses are allocated based on Discovered Products or Purchase Records associated with the selected **Site**, **Department**, or **Cost Center**.
- **Initialization Data Source** - Choose a data source for the initialization.  
If you choose **Initialize from Purchase Records**, one license is allocated for each copy of an application purchased.  
If you choose **Initialize from Inventory**, one license is allocated for each copy of an application found on a workstation.  
If the workstation is associated a selected Demographic, the license is allocated to the Demographic. Otherwise, it is allocated to the workstation.
- **Update Allocations When Importing** - Click **Yes** to update license allocations based on demographic data in future imports of Purchase Records.
- **Done** - Click to set initial License Allocations based on your selected **Allocation Type** and **Initialization Data Source**.

## License Allocation Worksheet

### *(Product List)*

- **Manufacturer** - The Software manufacturer.
- **License** - The Product name as it appears in the License Record. Click this link to edit the allocations for the product.
- **Version** - Version as it appears in the License Record.
- **License Quantity** - The number of licenses for which purchase records exist.
- **Unallocated Licenses** - The number of licenses that haven't been allocated.  
**Note:** A negative number here indicates that more licenses have been allocated than have been purchased.
- **Demographic Allocations** - The number of licenses allocated by demographic.
- **Workstation Allocations** - The number of licenses allocated to workstations.

### *(Product Detail)*

#### Demographic Allocations Area

- **Select** - Click to select this entry for deletion.
- **Site/Department/Cost Center** - The value of the demographic selected for allocations.
- **Workstation Count** - Total workstations in the demographic group.
- **Current Allocation** - The number of licenses currently allocated to this demographic.
- **Installed** - The number of copies discovered on workstations in this demographic.
- **Variance** - The difference between **Current Allocation** Quantity and **Installed** Quantity.
- **New Allocation** - Edit this value to change the number of licenses allocated to this demographic.

#### Workstation Allocations Area

- **Select** - Click to select this entry for deletion.
- **Machine Name** - The name of this workstation as it appears in your inventory.
- **Login Name** - The name of the user associated with this workstation.
- **IP Addresss** - The IP address of this workstation.
- **Site** - The site to which this workstation is assigned.
- **Dept** - The department to which this workstation is assigned.
- **Cost Center** - The Cost Center to which this workstation is assigned.
- **Installed** - The product is installed on this workstation.
- **Duplicate Allocations** - The license is allocated both to a demographic and directly to a workstation in that demographic.
- **Select All** - Click to Demographic and Workstation Allocation entries.

- **Clear Selection** - Click to clear all selected entries.
- **Delete Allocations** - Click to delete all selected entries.
- **Update Allocations** - Click to update all changed allocation values.
- **Add Workstations** - Click to add workstation allocations to the Workstation Allocation area.
- **Options** - Click to choose a new demographic to use for allocations, and to specify whether allocations should be affected when importing purchase records.
- **Done** - Click to leave return to the License Allocation Worksheet's Product List view.

## Auto-reconcile

Use the Auto-reconcile command to create a license record for each unreconciled Discovered Product in your current inventory .

When you choose this command, a list of suggested License Records appears. For each Discovered Product that has not been reconciled or excluded, the following controls and information appear:

**Create License Record** - Click this checkbox to accept this suggestion to create a License Record.

**For Discovered Product** - The name of the product as it appears in the Discovered Products List.

**Catalog Products** - Lists products from your Product Catalog that are likely matches for the Discovered Product. Click the checkboxes for those Catalog Products you want to reconcile to the Discovered Product.

**Select All** - Click this button to select all suggested License Records and all suggested Catalog Products [on the current page].

**Clear Selection** - Click this button to clear all checked boxes[ on the current page].

Use the Filter Options in the left frame to narrow your search.



## Discovered Products Menu

Use this menu to exclude Discovered Products from the Software Compliance Report, and to reconcile Discovered Products to License Records.

- **Exclude Product** - Use this command to exclude Discovered Products from the Software Compliance Report.
- **Reconcile to License** - Use this command to reconcile Discovered Products to License Records.
- **Manage Software Standards** - Use this command to define Software Standards categories and to assign Discovered Products to them.

### Exclude Product

Use the **Exclude Product** command from the Discovered Products menu to exclude one or more Discovered Products. You can also use this command to include products that are currently excluded. Excluded products do not appear as unreconciled.

Choose to View *All Knowledgebase Products* or *Products in current inventory*.

Choose to View *Included Products*, *Excluded Products*, or *All Products*. Use the filter options to narrow your search.

**Note:** If you want to include products that are currently excluded, you must view *Excluded Products*.

When you choose the **Exclude Product** command from the Discovered Products, a list of Discovered Products appears.

- Click the License icon to view the License to which the Discovered Product is reconciled.
- **Select** - Click a check box in this column to choose the Discovered Products you want to exclude.
- **Exclude Catalog Product** - (Appears while viewing *Included Products* or *All Products*.) Click this button to exclude the selected products.  
**Note:** if you choose to exclude a product that has been reconciled, a confirmation box appears, and allows you to cancel the operation.
- **Included Catalog Product** - (Appears only while viewing *Excluded Products*.) Click this button to include the selected (currently excluded) products.
- Click any column header to sort by that column. Click again to reverse the sort order.

### Reconcile to License (Discovered Products)

Use the **Reconcile to License Record** command from the Discovered Products menu to reconcile one or more Discovered Products to a License Record. For more information, see Reconciling Discovered Products.

- Click the check box in the **Select** column for the Discovered Products you want to reconcile.
- Click **Reconcile to License Record** when you are finished selecting the Discovered Products you want to reconcile. The Reconcile Products: Select License page appears.
- Click any column header to sort by that column. Click again to reverse the sort order.

### Reconcile Discovered Products: Select License

- Click the check box in the **Select** column for the License Record you want to reconcile to the selected Discovered Products, shown at the top of the window.
- Click any column header to sort by that column. Click again to reverse the sort order.

## View/Edit Discovered Product

Use the View/Edit Discovered Product page to enter notes or exclude a discovered product.

Enter or edit values as follows:

- **Manufacturer** - The Manufacturer name discovered with the product
- **Product** - The name of the discovered product
- **Version** - The version of the discovered product
- **Notes** - Enter a comment about the product.
- **Exclude** - Select or clear this check box to include or exclude this product.
- **Related Inventory Products** - Lists all inventory products associated with this product.
- **Done** - Click this link to save your changes.

## Managing Software Standards

Use the Manage Software Standards command, available from the Discovered Products menu, to assign one or more Discovered Products to a user-defined Standards Category.

You can use this function for a number purposes:

- Identify those products that should be installed on all workstations in a department.
- Identify those products that should never be installed on any workstation.
- Identify those products that are approved for use for a particular purpose.
- Identify those products that should be installed only on workstations used for a particular specialized purpose.

You can define as many Standards Categories as you want.

## Assigning Products to a Standards Category

You create new Standards Categories as part of the assignment process. Once you have assigned products to Standards Categories, you can view them using the Software Standards Report.

### To assign a group of products to a Standards Category:

1. From the Discovered Products menu, choose **Manage Software Standards**. The Manage Software Standards page appears in the right frame.
2. Use the **View** and **Filter by** options to narrow your search.
3. In the **Select** column, click the check boxes for those products you want to assign to a Standards Category. To select all products, click **Select All**. To clear the **Select** boxes for all products, click **Clear Selection**.
4. Click **Set Standards Category**. The Select Standards Category page appears in the right frame.
5. In the **Standard** drop-down menu, choose the Standards Category you want to apply to the selected products. If the Standards Category you want to use does not appear in the drop-down menu, choose **--Add a new list item--**, enter a new category name, and click **Ok**. The selected category appears in the **Standard** drop-down menu.
6. Click **Done**. The Manage Software Standards page appears, showing the assigned category in the **Standards Category** column for the selected products.
7. Continue with steps 2 through 6 to assign more products to Standards Categories.

### To remove a Standards Category assignment:

1. From the Discovered Products menu, choose **Manage Software Standards**. The Manage Software Standards page appears in the right frame.
2. Use the **View** and **Filter by** options to narrow your search.
3. In the **Select** column, click the check boxes for those products for which you want to remove assignments.
4. Click **Set Standards Category**. The Select Standards Category page appears in the right frame. No Standards Category is selected.
5. Click **Done**. The Manage Software Standards page appears, showing no category in the **Standards Category** column for the selected products.
6. Continue with steps 2 through 6 to remove assignments from more products.

## Reports Menu

Choose from the following reports.

- **Software Compliance Report** - Shows a list of all defined software licenses and the compliance status for each license.
- **Unreconciled Products** - From this submenu, choose the **Unreconciled Purchases Report** and the **Unreconciled Discovered Products Report**. Use these reports to track the products you haven't yet reconciled.
- **Purchase Summary Report** - Shows a list of Purchase Records, with one row per record. Click a link to view or edit the record.
- **Purchase Detail Report** - Shows a list of Purchase Records and their line items, with one row per line item. Click a Purchase Record link to view or edit the record.
- **License Allocation** - From this submenu, choose the Current Allocations, Allocations vs Installations, Allocation Exceptions, or Duplicate Allocations report.
- **Alerts/Custom Reports** - Shows the Custom Reports tree in the left frame. View, create, and edit custom reports, schedule reports and alerts, and view the output of previously scheduled reports.
- **Software Standards Report** - Shows a list of Discovered Products and their assigned Standards Categories as defined through the Manage Software Standards page.

## Software Compliance Report

Use the Software Compliance Report to view your current compliance status.

**Note:** This report is meaningful only for those software products that contain licenses, and whose licenses are reconciled to the correct Catalog Products and Discovered Products.

- Click any column header to sort by that column. Click again to reverse the sort order.
- Use the View, Filter, and Group options to narrow your search. If you have created allocations for licenses, you can choose to view only the selected demographics.
- Click the **Excel** button to export the data you are viewing to an Excel spreadsheet. For more information, see Exporting Data.
- Click **PDF** to convert the report to a PDF file. For more information, see Exporting Data.
- Click **CSV** to convert the report to a comma-separated text file. For more information, see Exporting Data.
- If your search result contains more than 200 records, click **Excel All**, **PDF All**, or **CSV All** to export the entire data set. For more information, see Exporting Data.
- Click **Change Report Time Period** to view records within a different date range.

## Drill-down Tree

### Software Compliance Report

- View/Edit License Record
- Catalog Product Detail
  - Purchase Record Detail
- Discovered Product Summary
  - Discovered Product Workstation List
    - Application Usage
      - Application Usage by Workstation
  - Discovered Product Detail
    - Workstation Detail

## Software Compliance Report Columns

- **Manufacturer** - Manufacture name as it appears in the License .
- **License** -Product name as it appears in the License.
- **Version** - Version as it appears in the License.
- **Platform** - Platform on which the application is installed.
- **License Quantity** - The cumulative quantity of all purchases of a catalog product linked to a license record. Click this quantity to see the Product Catalog Detail for the selected product.
- **Installed Quantity** - the total number of copies of the software installed. Click this quantity to see the Discovered Product Summary for the selected product.
- **Over / -Under** - your current compliance status for the product.
- **Active Usage Quantity** - The number of workstations on which the product has seen active usage over the specified time period.
- **Unused Licenses** - License Quantity minus Active Usage Quantity, not less than zero.
- **Unused Installations** - Installed Quantity minus Active Usage Quantity, not less than zero.

## Catalog Product Detail

- **Manufacturer** - Manufacture name as it appears in the License .
- **Product** -Product name as it appears in the License.
- **Version** - Version as it appears in the License.
- **Product Type** - Type of product as it appears in the Product Catalog .
- **Purchase Quantity** - the total number of copies originally purchased.
- **Upgrade Quantity** - the number of upgrade copies purchased
- **License Quantity** -The cumulative quantity of all purchases of a catalog product linked to a license record. Click the total in this column to view the Purchase Record Detail for the selected product.

## Purchase Record Detail

*Catalog Products Purchased/Upgrades Purchased:*

- **PO** □ - Purchase order number
- **Invoice** □ - Invoice number
- **Date** - Purchase date
- **Reseller** - Name of the software reseller
- **Manufacturer** - Manufacture name as it appears in the License .
- **Product** - Product name as it appears in the License.
- **Version** - Version as it appears in the License.
- **Product Type** - type of product as it appears in the Purchase Record
- **Mfr. Part** □ - Manufacturer part number
- **Purchase Quantity** - the number of units purchased
- **License Quantity** - the number of licenses purchased (number of units X number of Licenses Per Package)
- **Site** - Site associated with the purchase record.
- **Department** - Department associated with the purchase record.
- **Cost Center** - Cost Center associated with the purchase record.

## Discovered Product Summary

- **Manufacturer** - Manufacture name as it appears in the License .
- **Product** - Product name as it appears in the License.
- **Version** - Version as it appears in the License.
- **Installed Quantity** - The total number of installations of the selected product found. Click this quantity to view the Discovered Product Workstation List report, a list of workstations on which the selected product is installed.
- **Active Usage Quantity** - The number of workstations on which the product has seen active usage over the specified time period. Opens the Application Usage Report in a new window.
- **Unused Licenses** - License Quantity minus Active Usage Quantity, not less than zero.
- **Unused Installations** -

Additional Columns for Suite Components

- **Component Product** - The name of the suite component.
- **Version** - The version of the suite component.
- **Installed Quantity** - The total number of installations of the selected product found. Click this quantity to view the Discovered Product Workstation List report, a list of workstations on which the selected product is installed.
- **Active Usage Quantity** - The number of workstations on which the suite component has seen active usage over the specified time period.

### Discovered Product Workstation List

- **Machine Name** - Name of the workstation. Click the name of a workstation to view the Discovered Product Detail Report for that workstation.
- **Login Name** - Login ID of the user logged in.
- **Mac Address** - MAC address of the workstation
- **IP Address** - IP address assigned to the workstation.

### Discovered Product Detail

- **Workstation** - The name of the workstation. Click this name to view the Workstation Detail Report.
- **Manufacturer** - Name of the manufacturer as it appears in the License Knowledgebase.
- **Discovered Product** - Name of the product as it appears in the License Knowledgebase.
- **Version** - Version of the product as it appears in the License Knowledgebase.
- **Excluded by ZENworks** - Checked if the product is excluded by the License Knowledgebase.
- **Excluded by User** - Checked if the product is excluded by the user.
- **Suite Component** - Checked if the product is detected as part of a software suite.
- **Inventory Product** - Name of the product as it appears in the ZENworks Asset Management inventory.
- **Path** - File path to the installed software product on the selected workstation.
- **Active Usage Days** -

### Application Usage

- **Manufacturer** - Name of the manufacturer as it appears in the License Knowledgebase.
- **Product** - Name of the product as it appears in the License Knowledgebase.
- **Version** - Version of the product as it appears in the License Knowledgebase.
- **Current Installations** - The number of copies of this product discovered on workstations.
- **Total Used** - The number of installations for which there is active usage history.
- ☐ **Not Used** - The number of installations for which there is no active usage history.
- **Hours Used** - The total number of hours this product has been used on all workstations.
- **Ave. Usage Days** - The average number of days this product has been used on a workstation.

### Application Usage by Workstation

- **Workstation** - The name of the workstation
- **Login** - The user's login name.
- **User** - The user's real name.
- **Department** - The department to which the workstation is assigned.
- **Site** - The site to which the workstation is assigned.
- **MAC Address** - The workstation's MAC address.
- **IP Address** - The workstation's assigned IP address.
- **Copies** - The number of copies of the application discovered on the workstation.

### Workstation Detail

Contains information down to the component level for the selected workstation.

**Note:** Because this report is not filtered through the License Knowledgebase, there may be discrepancies between it and the Discovered Product Detail report.

### Reports - Unreconciled Products Reports (Submenu)

From this submenu, choose the Unreconciled Purchases Report and the Unreconciled Discovered Products Report. Use these reports to view and edit the products you haven't yet reconciled.

- Click the **Excel** button to export the data you are viewing to an Excel spreadsheet. If your search result contains more than 100 records, click **Excel All** to export the entire data set. For more information, see Exporting Your Data To Excel.
- Click any column header to sort by that column. Click again to reverse the sort order.

### Unreconciled Catalog Products

Use the Unreconciled Catalog Products Report to view a list of Catalog Products that are not currently reconciled.

- **Manufacturer** - Manufacturer name as it appears in the Catalog Product record.
- **Product** - Product name as it appears in the Catalog Product record.
- **Version** - Version as it appears in the Catalog Product record.
- **Product Type** - Product Type as it appears in the Catalog Product record.
- **Licenses Per Pkg** - The number of licenses per package for this Catalog Product.
- **License Quantity** - The total number of licenses for this product represented by all Purchase Records.



## Unreconciled Discovered Products

### Drill-down Tree:

Unreconciled Discovered Products Report

Discovered Product Workstation List

Discovered Product Detail

Workstation Detail

Use the Unreconciled Discovered Products Report to view a list of Discovered Products that are not currently reconciled.

- **Manufacturer** - Manufacturer name as determined by ZENworks Asset Management.
- **Product** - Product name as determined by ZENworks Asset Management.
- **Version** - Product version as determined by ZENworks Asset Management.
- **Installed Quantity** - The total number of installations as determined by ZENworks Asset Management. Click a value in the **Installed Quantity** column to view a list of workstations on which the software is installed. From this list, you can drill-down to view a list of workstations on which a product is installed, and further to the Discovered Product Detail, to view details about any of those workstations.
- **Active Usage Quantity** - The number of workstations on which the discovered product has seen active usage over the specified time period.

**Note:** The Discovered Product Detail report is filtered through the License Knowledgebase. The Workstation Detail report is not. As a result, you may see software installed on a Workstation Detail report that does not appear in the Discovered Product Detail report. For example, the License Knowledgebase does not report multiple copies of the same software on a machine. You would see all installed copies in the Discovered Product Detail report.

## Inventory Comparison Report

ZENworks Asset Management's Knowledgebase contains a product definition, a kind of "fingerprint", for each software application it tracks. Simplified, the product definition is of a list of software files that make up the product.

When a minor release or service pack of a software application is published, its product definition is consolidated with the other minor releases of that application. This allows the application to be reported as one product, rather than a separate product for each minor release. Major releases are always considered to be different products.

The Inventory Comparison report allows you to see the relationships between the consolidated product and its various minor release versions, and the installed quantity of each minor version. This can be a quick way, for example, to see how many workstations are running one service pack or another.

You can also see which products are installed as part of a suite, and which are installed as standalone components.

### *Drill Down Tree*

Inventory Comparison Report

Workstation List

Workstation Detail

*Report Columns*

- **Inventory Product** - The discovered name of the product.
- **Installed Quantity** - The number of installations of the product. This represents a single version of a product.
- **Discovered Product** - The discovered name of the product. If multiple versions are discovered, this column is blank for all rows except the first row of the product.
- **Installed Quantity** - The number of installations of the product, with all minor versions consolidated into one product. This represents the total of all versions in the Inventory Product's Installed Quantity column. If multiple versions are discovered, this column is blank for all rows except the first row of the product.
- **Suite Component** - The number of workstations on which the product is installed as part of a suite.
- **Stand Alone** - The number of workstations on which the product is installed as a stand-alone component.
- **Excluded by ZENworks** - Checked if this product is excluded automatically by ZENworks Asset Management.
- **Excluded by User** - Checked if this product is excluded by a user.
- **Local Product** - Checked if this product is defined as a local product.

**Purchase Record Summary Report**

Use the Purchase Record Summary Report to view a list of Catalog Products and your purchase quantities for those licenses.

- Click the **Excel** button to export the data you are viewing to an Excel spreadsheet. If your search result contains more than 100 records, click **Excel All** to export the entire data set. For more information, see [Exporting Your Data To Excel](#).
- Click **PDF** to convert the report to a PDF file.
- Click **CSV** to convert the report to a CSV (comma-separated) file.
- Click any column header to sort by that column. Click again to reverse the sort order.
- Click **Graph** to view a graph of **Average Unit Price** and **Total Price**. For more information, see [Viewing Graphs](#).

**Drill-down Tree**

Purchase Record Summary Report

View/Edit Catalog Product

Purchase Record Detail

View/Edit Purchase Record

**Report Columns**

- **Manufacturer** - Manufacturer name as it appears in the **Product Catalog**.
- **Product** - Product name as it appears in the Product Catalog. Click a product name to view or edit the selected Catalog Product.
- **Product Type** - Product type as it appears in the Product Catalog.



- **Version** - Product version as it appears in the Product Catalog.
- **Licenses Per Pkg** - Number of licenses per package for the product.
- **Purchase Qty** - Total quantity of product purchased. Click a value in this column to view or edit the Purchase Record for the selected product.
- **Average Unit Price** - Total of all *Unit Price* values divided by the number of *Purchase Qty*.
- **Total Price** - Total of *Extended Price* for all purchases of this product.

## Purchase Record Detail Report

Use the Purchase Record Detail Report to view a list of Purchase Records, and the line items in each record.

- To edit a Purchase Record, click an active link for the record you want to edit.
- Click the *Excel* button to export the data you are viewing to an Excel spreadsheet. If your search result contains more than 100 records, click *Excel All* to export the entire data set. For more information, see Exporting Your Data To Excel.
- Click any column header to sort by that column. Click again to reverse the sort order.

## Report Columns

- **PO**  - The Purchase Order number as it appears in the Purchase Record header.
- **Invoice**  - The Invoice number as it appears in the Purchase Record header.
- **Reseller** - The Reseller name as it appears in the Purchase Record header.
- **Order Date** - The Order Date as it appears in the Purchase Record header.
- **Manufacturer** - Manufacturer name as it appears in the **Product Catalog**.
- **Product** - Product name as it appears in the Product Catalog. Click a product name to view or edit the selected Purchase Record.
- **Product Type** - Product type as it appears in the Product Catalog.
- **Version** - Product version as it appears in the Product Catalog.
- **Licenses Per Pkg** - Number of licenses per package for the product.
- **Purchase Qty** - Number of licenses purchased as it appears in the Purchase Record.
- **Unit MSRP** - Manufacturers' Suggested Retail Price as it appears in the Purchase Record.
- **Unit Price** - Product's unit price as it appears in the Purchase Record.
- **Extended Price** - Product's extended price, calculated from the *Unit Price* and the *Purchase Qty*.

## License Allocation Reports

Use the Reports menu's License Allocation submenu to choose from a number of License Allocation reports.

- **Current Allocations** - Use this report to view a list of licenses and their current allocations.
- **Allocations vs Installations** - Use this report to view the difference between your installed software and your license allocations.
- **Demographic Over-Allocations** - Use this report to view a list of products where the number of licenses allocated to a demographic exceeds the number of installations for that demographic.
- **Demographic Under-Allocations** - Use this report to view a list of products where the number of installations exceeds the number of licenses allocated to that demographic.
- **Workstation Over-Allocation** - Use this report to view a list of products where the number of licenses allocated to workstations exceeds the number of installations.
- **Installations with no Allocations** - Use this report to view a list of products where the number of installations exceeds the number of allocated licenses.
- **Duplicate Allocations** - Use this report to view a list of products for which duplicate allocations are found.

### Current Allocations

Use this report to view a list of licenses and their current allocations.

*Drill Down Tree:*

Current License Allocation Summary Report

Current License Allocation Detail Report

Workstation List

Workstation Detail Report

*Current License Allocation Summary Report*

- **Manufacturer** - Manufacturer name as it appears in the License record.
- **License** - Product name as it appears in the License record.
- **Version** - Version as it appears in the License record.
- **License Quantity** - Number of licenses for this product you own (for which purchase transactions have been entered.)
- **Allocated Licenses** - Number of licenses you have allocated, either to a demographic group or to a workstation.
- **Unallocated Licenses** - Number of licenses you have not yet allocated.  
(*License Quantity* minus *Allocated Licenses*)

*Current License Allocation Detail Report*

#### Demographic Allocations

- **Site/Dept/Cost Center** - The value of the demographic to which this license is allocated.
- **Workstation Count** - The number of workstations in this demographic.
- **Allocated Quantity** - The number of licenses for this product allocated to this demographic.

### Workstation Allocations

- **Machine Name** - Name of the workstation to which this license is allocated.
- **Login Name** - Login name associated with this workstation.
- **IP Address** - IP address of this workstation.
- **Site** - Site with which this workstation is associated.
- **Dept** - Department with which this workstation is associated.
- **Cost Center** - Cost Center with which this workstation is associated.
- **Duplicate Allocation** - A check mark appears if this workstation matches a demographic to which this license is also allocated. (The license is allocated to the demographic, and is also allocated directly to the workstation.)

### *Workstation List Report*

This report appears when you click a workstation quantity.

- **Machine Name** - Name of the workstation to which this license is allocated.
- **Login Name** - Login name associated with this workstation.
- **IP Address** - IP address of this workstation.
- **Site** - Site with which this workstation is associated.
- **Dept** - Department with which this workstation is associated.
- **Cost Center** - Cost Center with which this workstation is associated.
- **Installed** - a check mark appears if the selected product is installed on this workstation.

### Allocations vs Installations

Use this report to view the difference between your installed software and your license allocations.

### *Drill Down Tree*

Allocation vs Installation Report

Allocation vs Installation Detail Report

Workstation List

Workstation Detail Report

### *Allocation vs Installation Report*

- **Manufacturer** - Manufacturer name as it appears in the License record.
- **License** - Product name as it appears in the License record.
- **Version** - Version as it appears in the License record.
- **License Quantity** - Number of licenses for this product you own (for which purchase transactions have been entered.)

- **Allocated Quantity** - Number of licenses you have allocated, either to a demographic group or to a workstation.
- **Installed Quantity** - Number of copies installed.
- **Total Variance** - (*Allocated Quantity* minus *Installed Quantity*) A positive number means you have allocated more licenses than the number of copies you have installed. A negative number means you have installed more copies than the number you have allocated. Non-zero values are shown in **red**.
- **Over-allocations** - Over-allocation values as shown in the Over-allocation Detail reports. Non-zero values are shown in **red**.
- **Under-allocations** - Under-allocation values as shown in the Under-allocation Detail reports. Non-zero values are shown in **red**.

#### *Allocation vs Installation Detail Report*

##### **Demographic Allocations**

- **Site/Dept/Cost Center** -The value of the demographic to which this license is allocated.
- **Workstation Count** - The number of workstations in this demographic.
- **Allocated Quantity** - The number of licenses for this product allocated to this demographic.
- **Installed Quantity** - The number of copies of this product installed on workstations associated with this demographic.
- **Variance** - The difference between *Allocated* Quantity and *Installed* Quantity.

##### **Workstation Allocations**

- **Machine Name** -Name of the workstation to which this license is allocated.
- **Login Name** - Login name associated with this workstation.
- **IP Address** - IP address of this workstation.
- **Site** - Site with which this workstation is associated.
- **Dept** - Department with which this workstation is associated.
- **Cost Center** - Cost Center with which this workstation is associated.
- **Duplicate Allocation** - A check mark appears if this workstation matches a demographic to which this license is also allocated. (The license is allocated to the demographic, and is also allocated directly to the workstation.)

##### **Demographic Over-Allocations**

Use this report to view a list of products where the number of licenses allocated to a demographic exceeds the number of installations for that demographic.

#### *Drill Down Tree*

Demographic Over-allocation Report

Demographic Over-allocation Report: Demographic List

Workstation List

Workstation Detail Report

#### *Demographic Over-allocation Report*

- **Manufacturer** - Manufacturer name as it appears in the License record.
- **License** - Product name as it appears in the License record.
- **Version** - Version as it appears in the License record.
- **Allocated Quantity** - Number of licenses you have allocated, either to a demographic group or to a workstation.
- **Installed Quantity** - Number of copies installed.
- **Total Variance** - (**Allocated Quantity** minus **Installed Quantity**) A positive number means you have allocated more licenses than the number of copies you have installed. A negative number means you have installed more copies than the number you have allocated.  
**Note:** It is possible to have a Total Variance of zero, but have variances for a particular demographic. For example if you allocate 100 licenses to the Boston site, but they are installed on the Chicago site, the total variance would be zero, but Boston shows 100 licenses over-allocated, while Chicago shows an under-allocation of 100 licenses. These anomalies are more apparent in the Allocations vs Installations Summary report.
- **Total Over-allocation** - The total number of licenses over-allocated for this product.

#### *Demographic Over-allocation Report: Demographic List*

- **Site/Department/Cost Center** - The demographic by which this license is allocated.
- **Workstation Count** - The number of workstations associated with this demographic.
- **License Allocation** - The number of licenses allocated to this demographic.
- **Installed Quantity** - The number of copies of this product installed.
- **Over-Allocation** - The total over-allocation of licenses for this demographic.

### **Demographic Under-Allocations**

Use this report to view a list of products where the number of installations exceeds the number of licenses allocated to that demographic.

#### *Drill Down Tree*

Demographic Under-allocation Report

Demographic Under-allocation Report: Demographic List

Workstation List

Workstation Detail Report

#### *Demographic Under-allocation Report*

- **Manufacturer** - Manufacturer name as it appears in the License record.
- **License** - Product name as it appears in the License record.
- **Version** - Version as it appears in the License record.
- **Allocated Quantity** - Number of licenses you have allocated, either to a demographic group or to a workstation.
- **Installed Quantity** - Number of copies installed.

- **Total Variance** - (*Allocated Quantity* minus *Installed Quantity*) A positive number means you have allocated more licenses than the number of copies you have installed. A negative number means you have installed more copies than the number you have allocated.  
**Note:** It is possible to have a Total Variance of zero, but have variances for a particular demographic. For example if you allocate 100 licenses to the Boston site, but they are installed on the Chicago site, the total variance would be zero, but Boston shows 100 licenses over-allocated, while Chicago shows an under-allocation of 100 licenses. These anomalies are more apparent in the Allocations vs Installations Summary report.
- **Total Under-allocation** - The total number of licenses under-allocated for this product.

*Demographic Under-allocation Report: Demographic List*

- **Site/Department/Cost Center** - The demographic by which this license is allocated.
- **Workstation Count** - The number of workstations associated with this demographic.
- **License Allocation** - The number of licenses allocated to this demographic.
- **Installed Quantity** - The number of copies of this product installed.
- **Under-Allocation** - The total Under-allocation of licenses for this demographic.

### Workstation Over-Allocations

Use this report to view a list of products where the number of licenses allocated to workstations exceeds the number of installations.

*Drill Down Tree*

Workstation Over-allocation Report

Workstation List

Workstation Detail Report

*Workstation Over-allocation Report*

- **Manufacturer** - Manufacturer name as it appears in the License record.
- **License** - Product name as it appears in the License record.
- **Version** - Version as it appears in the License record.
- **Allocated Quantity** - Number of licenses you have allocated, either to a demographic group or to a workstation.
- **Installed Quantity** - Number of copies installed.
- **Workstation Allocations without Installations** - Number of workstations to which the license is allocated, but is not installed.

### Installations with no Allocations

Use this report to view a list of products where the number of installations exceeds the number of allocated licenses.

*Drill Down Tree*

Installations with no Allocations Report

Workstation List

Workstation Detail Report

*Installations with no Allocations Report*



This report shows a list of licenses and the count of workstations on which the product is installed, but for which no licenses have been allocated.

- **Manufacturer** - Manufacturer name as it appears in the License record.
- **License** - Product name as it appears in the License record.
- **Version** - Version as it appears in the License record.
- **Allocated Quantity** - Number of licenses you have allocated, either to a demographic group or to a workstation.
- **Installed Quantity** - Number of copies installed.
- **Installations without Allocations** - Number of workstations on which the product is installed but but to which it is not allocated.

### Duplicate Allocations

Use this report to view a list of products for which duplicate allocations are found.

#### *Duplicate Allocation Summary Report*

- **Manufacturer** - Manufacturer name as it appears in the License record.
- **License** - Product name as it appears in the License record.
- **Version** - Version as it appears in the License record.
- **Demographic** - The demographic to which this license is allocated.
- **Duplicate Allocations** - The number of duplicate allocations associated with this license. (License is allocated to the demographic, and also directly to workstations.)

### Alerts/Custom Reports

Use the *Alerts/Custom Reports* command, available from the Reports menu of the Software Compliance tab, to view the Custom Reports tree in the left frame.

Using the Custom Reports tree, you can create, view, and edit an endless variety of custom reports, and create Alerts from them. For more information, see *Using Custom Reports and Alerts*.

### Software Standards Report

Use this report to view a list of products with their defined Standards Categories and the number of installations. Drill down to see a list of workstations on which these products are installed.

For more information, see *Managing Software Standards*.

#### *Drill Down Tree*

##### Software Standards Report

###### Workstation List

### Workstation Detail

#### *Report Columns*

- **Manufacturer** - Manufacturer name as it appears in the Discovered Product.
- **License** - Product name as it appears in the Discovered Product.
- **Version** - Version as it appears in the Discovered Product.
- **Software Category** - ZENworks Asset Management Knowledgebase Category
- **Software Subcategory** - ZENworks Asset Management Knowledgebase Subcategory
- **Standards Category** - User-defined category
- **Installed Quantity** - Number of installed copies of this product

### MS Office Suite/Component Summary Report

Use this report to view a list of Microsoft products and the number of installations. Drill down to see a list of workstations on which these products are installed.

#### *Drill Down Tree*

Discover Suites/Components Report

Workstation List

Workstation Detail

View/Edit License Record

#### *Report Columns*

- **Manufacturer** - Manufacturer name as it appears in the Discovered Product.
- **Product** - Contains the name of the suite and the names of its individual components.
- **Version** - Version as it appears in the Discovered Product.
- **Installed Quantity** - The number of installed copies of this product
- **Active Usage Quantity** - The number of installed copies for which there is active usage history.
- **Unused Installations** - The number of installed copies for which there is no active usage.
- **Not Installed** - The number of licenses for which no installation has been found.
- **License** - The name of the license record associated with the suite.

# Using the Admin Tab

Use the Admin Tab to manage your ZENworks Asset Management users, and to manage your list of local products.

**Note:** You must be logged in as an Enterprise Administrator or Enterprise Assistant to access the Admin Tab.

On the Admin Tab, you can do the following:

- View a list of current users
- Add a new user
- Edit an existing user
- Change a User's password
- Delete an existing user

You can also manage local products (products not currently in the Novell License Knowledgebase.)

You can:

- View a list of local products
- Edit a local product's details
- Merge two or more local products
- Remove a software file from a local product
- Delete a local product

## See also

- Create Local Products
- Page Reference for Local Products

## Managing ZENworks Asset Management Users

Use the Admin Tab to manage your ZENworks Asset Management users.

**Note:** You must be logged in as an Enterprise Administrator or Enterprise Assistant to access the Admin Tab.

You can manage your ZENworks Asset Management users in any of the following ways:

- View a list of current users
- Add a new user
- Edit an existing user
- Change a User's password
- Delete an existing user
- View a list of Logged-in users

### Viewing Details for a ZENworks Asset Management User

Use the **Users** section of the navigation tree in the left frame of the Admin Tab to view the current list of users authorized to use ZENworks Asset Management. The list is organized hierarchically by User Role. For more information on user roles, see Security and Access.


To view a list of users within a user role, and the details for a user:

1. In the left frame, click plusses (+) to expand the Users tree, until you see the user you want to view.
2. Click the link for the user you want to view. The User Details page appears in the right frame, showing details for the selected user.

### Editing a ZENworks Asset Management User's Details

When viewing the details for a user, you can edit the user's access permissions in a variety of ways. The options available depend on the user's User Role. For more information on user roles, see Security and Access.

You can set the following:

- **User Role** - choose from a drop-down list to specify the User Role for the selected user.
- **Report Scope** (Domain Administrators, Assistants, and Analysts only) - click  to specify the domains in which the user can access reports.
- **Inventory Report Access** - select or clear the check boxes for those reports you want the user to access. All pre-defined and custom reports appear.
- **Network Discovery Report Access** (Enterprise Administrators, Assistants, and Analysts only) - select or clear the check boxes for those reports you want the user to access. All pre-defined and custom reports appear.
- **Software Compliance Report Access** - select or clear the check boxes for those reports you want the user to access. All pre-defined and custom reports appear.

When you have finished editing details for the selected user,

- Click **Update User Details**. The user's details are saved.

## Changing a User's Password

When viewing details for a user, you can change the user's password.

To change a user's password:

1. When viewing details for a user, click **Change Password**. The Change Password page appears in a new window.
2. In the **Enter New Password** box, enter a new password.
3. To confirm the password, enter it again in the **Enter New Password Again** box.
4. Click **Submit**. The user's password is changed to the specified password.

**Note:** The password must conform to the requirements defined by the Password Rules command, available in the Manager.

## Adding a New User

You can add a new user from the Admin Tab.

To add a new user:

1. Click **New User**. The Add a User page appears in a new window.
2. In the **User Name** box, enter a login name for the new user.
3. In the **Password** box, enter a login password for the new user.
4. To confirm the password, enter it again in the **Password Again** box.
5. Choose the user's role from the **User Role** drop-down menu.
6. Click **Submit**. The user is added, and the User Details for the new user appears.
7. Edit the access details for the new user, and click **Update User Details**. The new user's details are updated.

## Deleting a User

When viewing details for a user, you can delete the user.

To delete a user:

1. When viewing details for a user, click **Delete User**. A confirmation window appears.
2. Click **Delete**. The selected user is deleted.

## Viewing a List of Logged-In Users

You can view a list of users that are currently logged in to ZENworks Asset Management. You can export the list to Excel, CSV (comma-separated file), or PDF.

To view a list of logged-in users:

- In the left frame, click **Logged In Users**. The Logged In Users report appears, showing each user's name, user role, and the date and time the user logged in.

## Managing Local Products

Use the Admin Tab's Local Software Products link to manage local products (products not currently in the Novell License Knowledgebase.) Local products are created from Software Files/Usage reports in the Reports tab.

**What do you want to do?**

- View a list of local products
- Create one or more local products from a set of software files
- Edit a local product's details
- Merge two or more local products
- Remove a software file from a local product
- Delete a local product
- View the page reference for local products

## Admin Tab Reference

Use the Admin Tab to manage your ZENworks Asset Management users, and to manage your list of local products.

**Note:** You must be logged in as an Enterprise Administrator or Enterprise Assistant to access the Admin Tab.

Reference for:

User and Local Software Trees

Users

User List

User Details

New User Window

Change Password Window

Delete User Window

Local Software Products

Local Products List

Product Details Reference

## User and Local Software Product Trees

Use the left frame to select users and local software products for editing.

- Click plusses (+) to expand the Users and Local Software Products trees, until you see the user or local product you want to view.
- Click the link for the user or local product you want to view. Details for the selected item appear in the right frame.
- Click the expandable links, those with plusses (+) or minuses (-), to view a list of users or local products in the right frame.

## Users

- In the left frame, click the **Users** link to view a list of all ZENworks Asset Management users.
- In the left frame, click a User Role link to view a list of users in that role in the right frame.
- In the left frame, click **Logged In Users** to view a list of users current logged in to ZENworks Asset Management.
- In the left frame, click a user to view and edit details for the selected user in the right frame.
- In the right frame, click **New User** to add a ZENworks Asset Management user.
- In the right frame, click **Excel** to export the current list to an Excel spreadsheet.
- In the right frame, click **PDF** to export the current list to a PDF file.
- In the right frame, click **CSV** to export the current list to a comma-delimited text file.

## User List

- In the right frame, click a column heading to sort by that column. Click the column heading again to reverse the sort order.
- In the right frame, click a user name to edit the details for the user.

## User Details

Use the User Details page, available in the right frame, to edit details about the selected user.

- **User Role** - Choose a user role from the drop-down menu.
- **Scope** - Click this button to open the Report Scope window, to specify the domains in which the user can view reports.
- **Reports Tab** - Select or clear check boxes to control the user's access to Pre-defined or Custom Inventory Reports. Clear the **Tab Access** check box to disable the user's access to the Reports tab.
- **Network Discovery Tab** - Select or clear check boxes to control the user's access to Pre-defined or Custom Network Discovery Reports. (Does not appear for all user roles.) Clear the **Tab Access** check box to disable the user's access to the Network Discovery tab.
- **Software Compliance Tab** - Select or clear check boxes to control the user's access to Pre-defined or Custom Software Compliance Reports. Clear the **Tab Access** check box to disable the user's access to the Software Compliance tab.
- **Admin Tab** - Select or clear check boxes to control the user's access to Local Products or Users. Clear the **Tab Access** check box to disable the user's access to the Admin tab.

- **Update User Details** - Click this link to save changes to the User Details page. The changes are saved.
- **Change Password** - Click this link to change a user's password. A new Change Password window opens.
- **Delete User** - Click this link to delete a user. A new Delete User confirmation window opens.
- **New User** - Click this link to add a new user. A New User window opens.

### New User Window

Use the New User window to enter login information about a user.

- **User Name** - Enter the user's login name.
- **Password** - Enter the user's login password.
- **Password Again** - Enter the user's login password again, to make sure it is correct.
- **User Role** - Choose a user role from the drop-down menu. For more information on user roles, see Security and Access.
- **Submit** - Click this button to save the new user's information.

### Change Password Window

- **Enter New Password** - Enter a new login password for the selected user.
- **Enter New Password Again** - Enter the new password again to make sure it is correct.
- **Submit** - Click this button to save the new password.

### Delete User Window

- **Delete** - Click this button to delete the selected user.
- **Cancel** - Click this button if you do not want to delete the user.

## Local Software Products

- In the left frame, click **Local Software Products** to view a list of products by manufacturer.
- In the right frame, click a column heading to sort by that column. Click the column heading again to reverse the sort order.
- In the right frame, click a product name to edit details for the product.
- In the right frame, click **Select Products to Merge** to merge two or more products together.
- In the right frame, click **Excel** to export the current list to an Excel spreadsheet.
- In the right frame, click **PDF** to export the current list to a PDF file.
- In the right frame, click **Graph** to view a graph of the current data in a PDF file. (Only available for graphable data.)



## Local Software Products List Reference

Use the Local Software Products List to view a list of currently defined products.

- **Manufacturer** - The name of the manufacturer for the product.
- **Product** - The name of the local product.
- **Version** - The version of the local product.
- **File** - A list of file names associated with the local product.
- **Date Last Modified** - The date that the local product definition was last modified.
- **Installations** - The number of copies of the local product in your current inventory.

## Product Details Reference

Use the Product Details page to review and edit the details for the selected product. The first section of the page, **Product Naming**, contains global information about the local product. The **Product Recognition** section contains information about each file associated with the product.

### Product Naming

This section, at the top of the page, contains information about the product.

- **Manufacturer** - Enter or edit the manufacturer's name.
- **Product** - Enter or edit the product name.
- **Version** - Enter or edit the product version. Click **Use version entered here** to display this version number with the product name.
- **Category** - Choose a category from the drop-down list, or enter a new category.
- **Always report this version** - Click this button to display the version in this box when the local product appears in a report.

### Product Recognition

For each software file associated with the product, this information appears and can be edited.

- **File Name** - Enter or edit the file name.
- **Remove File** - Select this check box to remove the file from the product definition. The file is removed from the definition when you click **Update Product**.
- **Extension** - Enter or edit the file's extension.
- **Size** - Enter or edit the file's size.
- **VRB Company Name** - Enter or edit the Company Name as it appears in the VRB data. Select **Use for Recognition** to use the Company Name when determining whether a file is part of a local product.
- **VRB Product Name** - Enter or edit the product name as it appears in the VRB data. Select **Use for Recognition** to use the Product Name when determining whether a file is part of a local product.
- **VRB Product Version** - Enter or edit the product version as it appears in the VRB data. Select **Use for Recognition** to use the Product Version when determining whether a file is part of a local product. Click **Report the version found here** to display this file's VRB Product Version number with the product name.

- **VRB File Version** - Enter or edit the file version as it appears in the VRB data. Select *Use for Recognition* to use the File Version when determining whether a file is part of a local product. Click *Report the version found here* to display this file's VRB File Version number with the product name.
- **VRB Language** - Enter or edit the language as it appears in the VRB data. Select *Use for Recognition* to use the Language when determining whether a file is part of a local product.

**Note:** When you clear the *Use for Recognition* check box for a VRB Data field, you are relaxing the conditions used to determine whether a file is part of an existing local product.

### Page Commands

- **Update Product** - Click this link to save your changes to the product details.
- **Delete Product** - Click this link to delete the product.

# Glossary

## A

**Active product:** An "active" product is one that has had the workstation's focus, or was "in the foreground", during a specified period.

**Adjusted Licenses:** The number of licenses associated with the purchase of a catalog product after upgrades to that software version have been taken into account.

**Ancillary Application File:** A file found during a software file scan whose file and path properties indicate a direct relationship with an application that is currently in the ZENworks Asset Management Knowledgebase.

## C

**Catalog Product:** A software product in the Product Catalog.

**Component:** An installed copy of a software product

**Component-Day:** Total number of Usage days for a component.

## D

**Discovered Products:** Products from your ZENworks Asset Management inventory filtered through the Novell License Knowledgebase.

**Drill-down:** Click links in a report or list to display a greater level of detail about something.

## H

**header:** The part of a purchase record containing information about the transaction, such as the Order Date, PO Number, Reseller, who the products are for, etc.

**Hours Active:** The total number of hours that the product was active during the reporting period. The sum of active hours for all installed copies of the product, rounded to nearest whole number.

## I

**Inventory:** software inventory data collected through the ZENworks Asset Management inventory process.

## L

**Lic/Pkg:** The total number of licenses to which you are entitled associated with a specific Catalog Product.

**License Knowledgebase:** A product database developed and maintained by Novell used to filter ZENworks Asset Management inventory data for use in determining software compliance.

**License Qty:** The total number of licenses to which you are entitled. It is cumulative quantity of all purchases of a catalog product linked to a license record.

**License Record:** A data record used as the "connector" between one or more Purchased and one or more Discovered Products. The Software Compliance Report shows a list of License Records, calculating the compliance figures for all associated products and their upgrades.

**Licenses Per Package:** The total number of licenses to which you are entitled associated with a specific Catalog Product.

## O

**Original Licenses:** The number of licenses associated with the purchase of a catalog product before adjusting for upgrades.

**Other File:** Includes any file that does not match the criteria for System Files or Ancillary Application Files.

**Over-licensed:** A compliance status in which you have installed fewer copies of a particular product than you have purchased. (You are in compliance for this product.)

## P

**Product Catalog:** A database of Catalog Products. You might purchase a single license, a 10-pack, or a 100-pack. Each of these becomes an entry in the Product Catalog, or a Catalog Product, and represents one or more Software Licenses. Use the Product Catalog menu to add, view and edit Catalog Products, and to assign those products to a particular Software License.

**Purchase Qty:** The number of units of a specific Catalog Product purchased.

**Purchase Record:** A record entered into the Software Compliance system corresponding to an invoice or purchase order used to purchase software products. A purchase record may contain one or more software products from the Product Catalog.

**Purchased Product:** A software product for which you have documentation of purchases. A purchased product may represent one or more licenses.

## R

**Reconcile:** To connect or associate one or more Catalog Products or Discovered Product to a License Record

## S

**Software Files:** Files collected as part of a Software File Scan. Any files found that are not in the ZENworks Asset Management Product Knowledgebase (PRU) or associated with those products are collected as Software Files.

**Software Standards:** User-defined categories you can use to group Discovered Products that are meaningful to your organization. A common use of Software Standards is to track installed products as they conform to your organizations policies and standards for software installations.

**SVG:** Scalable Vector Graphics

**System File:** A file found during a software file scan whose file and path properties indicate a direct relationship to the workstation's operating system.

## U

**Under-licensed:** A compliance status in which you have installed more copies of a particular product than you have purchased. (You are not in compliance for the product.)

**Usage Day:** A day on which a component saw some usage.

## V

**VRB:** Version Resource Block - information within an application file that may contain useful information about the product version.