HP Asset Manager SLO Best Practice Package

Installation Guide



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Chapter 1: Introduction

This guide is intended for all organizations intending to use the SAM modules running on top of Asset Manager.

This guide explains:

- How to install the SLO package on top of Asset Manager
- How to do the configuration to import Crystal report into Asset Manger
- How to upgrade a previous version of SLO package

Supported AM versions include the following:

- AM 9.4
- AM 9.5

Chapter 2: Installing and configuring the SLO package

Note:

- It is advised to test the installation on a test database copied from your production environment and back up your database before you install the package in the production environment.
- The installer of the SLO Best Practice (BP) package cannot run correctly on a pure 64-bit environment (OS, Asset Manager shared library, ODBC drivers). You can install the SLO Best Practice package only from a server on a 32-bit environment or a 64-bit environment in a 32-bit compatibility mode, which corresponds to the environments supported for the Windows client.

Integration considerations and preparations

The SLO Best Practice package relies on integration with several other software components to gather details of software installations, licenses and license contracts.

While contracts and licenses can be fully managed in Asset Manager, software inventory information will necessarily come from an inventory tool. The reliability of this tool is key for successful software asset management. HP Discovery and Dependency Mapping Inventory (DDMI) provides high quality software installation and utilization information, thanks to its multiplatform software recognition capabilities and rich software libraries.

Besides the SLO Best Practice package, you should have the following products and components installed and integrated in your environment:

- Asset Manager with the following modules activated:
 - Software Asset Management option
 - Contracts
 - Asset Portfolio
- HP Connect-It

The recommended best practice is to import software installations inventoried by HP Discovery and Dependency Mapping Inventory using the HP Connect-It scenarios (which are located in the **\scenario\ed\ddmi<DDMI version number>\ddmi<DDMI version number>\ddmi<DDMI version number>am<AM version number>** folder of your HP Connect-It installation folder).

Either of the following scenarios can be used to import software installations into Asset Manager:

ddmiam_sw.scn or ddmiam.scn

This scenario creates software installations and related models.

ddmiam-swnorm_sw.scn or ddmiam-swnorm.scn

This scenario uses the amInventModel table that allows mapping between discovered models (that may come from different inventory tools) and definitive models managed in Asset Manager.

Note: From HP Connect-It 4.11 on, software installations are imported separately from other inventory information for better performances (in _sw scenarios). However, the records created in Asset Manager are the same.

You need to configure the scenario correctly and schedule it to perform an initial import followed by regular synchronizations. For further details see the HP Connect-It documentation, and in the Asset Manager guide called **Software assets**, the **Software installations and utilizations management** chapter, **Create installations/utilizations automatically** section.

Installing the SLO package step by step

To install the SLO package, follow these steps:

- 1. Extract the content of SLO package to a temporary folder.
- 2. Run the SLO BP installer (9.5.x.x.exe) from the folder. The installation wizard is displayed.
- 3. In the welcome page, you can get HP Live Network URL where has not only SLO package but other useful information. Click **Next** to go to the next page.

IPE Asset Manager SLO Best Practice Pac	kage - InstallShie	eld Wizard	×
Welcome The InstallShield Wizard will install HPE Assa your computer.	et Manager SLO Bes	t Practice Package o	'n
Software License Optimization (SLO HPE Asset Management . It contains features which streamline the mana license compliance and optimizatior from software publishers such as Mi templates, models and software cou Practice package embody the HPE be optimization. The SLO Best Practice package can be (<< <u><https: contento<="" hpln.hpe.com="" u=""> <u>manager></u>>>). To access the web site</https:></u>) Best Practice p a collection of s gement of licen n for a prioritize crosoft®, Adobe inters provided est practices for e downloaded fi <u>ffering/busines</u> s, you will need	ackage is an add oftware compor ise contracts, sof d list of software ", Oracle". The with the SLO Be software license software license <u>som HP Live Netw</u> <u>s-content-asset-</u> an HP Passport a	-on of ients and tware ititles st st work ccount.
nstallShield	< Back	Next >	Cancel

4. Accept the terms of the license agreement, and then click **Next**.

HPE Asset Ma	nager SLO Best Practice Packag	e - InstallShield Wizard	×
License Ag Please rea	greement Id the following license agreement care	efully.	X
1.	Applicability. This end user licen: governs the use of accompanyin separate agreement between you Company and its subsidiaries (" using the software you agree to t translations of this Agreement ir English, which may be found at: http://www.hpe.com/software/SY <http: go="" swlicer<="" td="" www.hpe.com=""><td>se agreement (the "Agreen g software, unless it is su and Hewlett Packard Ent HPE"). By downloading, co his Agreement. HPE provio n certain languages other <u>WLicensing</u> <u>ising</u>.</td><td>nent") bject to a erprise opying, or des than</td></http:>	se agreement (the "Agreen g software, unless it is su and Hewlett Packard Ent HPE"). By downloading, co his Agreement. HPE provio n certain languages other <u>WLicensing</u> <u>ising</u> .	nent") bject to a erprise opying, or des than
 I acce C I do no 	pt the terms of the license agreement of accept the terms of the license agree	ement	Print
InstallShield —	[< Back Next >	Cancel

5. In the **Connect to database** page, select the connection, specify the user who has the administrator right to access Asset Manager database, and then click **Next**.

Note: If you encounter the "database unreachable" error when running the SLO Best Practice installer, check amdb.ini (see Asset Manager installation guide for the location of the file) and make sure that the AmApiDII entry in the proper connection declaration section points to the correct aamapi<2-digit AM version number>.dll.

IPE Asset Manager SLO Best Practice	e Package - InstallShield Wizard	×
Connect to database		
Connection name:		
AMDemo93en AMDemo94en		
AMDemo95en		
User name:		
Admin		
Password:		
istallShield		
	< Back Next >	Cancel

 In the Select Vendors page, select the vendors that you want to import, and then click Next.
 Note: There are two IBM items and you can choose one of them based on your environment. The difference is that IBM (ILMT Based) is an integration solution with IBM License Metric Tool.

HPE Asset Manager SLO Best Practice Package -	- InstallShield Wizard	×
Select Vendors		
Select the vendors you want to install, and deselect	t the vendors you do not want to install.	
Adobe Autodesk BMC HP IBM IBM IBM(ILMT Based) Microsoft Red Hat		
InstallShield	Select All Clear All	
	< Back Next > Cancel	

7. In the **Select Features** page, select the features that you want to install, and then click **Next**.

HPE Asset Manager SLO Best Practice Package - Inst	allShield Wizard 🛛 🛛 🔀
Select Features	
Select the features you want to install, and deselect the fe	eatures you do not want to install.
 Installation models License models Contract templates Demo data 	Description Import installation models for the vendors that are selected previously
InstallShield	k Next > Cancel

• Installation models

By selecting this option, after installing the SLO package, customers will have the out of the box installation models and the relationship with out of the box software counters. Otherwise, customers need to manually import or create the software models for software installations and maintain the relationship with software counters, so that the out of the box software counters can take software installation into account.

License models

By selecting this option, after installing the SLO package, customers will have the out of the box license models and the relationship with out of the box software counters. Otherwise,

customers need to manually import or create the license models for software and maintain the relationship with software counters, so that the out of the box software counters can take software license into account.

• Contract templates

Selecting the option to import the out of the box contract templates based on which customer can easy to create software contracts.

• Demo data

Demo data can help customers to learn the features in SLO package, which is dependent on the data of Installation models, license models, and contract templates. Those three options will be enabled automatically when the Demo data option is selected.

8. Select the appropriate options for your installation.

HPE Asset Manager SLO Best Practice Package - InstallShield Wizard	×
Select Features	
Use integrated normalization solution	
This solution matches the inventory model detected by DDMI with the normalization installation model of SLO. The normalization installation model of SLO will be used as the installation model related to the software counter.	
Import SKUs	
Selected vendors O All vendors	
Importing SKU may take hours, please wait and do not restart the computer.	
InstallShield	
< Back Install Cancel	

• Use integrated normalization solution (recommended)

In AM, SAM supports normalization solution leveraging DDMI/UD SAI library (for more information on normalization, see the "*SLO Technical Guide*"). By choosing this option, all the inventory models relevant to the selected vendors will be imported.

If you select "installation models" in the previous page, the process is as follows:



The OOTB inventory models, OOTB normalized installation models, and OOTB software counters are imported from the SLO package. The link A and the link B are automatically built.

If you do not select "installation models" in the previous page, the process is as follows:



Only the OOTB Inventory models and OOTB software counters are imported from the SLO package.

If the normalized installation models already exist (for example, imported from a previous SLO package or maintained by customer themselves) and if link A exists, SLO installer will try to set up link B according to link A.

If customer clear the "Use integrated normalization solution" option, the inventory models from UD/DDMI SAI library will not be imported. You cannot get maximum values from the SLO package. For example, you have to check if the OOTB software counter is linked to installation models correctly. For how to link models to counter, refer to user guide.

• Import SKUs

The SLO package provides OOTB SKUs for vendors. If you select this option, you can get the benefit of creating license asset by using SKUs.

If you select "license models" in the previous page, the process is as follows:



The OOTB SKUs and OOTB license models will be imported, and link A will also be built. Once you import new license assets with SKU number via Connect-IT scenarios shipped in the SLO package, the asset will be created with the license model according to link A.



If you do not select "license models" in the previous page, the process is as follows:

Only the OOTB SKUs will be imported. If the license models already exist (for example, imported from a previous version of SLO package or maintained by customer themselves) and link A is also exists, the new license assets with SKU number imported via Connect-IT scenarios will be automatically linked to the license model.

Caution: Importing the SKU library takes a large amount of time, depending on the performance of the computer. It may take up to 4 hours to complete if you choose to import all SKU records. Please plan the installation of this package to a time when there is no Asset Manager workflow running or any process operating on the Asset Manager database. We recommend that you install the package when Asset Manager Web application is offline.

9. Click Install to install the package.

HPE Asset Manager SLO Best Practice Package - InstallShield Wizard	X
Importing status	
The InstallShield Wizard is installing HPE Asset Manager SLO Best Practice Package	
Installing	
C:\\sambpscript\sam4bmc\company.scr	
InstallShield	
Cancel	

After the installation, a summary page shows all the importing information, and you can check the logs. If the installation is successful, click **Finish** to complete installation process.

If the installation is failed, you should resolve all the errors before the next installation.

Note:

One common cause for the errors is that you have customized the database schema and altered the integrity rules of the fields and tables that the SLO Best Practice package concerns.

For example:

- New mandatory fields are added or existing optional fields are made mandatory
- The uniqueness of the field values are changed by turning some fields into unique index

These changes make the records being imported incompatible with and rejected by the destination database.

In this case, you need to modify the database structure (or restore the changes that have altered the database integrity rule) to avoid incompatibility and record rejections.

Importing reports into Asset Manager and configuration

The SLO package provides the following OOTB reports:

- report\common\SAMBP_reports_EN.biar
- report\IBM\SAMBP_reports_EN.biar
- report\IBMILMT\SAMBP_reports_EN.biar
- report\Oracle\SAMBP_reports_EN.lcmbiar

If no SAP BusinessObject Business Intelligence Platform 4.1 is installed in your environment, you can install and configure it according to the "*HP Asset Manager Advanced Use*" document

(https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM02015965)

If SAP BusinessObject Business Intelligence Platform 4.1 is ready, follow the steps below to import reports.

Importing reports

To import reports, follow these steps:

1. Open upgrade management tool, select **Incremental Upgrade**, and then click **Next**.

📸 Upgrade manage	ment tool
Welcome to up	grade management tool
specify complete op-	
Welcome	Select language: English 💌
Log On	
Object Selection	
Parameters	
Summary	
Export	
Finish	
	Complete Upgrade An easy-to-use solution that copies all objects and files from the source system to the destination system and upgrades them on the destination system with default options. The source system is left unmodified.
	Incremental Upgrade Copies the objects and files that you select from the source system to the destination system and upgrades them on the destination system with the options that you specify. The source system is left unmodified.
Help +	Back Next Start Cancel

2. Select **BIAR to Live** in the **Upgrade Scenarios** list, select the biar file, and then configure CMS server and CMS port. Click **Next**.

Upgrade manage	ment tool - Incremental U	grade		X
Select existing enviro	nments in which upgrade manaç	ement tool will export the content from and to.		
Welcome Log On Object Selection	Upgrade Scenario:	BIAR to Live		
Parameters Summary Export Finish	BIAR Ele:	C:{Users\admin\Downloads\5AMBP_reports_EN.bk	и	
	Destination CMS Name: Usgr Name: Password: Authentication:	SHWIN2008R2SP16:7400 Administrator		
Help -		<u>B</u> ack	Next Start Cancel	

3. Select Asset Manager – SAM Best Practice under Folders and Objects, and then select AssetManager user under Users and User Groups. Click Next.

Upgrade manage Object Selection Select objects and fil The source system is	ement tool - Incremental Upgrade In es to copy to the destination system, and upgrade th unmodified.	em on the destination	So De n system.	ource: estination:	SAMBP_reports_ SHWIN2008R2SF	EN.biar (BIAR) P16:7400 (XI 4.1)
Welcome Log On Object Selection Parameters Summary Export Finish	Object Type Image: Calendars Image: Calendars Image: Calendars Image: Calendars Image: Calendars Image: Comparte Categories Image: Comparte Categories Image: Calendars and Objects Image: Calendars and Calendars and Replication jobs Image: Calendars and User Groups Image: Calendars and User Groups Image: Calendars and User Groups	<u>Options</u> C	List of 4 List_Co List_Co List_Lo T · List_Lo	assets under « ntract_Expen ense_Expensi used_SW_inst	Apply to se contract ses as call	Select All
Help +		[Back	<u>N</u> e×t	Start	

4. Review the summary page, and then click **Start** to import reports into CMS.

Summary Source: SAMPP_reports_EN.biar (EIAF Destination: Upgrade management tool will now export the following objects. You have the option to exclude objects: SHWIN2008R2SP16:7400 (XI S	🕻 Upgrade managen	ient tool - Incremental Upgrade		
Upgrade management tool will now export the following objects. You have the option to exclude objects Destination: SHWIN2008R2SP16:7400 (XI from the upgrade by unchecking them. Welcome Object Type Is It a Dependency I Log On Object Selection Image: Provide Folders and Objects (5 objects) Parameters Image: Personal Categories (1 objects) Image: Personal Categories (1 objects) Export Image: Personal Categories (1 objects) Image: Personal Categories (1 objects) Export Image: Personal Categories (1 objects) Image: Personal Categories (1 objects) Image: Personal Categories (1 objects) Image: Personal Categories (1 objects) Image: Personal Categories (1 objects) Export Image: Personal Categories (1 objects) Image: Personal Categories (1 objects) Image: Personal Categories (1 objects) Export Image: Personal Categories (1 objects) Image: Personal Categories (1 objects) Image: Personal Categories (1 objects) Either by: All Objects Image: Personal Categories (1 objects) Image: Personal Categories (1 objects) Either by: All Objects Image: Personal Categories (1 objects) Image: Personal Categories (1 objects) Either by: All Objects Image: Personal Categories (1 objects) Image: Personal Categories (1 objects)	Summary		Source:	SAMBP_reports_EN.biar (BIAR)
Welcome Object Type Is It a Dependency Log On If If the Users and User Groups (1 objects) Object Selection If If the User Favorites Folders (1 objects) Parameters If If the User Favorites Folders (1 objects) Summary If If the User Tavorites Folders (1 objects) Export If If the User Inboxes (1 objects) Finish If If the User Inboxes (1 objects) Either by: All Objects It upgrade Options It upgrade Options	Upgrade management t from the upgrade by ur	cool will now export the following objects. You have the option to exclude objects ichecking them.	Destination:	SHWIN2008R25P16:7400 (XI 4.1
Object Type Is It a Dependency Log On Image: Selection Object Selection Image: Selection Parameters Image: Selection Parameters Image: Selection Image: Selection Image: Selection	Welcome			
Log On Image: Cloud State		Object Type		Is It a Dependency 🔶
Object Selection Parameters Summary Export Finish Either by: All Objects Upgrade Options	Log On	Image: Second S		
Paramèters Summary Export Finish	Object Selection	🗄 🗹 🛀 Folders and Objects (5 objects)		
Summary Export Finish Export Finish Export Finish Export Finish Export Finish Export Finish Export Export Finish Export Upgrade Options	Parameters	🗄 🔟 🖳 User Favorites Folders (1 objects)		
Summary Export Finish	e	🗄 M 🖶 Personal Categories (1 objects)		
Export Finish Eilter by: All Objects V Upgrade Options	Summary	🗄 🗹 🛀 User Inboxes (1 objects)		
Finish Eilter by: All Objects Upgrade Options	Export			
Elter by: All Objects Upgrade Options	Finish			
Eliter by: All Objects Upgrade Options				
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Eller by: All Objects Upgrade Options				
Eliter by: All Objects Upgrade Options				
Eliter by: All Objects Upgrade Options				
Eliter by: All Objects Upgrade Options				
		Filter by: All Objects Upgrade Options		
Back I Next Start Cancel	Help +	Bark	Next	Start Cancel

Configuration

To display the reports on the web client, you need to follow the instructions in "Chapter 4: SAP Crystal Reports" from the "*HP Asset Manager Advanced Use*" document. Following are some major tasks that you need to perform.

Update source database for reports

To retrieve data from the AssetManager database, you need to set the source database for each report. You have two ways to do it:

• Modify the source database via SAP Crystal Reports (Designer)

Refer to the "Modifying the source database via SAP Crystal Reports (Designer)" section in the "*HP Asset Manager Advanced Use*" document.

• Modify the source database via command line

Refer to the "Modify the source database via command line" section in the "*HP Asset Manager Advanced Use*" document.

Make reports on Web client

To allow users to access reports from the web client, you need to tell web client the report ID that stores in the CMS database, and assign the report ID to the report record in AM.

Refer to the "Mapping the report file name with Crystal report ID" section in the "HP Asset Manager Advanced Use" document.

Configure the sysCoreWebCrystal calculated field

Make sure the calculate field update in Asset Manager. Refer to the "Configuring the sysCoreWebCrystal calculated field" section in the "*HP Asset Manager Advanced Use*" document.

Configure SSO

Refer to the "Configuring SSO" section in the "HP Asset Manager Advanced Use" document.

Chapter 3: Upgrading the SLO package

When upgrading Asset Manager to a newer version, the SLO Best Practice components that you imported will be kept in the Asset Manager database, like all other asset management records. However, when you install a newer version of the SLO Best Practice package, existing records imported in a previous version will be updated and overwritten by the records in the new version. It is important to duplicate reports or software counters before customizing them.