HP Asset Manager SLO Best Practice Package

Installation Guide

Contents

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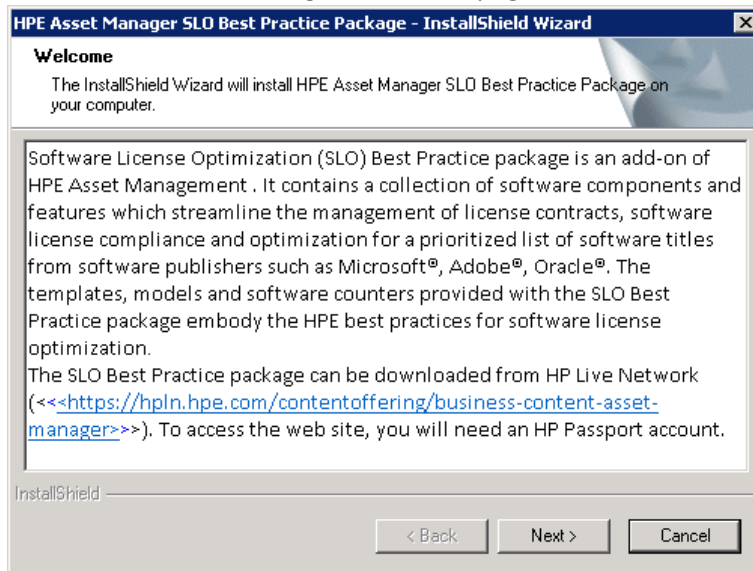
Note: From HP Connect-It 4.11 on, software installations are imported separately from other inventory information for better performances (in _sw scenarios). However, the records created in Asset Manager are the same.

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.
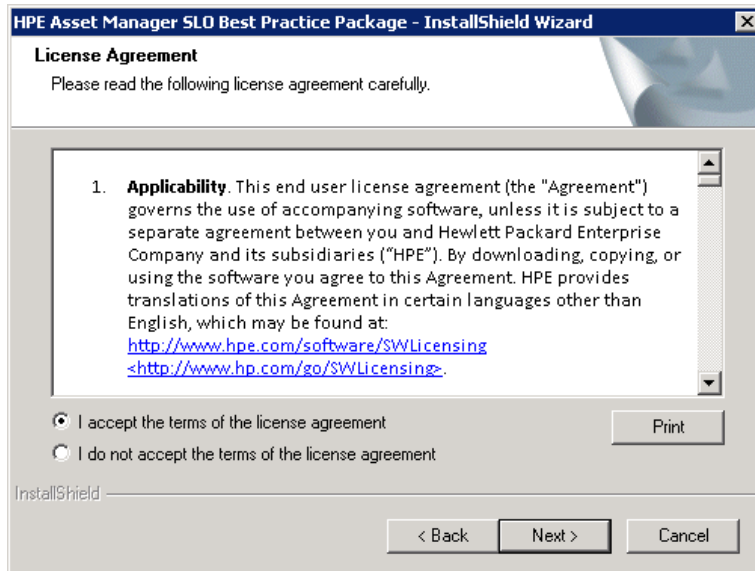
Installing the SLO package step by step

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.
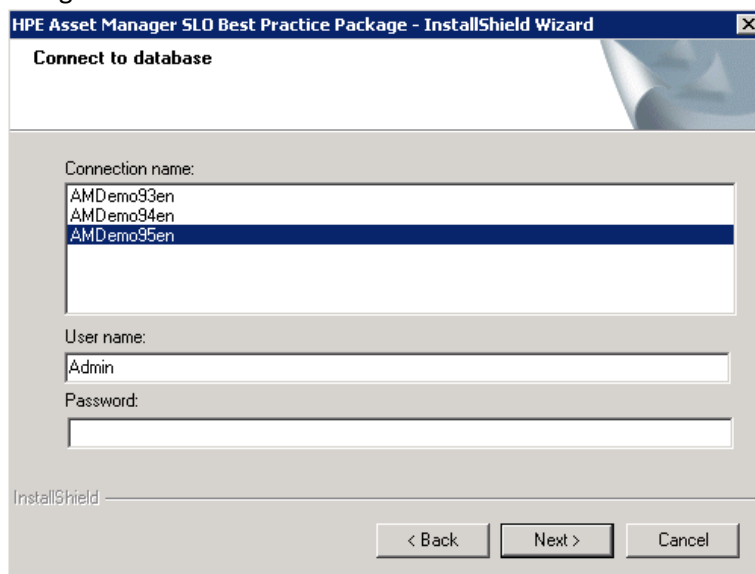

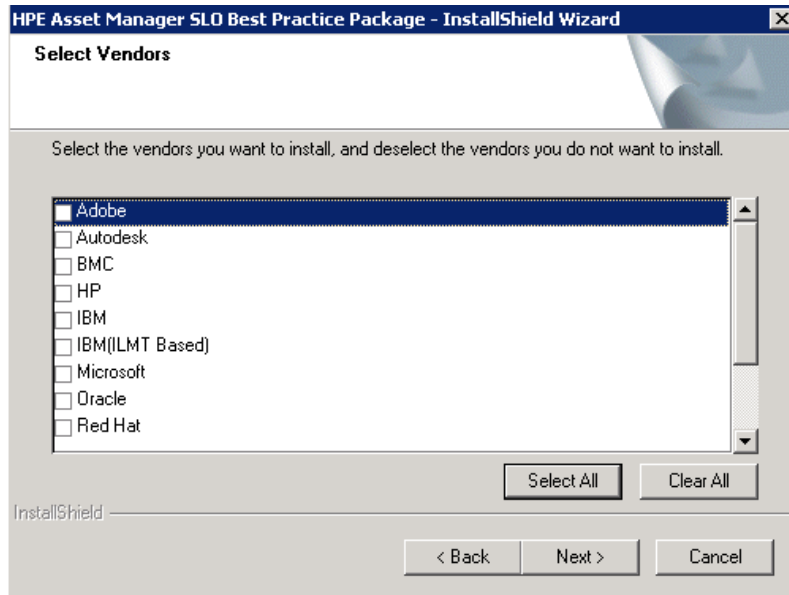4. Accept the terms of the license agreement, and then click **Next**.

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 AmApiDll entry in the proper connection declaration section points to the correct aamapi<2-digit AM version number>.dll.
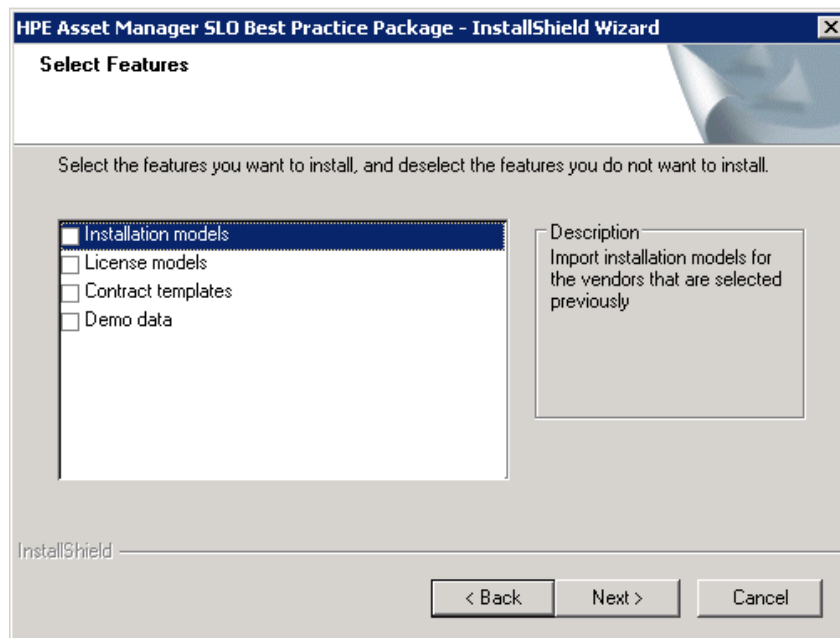

6. In the **Select Vendors** page, select the vendors that you want to import, and then click **Next**.
   Note: There are two IBM items and you can choose one of them based on your environment. The difference is that IBM (ILMT Based) is an integration solution with IBM License Metric Tool.

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

- 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.
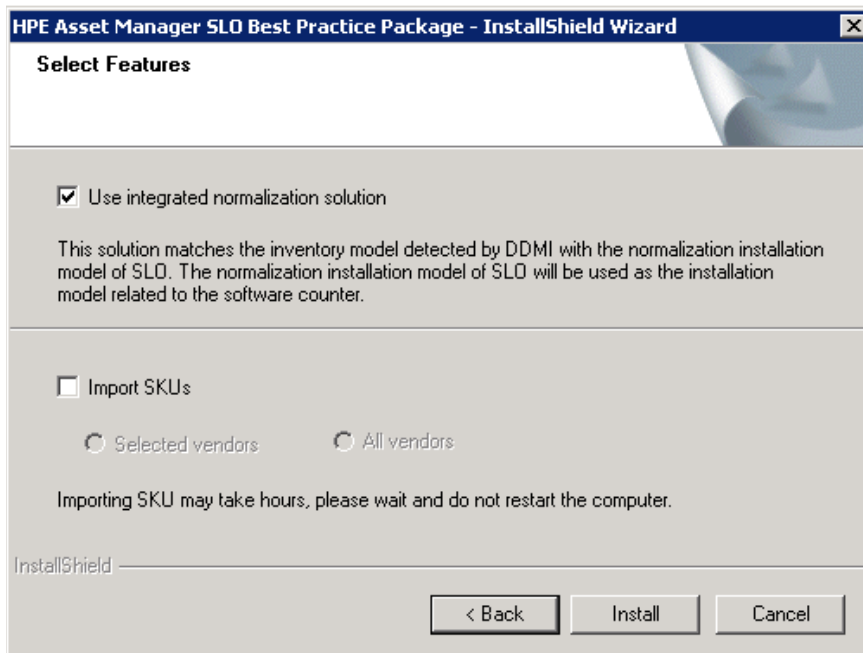
- Contract templates

  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.
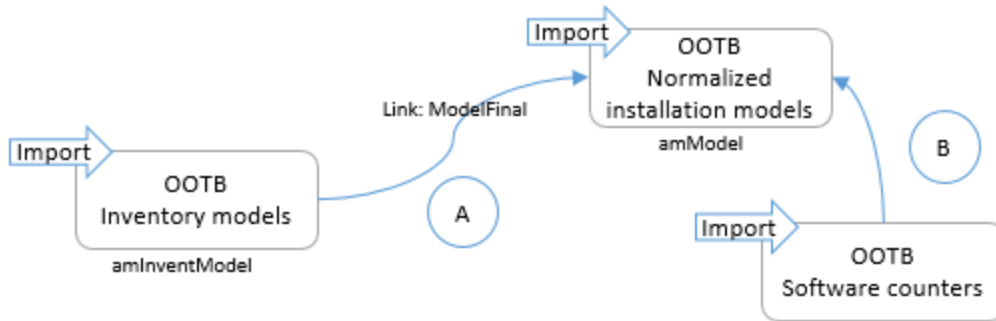
8. Select the appropriate options for your installation.

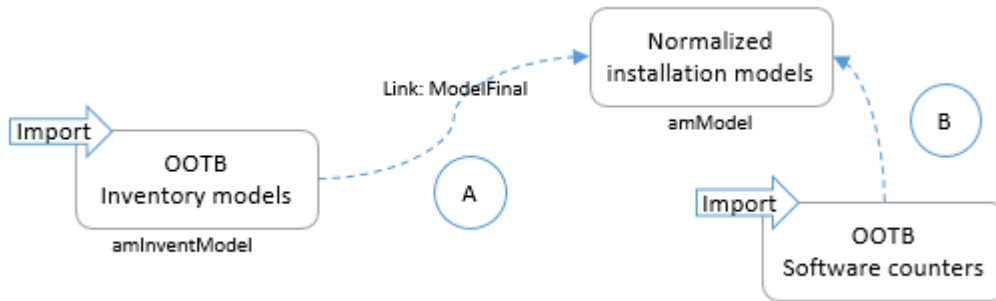- Use integrated normalization solution (recommended)

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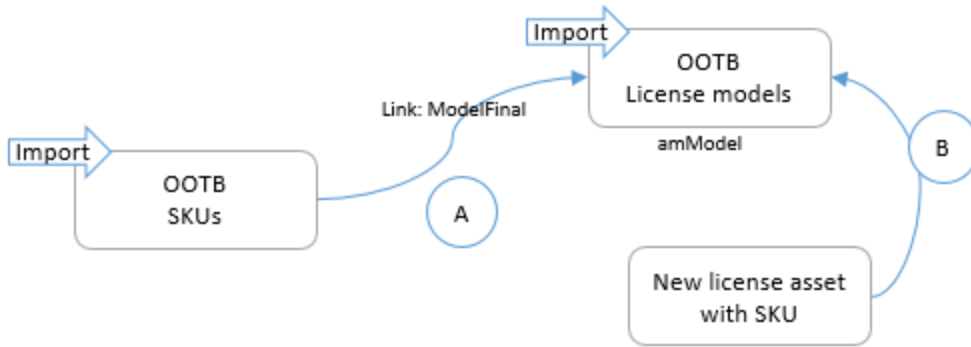
If the normalized installation models already exist (for example, imported from a previous SLO package or maintained by customer themselves) and if link A exists, SLO installer will try to set up link B according to link A.

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.
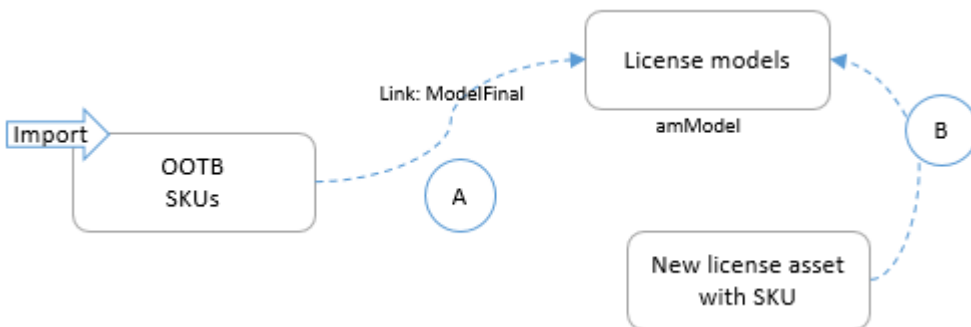
- Import SKUs

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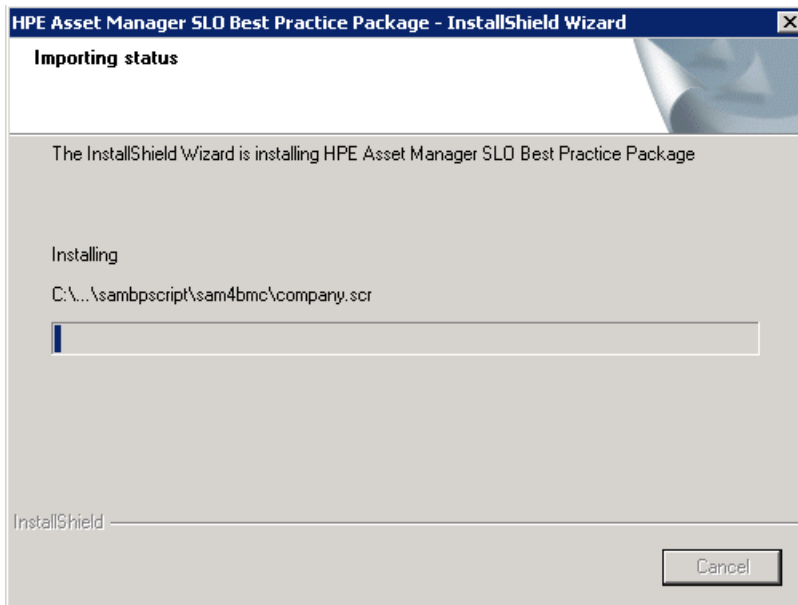
If you do not select "license models" in the previous page, the process is as follows:

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.

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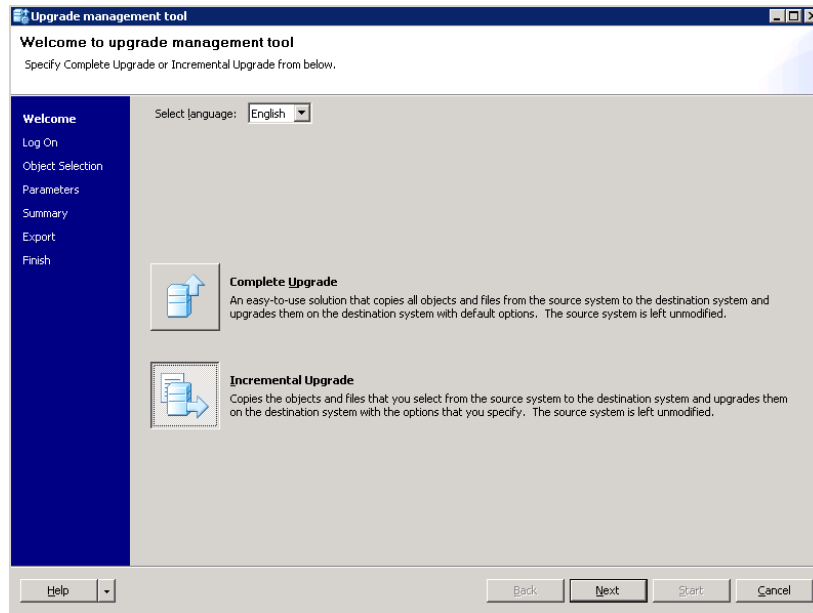
(https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM02015965)

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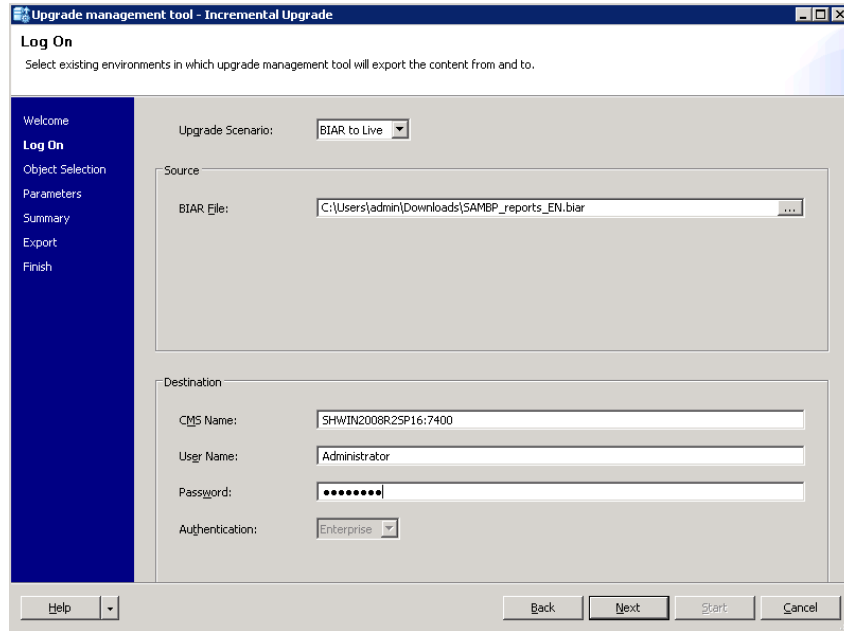
Importing reports
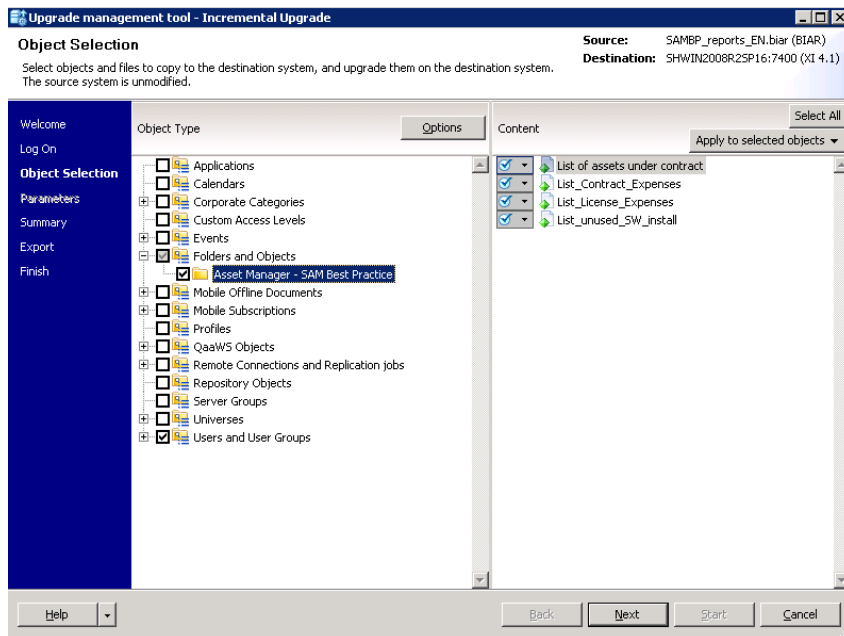
To import reports, follow these steps:

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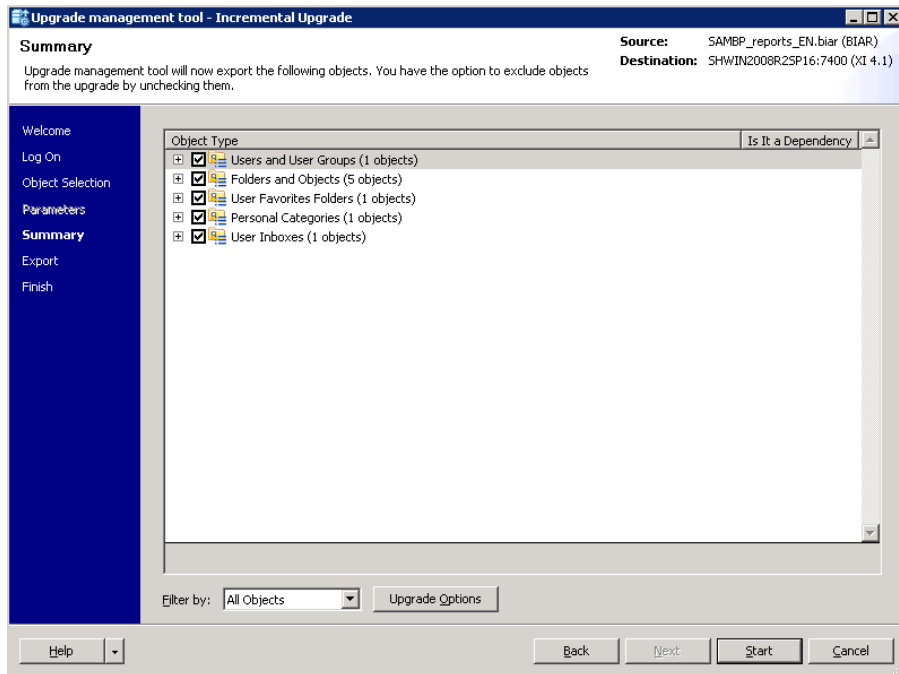

2. Select **BIAR to Live** in the **Upgrade Scenarios** list, select the biar file, and then configure CMS server and CMS port. Click **Next**.

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

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

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.