

Peregrine

AssetCenter



Portfolio and Software licenses

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AssetCenter

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Introduction

Who is the Portfolio module intended for?

The Portfolio module spans a wide range of uses, and thus can be used by nearly every department in a company.

For the most part, it is used by the following people:

- IS managers
- Stock managers
- AssetCenter deployment technicians
- Financial managers
- Purchasers
- Security managers
- General departments
- Cabling managers
- Network managers
- Telephony managers

The Portfolio module is the point of focus for AssetCenter's other module. This guide covers the general concepts of this module that will come in handy for a wide range of AssetCenter users.

What does the Portfolio module do?

The Portfolio module enables you to perform the following tasks:

- Keep a detailed, physical inventory of all the items composing your portfolio. For each item you can take into account its:
 - Description
 - User and manager
 - Geographic location
 - Cost center
- Precisely track the portfolio items using:
 - Individual tracking
 - Collective tracking (by batch)
 - Undifferentiated management

Managing these tasks enables you to:

- Describe each portfolio item (features, location, etc.)
- Track each portfolio item according to its constraints or requirements.
- Manage the portfolio items in a differentiated manner.
- Easily perform work orders on the portfolio items.
- Create projects necessitating the use of portfolio items.

How to use this guide

Chapter Overview

This chapter presents the different portfolio management styles proposed by AssetCenter. It also presents the tables that you must populate to structure your portfolio.

You should read this information to form a general idea of how AssetCenter functions.

Chapter Portfolio items

This chapter discusses what you need to do to manage your portfolio items. Read this chapter to familiarize yourself with the Portfolio module.

Chapter IT portfolio

This chapter explains how to manage your IT portfolio using the Portfolio module.

Read this chapter to familiarize yourself with how computers, computer connections and IT configurations are managed.

This chapter also presents the remote-control and scanning functions for remote computers.

Chapter Software

This chapter explains how to manage your software with the Portfolio module.

Read this chapter to familiarize yourself with how to manage software installations, licenses and counters.

Chapter Telephones

This chapter explains how to manage telephones using the Portfolio module.

Read this chapter if you want to manage your telephones with the Portfolio module. You can also associate certain functions with the buttons of the telephones.

Chapter Work orders and projects

This chapter explains how to perform work orders on your portfolio and how to include portfolio items in your projects.

Chapter Adjusting items

This chapter explains how to adjust the fields of your records.

To explain how adjusting items work, we created an example that you can reproduce in order to familiarize yourself with their functions.

Chapter Glossary

The terminology specific to the Portfolio module is specialized. The glossary contains the key terms that we use to describe the Portfolio module.

Read this chapter to understand these terms.



1 Overview

CHAPTER

AssetCenter helps you manage the items in your company's portfolio. These items can be physical objects (computers, machines-tools, consumables, office supplies) or intangible objects (software installations).

AssetCenter lets you closely track portfolio items throughout their lifecycle. Different management types enable you to apply the most suitable form of management to items in your portfolio depending on their value and/or their use.

Three management types

AssetCenter offers you three management types that are suited to the value of items in your portfolio:

- Individualized management (by asset)
- Collective management (by batch)
- Undifferentiated management (by untracked batch)

What sets these three management types apart is the level of tracking applied to each one.

Whether or not you track an item in your portfolio depends on whether or not it has a record in the Assets table. All items with records in this table can be

tracked according to their financial, technical and contractual information. The notion of untracked portfolio items refers to those items that do not have records in this table (untracked batches).

With AssetCenter, you can increase the level of tracking for your portfolio items. Example: You can transform an untracked batch to a tracked batch, which corresponds to a record in the Assets table.

Individualized management (by asset)

Assets are portfolio items of substantial value, and they are tracked individually in AssetCenter. In the case of a server, for example, AssetCenter can hold information about its location, supervisor, price, depreciation type, etc. All this information is specific to the asset. Technically, an asset in AssetCenter corresponds to a record in the Portfolio items table that is linked to a record in the Assets table.

Collective management (by batch)

Certain, identical portfolio items of lesser value can be tracked collectively as a batch. In this case, the Assets table holds information that helps you track the entire batch, and not individual items within the batch. This management mode avoids superfluous duplication of tracking information, such as the acquisition price. Technically, a batch in AssetCenter corresponds to one record in the Assets table and one or more records in the Portfolio items table. This is especially the case when a batch is divided, and the resulting batches are used by different departments.

Undifferentiated management (by untracked batch)

Certain portfolio items of little value, or consumables, are managed as untracked batches (pencils, ink cartridges). An untracked batch does not have a linked record in the Assets table. Most of the time, these items are indirectly tracked by default via items with which they are associated. You can transform a untracked batch into a tracked batch at any given time.

Main tables used in portfolio management

The main tables used in portfolio management are:


- The Models table (amModel) and the Natures table (amNature).

These two tables are prerequisites for creating items in your portfolio. Portfolio items are based on a model, which in turn is based on a nature. The Models table enables you to organize your portfolio (► [Portfolio items](#) [page 27]).

- The Portfolio items table (amPortfolio)

All portfolio items are recorded in this table.

To access the list of portfolio items, do one of the following:

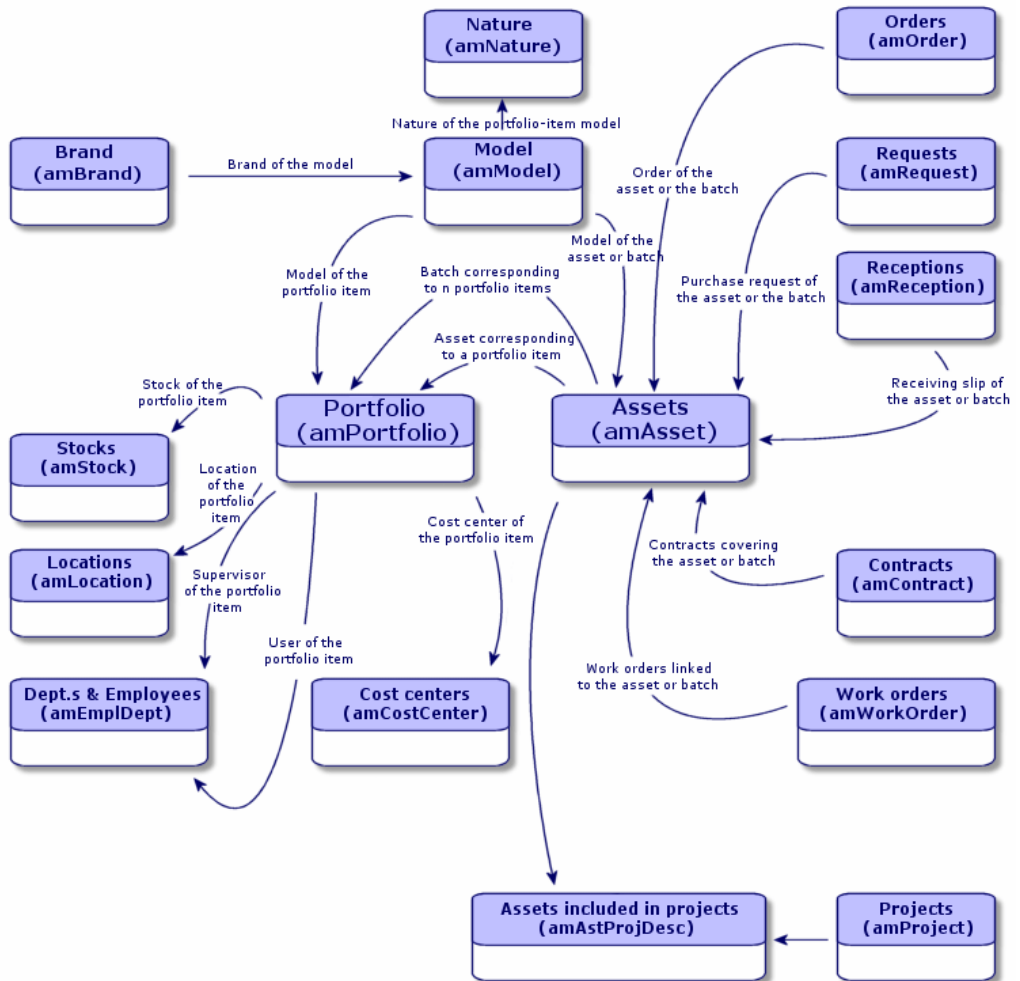
- Select the **Portfolio/ Portfolio items** menu.
- Click 
- Select the **Portfolio/ Assets and batches** menu and then the **Portfolio** tab.

By using the detail of an asset you can access the detail of a portfolio item.

The Portfolio items table is linked to other tables, which enable you to put these items into context:

- The Employees and Departments table (amEmplDept) provides the items' users and supervisors.
- The Locations table (amLocation) provides their location.
- The Cost Centers table (amCostCenter) provides their related expense lines.
- The Assets table:
Portfolio items with records in the Assets table can be tracked more closely, since, here, they are linked to their corresponding financial, technical and contractual information. This information is recorded in multiple tables with which the Assets table is linked. Among the most important of these tables are:
 - The Contracts table (amContract)
 - The Work Orders table (amWOrder)
 - The table of assets assigned to projects (amAstProjDesc)
 - The Purchase Requests table (amRequest)
 - The Purchase Orders table (amPOrder)
 - The Receipts table (amReceiptLine)

Figure 1.1. Portfolio - Data model



Overflow tables

Certain portfolio items are very specific and thus necessitate the use of specific fields. Example: Managing and tracking computers requires that you store large

amounts of information. Adding fields in the Portfolio items table to contain this specific information would:

- Slow down AssetCenter's performance.
- Be useless for many other items not needing such information specified.

A typical solution is to have specific tables to contain this information. Example: Any portfolio item corresponding to a computer is recorded in the Portfolio table and then in a second table: the Computers table. However, this method makes the synchronization process very difficult, since you must constantly make sure that:

- The computers are recorded in both the Portfolio items table and the Computers table.
- The deletion of a computer from the portfolio automatically deletes the computer from the Computers table.
- Etc.

To avoid these synchronization problems, AssetCenter uses overflow tables. Each time you specify one or more overflow table for a portfolio-item record, this record is simultaneously created in the Portfolio items table and the overflow table: the Assets table and the Computers table, for example. Each creation or deletion of a record in one of these two tables is automatically carried over into the other tables, saving you precious time in the synchronization process.

The overflow tables enable you to more easily integrate AssetCenter with other applications. Example: AssetCenter has out-of-the-box integration with remote control tools and must store the required information for this. All this information is present in the Computers overflow table.

You can easily add new overflow tables. This expands AssetCenter's physical data model without you having to make large modifications to its database.

For further information, refer to the **Administration** guide, chapter **Standard database description files**.

Overview of the overflow tables

In order that a portfolio item be recorded in an overflow table, you need to specify this action in the nature of this item's model (► [A nature's creation criteria](#) [page 24]).

Available overflow tables

The available overflow tables are the:

- Assets table (amAsset)

This is the main overflow table in AssetCenter. The only portfolio items not recorded in this table are those defined as untracked batched. (► [Untracked batches](#) [page 41]).



Note:

The overflow link (PortfolioItems) contained in this table enables the creation of batches and shares the foreign key.

This table enables you to store detailed information on assets:

- Purchase date
 - Status
 - Rent
 - Acquisition method
 - Fixed Asset number
 - Etc.
- Computers table (amComputer)

This table is an overflow table of the Assets table: Creating a computer generates a record in the Portfolio Items table, the Assets table, and the Computers table.

In particular, it can store information relating to integration with remote-control tools:

 - IP address
 - Scan dates
 - Memory
 - Disk size
 - Etc.
 - Telephones table (amPhone)

This table is an overflow table of the Assets table: Creating a telephone generates a record in the Portfolio Items table, the Assets table, and in the Telephones table.

It enables you to store information relating to telephony assets:

 - Voice mail
 - Extension
 - Number
 - Etc.

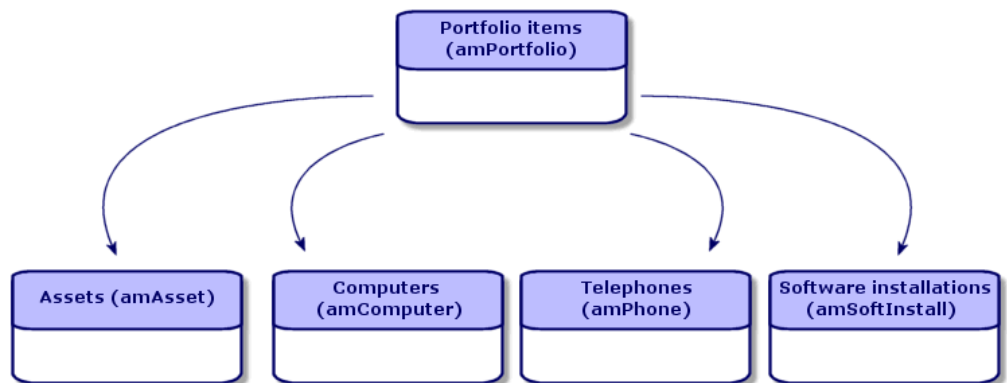
- Software installations table (amSoftInstal)

This is an overflow table stemming from the Portfolio items table: The creation of a software installation does not necessitate the creation of a record in the Assets table: The creation of a software installation generates a record in the Portfolio items table and a record in the Software installations table.

This table enables you to store information about your software installations.

- License number
- Certification
- Installation type
- Number of points consumed by each software installation (for Microsoft Select type licenses).
- Etc.

Figure 1.2. Overflow tables - data models



Description and tracking of portfolio items

AssetCenter enables you to contextualize items in your portfolio.

Contextualization

One of the main goals in managing your portfolio is to be able to contextualize its items. Whether you manage a thousand items or a hundred thousand items, you can contextualize them with accuracy. AssetCenter provides the following contextual information for each item or batch of items:

- Its status.
- Its user and supervisor.
- Its location.
- Its cost center.
- All other linked items in the portfolio (associated assets, consumables, supplies).

By being able to precisely locate portfolio items and see how they are used, you can:

- Efficiently monitor their movements (Example: assignment of a group of computers to another department).
- Evaluate the needs of each department (Example: calculate the ratio of photocopiers per department).
- Distribute new computer hardware evenly.
- Locate hardware given to a customer.
- Avoid allocating 2 identical assets to the same person (For instance: a consultant who uses several laptops).
- Rapidly reorganize cost centers related to portfolio items.
- Etc.

Tracking

The tracking of portfolio items is fundamental. AssetCenter lets you choose whether to track portfolio items individually or by batch. For portfolio items that you don't consider worth tracking closely (office supplies or consumables), an undifferentiated tracking (by untracked batch) lets you simply contextualize them.

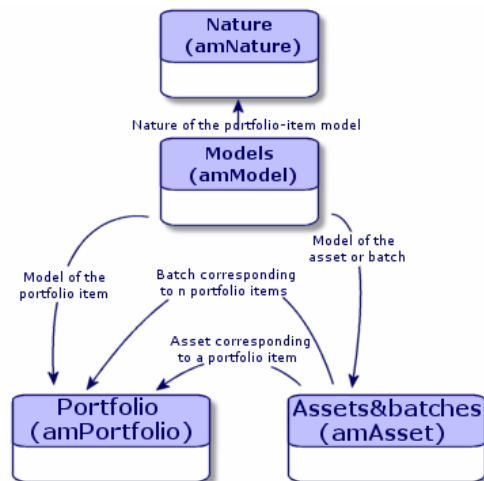
For each asset or batch, the tracking options enable you to:

- Create a fixed asset.
- Obtain linked requests, estimates, purchase orders and receiving slips when using the Procurement module.
- Obtain cost-related information.

- Obtain work order and project-related information.
- Look up its acquisition method (purchase, lease, rental, loan).

Nature: Creation and behavior

The organization of your portfolio depends on the organization of models, which are in turn based on natures. Therefore, you need to create the natures before creating the models.



The nature of a model determines different criteria that are inherited by the portfolio items and all other items based on the models in AssetCenter: Contracts, Trainings, Work orders, Cables, etc.

Each nature specifies the tables in which you can create records for the model linked to this nature. Example: A **Computer** nature enables you to create models that will in turn create computers in the Portfolio items table. In order for natures to enable you to create portfolio items, a second condition must be entered: the management constraint.

For each nature enabling you to create portfolio item models, you can also select behavior options. Example: For a **Computer** nature, the **Can be connected** option enables you to display tabs relating to connection ports.

A nature's creation criteria

For each nature, you must indicate the table in which the models based on this nature will be able to create records. Example: One nature enables you to create models of portfolio items; another nature enables you to create models of contracts; etc.

For the natures enabling you to create portfolio item models, you must indicate an overflow table: Computers table, Software installations table, Telephones table, or any table of your choice. Example: A nature enables you to create models for portfolio items and computers. In this case, creating a portfolio item based on this nature automatically creates a corresponding record in the Computers table. ► [Creating a nature for computers](#) [page 59].

For further information, refer to the **Administration** guide, chapter **Standard database description files**.

Management constraint

The management constraints enable you to define the way in which you manage a portfolio item.

The management constraint is rendered by the use or absence of an asset tag. An asset tag conditions whether the portfolio item is linked to a record in the Assets table. There are three options for the management constraint:

- Unique asset tag
Portfolio items with their own asset tag are individually tracked assets. Using a unique asset tag is recommended for more important portfolio items that require close and constant tracking. Examples: A server, a machine tool, a photocopier.
- Unique or shared asset tag
Portfolio items sharing the same asset tag are grouped together in a batch and tracked collectively. Items in the same batch share the same asset tag. This management mode is recommended for identical items that do not need to be tracked individually. Example: A batch of 100 chairs; a batch of 20 hard hats.
- Free
If this option is selected for the portfolio item, you are free to choose whether to give it an asset tag or not. Portfolio items without asset tags are those for which accurate tracking is not required. These items are grouped together in untracked batches and do not appear in the Assets table. Example: Office

supplies of little value (pencils, erasers, paperclips) or consumables that are tracked indirectly through the items that consume them.

A nature's behavior criteria

Selecting one or more behavior option for the nature of an item conditions the availability of certain fields and tabs in the tables of these items. Example: Selecting **License** in the nature of a portfolio item enables the **License** tab to be displayed in the Models table. The following behavior options are available in AssetCenter:

- Has software installed
- Can be connected
- Consumable
- Cable device
- License

Models: Organizing your portfolio

By creating models, you determine a number of features that the portfolio items inherit when you create them: name, brand, other technical features related to computers, etc.

Models are organized hierarchically: Generic models enable you to classify your models more precisely. The way in which you organize your models governs the way in which your portfolio will be organized.



2 | Portfolio items

CHAPTER


This chapter describes the procedures for managing portfolio items. These procedures concern how records are edited in the following tables:

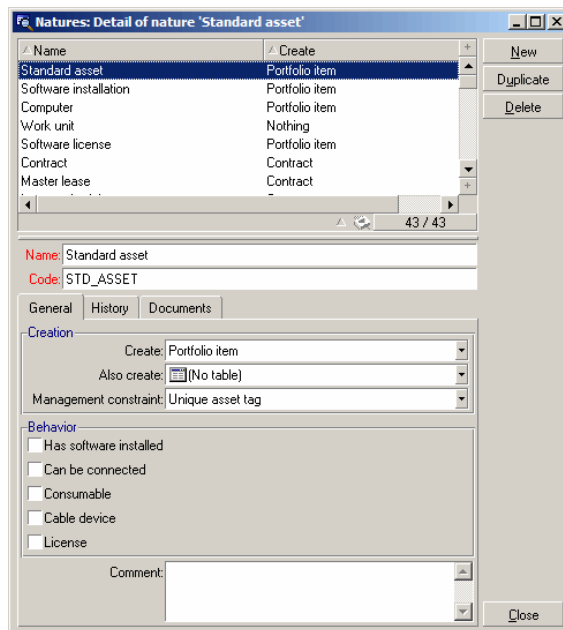
- Natures (amNature)
- Models (amModel)
- Portfolio items (amPortfolio)
- Assets (amAsset)
- Computers (amComputer)
- Software installations (amSoftInstall)
- Telephones (amPhone)

Natures

Natures are required to create the models that you use to create the portfolio items. Because the nature governs the management constraints of the portfolio items, you must create as many natures as you require for a given type of portfolio item. Example: If you manage software as assets, batches and untracked assets, you must create three corresponding natures: Software, Software (batch), Software (untracked batch).

To display the list of natures, perform one of the following actions:

- Click .
- Select **Natures** from the **Portfolio** menu.
- Click **List of natures** in the Functions and favorites pane (**Portfolio** section).



Creating the nature for a portfolio item

To create the nature for a portfolio item:

- 1 Display the list of natures (**Portfolio/Natures** menu).
- 2 Click **New**.
- 3 Enter a value in the **Name** field.
- 4 Modify the **Code** field, if required.

By default, the **Code** field uses the value of the **Name** field. This field enables you to enter a code to uniquely identify the record. It can be used as a reconciliation key between records in the AssetCenter and other applications when importing or exporting data.

- 5 Select **Portfolio item** in the **Creates** field.
- 6 Select **Telephone** or **Computer** in the **Also create** field if you want to create a nature that allows you to create models of telephones or computers.

- 7 Select a management constraint.
- 8 Select, if required, one of the options in the **Behavior** frame.
- 9 Click **Create** to confirm your creation.

Examples of natures

We recommend creating as many natures as there are models of portfolio items. The following table presents a non-exhaustive list of examples of natures.

Table 2.1. Portfolio - Examples of natures

Name	Also create	Management constraint	Behavior
General			
Asset	Nothing	Unique asset tag	No option
Batch	Nothing	Asset tag	No option
Untracked batch	Nothing	Free	No option
Consumable	Nothing	Free	Consumable
Raw material	Nothing	Asset tag	No option
IT			
Computer	Computer	Unique asset tag	<ul style="list-style-type: none"> ■ Has software installed ■ Can be connected
Computers (batch)	Nothing	Asset tag	No option
Software installation	Software installations	Unique asset tag	No option
Software installations (batch)	Software installations	Asset tag	No option
Software installations (untracked batch)	Software installations	Free	No option
License	Nothing	Unique asset tag	◆ License
Licenses (batch)	Nothing	Asset tag	◆ License
Licenses (untracked batch)	Nothing	Free	◆ License
Standard configuration	Computer	Asset tag	<ul style="list-style-type: none"> ■ Has software installed ■ Can be connected
Other			
Cable device	Nothing	Unique asset tag	◆ Cable device
Telephone	Telephone	Unique asset tag	No option

Models


Models, which are based on natures, enable you to organize your portfolio items. Depending on your requirements, models can go from very generic to very specific.

Example of organization of software models

The following example represents a way of organizing your software models:

- 1 All the software models are based on a nature that creates a portfolio item. The management constraint depends on the way you want to manage your software: individually, by batch or by untracked batch.
- 2 A generic **Software** model is created.
- 3 Sub-models enable you to classify software according to their use: Office automation, ERP, Project management, etc.
- 4 Other models are created for the Office Automation sub-model for specific applications: Word processor, Spreadsheet, DTP, File Management.
- 5 Models created at the bottom of the hierarchy correspond to specific models which can be used to create individual software items in the Portfolio items table: Software/Office Automation/Word processor/Microsoft Word 2000.

To display the list of models, perform one of the following actions:

- Click 
- Select **Models** from the **Portfolio** menu.
- Click **List of models** in the Functions and favorites pane (**Portfolio** section).

Creating a portfolio item model

To create a model:

- 1 Click **New**.
- 2 Enter a value in the **Nature** field of the **General** tab.
- 3 Enter a value in the **Name** field.
- 4 Enter a parent model in the **Sub-model of** field.
Example: When creating the **Office Automation** model, enter **Software** in the **Sub-model of** field.
- 5 Enter a value in the **Brand** field in the case of a specific model.
Example: When creating the **Word 2000** model, enter **Microsoft** in the **Brand** field.

- 6 In the case of a batch, select the unit used.
- 7 Select **Certified** if the model created can be used in a purchase request. If necessary, enter a date and a certification level.
- 8 Click **Create** to confirm your creation.
- 9 Populate the different tabs according to the features that the items in your portfolio have inherited from the created model.

Units used in batches

You sometimes need to specify a unit of measure when you create a model for a batch of items. Example: Let's say you create a model for a batch that contains sand. You want to use the unit of measure **Ton**, for example.

To create units, you need to have already created reference units for each of the dimensions that you use in your portfolio. Here are some examples of dimensions: **Temperature**, **Measure**, **Mass**. After having created reference units, you can create an unlimited number of other units whose coefficients of conversion with the reference unit need to be specified. Example: For the **Mass** dimension, you create the reference unit **Kilogram** and the unit **Ton** whose conversion coefficient is 1000 (1000 kg = 1 ton).

The unit selected in the model of a portfolio item appears in symbolic form after the **Quantity** field in the Portfolio items table and Assets table.

Creating a reference unit

To create a reference unit:

- 1 Display the list of units (**Administration/ Units** menu).
- 2 Click **New**.
- 3 Populate the **Name**, **Dimension** and **Symbol** fields. (Example: Kilogram, Mass, Kg.)
- 4 Enter **1** in the **Conv. coeff.** field.
- 5 Click **Create** to confirm your creation.

Creating units

To create a unit:

- 1 Display the Units detail (**Administration/ Units**).
- 2 Click **New**.

- 3 Populate the **Name**, **Dimension** and **Symbol** fields. (Example: Pound, Mass, Lb.)
Once you have chosen your dimension, the reference unit symbol of this dimension appears in the field next to the **Conv. coeff.** field.
- 4 In the **Conv. coeff.** field, enter the number that converts the reference unit into the created unit. Example: For the pound, you would enter 0.454. (One pound equals 0.454 kilograms.)
- 5 Click **Create** to validate.

Viewing units

For ease of use, we recommend customizing the units screen and creating a virtual hierarchy.

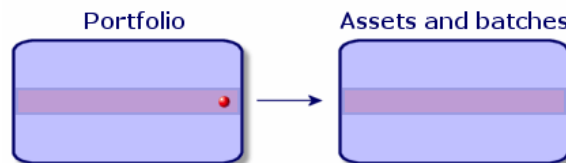
You can, for example, group the information by the dimensions of units:

- 1 Display the Units detail (**Administration/ Units**).
- 2 Right-click the **Dimension** field.
- 3 Select **Group by this field** from the shortcut menu.

The list is sorted by dimension, each dimension defining a level in the hierarchy.

Assets

In AssetCenter, an asset corresponds to a portfolio item whose nature has the management constraint: Unique asset tag (► [Management constraint](#) [page 24]). The Unique-asset-tag management constraint means an asset will be managed individually (individual management). In the database, an asset is represented by a record in the Assets table and a record in the Portfolio items table.






Note:

For each record in the Assets table, you can select the Portfolio tab to consult the detail of the corresponding portfolio item.

To display the list of assets, perform one of the following actions:

- Click .
- Select **Assets** from the **Portfolio** menu.
- Click **List of assets** in the Functions and favorites pane (**Portfolio** section).

Creating an asset

To create an asset:

- 1 Display the list of assets.
- 2 Click **New**.

In the **General** tab, an asset tag is assigned to a new record.

- 3 Select a model in the **Model** field.

The model of an asset must rely on a nature whose management constraint is **Unique asset tag** ► [Management constraint](#) [page 24]).

If the selected model has a prefix, this prefix appears in front of the asset's asset tag.

- 4 Click **Create** to confirm your creation.
- 5 Populate the tabs according to the different tracking information that is available for that asset.

Other than the **General**, **Portfolio** and **Project** tabs, the tabs available for the Assets table concern different domains of tracking:

- Financial domain
 - Costs
 - Acquisition
 - Fixed assets

For this tracking domain, refer to the section [Financial tracking of assets](#) [page 43].

- IT domain
 - License
 - Connections
 - Port

For this tracking domain, refer to the following chapters: [IT portfolio](#) [page 59] and [Software](#) [page 79].

- Contractual domain
 - Contracts
 - Maint. (maintenance)
 - ▶ [Assets linked to a contract](#) [page 51] and the **Contracts** guide.
- Cabling domain
 - Slots
 - Pins/Terminals
 - Traces
 - Ports

For this domain, refer to the **Cable** guide.

Portfolio items associated with an asset

An asset is the only item in the portfolio that can be associated with other portfolio items. The portfolio items associated with other items can be divided into:

- Consumables

Consumables are the portfolio items whose model is based on a nature for which the option **Consumables** has been selected.

For more information about behavior options, refer to section [Nature: Creation and behavior](#) [page 23].
- Software installations

Software installations are portfolio items whose model is based on a nature for which the option **Software installation** has been selected (in the **Also create** field (seOverflowTbl)).

 - ▶ [Software licenses and entitlements](#) [page 101]
- Licenses

Licenses are the portfolio items whose model is based on a nature for which the **License** option is selected.

 - ▶ [Software installations and utilizations](#) [page 106]

Associating portfolio items to an asset

To associate portfolio items with an asset, several methods are available depending on the following criteria:

- The portfolio item already exists in the database.
- The portfolio item must be created on the fly when associated to an asset.
- The portfolio item is a batch in stock, and you want to associate some of the batch to an asset.


To filter by nature the portfolio items associated with an asset (consumables, licenses, installations), select one of the options displayed by default to the left of the list of items associated to an asset.

To filter by date of association the portfolio items associated with an asset, enter values in the **To** and **From** fields.

To associate an existing portfolio item to an asset

- 1 Display the list of portfolio items via the **Portfolio/Portfolio items** menu.
- 2 Select the portfolio item that you want to associate with your asset.
- 3 Select the asset using the **Component of** link (Parent).
- 4 Click **Modify**.

To associate an asset with a portfolio item on the fly

- 1 Display the list of assets (**Portfolio/Assets and batches**).
- 2 Select the asset with which you want to associate the portfolio item.
- 3 Select the **Components** sub-tab in the **Portfolio** tab.
- 4 Click .
- 5 Create the portfolio item that you are associating to your asset.
- 6 Click **Add**.

To associate an asset to certain items of a batch in stock

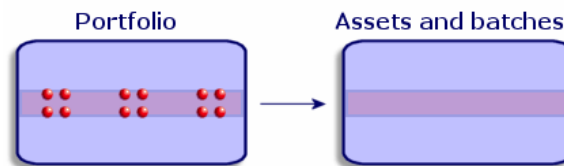
- 1 Display the list of portfolio items via the **Portfolio/Portfolio items** menu.
- 2 Select the asset with which you want to associate a portfolio item from a batch in stock.
- 3 Click **Stock**.
- 4 Wait until the **Add an item from stock** wizard appears.
- 5 In the **Select an item from stock** page, select the batch that you want to associate with your asset.
- 6 Click **Next**.
- 7 In the **Quantity** page, select the number of items from your batch to associate with your asset.

You can also populate the other fields on this page if you wish.

8 Click **Finish**.

Batches

In AssetCenter, a batch corresponds to a portfolio item whose nature has the management constraint: Asset tag (► [Management constraint](#) [page 24]). The Asset-tag management constraint means that an item will be managed collectively instead of individually (unique Asset tag). The batches contain identical items whose quantity is indicated. Example: a batch of 1000 safety helmets. These batches can be composed either of countable items (keyboards, bags of cement, etc.) or uncountable items (cement, sand, kerosene, etc.). For uncountable items, a unit of measurement is used: kilogram, ton, liter, meter, etc. When you create a batch, a double-record is created: one in the Portfolio items table and one in the Assets table.




Note:

For each batch record in the Assets table, you can select the Portfolio tab to consult the detail of the corresponding portfolio item.

No matter how many divisions exist for a batch, each of these divisions in the Portfolio items table all correspond to the same, single record in the Assets table (► [Dividing a batch](#) [page 38]).

To display the list of assets, perform one of the following actions:

- Click .
- Select **Assets** from the **Portfolio** menu.
- Click **List of assets** in the Functions and favorites pane (**Portfolio** section).

Creating a batch

To create a batch:

1 Display the list of assets via the **Portfolio/Assets and batches** menu.

2 Click **New**.

In the **General** tab, an asset tag is assigned to this new record.

3 Select a model in the **Model** field.

The model of an asset must rely on a nature whose management constraint is **Asset tag**. (► [Management constraint](#) [page 24]).

If the selected model has a prefix, this prefix appears in front of the batch's asset tag.

4 Specify the quantity in your batch.

You must choose the batch's reference unit of measurement in the model used to define your batch (► [Units used in batches](#) [page 31]).

5 Click **Create** to confirm your creation.

6 Populate the tabs according to the different tracking information that is available for that batch.

Other than the **General**, **Portfolio** and **Project** tabs, the tabs available for the Assets and batches table concern different domains of tracking:

- Financial domain
 - Costs
 - Acquisition
 - Fixed assets
 - [Financial tracking of assets](#) [page 43]
- IT domain
 - License
 - Connections
 - Port
 - [IT portfolio](#) [page 59] and [Software](#) [page 79].
- Contractual domain
 - Contracts
 - Maint. (maintenance)
 - [Assets linked to a contract](#) [page 51] and the **Contracts** guide.
- Cabling domain
 - Slots
 - Pins/Terminals

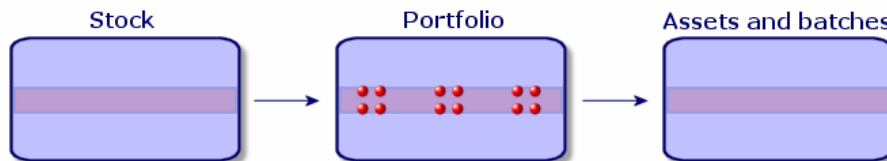
- Traces
- Ports

For this domain, refer to the **Cable** guide.

Dividing a batch

Dividing a batch enables you to create, from the initial record in the Assets table, several records in the Portfolio items table that are associated with that initial record. Each of these records corresponds to the batch obtained from dividing the record of the initial batch.

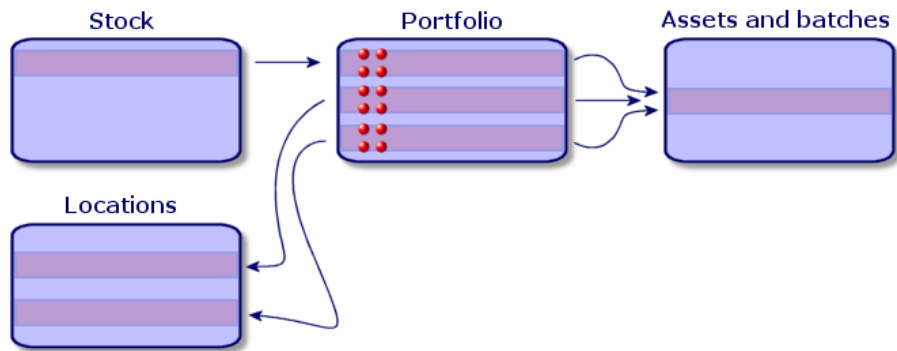
Example: Let's say you receive into stock a batch of 12 chairs. So, you create a record in the Assets table for these chairs. In the database, a record is created in the Assets table and the Portfolio table. This batch is put in stock.



Next, let's say you divide this batch into three batches of 4 chairs. One batch of 4 stays in stock and the other two batches of 4 go to two different locations in your company. In this case, the record corresponding to the batch is identical to the one in the Assets table, but it is henceforth linked to three records in the Portfolio items table, corresponding to:

- A batch of 4 chairs still in stock.
- A batch of 4 chairs linked to the first location.

- A batch of 4 chairs linked to the second location.



Dividing a batch

There are two ways to divide a batch:

- Using a **Divide a batch** wizard.
- Creating several links from the Assets table to the Portfolio items table.

Using the Divide a batch wizard

To use the **Divide a batch** wizard:

- 1 Display the list of portfolio items.
- 2 Select the batch that you want to divide.
- 3 Click **Divide**.

- 4 Wait for the first page of the **Divide a batch** wizard to appear.

- 5 Enter the number of items of the new batch in the **Quantity to extract** field.
- 6 Enter the new data that will enable you to contextualize the new batch: locations, users, managers, etc.
- 7 Click **Finish**.

In the Portfolio items table, the number of items contained in the new batch is subtracted from divided batch. The new batch then appears as a new record in the Portfolio items table.

Creating several links to the Portfolio items table from the Assets table

To create several links to the Portfolio items table from the Assets table:

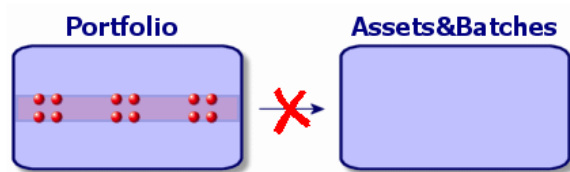
- 1 Display the list of assets.
- 2 Select a record corresponding to a batch.
- 3 Go to the **Portfolio** tab and add a link toward the Portfolio items table.

Once a record from the Assets and batches table is linked to several records in the Portfolio items table, we recommend that you display these links in list form. (Go to the **Portfolio** tab, right-click and select **List only** from the shortcut menu that appears.)


Untracked batches

In AssetCenter, an untracked batch corresponds to a portfolio item that uses a nature whose management constraint is free. (► [Management constraint](#) [page 24]). This management constraint corresponds to the undifferentiated management type.

An untracked batch only appears in the Portfolio items table, which enables it to be contextualized: It is linked to a location, a user, a manager, a cost center. The absence of an untracked batch in the Assets table means that it doesn't contain financial, technical or contractual information. Untracked batches are reserved for items of little value (office supplies, for example) or consumables. In fact, consumables can be tracked indirectly by managing the portfolio items that consume them.



To list the portfolio items, perform one of the following actions:

- Click 
- Select **Portfolio items** from the **Portfolio** menu.
- Click **List of portfolio items** in the Functions and favorites pane (**Portfolio** section).

Creating an untracked batch

To create an untracked batch:

- 1 Display the list of portfolio items via the **Portfolio/Portfolio items** menu.
- 2 Click **New**.
A code is assigned to this new record.
- 3 Select a model in the **Model** field.
- 4 Specify the quantity in your untracked batch.

You must choose the batch's reference unit of measurement in the model used to define your batch. (► [Units used in batches](#) [page 31])

- 5 Click **Create** to confirm your creation.
- 6 Populate the tabs according to the different contextual information that is available for that batch. (► [Contextualizing portfolio items](#) [page 48])

Consumables

Consumables are portfolio items that, once they are associated with an asset, can no longer be disassociated from it. Consumables are created from models whose nature has a **Free** management constraint. The **Consumable** behavior option must also be selected. (► [Management constraint](#) [page 24])

► [Portfolio items associated with an asset](#) [page 34]

Dividing an untracked batch

To divide an untracked batch:

- 1 Display the list of portfolio items.
- 2 Select the batch that you want to split up.
- 3 Click **Divide**.
- 4 Wait until the **Divide the batch** wizard appears.

Field	Value
Quantity to extract	1
Assignment	In use
User	Carpenter, Jerome
Supervisor	Admin,
Stock	Ariane stock
Location	/San Mateo site/Building 01/2nd Floor/002 - C
Component of	1 Compaq Deskpro EN - DT - PIII 933 (DKT00
Cost center	IT
Cost category	Peripherals
In-service date	04/08/2002

- 5 Enter the number of items in the new batch into the **Quantity to extract** field.

- 6 Enter the new data that will enable you to contextualize the new batch: location, user, supervisor, etc.
- 7 Click **Finish**.
In the Portfolio items table, the number of items contained in the new batch is subtracted from divided batch. The new batch then appears as a new record in the Portfolio items table.

Transforming an untracked batch into a tracked batch

You might need to change an untracked batch into a tracked batch for a variety of reasons. Example: You need to link a batch of desks, which you use for several offices, to different projects. To do this, this batch must correspond to a record in the Assets table.

To transform an untracked batch:

- 1 Display the list of portfolio items.
- 2 Select the untracked batch.
- 3 Click **Tag**.

This action creates a record corresponding to that batch in the Assets and batches table. The tag assigned to the batch's record is actually an asset tag, which is one of the features of the records located in the Assets table.

Financial tracking of assets

Financially tracking assets enables you to:

- Describe their mode of acquisition.
Was the messaging server purchased, rented or borrowed?
- Log the expenses resulting from them.
How many times did we need to order batches of 50 reams of paper for the photocopier in the documentation department?
- Describe their fixed-asset accounting information.
What type of depreciation method has been chosen for company vehicles?

To consult or modify financial information, you must display the list of assets and select one of the three following tabs:

- **Acquis.** (Acquisition)

- **Costs**
 - **Fixed assets**
-



Note:

In this section, **Assets** covers both assets and batches, which have similar-type records in the Assets table.

Asset-acquisition information

The **Acquis.** tab enables you to view the main information on how an asset was acquired. Most of this information is organized into sub-tabs.

Acquisition method

AssetCenter manages four acquisition methods for assets:

- Purchase
- Rental
- Lease
- Loan

The acquisition method you choose determines the information displayed:

- Certain tabs in the asset detail.
- Certain fields in the **Acquis.** tab.
- Certain sub-tabs in the **Acquis.** tab.

An asset's acquisition method (SQL name: seAcquMethod) is Purchase by default. The other acquisition methods available are the following: Rental, Lease, Loan.

Contracts related to asset acquisition

No matter what acquisition method you select, you can always link a contract to the acquisition from the **Procurement** sub-tab. The selected contract then appears in the **Contracts** tab of the asset detail.



Warning:

If you confirm your selection of a contract, the **Acq. method** (SQL name: seAcquMethod) is modified automatically to indicate the financing mode specified in the **Default acquisition method for assets** field (SQL name: seAcquMethod), in the **General** tab of the contract detail.

Companies related to the acquisition of an asset or batch

In the **Procurement** sub-tab, you can select:

- A **Lessor** (SQL name: Lessor) for rented or leased assets.
- A **Lessor** for assets on loan.

Additional rent description sub-tabs

Whatever acquisition method you select, it is possible to add rent description sub-tabs in the **Acquis.** tab. To add a sub-tab, right-click the sub-tab zone and select **Add linked record**.

We use rent in the broadest possible sense of the word: It can be taken to mean any sum to be paid periodically for an asset such as insurance premiums, maintenance contract payments, etc.

These sub-tabs are similar to lease-rent description sub-tabs.

Costs of an asset

The **Costs** tab in an asset detail displays the expense lines associated with that asset.

Specific filters are located at the top of the list.

The  button lets you total the costs displayed in the list after filtering.

Fixed-asset information

This section describes the following points:

- Describing fixed assets.
- How to associate fixed-asset accounting information with assets.

Describing fixed assets

Describing and calculating the depreciation of an asset

The information concerning the depreciation of an asset appears in the **Fixed Asset** tab of an asset's detail.

This tab only appears if you set the **Acq. method** field (SQL name: seAcquMethod) in the **Acquis.** tab to **Purchase**.

There are two kinds of information contained in this tab:


- In the left-hand frame, there is information (fields and links) used for calculating the depreciation and residual value of an asset.
- In the right-hand frame, there is information (records) from the **Fixed assets** table (SQL name: amFixedAsset) associated with the asset after it is imported into AssetCenter.

The depreciation calculation formulas are defined in the **Depreciation calculation formulas** table (SQL name: amDeprScheme).

You can select the calculation formula used for the asset via the **Depreciation type** link (SQL name: DeprScheme) in the left-hand frame of the tab.

Defining the depreciation calculation formulas

To define a depreciation calculation formula:

- In an asset detail:
 - 1 Go to the **Fixed Asset** tab.
 - 2 Click the  button.
- Or via the **Administration/ List of screens** menu, which opens a window:
 - 1 Select **List of depreciation types** (SQL name: amDeprScheme).
 - 2 Click **New**.
 - 3 Populate the **General** tab.
 - 4 Create a calculation script in the **Script** tab.

The objective of the script is to calculate the depreciation values using the following fields:

- In the **Depreciation calculation formulas** table:
 - **Duration** field (SQL name: tsDeprDur)
 - **Coefficient** field (SQL name: fCoeff)
 - **Rate** field (SQL name: pRate).
- In the **Assets** table (SQL name: amAsset):
 - **Start date** field (SQL name: dStartAcqu)
 - **Depreciation basis** field (SQL name: mDeprBasis)
 - **Estimation date** field (SQL name: dDeprRecalc)

The amount obtained must modify the value of the **Depreciation** field (SQL name: mDeprVal).



Note:

The **Residual value** field (SQL name: mNetValue) is automatically recalculated by AssetCenter when the **Depreciation basis** and/or **Depreciation** fields are modified.

Simplified example of a calculation script describing a straight-line depreciation:

```
Dim iNbOfDays As Integer
iNbOfDays = amDateDiff([dDeprRecalc], [dStartAcqu])
If (iNbOfDays <= 0) Or ([DeprScheme.tsDeprDur] <= 0) Then
Set [mDeprVal] = 0
ElseIf (iNbOfDays >= [DeprScheme.tsDeprDur]) Then
Set [mDeprVal] = [mDeprBasis]
Else
Set [mDeprVal] = [mDeprBasis] * iNbOfDays / [DeprScheme.tsDeprDur]
End If
Set [dDeprRecalc] = amDate -> Set [dDeprRecalc] = amDate()
```

AssetCenter uses an automatic mechanism to recalculate the value of the **Depreciation** field if the reference fields are modified.

Estimating depreciation for a group of assets

In some cases, you might want to update the value of the **Depreciation** field on a given date for a selection of assets. To do this, you simply need to modify the value of the **Estimation date** field after having selected the assets to be updated together.

You can also create a **Script Type** action (SQL name: seActionType) to perform this task. Its script will resemble:

```
Set [dDeprRecalc] = amDate
```

AssetCenter will then use an automatic default mechanism to update the **Depreciation** field.

You can even create a workflow that triggers the above action on a periodical basis for a group of assets.

How to associate fixed-asset accounting information with assets

Two methods are available:

From the asset detail

- 1 Click the **Fixed Asset** tab.
- 2 Add or remove fixed assets associated with the asset.

You can also display the list of fixed assets in another window, select the fixed asset to be associated with the asset, and drag it into the list in the asset's **Fixed asset** tab.

From the fixed asset detail

- 1 Click the **Assets** tab.
- 2 Add or remove assets associated with the fixed asset.

You can also display the list of fixed assets in another window, select the fixed asset to be associated with the asset, and drag it into the list in the fixed asset's **Asset** tab.

Movements of portfolio items

The Portfolio items table enables you to monitor the movements of portfolio items.

For each selected item, you have contextual information. Other operations in AssetCenter are reflected in the Portfolio items table. Example: If a photocopier is reassigned to another department in the Employees and Departments table, you simply need to consult the record in the Portfolio items table in order to see that this change has been made. The Portfolio items table also helps you find out who has reserved items that are on order but not yet received.

In the Portfolio items table, two tabs enable you to monitor movements of portfolio items:

- The **General** tab enables you to monitor the physical movements of portfolio items.
- The **Reservation** tab enables you to reserve unassigned items.

Contextualizing portfolio items

The following fields in the **General** tab of the Portfolio items table enable you to contextualize each item by associating them with:

- A particular assignment.
- The dates they were put into production and inventoried.
- A user.
- A manager.

- A location, or a stock if the item is not yet assigned.
- A cost center.

If the contextual information given by default is insufficient, you can add as many fields and features as necessary. To add features, refer to the chapter 'Features tables' in the "Cross-functional tables" guide and the chapter "Customizing the database" in the AssetCenter Administration Guide.

In the Portfolio items table, you can also divide a batch. The [Dividing a batch](#) [page 38] wizard enables you to assign a batch a new location, a new department, a new cost center, etc. Each batch created using the [Dividing a batch](#) [page 38] wizard stays linked to the same record in the Assets table. This enables you to track together items that have different contextual information.

► [Batches](#) [page 36]

Reserving portfolio items

An item can only be reserved if the **Assignment** field (SQL name: seAssignment) in the **General** tab of the detail of the item is set to **In stock** or **Awaiting receipt**.

Several methods are available for reserving portfolio items.

From the portfolio item detail

To reserve a portfolio item:

- 1 Display the list of portfolio items via the **Portfolio/Portfolio items** menu.
- 2 Specify the request line of the selected portfolio item.
- 3 Display the **Reservation** tab of the detail of the portfolio item you want to reserve.
- 4 Specify the reservation start and end dates as well as the person who reserved the asset.



To delete a reservation, modify the value of the **Assignment** field, or delete the values of the fields relative to the reservation.

From a purchase request


A purchase request may include:

- Items to be ordered that do not yet exist in the Portfolio items table.
- Items to be reserved via the purchase request. These items have already been created in the Portfolio items table, and they meet the conditions defined above.

To reserve a portfolio item via a purchase request:

- 1 Display the purchase request detail.
- 2 Display the detail of the request composition by clicking **Compo..**
- 3 Go to the **Reservations** tab.
- 4 Click .
- 5 The displayed window lists portfolio items whose **Assignment** field (SQL name: seAssignment) indicates **In stock** or **Awaiting delivery**.
- 6 If there are portfolio items corresponding to these criteria in the database, select them, then click **Select** to reserve them. Otherwise, click **New** to create new portfolio items. The **Assignment** of the portfolio items that you create should show **In stock** or **Awaiting delivery**. Populate the necessary fields, then click **Add** to create the portfolio item, then **Select** to reserve it.
- 7 Validate the reservation by clicking **Modify** in the detail of the request composition, then in the request detail.
- 8 You can also populate the **End date** (SQL name: dReservEnd) field of the asset detail. To do so, click the  button in the **Reservations** tab in the detail of the request composition.

To delete a reservation made through a request:

- 1 Select the reservation from the list in the **Reservations** tab of the request composition detail.
- 2 Click  to delete the reservation.

Impact on stock management

Reserving a portfolio item affects the management of the stock for that portfolio item: Reserved portfolio items are no longer counted when stock levels are checked (► [Creating stock rules](#) [page 53]).

 **Note:**

The stock to which a reserved portfolio item is assigned is indicated in the **Stock** field (SQL name: Stock) in the **General** tab of the portfolio item detail.

Managing the end of a portfolio item's life

When a portfolio item is no longer used (written off, destroyed, stolen, sold, etc.), you may want to leave it in the database and just modify its description to take into account its new status.

To show that a portfolio item is no longer used:

- 1 Select the item that is no longer used.
 - 2 In the **General** tab, set the **Assignment** field (SQL name: seAssignment) to **Retired**.
 - 3 If necessary, unlink the item from its parent item by clearing the **Component of** (SQL name: Parent) field.
 - 4 In the case of an asset or a tracked batch, update the **Fixed Asset**, **Contracts**, **Maint.**, **Acquis.**, **Connections** and **Projects** tabs in the Assets table.
-



Note:

When the record of a portfolio item is destroyed, all information concerning this item is lost for good. We recommend simply retiring items that are no longer used but for which information needs to be kept.

Assets linked to a contract

You can associate an asset with one or more contracts.

These associated contracts can be viewed in two of the tabs in the Asset's table: **Contracts** and **Acquis**.



Note:

In this section, **Assets** covers both assets and batches, which have similar records in the Assets table.

The Contracts tab

The **Contracts** tab presents the list of all the contracts associated with the asset. A specific filter is located at the top of the tab.

This filter enables you to view the contracts based on three conditions:

- **All**: displays all the contracts.
- **Current**: displays only the current, valid contracts for a given period.
- **Expired**: displays out-dated contracts.

The associated contracts are listed and sorted according to their nature, company, start date, end date or the date the asset was put on that contract.

When you add a contract, or when you consult the contract line, a new window opens displaying the detail of that contract line.

- Select the desired contract, then enter the date on which the asset is added to it, as well as the asset's planned removal date from the contract.
- You can also populate the **Authorization** and **No. of utilizations** fields, but they are not mandatory.

The Acquis. tab

An asset can be acquired within the framework of a contract.

The **Acquis.** tab enables you to associate a contract with an asset using any of the following methods:

- Purchase
- Rental
- Lease
- Loan

According to the acquisition method, sub-tabs enable you to specify the details of the acquisition contract.

Refer to the **Contracts** guide for more information on how to create and manage contracts associated with an asset.

Stocks

A stock contains in-stock portfolio items or those awaiting delivery.

In the detail of a portfolio item, the **Assignment** field (SQL name: seAssignment) in the **General** tab is set to **In stock** or **Awaiting receipt**. Example: a portfolio item recently bought but not yet been installed or given to a user. These portfolio items can be seen in the **Portfolio** tab of the stock detail.

AssetCenter enables you to set up automatic stock reorder rules. AssetCenter Server monitors stock reorder levels.

**Warning:**

You need to run AssetCenter Server on a client or server station so that it can monitor the stock reorder levels.

You can create as many stocks as you want using AssetCenter.

To access the Stocks table, perform one of the following actions:

- Select **Stock** from the **Portfolio** menu.
- Click **List of stocks** in the Functions and favorites pane (**Portfolio** section).


Creating stock rules

AssetCenter enables you to associate rules with a stock that will trigger automatic purchase requests in order to replenish your stock with portfolio items.

These stock management rules are defined in the **Management** tab of a stock detail. Each rule is associated with a model and indicates the quantity that is needed in order for the portfolio items to exist in the same number as indicated for the model.

It is AssetCenter Server that verifies the level of replenishment of stock lines.

To create a stock rule:

- 1 Click the **Manage** tab.
- 2 Click .
- 3 Wait until the **Add a stock management rule** window appears.
- 4 Specify the model of the portfolio item for which you want to create a stock rule (Example: ink cartridges for printers).
- 5 Populate the **Reorder level** field with the quantity for which the purchase order request is automatically created (Example: 5).
- 6 Populate the **To order** field with the number of portfolio items to order.
If a portfolio item is an asset or a tracked batch, AssetCenter Server creates a purchase order whose **Quantity** field is equal to 5. Upon receipt of an order based on this request:
 - In the case of an asset, 5 records are created in the Portfolio items table.
 - In the case of a tracked batch, a record with a quantity of 5 is created in the Portfolio items table.

For each stock management rule relating to a model:

- 1 AssetCenter Server calculates the quantity of items available from the **Portfolio** tab of the stock detail.

For portfolio items corresponding to tracked batches, AssetCenter Server verifies that the quantity of the items in the batch equals the amount indicated in the **Quantity** field.

- 2 Using the quantity indicated in the **Reorder level** field (SQL name: lReordLevel) of the stock rule detail, **AssetCenter Server** automatically creates a purchase request order.
- 3 As long as the request has not been entirely received, AssetCenter Server will not verify the stock management rule that it has generated. So, no new requests will be sent out until the previous request has been fully received.
- 4 As soon as the request has been entirely received, AssetCenter Server:
 - Readjusts the stock levels.
 - Deletes the contents of the **Request line** field (SQL name: ReqLine) from the stock rule detail.
 - Re-enables the stock management rule.



Note:

The frequency with which the stock table is verified is defined at the level of AssetCenter Server.

Calculation of the number of items effectively available

To count the number of items currently available during each stock-rule verification for a given model, AssetCenter Server counts the number of items based on this model contained in the **Portfolio** detail of the stock.

Only the unreserved portfolio items are counted.

Creating reorder requests

If necessary, AssetCenter Server generates a purchase-order-request line to reorder stock for each stock rule:

- The purchase-order parameters are described in the **Auto-request** tab of the stock detail.
- The purchase order specifies the quantity to be reordered in the **To order** field (SQL name: lQtyToOrder) of the stock rule detail.

When a purchase request created automatically through stock level verification is delivered, the quantities in stock are adjusted.

Stock management procedure

This section details the following points:




- List of portfolio items in stock.
- Placing portfolio items in stock.
- Issuing portfolio items from a stock.

List of portfolio items in stock

The **Portfolio** tab of the stock detail lists all the portfolio items in the selected stock.

Filters

Above the list of portfolio items in stock are three filters:

-  First simple filter.
-  Second simple filter.
-  Third simple filter.

Between the filters there is an "AND" condition (in the SQL sense).

Tree view of the list of the portfolio items in stock

When you list the portfolio items in stock using a tree view:

- If an item in stock contains items associated with it, but that are not in stock, these items will not be displayed.
- If an item in stock is a sub-item of other items, the entire chain of parent items appears. The parent items that are not in stock appear in gray.

Placing items in stock

There are several ways of putting items in stock:

From the detail of portfolio items

In the **General** tab of portfolio items:

- 1 Set the **Assignment** (SQL name: seAssignment) field to **In stock**.
- 2 Select the stock in the **Stock** field (SQL name: Stock).

From the stock detail

In the **Portfolio** tab of the stock detail, use the  button to add items.

From an order detail

The purchase-order composition lines creating portfolio items can create items in stock. To do this:

- 1 Select the appropriate order in the table of orders (via the **Procurement/Orders** menu).
- 2 For each purchase-order composition line creating a portfolio item, verify that the **Deliv. stock** field (SQL name: Stock) of the **Purchase** tab indicates the name of the stock. Otherwise, you need to populate this field.
- 3 To create the portfolio items awaiting receipt, make sure the **Ord. status** field is set to **Validated** or **Ordered**. Click **Create**: The portfolio items are created in the portfolio items table.

For each item thus created in the Portfolio items table:

- The **Assignment** field in the **General** tab of the item's detail indicates **Awaiting receipt**.
- The **Stock** field has the same value as in the **Delivery** field of the **Purchase** tab of the item's order-composition line.

Issuing assets from a stock


There are several ways to take items out of stock:

From the detail of portfolio items

In the **General** tab of a portfolio item's detail:


- 1 Display the list of portfolio items in "List and Detail" mode.
- 2 Select all the portfolio items that you want to remove from stock.
- 3 Set the **Assignment** field (SQL name: seAssignment) to **In use**.
- 4 Select the user and the manger of these items if they all items belong to the same user and manager.
- 5 Define the location as well, if they all have the same location.

From the stock detail

- 1 Go to the **Portfolio** tab of the stock detail.
- 2 Select all the items to remove from stock.
- 3 Click  to the right of the list. In this case, the value of the item's **Assignment** field changes to **In use**.

Or:

- 1 Go to the **Portfolio** tab of the stock detail.

- 2 Click the  button for each item that you want to remove from stock.
- 3 Select **In use** for the **Assignment** field, in the **General** tab of each item's detail.
- 4 Select the user, the manager and the location for each the portfolio item.



3 | IT portfolio

CHAPTER

AssetCenter has been specifically designed to help manage your IT portfolio. For every computer in your IT portfolio (computer, workstation, laptop, server, etc.) AssetCenter provides you with a multitude of fields and tables to help you manage it.

Computers

We recommend that you manage your computers individually. This method of management enables you to define a computer's technical data in its model. Individualized management is also the only type of management allowing a record to be present in the Portfolio items table, the Assets table and the Telephones table at the same time (► [Overflow tables](#) [page 18]).

Creating a nature for computers

To create a nature for a computer that you want to manage individually:

- 1 Display the list of natures.
- 2 Click **Create**.

- 3 Enter the name and the code of the nature you are creating (example: Computer and Computer).
- 4 Select **Portfolio item** in the **Create** field.
- 5 Select **Computer** in the **Also create** field.
The Computers table is used to integrate remote-control tools with AssetCenter.
- 6 Select the **Has software installed** and **Can be connected** options.
- 7 Click **Create** to confirm your creation.

Creating a computer model

Creating a computer model is exactly the same as creating any other model (► [Models](#) [page 30]). You just need to choose the nature for computers (► [Creating a nature for computers](#) [page 59]).

Since the Models table enables you to organize your portfolio, we suggest that you create generic models. For example: Let's say you create the model **Computer** and sub-models **Office computers**, **Laptops** and **Servers**. Using these sub-model, you can create computer models that you will use to create the computer assets in your portfolio.

Creating a computer model (example)

This section will show you how to create a computer model with the following features:

- HP VECTRA VL 800 computer
- Intel® Pentium® 4 1.3 GHz processor
- 128 Mo standard RDRAM memory
- 40 GB hard drive
- 3.5", 1.44 Mo disk drive
- DVD-ROM 12x/40x
- HP multimedia keyboard
- HP optical mouse device

To create the model of this computer:

- 1 Display the list of models.
- 2 Click **New**.
- 3 Enter **VECTRA VL 800** in the **Name** field.

- 4 Enter **Hewlett-Packard** in the **Brand** field.
- 5 Select, for example, **Office computer** in the **Sub-model of** field.
- 6 In the **General** tab, enter or select in the **Nature** field a nature which will allow you to create computer models. (► [Creating a nature for computers](#) [page 59])
- 7 In the **Hardware** tab, enter the data corresponding to your computer:
 - **Pentium 4** in the **CPU** field.
 - **1300** in the **CPU speed** field (in megahertz by default).
 - Enter **128** in the **Memory** field.
 - Enter **40000** in the **Disk size** field.
- 8 Click **Create** to confirm your creation.
- 9 Repeat the same steps to create models corresponding to the different items associated with your computer:
 - Disk drive
 - DVD drive
 - Keyboard
 - Mouse

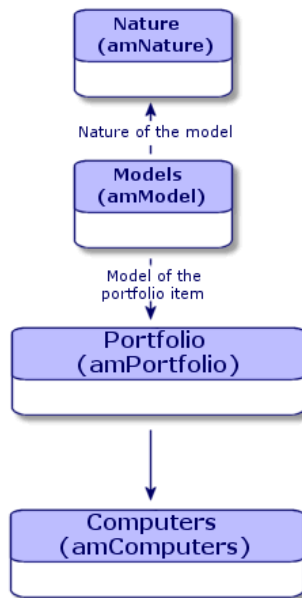
You cannot associate models with other models. On the other hand, you can, when you create your VECTRA VL 800 computer, associate it with these different assets based on these models (► [Portfolio items associated with an asset](#) [page 34]).

Creating computers

The computers are recorded in three different AssetCenter tables:

- The Portfolio items table (amPortfolio)
- The Assets and batches table (amAsset)
- The Computers table (amComputer)

The following diagram illustrates which tables deal with computers.



Since the creation of a computer is similar to the creation of an asset, you should refer to the section [Creating an asset](#) [page 33]. To associate portfolio items with a computer, refer to the section [Associating portfolio items to an asset](#) [page 34]. The assets associated with a computer are its peripheral devices (keyboard, printer, various drives), its software applications and its consumable products.

Standard configurations

Standard configurations include a CPU, its standard peripheral devices and standard software applications. They correspond to the packaged offers that many IT suppliers provide.

Depending on your needs, you can manage the entire standard configuration as an individual asset, or you can manage each separate element of the configuration as its own asset and then associated them with each other.

Managing a standard configuration as an individual asset

To manage a standard configuration as an individual asset, you need to create a model corresponding to this configuration. Once the configurations that rely on this model have been created, you can associate them with other items in the portfolio that are not included in the configuration: consumables, new software, new peripheral devices, etc.

Advantages

Managing a standard configuration as an individual asset enables you to reduce the number of records you create. Since this standard configuration represents just one record in the Assets and Batches table, you reduce costs tied to tracking these assets financially: depreciation, individual purchasing price, simplified accounting, etc. On the other hand, tracking major changes (deletions, updates) of one of the configuration items can only be done with the help of a complex adjustment operation.

Managing standard configuration items as associated assets

To manage standard-configuration items as associated assets, you need to:

- 1 Create records corresponding to these assets in your portfolio (► [Creating an asset](#) [page 33])
- 2 Choose a main item among all those included in the standard configuration (example: the CPU).
- 3 Associate this main item with the other items in the configuration (► [Portfolio items associated with an asset](#) [page 34]).

Advantages

Managing a standard configuration as individual, associated assets enables you to track each item precisely. Thus, all you need to do to replace a keyboard, for example, is delete the link going to that keyboard and create a new link to the new keyboard that you are going to use instead.

Connections between computers

AssetCenter enables you to describe the connections that exist between computers.

The connection model used in AssetCenter describes a generic connection between computer A and computer B. You can customize this model and describe any type of connection you want, and, in particular, the Client/Server type connection. This idea of connections between computers can be found in the following parts of AssetCenter:

- In the **Ports** tab of a model detail (amModel) or an asset detail (amAsset).
- In the list of connection types (amCnxType).

Prerequisites

The connections are described in the **Ports** tab of an asset detail. This tab only appears if the **Can be connected** option has been selected for this asset's model in the Nature table. (► [A nature's behavior criteria](#) [page 25] and [Natures](#) [page 27]).



Note:

A computer can have an unlimited number of ports, each one identified individually by a number. Each port, however, can only be involved in one connection.

Ports

The connection between two computers is created with ports. This connection is only valid when the port of computer A and the port of computer B are linked together. This connection is reciprocal: It appears in the **Ports** tab of details of all of the computers involved in the connection. A connection port can be:

- Occupied (linked to a port of another computer or to a different port of the same computer). In this case, it is described in the following way:

```
<Computer> <Port number> - <Port number> <Computer>
```

For example, the connection between computer A and computer B is described in the following way:

- In the detail of computer A:

```
<Computer A> <Port number of computer A> - <Port number of computer B> <Computer B>
```

- In the detail of computer B:

```
<Computer B> <Port number of computer B> - <Port number of computer A> <Computer A>
```

- Free (available for a connection). In this case, it is described in the following way:

```
<Computer> <Port number> -
```

Creating a connection

In this section, we will use an example to illustrate the method we use to create a connection between two computers: a server and a client post. The example breaks itself down into the following steps:

- 1 Creating a connection.
- 2 Creating computers to connect.
- 3 Declaring the connection.
- 4 Providing supplementary information on the connection.

Creating a connection

Creating a connection type enables you to link two types of ports, identified by the following fields:

- **Type** (SQL name: Type), which designates the source port.
- **Target.type** (SQL name: TargetType), which designates the target port associated with the source port.

This relation only works in one direction. In a connection, selecting for your port a source port-type forces you to choose a destination-port type to which to connect it. On the other hand, selecting for your port a target-port type does not force you to choose the type of source port for the computer to which it is connected. The result is that, to create a reciprocal connection, you need to create two symmetrical connection types. For example, in the case of a Client/Server connection:

- From "Client" type to "Server" type.
- From "Server" type to "Client" type.

In this section, we are going to create a reciprocal Client/Server connection model. Selecting this model when you create the connection between computer A and computer B triggers the following automatic mechanisms:

- If the type of port for asset A is "Client", then type of port to which it is connected on asset B becomes "Server".
- If the type of a port on asset A is "Server", then the type of port to which it is connected on asset B becomes "Client".



Note:

This automatic mechanism is invoked only when the connection is created directly.

Opening the Connection types screen

Select **Administration/ Connection types**.

Creating a Client/Server type of connection

Create the Client/Server type of connection by following these steps:

- 1 Click **New**.
- 2 Set the **Type** field to "Client".
- 3 Set the **Targ. type** field to "Server".
- 4 You can enter an additional description in the **Description** field (SQL name: memDescription), but this is not mandatory.
- 5 Click **Create** to confirm your creation.

Creating a Server/Client type of connection

Create the Server/Client by following these steps:

- 1 Click **New**.
- 2 Set the **Type** field to "Server".
- 3 Set the **Targ. type** to "Client".
- 4 You can enter an additional description in the **Description** field (SQL name: memDescription), but this is not mandatory.
- 5 Click **Create** to confirm your creation.

Creating the computers to connect

Step 1: Creating two computer models

To create a server model and a client model, refer to the section [Creating a computer model \(example\)](#) [page 60].


When you create the computer models, populate the fields in the **Ports** tab. The computers later on created from these two models in the Assets table will inherit the features that you enter in this tab.

The following table shows you examples of a server model and a client model.

Server	Client
<ul style="list-style-type: none"> ■ Sun Microsystems Sun Fire 15K ■ UltraSparc III 64-bit 900 MHz 	<ul style="list-style-type: none"> ■ HP VECTRA VL 800 computer ■ Intel® Pentium® 4 1.3 GHz processor ■ 128 Mo standard RDRAM memory ■ 40 GB hard drive

Once you have created your two computer models, you can create the computers' records in the Assets table using the information from the computer models (► [Creating an asset](#) [page 33]).

Step 2: Creating the computers in the Assets table

Select the **Portfolio/ Assets and batches** menu or click . AssetCenter displays the detail screen for the assets. Create two new assets by selecting for each one of them one of the two models previously created. Validate these creations by clicking **Create**.

Declaring the connection

Methods for creating a connection


There are two ways to create a connection between two computers:

- Creating a port on each of the computers in question, then by attaching these ports to create the connection. We suggest you use this method to create connections.
- Creating the connection directly from either of the two computers.

We will connect two assets using both methods.


Creating ports on each asset, then attaching these ports

From the list of records in the Assets and Batches table, select **Sun Fire 15K** and click the **Ports** tab in the asset detail. Now you will create a vacant port for this computer in the following steps:

- 1 Click the  button. AssetCenter displays the screen for creating connection ports on the **Sun Fire 15K**.
- 2 We simply want to create a vacant "Server"-type port. Consequently, the **Targ. asset** and **Targ. port** fields (SQL: TargetAsset and TargetPort) will be left empty. (These are the fields that enable you to identify the asset and the port of the asset to which you are connected.)
- 3 Set the **Port type** field (SQL name: Type) to "Server".
- 4 Click **Create** to confirm your creation.
- 5 Note that the port is displayed in the **Ports** tab as:


1

Now you will perform the same operation for the **VECTRA VL 800** computer:

- 1 Select **VECTRA VL 800** and click the **Ports** tab in the asset detail.
- 2 Click . AssetCenter displays the screen for creating connection ports for this asset.
- 3 Populate the **Type** field only; set its value to "Client".
- 4 Click **Create** to confirm your creation.
- 5 Note that the port is displayed in the **Ports** tab as:


1

All that remains is to connect these two ports. You can do this from one of the two computers:

- 1 Select **Sun Fire 15K** and click the **Ports** tab.
- 2 Select port 1 and then click .
- 3 Now populate the **Target asset** field (SQL name: TargetAsset) by selecting the **VECTRA VL 800** client.
- 4 The **Target port** field lists all the vacant ports for this asset.



Note:

You can also choose a port directly from the list of ports by clicking . When you choose a port from this list, AssetCenter automatically populates the **Target asset** field (SQL name: TargetAsset).

- 5 Click **Modify** or **Close**.

- 6 In the detail of the **Sun Fire 15K** asset, the connection is displayed as:

```
1 - 1 (<AssetTag of the target asset>)
```

In the detail of the **VECTRA VL 800** asset, the reciprocal connection is created, i.e.:


```
1 - 1 (<AssetTag of the target asset>)
```

- 7 The connection is validated.


Directly creating a connection



Note:

To create this connection while keeping the previously created computers, you must delete the entries in the **Ports** tab for each of the computers. To do this, select them and then click the  button.



From the list of records in the Assets table, select **Sun Fire 15K** and click the **Ports** tab in the asset detail. Now you will create a connection to **Sun Fire 15K** using the following steps:

- 1 Click the  button. AssetCenter displays the screen for creating connection ports on the **Sun Fire 15K** computer.
- 2 Populate the **Target asset** field (SQL name: TargetAsset) and set its value to **VECTRA VL 800**.
- 3 Set the **Type** to "Server".
- 4 Click **Add**.

AssetCenter automatically creates:

- A "Server" type port on the **Sun Fire 15K** computer.
- A "Client" type port on the **VECTRA VL 800** computer.
- A connection between these two ports.

Additional information on a connection.

AssetCenter enables you to add information about a connection via the connection detail. In the asset detail, click the **Ports** tab, select an existing connection and click the  button. AssetCenter displays the connection detail. Use the **Connection** field (SQL name: Connection) to define additional information. When you click the  button, AssetCenter displays the connection detail screen:



Note:

No automatic calculations are associated with the fields in this screen. In particular, expense lines are not generated for expenses related to a connection.

Managing connections

This section explains how to manage a connection. You will find information on the following topics:

- Viewing the number of connections.
- Terminating a connection between two assets.
- Impact of deleting a connected asset.
- Impact of changing the port assignment of a connection.

Viewing the number of connections

The information in the **Ports** tab of an asset detail enables you to track an asset's connections. The **Max no. connections** and **Current connections** fields (SQL names: sMaxCnxCount and sCnxCount) describe the number of possible connections and the actual number of connections for an asset, respectively. AssetCenter updates the **Current connections** field (SQL name: sCnxCount) when adding or deleting a connection.




Note:

The **Max no. connections** field provides an approximate value; it does not trigger any automatic mechanisms. AssetCenter does not prevent you from creating an additional connection if the actual number of connections is greater than the number of possible connections.

Deleting a connection between two assets


This is the procedure for deleting a connection:

- 1 Move to the detail of one of the assets.
- 2 Click the **Ports** tab and select the connection you want to delete. Click the  button.
- 3 AssetCenter displays the connection detail.

- 4 Clear either the **Target asset** or the **Target port** fields (SQL names: TargetAsset and TargetPort) and click **Modify**, AssetCenter deletes the connection between the two assets. As a result:
 - Additional connection information (accessible from the **Connection** field (SQL name: Connection)) is erased.
 - The ports used for the connection are freed.
-



Note:

If you click the  button in the **Ports** tab of the detail of one of the connected assets, you will also delete the ports used in the connection.

Impact of deleting a connected asset

When you delete a connected asset, AssetCenter performs the following operations. It:

- Deletes all the connections associated with the asset.
- Deletes all the ports of the asset.
- Frees the ports of all the assets connected to the asset just deleted.

Impact of changing the port assignment of a connection

You can modify the assignment of a connection port by:

- Completely freeing the port; now it is available for a new connection.
- Connecting the port to a port other than the one originally assigned. In this case, the target port to which the port was previously connected is freed, and it is available for a new connection.

Remote Control

Available functions

AssetCenter enable you to remotely control a computer in your portfolio from its detail screen. AssetCenter provides out-of-the-box integration with the following remote-control tools:

- Windows XP RDP
- NetOp

- pcAnywhere
 - LANDesk
-

 **Important:**

For further information on the versions of these tools supported by AssetCenter, refer to the Compatibility Matrix available on Peregrine Systems customer support web site.

Integration is achieved using a generic action (**Remote control** action with SQL name **sysCoreRemoteControl**) executed from the detail of the computer you wish to remotely control. The remote-control tools used by the action is specified in an option in the database. Depending on the value of this option, a specify sub-action is executed.

 **Note:**

The functionality available during the remote-control session depends on the tool used.

Configuration

To enable remote-control functionality, you must make sure of the following points:

- 1 The remote-control tool must be correctly installed and configured. The following table summarizes what needs to be installed and on which computer.
-

 **Note:**

By host computer, we mean the computer that is controlled and by client, the computer on which AssetCenter is installed. The client initiates the remote-control session.

Tool	Component installed on the host	Component installed on the client
Windows XP RDP	The operating system must be XP.	The operating system must be Microsoft Windows XP or Windows 2000. The client must be configured to accept remote control. To do this: <ul style="list-style-type: none"> ■ From the desktop, right click the My Computer and select Properties. ■ In the Remote Desktop frame, select the Allow users to connect remotely to this computer option.
NetOp	NetOp Host	NetOp Guest
pcAnywhere	pcAnywhere Host	pcAnywhere Guest
LANDesk	LANDesk Server	LANDesk Console

- 2 The remote control tool is declared in the database options (**Administration/ Database options, Remote control tool**). The following table details the options in question.

Option	Comment
Select the remote-control tool	<p>Use this option to declare the remote-control tool used. The following are possible values:</p> <ul style="list-style-type: none"> ■ RDP for Windows XP RDP ■ PCAny for pcAnywhere ■ NetOp for NetOp ■ LANDesk for LANDesk <p>Note:</p> <p>If this option is not populated, the default option is Microsoft Windows XP RDP.</p>

Option	Comment
pcAnywhere configuration file	<p>Full path of the pcAnywhere configuration file. In general, this file is stored in the folder:</p> <p>C:\Documents and Settings\All Users\Application Data\Symantec\pcAnywhere\Remotes\</p> <p>The value of this option is, in general:</p> <p>C:\Documents and Settings\All Users\Application Data\Symantec\pcAnywhere\Remotes\Network, Cable, DSL.chf</p>

- 3 The remote-control actions specific to each tool must be correctly configured. These actions are **Executable**-type actions and start the tool from the command line. The action is configured in the **Executable or DDE** tab of the action detail.

The default parameters work in most circumstances. However, you may wish to modify the value of the **Folder** field for the action in question. This field contains the path of the executable file of the remote-control tools and may vary from one computer to another.

- 4 The integration information is populated for each computer to be controlled. The **Integration** and **Network** tabs of a computer detail include fields required for remote control. They must be populated correctly.

- For Microsoft Windows XP RDP.
Integration requires the **RDP file** in the **Integration** tab to be populated. This file contains required information for connecting to the remote computer. You must create an RDP file for each computer to be controlled. To create an RDP file:

- 1 Start Remote Desktop Connection (**Start/ Programs/ Accessories/ Communications/ Remote Desktop Connection**),
- 2 Click **Options >>**,
- 3 Populate the **Computer** field and then save the RDP file by clicking **Save As**. We recommend saving this file under the name of the computer to be controlled.


In AssetCenter, populated the **RDP file** in the computer detail with the name of the corresponding RDP file without the file extension (**.rdp**).

- For NetOp.
Integration requires the **NetOp ID** field in the **Integration** tab to be populated. It must contain the name of the host as it appears on your network or its IP address. You must also populate the **IP address** in the **Network** tab of the computer detail.

- For pcAnywhere.
Integration requires the **IP address** field in the **Network** tab of the computer detail to be populated.
- For LANDesk.
Integration requires the **IP address** field in the **Network** tab of the computer detail to be populated.

Taking control of a computer from AssetCenter

To take control of a computer:

- 1 Display the list of computers (**Portfolio/ Computers**).
- 2 Select a computers.
- 3 Click the  **Control** button in the window of the computer's detail.

Automatic inventory scan

Available functions

Integrating Desktop Inventory (IDD) or Desktop Inventory (PDI) enables you to perform the following operations:

- Trigger the scan of a computer from the **Computers** table (**amComputer**).
- Update the **Computers** table (**amComputer**) using the scan data

Prerequisites

To integrate Desktop Inventory or Desktop Inventory in order to perform automatic inventory scans, you must:

- 1 Install Desktop Administration from the AssetCenter installation CD-ROM.
- 2 Configure the Desktop Administration server.
- 3 Install Connect-It from the AssetCenter installation CD-ROM.
- 4 Activate the **Update the database with the results of the scanners** module(s) in AssetCenter Server.

- 5 Populate the **Computers** table (**amComputer**) with the computers you wish to scan.
- 6 Install the Agent module on the computers

Installing the Agent modules:

- 1 Insert the AssetCenter installation CD-ROM.
- 2 Wait for the automatic installation program to launch.
- 3 Select the **Desktop Agents** from the welcome screen.
- 4 Select the full installation.
- 5 Click **Next**.
- 6 Confirm or clear the default values proposed to move to the end of the installation.

Desktop Inventory and Desktop Inventory scan executables compatible with the Connect-It scenarios are installed with the agents.

By default, these executables are available in the following folders:

- 1 **[Desktop Administration Server installation folder]/depot/idd/scanW32.exe**
- 2 **[Desktop Administration Server installation folder]/depot/pdi/scanW32.exe**

To configure the Desktop Administration server

- 1 Select **Start/ Program/ Peregrine/ Desktop Administration Server/ Server configuration tool**.
- 2 Select **Server/ Configure the database**.
- 3 Select your AssetCenter database in the **Database** field.
- 4 Click **OK**.
- 5 Select **Service/ Start**.
- 6 Select **File/ Exit**.

To install Connect-It

- 1 Insert the AssetCenter installation CD-ROM.
- 2 Wait for the automatic installation program to launch.
- 3 Select the Connect-It from the welcome screen.
- 4 Select the full installation.
- 5 Click **Next**.

- 6 Confirm or clear the default values proposed to move to the end of the installation.

To activate the database update modules

- 1 Start AssetCenter Server.
- 2 Select **File/ Connect to database**.
- 3 Select your connection in the dialog box.
- 4 Click **Open**.
- 5 Select **Tools/ Configure modules**.
- 6 Select one of the following modules:
 - **Update the database with the results of the scanners (IDD)**
 - **Update the database with the results of the scanners (PDI)**
- 7 Select the option **Enabled** in the detail of the module.
- 8 Click **Modify**.
- 9 Click **Close**.

To populate the Computers table (amComputer)

- 1 Start AssetCenter.
- 2 Select **Tools/ Actions/ NT domain computer import wizard**.
- 3 Select the domain with which you want to populate the **Computers** table (**amComputer**).
- 4 Click **Next**.
- 5 Make sure the computers you wish to recover are in the selected domain.
- 6 Click **Finish**.
- 7 Wait for the progress bar to reach 100%.
- 8 Click **OK**.

To trigger the automatic inventory scan of a computer

- 1 Select this computer in the **Computers** table (**amComputer**).
- 2 Click **Scan**.
- 3 Select **IDD scan** or **PDI scan** in the **Select deployment workflow** field.
- 4 Select the deployment server in the **Server** field.
- 5 Click **OK**.

To modify the IDD/PDI to AssetCenter scenarios in Connect-It

- 1 Start the Connect-It scenario editor.
By default: **Start/ Peregrine/ Connect-It/Connect-It scenario builder.**
- 2 Select **File/ Open.**
- 3 Select the scenario from the following scenarios:
 - **[Connect-It installation folder]/ scenario/idd/iddac41/iddac.scn**
 - **[Connect-It installation folder]/ scenario/pdi/pdiac41/pdiac.scn**
- 4 Modify the mappings in these scenarios.
To modify the mappings, refer to the Connect-It **User's Guide (F1).**

Installing a full version of Desktop Inventory

AssetCenter is only provided with certain Desktop Inventory components.

Installing the full version of Desktop Inventory enables you to:

- Create your own scan executables
- Add new software signatures, which can be recognized by the scanners (**. sai** files)

Configure the **iddac.scn** or **pdiac.scn** scenario depending on the network scan tool you are using.



4 Software

CHAPTER

AssetCenter has numerous functions enabling you to efficiently manage the software used by your company. You can:

- Manage software differently depending on their specific features: free software, proprietary software, custom-made software, etc.
- Manage software suites: Microsoft Office, Sun StarOffice, etc.
- Set up regular inventories of the software.
- Take a census of the number and identity of your software users.
- Make sure you are in compliance with the software provider: Comparing the number of installations/utilizations with the number of the license/entitlement rights
- Make sure you are in compliance with you internal policies: Comparing the number of installations/utilizations with the number of internal entitlements
- Link each software to a specific contract.
- Etc.

Preliminary steps

Have the adequate license

Make sure your AssetCenter user license includes the **Software licenses** module.

Enabling the Software licenses module

- 1 Start AssetCenter.
- 2 Activate the **Software licenses** module (**File/ Activate modules** menu).

Managing software in your production database

To be able to use the **Software licenses** module with a database, you must import the **Software management** line-of-business data.

Importing the Line-of-business data when you create the database

Follow the instructions in the **Administration** guide, chapter **Creating, modifying and deleting an AssetCenter database**, section **Creating the database structure with AssetCenter Database Administrator**.

In the page **Data to import**, select **Software management - Line-of-business data**.

Importing the Line-of-business into an existing database

- 1 Start AssetCenter Database Administrator.
- 2 Select the **File/ Open** menu item.
- 3 Select the **Open database description file - create new database** option.
- 4 Validate (**OK** button).
- 5 Select the file **gbbase.xml**, which is located in the **config** sub-folder of the AssetCenter installation folder (in general: **C:\Program Files\Peregrine\AssetCenter**).
- 6 Open the file (**Open** button).
- 7 Start the database creation wizard (**Action/ Create database** menu).

- 8 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons):

Fields	Value
Generate SQL script / Create database page	
Database	Select the connection to the database into which you wish to import the line-of-business data.
Creation	Import line-of-business data.
Use advanced creation options	Do not select this option
Creation parameters page	
Password	Enter the administrator's password.
	<p>Note:</p> <p>The AssetCenter database administrator is the record in the Departments and employees (amEmplDept) table for which the Name (Name) field is set to Admin.</p> <p>The database connection login is stored in the User name (UserLogin) field. The administration name is Admin.</p> <p>The password is stored in the Password field (LoginPassword).</p>
Data to import page	
Available data	Select the option Software management - Line-of-business data .
Stop import if error	Select this option for the import to stop if a problem is encountered.
Log file	Full name of the file to which all import operations, including errors and warnings, are logged.

- 9 Execute the options defined using the wizard (**Finish** button).

To learn more about installing AssetCenter

Refer to the **Installation** guide.

Licenses, entitlements, installations, utilizations and contracts

Managing a software application means managing its corresponding license agreements/entitlements, installations/utilizations and any related contracts.

Tables concerned by software management

In AssetCenter the following tables are concerned by software asset management:

Table 4.1. Software - tables

Table	Use
Natures (amNature)	Create natures of: <ul style="list-style-type: none">■ Licenses/entitlements■ Installations/utilizations■ Contracts
Models (amModel)	Create models of: <ul style="list-style-type: none">■ Licenses/entitlements■ Installations/utilizations■ Contracts
Inventoried models (amInventModel)	Mapping between installations/utilizations models from automatic inventory tools and models in the AssetCenter database
Portfolio items (amPortfolio)	Create instances: <ul style="list-style-type: none">■ Licenses/entitlements■ Installations/utilizations

Table	Use
Assets (amAsset)	<p>Each time a portfolio item corresponding to the following items is created, a corresponding record is created in the Assets table:</p> <ul style="list-style-type: none"> ■ All licenses. ■ Entitlements, installations, and utilizations when they are associated with a model, itself associated with a nature whose Management constraint field (seMgtConstraint) is set to Asset tag or Unique asset tag (▶ Three management types [page 15]).
Software installations (amSoftInstall)	<p>Each time a portfolio item corresponding to a software installation/utilization is created, a corresponding record is created in the Software Installations table.</p>
Software counters (amSoftLicCounter)	<p>Counters enable you to make sure you are in compliance with the software provider and you own internal policies.</p> <p>Counters compare the number of installations/utilizations with the number of license rights/entitlements.</p>
Workflow schemes (amWfScheme)	<p>This table contains workflow schemes that automate certain tasks linked to software license management.</p>
Actions (amAction)	<p>This table contains wizards that automate certain tasks linked to software license management.</p>
Contracts (amContract)	<p>This table enables you to create:</p> <ul style="list-style-type: none"> ■ Acquisition contracts (linked to licenses) or maintenance contracts (generally linked to installations and sometimes to licenses) when necessary. ■ Microsoft Select type master lease contracts. ■ ASP type contracts.

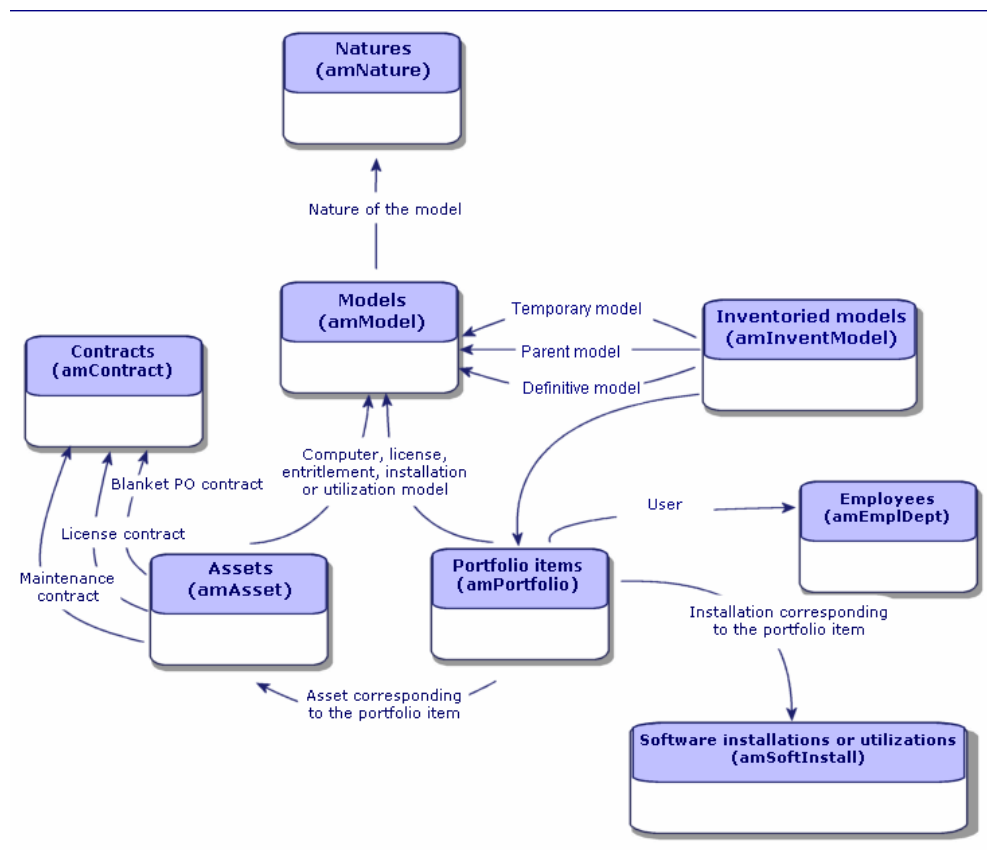


Note:

The contracts are used to describe agreements you have with software providers. Creating a contract is optional except for **ASP** agreements, which must be described by a contract.

You must create a portfolio item for each license acquired (whether it be due to a license contract or not).

Figure 4.1. Software - Physical data model



Link between installations/utilizations and licenses

You have the choice of two approaches:

- **Directly linking licenses with their installations/utilizations.**

This requires detailed tracking in the field and in the AssetCenter database.

When using this approach, start by creating the licenses, then create the installations/utilizations and link them back to the corresponding license.

- **Keep licenses separate from installations/utilizations.**

Even if this does not seem the most rigorous method, it is the most realistic since software is most often installed from a CD-ROM or a server, independently of its license.

When using this approach, create the licenses as and when they are acquired. Create the installations separately as and when you make them or when they are inventoried via an automatic network scan.

Using software counters, you can reconcile licenses with installations/utilizations, even if there is not a direct link between them.

Management types

As for other assets and portfolio items, you must choose a management type for licenses/entitlements and installations/utilizations.

Their management type will depend on their importance and the way in which you choose to describe them:

- Individual management for expensive and indispensable software (AssetCenter, SAP, for example).
 - ▶ [Assets](#) [page 32]
- Collective management for software of little value that you purchase in large quantities (File compression software, for example).
 - ▶ [Batches](#) [page 36]
- Undifferentiated management for free software for which you only want to know the number of its users (RealPlayer type multimedia software, for example).
 - ▶ [Untracked batches](#) [page 41]

Order of implementation of the Software licenses module

- 1 Create the software license contracts (▶ [Software licenses](#) [page 86])
- 2 Create the software licenses/entitlements (▶ [Software licenses and entitlements](#) [page 101])

- 3 Create and/or import the software installations/utilizations (► [Software installations and utilizations](#) [page 106])
- 4 Check compliance of installations/utilizations compared to licenses/entitlements (► [Software control](#) [page 120])
- 5 Analyze the situation of your company (► [Software reports](#) [page 134])

How to create records

The records corresponding to contracts, licenses/entitlements, installations/utilizations and software counters are preferably created using the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software**). This wizard has the advantage of guiding you step-by-step in creating the records.

Important:

We recommend using the wizard to create records, especially when starting out using the **Software licenses** module.

Once you are familiarized with the module, you can also use the standard menu commands to directly access records in a given table (**Software/ Counters**, for example).

Software licenses

This section explains how to manage license contracts with AssetCenter.

License contracts are used to describe the terms and conditions negotiated with software providers and vendors.

Important:

License contracts are not to be confused with the actual licenses themselves (which are portfolio items corresponding to the acquisition of license rights). The counters use licenses and not contracts as the basis to reconcile acquired and consumed rights.

Creating a license contract

This section explains how to create a new contract.

Method 1: Using the Manage software wizard (sysSamLauncher)

- 1 Collect together the contract signed with software providers and vendors.
- 2 Start the **Manage software** wizard (**Software/ Manage software** menu).
- 3 In the **Manage software** page, select the **Create/Modify software contracts** option.
- 4 Click **Next**.
- 5 In the **Contract management** page, click **Create a new software contract (Draft)** or **Enter a fully validated contract**.



Note:

The **Create a new software contract (Draft)** button is used to create a contract whose **Contract status** (seStatus) field is set to **In preparation**.

The **Enter a fully validated contract** button is used to create a contract whose **Contract status** (seStatus) field is set to **Validated**.

This is the only difference between these two buttons.

- 6 This starts the **Create a software contract (Draft)** (sysSamCreateSoftContract) wizard.
Populate the wizard according to your needs.
Validate all parameters of the contract (**Finish** button)
The **Create a software contract (Draft)** wizard creates the contract.

Method 2: Using the menus

- 1 Collect together the contract signed with software providers.
- 2 Display the contracts (**Contracts/ Contracts** menu).
- 3 Add a new record (**New** button).
- 4 Populate in particular the following fields and links:

Field or link	Description
Type (seType)	<ul style="list-style-type: none">■ Master lease: If there is a master lease with the software vendor■ License: For the license contract strictly speaking■ Insurance: For support contracts, upgrades, software assurance, etc.
General tab	
Attached to (Parent)	To link a license contract to a master lease or an insurance contract to a license contract
License (seLicenseType)	Specifies the license type
Licenses tab	
Licenses (Licenses)	Assets describing the license rights acquired in a license contract

Selecting the current contract in the Manage software wizard (sysSamLauncher)

This section explains how to associate a contract by default with the **Manage software** wizard.

 **Note:**

The selected contract remains associated with the wizard, even if you exit the wizard.

The current contract is associated with the AssetCenter database login and is therefore different for each login.

- 1 Start the **Manage software** wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, click on the **Select a contract to work on** button.
- 3 This starts the **Select your current software contract** (sysSamGetEnv) wizard. Populate the wizard according to your needs.
Validate the contract selection (**OK** button).

In this guide, **current contract** will refer to the current contract associated with the **Manage software** wizard for a given login to the AssetCenter database.

Automatic contract validation

This section explains how contract validation is automated by AssetCenter and how to configure and implement this.

Overview

The system data belonging to the **Software licenses** module contains a workflow entitled **Contract validation** (sysSam_CNTR_APPR).

This workflow schema automates the validation of license contracts.

The following is a description of this workflow scheme:

Table 4.2. License contract validation - **Contract validation** workflow scheme

Events that trigger the workflow scheme	The workflow scheme starts if one of the following events occurs: <ul style="list-style-type: none"> ■ Record added to the Contracts (amContract) table. ■ Updated Contracts (amContract) table, Status (Status) field. 		
Conditions required for the workflow to continue running	The workflow scheme continues running if the following fields are set to the following values:		
	Table name	Field name	Field value
	Contracts (am-Contract)	Status (Status)	SAM_WORKFLOW
	Contracts (am-Contract)	Contract status (seStatus)	Awaiting approval (13) or Awaiting approval for renewal (33)
Is AssetCenter Server required to trigger and run the workflow scheme?	No		

- Simplified description of the workflow scheme

1

The workflow scheme creates a validation request assigned to a group selected by the workflow scheme.

2

This validation request is shown by a workflow activity assigned to the group supervisor. This workflow activity is visible to all members of the group. A message is also sent to the group supervisor.

3

If this validation request is accepted by one of the members of the budgetary approval group, the workflow scheme creates a validation request for the **Contract - Billing approval**, **Contract - Legal approval**, **Contract - Financial approval** and **Contract - Technical approval** groups. These validation requests are each shown by a workflow activity assigned to the group supervisor. These workflow activities are visible to all members of the corresponding group. A message is also sent to the supervisor of each group.

4

If the four validation requests are approved, the contract supervisor receives a message.

5

If the contract is refused by one or more of the validation groups, a message informs the contract supervisor who can choose to leave the contract as-is, or to make changes and resubmit it for validation.

Configuring how the budgetary validation group is selected

By default, to select the appropriate budgetary validation group, the workflow scheme proceeds as follows:

- 1

It looks for all groups linked to the contract (**Contracts** tab in the group detail).
- 2

It selects the groups whose **Barcode** (BarCode) field begins with **CNTRBUDGET**.
- 3

If no group is found, it assigns the request validation to the group whose **Barcode** (BarCode) field is set to **sysSam_CNTR_BUD**.

Before you can use the **Contract validation** workflow scheme, you must perform the following operations:

- 1

Display the groups (**Portfolio/ Groups** menu).
- 2

For each contract validated by a specific group:

a

Create a new group (**New** button) or display the detail of an existing group.

b

Make sure that the following fields and links have the appropriate values:

Field or link	Value
Bar code (code)	A name starting with CNTRBUDGET .

Field or link	Value
Supervisor (Supervisor)	The person designated by this link receives a message when a workflow activity for the contract validation request is created by the Contract validation workflow. The person also views these workflow activities.
Composition tab	
Members (Members)	The members of the group view the workflow activities for the contract validation request created by the Contract validation workflow and can accept or reject validation requests.
Contracts tab	
Contracts (Contracts)	Add that contracts that are validated from a budgetary standpoint by the group.



Important:

In order for this system to work, a contract to validate must only be included in one single group for which the **Barcode** (BarCode) field is set to **CNTRBUDGET**.

- 3 For the contracts to be validated using a generic group:
 - a Display the detail of the group whose **Barcode** (BarCode) field is set to **sysSam_CNTR_BUD**.
 - b Make sure that the following fields and links have the appropriate values:

Field or link	Value
Supervisor (Supervisor)	The person designated by this link receives a message when a workflow activity for the contract validation request is created by the Contract validation workflow. The person also views these workflow activities.
Composition tab	

Field or link	Value
Members (Members)	The members of the group view the workflow activities for the contract validation requests created by the Contract validation workflow and can accept or reject the validation requests.



Important:

In order for this group to be used for a given contract, this contract must not be included in a group whose **Barcode** (BarCode) field begins with **CNTRBUDGET**.

Configuring the other validation groups

The other validations are handled by the following validation groups:

- **Contract - Billing approval** (sysSam_CNTR_BILL)
- **Contract - Legal approval** (sysSam_CNTR_JURI)
- **Contract - Financial approval** (sysSam_CNTR_FINA)
- **Contract - Technical approval** (sysSam_CNTR_OPER)

You must define these groups as follows:

- 1 Display the groups (**Portfolio/ Groups** menu).
- 2 Display the details of these groups one after the other.
- 3 Populate the following fields and links:

Field or link	Value
Supervisor (Supervisor)	The person designated by this link receives a message when a workflow activity for the contract validation request is created by the Contract validation workflow. The person also views these workflow activities.
Composition tab	
Members (Members)	The members of the group view the workflow activities for the contract validation requests created by the Contract validation workflow and can accept or reject the validation requests.

Customize the Contract validation workflow scheme

The **Contract validation** should only be considered as a sample.

It is more than likely that you will need to tailor it to suit your own validation processes, in the following areas in particular:

- Validation types to perform (budgetary, financial, technical, etc.)
- The way in which validators are selected (named user, calculated user, named group, calculated group)

Here is how, for example, you can change the way in which the financial validation group is selected, so that it is deduced and not simply named:

- 1 Display the workflow schemes (**Tools/ Workflow/ Workflow schemes** menu).
- 2 Select the **Contract validation** (sysSam_CNTR_APPR) scheme.
- 3 Display the detail of the **Contract validation: Financial** (SAM_APPR_CNTR_FINA) activity (shortcut menu **Detail of activity** on the **Contract validation: Financial** box).
- 4 Display the **Parameters** tab.
- 5 Display the detail of the **Assignee** link (click on the magnifier)
- 6 Modify the following fields and links:

Field or link	Value
Context (ContextTable)	Contracts (amContract)
Type (seType)	Calculated group

Field or link	Value
Script (memScript)	<pre>Const STR<Validation type>="CNTR<Validation type>" RetVal=amDbGetLong("SELECT g.lGroupId FROM amRelEmplGrpCntr r, amEmplGroup g WHERE r.lGroupId=g.lGroupId AND r.lCntrId=" & [lCntrId] & " AND g.BarCode LIKE ' " & STR<Validation type> & "%'") if RetVal=0 Then RetVal=amDbGetLong("SELECT lGroupId FROM amEmplGroup WHERE BarCode='sysSam_CNTR_<Validation type>'")</pre> <p>by replacing the <Validation type> variable with FINA.</p> <p>Tip:</p> <p>If you wish to customize how another validation group type is selected, you can use the same script, and replace <Validation type> with another value:</p> <ul style="list-style-type: none">■ Billing approval: BILL■ Legal approval: LEGA■ Technical approval: OPER

- 7 Save the modifications (**Modify** button) and close the detail of the workflow role (**Close** button).
- 8 Close the detail of the activity (**Close** button).
- 9 Close the detail of the workflow scheme (**Close** button).
- 10 Display the groups (**Portfolio/ Groups** menu).
- 11 For the contracts that are validated by a specific group:
 - a Create a new group (**New** button) or display the detail of an existing group.
 - b Make sure that the following fields and links have the appropriate values:

Field or link	Value
Bar code (code)	A name starting with CNTR<Validation type> , where <Validation type> is the value defined in the validation group selection script; In this example: FINA .
Supervisor (Supervisor)	The person designated by this link receives a message when a workflow activity for the contract validation request is created by the Contract validation workflow. The person also views these workflow activities.

Field or link	Value
Composition tab	
Members (Members)	The members of the group view the workflow activities for the contract validation requests created by the Contract validation workflow and can accept or reject the validation requests.
Contracts tab	
Contracts (Contracts)	Add that contracts that are validated from a financial standpoint by the group.

12 For the contracts to be validated using a generic group:

- a** Display the detail of the group whose **Barcode** (BarCode) field is set to **sysSam_CNTR_FINA**.
- b** Make sure that the following fields and links have the appropriate values:

Field or link	Value
Supervisor (Supervisor)	The person designated by this link receives a message when a workflow activity for the contract validation request is created by the Contract validation workflow. The person also views these workflow activities.
Composition tab	
Members (Members)	The members of the group view the workflow activities for the contract validation requests created by the Contract validation workflow.

Important:

In order for this group to be used for a given contract, this contract must not be included in a group whose **Barcode** (BarCode) field begins with **CNTRFINA**.

Requesting validation for the current contract

- 1** Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2** In the **Manage software** page, check that the wizard is associated to the current contract and select the **Create/Modify software contracts** option.
- 3** Click **Next**.
- 4** In the **Manage contracts** page, click the **Request contract validation** button.

- 5 This starts the **Request validation for a contract** (sysSamReqContractApproval) wizard.

Validate the contract validation request (**OK** button).

This wizard modifies the following fields and links of the current contract:

Field name	Field value
Status (Status)	SAM_WORKFLOW
Contract status (seStatus)	Awaiting approval

These modifications trigger the **Contract validation** (sysSam_CNTR_APPR) workflow for the current contract (► [Overview](#) [page 89]).

Viewing the validation progress status of the current contract

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, check that the wizard is associated to the current contract and select the **Create/Modify software contracts** option.
- 3 Click **Next**.
- 4 In the **Manage software** wizard page, click the **Contract validation progress** button.
- 5 This displays a screen showing the progress of the **Contract validation** (sysSam_CNTR_APPR) workflow (► [Overview](#) [page 89]).

Accepting or refusing a contract validation request

For each requested validation, the **Contract validation** workflow scheme creates a workflow activity.

These workflow activities are assigned to the group supervisor in charge of the different validations.

A workflow scheme is visible to the supervisor and the members of the group to which the task is assigned.

To accept or refuse a validation request:

- 1 Connect to the AssetCenter database with the supervisor login or the one of a group member.
- 2 Display the workflow tasks (**Tools/ Tasks in progress** menu).
- 3 Select the task corresponding to the validation request.
- 4 Take a look at the workflow task.
- 5 Click either the **Validate the contract** or **Refuse the contract** button.

Restarting a contract validation cycle

If a contract is refused, the workflow scheme sends a message to the contract supervisor.

To make a decision on how to process the contract:

- 1 Connect to the AssetCenter database with the contract supervisor login.
- 2 Display the messages (**Tools/ Messages** menu).
- 3 In the detail of the refusal notification message, consult the contract detail (**Ref. obj.** button .)
- 4 Modify the contract.
- 5 Display the workflow tasks (**Tools/ Tasks in progress** menu).
- 6 Select the task corresponding to the validation refusal
- 7 Take a look at the workflow task.
- 8 Click **Yes** to restart the validation circuit or **No** to quit the process.

When you click **Yes**, the workflow activity modifies the following fields and links in the contract being validated:

Field name	Field value
Status (Status)	SAM_WORKFLOW
Contract status (seStatus)	Awaiting approval

These modifications trigger the **Contract validation** (sysSam_CNTR_APPR) workflow for the current contract (► [Overview](#) [page 89].)

Modifying a license contract

This section explains how to modify an existing contract.

Method 1: Using the Manage software wizard (sysSamLauncher)

- 1 Start the **Manage software** wizard (**Software/ Manage software** menu).
 - 2 In the **Manage software** page, select the **Create/Modify software contracts** option.
 - 3 Click **Next**.
 - 4 In the **Manage contracts** page, click the **Modify an existing contract** button.
 - 5 This starts the **Create a software contract (Draft)** (sysSamCreateSoftContract) wizard.
- Populate the wizard according to your needs.

Validate all parameters of the contract (**Finish** button)
The wizard modifies the contract.

Method 2: Using the menus

- 1 Display the contracts (**Contracts/ Contracts** menu).
- 2 Select the contract to be modified.
- 3 Modify the contract.
- 4 Validate the modifications (**Modify** button).

Associating a contract license to a maintenance contract

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Create/Modify software contracts** option.
- 3 Click **Next**.
- 4 In the **Manage contracts** page, click the **Create a new maintenance contract** button.
- 5 This starts the **Create a contract** wizard (BstCntrCreateContract).
Populate the pages in the wizard.
Validate what you entered (**Finish** button.)
The **Create a software contract** wizard creates the maintenance contract and links it to the current contract.

Modifying a maintenance contract associated with the current contract

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, check that the wizard is associated to the current contract and select the **Create/Modify software contracts** option.
- 3 Click **Next**.
- 4 In the **Manage contracts** page, click the **Modify a maintenance contract** button.

- 5 This displays the list of maintenance contracts associated with the current contract.
 Modify the associated contracts.
 Validate what you entered (**Modify** button.)

Link invoice lines to the current contract

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, check that the wizard is associated to the current contract and select the **Create/Modify software contracts** option.
- 3 Click **Next**.
- 4 In the **Manage software** wizard page, click the **Link invoice lines to the contract.** button.
- 5 This starts the **Add assets to an existing contract** (Ast2Cntr) wizard.
- 6 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons).
- 7 Validate what you entered (**Finish** button).
 This links the invoice lines to the current contract (**Associated contract** (CntrInvLine) link of the invoice lines).
- 8 Exit the wizard (**OK** button).

Adding assets to the current contract

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, check that the wizard is associated to the current contract and select the **Create/Modify software contracts** option.
- 3 Click **Next**.
- 4 In the **Manage contracts** page, click the **Add assets to an existing contract** button.
- 5 This displays the list of records in the **Assets** (amAsset) tab that are not already linked to the current contract.
- 6 Select one or more assets.
- 7 Populate the other pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons).

- 8 Validate what you entered (**Finish** button.)
This links the assets to the current contract (**Assets** tab in the contract detail and **Contracts** tab in the asset detail).
- 9 Exit the wizard (**OK** button).

Adding a user to the current ASP contract

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, check that the wizard is associated to the ASP contract as the current contract and select the **Create/Modify software licenses and installations** option.
- 3 Click **Next**.
- 4 In the **Licenses and software installations** page, click the **Add an ASP user** button.
- 5 This starts the **Add an ASP user** wizard (sysSamAddAspUsers2Cntr).
- 6 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons).
- 7 Validate what you entered (**Finish** button.)
This links the selected users to the current ASP contract (**Employees** tab of the contract detail).
- 8 Exit the wizard (**OK** button).

Removing a user from the current ASP contract

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, check that the wizard is associated to the ASP contract as the current contract and select the **Create/Modify software licenses and installations** option.
- 3 Click **Next**.
- 4 In the **Licenses and software installations** page, click the **Remove an ASP user** button.
- 5 This starts the **Delete an ASP user** wizard (sysSamDelAspUsersFromCntr).
- 6 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons).

- 7 Validate what you entered (**Finish** button.)
This removes the selected users from the current ASP contract (**Employees** tab of the contract detail).
- 8 Exit the wizard (**OK** button).

Software licenses and entitlements

A software license or entitlement is a portfolio item (► [Portfolio items](#) [page 27]). Just like all other portfolio items, you can choose an individualized, collective or undifferentiated management of this item.

Creating a software license/entitlement nature

Create a nature in which the following fields are populated:

Field	Value
Also create (seOverflowTbl)	Nothing
Software license	Yes
► Natures [page 27]	

Creating a software license/entitlement model

Method 1: Using the Manage software wizard (sysSamLauncher)

► [Creating a software license/entitlement](#) [page 102]

Method 2: Using the menus

- 1 Display the models (**Portfolio/ Models** menu).
- 2 Add a new record (**New** button).
- 3 Populate in particular the following fields and links:

Field or link	Comment on the value
General tab	

Field or link	Comment on the value
Nature (Nature)	Nature for which the Also create (seOverflowTbl) field is set to Nothing and the Software license option is selected
License tab	

Creating a software license/entitlement

Method 1: Using the Manage software wizard (sysSamLauncher)

- 1 Start the **Manage software** wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Create/Modify software licenses and installations** option.
- 3 Click **Next**.
- 4 In the **Licenses and software installations** page, click the **Create a software license** button.
- 5 This starts the **Create a new software license** (sysSamCreateLicpfi) wizard.
Populate the wizard according to your needs.
In particular, if there is not yet an appropriate model to create the software license/entitlement, click **Prepare licenses and software installations** in the page **Create a new software license**.
This starts the **Prepare licenses and software installations** (sysSamLicenseProcess) wizard.
Click one of the following two buttons:
 - **Create a software license type (model)**: This starts the wizard **Create a software license type (model)** (sysSamCreateLicModel).
This wizard is used to create a license/software entitlement model from an existing model (**amModel** table) or from a catalog product (**amCatProduct** table).
 - **Create a software license type (model) from an inventoried installation**: This starts the wizard **Create a software license type (model) from installations** (sysSamCreateLicModFromInst).
This wizard is used to create a license/software entitlement model from inventoried installations
- 6 Validate all parameters (**Finish** button)
The wizard creates the license/entitlement.

Method 2: Using the menus

- 1 Display the portfolio items (**Portfolio/ Portfolio items** menu).
- 2 Create a portfolio item based on an appropriate model.
- 3 Populate the **License** tab in particular.

Modifying a software license/entitlement

Method 1: Using the Manage software wizard (sysSamLauncher)

- 1 Start the **Manage software** wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Create/Modify software licenses and installations** option.
- 3 Click **Next**.
- 4 In the **Licenses and software installations** page, click the **Modify a software license** button.
- 5 This displays the list of licenses/entitlements.
Select and modify the license/entitlement to modify.
Validate the modifications (**Modify** button).

Method 2: Using the menus

- 1 Display the portfolio items (**Portfolio/ Portfolio items** menu).
- 2 Select and modify the license/entitlement to modify.
- 3 Validate the modifications (**Modify** button).

Creating license requests

This section explains how to enable named users to create requests from given standard requests.

This is performed in several steps:

- 1 [Creating a standard request](#) [page 104]
- 2 [Creating the named entitlement](#) [page 104]
- 3 [Creating the request](#) [page 104]

Creating a standard request

Create the standard request that the named users will be allowed to use:

- a Display the standard requests (**Portfolio/ Standard requests** menu).
- b Create a new record (**New** button).
- c Populate the detail of the record.

For further information on requests and procurement: ► **Procurement Guide**, in particular the chapter **Requests**, section **Procedures/ Creating a new request from a standard request**.

Creating the named entitlement

Create the named entitlement that grants given users the right to create request from the standard request:

- 1 Display the named entitlements (**Portfolio/ Named entitlements** menu).
- 2 Add a new record (**New** button).
- 3 Populate in particular the following fields and links:

Field or link	Comment on the value
Entitled users tabs	
Employees (EntitledEmpl)	Add the users who will be permitted to create a request from a standard request.
Models and standard requests tab	
Requests (Requests)	Add the authorized standard requests for the entitled users.

Creating the request

The users specified in the named entitlement may now create a request from the authorized standard request:

- 1 Connect to the database using the login of the user associated to the named entitlement (**File/ Connect to database** menu).
- 2 Start the **Manage software** wizard (**Software/ Manage software** menu).
- 3 In the **Manage software** page, select the **Create/Modify software licenses and installations** option.
- 4 Click **Next**.
- 5 In the **Licenses and software installations** page, click the **Create a software license** button.

This starts the **Create a new software license** (sysSamCreateLicpfi) wizard.

- 6 Click **Prepare licenses and software installations** in the page **Create a new software license from a model**.

This starts the **Prepare licenses and software installations** (sysSamLicenseProcess) wizard.

- 7 Click on the **Create a request from an authorized standard request** button.

This starts the **Create a request on named entitlement** (sysSamCreateReqFromEntitledTempl) wizard.

- 8 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons).

- 9 Validate all parameters (**Finish** button)
The wizard creates the request.

- 10 Exit the wizard (**OK** button).

Creating a named entitlement to assign licenses to users

This section explains how to create a named entitlement to assign permissions to use software to designated users.

Method 1: Using the **Manage software** wizard (sysSamLauncher)

- 1 Start the **Manage software** wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Assign software to users** option.
- 3 Click **Next**.
- 4 In the **Assign software licenses to users** page, click **Named entitlement**.
This starts the **Assign software** (sysSamEntitleUserOrItem) wizard.
- 5 Populate the wizard according to your needs.
- 6 Validate all parameters (**Finish** button)
- 7 Exit the wizard (**OK** button).

Method 2: Using the menus

- 1 Display the named entitlements (**Portfolio/ Named entitlements** menu).
- 2 Add a new record (**New** button).

Retiring a license/entitlement

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Create/Modify software licenses and installations** option.
- 3 Click **Next**.
- 4 In the **Software licenses and installations** page, click the **Remove licenses or installations from the portfolio** button.
- 5 This starts the **Retire portfolio items** (AstRetire) wizard.
Populate the wizard according to your needs.
Validate all parameters (**Finish** button)
The wizard executes the defined tasks.

Software installations and utilizations

A software installation or utilization is also a portfolio item (► [Portfolio items](#) [page 27]). Just like for any other portfolio item, you can choose an individual, collective or undifferentiated management for this item.

Manually creating a software installation/utilization

To create a software installation or utilization:

- 1 Create a nature for which the **Also create** field (seOverflowTbl) is set to **Software installations** (► [Natures](#) [page 27]).
- 2 Create a model based on this nature.
Populate in particular the fields in the **Soft. Install.** tab.
The values of the fields in the tab will be inherited by all the software installations/utilizations created referencing this model.
- 3 Create a portfolio item based on the model previously created, and then populate the detail of the portfolio item.

Number of points of a software installation or utilization

For certain licenses, the software installation/utilization corresponds to the consumption of a certain number of points. Example: A Microsoft Select license indicates that installing Microsoft Word corresponds to the consumption of 3 points. Thus, 100 of these such installations corresponds to 300 points.

The number of points to be counted for each installation is specified in the **No of points** field (IUseCount).

When you use software installation counters (► [Practical case 1d: Take into account effective software usage](#) [page 148]), you can specify if the installation count should also count the number of points related to each installation/utilization.

Taking into account effective software usage

The **Utilization** tab in the software installation/utilization detail gives information on how the software is used.

Among the fields in this tab, the **Last use** field (dtLastUse) may be used by software counters (► [Practical case 1b: Take license points into account and restrict the scope to a given department](#) [page 141]): At the level of the counter, you specify whether the installation/utilization count takes the last use date into account.

The software installations/utilizations table

Each time that a record corresponding to a software installation/utilization is created in the Portfolio items table, a corresponding record is automatically created in the Software installations table. This table is an overflow table. (► [Overflow tables](#) [page 18]).

You can access the Software installations table by selecting **Software installations** from the **Portfolio** menu.

In the list of portfolio items (**Portfolio/ Portfolio items**), a **Software inst.** tab is available for the records that correspond to a software installation/utilization. This tab reproduces the detail of the record from the Software installations table that corresponds to this item.

The detail of each software-installation record regroups the information entered in the **Software inst.** tab of the model upon which the installation is based.

Automating the creation of installations/utilizations

Creating installations/utilizations manually can prove to be tedious and unreliable:

- Tedious, because of the large numbers involved.
- Unreliable, because you rarely have control over what is installed.

The most effective and reliable way to represent the status of your installations/utilizations is to use automatic network inventory tools such as Network Discovery or Desktop Inventory.



Note:

You can, of course, use other inventory tools. You must make the required changes to the Connect-It scenarios and the AssetCenter Server modules for them to work with your inventory software.

Using such tools, you can identify the installations by computer and then transfer this information to the AssetCenter database.

Configure your environment to import the results from a Desktop Inventory database

- 1 Perform a software inventory using Desktop Inventory. Use the version specified in Connect-It Compatibility Matrix that ships with AssetCenter 4.4.
- 2 Install Connect-It in the version as provided with AssetCenter 4.4.
- 3 Start Connect-It.
- 4 Open the scenario **pdiac-swnorm.scn** (located in the **scenario\pdi\pdi<Desktop Inventory>version number>ac<AssetCenter version number>** sub-folder of the Connect-It installation folder) (File/ Open menu).

Example: **C:\Program**

Files\Peregrine\ConnectIt\scenario\pdi\pdi8ac44.

- 5 Configure the **Peregrine Desktop Inventory** connector (select the connector in the scenario scheme, shortcut menu **Configure connector**).

In the **Select a connection protocol** wizard page, select a connection protocol and then populate the related pages in the wizard.

- 6 Configure the **Asset Management** connector (select the connector in the scenario scheme, shortcut menu **Configure connector**).

Populate the **Define the connection parameters** page of the configuration wizard.

- 7 Save your modifications and then exit Connect-It.
- 8 Start AssetCenter Server.
- 9 Connect to the AssetCenter database (**File/Connect to database**).
- 10 Display the modules (**Tools/ Configure modules** menu).
- 11 Select the **Update the database with the results of the scanners (PDI)** (PdiAc) module.
- 12 Select the **Enabled** option.
- 13 Modify the **User data item** field as follows:

```
"$connectit_exedir$/conitsvc.exe" -once -wpplog '$connectit_exedir$/../
scenario/pdi/pdi8ac$version$/pdiaac.scn' -d:'Asset Management.SERVER'=$c
mx$ -dc:'Asset Management.LOGIN'=$login$ -dc:'Asset Management.TEXTPASS
WORD'=$pwd$
```

- Replace the number **8** with the version number of the installed software.
Example: **7** for Desktop Inventory version 7.3.
 - Replace **pdiaac.scn** with **pdiaac-swnorm.scn**
- 14 Define the triggering frequency of the **Update the database with the results of the scanners (PDI)** module (**Verification schedules** frame.)
 - 15 Save your modifications (**Modify** button).
 - 16 Exit AssetCenter Server.

Configure your environment to import the results from a database obtained with Network Discovery

- 1 Perform a software inventory using Network Discovery. Use the version specified in Connect-It Compatibility Matrix that ships with AssetCenter 4.4.
- 2 Install Connect-It in the version as provided with AssetCenter 4.4.
- 3 Start Connect-It.
- 4 Open the scenario **pndac.scn** (located in the **scenario\pnd\pnd<Network Discovery version number>ac<AssetCenter version number>scenario/pdi/pdi<Desktop Inventory version number>ac<AssetCenter version number>** sub-folder of the Connect-It installation folder) (**File/ Open** menu).
Example: **C:\Program Files\Peregrine\ConnectIt\scenario\pnd\pnd52ac44.**
- 5 Configure the **PND** connector (select the connector in the scenario scheme, shortcut menu **Configure connector**).
Populate the **Configure the database server connection** page.

- 6 Configure the **Asset Management** connector (select the connector in the scenario scheme, shortcut menu **Configure connector**).
Populate the **Define the connection parameters** page of the configuration wizard.
- 7 Save your modifications and exit Connect-It.
- 8 Start AssetCenter Server.
- 9 Connect to the AssetCenter database (**File/Connect to database**).
- 10 Display the modules (**Tools/ Configure modules** menu).
- 11 Add a new module (**New** button).
- 12 Populate the following fields:

Field	Value
Enabled	Yes
Name	PndAc
Description	Update the database with the results of the scanners (PND)
User data item	<pre>"\$connectit_exedir\$/conitsvc.exe" -once -w pplog '\$connectit_exedir\$/../scenario/pnd/ pnd<Network Discovery> version numberac\$ve rsion\$/pndac.scn' -d:'Asset Management.SER VER'=\$cnx\$ -dc:'Asset Management.LOGIN'=\$l ogin\$ -dc:'Asset Management.TEXTPASSWORD'= \$pwd\$</pre> <p>Important:</p> <p>Don't forget to replace <Network Discovery version number> with its value.</p> <p>Example: 52 for Network Discovery version 5.2.x.</p>

- 13 Define the triggering frequency of the **Update the database with the results of the scanners (PND)** module (**Verification schedules** frame.)
- 14 Validate the creation (**Create** button).
- 15 Exit AssetCenter Server.

Configure the **Model normalization (sysSam_ModelNorm)** group.

This group is used to assign workflow schemes from the **Model normalization: 'amInventModel' added** (sysSam_ExtModelNew) (► [Automatic mechanism triggered when a new record is created in the Inventoried models \(amInventModel\) table](#) [page 113]).

To define who can handle the workflow tasks:

- 1 Display the groups (**Portfolio/ Groups** menu).
- 2 Display the **Normalize models** group.
- 3 Populate at the least the following links:

Field or link	Comment
Supervisor (Supervisor)	The person designated by this link views the tasks created by the Model normalization: 'amInvent-Model' added workflow scheme.
Composition tab	
Members (Members)	The members of the group view the workflow schemes created by the Model normalization: 'amInventModel' added workflow.

Importing the Desktop Inventory or Network Discovery inventory database

Importing the inventory database

AssetCenter Server, when running in the background with the appropriate modules activated, automatically imports the information from the Desktop Inventory or Network Discovery inventory database.

What is imported from the inventory database

The inventory database contains all the inventoried computers.

To each inventoried computer is attached the components (screen, printer, etc.) and the identified software.

Result of the import in the AssetCenter database

A portfolio item is created for every computer, computer component and software item identified on the computer.

Let's now take a closer look at software.

For every inventoried software item:

- 1 Connect-It searches in AssetCenter if a record already exists in the **Inventoried models** (amInventModel) table for which the **Key** (InventoryKey) field is the concatenation of:
 - the string **PDI|**
 - the **applicationdata.application.versionid** field value from the inventory database record to import

If such a record is not found, Connect-It:

- Creates the record.
- Populates the **Temporary model** (ModelTmp) link with the unknown software installation model.



Note:

The unknown software installation model corresponds to the record in the **Model** (amModel) table whose **Barcode** (BarCode) field is set to **sysUNKNOWN_SOFT** and whose **Name** (Name) field equals **Unknown software installation**.

If it exists, Connect-It updates the record.



Note:

The line-of-business data from the **Software licenses** module populates the **Inventoried models** (amInventModel) table with the models corresponding to the version of Desktop Inventory given in the Connect-It compatibility matrix that ships with AssetCenter 4.4.

These temporary models are not associated to the records in the **Model** (amModel) table so that only the installation models that are available in your portfolio are created. The creation of models that corresponds to the inventoried models is automated ([► Automatic mechanism triggered when an existing record of the Inventoried models table is linked to a software installation for the first time](#) [page 114].)

2 Connect-It searches in the AssetCenter database if there already is a record in the **Portfolio items** (amPortfolio) table:

- Linked to a computer on which the software was identified
- Whose **Installation folder** (folder) field is set to the value of the **applicationdata.application.maindir** field of the record to import.
- Linked to the record in the **Inventoried Models** (amInventModel) table whose **Key** (InventoryKey) field results from the concatenation of the **PDI** string and the **applicationdata.application.versionid** field value.

If such a record is not found, Connect-It:

- Creates the record
- Populates the **Models** (amModel) link with the unknown software installation model.

**Note:**

The unknown software installation model corresponds to the record in the **Model** (amModel) table whose **Barcode** (BarCode) field is set to **sysUNKNOWN_SOFT** and whose **Name** (Name) field equals **Unknown software installation model**.

If it exists, Connect-It updates the record.

- 3 Connect-It creates or updates the record in the **Software installations or utilizations** (amSoftInstall) table which is automatically associated with the portfolio item.

Automatic mechanisms triggered by the import

Automatic mechanism triggered when a new record is created in the **Inventoried models** (amInventModel) table

When Connect-It adds a record to the **Inventoried models** table, the **Model normalization: 'amInventModel' added** (sysSam_ExtModelNew) workflow scheme is automatically launched.

This workflow creates a task assigned to the **Normalize models** (sysSam_ModelNorm) group.

This workflow task asks you to manually map the **Inventoried models** record to a **Model** (amModel) record.

To perform the workflow task:

- 1 Connect to the AssetCenter database (menu **File/ Connect to a database**) with the supervisor login or a **Model normalization** group member login.
- 2 Display the workflow tasks (**Tools/ Tasks in progress** menu).
- 3 Select the task.
- 4 Click the **Wizard** button.

AssetCenter launches the **Reconcile external software license models** (sysSamReconcExtModelWiz) wizard.

- 5 Populate the **Definitive model** link.
- 6 Click **OK**.

AssetCenter associates the record in the **Inventoried models** table with the record in the **Models** table.

This automatically triggers the **Normalize models: 'amInventModel' resolved** (sysSamExtModelEnd) workflow scheme.

This workflow scheme triggers the **Propagate reconciliation of external model** (SYS_RES_MOD_ACT01) action.

This action:

- a Searches all the portfolio items linked to the record in the **Inventoried models** table that was resolved.
- b Links every portfolio item that was found to the record in the **Models** table associated with the record in the **Inventoried models** table.

Automatic mechanism triggered when an existing record of the **Inventoried models** table is linked to a software installation for the first time

The **Model normalization: 'amPortfolio' modified** (sysSamExtModelSync) workflow is automatically launched in the following cases:

- When Connect-It creates a software installation associated with an existing record in the **Inventoried models** table that is not yet associated with a record in the **Models** (amModel) table.
- When Connect-It associates an existing software installation with an already existing record in the **Inventoried models** table that is not yet associated with a record in the **Models** (amModel) table.

This workflow scheme triggers the **Propagate reconciliation of external model** (SYS_RES_MOD_ACT01) action.

This action:

- 1 Creates a new record in the **Models** table using the following fields from the **Inventoried models** table:
 - **Brand** (BrandName)
 - **Model** (ModelName)
 - **Parent model** (ModelParent)

This model is linked to the nature as the parent model.

- 2 Links the software installation to a record in the **Models** table that was associated to the record in the **Inventoried Models** table.

Flagging software missing from the last computer inventory

This section explains how AssetCenter automates the flagging of software installations/utilizations missing from the last computer inventory.

This task is performed by the workflow **Detection of software missing from last scan** (BST_SAM20).

This workflow scheme is part of the line-of-business data of the **Software licenses** module.

Table 4.3. Inventory import - **Detection of software missing from last scan** workflow scheme

Events that trigger the workflow	Modification of the Computers (amComputer) table, Last software scan (dtSoftScan) field.
Execution conditions of the workflow scheme	No conditions
Is AssetCenter Server required to trigger and run the workflow scheme?	No
Simplified description of the workflow scheme	<p>The workflow scheme triggers the Missing software assignment (BstSamMissingSoftware) action.</p> <p>This action looks at each software installation/utilization associated with the computer. If the Inventory date (dtInvent) field of an installation/utilization is older than the Last software scan (dtSoftScan) of the computer, then the action updates the Assignment (seAssignment) field of the installation/utilization by setting it to Missing.</p>

Sending an automatic message when a unauthorized installation occurs

This section explains how to send an automatic notification when a user makes an unauthorized installation/ utilization.

This task is performed by the **Installation not authorized** (BST_SAM03) workflow scheme.

Main features of the **Installation not authorized** workflow scheme

This workflow scheme is part of the line-of-business data of the **Software licenses** module.

Table 4.4. License control - **Installation not authorized** workflow scheme

Events that trigger the workflow	Creation of a new installation/utilization
Execution conditions of the workflow scheme	PortfolioItem.Model.seAuthorization = 2
Is AssetCenter Server required to trigger and run the workflow scheme?	No

Simplified description of the workflow scheme	<p>A message is sent to the person designated by the Mail to administrator concerning unauthorized installation (BstSamUnauthinstallation_found) action.</p> <p>By default, this person corresponds to the record in the Departments and employees (amEmplDept) table for which the Name (Name) field is set to Admin.</p> <p>The message is sent to the address given in the EEmail (EEmail) field.</p>
---	---

Defining which installations/utilizations are not authorized

- 1 Display the models (**Portfolio/ Models** menu).
- 2 Display the model to not authorize.
- 3 Modify the following fields and links:

Field or link	Value
Software inst. tab	
Authorization (seAuthorization)	Non authorized

Selecting another recipient, changing the subject or body of the warning message

- 1 Display the actions (**Tools/ Actions/ Edit** menu).
- 2 Display the action **Mail to administrator concerning unauthorized installation** (BstSamUnauthinstallation_found).
- 3 Modify the following fields and links:

Field or link
Messaging tab
To (MsgTo)
Subject (Subject)
Message (memMsgText)

Defining the recipient address for the notification message

- 1 Display the employees (**Portfolio/ Departments and employees** menu).

- 2 Display the recipient of the action **Mail to administrator concerning unauthorized installation** (BstSamUnauthinstallation_found).
- 3 Modify the **EMail** (EMail) field.

Retiring an installation/utilization

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Create/Modify software licenses and installations** option.
- 3 Click **Next**.
- 4 In the **Software licenses and installations** page, click the **Remove licenses or installations from the portfolio** button.
- 5 This starts the **Retire portfolio items** (AstRetire) wizard.
Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons).
- 6 Validate all parameters (**Finish** button)
The wizard creates the request.
- 7 Exit the wizard (**OK** button).

Creating a license request

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Create/Modify software licenses and installations** option.
- 3 Click **Next**.
- 4 In the **Licenses and software installations** page, click the **Request new software licenses** button.
- 5 This starts the **Request software licenses** (sysSamCreateLicReq) wizard.
Populate the wizard according to your needs.
- 6 Validate all parameters (**Finish** button)
The wizard executes the defined tasks.
- 7 Exit the wizard (**OK** button).

Reconcile unknown installations

This task consists of associating inventoried models with a definitive model if this is not already the case.

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Create/Modify software licenses and installations** option.
- 3 Click **Next**.
- 4 In the **Licenses and software installations** page, click the **Reconcile unknown installations** button.
- 5 This starts the **Reconcile unknown installations with known software installations** (sysSamNormalizeModels) wizard.

Populate the wizard according to your needs.

- 6 Validate all parameters (**Finish** button)

The wizard associates the records in the **Inventoried models** table with the record in the **Models** table:

This automatically triggers the **Normalize models: 'amInventModel' resolved** (sysSamExtModelEnd) workflow scheme.

This workflow scheme triggers the **Propagate reconciliation of external model** (SYS_RES_MOD_ACT01) action.

This action:

- a Searches all the portfolio items linked to the record in the **Inventoried models** table that was resolved.
 - b Links every portfolio item that was found to the record in the **Models** table associated with the record in the **Inventoried models** table.
- 7 Exit the wizard (**OK** button).

Flagging installations as OEM installations

The purpose of this action is to flag installations that you may use without having to acquire a specific license.

Such installations are called "OEM" installations because the license is granted directly by the software provider to the vendor of the hardware you bought.

This is case, for example, when you purchase a computer: Computers often ship with pre-installed software that you may legally use without having to acquire a specific license separately.

Flagging consists of setting the **Installation type** (seType) field to **OEM installation** for OEM installations.

This enables you to exclude OEM installations from calculations made by the counters.

 **Warning:**

In order for OEM installations to be excluded from installation counts, you must modify the query associated with the **Scope of the installations or utilizations to be counted** (SoftInstQuery) link of the counter as appropriate.

For example, if the query that does not exclude OEM installations is:

```
Model.ModelRef = 'PC1 - PowerPoint - Installation'
```

change it to:

```
(Model.ModelRef = 'PC1 - PowerPoint - Installation') AND (SoftInstall.seType <> 2)
```

To flag an OEM installation:

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 Make sure that the current contract is the OEM contract to which you want to link the software installations.
- 3 In the **Manage software** page, select the **Create/Modify software licenses and installations** option.
- 4 Click **Next**.
- 5 In the **Licenses and software installations** page, click the **Flag OEM installations** button.
- 6 This starts the **Flag OEM installations** (sysSamFlagOEMInst) wizard. Populate the wizard according to your needs.
- 7 Validate all parameters (**Finish** button).
The wizard sets the **Installation type** (seType) field to **OEM installation** for the selected installations.
- 8 Exit the wizard (**OK** button).

Software control

Overview

Objectives of software control

Software control aims to check compliance:

- With software providers
- With your internal policies

Using software counters

Software control is achieved using the software counters.

The software counters are used to reconcile license rights/entitlements with installations/utilizations.

These counts can be grouped by records of a table of your choice (by employee or cost center, for instance).

Link between counters, licenses/entitlements, and installations/utilizations

The definition of counters is extremely flexible.

You can adapt them to:

- the way in which you describe licenses/entitlements and installations/utilizations (there are numerous different ways of doing this)
- the way in which you want to analyze the data (by employee, by site, etc.)



You can use the counters for other purposes than for software rights and installations/utilizations.

These guidelines for constructing counters do not cover all the different possibilities.

Main tables linked to counters

Figure 4.2. Software - tables linked to counters

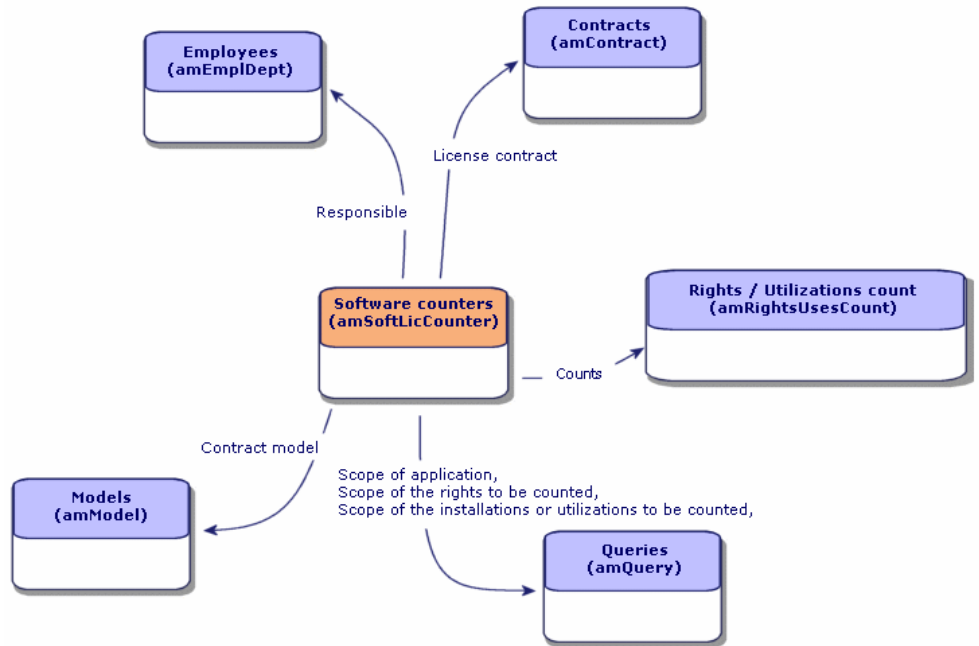


Figure 4.3. Software - tables involved in named entitlements

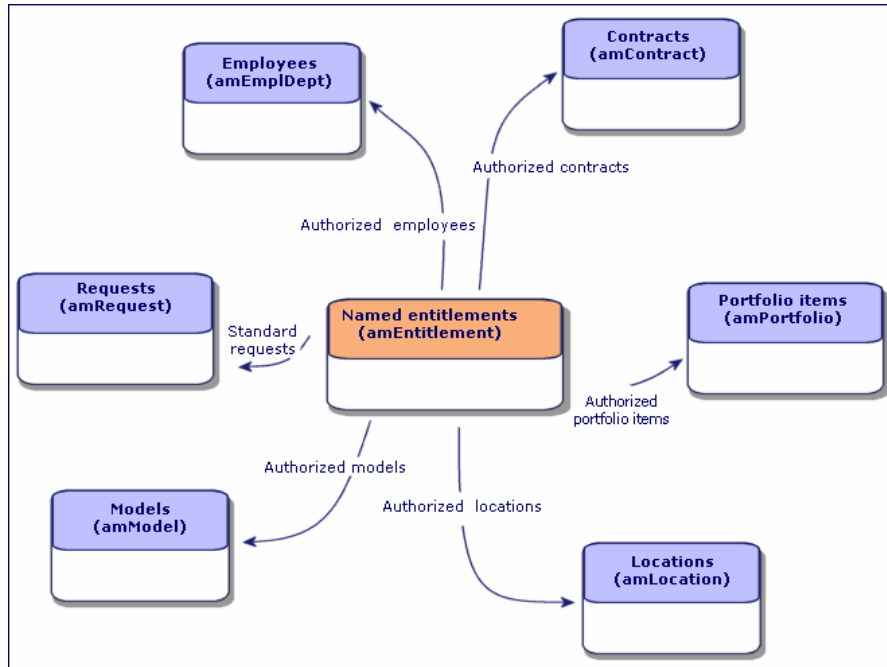
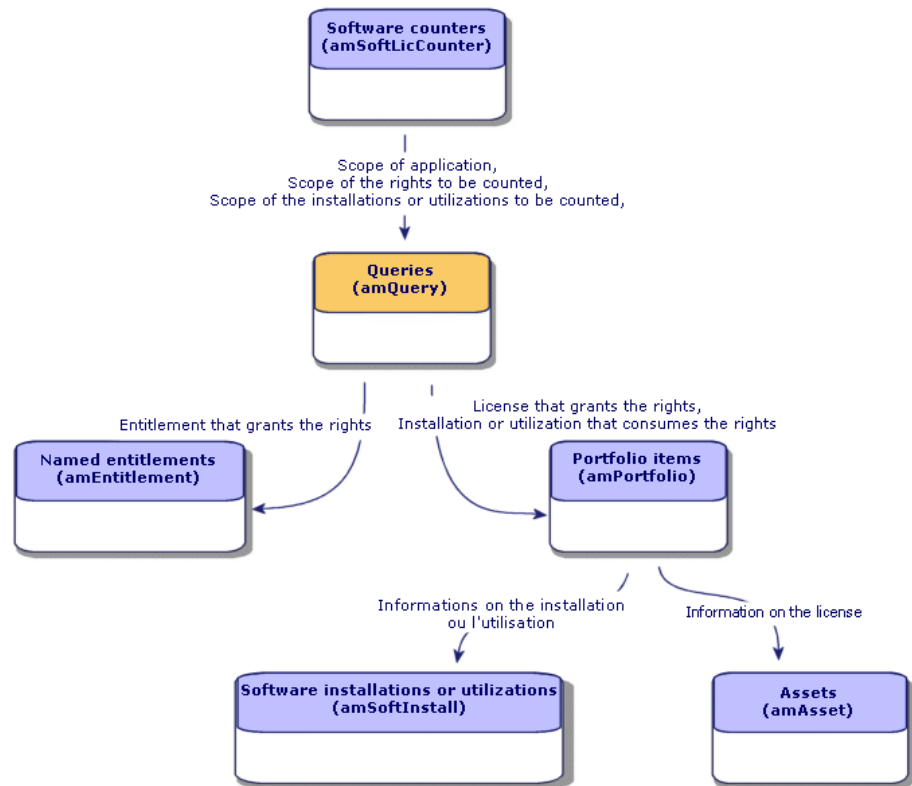


Figure 4.4. Software - link between counters, entitlements and portfolio items



You will notice that there is no direct link between the counters and the objects that are counted. Queries are used to establish this link.

This method greatly increases the flexibility of counters. However, it requires appropriate queries to be designed.

Creating software counters

Method 1: Create a simple counter using the Create a simple counter wizard

This section explains how to create a counter that compares licenses and installations linked to a given model. Licenses and installations are grouped by employees.

To create a simple counter:

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Reconcile software licenses** option.
- 3 Click **Next**.
- 4 In the **Manage contracts** page, click the **Create software reconciliation counters** button.
- 5 This starts the **Create a simple counter** wizard.
Populate the wizard according to your needs.
- 6 Validate your parameters (**Finish** button).
- 7 Exit the wizard (**OK** button).

Important:

The wizard prompts you to select a license model and an installation model.

However, these models themselves will not be used as the references for counting licenses and installations: The value of the **Technical ref.** field (ModelRef) is used for this.

All models whose **Technical ref.** field have the same values are used.

You must therefore make sure that this field is populated at the level of the license model and the installation model that you select.

Example of a license selection query generated by the wizard:

```
Model.ModelRef = 'PC1 - PowerPoint - Installation'
```

with the **Portfolio items** table (amPortfolio) used as the context.

Method: Create a complex counter using the **Create a counter (sysSamLauncher)** wizard

This section explains how to create a wide range of counters for licenses or entitlements. Model counters are used for reference.

Prerequisites

The **Create a counter** wizard requires counter templates to function.



Tip:

Several counter templates are included in the line-of-business data in the datakit specific to the **Software licenses** module.

(► [Managing software in your production database](#) [page 80].

To use the **Create a counter** wizard

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Reconcile software licenses** option.
- 3 Click **Next**.
- 4 In the **Manage contracts** page, click the **Create complex counters** button.
- 5 This starts the **Create a counter** wizard.
Populate the wizard according to your needs.
Validate the parameters of the counter (**Finish** button).

Method 3: Creating a counter directly

To create a counter directly:

- 1 Display the counters (**Software/ Counters** menu).
- 2 Click **New**.
- 3 Populate the top half of the detail, and in particular the following fields and links:
 - **Group by** (Context): Select the **Employees (amEmplDept)** table, for example, if you want the **Results** tab to display a count line per employee.
 - **Scope of application** (Definition): Create and select a query if you only want to take into account certain records in the table indicated in the **Group by** field.

- 4 Populate the **Rights** tab, and in particular the following fields and links:
 - **Rights counter context** (LicContext): Select the **Assets (amAsset)** table, for example, if you want to account for license rights.
 - **Scope of the rights to be counted** (LicQuery): Create and select a query to identify the records whose rights you want to count.
 - **Rights -> Group By link** (LicGroupBy): Specify the link from the table specified in the **Rights counter context** field to the table specified in the **Group by** field. For example, from the **Assets (amAsset)** table to the **Employees (amEmplDept)** table, the link can be **PortfolioItem.User**.
 - Populate also the lower part of the tab, which describes the calculation required to obtain the rights count.
- 5 Populate the **Installations/Utilizations** tab, and in particular the following fields and links:
 - **Installation/Utilization counter context** (InstContext): Select, for example, the **Software installations or utilizations (amSoftInstall)** table if you want to account for software installations.
 - **Scope of the installations or utilizations to be counted** (SoftInstQuery): Create and select a query to identify the records whose installations/utilizations you wish to count.
 - **Installations/Utilizations -> Group By link** (InstGroupBy): Specify the link from the table specified in the **Installation/Utilization counter context** field to the table specified in the **Group by** field. For example, from the **Software installations or utilizations (amSoftInstall)** table to the **Employees (amEmplDept)** table, the link can be **PortfolioItem.Parent.User**.
 - **Use metering information** (bUseMetering): Select this option if you want the Last Use date of the installations/utilizations to be taken into account by the counter (**Last use** field (dtLastUse) in the installations/utilizations detail).

**Note:**

The unused installations/utilizations are not removed from the installations/utilizations count in the following places:

- **General** tab of the counter, **Installations/Utilizations count** field (dSoftInstallCount)
- **Results** tab of the counter, **No of installations/utilizations** column

They are simply accounted for by the following fields:

- **General** tab of the counter, **Unused installations** field (dUnusedInstall)
 - **Results** tab of the counter, **Number of unused installations** field
-
- **Period of non use** (tsUnusedDuration): Specify the time after which an installation/utilization is considered no longer used.
 - **Definition of unused installations** (UnusedQuery): Create and select a query if you wish to restrict the list of records that may be considered as potentially no longer used.
 - Populate also the lower part of the tab, which describes the calculation required to obtain the installations/utilizations count.

6 Click **Create**.

Interesting reference fields

The information relating to licenses/entitlements and installations/utilizations is found in several places.

The following table suggests fields to be used in the counts:

Table 4.5. Software - counters: Useful fields for counts

Table	Field
Portfolio items (amPortfolio)	Quantity (fQty)
Software installations or utilizations (amSoft-Install)	Counts for (IUseCount)
Assets (amAsset)	Rights (ISoftLicUseRights)

The following table suggests fields to be used to identify utilizations and installations:

Table 4.6. Software - counters: Useful fields for identifying installations/utilizations

Table	Field
Natures (amNature)	Also create (seOverflowTbl)
	Name (Name)
Software installations (amSoftInstall)	Authorization (seAuthorization)
	Installation type (seType)
	Local/Remote (bLocal)
	Is a software suite component (bSuiteComponent)
Models (amModel)	Name (Name)
	System (SoftOS)
	Version level (VersionLevel)
	Technical ref. (ModelRef)

The following table suggests fields that can be used to identify licenses and entitlements:

Table 4.7. Software - counters: Useful fields for identifying licenses/entitlements

Table	Field
Natures (amNature)	License (bSoftLicense)
	Name (Name)
Assets (amAsset)	Installation date (dInstall)
	License type (seSoftLicType)
	Single/Multiple (seSoftLicMulti)
Models (amModel)	Name (Name)
	System (SoftOS)
	Version level (VersionLevel)
	Technical ref. (ModelRef)

Updating the results of a software counter

To update the results of a counter:

- 1 Display the counters (**Software/ Counters** menu).
- 2 Select the counter to update.
- 3 Click **Calculate**.

**Note:**

If you cannot see the **Calculate** button, it is because the counter is used as a template (the **Use as template** field (bType) is set to **Yes**).

**Note:**

The **Calculate** button starts the action **Refresh the software counter** (sysCoreSoftLicCountCalc). This is seamless for the user.

- 4 Display the **General** tab: The counts are summarized here.
- 5 Display the **Results** tab: One line is given per record in the group by table (**Group by** (Context) field) within the limits of the scope defined for the counter (**Scope of the rights to be counted** (Definition) field).

Periodical cleaning

Each time you click **Calculate**, you create a record in the **Rights / Utilizations count** table (amRightsUsesCount) for each line displayed in the **Results** tab.

The **Results** tab only shows the results of the last calculation made by clicking the **Calculate** button.

The previous results are not erased, however.

Using these results, you can track the evolution of licenses/entitlements and installations/utilizations and use them to create reports, for example.

We recommend that you periodically delete the records in the **Rights / Utilizations count** table that you no longer require, if the table becomes too large.

**Tip:**

The records that have been generated by the same calculation have the same values in the **Results identifier** (lResultId) and **Count date** (dtCountRequest) fields.

Recalculating all software counters

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Reconcile software licenses** option.

- 3 Click **Next**.
- 4 In the **Manage contracts** page, click the **Fix irregularities** button.
- 5 This starts the **Process software irregularities** (sysSamIdentifyIllegalInstall) wizard.
Recalculate (**Refresh the counter**) button.
This starts the **Recalculate rights and installations** (sysSamReCalcCounters) wizard.
- 6 Start the recalculation (**OK** button).
- 7 Exit the wizard (**Cancel** button).

Processing irregularities between installations/utilizations and licenses/entitlements

This section explains how to achieve software license compliance:

- Ordering missing license rights
 - Uninstalling the excess installation/utilizations
- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
 - 2 In the **Manage software** page, select the **Reconcile software licenses** option.
 - 3 Click **Next**.
 - 4 In the **Manage contracts** page, click the **Fix irregularities** button.
 - 5 This starts the **Process software irregularities** (sysSamIdentifyIllegalInstall) wizard.
Recalculate (**Refresh the counter**) button.
This starts the **Recalculate rights and installations** (sysSamReCalcCounters) wizard.
Start the recalculation (**OK** button).
Select the counter to examine.
Click **Next** and then follow the instructions in the wizard.
If you are short of license rights, the wizard enables you to make a license request or to uninstall the software.
 - 6 Validate the parameters (**Finish** button).
 - 7 Exit the wizard (**OK** button).

"Previous mode" software counters

In version 4.3.0 of AssetCenter, the counters have been fully overhauled. However, so that you can use the counters you have migrated from previous versions of AssetCenter as-is, "previous mode" counters are supported.

Accessing "previous mode" counters

- 1 Display the list of screens (**Administration/ List of screens** menu).
- 2 Click **Screen** on the list header.
- 3 Search for **Software counters (previous format)** (`sysOldamSoftLicCounter`).
- 4 Open this screen.

Information on "previous mode" counters

For information on the "previous mode", refer to the guide **AssetCenter 4.2.0 - Portfolio**, chapter **Software**, section **Software counters**.

Converting "previous mode" counters

When you migrate a database version earlier than 4.4, the counters are imported as-is.

You can carry on using them as they worked before.

If you wish to upgrade them, we recommend creating new counters using the old ones to guide you.

Sending an automatic message in case of license overrun

This section explains how to send automatic notification when software license rights are overrun.

This task is automatically performed by the **No more licenses available** (BST_SAM01) workflow scheme.

This workflow scheme is part of the line-of-business data of the **Software licenses** module.

The following is a description of this workflow scheme:

Table 4.8. License control - **No more licenses available** workflow scheme

Events that trigger the workflow	Creation of a new counter Or modification of one of following fields in the Counters (am-Counter) table: <ul style="list-style-type: none">■ No of rights (lLicUseRights)■ No of install. (lSoftInstallCount)■ Rights count (dLicUseRights)■ Installations/Utilizations count (dSoftInstallCount)
Execution conditions of the workflow scheme	(lSoftInstallCount > lLicUseRights) OR (dSoftInstallCount > dLicUseRights)
Is AssetCenter Server required to trigger and run the workflow scheme?	No
Simplified description of the workflow scheme	A message is sent to the person designated by the action Mail to administrator concerning licenses overrun (BstSamLicenses_exceeded). By default, this person corresponds to the record in the Departments and employees (amEmplDept) table for which the Name (Name) field is set to Admin . The message is sent to the address given in the EMail (EMail) field.

To select another recipient, modify the body or subject of the warning message:

- 1 Display the actions (**Tools/ Actions/ Edit** menu).
- 2 Display the action **Mail to administrator concerning licenses overrun** (BstSamLicenses_exceeded).
- 3 Modify the following fields and links:

Field or link
Messaging tab
To (MsgTo)
Subject (Subject)
Message (memMsgText)

To define the recipient address for the notification message:

- 1 Display the employees (**Portfolio/ Departments and employees** menu).
- 2 Display the recipient of the action **Mail to administrator concerning licenses overrun** (BstSamLicenses_exceeded).
- 3 Modify the **EMail** (EMail) field.

Verifying software counters periodically

This section explains how to automatically recalculate all the counters on a regular basis.

This task is performed by the **Periodic verification of licenses** (BST_SAM02) workflow.

Main features of the Periodic verification of licenses workflow scheme

This workflow scheme is part of the line-of-business data of the **Software licenses** module.

Table 4.9. License control - **Periodic verification of licenses** workflow scheme

Triggering of the workflow scheme	According to the frequency defined by the calendar of the initial event in the workflow scheme
Is AssetCenter Server required to trigger and run the workflow scheme?	Yes
Simplified description of the workflow scheme	The workflow scheme executes the action Calculate all software installations (BstSam-ComputeAllLicAndInstall), which recalculates all counters.

Configuring AssetCenter Server

AssetCenter Server tests whether the **Periodic verification of licenses** workflow should be triggered using the information given in the calendar of the initial event of the **Periodic verification of licenses** workflow scheme.

To make sure AssetCenter Server performs this task:

- 1 Start AssetCenter Server.
- 2 Connect to the AssetCenter database (**File/ Connect to database** menu).
- 3 Display the modules (**Tools/ Configure modules** menu).
- 4 Select the **Execute workflow rules for execution group 'SYS_SAM'** (WkGroupSYS_SAM) module.
- 5 Define the triggering calendar for the module (**Verification schedules** frame).

Executing AssetCenter Server as background task

AssetCenter Server must be executed as a background task in order for the **Execute workflow rules for execution group 'SYS_SAM'** module to be executed periodically.

Consequences of recalculating counters

When recalculating counters, the following fields in particular are updated:

Field
No of rights (lLicUseRights)
No of install. (lSoftInstallCount)
Rights count (dLicUseRights)
Installations/Utilizations count (dSoftInstallCount)

When one of these fields is modified, the **No more licenses available** (BST_SAM01) is triggered (► [Sending an automatic message in case of license overrun](#) [page 131]).

Software reports

Software dashboard

Displaying the dashboard

Method 1: Using the Manage software wizard (sysSamLauncher)

- a** Start the **Manage software** wizard (**Software/ Manage software** menu).
- b** In the **Manage software** page, select the **Create reports and charts** option.
- c** Click **Next**.
- d** In the **Create reports and charts** page, click the **General dashboard** button.

Method 2: Using the menus

Select the **Software/ Software dashboard**

Customizing the dashboard

To modify the list of reports that make up the dashboard:

- 1 Display the actions (**Tools/ Actions/ Edit** menu).
- 2 Select the action **Software dashboard** (BstSamDashBoard).
- 3 Select the **Statistics and reports** tab.
- 4 Modify the list of statistics and reports in the dashboard.
- 5 Save the modifications (**Modify** button).

Displaying a report on software

Method 1: Using the Manage software wizard (sysSamLauncher)

- 1 Start the **Manage software** wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Create reports and charts** option.
- 3 Click **Next**.
- 4 In the **Create reports and charts** page, click the button corresponding to the report of your choice.

Method 2: Using the menus

- 1 Display the reports (**Tools/ Reporting/ Reports** menu).
- 2 If the **Domain** column is not displayed in the list:
 - a Right click within the list.
 - b Select **Utilities/ Configure list** from the shortcut menu.
 - c Add the **Domain** (Domain) link to the columns in the list.
 - d Click **OK**.
- 3 Sort the list on the **Domain** column.
- 4 The reports belongs to the **Software licenses** module are identifiable by their paths **/Portfolio management/IT/Licenses/** and **/Portfolio management/IT/Reports/**.

Practical cases

General information and prerequisites

General information

The practical cases demonstrate how to manage software with AssetCenter.

Each practical case concentrates on a particular aspect of software control.

To ensure that the practical cases work correctly, make sure you carry out each step in full and follow the order shown. Only essential fields and links are mentioned. You may have a look at the other fields and links by yourself.

Prerequisites

To execute the practical cases, you must first:

- 1 Connect to the AssetCenter demonstration database using the **Admin** login (the corresponding password is empty).
- 2 Enable at least the **Portfolio**, **Software licenses**, **Procurement**, **Financials**, **Contracts** and **Administration** modules using the **File/ Activate modules** menu.

Practical case 1a: Create a simple counter for licenses and installations

Presentation

This simplified practical case aims to illustrate the basics of using counters.

Scenario of the practical case:

- The purpose is to examine how the **PowerPoint** application is deployed.
- User rights for **PowerPoint** are recorded as licenses called **PC1 - PowerPoint** in the Portfolio Items table.

Licenses are directly linked to the user.

- Installations of **PowerPoint** are recorded as installations called **PC1 - PowerPoint - Installation** in the Portfolio Items table.

Installations are directly linked to their users.

Each installation consumes 1 license right.

Main stages of the practical case:

- 1 Creating departments and users.
- 2 Creating a license, installation and computer natures.
- 3 Creating a license, installation and computer models.
- 4 Creating a portfolio item for the computer, the license and the installation.
- 5 Creating the counter.

Steps to carry out

Create the departments

- 1 Display the departments and employees (**Portfolio/ Departments and employees** menu).
- 2 Create the following records (+**Department** button, by populating the fields and links as shown in the following tables:

Field or link	Value
Name (Name)	PC1 - Marketing

Field or link	Value
Name (Name)	PC1 - Training

Create the employees

- 1 Display the departments and employees (**Portfolio/ Departments and employees** menu).
- 2 Create the following records (**New** button), by populating the fields and links as shown in the following tables:

Field or link	Value
Name (Name)	PC1 - Doe
Department (Parent)	PC1 - Marketing

Field or link	Value
Name (Name)	PC1 - Smith

Field or link	Value
Department (Parent)	PC1 - Training

Create the natures

- 1 Display the natures (**Portfolio/ Natures** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
Name (Name)	PC1 - Computer
Create (seBasis)	Portfolio item
Also create (seOverflowTbl)	Computers (amComputer)
Management constraint (seMgtConstraint)	Unique asset tag
Has software installed (bHasSoftInstall)	Yes

Field or link	Value
Name (Name)	PC1 - License
Create (seBasis)	Portfolio item
Also create (seOverflowTbl)	(No table)
Management constraint (seMgtConstraint)	Unique asset tag
License (bSoftLicense)	Yes

Field or link	Value
Name (Name)	PC1 - Installation
Create (seBasis)	Portfolio item
Also create (seOverflowTbl)	Software installations or utilizations (amSoftInstall)
Management constraint (seMgtConstraint)	Free

Create the models

- 1 Display the models (**Portfolio/ Models** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
Name (Name)	PC1 - Computer

Field or link	Value
Nature (Nature)	PC1 - Computer

Field or link	Value
Name (Name)	PC1 - PowerPoint - License
Nature (Nature)	PC1 - License
Technical ref. (ModelRef)	PC1 - PowerPoint - License

Field or link	Value
Name (Name)	PC1 - PowerPoint - Installation
Nature (Nature)	PC1 - Installation
Technical ref. (ModelRef)	PC1 - PowerPoint - Installation

Create the portfolio items

- 1 Display the portfolio items (**Portfolio/ Portfolio items** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
Model (Model)	PC1 - Computer
User (User)	PC1 - Doe

Field or link	Value
Model (Model)	PC1 - PowerPoint - License
User (User)	PC1 - Doe

Field or link	Value
Model (Model)	PC1 - PowerPoint - Installation
Quantity (fQty)	1
User (User)	PC1 - Doe

Create the counter

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Reconcile software licenses** option.
- 3 Click **Next**.

- 4 In the **Reconcile software licenses** page, click the **Create software reconciliation counters** button.
- 5 Populate the fields and links shown in the following table:

Field or link	Record
Define the elements of the counter page	
Model of the license	PC1 - PowerPoint - License
Model of the installation	PC1 - PowerPoint - Installation
Create the counter then calculate rights and utilizations	Select the option
Show counter results	Yes

- 6 Click **Finish**.
- 7 Close all windows.

Examine the counter created by the wizard

- 1 Display the counters (**Software/ Counters** menu).
- 2 Select the counter **Simple count of licenses and installations of PC1 - PowerPoint**.
- 3 Examine the top of the screen:
Group By (Context): This field is set to **Departments and employees (amEmplDept)** (which is the default value). You will see in [Practical case 1b: Take license points into account and restrict the scope to a given department \[page 141\]](#) what this field is used for and how it can be associated to the **Scope of application** (Definition) field.
- 4 Display the **General** tab: The counts are summarized here.
- 5 Display the **Results** tab: you will see one line for **PC1 - Doe**.
This person is in compliance: The installed software has 1 matching license right.
- 6 Display the **Rights** tab:
The wizard has created the query **PC1 licenses - PowerPoint - License**, which is used to identify those portfolio items whose model is **PC1 - PowerPoint - License**.
Rights-calculation mode (seLicCountMode) is set to **Simple count**: The counter does not take rights points into account.
- 7 Display the **Installations/Utilizations** tab:

The wizard creates the query **Installations PC1 - PowerPoint - License**, which is used to identify the portfolio items whose model is **PC1 - PowerPoint - Installation**.

Installations/Utilizations-calculation mode (selInstallCountMode) is set to **Simple count**: The counter does not take consumption of rights points into account.

Practical case 1b: Take license points into account and restrict the scope to a given department

Presentation

This simplified practical case aims to illustrate the principles of counters, when:

- One software installation counts for several utilization/installation points.
- A scope is defined to filter the records in the table selected by the **Group By** (Context) link.

The scenario of the practical case is identical to practical case 1a, except for the following points:

- Each **PowerPoint** installation consumes 2 points of the license rights.
- Installations are linked to the user's computer.
- For each user in the department **PC1 - Marketing**, the counter compares the license rights acquired for **PowerPoint** with declared installations.

Main stages of the practical case:

- 1 The Initial steps correspond to practical case 1a.
- 2 Modifying the link and the number of installation points.
- 3 Creating the counter.

Prerequisites

This practical case can only be carried out after practical case 1a has been carried out in full.

Steps to carry out

Modify the link and the number of license points

- 1 Display the portfolio items (**Portfolio/ Portfolio items** menu).

- 2 Select **PC1 - PowerPoint - Installation**.
- 3 Modify the record, by populating the fields and links as shown in the following table:

General tab	
Component of (Parent)	1 PC1 - Computer
Install. log. tab	
Nb of points (IUseCount) (Software Installation link)	2

Modifying the number of license rights

- 1 Display the portfolio items (**Portfolio/ Portfolio items** menu).
- 2 Select **PC1 - PowerPoint - License**.
- 3 Modify the record, by populating the fields and links as shown in the following table:

License tab	
Rights (ISoftLicUseRights)	1

Create the queries required by the counter

- 1 Display the queries (**Tools/ Queries** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
Used to only include employees in the marketing department.	
Name (Name)	PC1 - Employees of Marketing department
Table (TableName)	Departments and employees (amEmplDept)
Query (memQueryText)	Parent.FullName LIKE '/PC1 - Marketing/'

Field or link	Value
Used to identify the licenses.	
Name (Name)	PC1 - PowerPoint - Licenses
Table (TableName)	Portfolio items (amPortfolio)

Field or link	Value
	Used to identify the licenses.
Query (memQueryText)	Model.Name = 'PC1 - PowerPoint - License'

Field or link	Value
	Used to identify the installations.
Name (Name)	PC1 - PowerPoint - Installations
Table (TableName)	Software installations or utilizations (amSoftInstall)
Query (memQueryText)	PortfolioItem.Model.Name = 'PC1 - PowerPoint - Installation'

Creating the counter

- 1 Display the counters (**Software/ Counters** menu).
- 2 Create the following record, by populating the fields and links as shown in the following table:

Field or link	Record
Name (Name)	PC1b - PowerPoint installations in the Marketing department
Use as model (bType)	No
Group by (Context)	Departments and employees (amEmplDept)
Scope of application (Definition)	PC1 - Employees of Marketing department
Rights tab	
Rights counter context (LicContext)	Portfolio items (amPortfolio)
Scope of the rights to be counted (LicQuery)	PC1 - PowerPoint - Licenses
Rights -> Group By link (LicGroupBy)	User
Rights-calculation mode (seLicCountMode)	Points count
Installations/Utilizations tab	
Installation/Utilization counter context (InstContext)	Software installations or utilizations (amSoftInstall)
Scope of the installations or utilizations to be counted (SoftInstQuery)	PC1 - PowerPoint - Installations
Installations/Utilizations -> Group By link (InstGroupBy)	PortfolioItem.Parent.User
Using metering information (bUseMetering)	No

Field or link	Record
Installations/Utilizations-calculation mode (seln-stallCountMode)	Points count



Note:

The **Installations/Utilizations calculation formula** (InstCountSQL) field is given a new value:

```
SUM((PortfolioItem.fQty * lUseCount))
```

The **Rights calculation formula** (LicCountSQL) field is given a new value:

```
SUM((fQty * Asset.lSoftLicUseRights))
```

Updating the results of the counter

- 1 Display the counters (**Software/ Counters** menu).
- 2 Select the counter **PC1b - PowerPoint installations in the Marketing department**.
- 3 Click the **Calculate** button.
- 4 Display the **General** tab: The counts are summarized here.



Note:

The value of the **Utilizations/Installations count** (dSoftInstallCount) field becomes **2**, instead of **1** in practical case 1a.

- 5 Display the **Results** tab: you will see one line for **PC1 - Doe**, who is the only person kept within the scope.
You are not in compliance with the software publisher: The user only has one right but is using 2.

Practical case 1c: Internal assignment of rights

Presentation

This simplified practical case aims to illustrate the principles of counters that use named entitlements.
Scenario of the practical case:

- The purpose is to examine how **PowerPoint** is deployed with regard to the internal entitlement policy of the company.
- Internal user rights for **PowerPoint** are declared in the Named Entitlements table.
- Installations of **PowerPoint** are recorded as installations called **PC1 - PowerPoint - Installation** in the Portfolio Items table.
Installations are linked to the user's computer.
Each installation consumes 1 license right.
- For each user listed in the named entitlement **PC1c - Named user rights for PowerPoint**, the counter compares the user rights declared for **PowerPoint** with recorded installations.

Main stages of the practical case:

- 1 The initial steps are the same as in cases 1a and 1b.
- 2 Creating a named entitlement.
- 3 Creating the counter.

Prerequisites

This practical case can only be carried out after practical cases 1a and 1b have been carried out in full.

Steps to carry out

Creating the named entitlement

- 1 Display the named entitlements (**Portfolio/ Named entitlements** menu).
- 2 Create the following record, by populating the fields and links as shown in the following table:

Field or link	Value
Name (Name)	PC1c - Named user rights for PowerPoint
Entitled users tabs	
	PC1 - Doe
	PC1 - Smith

Create the queries required for the counter

- 1 Display the queries (**Tools/ Queries** menu).

- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value Used to select the employees concerned by the named entitlement.
Name (Name)	PC1c - Named user rights for PowerPoint
Table (TableName)	Departments and employees (amEmplDept)
Query (memQueryText)	IEmplDeptId IN (SELECT r.IEmplDeptId FROM amRelEmplEntitl r, amEntitlement e WHERE (r.IEntitlId = e.IEntitlId) AND (e.Name = 'PC1c - Named user rights for PowerPoint'))

Description of the query

- The **Table (TableName)** field is set to **Employees and departments (amEmplDept)**: The query returns records from the **Employees and departments (amEmplDept)** table.
- **IEmplDeptId IN (...)** is used to select the records whose **IEmplDeptId** field is in the table returned by the **IN (...)** condition.
- **SELECT r.IEmplDeptId FROM amRelEmplEntitl r, amEntitlement e WHERE (...)**: This clause enables you to select the records in the relation table **Entitlements of the employee (amRelEmplEntitl)** that match the **WHERE (...)** clause.
- **r.IEntitlId = e.IEntitlId**: First condition of the **WHERE (...)** clause. This condition is used to group the records from the **Entitlements of the employee (amRelEmplEntitl)** that belong to the same named entitlement (the entitlement identified by the **IEntitlId** field).
- **e.Name = 'PC1c - Named user rights for PowerPoint'**: Second condition of the **WHERE (...)** clause. This condition is used to select the record in the **Named entitlements (amEntitlement)** table whose **Name** field is set to **PC1c - Named user rights for PowerPoint**.
- Thus, the query returns the records in the **Employees** table linked to the named entitlement **PC1c - Named user rights for PowerPoint**.

Adapting the query to your needs

The counters that use named entitlements all use queries of this type. You can use the query defined in the practical case as the basis for other counters.

Possible adaptations:

- If the **Rights counter context** (LicContext) field is not set to **Employees and departments (amEmplDept)**: replace all occurrences of **lEmplDeptId** with the identifier of the table selected in the **Rights counter context** field.

Also replace **amRelEmplEntitl** with the SQL name of the appropriate relation table (**amRelEntitlLoc**, **amRelEntitlPortf**, **amRelEntitlContract** or **amRelModelEntitl**).

- Replace **PC1c - Named user rights for PowerPoint** by the name of the entitlement covering the rights.

Creating the counter

- 1 Display the counters (**Software/ Counters** menu).
- 2 Create the following record, by populating the fields and links as shown in the following table:

Field or link	Record
Name (Name)	PC1c - Named installations of PowerPoint
Use as model (bType)	No
Group by (Context)	Departments and employees (amEmplDept)
Rights tab	
Rights counter context (LicContext)	Departments and employees (amEmplDept)
Scope of the rights to be counted (LicQuery)	PC1c - Named user rights for PowerPoint
Rights -> Group By link (LicGroupBy)	Entitlement.EntitledEmpl
Rights-calculation mode (seLicCountMode)	Simple count
Installations/Utilizations tab	
Installation/Utilization counter context (InstContext)	Software installations or utilizations (amSoftInstall)
Scope of the installations or utilizations to be counted (SoftInstQuery)	PC1 - PowerPoint - Installations
Installations/Utilizations -> Group By link (InstGroupBy)	PortfolioItem.Parent.User
Use metering information	No
Installations/Utilizations-calculation mode (seInstallCountMode)	Simple count

Updating the results of the counter

- 1 Display the counters (**Software/ Counters** menu).
- 2 Select the counter **PC1c - Named installations of PowerPoint**.

- 3 Click the **Calculate** button.
- 4 Display the **General** tab: The counts are summarized here.
- 5 Display the **Results** tab: One line is given for **PC1 - Doe** and 1 for **PC1 - Smith**.
Both users are in compliance with your internal policy.
Only **PC1 - Doe** has used their corresponding right up.

Practical case 1d: Take into account effective software usage

Presentation

This simple practical case illustrates how the counters work when you take the effective usage of installations/utilizations into account.

The scenario is the same as in practical case 1b, except that the counter takes into account the effective usage of software.

Main stages of the practical case:

- 1 The initial steps are the same as in cases 1a and 1b.
- 2 Adding information on usage of the installation.
- 3 Creating the counter.

Prerequisites

This practical case can only be carried out after practical cases 1a and 1b have been carried out in full.

Steps to carry out

Populate usage information for the installation

- 1 Display the software installations (**Portfolio/ Software installations** menu).
- 2 Select **PC1 - PowerPoint - Installation**.
- 3 Modify the record, by populating the fields and links as shown in the following table:

Field	Value
Utilization tab	

Field	Value
Last use (dtLastUse)	Current date and time minus 2 months

Create the counter

- 1 Display the counters (**Software/ Counters** menu).
- 2 Create the following record, by populating the fields and links as shown in the following table:

Field or link	Record
Name (Name)	PC1d - PowerPoint installations in Marketing Department taking usage into account
Use as model (bType)	No
Group by (Context)	Departments and employees (amEmplDept)
Scope of application (Definition)	PC1 - Employees of Marketing department
Rights tab	
Rights counter context (LicContext)	Portfolio items (amPortfolio)
Scope of the rights to be counted (LicQuery)	PC1 - PowerPoint - Licenses
Rights -> Group By link (LicGroupBy)	User
Rights-calculation mode (seLicCountMode)	Points count
Installations/Utilizations tab	
Installation/Utilization counter context (InstContext)	Software installations or utilizations (amSoftInstall)
Scope of the installations or utilizations to be counted (SoftInstQuery)	PC1 - PowerPoint - Installations
Installations/Utilizations -> Group By link (InstGroupBy)	PortfolioItem.Parent.User
Using metering information (bUseMetering)	Yes
Period of non use (tsUnusedDuration)	30d
Installations/Utilizations-calculation mode (seInstCountMode)	Points count

Updating the results of the counter

- 1 Display the counters (**Software/ Counters** menu).
- 2 Select the counter **PC1d - PowerPoint installations in Marketing Department taking usage into account**.
- 3 Click the **Calculate** button.
- 4 Display the **General** tab: The counts are summarized here.

**Note:**

The **Utilizations/Installations count** field (dSoftInstallCount) is set to **2** as in practical case 1b, but the **Unused installation counts** field (dUnusedInstall) is now set to **2**.

- 5 Display the **Results** tab: There is a line for **PC1 - Doe**, as for practical case 1b. Looking at the installation points, these results show that you have overrun your license rights. However, Mr. **PC1 - Doe** is not making use of his installation. For this reason, you probably want to check whether this software is really of use, and if so, uninstall it.

Practical case 2: Microsoft Select contract

Presentation

This elaborate practical case demonstrates how to manage a Microsoft Select contract.

Reminders about Microsoft Select 6.0 contracts

- They are intended from medium to large-size companies.
- They are based around a target purchase volume over a period of three years. This target covers the total number of licenses that a company intends to purchase in any of the following product groups:
 - Application products
 - System products
 - Server products
- Within each of these groups, the company can organize its purchases to obtain the best rates.

As not all software has the same value, the Select program does not count licenses but uses a system of license points.

Additionally, it enables customers to copy software and use these copies automatically if the license points are available.
- There are four pricing levels, which are determined by purchase targets over three years, for each of the three product groups.
- You can opt for purchasing:

- The license only (L).
The license, L, entitles you install the full version of a software product.
- Software Assurance (SA).
The SA license entitles you to all updates (major, minor, service packs, patches, etc.) for the duration of the Select contract.
- The license plus Software Assurance (L+SA).

Basic information on the Microsoft Select contract in the practical case

- Start: January 1st, 2003
- End: December 31, 2006
- The main contract is a master contract between your company and Microsoft.
The master lease is linked to a blanket PO contract which covers acquisition of new licenses in the **Applications** pool. This contract defines in particular the number of points in volume targeted over the 3 year period (1500 points). This contract is also used as a reference for the acquisition of new licenses (which are acquired once and for all).
The blanket PO contract is linked to a maintenance contract that covers license assurance for the **Applications** pool.
- The company deploys applications within the contract: Excel and Project.
- Before the contract came into effect, the company owned 100 Excel licenses and 10 Project licenses.
The 100 Excel licenses will be covered by the Select Software Assurance.
The update of the 10 Project licenses is not covered by the Select contract.
- The company purchases 300 new Excel licenses including Select Software Assurance.
It also purchases 20 new Project licenses without Software Assurance.

Aspects we want to manage in the practical case

- Ascertain the acquired number of volume points and compare them to the contractual targets (commercial aspects of the contract).
Calculated fields are used to compare the targeted points with actual acquired points.
- Make sure the number of installations is in compliance with the number of authorized licenses.

A counter is used to compare installations with purchased licenses.

Main stages of the practical case

- 1 Creating the natures and models.
- 2 Creating the contracts.
- 3 Creating the portfolio items.
- 4 Creating the catalog references.
- 5 Creating the requests and orders.
- 6 Creating the calculated fields.
- 7 Creating the counter.

Steps to carry out

Create the natures

- 1 Display the natures (**Portfolio/ Natures** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
Name (Name)	PC2 - Computer
Create (seBasis)	Portfolio item
Also create (seOverflowTbl)	Computers (amComputer)
Management constraint (seMgtConstraint)	Unique asset tag
Has software installed (bHasSoftInstall)	Yes

Field or link	Value
Name (Name)	PC2 - License
Create (seBasis)	Portfolio item
Management constraint (seMgtConstraint)	Asset tag
License (bSoftLicense)	Yes

Field or link	Value
Name (Name)	PC2 - Installation
Create (seBasis)	Portfolio item
Also create (seOverflowTbl)	Software installations or utilizations (amSoftInstall)

Field or link	Value
Management constraint (seMgtConstraint)	Free

Field or link	Value
Name (Name)	PC2 - Blanket PO contract
Create (seBasis)	Contract
Contract type (seCntrType)	Blanket PO

Create the brands

- 1 Display the brands (**Portfolio/ Brands**).
- 2 Create the following records, by populating the fields and links as shown in the following table:

Field or link	Value
Name (Name)	Microsoft

Create the units for features

- 1 Display the units (**Administration/ Units**).
- 2 Create the following records, by populating the fields and links as shown in the following table:

Field or link	Value
Name (Name)	Points
Dimension (Dimension)	Count
Symbol (Symbol)	Pts
Conv. coeff. (fConv)	0

Create the features for models and contracts

- 1 Display the features (**Administration/ Features** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
	This feature to be associated with the license models is used to define the number of points obtained each time a license is purchased.
Label (TextLabel)	PC2SelectPointsL
Input tab	
Input type (seDataType)	Numeric
Unit (Unit)	Points

Field or link	Value
	This feature to be associated with the license models is used to define the number of Software Assurance points obtained each time a license is purchased during the third year of the contract (with less than one year of Software Assurance left).
Label (TextLabel)	PC2SelectPointsSA1
Input type (seDataType)	Numeric
Unit (Unit)	Points

Field or link	Value
	This feature to be associated with the license models is used to define the number of Software Assurance points obtained each time a license is purchased during the second year of the contract (with 1 to 2 years of Software Assurance left).
Label (TextLabel)	PC2SelectPointsSA2
Input tab	
Input type (seDataType)	Numeric
Unit (Unit)	Points

Field or link	Value
	This feature to be associated with the license models is used to define the number of Software Assurance points obtained each time a license is purchased during the first year of the contract (with 2 to 3 years of Software Assurance left).
Label (TextLabel)	PC2SelectPointsSA3
Input tab	
Input type (seDataType)	Numeric

Field or link	Value
	This feature to be associated with the license models is used to define the number of Software Assurance points obtained each time a license is purchased during the first year of the contract (with 2 to 3 years of Software Assurance left).
Unit (Unit)	Points

Field or link	Value
	This feature to be associated with the blanket PO contract for a given pool is used to define the points target.
Label (TextLabel)	PC2SelectPointsTarget
Input tab	
Input type (seDataType)	Numeric
Unit (Unit)	Points

Add the parameters to the features

- 1 Display the features (**Administration/ Features** menu).
- 2 Select the feature **PC2SelectPointsL**.
- 3 Display the **Parameters** tab.
- 4 Add a parameter (+ button).
- 5 Populate the fields and links shown in the following table:

Field or link	Value
Table (TableName)	amModel

- 6 Proceed in the same way for the features **PC2SelectPointsSA1**, **PC2SelectPointsSA2** and **PC2SelectPointsSA3**.
- 7 Select the feature **PC2SelectPointsTarget**.
- 8 Display the **Parameters** tab.
- 9 Add a parameter (+ button).
- 10 Populate the fields and links shown in the following table:

Field or link	Value
Table (TableName)	amContract

Create the models

- 1 Display the models (**Portfolio/ Models** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
Name (Name)	PC2 - Computer
Nature (Nature)	PC2 - Computer

Field or link	Value
Name (Name)	PC2 - Excel - License
Brand (Brand)	Microsoft
Nature (Nature)	PC2 - License
Features tab	
PC2SelectPointsL	1
PC2SelectPointsSA1	1
PC2SelectPointsSA2	1
PC2SelectPointsSA3	2

Field or link	Value
Name (Name)	PC2 - Project - License
Brand (Brand)	Microsoft
Nature (Nature)	PC2 - License
Features tab	
PC2SelectPointsL	4
PC2SelectPointsSA1	2
PC2SelectPointsSA2	4
PC2SelectPointsSA3	6

Field or link	Value
Name (Name)	PC2 - Microsoft Select - Pool
Brand (Brand)	Microsoft

Field or link	Value
Nature (Nature)	PC2 - Blanket PO contract

Field or link	Value
Name (Name)	PC2 - Excel - Installation
Brand (Brand)	Microsoft
Nature (Nature)	PC2 - Installation

Create the contracts

- 1 Display the contracts (**Contracts/ Contracts** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
	Main contract.
Reference (Ref)	PC2MSML
Purpose (Purpose)	PC2 - Microsoft Select - Master lease
Type (seType)	Master lease
Contract status (seStatus)	Active
General tab	
Nature of payments (sePayType)	None
Start (dStart)	2003/01/01
End (dEnd)	2006/12/31

Field or link	Value
	Blanket PO contact covering the acquisition of new licenses in the Applications pool.
Reference (Ref)	PC2MSA1
Purpose (Purpose)	PC2 - Microsoft Select - Applications - Acquisitions
Type (seType)	Blanket PO
Model (Model)	PC2 - Microsoft Select - Pool
General tab	
Attached to (Parent)	PC2MSML (PC2 - Microsoft Select - Master lease)
Nature of payments (sePayType)	None
Start (dStart)	2003/01/01
End (dEnd)	2006/12/31
Features tab	

Field or link	Value
	Blanket PO contact covering the acquisition of new licenses in the Applications pool.
PC2SelectPointsTarget	1500

Field or link	Value
	Maintenance contract covering Software Assurance for the licenses in the Applications pool.
Reference (Ref)	PC2MSA2
Purpose (Purpose)	PC2 - Microsoft Select - Applications - Assurance
Type (seType)	Maintenance
Contract status (seStatus)	Active
General tab	
Attached to (Parent)	PC2MSA1 (PC2 - Microsoft Select - Applications - Acquisitions)
Nature of payments (sePayType)	Rents
Start (dStart)	2003/01/01
End (dEnd)	2006/12/31

Create a cost center

- 1 Display the cost centers (**Finance/ Cost centers** menu).
- 2 Create the following records, by populating the fields and links as shown in the following table:

Field or link	Value
Label (Title)	PC2 - National Marketing

Create the portfolio items

- 1 Display the portfolio items (**Portfolio/ Portfolio items** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
	Excel licenses acquired before the start of the Select contract.
Model (Model)	PC2 - Excel - License
General tab	

Field or link	Value
	Excel licenses acquired before the start of the Select contract.
Quantity (fQty)	100
Cost center (CostCenter)	PC2 - National Marketing
License tab	
Rights (ISoftLicUseRights)	1

Field or link	Value
	Project licenses acquired before the start of the Select contract.
Model (Model)	PC2 - Project - License
General tab	
Quantity (fQty)	10
Cost center (CostCenter)	PC2 - National Marketing
License tab	
Rights (ISoftLicUseRights)	1

Field or link	Value
Model (Model)	PC2 - Computer
Cost center (CostCenter)	PC2 - National Marketing

Field or link	Value
	An Excel installation made before the start of the Select contract, and which will be covered by the Select Software Assurance.
Model (Model)	PC2 - Excel - Installation
General tab	
Quantity (fQty)	1
Component of (Parent)	PC2 - Computer
Software inst. tab	
No of points (IUseCount)	1

Create the supplier

- 1 Display the companies (**Portfolio/ Companies** menu).
- 2 Create the following records, by populating the fields and links as shown in the following table:

Field or link	Value
Name (Name)	Microsoft

Create the products

- 1 Display the products (**Procurement/ Products** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
Description (Description)	PC2 - Excel - License
Brand (Brand)	Microsoft
General tab	
Model (Model)	PC2 - Excel - License

Field or link	Value
Description (Description)	PC2 - Project - License
Brand (Brand)	Microsoft
General tab	
Model (Model)	PC2 - Project - License

Create the catalog

- 1 Display the catalogs (**Procurement/ Catalogs** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
Name (Name)	Microsoft
Distributors	Add a link to Microsoft

Create the references

- 1 Display the references (**Procurement/ References** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
Catalog (Catalog)	Microsoft
Product (CatProduct)	PC2 - Excel - License
Price (sysCoreCatRefPrice)	200

Field or link	Value
Catalog (Catalog)	Microsoft
Product (CatProduct)	PC2 - Project - License
Price (sysCoreCatRefPrice)	800

Create the license and assurance requests from the master lease

- 1 Display the requests (**Procurement/ Purchase requests** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:



Tip:

When the new request wizard is displayed, select **Create a new custom request** and then click **OK**.

Field or link	Value
Purpose (Purpose)	PC2 - License + Excel Software Assurance
Number (PONumber)	PC2-01

Field or link	Value
Purpose (Purpose)	PC2 - Project license
Number (PONumber)	PC2-02

Field or link	Value
Purpose (Purpose)	PC2 - Excel Assurance
Number (PONumber)	PC2-03

Create the request lines for the PC2-01 request

- 1 Display the requests (**Procurement/ Purchase requests** menu).
- 2 Select the request **PC2-01**.
- 3 Display the **Composition** tab.

- 4 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
Contract utilization (bCntrUtilization)	No
Quantity (fQty)	300
Reference (CatalogRef)	PC2 - Excel - License (Microsoft) - PC2 - Excel - License



Tip:

To be able to create the following line correctly, you must first have saved the inclusion of the first line at the level of the request using the **Modify** button.

Field or link	Value
Contract utilization (bCntrUtilization)	Yes
Quantity (fQty)	1
Icon to the right of the Contract requested (UsedReqLineCntr) field	Click
Drop-down list under the Quantity (fQty) field	Contract used
Field to the right of the drop-down list with the Used contract value	PC2MSA2 (PC2 - Microsoft Select - Applications - Assurance)
Port. item requested (UsedReqLineAsset)	300 PC2 - Excel - License

Create the request lines for the PC2-02 request

- 1 Display the requests (**Procurement/ Purchase requests** menu).
- 2 Select the request **PC2-02**.
- 3 Display the **Composition** tab.
- 4 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
Quantity (fQty)	20

Field or link	Value
Reference (CatalogRef)	PC2 - Project - License (Microsoft) - PC2 - Project - License

Create the request lines for the PC2-03 request

- 1 Display the requests (**Procurement/ Purchase requests** menu).
- 2 Select the request **PC2-03**.
- 3 Display the **Composition** tab.
- 4 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
Contract utilization (bCntrUtilization)	Yes
Quantity (fQty)	1
Icon to the right of the Contract requested (UsedReqLineCntr) field	Click
Drop-down list under the Quantity (fQty) field	Contract used
Field to the right of the drop-down list with the Used contract value	PC2MSA2 (PC2 - Microsoft Select - Applications - Assurance)
Icon to the right of the Port. item requested (UsedReqLineAsset) field	Click
Drop-down list under the drop-down list with the Used contract value	Asset used
Field to the right of the drop-down list with the Asset used value	Microsoft PC2 - Excel - License

Creating, issuing and receiving the orders PC2-01 and PC2-02

- 1 Display the requests (**Procurement/ Purchase requests** menu).
- 2 Select the request **PC2-01**.
- 3 Click **Quote**, and then **Finish**. Accept the proposed values as they are.
- 4 In the detail of the purchase order generated from the request:
 - a Populate the fields and links shown in the following table:

Field or link	Value
Number (PONumber)	PC2-01
General tab	

Field or link	Value
Sent (dtSent)	2003/03/31

- b** Display the **Composition** tab.
- c** Display the detail of the purchase order line.
- d** In the detail of the order line, display the **Allocation** tab.
- e** Populate the fields and links shown in the following table:

Field or link	Value
Cost center (CostCenter)	PC2 - National Marketing

- f** In the detail of the order line, display the **Financing** tab.
- g** Populate the fields and links shown in the following table:

Field or link	Value
On blanket PO (bUsesBlanketPO)	Yes
Blanket PO contract (BlanketPOCntr)	PC2MSA1 (PC2 - Microsoft Select - Applications)

- h** Click **Modify**.
- 5** Click **Issue**, and then **Finish**. Accept the proposed values as they are.
- 6** Click **Receive**, and then **Finish**. Accept the proposed values as they are. Click **OK**.
- 7** Examine the details of this portfolio item that was created during the reception of the purchase order.
- 8** Close all windows.
- 9** Display the requests (**Procurement/ Purchase requests** menu).
- 10** Select the request **PC0-02**.
- 11** Click **Quote**, and then **Finish**. Accept the proposed values as they are. Click **OK**.
- 12** Populate the fields and links shown in the following table:

Field or link	Value
Number (PONumber)	PC2-02
General tab	
Sent (dtSent)	2003/03/31

- 13** In the detail of the estimate generated from the request:
 - a** Display the **Composition** tab.

- b Display the detail of the purchase order line.
- c In the detail of the order line, display the **Allocation** tab.
- d Populate the fields and links shown in the following table:

Field or link	Value
Cost center (CostCenter)	PC2 - National Marketing

- e In the detail of the order line, display the **Financing** tab.
- f Populate the fields and links shown in the following table:

Field or link	Value
On blanket PO (bUsesBlanketPO)	Yes
Blanket PO contract (BlanketPOCntr)	PC2MSA1 (PC2 - Microsoft Select - Applications)

- g Click **Modify**, then **Close**.
- 14 At the level of the estimate that was created from the purchase request, click **Issue**, and then **Finish**. Accept the proposed values as they are. Click **OK**.
- 15 In the details of the purchase order that was created from the purchase request, click **Receive**, and then **Finish**. Accept the proposed values as they are. Click **OK**.
- 16 Examine the details of this portfolio item that was created during the reception of the purchase order.
- 17 Close all windows.

Execute the request PC2-03

- 1 Display the requests (**Procurement/ Purchase requests** menu).
- 2 Select the request **PC2-03**.
- 3 Set the **Req. status** field (seStatus) to **Validated**.
- 4 Click **Modify**.
- 5 Click **Execute**, and then **Finish**. Accept the proposed values as they are. Click **OK**.
- 6 Display the **Composition** tab.
- 7 Display the detail of the request line **Contract utilization**.
- 8 Click the magnifier to the right of the field set to **PC2 - Excel - License**.
- 9 Display the **Contracts** tab.

You will notice that the asset is linked to the contract **PC2MSA2 (PC2 - Microsoft Select - Applications - Assurance)**.

10 Close all windows.

Create the calculated fields for the points tracking

- 1 Display the calculated fields (**Administration/ Calculated fields** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:



Tip:

We recommend coping the scripts from **chm** of the documentation to AssetCenter.

Field or link	Value
TextLabel (Label)	PC2 - Select - License Points
SQLName (SQL name)	PC2L
TableName (Table)	Contracts (amContract)
seType (Field type)	Basic script
seDataType (Result type)	Numeric
Script (Calculated-field script)	RetVal = AmDbGetDouble("SELECT SUM(fQty * CatalogRef.CatProduct.Model.fv_PC2SelectPointsL) FROM amPOrdLine WHERE BlanketPOCntr = " & [ICntrId] & " AND POrder.dtSent >= #" & [dStart] & "#" AND POrder.dtSent <= #" & [dEnd] & "#")

Description of the script:

- **RetVal** =: The script returns a value.
- **AmDbGetDouble(...)**: The value returned is a double-precision number (8 bytes).
- **FROM amPOrdLine**: The query searches the **Order lines** table.
- **WHERE BlanketPOCntr = " & [ICntrId] & " AND POrder.dtSent >= #" & [dStart] & "#" AND POrder.dtSent <= #" & [dEnd] & "#"**: The records in the **Order lines** table must by linked to the contract by the **Blanket PO contract** (BlanketPOCntr), the order to which the order line belongs must have been issued (link to the **POrder.dtSent** field) after the start of the contract (**dStart** field) and before its end (**dEnd** field).
- **SUM(fQty * CatalogRef.CatProduct.Model.fv_PC2SelectPointsL)**: The query sums (**SUM(...)**) the feature values **fv_PC2SelectPointsL** associated with the product model of the catalog reference of the order line

(CatalogRef.CatProduct.Model.fv_PC2SelectPointsL link) for each order line selected by the **WHERE(...)** clause.

Field or link	Value
TextLabel (Label)	PC2 - Select - Assurance points
SQLName (SQL name)	PC2SA
TableName (Table)	Contracts (amContract)
seType (Field type)	Basic script
seDataType (Result type)	Numeric
Script (Calculated-field script)	<pre> RetVal = AmDbGetDouble("SELECT SUM(Asset.fTotalQty * Asset.Model.fv_PC2Select-PointsSA1) FROM amAstCntrDesc WHERE ICntrlId = " & [ICntrlId] & " AND dCntrlIncluded >= #" & (Year([dStart]) + 2) & "-" & Month([dStart]) & "-" & Day([dStart]) & "#" AND dCntrlIncluded < #" & (Year([dStart]) + 3) & "-" & Month([dStart]) & "-" & Day([dStart]) & "#") RetVal = RetVal + AmDbGetDouble("SELECT SUM(Asset.fTotalQty * Asset.Model.fv_PC2Select-PointsSA2) FROM amAstCntrDesc WHERE ICntrlId = " & [ICntrlId] & " AND dCntrlIncluded >= #" & (Year([dStart]) + 1) & "-" & Month([dStart]) & "-" & Day([dStart]) & "#" AND dCntrlIncluded < #" & (Year([dStart]) + 2) & "-" & Month([dStart]) & "-" & Day([dStart]) & "#") RetVal = RetVal + AmDbGetDouble("SELECT SUM(Asset.fTotalQty * Asset.Model.fv_PC2Select-PointsSA3) FROM amAstCntrDesc WHERE ICntrlId = " & [ICntrlId] & " AND dCntrlIncluded >= #" & (Year([dStart]) + 0) & "-" & Month([dStart]) & "-" & Day([dStart]) & "#" AND dCntrlIncluded < #" & (Year([dStart]) + 1) & "-" & Month([dStart]) & "-" & Day([dStart]) & "#") </pre>

Description of the first **RetVal** = of the script:

- **RetVal** =: The script returns a value.
For better readability, the calculation is performed in three parts, thus we have: **RetVal = RetVal + ...**
- **AmDbGetDouble(...)**: The value returned is a double-precision number (8 bytes).
- **FROM amAstCntrDesc**: The query searches the **Assets covered by contracts** table.

- **ICntrlId = " & [ICntrlId] & ": First condition of the **WHERE** clause.**

The assets covered by contracts must be linked to the current contract identified by the **ICntrlId** field.

- **dCntrlIncluded >= #" & (Year([dStart]) + 2) & "-" & Month([dStart]) & "-" & Day([dStart]) & "#**: Second condition of the **WHERE** clause.

The assets covered by contracts must have been included (**dCntrlIncluded** field) at least two years after the start of the contract.

The # character is used to delimit the reference date.

The reference date is reconstituted by concatenating the year, month and day of the start of the contract (**dStart** field).

We thus obtain a date with the format #YYYY-MM-DD#.

- **dCntrlIncluded < #" & (Year([dStart]) + 3) & "-" & Month([dStart]) & "-" & Day([dStart]) & "#**: Third condition of the **WHERE** clause.

The assets covered by contracts must have been included (**dCntrlIncluded** field) at least 3 years after the start of the contract.

- **SUM(Asset.fTotalQty * Asset.Model.fv_PC2SelectPointsSA3)**: The query sums the products of the **Total qty.** (fTotalQty) fields and the feature **PC2SelectPointsSA3** of the assets covered by contracts selected by the **WHERE** clause.

In effect, it is this feature that gives the number of Software Assurance points to be counted when the license is acquired during the first year of the contract, when there remains 2 to 3 years of Software Assurance.

Display the calculated fields and the feature of the contracts

- 1 Display the contracts (**Contracts/ Contracts** menu).
- 2 Right-click the list header.
- 3 Select **Utilities/ Configure list** from the shortcut menu.
- 4 Add the calculated fields **PC2 - Select - Assurance Points (PC2SA)** and **PC2 - Select - License Points (PC2L)**.
- 5 Click **OK**.
- 6 Examine the values you have added for the **PC2MSA1** and **PC2MSA2** contracts.

Create the queries required for the Excel counter

- 1 Display the queries (**Tools/ Queries** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Value
	Identification of the cost center for which we will account for license rights and installations.
Name (Name)	PC2 - Cost center 1
Table (TableName)	Cost centers (amCostCenter)
Query tab	
Query (memQueryText)	Title = 'PC2 - National Marketing'

Field or link	Value
	Identification of Excel licenses
Name (Name)	PC2 - Excel - Licenses
Table (TableName)	Portfolio items (amPortfolio)
Query tab	
Query (memQueryText)	Model.Name = 'PC2 - Excel - License'

Field or link	Value
	Identification of Excel licenses
Name (Name)	PC2 - Excel - Installations
Table (TableName)	Portfolio items (amPortfolio)
Query tab	
Query (memQueryText)	Model.Name = 'PC2 - Excel - Installation'

Create the Excel counter

- 1 Display the counters (**Software/ Counters** menu).
- 2 Create the following records, by populating the fields and links as shown in the following tables:

Field or link	Record
Name (Name)	PC2 - Excel - License control
Use as model (bType)	No
Group by (Context)	Cost centers (amCostCenter)
Scope of application (Definition)	PC2 - Cost center 1
License contract (Contract)	PC2MSA1 (PC2 - Microsoft Select - Applications - Acquisitions)
Rights tab	
Rights counter context (LicContext)	Portfolio items (amPortfolio)
Scope of the rights to be counted (LicQuery)	PC2 - Excel - Licenses
Rights -> Group By link (LicGroupBy)	CostCenter
Rights-calculation mode (seLicCountMode)	Count according to a calculation formula

Field or link	Record
Field for rights count (LicCountFormula)	SUM((fQty * Asset.ISoftLicUseRights))
Installations/Utilizations tab	
Installation/Utilization counter context (InstContext)	Portfolio items (amPortfolio)
Scope of the installations or utilizations to be counted (SoftInstQuery)	PC2 - Excel - Installations
Installations/Utilizations -> Group By link (InstGroupBy)	Parent.CostCenter
Installations/Utilizations-calculation mode (selfInstallCountMode)	Count according to a calculation formula
Installations/Utilizations calculation formula (InstCountSQL)	Countdistinct(IParentId)

- 3 Click the **Calculate** button.
- 4 Display the **General** tab: The counts are summarized here.
- 5 Display the **Results** tab: The counts are detailed here.

 **Note:**

You can create a counter for Project in the same way.

Practical case 3: validating a contract license

Presentation

This practical case leads you through the implementation of a full license contract validation procedure.

Scenario

Mr. **PC3 - Hawk**, MIS, wishes to establish a contract between his company and one its suppliers.

A contract of this sort must be validated from a budgetary standpoint by a group called **PC3 - Budgetary validation**. This group is lead by **PC3 - Azeman**, CFO, and includes Mr. **PC3 - Delmar**, an accountant.

If the contract is validated from a budgetary standpoint, it must also be validated from a legal standpoint by a group called **PC3 - Legal validation**. This group is lead by Mr. **PC3 - Delaney**, legal counsel, and includes Mr. **PC3 - Bertini**, a lawyer.

Validation can be given either by the group leader or by one of its members.

Main stages of the practical case

- 1 Creating the validators [page 171]
- 2 Creating the contract (Mr. PC3 - Hawk) [page 173]
- 3 Creating the validation groups [page 174]
- 4 Customize the Contract validation (sysSam_CNTR_APPR) workflow scheme [page 175]
- 5 Requesting validation (Mr. PC3 - Hawk) [page 176]
- 6 Refusing budgetary validation for the contract (Mr. PC3 - Azeman) [page 176]
- 7 Modifying the contract and resubmitting it for validation (Mr. PC3 - Hawk) [page 178]
- 8 Validating the contract from a budgetary standpoint (Mr. PC3 - Delmar) [page 178]
- 9 Accepting the contract from a legal standpoint (Mr. PC3 - Delaney) [page 179]
- 10 Keeping informed of the validation status (Mr. PC3 - Hawk) [page 179]

Steps to carry out

Creating the validators

- 1 Display the departments and employees (**Portfolio/ Departments and employees** menu).
- 2 Create the following records (**New** button), by populating the fields and links as shown in the following tables:

Field or link	Value
Name (Name)	PC3 - Azeman
Title (Title)	CFO
General tab	
EMail (EMail)	AM:azeman
Profile tab	
Login type (seLoginClass)	Floating
Status of the user account (seLoginStatus)	Active
Login (UserLogin)	azeman
Password (LoginPassword)	Leave empty.
Administration rights (bAdminRight)	Yes

Field or link	Value
Name (Name)	PC3 - Delmar

Field or link	Value
Title (Title)	Accountant
General tab	
EEmail (EMail)	AM:delmar
Profile tab	
Login type (seLoginClass)	Floating
Status of the user account (seLoginStatus)	Active
Login (UserLogin)	delmar
Password (LoginPassword)	Leave empty.
Administration rights (bAdminRight)	Yes

Field or link	Value
Name (Name)	PC3 - Bertini
Title (Title)	Legal counsel
General tab	
EEmail (EMail)	AM:bertini
Profile tab	
Login type (seLoginClass)	Floating
Status of the user account (seLoginStatus)	Active
Login (UserLogin)	bertini
Password (LoginPassword)	Leave empty.
Administration rights (bAdminRight)	Yes

Field or link	Value
Name (Name)	PC3 - Delaney
Title (Title)	Lawyer
General tab	
EEmail (EMail)	AM:delaney
Profile tab	
Login type (seLoginClass)	Floating
Status of the user account (seLoginStatus)	Active
Login (UserLogin)	delaney
Password (LoginPassword)	Leave empty.
Administration rights (bAdminRight)	Yes

Field or link	Value
Name (Name)	PC3 - Hawk
Title (Title)	CIO
General tab	
EEmail (EMail)	AM:hawk
Profile tab	

Field or link	Value
Login type (seLoginClass)	Floating
Status of the user account (seLoginStatus)	Active
Login (UserLogin)	hawk
Password (LoginPassword)	Leave empty.
Administration rights (bAdminRight)	Yes

- 3 Close the list of employees (**Close** button).

Creating the contract (Mr. PC3 - Hawk)

- 1 Connect to the database as **PC3 - Hawk**, CIO (**File/ Connect to database** menu):

Field	Value
Connection	Connection to the database in which you perform the practical case.
Login	hawk
Password	Leave empty.
Use integrated NT security	No

- 2 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 3 In the **Manage software** page, select the **Create/Modify software contracts** option.
- 4 Click **Next**.
- 5 In the **Manage contracts** page, click the **Create a new software contract (draft)** button.
This triggers the **Create a software contract (Draft)** (sysSamCreateSoftContract) wizard.
- 6 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons):

Field or link	Record
Create a software contract page	
From scratch	Yes
Contract type page	
Other	Yes
Define contract addendum page	Do not enter anything
Who is the reseller for this software contract page	Do not enter anything

Field or link	Record
Define vendor details page	Do not enter anything
Define reseller location page	Do not enter anything
General contract information page	
Internal contract reference (Ref)	PC3-001
Financial information page	
Payment type (nature)	10000
Define internal contacts page	
Supervisor	PC3 - Hawk
Key contractual terms and conditions page	Do not enter anything
Contract documentation and notes page	Do not enter anything
Summary page	
None	Yes

- 7 Validate all the parameters defined with the wizard (**Finish** button).
- 8 Exit the wizard (**OK** button).
- 9 Exit the wizard (**Finish** button).

Creating the validation groups

- 1 Display the groups (**Portfolio/ Groups** menu).
- 2 Create the following records (**New** button), by populating the fields and links as shown in the following tables:

Field or link	Value
Name (Name)	PC3 - Budgetary validation
Supervisor (Supervisor)	PC3 - Azeman
Bar code (code)	CNTRBUDGET-PC3
Composition tab	
Members (Members)	Add PC3 - Delmar.
Contracts tab	
Contracts (Contracts)	Add PC3 - 001.

Field or link	Value
Name (Name)	PC3 - Legal validation
Supervisor (Supervisor)	PC3 - Delaney
Bar code (code)	CNTRLEGA-PC3
Composition tab	
Members (Members)	Add PC3 - Bertini.
Contracts tab	

Field or link	Value
Contracts (Contracts)	Add PC3 - 001.

- 3 Close the list of groups (**Close** button).

Customize the **Contract validation (sysSam_CNTR_APPR)** workflow scheme

- 1 Display the workflow schemes (**Tools/ Workflow/ Workflow schemes** menu).
- 2 Select the **Contract validation (sysSam_CNTR_APPR)** scheme.
- 3 Display the **Activities** tab.
- 4 Delete the **Contract validation: Technical (SAM_APPR_CNTR_OPER)** activity (shortcut menu **Delete** on the **Contract validation: Technical** box).
- 5 Delete the **Contract validation: Financial (SAM_APPR_CNTR_FINA)** activity (shortcut menu **Delete** on the **Contract validation: Financial** box).
- 6 Delete the **Contract validation: Billing (SAM_APPR_CNTR_BILL)** activity (shortcut menu **Delete** on the **Contract validation: Billing** box).
- 7 Display the detail of the **Contract validation: Legal (SAM_APPR_CNTR_JURI)** activity (shortcut menu **Detail of activity** on the **Contract validation: Legal** box).
- 8 Display the **Parameters** tab.
- 9 Display the detail of the **Assignee** link (click on the magnifier)
- 10 Modify the following fields and links:

Field or link	Value
Context (ContextTable)	Contracts (amContract)
Type (seType)	Calculated group
Script (memScript)	<pre> Const STRJURI="CNTRJURI" RetVal=amDbGetLong("SELECT g.lGroupId FROM amRelEmplGrpCntr r, amEmplGrp g WHERE r. lGroupId=g.lGroupId AND r.lCntrId=" & [lCnt rId] & " AND g.BarCode LIKE ' " & STRJURI & "% ' ") if RetVal=0 Then RetVal=amDbGetLong("SELEC T lGroupId FROM amEmplGroup WHERE BarCode ='sysSam_CNTR_JURI' ") </pre>

- 11 Save the modifications (**Modify** button) and close the detail of the workflow role (**Close** button).
- 12 Close the detail of the activity (**Close** button).
- 13 Save the modifications (**Modify** button) and close the detail of the workflow scheme (**Close** button).

Requesting validation (Mr. PC3 - Hawk)

- 1 If not done so already, connect to the database as **PC3 - Hawk**, MIS (**File/ Connect to database** menu):

Field	Value
Connection	Connection to the database in which you perform the practical case.
Login	hawk
Password	Leave empty.
Use integrated NT security	No

- 2 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 3 Make sure that the current contract is **PC3-001**.
If this is not the case, select it (**Select a contract to work on** button).
- 4 In the **Manage software** page, select the **Create/Modify software contracts** option.
- 5 Click **Next**.
- 6 Click on the **Request validation for a contract** button.
This triggers the **Request contract validation** (sysSamReqContractApproval) wizard.
- 7 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons):

Field or link	Record
Request validation for a contract page	
Request contract validation	Yes

- 8 Validate all the parameters defined with the wizard (**Finish** button).
- 9 Exit the wizard (**OK** button).
- 10 Exit the wizard (**Finish** button).

Refusing budgetary validation for the contract (Mr. PC3 - Azeman)

- 1 Connect to the database as **PC3 - Azeman**, CFO (**File/ Connect to database** menu):

Field	Value
Connection	Connection to the database in which you perform the practical case.
Login	azeman
Password	Leave empty.
Use integrated NT security	No

- 2 AssetCenter displays the following message **You have unread messages. Do you want to read them now?**
- 3 Display the unread messages (**Yes** button).
This triggers the **Read messages** (sysCoreReadMsg) wizard.
- 4 Click **Next**.
The wizard displays a message to inform you that validation is pending for the contract.
- 5 Exit the wizard (**Finish** button).
- 6 Display the tasks in progress (**Tools/ Tasks in progress** menu).
- 7 Select the **Contract validation: Budget** task.
- 8 Refuse the contract (**Refuse the contract**, then **Modify**).
- 9 Close the list of tasks (**Close** button).
- 10 Connect to the database as **PC3 - Hawk**, CIO (**File/ Connect to database** menu):

Field	Value
Connection	Connection to the database in which you perform the practical case.
Login	hawk
Password	Leave empty.
Use integrated NT security	No

- 11 AssetCenter displays the following message **You have unread messages. Do you want to read them now?**
- 12 Display the unread messages (**Yes** button).
This triggers the **Read messages** (sysCoreReadMsg) wizard.
- 13 Click **Next**.
The wizard displays the detail of the message informing Mr. **PC3 - Hawk** that the contract has been refused and that the validation circuit may be started once more.
- 14 Exit the wizard (**Finish** button).

Modifying the contract and resubmitting it for validation (Mr. PC3 - Hawk)

- 1 Make sure that you are connected to the database as **PC3 - Hawk**.
- 2 Display the tasks in progress (**Tools/ Tasks in progress** menu).
- 3 Select the task **Refused contract to reprocess**.
- 4 Display the detail of the contract that has just been refused (**Detail** button).
- 5 Modify the fields and links shown in the following table:

Field or link	Value
General tab	
Init. payment (mlntPay)	3000

- 6 Save the modifications (**Modify** button).
- 7 Close the contract detail (**Close** button).
- 8 Restart the contract validation circuit (click **Yes**, then **Modify**).
- 9 Close the list of tasks (**Close** button).

Validating the contract from a budgetary standpoint (Mr. PC3 - Delmar)

- 1 Connect to the database as **PC3 - Delmar**, accountant (**File/ Connect to database** menu):

Field	Value
Connection	Connection to the database in which you perform the practical case.
Login	delmar
Password	Leave empty.
Use integrated NT security	No

- 2 AssetCenter does not inform you that there is a message because the **Contract validation** workflow scheme only sends a message to the validation group supervisor.
- 3 Display the tasks in progress (**Tools/ Tasks in progress** menu).



Note:

PC3 - Delmas is able to access the budgetary validation tasks as a member of the **PC3 - Budgetary validation** group.

- 4 Select the **Contract validation: Budget** task.
- 5 Accept the contract (Click **Validate the contract**, then **Modify**).

- 6 Close the list of tasks (**Close** button).

Accepting the contract from a legal standpoint (Mr. PC3 - Delaney)

- 1 Connect to the database as **PC3 - Delaney**, legal counsel (**File/ Connect to database** menu):

Field	Value
Connection	Connection to the database in which you perform the practical case.
Login	delaney
Password	Leave empty.
Use integrated NT security	No

- 2 AssetCenter displays the following message **You have unread messages. Do you want to read them now?**
- 3 Display the unread messages (**Yes** button).
This triggers the **Read messages** (sysCoreReadMsg) wizard.
- 4 Click **Next**.
The wizard displays a message to inform you that validation is pending for the contract.
- 5 Exit the wizard (**Finish** button).
- 6 Display the tasks in progress (**Tools/ Tasks in progress** menu).
- 7 Select the **Contract validation: Legal** task.
- 8 Accept the contract (Click **Validate the contract**, then **Modify**).
- 9 Close the list of tasks (**Close** button).

Keeping informed of the validation status (Mr. PC3 - Hawk)

- 1 Connect to the database as **PC3 - Hawk**, CIO (**File/ Connect to database** menu):

Field	Value
Connection	Connection to the database in which you perform the practical case.
Login	hawk
Password	Leave empty.

Field	Value
Use integrated NT security	No

- 2 AssetCenter displays the following message **You have unread messages. Do you want to read them now?**
- 3 Display the unread messages (**Yes** button).
This triggers the **Read messages** (sysCoreReadMsg) wizard.
- 4 Click **Next**.
The wizard displays the detail of the message informing you that the contract has been validated.
- 5 Exit the wizard (**Finish** button).
- 6 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 7 In the **Manage software** page, select the **Create/Modify software contracts** option.
- 8 Click **Next**.
- 9 Click on the **Contract validation progress** button.
This displays the progress status.
Consult the information available.
- 10 Close the progress status (**Close** button).
- 11 Exit the wizard (**Finish** button).

Practical case 4: creating a contract license

Presentation

This practical case explains how to create and modify a license contract.

Scenario

Mr. **PC4 - Seagul** is the MIS at his company's head office.

Mr. **PC4 - Seagul** acquires a license, **PC4 - PowerPoint**, off the global license agreement. He records this license in the AssetCenter database.

At a later stage, Mr. **PC4 - Seagul** signs a global license agreement, **PC4 - Microsoft license contract** with the company **PC4 - Microsoft**.

He creates the contract **PC4 - Microsoft license contract** in the database, then updates it. He also sets up an alarm for the end of term date in order to terminate the contract within the notice period.

Mr. **PC4 - Seagul** reincorporates the license **PC4 - PowerPoint** in the contract **PC4 - Microsoft license contract**, which is intended to a blanket contract.

Since the contract **PC4-001** is linked to a maintenance contract, Mr. **PC4 - Seagul** creates the maintenance contract in the AssetCenter database and links it to the contract **PC4 - Microsoft license contract**.

Main stages of the practical case

- 1 Creating the contract supervisor [page 182]
- 2 Creating the location of the company [page 182]
- 3 Creating the reseller for the PC4 - PowerPoint license [page 182]
- 4 Creating the nature of the PC4 - PowerPoint license [page 183]
- 5 Creating the model for the PC4 - PowerPoint license [page 183]
- 6 Creating the asset corresponding to the PC4 - PowerPoint license [page 183]
- 7 Creating the invoice associated to the PC4 - PowerPoint license [page 184]
- 8 Add a line to the invoice corresponding to the license PC4 - PowerPoint [page 184]
- 9 Creating a file representing the scan of the paper document signed with the supplier [page 184]
- 10 Connecting to the database as PC4 - Seagul [page 185]
- 11 Creating the contract [page 185]
- 12 Modifying the contract PC4-001 [page 186]
- 13 Examining the contract created and modified by the wizard [page 187]
- 14 Creating the action associated to the alarm on the end of contract date [page 188]
- 15 Associating an alarm with the end date [page 188]
- 16 Triggering the Verify alarms (Alarms) module in AssetCenter Server [page 189]
- 17 Reconnecting to the database as PC4 - Seagul [page 189]
- 18 Adding the license PC4 - PowerPoint - License to the contract PC4-001 [page 190]
- 19 Linking the invoice line of the license PC4 - PowerPoint - License to the contract PC4-001 [page 191]
- 20 Associating a maintenance contract with the contract PC4-001 [page 192]
- 21 Modifying the maintenance contract [page 193]

Steps to carry out

Creating the contract supervisor

- 1 Display the departments and employees (**Portfolio/ Departments and employees** menu).
- 2 Create the following record (**New** button), by populating the fields and links as shown in the following table:

Field or link	Value
Name (Name)	PC4 - Seagul
General tab	
EEmail (EMail)	AM:seagul
Profile tab	
Login type (seLoginClass)	Floating
Status of the user account (seLoginStatus)	Active
Login (UserLogin)	seagul
Password (LoginPassword)	Leave empty.
Administration rights (bAdminRight)	Yes

- 3 Close all windows.

Creating the location of the company

- 1 Display the locations (**Portfolio/ Locations** menu).
- 2 Create the following record (**New** button), by populating the fields and links as shown in the following table:

Field or link	Value
Name (Name)	PC4 - Headquarters
City (City)	PC4 - Paris

- 3 Close all windows.

Creating the reseller for the PC4 - PowerPoint license

- 1 Display the natures (**Portfolio/ Companies** menu).
- 2 Create the following record, by populating the fields and links as shown in the following table:

Field or link	Value
Name (Name)	PC4 - Microsoft

- 3 Close all windows.

Creating the nature of the PC4 - PowerPoint license

- 1 Display the natures (**Portfolio/ Natures** menu).
- 2 Create the following record, by populating the fields and links as shown in the following table:

Field or link	Value
Name (Name)	PC4 - License
Create (seBasis)	Portfolio item
Also create (seOverflowTbl)	(No table)
Management constraint (seMgtConstraint)	Unique asset tag
License (bSoftLicense)	Yes

- 3 Close all windows.

Creating the model for the PC4 - PowerPoint license

- 1 Display the models (**Portfolio/ Models** menu).
- 2 Create the following record, by populating the fields and links as shown in the following table:

Field or link	Value
Name (Name)	PC4 - PowerPoint - License
Nature (Nature)	PC4 - License

- 3 Close all windows.

Creating the asset corresponding to the PC4 - PowerPoint license

- 1 Display the assets (**Portfolio/ Assets and batches** menu).
- 2 Create the following record, by populating the fields and links as shown in the following table:

Field or link	Value
Model (Model)	PC4 - PowerPoint - License

Field or link	Value
Asset tag (AssetTag)	PC4-001

- 3 Close all windows.

Creating the invoice associated to the PC4 - PowerPoint license

- 1 Display the invoices (**Procurement/ Supplier invoices** menu).
- 2 Create the following record, by populating the fields and links as shown in the following table:

Field or link	Value
Number (InvoiceNumber)	PC4-001
Supplier (Supplier)	PC4 - Microsoft
Purpose (Purpose)	PC4 - PowerPoint - License
Invoice status (seStatus)	Paid

- 3 Leave the detail of the invoice displayed.

Add a line to the invoice corresponding to the license PC4 - PowerPoint

- 1 Make sure that the detail of the **PC4-001** invoice is displayed.
- 2 Select the **Composition** tab.
- 3 Add the following record (+ button), by populating the fields and links as shown in the following table:

Field or link	Value
Quantity (fQty)	1
Description (Description)	PC4 - PowerPoint - License

- 4 Add the line (**Add** button).
- 5 Modify the invoice (**Modify** button).
- 6 Close all windows.

Creating a file representing the scan of the paper document signed with the supplier

- 1 Start a text editor.
- 2 Enter the text:

This document represents the scanned paper document signed with the supplier.

- 3 Save this file as **C:\Temp\Contract.txt**.
- 4 Exit the text editor.

Connecting to the database as PC4 - Seagul

- 1 Connect to the database as **PC4 - Seagul** (**File/ Connect to database** menu):

Field	Value
Connection	Connection to the database in which you perform the practical case.
Login	seagul
Password	Leave empty.
Use integrated NT security	No

Creating the contract

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 In the **Manage software** page, select the **Create/Modify software contracts** option.
- 3 Click **Next**.
- 4 In the **Manage contracts** page, click the **Create a validated contract** button.
This triggers the **Create a software contract (Draft)** (sysSamCreateSoftContract) wizard.
- 5 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons):

Field or link	Record
Create a software contract page	
From scratch	Yes
Contract type page	
Select the type of contract to create	Microsoft
Microsoft contract page	
Contract number	PC4-MSNUM001
Define contract addendum page	Do not enter anything
Who is the reseller for this software contract page	
New supplier	No
Name	PC4 - Microsoft
Define vendor details page	

Field or link	Record
New contact	Yes
Reseller job-title	PC4 - Sales engineer
Family name	PC4 - Kramer
Define reseller location page	
New location	Yes
Location name	PC4 - French Subsidiary
City	PC4 - Paris
General contract information page	
Internal contract reference (Ref)	PC4-001
Object	PC4 - Microsoft license contract
Reseller reference	PC4-MSREF001
Start	01/01/2004
End	12/31/2004
Notice	60 days
Financial information page	
Nature of payments	None
Define internal contacts page	
Supervisor	PC4 - Seagul
Notification address	PC4 - Headquarters
Key contractual terms and conditions page	
Contract documentation and notes page	
Summary page	
Show a summary of the contract	Yes
Choose the step you wish to perform after creating the contract	None

- 6 Validate all the parameters defined with the wizard (**Finish** button).
The wizard creates the contract, the location of the supplier and the supplier contact.
- 7 Once you have taken a look at the report, you may close it.
- 8 Exit the wizard (**OK** button).
- 9 Exit the wizard (**Finish** button).

Modifying the contract PC4-001

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 Make sure that the current contract is **PC4-001**.
If this is not the case, select it (**Select a contract to work on** button).

- 3 In the **Manage software** page, select the **Create/Modify software contracts** option.
- 4 Click **Next**.
- 5 In the **Manage contracts** page, click the **Modify an existing contract** button. This triggers the **Create a software contract (Draft)** (sysSamCreateSoftContract) wizard.
- 6 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons):

Field or link	Record
Modify a software contract page	
How would you like to create your new contract?	Modifying the current contract PC4-001
Select the part of the contract you wish to modify page	
Select the part of the contract you want to modify	Add documents to the contract
Documents already linked to the contract page	Do not enter anything
Contract documentation and notes page	
Unique name of the document	PC4 - Contract with ISP
Path of document to keep with the contract	C:\Temp\Contract.txt
Category of the above document	PC4 - Scanned contract
Status of the above document	Validated
Click Add the document	
Summary page	
Show a summary of the contract	No
Choose the step you wish to perform after creating the contract	None

- 7 Validate all the parameters defined with the wizard (**Finish** button). The wizard adds the document to the contract.
- 8 Exit the wizard (**OK** button).
- 9 Exit the wizard (**Finish** button).

Examining the contract created and modified by the wizard

- 1 Display the contracts (**Contracts/ Contracts** menu).
- 2 Display the detail of the **PC4-001** contract.
- 3 Pay close attention to the following fields and links in particular:

Field or link	Value
Reference (Ref)	PC4-001

Field or link	Value
Type (seType)	The value License is automatically assigned by the wizard without having to select it.
Purpose (Purpose)	PC4 - Microsoft license contract
General tab	
Supervisor (Supervisor)	PC4 - Seagul
Nature (Nature)	Microsoft
Number (ContractNo)	PC4-MSREF001
Company (Company)	PC4 - Microsoft
Start (dStart)	01/01/2004
End (dEnd)	12/31/2004
Notice (tsNotice)	2 months
Contacts tab	
Notification address (NotiffAddress)	/PC4 - Headquarters/
Contact (Contact)	PC4 - Kramer
Documents tab	
	You will find the document you linked with the wizard.

- 4 Close all windows.

Creating the action associated to the alarm on the end of contract date

- 1 Display the alarms (**Tools/ Actions/ Edit** menu).
- 2 Create the following record (**New** button), by populating the fields and links as shown in the following table:

Field or link	Value
Name	PC4 - End of term alarm
Context	Contracts (amContract)
Type	Messaging
Messaging tab	
To	AM:seagul
Subject	Approaching end of term
Message	The contract [Ref] expires on [dEnd]. Notice period: [tsNotice]

- 3 Close all windows.

Associating an alarm with the end date

- 1 Display the contracts (**Contracts/ Contracts** menu).
- 2 Display the detail of the **PC4-001** contract.
- 3 Select the **General** tab.

- 4 Click the **Alarm** icon to the right of the **End** (dEnd) field.
- 5 Populate the fields and links shown in the following table:

Field or link	Value
Alarm on	Yes
Trigger	90
Action	PC4 - End of term alarm

- 6 Save the alarm (**OK** button).
- 7 Modify the contract (**Modify** button).
- 8 Close all windows.

Triggering the Verify alarms (Alarms) module in AssetCenter Server

- 1 Start AssetCenter Server (**Start/ Programs/ AssetCenter/ AssetCenter Server** menu in Windows).
- 2 Connect to the database as **Admin** (**File/ Connect to database** menu):

Field	Value
Connection	Connection to the database in which you perform the practical case.
Login	Admin
Password	Leave empty.
Use integrated NT security	No

- 3 Display the actions to trigger (**Action/ Trigger** menu).
- 4 Select the action **Verify alarms**.
- 5 Execute the selected action (**OK** button).
- 6 Exit AssetCenter Server (**File/ Exit** menu).

Reconnecting to the database as PC4 - Seagul

- 1 Enable the AssetCenter client.
- 2 Reconnect to the database as **PC4 - Seagul** (**File/ Connect to database** menu):

Field	Value
Connection	Connection to the database in which you perform the practical case.
Login	seagul
Password	Leave empty.

Field	Value
Use integrated NT security	No

AssetCenter displays the following message **You have unread messages. Do you want to read them now?**

- 3 Display the unread messages (**Yes** button).
This triggers the **Read messages** (sysCoreReadMsg) wizard.
- 4 Click **Next**.
The wizard displays the detail of the message informing you that a contract is approaching end of term.
- 5 Display the detail of the contract (**Referenced object** button).
- 6 Close the contract detail.
- 7 Exit the wizard (**Finish** button).

Adding the license **PC4 - PowerPoint - License** to the contract **PC4-001**

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 Make sure that the current contract is **PC4-001**.
If this is not the case, select it (**Select a contract to work on** button).
- 3 In the **Manage software** page, select the **Create/Modify software contracts** option.
- 4 Click **Next**.
- 5 In the **Manage contracts** page, click the **Add assets to an existing contract** button.
This starts the **Add assets to an existing contract** (Ast2Cntr) wizard.
- 6 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons):

Field or link	Record
Page PC4-001	
List of assets	Select the license PC4 - PowerPoint - License
Page PC4-001	
Date included	02/10/2004
Planned removal date	12/31/2004

- 7 Validate all the parameters defined with the wizard (**Finish** button).
The wizard adds the license **PC4 - PowerPoint - License** to the contract **PC4-001**.

- 8 Exit the wizard (**OK** button).
- 9 Exit the wizard (**Finish** button).
- 10 Display the contracts (**Contracts/ Contracts** menu).
- 11 Select **PC1-004**.
- 12 Pay close attention to the following fields and links in particular:

Field or link	Value
Assets tab	You will find the license PC4 - PowerPoint - License .

- 13 Close all windows.

Linking the invoice line of the license **PC4 - PowerPoint - License** to the contract **PC4-001**

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 Make sure that the current contract is **PC4-001**.
If this is not the case, select it (**Select a contract to work on** button).
- 3 In the **Manage software** page, select the **Create/Modify software contracts** option.
- 4 Click **Next**.
- 5 In the **Manage software** wizard page, click the **Link invoice lines to the contract** button.
This starts the **Link invoice lines to the contract** (sysSamLinkInvoices2Cntr) wizard.
- 6 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons):

Field or link	Record
Link invoice lines to the contract.. PC4-001 page	
Supplier invoices	Select the invoice PC4-001 PC4 - Microsoft
Invoice lines	Select the line PC4-001 1 PC4 - PowerPoint li-cense 1 0,00

- 7 Validate what you entered (**Finish** button).
This links the invoice line to the contract.
- 8 Exit the wizard (**OK** button).

- 9 Exit the wizard (**Finish** button).
- 10 Display the contracts (**Contracts/ Contracts** menu).
- 11 Select **PC1-004**.
- 12 Pay close attention to the following fields and links in particular:

Field or link	Value
Invoice lines tab	You will find the invoice line 1 PC4 - PowerPoint license 0,00 /PC4-001/ .

- 13 Close all windows.

Associating a maintenance contract with the contract PC4-001

- 1 Make sure that you are connected to the database as **PC3 - Seagul**.
- 2 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 3 Make sure that the current contract is **PC4-001**.
If this is not the case, select it (**Select a contract to work on** button).
- 4 In the **Manage software** page, select the **Create/Modify software contracts** option.
- 5 Click **Next**.
- 6 In the **Manage contracts** page, click the **Create a new maintenance contract** button.
This starts the **Create a contract** wizard (BstCntrCreateContract).
- 7 Populate the pages of the wizard as follows (navigate through the wizard pages using the **Next** and **Previous** buttons):

Field or link	Record
You are going to define an maintenance contract linked to software contract PC4-001 page	
Number	PC4-MAINT001
Object	Support and upgrades
Start	01/01/2004
End	12/31/2004
Linking assets to the maintenance contract	Yes
Link the assets to the contract page	
Date included	02/10/2004
Planned removal date	12/31/2004
List of assets	Select PC4 - PowerPoint - License

Field or link	Record
Create a contract page	
Supervisor	PC4 - Seagul
Notification address	PC4 - Headquarters
Create a contract page	Do not enter anything
Contract documentation and notes page	Do not enter anything
Summary page	
Display the contract detail	Yes

- 8 Validate all the parameters defined with the wizard (**Finish** button).
The wizard creates and displays the maintenance contract.
- 9 Pay close attention to the following fields and links in particular:

Field or link	Value
Type (seType)	The value Maintenance is automatically assigned by the wizard without having to select it.
Purpose (Purpose)	Support and upgrades
General tab	
Attached to (Parent)	The contract is automatically linked to the current contract PC4-001 (PC4 - Microsoft license contract) .
Supervisor (Supervisor)	PC4 - Seagul
Number (ContractNo)	PC4-MAINT001
Company (Company)	PC4 - Microsoft
Start (dStart)	01/01/2004
End (dEnd)	12/31/2004
Notice (tsNotice)	2 months
Contacts tab	
Notification address (NotiffAddress)	/PC4 - Headquarters/
Contact (Contact)	PC4 - Kramer
Assets tab	You will find PC4 - PowerPoint - License .

- 10 Close all windows.

Modifying the maintenance contract

- 1 Start the **Manage software** (sysSamLauncher) wizard (**Software/ Manage software** menu).
- 2 Make sure that the current contract is **PC4-001**.
If this is not the case, select it (**Select a contract to work on** button).

- 3 In the **Manage software** page, select the **Create/Modify software contracts** option.
- 4 Click **Next**.
- 5 In the **Manage contracts** page, click the **Modify a maintenance contract** button.
This displays the list of maintenance contracts associated with the current contract.
- 6 Select the contract **PC4-MAINT001**.
- 7 Modify the record, by populating the fields and links as shown in the following table:

Field or link	Value
General tab	
End (dEnd)	12/31/2005

- 8 Validate these modifications (**Modify** button).
- 9 Close all windows.



5 | Telephones

CHAPTER

Telephones in AssetCenter are considered as portfolio items. If you decide to manage them as assets, they can be recorded in the Telephones table.

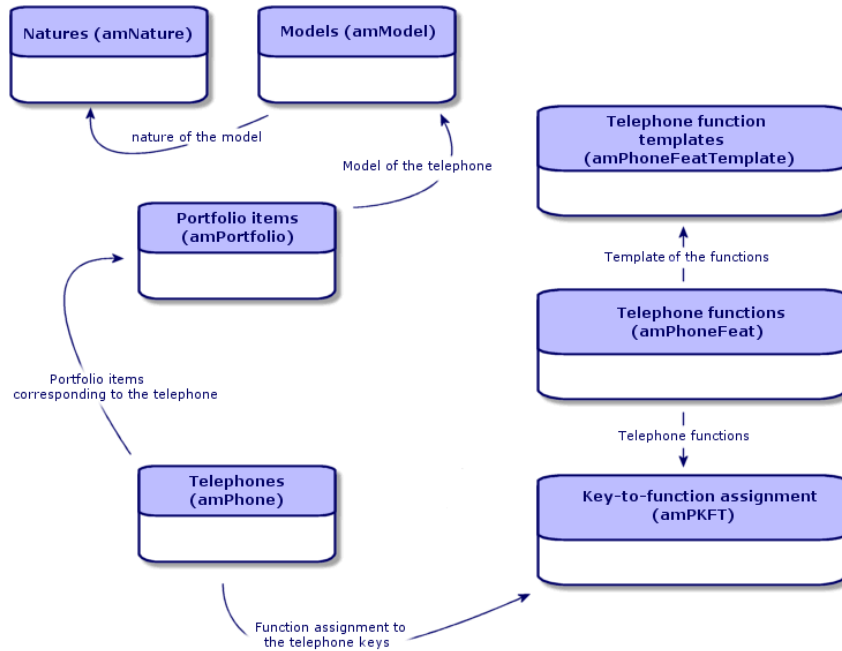
Telephones and functions

All of the management types can be used to describe telephones (► [Individualized management \(by asset\)](#) [page 16]).

In AssetCenter, the following tables are concerned by telephone management:

- The Natures table
In this table, you define the model of a portfolio item as being able to create a record in the Assets and Telephones tables.
- The Models table
In this table, you create the models of the portfolio items that are recorded in the Assets and Telephones tables.
- The Telephones table
This table contains all the records corresponding to telephones.
- The Assignments of functions to keys table
In this table, you associate functions with telephone keys.

- The Telephone function templates table
This table enables you to create telephone function templates.
- The Telephone functions table
This table enables you to see the telephone functions used by your company's telephone population.



Telephone management

Managing telephones in AssetCenter consists of:

- Recording them in the Telephones table.
- Associating certain functions with their keys.

To consult the detail of a record in the Telephones table, perform the following steps:

- Display the list of telephones via the **Portfolio/Telephones** menu.
- Select a record that corresponds to a telephone in the Assets table, then select the **Telephone** tab.

**Warning:**

If the **Telephone** tab does not appear in the detail of an asset, it means that the nature of its model does not indicate **Telephone** in its **Also create** field.

Creating telephones

To create a telephone:

- 1 Create a nature whose **Create** and **Also create** fields are set to **Portfolio item** and **Telephone**, respectively.
 - ▶ [Creating the nature for a portfolio item](#) [page 28]
- 2 Create a telephone model.
- 3 Create a record in the Assets table that corresponds to your telephone. This record automatically creates a record in the Telephones table.
- 4 Select the **Telephone** tab.
- 5 Enter the phone number and the extension of this telephone.
- 6 You can select the **Voice mail** and **Speaker phone** options depending on the specific functions of the telephone.
- 7 Populate the **Call forward to** link by indicating the telephone to which the call is forwarded to. This link points toward another record in the Telephones table.
- 8 In the **Call line ID** field, indicate the telephone's CLI (Command-line interface) number.
- 9 Click **Create** to confirm your creation.

Associating a function with a telephone key

Before you can associate a function with a telephone key, you must create a template of this function.

Creating function templates

To create a function:

- 1 Display the list of telephone function templates via the **Administration/ List of screens** menu.
- 2 Create the function template by populating the **Description** field.


Creating functions

To create a function:

- 1 Display the list of telephone functions via the **Administration/ List of screens** menu.
- 2 Click **New**.
- 3 Enter a value in the **Description** field.
- 4 Populate the **Template** link with the template of the telephone function that you previously created.
- 5 Select the **Toggle feature** if this function can be activated or deactivated from the codes that you indicate in the fields appearing in the selection of this option.
- 6 Select the **Identification required** option if the use of this function necessitates an identification code.

Associating a function with a telephone key

To associate a function with a telephone key:

- 1 Display the list of portfolio items (**Portfolio/Portfolio items**).
- 2 Select a record corresponding to a telephone.
- 3 Select the **Telephone** tab.
- 4 Select the **Functions** sub-tab.
- 5 Click .
- 6 In the **Starting key** field, indicate the number of the first key having a function on the telephone. In most cases, the first key is either 1 or 0. If the first key is a 0, the number of keys having functions on the telephone is equal to $n + 1$ the key 0.
If 0 is the first key on the telephone, the key 5 is in the 6th position on the telephone.
- 7 In the **Number of keys** field, indicate the number of keys with which you can associate functions. Don't forget to add 1 to this number of keys if 0 is indicated in the **Starting key** field.
- 8 Populate the **Function** link with the function that you want to associate with the telephone key.



6 Work orders and projects

CHAPTER

Portfolio items can be involved in work orders (maintenance) or can be included in projects that necessitate their use (need IT hardware for a long-term training session).

Work orders

A work order is an operation carried out on a portfolio item to resolve a problem: Service, user support, repair, relocation, etc.

To access the list of work orders, select **Work orders** from the **Portfolio** menu.

Work orders are described as a tree structure of work orders (or sub-tasks). You can assign as many sub-tasks to a work order as you like. A work order can be based on a work-order template. A template describes a generic work order or a standard procedure. The information defined in the template is copied over to the work order detail.

Sub-tasks are also work orders. They enable a work order to be divided up into elementary work orders. All sub-tasks must be performed for the work order to be complete.

The sub-task of a work order can be performed sequentially or simultaneously. The **Sequencing** field (SQL name: ISequenceNumber) enables you to specify the order of sub-tasks. This field has the following conditions attached to it:

- Two work orders with the same sequencing level can be executed in parallel.
- A lower number indicates a higher priority in performing the work order/sub-task.



Note:

The **Sequencing** field (SQL name: ISequenceNumber) is not linked to any automatic mechanisms in AssetCenter. It is used to give the user a more specific idea of the order in performing work orders.

Types of work orders

The **Type** field (SQL name: seType) in the **General** tab of the work order detail indicates the type of work order. This field is associated with a system-itemized list.

The fields in the **Tracking** tab in the work order detail vary according to the type of selected work order.

Internal maintenance

You can specify the technician and group in the **Technician** and **Group** fields (SQL name: Technician and EmplGroup) in the **Technician** sub-tab of the **Tracking** tab.

On-contract maintenance

In general, all work orders performed under contract are not invoiced.

- The **Contract** field in the **Technician** sub-tab of the **Tracking** tab enables you to select the contract associated with the work order. AssetCenter only displays contracts associated with the portfolio item concerning this work order.
- You can specify the technician and company in the **Technician** and **Company** fields (SQL names: Contact and Supplier) in the **Technician** sub-tab of the **Tracking** tab. If you populated the **Company** field before populating the **Technician** field, AssetCenter displays contacts from the selected company only.

Off-contract maintenance

These work orders are just that: work orders not covered by the existing maintenance contract or work orders concerning companies with which no contract has been signed. In general, these calls are invoiced.

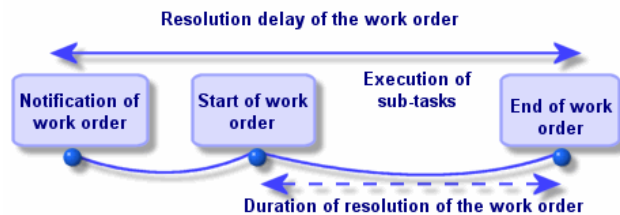
- If this is a work order not covered by an existing maintenance contract, you can specify the contract in the **Contract** field (SQL name: Contract) in the **Technician** sub-tab of the **Tracking** tab. AssetCenter displays the contracts associated with the asset only.
- You can specify the technician by indicating a person from the list of contacts for all third-party companies in the **Technician** field (SQL name: Contact) in the **Technician** sub-tab of the **Tracking** tab. If you populated the **Company** field (SQL name: Supplier), AssetCenter displays contacts from the selected company only.

Evolution of work orders

Life-cycle of a work order

The life-cycle of a work order is as follows:

Figure 6.1. Work order - Full cycle



Each step of this cycle occurs on or is scheduled for a given date. The transition to a given stage is reflected in the **Status** field (SQL name: seStatus).

Table 6.1. Work order - The different statuses


Stage	Status
Notification of work order	Notified

Stage	Status
Start of work order	In progress
End of work order	Closed

The detail screen of a work order and the **Scheduling** sub-tab of its **Tracking** tab specify the dates of the different stages: date of notification, planned start date, actual start date, etc.

Status of a work order and automatic mechanisms

The **Status** field (SQL name: seStatus) at the top of a work order specifies its status. This field is automatically calculated by AssetCenter according to the dates given in the **Scheduling** sub-tab of the **Tracking** tab of the work order slip or following an action performed by a user clicking one of the action buttons:

- By default, the status of the work order is: **Notified**.
- The status changes to **Scheduled** when the **Planned start** field (SQL name: dtSchedFixStart) is populated.
- The status changes to **In progress** in of the following cases:
 - The **Actual start** field (SQL name: dtActualFixStart) is populated.
 - The user clicks the  **Start** button.
 - The status of one of the work orders is **In progress**.
- The status of the work order changes to **Closed** in the following cases:
 - The **Cumulative labor hours** field (SQL name: tsCumulLaborHours) is populated.
 - The user clicks the **Close** button.
 - All the sub-work orders of a work order are **Closed**.

Tracking work orders

The **Tracking** tab in a work order detail enables you to accurately control the scheduling and performance of a work order.

This tab is divided into a series of sub-tabs.

- The **Technician** tab details, according to the work order type, the information concerning the person responsible for the work order.
- The **Sub-tasks** tab enables you to structure a work order hierarchically by dividing it into a series of sub-work orders. These can be performed in parallel or sequentially according to the value of the **Sequencing** field (SQL name: lSequenceNumber) for each of the sub-work orders.

- The **Scheduling** tab shows a schedule of the work order: Planned date of resolution, Actual date of resolution, date-third party maintenance called (in the case of an **On-contract maintenance** or **Off-contract maintenance** type contract). You can also select a business period calendar that will be used by AssetCenter in calculating dates and time limits linked to the work order.
- The **Close** tab details the information linked to the end of the work order.


Managing work orders

For ease of use, we recommend customizing the link associated with the **Asset** field in the Work Orders table and create a virtual hierarchy.

To customize the displaying of the link associated with the asset:

- 1 Right-click the **Asset** field
- 2 Select **Properties of link editor/ Group by/ Select a grouping**
- 3 In the window that is displayed, select the model associated with the asset (**Model** link).

Now the list of assets is displayed hierarchically according to the models associated with the assets.

- 1 When a problem is reported, create a work order report using one of two methods:
 - Display the list of work orders using the **Portfolio/ Work orders** menu and click **New**.
 - Or display the **Maint.** tab of the asset detail and then click the  button to add a service report.
- 2 Create the work order.
- 3 Technicians can find the work orders that concern them by displaying either a view or the work orders list with an appropriate filter (for example, a filter that combines criteria covering fields such as **Technician** (SQL name: Contact), **Company** (SQL name: Supplier), **Maint. provider #** (SQL name: MaintNumber), **Status** (SQL name: seStatus), **Priority** (SQL name: Priority)).
- 4 The administrator may regularly analyze the work in progress using views or filters:
 - Work orders that have not yet been scheduled: Status = **Notified**.
 - Late work orders: Status = **Scheduled** and the **Planned start** (SQL name: dtSchedFixStart) < today's date.
 - Ongoing work orders: Status = **In progress**.

- List of work orders whose status is **In progress** by technician, supplier, or contract.
- 5 The administrator may regularly analyze the work performed using views or filters:
- Difference between the scheduled duration and the actual duration.
 - Analysis of the time required to resolve the call.
 - Difference between the date of the call to the maintenance supplier and the first call date, compared to the first call delay specified in the contract.

Projects

A project lets you describe an operation concerning a group of assets and/or persons.

To create a project:

- 1 Use the **Portfolio/ Projects** menu to display the list of projects.
- 2 Create a new project by clicking **New**.
- 3 Fill in the fields in the **General** tab, especially the end of project date and if necessary an alarm 📍.
- 4 Use the **Assets** tab to add the assets used for the project.
- 5 Specify the employees concerned by the project in the **Employees** tab.
- 6 If you need to add other assets to the project at a later date, start either from the **Projects** tab in the details of the assets to be added, or from the **Assets** tab in the project detail.
- 7 Check the status of current projects regularly. Filters and views offer possibilities that make this easy. You can combine criteria concerning the **Start**, **End** and **Status** fields (SQL names: dStart, dEnd, and Status) to view projects that are underway, late, etc.



7 Adjusting items

CHAPTER

Adjusting items are records in the database that enable you to adjust one or more fields with other records.

Adjusting items and target items

An adjusting item adjusts a field of one or more target items. The adjusting items can be:

- Portfolio items
- Work orders
- Contracts
- Trainings
- Cables

Target items are items with a link to an adjusting item.

Example: The record of a monitor (**Adjusting item**) in the portfolio updates the number of monitors of the computer (**Target item**) to which it is attached.

The types of field adjustments are defined in the models of the adjusting items. There are three types of field adjustments:

- Addition

Example: Creating 256 MB memory module in the portfolio adds **256** to the **Memory** field of the computer to which it is installed.

- Subtraction

Example: Creating a 10-hour work order on an asset subtracts **10** from the **Duration** field in the first work order for the same asset.

- Replacement

Example: Creating a contract covering an asset replaces the previous contract that covered this asset.

The main tables concerned by the adjustment process are the:

- Natures table (amNature)

This table enables you to define the model of the adjusting item.

- Models table (amModel)

This table enables you to create the models of the adjusting items. Field adjustment types are defined for each one of these models.

- Field adjustment types table (amFieldAdjustTempl)

Each type of field adjustment contains the following information:

- The table of the adjusting item: Portfolio items, Work orders, Contracts, Trainings, Cables.

- The link of the adjusting item to the target item that triggers the adjustment.

Example: The action of linking the adjusting item to its parent item (a printer to a computer, for example).

- The field of the target item that must be modified.

The field can be one of the fields in the target item's record or it can be linked directly or indirectly to the record of the target item.

- A script indicating the adjusting value of the field.

- The table of adjusted fields (amFieldAdjustment).

The record of each adjusted field details:

- Its date of adjustment.

- Its value before the adjustment.

- Its value after the adjustment.

- The series of links that enable you to access it from the table of the target record.

- The table of adjustments (amAdjustment).

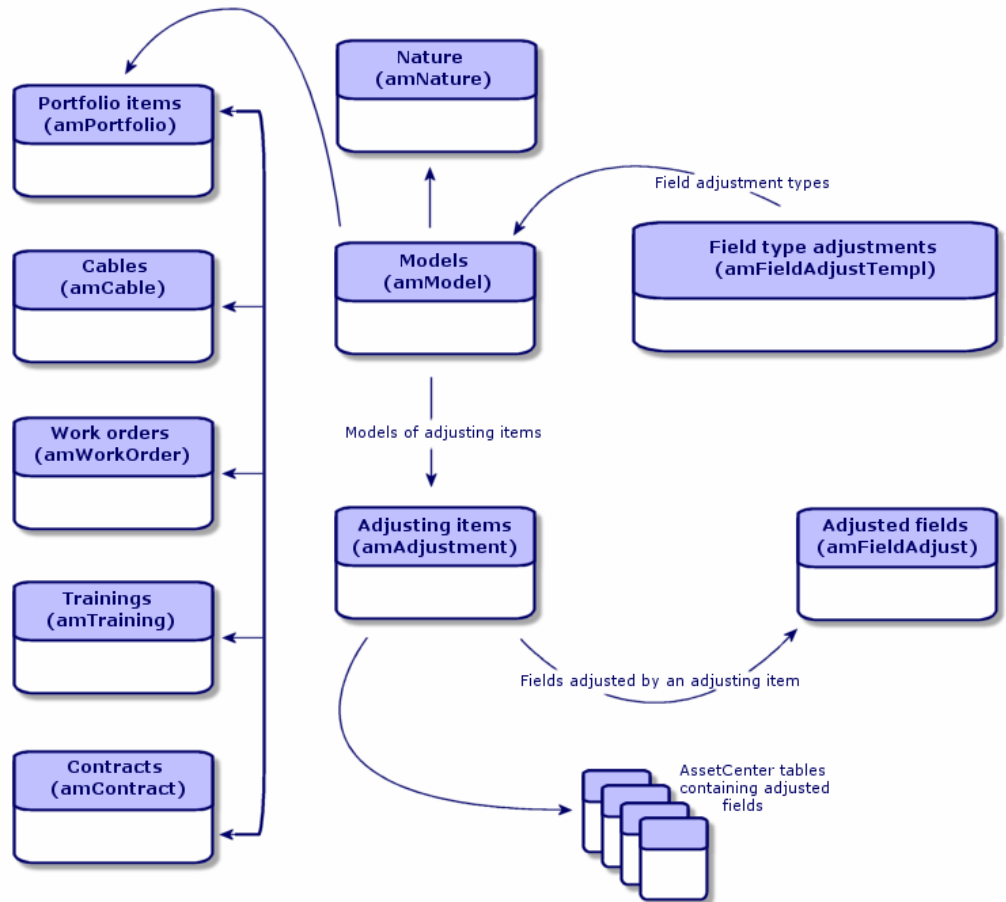
This table regroups all the adjusting items created in the database.

- The Portfolio items, Cables, Work orders, Trainings and Contracts tables.

These tables contain the records of items that can become adjusting items.

- All the AssetCenter tables.

These tables contain the target items of the adjustments. Via the use of direct or indirect links, the record of an adjustment item has the possibility of adjusting all the fields of all the tables in AssetCenter.



Using adjusting items

Adjusting a field using an adjusting item consists of:

- 1 Creating a model of an adjusting item.

- 2 Defining the field adjustment type in this model.
- 3 Creating the adjusting item.
- 4 Creating the link that triggers the adjustment of the field.

Creating the model of the adjusting item

► [Creating a portfolio item model](#) [page 30]




Note:

All the models are adjusting item models except those models whose nature creates nothing. (Make sure that the **Creates** field of the model's nature is not set to **Nothing**.)

Defining a field adjustment type

In order that an adjusting item can adjust a field, you must define an adjustment type for this field in its model. To define a field adjustment type:

- 1 Display the list of models (**Portfolio/Models**).
- 2 Select the model to adjust.
- 3 Select **Adjustments**.
- 4 Click .
- 5 In the **Target** field, specify
 - The link to the target item that will trigger the adjustment of the field.
 - The complete path (link or series of links) that indicates the field to adjust.

`Parent.Computer.LMemorySizeMb`

Example: For an adjusting item of the portfolio, you would enter for the **Target**:

Parent indicates the link that will trigger the adjustment. In this case, the action of linking the adjusting item to a parent record in the Portfolio items table: the target item.

Computer.LMemorySizeMb indicates the path leading to the **LMemorySizeMb** field: the field to adjust.

- 6 Choose a type of adjustment in the **Operation** field: Replacement, Addition, Subtraction.
- 7 Enter a script in the **Source** field, which returns the value of the adjustment.

```
RetVal = [Model.fv_memory_module]
```

Example: In the case of an addition, this script indicates that the value of the **fv_memory_module** field of the model of the adjusting item is added to the field to adjust.

- 8 Validate the creation of this field adjustment type by clicking **Add**.

Creating an adjusting item

- [Creating an asset](#) [page 33]

This section explains how to create a portfolio item corresponding to an asset.

To create adjusting items other than portfolio items, refer to the guides relating to those items. For example, see the **Contracts** guide if you want to create an adjusting contract.

Creating the link triggering the field adjustment

In order for a field to be adjusted, you must create the link specified in the field adjustment type.

If, for an adjusting portfolio item, the link triggering the adjustment is the **Component of link (Parent)**:

- 1 Select the adjusting item in the Portfolio items table.
- 2 Select the **General** tab.
- 3 Enter or create the **Component of link**.
- 4 Make sure that the field of the target item has been correctly adjusted.

Adjusting a field - Example

The following sections detail the steps of an example that enables you to adjust the **Memory** field. This field is in the record of a computer using an adjusting item, which corresponds to a 256 MB memory module.

This 256 MB of supplementary memory is added to the value of the computer's **Memory** field (**IMemorySizeMb**) of the computer as soon as the link between this computer and the memory module is created in the Portfolio items table.


Details of the example

Adjusting item	RAM_256 record of the Portfolio items table.
Target item	Adjusted_computer record of the Portfolio items table.
Field to adjust	The Memory field (IMemorySizeMb) of the Adjusted_computer record.
Type of adjustment	Addition of the RAM value to the computer's RAM.
Link triggering the adjustment.	The Component of link (Parent) between the RAM and the computer.


1 - Creating the target item

- 1 Display the list of natures via the **Portfolio/Natures** menu.
- 2 Click **New**.
- 3 Enter **Computer** in the **Name** field (**Name**).
- 4 Select **Computer** in the **Also create** field (**seOverflowTbl**).
Creating natures: ► [Creating a nature for computers](#) [page 59].
- 5 Click **Create**.
- 6 Display the list of models via the **Portfolio/Models** menu.
- 7 Click **New**.
- 8 Enter **Adjusted_computer** in the **Name** field (**Name**).
- 9 Select **Computer** for the **Nature** link (**Nature**).
Creating models: ► [Creating a computer model](#) [page 60].
- 10 Click **Create**.
- 11 Display the list of portfolio items (**Portfolio/Portfolio items**).
- 12 Click **New**.
- 13 Select **Adjusted_computer** for the **Model** link (**Model**).
- 14 Click **Create**.
Overflow tables: ► [Overflow tables](#) [page 18].
Creating computers: ► [Creating computers](#) [page 61].
Creating a portfolio item based on a computer model automatically creates a record in the Computers table.
- 15 Select the **Hardware** sub-tab of the **Computer** tab.
- 16 Populate the **Memory** field (IMemorySizeMb) with the value **256**.
- 17 Click **Modify**.

2 - Adding the memory_module feature to the Models table


- 1 Display the list of features via the **Administration/Features** menu.
- 2 Click **New**.
- 3 Enter the value **memory_module** in the **Title** field (**TextLabel**).
- 4 Select the **Input** tab.
- 5 Select **Numerical** in the **Input type** field (**seDataType**).
- 6 Click **Create**.
- 7 Select the **Parameters** tab.
- 8 Click .
- 9 Select **Models (amModel)** in the **Table** field (**TableName**).
- 10 Select the **Constraints** tab.
- 11 Select **Yes** for the **Available** field (**seAvailable**).
- 12 Click **Add**.
- 13 Wait for the list of features to appear.
- 14 Click **Modify**.


3 - Creating the adjusting item

- 1 Display the list of natures via the **Portfolio/Natures** menu.
- 2 Click **New**.
- 3 Enter **Adjustment** in the **Name** field (**Name**).
- 4 Verify that **Portfolio item** has been selected in the **Create** field (**seBasis**).
Creating natures: [Creating the nature for a portfolio item](#) [page 28].
- 5 Click **Create**.
- 6 Display the list of models via the **Portfolio/Models** menu.
- 7 Click **New**.
- 8 Enter **RAM_256** in the **Name** field (**Name**).
- 9 Select **Adjustment** for the **Nature** link (**Nature**).
- 10 Select the **Features** tab.
- 11 Click .
- 12 Select the **memory_module** feature (**fv_ram**) in the window that appears.
- 13 Click **OK**.
- 14 Assign this feature the value **256**.
- 15 Click **Create**.

- 16 Display the list of portfolio items (**Portfolio/Portfolio items**).
- 17 Click **New**.
- 18 Select **RAM_256** for the **Model** link (**Model**).
- 19 Validate this creation by clicking **Create**.

4 - Creating an adjustment type for the model of the adjusting item.

- 1 Display the list of models (**Portfolio/Models**).
- 2 Select the **RAM_256** model that you created in the previous step.
- 3 Select the **Adjustments** tab.
- 4 Click .
- 5 Enter **Parent.Computer.IMemorySizeMb** in the **Field to adjust** field (**TargetField**).

You can also use the button  to find this link to the **Memory** field (**IMemorySizeMb**) in the **Computers** table.

- 6 Enter **RetVal=[Model.fv_memory_module]** in the **Source** editable field (**memScript**).
- 7 Select **Addition** in the **Operation** field (**seOperation**).
- 8 Click **Add**.
- 9 Click **Modify**.

5 - Triggering the adjustment


- 1 Display the list of portfolio items (**Portfolio/Portfolio items**).
- 2 Select the **RAM_256** record.
- 3 Select the **General** tab.
- 4 Select the **Adjusted_computer** record for the **Component of** link.
- 5 Click **Modify**.

6 - Verifying the adjustment

- 1 Display the list of computers via the **Portfolio/Computers** menu.
- 2 Select the **Adjusted_computer** record.

- 3 Select the **Hardware** tab.
- 4 Make sure the **Memory** field (**IMemorySizeMb**) is set to **512** (256 + 256).

7 - Complete information about the adjusted field

- 1 Display the list of computers via the **Portfolio/Computers** menu.
- 2 Select the **Adjusted_computer** record.
- 3 Select the **Adjusted fields** tab.
- 4 Select the record corresponding to the **Memory** field (**IMemorySizeMb**).
- 5 Click  to obtain all the information on the adjusted field.
 - Date of adjustment.
 - Value of the field before adjustment
 - Etc.



8 Glossary

CHAPTER

This section proposes a glossary of terms used in portfolio management.



Note:

The terms do not appear in alphabetical order.

Portfolio items

Nature

A record in the Natures table determines the type of item a model can create. When you create a model, you must indicate its nature. The model is then based on this particular nature.

Natures are available for the following models:

- Portfolio items
- Work orders
- Contracts
- Trainings

- Cables

When you create a nature, you define certain parameters that will influence the models based on this nature. Example: Setting the nature's **Management constraint** field (seMgtConstraint) to **Free** enables you to create models of portfolio items that do not have records in the Assets table.

Model

A record in the Models table enables you to create records in the following tables:

- Portfolio items

The creation of a portfolio item is sometimes accompanied by the simultaneous creation of a record in one of the following overflow tables:

- Assets table
- Computers table
- Telephones table
- Software installations table

- Work orders

- Contracts

- Trainings

- Cables

When you create a portfolio item, you must specify the model on which it is based. The data entered for a model is automatically reproduced in the records of the portfolio items. Examples: the CPU type of a computer; the applicable tax rate; the length of a contract, etc.

The hierarchical structure of the Models table helps you organize your portfolio. We recommend that you create generic models that encompass more specific sub-models. Example: Printer/Laser printer/Laserjet printer 8000DN.

Portfolio item

Records in the Portfolio Items table are based on models from which they inherit the features. Depending on the importance of a portfolio item, a management constraint is chosen in the nature of the model on which the item is based. This constraint conditions whether a portfolio item is created as an asset, a batch or an untracked batch. Depending on the overflow table indicated in the nature

of the model, a record created in the Portfolio Items table also creates a record in one of the following tables:

- Assets table
- Computers table
- Telephones table
- Software installations table

Asset

A record in the Assets table corresponds to a portfolio item whose monetary value is high enough to necessitate individual tracking. In AssetCenter, each asset corresponds to two linked records: one in the Portfolio items table; the other in the Assets table. In order for the creation of a record in the Portfolio items table to create the simultaneous creation of a record in the Assets table, you must select the correct management constraint: In the nature of this portfolio item's model, you must set the **Management constraint** field (seMgtConstraint) to **Unique asset tag**.

While it is true that all assets are portfolio items, it is not true that all portfolio items are assets.

Overflow table

An overflow table holds records that were created there simultaneously when they were originally created in another table.

In AssetCenter, an overflow table can be specified in the nature of a portfolio item's model. According to this nature, the creation of a portfolio item's record in the Portfolio items table can be accompanied by the simultaneous creation of a record in one of the following overflow tables:

- Assets table
- Computers table
- Telephones table
- Software installations table

Batch

A batch is composed of several identical items whose quantity is expressed either in number of items (a batch of 100 chairs) or in a unit of measurement (a batch of one ton of sand). The creation of a batch means that two linked records will be created: one in the Portfolio items table; one in the Assets and batches table. In the portfolio, a batch can be divided between several locations, for example. Each division creates a second record, and the quantity of the divided batch is reduced by the number of items taken out to make the new batch. Example: Ten chairs from a batch of 100 chairs is relocated to another department. The quantity of this batch drops to 90 chairs, and a second batch record is created having a quantity of 10 chairs.

Untracked batch

An untracked batch is a batch that doesn't correspond to any records in the Assets and batches table. To create an untracked batch, its nature must have a free management constraint. Untracked batches are reserved for items of little value: supplies and consumables. As such, there is no tracking information associated with this kind of batch either. To turn an untracked batch into a tracked batch, you must create a corresponding link in the Assets and batches table (using the **Tag** button in the Portfolio items table).

Consumable

Consumables are portfolio items. When you select **Consumable** in the nature of a model, it indicates that the portfolio items based on this model are consumables.

Management constraint

The management constraint of a portfolio item is indicated in its nature. This constraint determines the use of an asset tag: A portfolio item that has an asset tag is automatically recorded in both the Portfolio items table and the Assets and batches table. A portfolio item without an asset tag is only recorded in the Portfolio items table.

Three management constraints are available:

- **Unique asset tag**
This management constraint is reserved for individual assets in your portfolio that will have a unique asset tag.
- **Asset tag**
This management constraint is reserved for tracked batches. An asset tag is assigned to this kind of batch when it's created. All sub-batches resulting from the division of this batch will also share the same asset tag. (They all correspond to the same record in the Assets and Batches table.)
- **Free**
This management constraint is reserved for untracked batches. No asset tags are assigned to this kind of batch upon its creation, nor do any records correspond to this portfolio item in the Assets and Batches table. The management constraint is free because you can, at any moment, assign an asset tag to an untracked batch to turn it into a tracked batch.

Management type

Three types of management types are available in AssetCenter:

- **Individualized management**
Used for assets. Each asset is tracked individually.
- **Collective management**
Used for batches. The items in the batch are not tracked individually in the Assets and Batches table, but instead they are tracked collectively. Example: The acquisition price of the batch does not correspond to each item in that batch, but to all the items in that batch.
- **Undifferentiated management**
Used for untracked batches. The items in the batch are only recorded in the Portfolio items table. However, you can decide to assign an asset tag to an untracked batch at any time so that it benefits from the tracking methods in place for tracked batches. You can even turn an untracked batch into an individual asset, if there is only one item in the batch.

Tracking

Each record in the Assets and Batches table benefits from triple-tracking:

- **Technical tracking**

Example: the hardware features of a computer.

- Financial tracking

Example: the depreciation type of an asset.

- Contractual tracking

Example: the maintenance contracts linked to a server.

Stock

A stock contains the items in your portfolio that have not yet been assigned.

AssetCenter enables you to assign rules to a stock that trigger automatic purchase requests in order to replenish that stock.

Assignment

The assignment of a portfolio item defines its status in your portfolio. In

AssetCenter, the different possible assignments are: **In use**, **In stock**, **Retired**, **Awaiting receipt**, **Return for maintenance**, **Return to supplier** or **Missing**.

Quantity

Quantities are reserved for describing portfolio items that are managed in batches. The quantity can be expressed in a unit of measurement (a batch of a ton of cement) or in a number of items (a batch of 100 chairs). From the model of a batch, you can create several batches, each differentiated by their quantities.

Software

Software installation/utilization

Software installations/utilizations are represented in the database by portfolio items.

When the software is physically installed on a computer, it can be declared as a component of the computer.

When the software does not require being physically installed, it can be associated with its user.

Software license

A software license is an asset that describes the user rights (number of possible installations, number of database accesses, etc).

Example: A license giving you the right to 1000 accesses to an AssetCenter database.

The contractual aspects of the license are described at the contract level.

License/Entitlement right

The software counters count off license rights/entitlements and compare them with counted installations/utilizations.

Software counter

A software counter is used to reconcile a rights count with an installations/utilizations count.

These counts can be grouped together (by user, by cost center, etc.).

A counter enables you to:

- Verify compliance with a software provider,
- Verify compliance with internal policies.

Counters can easily be used to count other things than software.

Named entitlements

Software counters count rights and installations/utilizations

For rights, it is often possible to use a simple query to identify the records to be used as the basis of the count (For example: All employees in the accounting department).

However, it is not always possible to define a simple query. (For example: When the records to be used do not have a common denominator).

In this case, we need to define a named entitlement in which the records to be selected are listed one by one.

Normalization of inventoried models

Normalizing inventoried models consists of mapping software installation models from inventory databases to a limited number of software installation models in AssetCenter.

Doing this provides you with a simple and effective way of organizing and structuring software installations.

ITIL

ITIL (Information Technology Infrastructure Library) is an IT service management methodology.

This methodology comprises a library of tried and tested best practices.

A number of organizations provides ITIL training and certification as well as consultancy services.

Projects

Project

A project concerns portfolio items and/or company employees. (Example: The division of one department into several departments). AssetCenter enables you to precisely track all your company's projects, and each one can use contracts or work orders.



9

References

CHAPTER

Menus and tabs

The **Portfolio** and **Software licenses** modules uses numerous menus. The following menus are all directly linked to the **Portfolio** and **Software licenses** modules:

Table 9.1. Menus and tabs in the **Portfolio** module - list

Sub-menu	Table that the menu accesses (label and SQL name)	Dedicated tabs, fields or links	Comments	Section of the guide to consult
File menu				
Activate modules	Does not apply.	Does not apply.	Enables you to activate or deactivate the Portfolio module; if your license file authorizes it.	Refer to the Tailoring guide, chapter Customizing a client workstation , section Activating the modules .
Portfolio menu				

Sub-menu	Table that the menu accesses (label and SQL name)	Dedicated tabs, fields or links	Comments	Section of the guide to consult
Portfolio items	Portfolio items (amPortfolio)	◆ All		Portfolio items [page 27]
Assets and batches	Assets (amAsset)	◆ All		Assets [page 32] Batches [page 36] Untracked batches [page 41]
Computers	Computers (am-Computer)	◆ All		IT portfolio [page 59]
Telephones	Telephones (am-Phone)	◆ All		Telephones [page 195]
Internal requests	Requests (amRequest)	◆ Replacements tab		Movements of portfolio items [page 48]
Natures	Natures (am-Nature)	◆ All		Natures [page 27]
Models	Models (amModel)	◆ All		Models [page 30]
Standard requests	Requests (amRequest)	◆ Replacements tab		Movements of portfolio items [page 48]
Brands	Brands (amBrand)	◆ All		Creating a portfolio item model [page 30]
Locations	Locations (am-Location)	◆ Portfolio tab		Description and tracking of portfolio items [page 21]
Departments and employees	Employees (amEmplDept)	◆ Portfolio tab		Main tables used in portfolio management [page 17]
Named entitlements	Named entitlements (amEntitlement)	◆ All		Method 2: Using the menus [page 105]
Projects	Projects (amProject)	◆ Assets tab		Projects [page 204]
Stocks	Stocks (amStock)	◆ All		Stocks [page 52]
Work orders	Work orders (am-WorkOrder)	◆ Consumption tab		Work orders [page 199]

Sub-menu	Table that the menu accesses (label and SQL name)	Dedicated tabs, fields or links	Comments	Section of the guide to consult
Procurement menu				
Purchase re-requests	Requests (amRequest)	<ul style="list-style-type: none"> ■ Replace-ments tab ■ Deliv. stock (stock) link 		Movements of portfolio items [page 48]
Purchase orders and estimates	Orders (amPOrder)	◆ Deliv. stock (stock) link		Stocks [page 52]
Receipt	Receiving slips (amReceipt)	◆ Stock (stock) link		Stocks [page 52]
Contracts menu				
Contracts	Contracts (amContract)	<ul style="list-style-type: none"> ■ Assets tab ■ Assets (leased) tab 		Assets linked to a contract [page 51]
Blanket purchase orders	Contracts (amContract)	<ul style="list-style-type: none"> ■ Assets tab ■ Assets (leased) tab 		Assets linked to a contract [page 51]
Master leases	Contracts (amContract)	<ul style="list-style-type: none"> ■ Assets tab ■ Assets (leased) tab 		Assets linked to a contract [page 51]
Lease schedules	Contracts (amContract)	<ul style="list-style-type: none"> ■ Assets tab ■ Assets (leased) tab 		Assets linked to a contract [page 51]
Returns - end of term	Return envelope (amReturnEnv)	◆ Assets tab		Assets linked to a contract [page 51]
Finance menu				
Fixed assets	Fixed assets (amFixedAsset)	◆ Assets tab		Financial tracking of assets [page 43]
Tools menu				
Actions/ Edit	Actions (amAction)	Does not apply.		Refer to the User interface guide, chapter Reference information , section Actions .

Sub-menu	Table that the menu accesses (label and SQL name)	Dedicated tabs, fields or links	Comments	Section of the guide to consult
Actions/ <Name of the action>	Does not apply.	Does not apply.	Proposes the actions that are either non-contextual or whose contexts are active. Enables you to trigger the selected action.	Actions and wizards [page 241]
Customize toolbar	Does not apply.	Does not apply.	Enables you to add icons to or drop icons from the toolbar (Portfolio category).	Toolbar icons [page 231]
Reporting/ Reports	Reports (amReport)	Does not apply.	Enables you to access printable reports.	Reports and forms [page 249]
Reporting/ Forms	Forms (amForm)	Does not apply.		Reports and forms [page 249]
Administration menu				
List of screens	Does not apply.	Does not apply.	Enables you to access tables that are not accessible by the present menus. This task is reserved for the administrator. This is because these tables are not usually modified directly.	Refer to the User interface guide, chapter Record lists , chapter Using lists .
Itemized lists	Itemized lists (amItemizedList)	Does not apply.		Itemized lists [page 238]
Counters	Counters (amCounter)	Does not apply.		Counters [page 241]
Calculated fields	Calculated fields (amCalcField)	Does not apply.		Calculated fields [page 240]

Sub-menu	Table that the menu accesses (label and SQL name)	Dedicated tabs, fields or links	Comments	Section of the guide to consult
Connection types	Connection types (amCnxType)	All		Connections between computers [page 64] Creating a connection [page 65]

Table 9.2. Menus and tabs in the **Software licenses** module - list

Sub-menu	Table that the menu accesses (label and SQL name)	Dedicated tabs, fields or links	Comments	Section of the guide to consult
File menu				
Activate modules	Does not apply.	Does not apply.	Enables you to activate or deactivate the Software licenses module; if your license file authorizes it.	Refer to the Tailoring guide, chapter Customizing a client workstation , section Activating the modules .
Portfolio menu				
Portfolio items	Portfolio items (amPortfolio)	<ul style="list-style-type: none"> ■ Software inst. tab ■ Utilization tab ■ License tab 		<ul style="list-style-type: none"> ■ Method 2: Using the menus [page 103] ■ Method 2: Using the menus [page 103]
Assets and batches	Assets (amAsset)	◆ License tab		
Software installations	Software installations or utilizations (amSoftInstall)	◆ All		Software installations and utilizations [page 106]

Sub-menu	Table that the menu accesses (label and SQL name)	Dedicated tabs, fields or links	Comments	Section of the guide to consult
Natures	Natures (am-Nature)	<ul style="list-style-type: none"> ■ Also create field (OverflowTbl) ■ Has software installed field (bHasSoftInstall) ■ License field (bSoftLicense) 		<ul style="list-style-type: none"> ■ Manually creating a software installation/utilization [page 106] ■ Creating a software license/entitlement nature [page 101]
Models	Models (amModel)	<ul style="list-style-type: none"> ■ Software inst. tab ■ License tab 		<ul style="list-style-type: none"> ■ Manually creating a software installation/utilization [page 106] ■ Method 2: Using the menus [page 101]
Software Menu				
Software management	Does not apply.	Does not apply.	Triggers the Manage Software wizard.	How to create records [page 86]
Software dashboard	Does not apply.	Does not apply.	Displays a reports dashboard.	Method 2: Using the menus [page 134]
ITIL Definitive Software library	Models (amModel)	◆ Software inst. tab	Displays the list of records in the Models table (amModel) linked to a nature whose Also create field (OverflowTbl) is set to Software installations or utilizations (amSoftInstall).	

Sub-menu	Table that the menu accesses (label and SQL name)	Dedicated tabs, fields or links	Comments	Section of the guide to consult
Software counters	Software counters (amSoftLic-Counter)	◆ All		Method 3: Creating a counter directly [page 125]
Verify licenses	Workflow schemes (amWfScheme)	◆ All	Displays the list of records in the Workflow schemes table (amWfScheme) for which the Context of start object table (StartContext-Table) is set to Software counters (amSoftLic-Counter) .	Workflow [page 246]
Normalize inventoried software	Inventoried models (amInvent-Model)			
Contracts menu				
Contracts	Contracts (am-Contract)	◆ Licenses tab		Method 2: Using the menus [page 87]
Master leases	Contracts (am-Contract)	◆ Licenses tab		Method 2: Using the menus [page 87]
Tools menu				
Actions/ Edit	Actions (amAction)	◆ All		Refer to the User interface guide, chapter Reference information , section Actions .

Sub-menu	Table that the menu accesses (label and SQL name)	Dedicated tabs, fields or links	Comments	Section of the guide to consult
Actions/ <Name of the action>	Does not apply.	Does not apply.	Proposes the actions that are either non-contextual or whose contexts are active. Enables you to trigger the selected action.	Actions and wizards [page 241]
Customize toolbar	Does not apply.	Does not apply.	Enables you to add icons to or drop icons from the toolbar (Portfolio category).	Toolbar icons [page 231]
Reporting/ Reports	Reports (amReport)	◆ All		Reports and forms [page 249]
Reporting/ Forms	Forms (amForm)	◆ All		Reports and forms [page 249]
Administration menu				
List of screens	Does not apply.	Does not apply.	Enables you to access tables that are not accessible by the present menus. This task is reserved for the administrator. This is because these tables are not usually modified directly.	Refer to the User interface guide, chapter Record lists , chapter Using lists .
Itemized lists	Itemized lists (amItemizedList)	◆ All		Itemized lists [page 238]
Counters	Counters (amCounter)	◆ All		Counters [page 241]
Calculated fields	Calculated fields (amCalcField)	◆ All		Calculated fields [page 240]

Toolbar icons

Certain icons in the toolbar are specific to the **Portfolio** and **Software licenses** modules.

To obtain this list and add these icons to the toolbar:

- 1 Select the **Tools/ Customize toolbar** menu.
- 2 Select the **Tools** tab.
- 3 Select **Portfolio** in the **Categories** list.
- 4 Drag and drop the icons that you want onto the toolbar.

For more information on customizing the toolbar, consult the **Tailoring** guide, chapter **Customizing a client workstation**, section **Customizing the toolbar**.

Interface options

None of these options are specific to the **Portfolio** and **Software licenses** modules.

For more information on configuring the interface options, consult the **Tailoring** guide, chapter **Customizing a client workstation**, section **AssetCenter interface options**.

Tables

The **Portfolio** and **Software licenses** modules use numerous tables.
The following tables are all linked to the **Portfolio** and **Software licenses** modules:

Table 9.3. Tables in the **Portfolio** module - list

Table label	SQL name of the table	Menus enabling you to access the table	Section of the guide to consult
Generic tables			

Table label	SQL name of the table	Menus enabling you to access the table	Section of the guide to consult
Assets	amAsset	Portfolio/ Portfolio items Portfolio / Assets and batches	Main tables used in portfolio management [page 17] Assets [page 32]
Assets included in projects	amAstProjDesc	Portfolio/ Projects, Assets tab	Main tables used in portfolio management [page 17] Projects [page 204]
Assets replaced	amRelAstReplReq	Procurement/ Purchase request, Replacements tab. Portfolio / Internal requests, Replacements tab	Main tables used in portfolio management [page 17] Assets [page 32]
Connections	amConnection	Portfolio / Assets and batches, Connections tab	Connections between computers [page 64]
Portfolio items	amPortfolio	Portfolio/ Portfolio items	Main tables used in portfolio management [page 17]
Depreciation calculation formulas	amDeprScheme	Finance / Depreciation calculation formulas	Financial tracking of assets [page 43]
Fixed assets	amFixedAsset	Portfolio / Assets and batches, Fixed asset tab Finance / Fixed assets	Financial tracking of assets [page 43]
Work orders	amWorkOrder	Portfolio/ Work orders	Work orders [page 199]
Brands	amBrand	Portfolio/ Brands	Creating a portfolio item model [page 30]
Models	amModel	Portfolio/ Models	Main tables used in portfolio management [page 17] Models [page 30]
Natures	amNature	Portfolio/ Natures	Overflow tables [page 18]
Stock rules	amStockRule	Portfolio / Stocks, Management tab	Stocks [page 52]
Asset- Fixed Asset relation	amRelFixedAsset	Portfolio / Assets and batches, Fixed asset tab	Financial tracking of assets [page 43]
Stock	amStock	Portfolio/ Stocks	Stocks [page 52]

Table label	SQL name of the table	Menus enabling you to access the table	Section of the guide to consult
Units	amUnit	Administration / Units	Units used in batches [page 31]
Tables specific to computers			
Computers	amComputer	Portfolio / Assets and batches, Computer tab	Overflow tables [page 18]
Connection types	amCnxType	Administration/ Connection types	Connections between computers [page 64] Creating a connection [page 65]
Tables specific to adjusting items			
Adjusted fields	amFieldAdjust	Administration / List of screens, Adjusted fields line	Adjusting items [page 205]
Adjusting items	amAdjustment	Portfolio / Portfolio items, Adjustments tab	Adjusting items [page 205]
Adjustment types	amFieldAdjustTempl	Portfolio / Models, Adjustment types tab	Adjusting items [page 205]
Tables specific to telephones			
Assignments of functions to keys	amPKFT	Administration / List of screens, Assignment of functions to keys line	Telephones [page 195]
Telephone functions	amPhoneFeat	Administration / List of screens, Telephone functions line	Telephones [page 195]
Telephone function templates	amPhoneFeatTemplate	Administration / List of screens, Telephone function templates line	Telephones [page 195]
Telephones	amPhone	Portfolio/ Telephones	Telephones [page 195]

Table 9.4. Tables in **Software licenses** module - list

Table label	SQL name of the table	Menus enabling you to access the table	Section of the guide to consult
Generic tables			

Table label	SQL name of the table	Menus enabling you to access the table	Section of the guide to consult
Assets	amAsset	Portfolio/ Portfolio items Portfolio / Assets and batches	Main tables used in portfolio management [page 17] Assets [page 32]
Portfolio items	amPortfolio	Portfolio/ Portfolio items	Main tables used in portfolio management [page 17]
Models	amModel	Portfolio/ Models	Main tables used in portfolio management [page 17] Models [page 30]
Natures	amNature	Portfolio/ Natures	Overflow tables [page 18]
Tables specific to software			
Contracts	amContract	Contracts/ Contracts	Software licenses [page 86]
Named entitlements	amEntitlement	Portfolio/ Named entitlements Software/ ITIL Definitive Software library	Creating a named entitlement to assign licenses to users [page 105]
Software counters	amSoftLicCounter	Software/ Software counters Administration / List of screens, Software counters (previous format) line	Software control [page 120]
Rights / Utilizations count	amRightsUsesCount	Administration / List of screens, Rights / Utilizations count line	Periodical cleaning [page 129]
Software installations	amSoftInstall	Portfolio/ Software installations	Software installations and utilizations [page 106]
Inventoried models	amInventModel	Software/ Normalize inventoried models	Result of the import in the AssetCenter database [page 111]

Relationships between tables

The **Portfolio** and **Software licenses** modules use numerous tables in the AssetCenter database. There are also numerous links between such tables. Because of these links, you will find it useful to populate these tables in a certain, defined order.

The order that we propose below is not mandatory: AssetCenter enables you to create missing records in linked tables whenever it is necessary.

Here is a table that optimizes the order of how you should create your records. It indicates which dependant tables you need to populate.

The practical case that is developed throughout the course of this guide respects these recommendations.

We have voluntarily excluded the tables that are indirectly linked to the portfolio:

- Brands
- Locations
- Projects
- Work orders

We have also excluded secondary tables that are directly linked to the **Portfolio** and **Software licenses** modules. They are automatically populated when records are created in the principal tables.

Table 9.5. Dependencies between tables (**Portfolio** module) - table

Table (label and SQL name)	Tables to populate beforehand (label and SQL name)	Mandatory values	Automatically created records
Nature (am-Nature)			
Models (amModel)	Nature (amNature)		
Portfolio (amPortfolio)	1. Nature (amNature) 2. Model (amModel)		
Assets (amAsset)	1. Nature (amNature) 2. Model (amModel)		

Table (label and SQL name)	Tables to populate beforehand (label and SQL name)	Mandatory values	Automatically created records
Computers (am-Computer)	1. Nature (amNature)	Create (sebasis): Portfolio item Also create (seOverflowTbl): Computer Management constraint (seMgtConstraint): Unique asset tag	■ Portfolio item ■ Asset
	2. Model (amModel)		
Telephones (am-Phone)	1. Nature (amNature)	Create (sebasis): Portfolio item Also create (seOverflowTbl): Telephones Management constraint (seMgtConstraint): Unique asset tag	■ Portfolio item ■ Asset
	2. Model (amModel)		

Table 9.6. Dependencies between tables (**Portfolio** module) - table

Table (label and SQL name)	Tables to populate beforehand (label and SQL name)	Mandatory values	Automatically created records
Departments and employees (amEmplDept)			
Contracts (am-Contract)			

Table (label and SQL name)	Tables to populate beforehand (label and SQL name)	Mandatory values	Automatically created records
Nature (am-Nature)		<p>Create (sebasis): Portfolio item</p> <p>Also create (seOverflowTbl): Computers (am-Computer) Management constraint (seMgtConstraint): Unique asset tag</p> <p>Has software installed field (bHasSoftInstall): Yes</p> <hr/> <p>Create (sebasis): Portfolio item</p> <p>Also create (seOverflowTbl): (No table) Management constraint (seMgtConstraint): Unique asset tag</p> <p>License (bSoftLicense): Yes</p> <hr/> <p>Create (sebasis): Portfolio item</p> <p>Also create (seOverflowTbl): Software installations or utilizations (amSoftInstall)</p> <p>Management constraint (seMgtConstraint): Free</p>	

Table (label and SQL name)	Tables to populate beforehand (label and SQL name)	Mandatory values	Automatically created records
Models (amModel)	Nature (amNature)		
Portfolio items (amPortfolio)	Models (amModel)		<ul style="list-style-type: none">■ Asset (amAsset)■ Computers (amComputer)■ Software installations or utilizations (amSoftInstall)
Named entitlements (amEntitlement)	Departments and employees (amEmplDept)		
Queries (amQuery)			
Counters (amCounter)	<ul style="list-style-type: none">■ Departments and employees (amEmplDept)■ Models (amModel)■ Queries (amQuery)■ Portfolio items (amPortfolio)■ Named entitlements (amEntitlement)		

Itemized lists

You can select the value of certain fields using an open or closed itemized list. To access the **Itemized lists** table (**amItemizedList**), use the **Administration/Itemized lists** menu.

The following table details itemized lists specific to the **Portfolio** and **Software licenses** modules.

Table 9.7. Itemized lists - list

Table (label and SQL name)	Field populated using an itemized list (label and SQL name)	Itemized list identifier
General itemized lists		
Assets (amAsset)	Reason (DisposReason)	amDisposReason
	Conditions (MaintCond)	amMaintCond
	Oper. System (SoftOS)	amOS
	Media (SoftMedia)	amSoftMedia
	Status (Status)	amStatus
	Termination option (TerminOpt)	amTerminOpt
	Conditions (WarrCond)	amWarrCond
Fixed assets (am-FixedAsset)	Calculation method (DeprCalcMode)	amDeprCalcMode
	Type (DeprType)	amDeprType
	Family (Family)	amFixedAstFamily
Models (amModel)	Cable type (CableType)	amCableType
	Certification (Certification)	amCertification
	Nature of the contract (Contract-Nature)	amCntrNature
	CPU type (CPUType)	amCPUType
	Device type (DeviceType)	amDeviceType
	System (SoftOS)	amOS
	Media (SoftMedia)	amSoftMedia
	Priority (WOPriority)	amWOPriority
Stocks (amStock)	Priority (ReqPriority)	amReqPriority
	Status (ReqStatus)	amReqStatus
	Type (ReqType)	amReqType
Units (amUnit)	Dimension (Dimension)	amDimension
	Reference unit (DstConvSym)	amUnitSymbol
	Symbol (Symbol)	amUnitSymbol
Itemized lists specific to computers		
Computers (am-Computer)	Computer type (ComputerType)	amComputerType
	CPU version (CPUInternal)	amCPUInternal
	CPU type (CPUType)	amCPUType
	Oper. System (Operating system)	amOS
	Scanner description (ScannerDesc)	amScannerDesc
	Scanner version (ScannerVersion)	amScannerVersion
Connections (am-Connection)	Field 2	amCnxField2
Itemized lists specific to software		

Table (label and SQL name)	Field populated using an itemized list (label and SQL name)	Itemized list identifier
Software counters (amSoftLic-Counter)	Nature (Type)	amSLCountNature
Software installations or utilizations (amSoftInstall)	Language (Language)	amLanguage
Software installations or utilizations (amSoftInstall)	Operating system (SoftOS)	amOS
Software installations or utilizations (amSoftInstall)	Status (Status)	amSoftInstStatus

For more information about itemized lists, consult the **Advanced use** guide, chapter **Itemized lists**.

Calculated fields

The **Portfolio** and **Software licenses** modules use certain calculated fields. These calculated fields are used in the default values of certain fields. The following table details calculated fields specific to the **Portfolio** and **Software licenses** modules.

Table 9.8. Calculated fields - list

Label of the calculated field	SQL name of the calculated field	Label and SQL name of the field that uses the calculated field	Use
Yearly TCO	AvgYearlyTco	Models (am-Model) Assets (amAs-set)	Enables you to calculate the total cost of an asset's annual use.

You can customize these calculated fields.

For more information about calculated fields, consult the **Advanced use** guide, **Calculated fields** chapter.

For more information about writing scripts, consult the **Advanced use** guide, **Scripts** chapter.

For more information on using APIs, refer to the **Programmer's reference** guide.

Counters

The **Portfolio** and **Software licenses** modules use certain counters.

These counters are used in the default values of certain fields.

To access the **Counters** table (amCounter), use the **Administration/Counters** menu.

The following counters are all directly linked to the **Portfolio** and **Software licenses** modules:

Table 9.9. Counters - list

SQL name of the counter	Label and SQL name of the table that uses the counter	Label and SQL name of the field that uses the counter
amModel_BarCode	Models (amModel)	Bar code (code)
amAsset_AssetTag	Models (amModel)	Asset tag (AssetTag)
amNature_Code	Natures (amNature)	Code (Code)
amStock_Code	Stocks (amStock)	Code (Code)

To learn more about using counters, refer to the **Administration** guide, chapter **Customizing the database**, section **Counters in field default values**.

Actions and wizards

The **Portfolio** and **Software licenses** modules use actions to automate common tasks.

To access the **Actions** table (amAction), select the **Tools/ Actions/ Edit** menu.

You can filter the actions linked to the **Portfolio** and **Software licenses** modules by using a simple filter on one of the following fields:

- Domain (**Domain**)
- Nature (**Nature**)

The following actions are all linked to the **Portfolio** and **Software licenses** modules:

Table 9.10. Actions and wizards - list

Name of action	SQL name of the action	Type of action	Context of the action (SQL name of the table)	Section of the guide to consult
General actions and wizards				
Divide a batch	sysSplitAssignment	Wizard	Portfolio items (am-Portfolio)	Batches [page 36]
Create the items in the request	sysProcRequestExecuteAll	Wizard	Requests (amRequest)	Movements of portfolio items [page 48]
Tag a portfolio item	sysTagItem	Wizard	Portfolio items (am-Portfolio)	Untracked batches [page 41]
Actions and wizards specific to computers				
New computer/computer group	sysCoreCpuNew	Wizard	Computers (amComputer)	Computers [page 59]
Actions and wizards specific to software				
Create a counter	sysSamCreateCounter	Wizard		Method: Create a complex counter using the Create a counter (sys-SamLauncher) wizard [page 125]
Create a simple counter	sysSamSimpleSoftCounterCreate	Wizard		Method 1: Create a simple counter using the Create a simple counter wizard [page 124]

Name of action	SQL name of the action	Type of action	Context of the action (SQL name of the table)	Section of the guide to consult
Refresh the software counter	sysCoreSoftLicCount- Calc	Script	Software counters (amSoftLicCounter)	Updating the results of a software counter [page 128]
Calculate all software installations	BstSamCom- puteAllLicAndInstall	Script		Main features of the Periodic verification of licenses workflow scheme [page 133]
Software dashboard	BstSamDashBoard	Dash- board		Customizing the dashboard [page 135]
Mail to administrator concerning licenses overrun	BstSamLicenses_ex- ceeded	Mes- saging	amSoftLicCounter	Sending an automatic message in case of license overrun [page 131]
Missing software assignment	BstSamMissingSoft- ware	Script	amComputer	Flagging software missing from the last computer inventory [page 114]
Create a simple counter	sysSamSimpleSoft- CounterCreate	Wizard		Method 1: Create a simple counter using the Create a simple counter wizard [page 124]
Mail to administrator concerning unauthorized installation	BstSamUnauthinstalla- tion_found	Mes- saging	amSoftInstall	Sending an automatic message when a unauthorized installation occurs [page 115]
Add an ASP user	sysSamAd- dAspUsers2Cntr	Wizard		Adding a user to the current ASP contract [page 100]
Create a software license model	sysSamCreateLicMod- el	Wizard		Creating a software license/entitlement [page 102]

Name of action	SQL name of the action	Type of action	Context of the action (SQL name of the table)	Section of the guide to consult
Create a software license model from installations	sysSamCreateLicModFromInst	Wizard		Creating a software license/entitlement [page 102]
Re-request/Create a software license	sysSamCreateLicpfi	Wizard		<ul style="list-style-type: none"> Method 1: Using the Manage software wizard (sysSamLauncher) [page 102] This starts the Create a new software license (sysSamCreateLicpfi) wizard. [page 102]
Create a request on named entitlement	sysSamCreateReqFromEntitledTempl	Wizard		Creating the request [page 104]
Create a software contract	sysSamCreateSoftContract	Wizard		<ul style="list-style-type: none"> Creating a license contract [page 87] Modifying a license contract [page 97]
Delete an ASP user	sysSam-DelAspUsersFromCntr	Wizard		Removing a user from the current ASP contract [page 100]
Flag OEM installations	sysSamFlagOEMInst	Wizard		Flagging installations as OEM installations [page 118]
Select your current software contract	sysSamGetEnv	Wizard		Selecting the current contract in the Manage software wizard (sysSamLauncher) [page 88]

Name of action	SQL name of the action	Type of action	Context of the action (SQL name of the table)	Section of the guide to consult
Process software irregularities	sysSamIdentifyIllegal-Install	Wizard		<ul style="list-style-type: none"> Recalculating all software counters [page 129] Processing irregularities between installations/utilizations and licenses/entitlements [page 130]
Manage software	sysSamLauncher	Wizard		How to create records [page 86]
Prepare licenses and software installations	sysSamLicenseProcess	Wizard		<ul style="list-style-type: none"> Creating a software license/entitlement [page 102] Creating the request [page 104]
Linking invoices to the OEM contract	sysSamLinkInvoices2OEM	Wizard		Link invoice lines to the current contract [page 99]
Recalculate rights and installations	sysSamReCalcCounters	Wizard		<ul style="list-style-type: none"> Recalculating all software counters [page 129] Processing irregularities between installations/utilizations and licenses/entitlements [page 130]
Reconcile external software license models	sysSamReconcExtModelWiz	Wizard	amInventModel	Automatic mechanism triggered when a new record is created in the Inventoried models (amInventModel) table [page 113]
Update contract status to 'Awaiting approval'	sysSamReqContractApproval	Wizard		Requesting validation for the current contract [page 95]

For more information about actions, refer to the **Advanced use** guide, chapter **Actions**.

For more information about writing scripts, refer to the **Advanced use** guide, chapter **Scripts**.

For more information on using APIs, refer to the **Programmer's reference** guide. You can create new actions or customize existing ones.

Workflow

The **Software licenses** module uses workflow schemes to handle certain procedures.

To access the **Workflow schemes** (amWfScheme) table, select the **Tools/ Workflow/ Workflow schemes** menu item.

The following workflow schemes are directly linked to the **Software licenses** module:

Table 9.11. Workflow - list

Name of the work-flow scheme	SQL name of the work-flow scheme	Context of the workflow scheme (SQL name of the table)	Section of the guide to consult
No more li-censes available	BST_SAM01	amSoftLicCounter	Sending an automatic message in case of license overrun [page 131]
Periodic verification of licenses	BST_SAM02	amSoftLicCounter	Verifying software counters periodically [page 133]
Installation not authorized	BST_SAM03	amSoftInstall	Sending an automatic message when a unauthorized installation occurs [page 115]
Detection of software missing from last scan	BST_SAM20	amComputer	Flagging software missing from the last computer inventory [page 114]

Name of the workflow scheme	SQL name of the workflow scheme	Context of the workflow scheme (SQL name of the table)	Section of the guide to consult
Contract validation	sysSam_CNTR_APPR	amContract	Overview [page 89]
Normalize models: 'amInvent-Model' added	sysSam_ExtModelNew	amInventModel	Automatic mechanism triggered when a new record is created in the In-ventoried models (amIn-ventModel) table [page 113]
Normalize models: 'amInvent-Model' resolved	sysSamExtModelEnd	amInventModel	Automatic mechanism triggered when a new record is created in the In-ventoried models (amIn-ventModel) table [page 113]
Normalize models: 'amPortfo-lio' modified	sysSamExtModelSync	amPortfolio	Automatic mechanism triggered when an existing record of the Inventoried models table is linked to a software installation for the first time [page 114]

For further information on workflow, refer to the **Advanced use** guide, **Workflow** chapter.

You can create new workflow schemes or customize existing workflow schemes.

AssetCenter Server modules

Certain AssetCenter Server modules are specific to the **Portfolio** and **Software licenses** modules.

To obtain a list of the AssetCenter Server modules:

- 1 Launch AssetCenter Server.
- 2 Connect to your AssetCenter database.
- 3 Select the **Tools/ Configure modules** menu.

Table 9.12. AssetCenter Server modules (**Portfolio**) - list

Name of the module	Description
General modules	
AddUser	Adds NT users to the database.
Stock	Verifies stocks.
Delivery	Creates portfolio items corresponding to the items received.
Modules specific to computers	
AddCpu	Adds computers to the NT domain in the database.
GetFsf	Recovers the results from the scanners.
IddAc	Updates the database using the results from the scanners.
SendScan	Sends the scanner to scan the computers.
Modules specific to software	
WkGrIddAcoupSYS_SAM	Execute workflow rules for execution group 'SYS_SAM'
IddAc	Updates the database using the results from the scanners.

For more information about the AssetCenter Server modules, consult the **Administration** guide, chapter **AssetCenter Server**, section **Configuring the modules monitored by AssetCenter Server**.

System data and Line-of-business data

- AssetCenter is provided with a standard set of data.
- These data sets are a part of one of the following groups:
- **System data:** data that is indispensable in order for AssetCenter to function.
 - **Line-of-business data:** Basic data to insert into your production database if you find it useful.
This data is divided into functional areas.
 - **Sample data:** data that is useful to familiarize yourself with AssetCenter.

System data specific to the Portfolio and Software licenses modules

No system data is available for the **Portfolio** module.

For the **Software licenses** module, the **system data** package contains data from the following tables:

- Actions (amAction)
- Scripts (amScriptLibrary)

- Application options (amOption)

The **system data** is incorporated by default in the AssetCenter database.

Line-of-business data specific to the Portfolio and Software licenses modules

The **line-of-business data** concerning the **Portfolio** module applies to numerous tables. Here are some examples:

- Actions (amAction)
Example: Assigning employees or assets to a project.
- Features (amFeature)
- Application options (amOption)

For the **Software licenses** module, the **line-of-business data** package contains data from a number of tables. Example:

- Employee groups (amEmplGroup)
- Software counters (amSoftLicCounter)
- Actions (amAction)
- Workflow schemes (amWfScheme)
- Itemized list values (amItemListVal)
- Inventoried models (amInventModel)
- Reports (amReport)

The **line-of-business data** specific to the **Portfolio** and **Software licenses** modules is automatically included in the demonstration database installed with AssetCenter.

The **line-of-business data** is included in your working database if you select this option with AssetCenter Database Administrator.

Reports and forms

AssetCenter is provided with reports and forms. Certain are specific to the **Portfolio** and **Software licenses** modules.

In order for these reports and forms to be available in your database, you must import them from the AssetCenter Database Administrator.

Importing and identifying reports specific to the **Portfolio** module

To find out how to import reports, refer to the **Advanced use** guide, chapter **Crystal Reports**, section **Installing and using the reporting tool**, sub-section **Installing preconfigured Crystal Reports in your database**.

To identify the reports specific to the **Portfolio** and **Software licenses** modules, refer to the **Advanced use** guide, chapter **Crystal Reports**, section **Identifying Crystal reports specific to a given module**.

Importing and identifying forms specific to the **Portfolio** module

To find out how to import forms, refer to the **Advanced use** guide, chapter **Forms**, section **Installing preconfigured forms into your working database**.

To identify the forms specific to the **Portfolio** and **Software licenses** modules, refer to the **Advanced use** guide, chapter **Forms**, section **Identifying Crystal Reports specific to a given module**.

Automatic background processes

For more information on the automatic background processes executed by AssetCenter, consult the **Database structure** guide. For each table discussed in this guide, you will find a **Background processes** section.

API

Certain AssetCenter APIs apply to the **Portfolio** and **Software licenses** modules. To obtain a list and description of the API corresponding to the **Portfolio** and **Software licenses** modules, consult the **Programmer's reference** guide.

Views

No views have been specifically dedicated to the **Portfolio** module.

For more information on using views, refer to the **Tailoring** guide, chapter **Using views**.

Other documentation

This guide only provides information directly relating to the **Portfolio** module. To obtain associated information not covered in this guide, we recommend that you read the following documents:

Table 9.13. Other documentation (**Portfolio**) - list

Document		Format	Location in the AssetCenter installation folder
Installation	◆ Installation of AssetCenter	Printed	\doc\pdf\Installation*.pdf
		Online	\doc\chm\install*.chm
Core tables	◆ Location management	Printed	\doc\pdf\CommonTables*.pdf
		Online	\doc\chm\common*.chm
Introduction	◆ General interface of the application	Printed	\doc\pdf\UserInterface*.pdf
		Online	\doc\chm\userint*.chm
Cable and Circuit	◆ Cable management	Printed	\doc\pdf\CableAndCircuit*.pdf
		Online	\doc\chm\cable*.chm
Administration	■ Use of wizards	Printed	\doc\pdf\Administration*.pdf
	■ Customization of fields	Online	\doc\chm\admin*.chm
	■ Use of calculated fields		
Advanced use	■ Itemized-list management	Printed	\doc\pdf\AdvancedUse*.pdf
		Online	\doc\chm\advanced*.chm
	■ Creation of scripts		

Document		Format	Location in the AssetCenter installation folder
Context-sensitive help for fields and links	<ul style="list-style-type: none"> ◆ Use of database fields and links 	Online	<p>To access contextual help on a field or link:</p> <ol style="list-style-type: none"> 1 Select a field or link. 2 Perform one of the following actions: <ul style="list-style-type: none"> ■ Right-click and select Help on this field from the shortcut menu. ■ Press Shift and F1 simultaneously on the keyboard. ■ Select the Help/Help on this field menu.
Programmer's reference	<ul style="list-style-type: none"> ◆ Use of APIs 	Printed Online	<p><code>\doc\pdf\ProgrammersReference*.pdf</code></p> <p><code>\doc\progref*.chm</code></p>
Database structure	<ul style="list-style-type: none"> ■ List of the database's tables, fields, links and indexes ■ Automatic agents triggered by AssetCenter. 	Text file Online	<ul style="list-style-type: none"> ■ <code>doc\infos\database.txt</code> ■ <code>\infos\tables.txt</code> <p><code>\doc\chm\dbstruct*.chm</code></p>
General online help	<ul style="list-style-type: none"> ◆ The functioning of the entire application 	Online	<p>To access general online help, perform one of the following actions:</p> <ol style="list-style-type: none"> 1 Press F1 on the keyboard. 2 Select the Help/ Index menu.



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