Netop® Asset Control

Discover. Manage. Track.

Version 1.0

User's Guide

Netop

Please send any comments to:
Danware Data A/S
Bregnerodvej 127
DK-3460 Birkerod
Denmark
Fax: Int +45 45 90 25 26
E-mail: info@netop.com
Internet: www.netop.com

The document is optimized for double-sided printing.

Contents

1 Configuring Netop Asset Manager

1.1 Change SQL server and database settings

When Netop Asset Manager is started for the first time, a wizard guides you through connecting to an SQL server and prompts for server and database name.

When this information has been entered once, the settings are stored in the Windows registry and you do not have to enter them again.

If you need to change the settings, for example if the computer running the SQL server is replaced, this is done from the **Options** dialog:

- On the **Tools** menu, click **Options** and then click **General**.

Note
The SQL database must exist before you can use it in Netop Asset Manager.

See Also

Options, General

1.2 Define and distribute custom data fields for computers

A custom data field is information about a computer as defined by individual company needs and requirements. Typical custom data fields could for example be:

- Department: The department that the computer belongs to.
- Cost center: The cost center that bore the expense when the computer was acquired.
- Purchase quarter: the quarter and year when the computer was acquired.

Custom data fields are used as filters when viewing computers. The pre-defined data fields are: Organizational unit (OU), Manufacturer/model and IP address. If you want to see information about computers based on other filtering criteria, one or more custom data fields can be defined.

Custom data fields are defined from the **Custom data** page in the **Options** dialog box:

- On the **Tools** menu, click **Options** and then click **Custom data**.

Custom data is read from a txt file on each client; the name and location must be the same on all clients and is specified as part of the custom data definition.

The txt file must have the following format:

```
C1=<data>{\<data>}
C2=<data>{\<data>}
C3=<data>{\<data>}
...
C10=<data>{\<data>}
```

Notes
- Each custom data item must be on a separate line in the data file.
- Each line must begin with a "C" and the custom data number followed by an equal sign.
- Each line can have one or more levels, like for example "2007\Q3". Levels are separated with

the backslash character. In Netop Asset Manager a sub node is created for each level.

- The data file on all client computers must follow the same format.

Example: custom data fields and custom data

Custom data fields definition in Netop Asset Manager:

Row	Parameter	Data type
C1	Department	Text
C2	Cost Center	Text
C3	Purchase Quarter	Text

Sample content of a custom data file on one of the computers in the QA department:

```
C1=Copenhagen\Technical Support\QA
C2=Technical Division
C3=2007\Q3
```

Distribute custom data on client computers

For a custom data field to be effective as a filtering mechanism, the data must be available on the client computers where the Netop Asset Agent is performing its scan. For example, if a custom data field called "Purchase quarter" is defined in Netop Asset Manager, then all client computers must have information about when they are were acquired for the filtering to be effective.

Custom data is most conveniently added to a computer when the computer is set up and a new operating system installed. For computers that have already been set up and are in operation, custom data can be distributed in the network logon script*A logon script is usually defined on the Profile tab of the user properties dialog in the Active Directory Users and Computers MMC, or as a Logon script in Group Policy*.

See Also

Options, Custom data

1.3 Define how to count licenses

The Netop Asset Manager **Products** node is an interpretation of the data found on computers where the scan agent is performing its scan. The **License management** node on the other hand is a database of all licenses that have been acquired by the company. When the two sets of information are tied together, license compliance can be verified and documented. The tying together of the two sets of information takes place on the **Licensed products** tab when you create a license under the **License management** node.

Counting licenses, though, can be done in a number of different ways. Regardless of the way licenses are counted, though, Netop Asset Manager can examine all computers running a Microsoft Windows operating system, including servers and laptops.

Five different license types are available out-of-the-box and additional license types can be defined. The built-in license types are:

Per computer	The total number of product installations on all computers.
Per Windows installation	The total number of product installations on all computers but if one computer has multiple Windows installations and products installed on each installation, the product is counted multiple times.
Per user	The total number of product installations but if multiple computers have the same user, multiple product installations count as one installation.
Concurrent usage	The total number of product installations that are used simultaneously. This is to allow for products that can be installed any number of time but only have X number of concurrent usages.
Concurrent usage per Windows installation	The total number of product installations that are used simultaneously per Windows installation.

Concurrent usage and Concurrent usage per Windows computer, what's the difference?

PC1, PC2 and PC3 all have Microsoft Office Word installed.

On PC1, Word has been started once, on PC2 Word has been started twice, and on PC3 Word is not currently running.

If license type **Concurrent usage** has been selected, the license count be 3 for Word: Word is running three times simultaneously.

If license type **Concurrent usage per Windows computer** has been selected, the license count will be 2 for Word: even though PC2 has two instances of Word running, this will count as one only because it is on the same PC. Any number of running instances of an application will always count as one only.

License type versus count method

The built-in license types can be deleted, renamed or otherwise modified as needed. The count methods on the other hand cannot be removed or changed since they are the basic building blocks for license types. From the outset each license type corresponds to a count method:

License type - *can be changed*	**Count method** - *cannot be changed*
Per computer	Per computer
Per Windows installation	Per Windows installation
Per user	Per user
Concurrent usage	Concurrent usage
Concurrent usage per Windows installation	Concurrent usage per Windows installation

Create your own license type

If the built-in license types do not cover what is needed for a specific license, a new license type can be defined. This could for example be a license type that is based on an existing license type, **Per Windows installation**, but *excludes* computers that belong to employees in the QA department. This would cover the situation when a license agreement stipulates that any installation not used for business purposes requires no license.

1. On the **Tools** menu, click **Options** and then **License types**.
2. Click **Add** to open the **New License Type** dialog box.
3. Type a name and a description, and select a count method.

   When the count method **Per Windows installation** is selected, two additional options are available:

Allow users to have Windows installations in this collection	Do not count products in this collection. The **Always count at least one computer per user** can be selected to ensure that if a user only has one computer, products on this one computer are counted even though it is in the collected selected here.
Always exclude Windows installations from this collection	Disregard this collection when counting products.

   For both options, an existing collection can be selected or a new one created.

An example of the use of the different settings

John has a computer at his place of work and a computer at home; the home computer is owned and managed by his employer. Both computers have Microsoft office Word installed; the home computer also has Microsoft Project installed.

Create a collection called "Home Computers" that includes John's home computer but not his work computer.

Create a license type of the basic type where count method is **Per Windows installation**. In the license type, select the **Allow users to have Windows installations in this collection** check box and select the **Home Computers** collection in the **Collection** list.

The license count will now be 1 for Word because John's home computer is excluded.

If the license type is modified by also selecting the **Always count at least one computer per user**, then the count for Word will still be 1 but the count for Project will also be 1 because John is the user on both computers and Netop Asset Manager counts at least one computer per user.

Selecting the **Always exclude Windows installations from this collection** check box will exclude computers from counts. A typical use of the option would be for computers in a test lab that should not be included in any license counts.

See Also

Options, License types
View information about computers using a standard filter
License overview
Verify and document license compliance

1.4 Set up e-mail to notify about expiration

For licenses with an expiration date or a maintenance date, the relevant contact persons can be notified by e-mail in advance of the event. Whether e-mail notification is used for each individual license is defined per license. The e-mail sender and the e-mail server to be used to send the message, though, is set up globally.

1. On the **Tools** menu, click **Options**, **E-mail Options** and then **E-mail Server Settings**.
2. Click **E-mail notification** to make the dialog options available.
3. In the **Display name** field, type the name that should appear as sender of the e-mail notification.
4. In the **E-mail address** field, type name e-mail address to be used to relay the e-mail.

   The e-mail address will be the reply-to address.
5. In the **Mail server** field, type the name of the mail server to be used to send the e-mail notification.
6. If the mail server uses Simple Mail Transfer Protocol (SMTP) and has been set up to require authentication, specify the user name and password for a user who has access rights to use mail relay in the fields under **Logon information**.
7. Optionally, test the settings by clicking the **Test connection** button. Afterwards, verify that the e-mail was actually sent and received.

The actual message text is defined on the E-mail options page.

See Also

Options, E-mail options
Options, E-mail server settings

1.5 Scan settings

Defining how Netop Asset Manager handles scan consists in defining settings with respect to:

Files and folders:	• Determine which file types to scan for with respect to product recognition. Typically products are recognized by an .exe file so this extension is listed by default but other file types might be relevant, for example .dll. • Define concrete exceptions to this rule, for example software that requires no license like for example Windows Messenger (msmsgr.exe). • Identify folders that should not be included in the scan, for example the operating system folder.
Time:	• Define how frequently the agent on each client computer scans. • Define how frequently information about active processes is uploaded from Netop Asset Manager to the SQL database. • Define how frequently the Netop Asset Manager settings are refreshed and any updates to settings used.
Movie and music files:	• Define which file types are to be interpreted as movie and music files respectively.

To define scan settings:

- On the **Tools** menu, click **Options** and then click **Scan agent**, **Intervals** or **Media**.

See Also

Options, Scan agent

1.6 Data management

Data presented in Netop Asset Manager as well as historical data are stored in the SQL database. How far back historical data should be kept depends on the reporting requirements and needs within the individual company. By default historical data are stored for a period of one year; deletion to ensure that only data for the most recent 365 days are kept occurs every night at 3 A.M. when there is minimal load on the database server and on the network.

To change the number of days historical data is stored:

1. On the **Tools** menu, click **Options** and then click **Advanced**.
2. Type a number in the **Days to keep historical data** field.

Note
The value zero indicates that data is stored indefinitely and no nightly deletions are performed.

See Also

Options, Advanced

1.7 Computer management

Data about computers displayed in Netop Asset Manager is based on scans and once a computer has been scanned, its data remains in the list of computers and is updated based on subsequent scans. This means that even if a computer is not turned on and scanned for an extended period of time, for example during an employee's leave of absence, the computer data remains in the overview information about computers. This might be useful in scenarios when the computer is eventually scanned again but an extended period of time when the computer is not scanned could also indicate that the computer is obsolete and has been taken off the network.

To change the number of days to keep data about computers that are not logged on and scanned:

1. On the **Tools** menu, click **Options** and then click **Advanced**.
2. Type a number in the **Days to keep non-touched data** field.

   The number of days is counted from the date the computer was last scanned.

See Also

Options, Advanced

1.8 Add contacts

When a license or a maintenance agreement is about to expire, an e-mail notification can be sent to one or more contacts. The relevant contacts to receive a notification are selected for each license when the license is created or updated. The list of contacts, though, is global for Netop Asset Manager and is maintained from the **Tools** menu.

Add a contact

1. On the **Tools** menu, click **Contacts**.
2. Click the **Add** button to open the **New Contact** dialog box.
3. Type name and e-mail address and, optionally, other contact information.

See Also

Create a license

2 Overview of computers and printers

2.1 View information about computers using a standard filter

Use the **Computers** node to choose how to view the computers on the network. The standard filters let you view computers by Organizational Unit in Active Directory, by computer manufacturer, by IP addresses, or by custom data fields.

- Right-click the **Computers** node, and then click the appropriate command.

The presentation is based on information in the SQL database. For filtering by Organizational Unit (OU), the SQL database synchronizes with the Active Directory at a configurable frequency; by default the synchronization takes place every 24 hours.

Information details

The data panel displays information details about the selected computers in column format; the lower section of the panel displays a number summary of operating systems, products and hotfixes.

- To view all details about one computer, right-click the relevant row and select **Details**.

Description of details presented in the data panel

Information to display	**Description**
Computer name	The named used to identify the computer on the network.
Domain	The network domain.
Last scan user name and Last scan full name	The name of the user logged on the computer when it was last scanned.
Operating system, service pack and build number	The operating system installed on the computer, the operating system service pack, and the operating system build number.
Last scan date	The date and time the computer was last scanned. Scan frequency determines when an agent should initialize a scan based on when the last scan finished. Since scan time differs from Windows installation to Windows installation there will always be gaps between installations. Also, scans do not initially start at the same time and you can manually perform a remote scan regardless of scan frequency. These scenarios mean that computers will have different scan time stamps.
CPU cores	The number of CPUs available in the computer. The number of CPU cores is always equal to or greater than the number of CPUs. For example, "Intel DUO core" is a CPU with two cores and therefore, theoretically, capable of performing two tasks simultaneously and independently of

Information to display	Description
	each other.
Computer OU	The Organizational Unit that the computer belongs to as specified in Active Directory. If the field is empty, this could for example be because synchronization between Active Directory and the Netop Asset Manager SQL database has not yet taken place, because the computer is not a member of a domain, or because the computer is a member of a domain which is not registered in the database.
Data set	Identification of Windows installation. This information is relevant if the **Allow multiple Windows installations** has been set; see Options.
Virtual client	Indicates whether the computer is a virtual computer (VMware or Microsoft Virtual PC) or a physical computer
Serial number	The computer's unique serial number.
Music (count) and Music (MB) Movie (count) and Movie (MB)	The number of files and the space they take up. The file types that are recognizes as music files and movie files respectively are defined as part of the scan settings; for details refer to Scan settings.

Additional technical computer information like for example CPU speed (MHz), CPU type, and Ram (MB) is also available.

Sort or modify types of information

The information displayed in the data panel is based on the selection in the **Computers** node. The information can be sorted, the column sequence can be changed and the information details can be modified.

1. Right-click the heading row and then click **More**.
2. In the **Select Details** dialog box, select the details to show from the list.

   Use the **Move up** and **Move down** buttons to change the column sequence, and the width field to determine column width.

Alternatively, column sequence, column width and sort sequence can be changed by manipulating the column heading directly.

See Also

Define and distribute custom data fields for computers
Scan settings
Options

2.2 View information about computers using a custom filter

Use the **Collections** node to define custom filters to view exactly the computers relevant in a certain context.

This could for example be:

- Computer belonging to employees who have left the company.
- Computers acquired within the last year.
- Computers with less than 512 MB RAM.
- Computers that match the Microsoft Vista operating system requirements.
- Computers that are older than two years.

Collections are used to filter views, as the basis for reports, and for defining license count principles.

Click the **Collections** node for an overview of available custom filters.

Create a custom filter

1. On the **Collections** node, right-click and select **New collection**.
2. Type a name and, optionally, a description for the collection.
3. Select at least one criterion in the list and click **OK** to save the collection.

Note that the criteria selected for the collection can be applied in one of two ways: either all or the criteria must be met, or it is sufficient that any one of the criteria is met for the computer to be included in the result set.

Create nested filters

When a collection has been defined, it can be used as a building block when creating new collections. For example, the collections

- Computers with CPU speed (MHz) less than 2.00 GHz and less than 512 MB RAM
- Computers running operating system Windows XP and computer name starts with "DEV"

could be combined to figure out whether the development department (assuming that their computers are named consistently, starting with the same letter combination) have slow computers running Windows XP.

A nested collection is created by selecting **Collection** in the **Criteria** list when creating a collection following the steps listed above.

See Also

Define how to count licenses
Create a report

2.3 View information about printers

Use the **Printers** node to get an overview of all printers on the network.

Printer information is based on the printer drivers that are installed on the computers: Netop

Asset Manager deduces make and model of the physical device based on the printer drivers installed. When different drivers are used for the same physical device, the driver that is used the most frequently determines the make and model.

A printer is uniquely identified by its host and port combination.

Information details

The data panel displays information details about printers in column format; the lower section of the panel displays summary information on the **Summary** tab and information about computers on the **Computers** tab.

Description of details presented in the data panel

Information to display	**Description**
Driver name	In the upper part of the data panel, the driver name is the result of the Netop Asset Manager analysis: the physical printer that Netop Asset Manager has identified. In the lower part of the data panel, the actual drivers found on computers on the network are displayed.
Host	For local printers: The IP address of the computer where the printer is located. For network printers: the share name.
Port	For local printers: the physical port, typically LPT1 USB1. The field may be empty if a TCP/IP port*(A TCP/IP port is defined when you add a local printer. Though called "local" the printer may not be physically connected to your computer but is available somewhere on the network and is accessed through its IP address.)* is used. For network printers: the port name.
Type	Local or network.
Total count	The number of printer driver instances located. For local printers, the count is one when only one printer installation is installed with the same host and port.

2.4 Scan without having the agent installed

Scan of client computers is performed by the scan agent. In a typical setup the scan agent is installed as a service*(A service is an executable program that runs in the background. A service is different from other programs in several ways, for example: Services are not run interactively and services run even when no one is logged in to the machine.)* on client computers and runs in the background without the users of the client computers noticing it. The agents scan according to the globally defined scan settings, deliver their results on the data share where a backend component, Netop Asset Import, manages the import to the SQL database and Netop Asset Manager presents the information. However, it is also possible to do an instantaneous scan of computers *without* having the scan agent installed. This could for example be useful in a demonstration or test scenario. When a scan is performed on a computer where the scan agent is not installed, the agent is copied to the computer to be scanned and started locally on the computer.

To do an instantaneous scan of one or more computers, Netop Asset Manager needs one or more computer names, or a range of IP addresses.

Note

In order to perform a remote scan on a computer, you need to be a local administrator on the computer you are scanning. If you do not have the appropriate access rights, you will receive the following message:

> It was not possible to perform a remote scan on <computer name>. Please check you have the appropriate privileges on the target computer and ensure the firewall exceptions are configured correctly.

To allow remote access to function through a local firewall, use the NETSH command, either directly from a command line on the target computer (`netsh firewall set service RemoteAdmin enable`) or by enabling the Remote administration exception in the Group Policy firewall settings via Active Directory.

Scan computers based on computer names

Right-click the **Remote scan** node, and then click **Scan computer**.

To scan a single computer:

- Type the computer name and click **Scan computer**.

To scan multiple computers:

1. Type a computer name and add it to the list of computer to be scanned by clicking **Add to list**. Repeat this until you have added all the computers you want to scan.
2. Click **Scan list**.

Tip: Click **Use AD** to create the list of computers to scan based on information in Active Directory.

Scan computers based on IP addresses

1. Right-click the **Remote scan** node, and then click **New scope**.
2. Type the start and end IP address for the computers you want to scan.

   The four numbers in the addresses must each be between 0 and 255; usually 0 in the last byte in an IP address is the network identifier and therefore 0 is not a valid value.

   The total number of IP addresses is automatically calculated and shown beneath the start and end addresses.
3. Click **OK** to start the scan.

About IP scope state

When an IP scope is defined, the scope state is initially **Active**. This means that the scanning starts immediately when the **Define IP scope** dialog box closes. If the IP scope state is not active, the scan process does not start automatically but must be started with the **Start** command on the scope shortcut menu.

In addition to having the scan process start automatically when the scope has been defined or edited, selecting the **Active** check box also means that the scan process starts automatically if Netop Asset Manager is closed down and started again, even if Netop Asset Manager is started from another computer.

When the scope state is **Active**, you can indicate that if the scanning process has not successfully completed with a certain date and time, the scanning process should be stopped. This can be useful to prevent using computer resources on a scan process that cannot complete, for example because one or more computers on the specified IP addresses cannot be reached.

Scan results

The results of a scan - whether based on computer names or on IP addresses - are presented in the Remote scan overview window.

Depending on the scan progress, the **Status** column has one of the following values:

Finished	The scan completed successfully.
Scan finished	The scan finished but the scan result has not yet been updated.
Scanning	The scan started successfully on the remote computers.
Pending	The scan is waiting for the IP scope queue to reach this IP address and start the scan.
Inactive	The scan could not be started, typically because the computer or computers could not be reached.
No access	The scan could not be started because Netop Asset Manager does not have sufficient access rights to the computer or computers to be scanned. The computer performing the scan needs administrator access on the current IP net.
Printer	The IP address appears to belong to a printer.
Errors	An error occurred; see details in **Additional info** field.
Undefined	Unable to determine the cause of an error.

In conjunction with the **Status** column, the **Additional info** column provides information about the scan progress.

The overview with the **Status** column shows the progress of the remote scan. When the agents have completed scanning, Netop Asset Manager is fully updated and the **Computers** overview will show the scan data and time; it is completely transparent whether the computers were scanned using **Remote scan** or by the regular agent service scan.

See Also

Options, scan agent

2.5 Export information about computers

Information about computers selected using a standard or a custom filter can be exported to a file for further data management or data presentation in a third-party program, for example Microsoft Office Excel.

- Right-click the relevant node under **Computers** or **Collections**, and then click **Export**.

This will export data to a file in comma-separated values (.csv) format that can be imported into any spreadsheet or database management system that supports the format.

Exporting data for additional processing is a flexible alternative to using the built-in reports. For information about the reports, see The built-in reports and the data basis.

2.6 Find a computer

Use Ctrl+f, F3 or **Find** on the **Edit** menu to quickly find information about a computer.

Initially the **Find** dialog box displays information about a subset of all computers in the database. Use the **Search for** field to enter search criteria and filter the list on-the-fly. Though the initial list shows a subset only, **Find** searches and filters the entire database.

Find searches on computer name, user name and full user name.

When a computer has been located, select the computer name and click the **Show** button to open the overview of computers with the computer selected.

Note

The wildcard character * is implicit so that for example "am" will filter: Abraham, Adam, Ambrose, Amery, Amos, Benjamin, Brigham, Damon etc. The search string can occur anywhere in a result.

On the other hand, the wildcard can also be used explicitly: if you type for example *42, then all computer names ending in 42 will be on the result list.

2.7 Remove a computer

When a computer is no longer used in the company, it will remain in the list of computers for a number of days according to the settings on the **Advanced** tab page in the Options dialog.

However, a computer can also be manually removed from the list of computers:

- Right-click the relevant computer in display panel and then click **Remove.**

If the next scan locates the computer, it will appear again in the list of computers.

3 Overview of installed software

3.1 How the scan process identifies software

Click the **Products** node for a list of the installed software products that the scan process has identified on client computers.

Netop Asset Manager scans for software information on client computers, interprets the information and lists the products that have been identified. The first scan lists all products and when subsequent scans finds additional installations of existing products, the product count is updated. When a scan finds new products, the product is added to the list and the counter set to the number of installations found.

Information details

The data panel displays information details about products in column format; the lower section of the panel displays a summary information, lists the computers that have the product installed, and lists files that are recognized as part of the product.

- To view all details about a product, right-click the relevant row and select **Properties**.

Description of details presented in the data panel

Information to display	Description
Publisher, Product, and Product version	Information about the product. Depending on the way in which the product was identified as such, the values can be based on values stored in Windows' registry or on information derived from the actual file. When one of these fields has insufficient information, for example when Publisher = **Unknown**, this is because the information in the registry database is incomplete.
Status	Indicates where the product is in the approval process. Initially all products have status = **Ready for approval**. For details about the approval workflow, see Approve products.
Created	Date and time when the product was identified and listed on the products list.
Origin	How the product was identified. Possible values are: • Add or Remove Programs: The product was identified as such because it is listed in Windows' **Currently installed program** list that is opened from **Start** > **Control Panel** > **Add or Remove Programs** (the exact path is operating system dependent). • Logical: The product was identified as such because an . exe file and other associated files like an initialization file or an uninstall file were found. • Shortcut: The product was identified as such because

Information to display	Description
	there is a shortcut to it. • Manually created: The product was added manually. For details about adding a product to the list manually, see Create a product manually.
Count	The number of product installations.

Sort or modify types of information

The information displayed in the data panel can be sorted, the column sequence can be changed and the information details can be modified.

1. Right-click the heading row and then click **More**.
2. In the **Select Details** dialog box, select the details to show from the list.

   Use the **Move up** and **Move down** buttons to change the column sequence, and the width field to determine column width.

Alternatively, column sequence, column width and sort sequence can be changed by manipulating the column heading directly.

See Also

Define and distribute custom data fields for computers
Scan settings

3.2 Approve products

When client computers are scanned for products and new products are found, new products initially have the status **Ready for approval**. This indicates that a product has been recognized and that no action has yet been taken as to whether the product is on the list of products approved and used by the company. The next step is to review the list of products in the **Ready for approval** list and mark them as approved or not approved:

- Select one or more products in the **Ready for approval list**, right-click and under **Status** select **Approved** or **Not approved**.

When a product has been approved, it remains in the **Approved** list and the product count is just increased if additional installations are found later.

Depending on the nature of the software product and the licensing requirements, products may also be placed in the **Approved (no license needed)** list rather than the **Approved** list. Products in the **Approved (no license needed)** list are typically freeware products where a license is not required, like for example Messenger, Skype or Acrobat Reader.

Updated products

When modifications are made to a product that has status **Approved**, the product remains in the **Approved** list but is shown in a special color to indicate that changes have been made to the initially approved product. A product is marked as changed when it is found on a computer in a folder different from other computers. Visually this is shown by a change of the background color to a light gray for the product. An updated product can have its paths approved in the following way:

1. Right-click the product and select **Properties** on the shortcut menu.
2. On the **Paths** tab, select the paths to be approved and click the **Approve** button.

Alternatively, right-click the product and select **Approve updates** on the shortcut menu.

Tip

If it is irrelevant to be notified about updated products by the change of background color for the product, you can clear the **Show updates** check box:

1. On the **Tools** menu, click **Options**.
2. In the **Options** dialog box, on the **General** tab, clear the **Show updates** check box.

3.3 Use of the Not approved category

Netop Asset Manager assumes the following flow for approving products:

Initially a product has status **Ready for approval**.

For each product the system administrator or the IT person responsible for product licenses reviews and evaluates whether the product is among the ones that the company has a license to install and use.

If the company does not have a license for a product, the system administrator sets the status to **Not approved**. Additionally the system administrator will likely take action and figure out whether use of the product is in the interest of the company and acquire a license to be able to approve the product. Alternatively, the system administrator might use the **Computers** list to identify the computers and users using the products and ask them to remove the non-approved software.

Generally the **Not approved** list will require some sort of follow-up.

3.4 Create a product manually

If a product has not been installed using an installation program, if no shortcuts exist to a product, or if registry information is insufficient, the product may not be recognized during scanning. Such products can be added to the products list manually. In subsequent scans, manually added products are treated exactly like products that were identified automatically.

1. Right-click the **Products** node, and then click **New product**.
2. On the **General** tab, type a name and optionally type a version number, select a publisher and type a description.
3. On the **Files** tab, add the files that identify the product.

   This step is essential to enable Netop Asset Manager to automatically recognize the product.

   Identification files can be of type exe or dll.

Note

It is expected that about 95% of installed software will be identified automatically so the above steps will be used in few cases only.

3.5 Remove a product

If a product has been added manually, it can also be manually removed from the products list:

- Right-click the relevant product in the **Products** list and then click **Remove**.

If the next scan process locates the product on any of the client computers, it will appear again in the **Products** list with status **Ready for approval**.

3.6 Get an overview of software that is not used

The software products that are licensed and installed may not be used optimally; for example, a software product that one user requests may be licensed and installed but be *unused* on another user's computer. This is particularly interesting for leased software products but also for companies that have acquired a license since they can potentially save the expense of a new purchase.

The data basis for identifying which products are unused is created by examining the relationship between installed products and active processes.

Use the standard report **Software not used** to generate a list of products that are installed but have not been used.

- On the **Reports** node, click **Software not used**.

View information for an individual product

From the list of products, it is also possible to view this information for an individual product:

1. Right-click a product and on the shortcut menu click **Properties**.
2. Click the **Update** button to have the information updated in the dialog box.

3.7 About approving products

Below is a description of the possible workflow for approving products, based on the four states that a product can have:

- Ready for approval
- Approved
- Approved (no license required)
- Not approved.

Workflow

When Netop Asset Manager is initially installed and started up, all products that are identified on computers running a Windows operating system, whether personal computers or servers, appear under the **Ready for approval** node. Depending on the individual company, the list can be quite extensive, likely several hundred products.

The IT administrator, or any other role responsible for software installations, reviews the list to approve the products that are used for business purposes and consider any other products that also appear in the list. The basis for reviewing the list is the IT administrator's general knowledge about company business and policies.

The IT administrator approves products that are used for business purposes, for example Microsoft Office products, and moves them to status = **Approved.** The products in the

Approved category are the ones the company use for business purposes and consequently also probably the ones that require a license.

After the review and approval process, the **Ready for approval** category will likely still hold a limited number of products that the IT administrator needs to evaluate. These products could for be freeware products that are none the less legitimate for business purposes, for example Messenger, Skype or Acrobat Reader. These products are moved to status = **Approved (no license needed)**.

Finally there might be products that the IT administrator deems inappropriate for company computers. For example, some companies might not allow instant messaging programs. These products are moved to status = **Not approved**.

About the four states

The **Ready for approval** status is supposed to be empty; it can be seen as the IT administrator's task list. Occasionally new products will appear in this status, namely when a new product that Netop Asset Manager has not yet seen is installed.

The **Approved** status can be used to verify compliance between licenses and installed products. Initially the IT administrator will likely have to spend some time on the **Approved** status. For example, the IT administrator might move products to the **Approved** status and then later realize that a license is not actually required. This might be the case for a language pack or a spell checking packing for an already installed product. The IT administrator will notice this when generating the **Licence compliance** report and can subsequently go to the **Products** node and change status from **Approved** to **Approved (no license needed)**.

The **Not approved** status is also supposed to be empty: the IT administrator is expected to follow up on products in the **Not approved** status to verify whether their status is in fact correct and then either have the products removed from company computers, or change their status.

4 Managing licenses

4.1 License overview

Click the **License management** node for a complete list of licenses, regardless of the agreement they were acquired under.

The **Manufacturers**, **Suppliers** and **Agreements** nodes constitute a non-hierarchical database. The nodes offer alternative views of licenses: for example, expanding the nodes beneath **Suppliers**, displays a list of licenses from the selected supplier only.

Information details

The data panel displays information details about licenses in column format. Since only a few of the fields in the **Edit License** dialog box are mandatory, information may appear incomplete in the list.

Description of details presented in the data panel

Information to display	Description
Name	License name.
Manufacturer	The software development company that created the product.
Number	The license number.
Number of licenses	The number of licenses acquired.
License count	The number of licenses actually in use.
Non-licensed products	The number of products currently installed without a license.
Supplier	The software distributing company that sold the product.
Agreement	The name of the agreement that the license was acquired under.
Invoice number	The invoice number.
License price	The license price can either be per license or a total price for the agreement as a whole; this information appears in the **Price type** column.
Expiration date	The date the license expires.
Currency	The currency that the license agreement was made in.
E-mail notification	Possible values are: **Enabled** or **Disabled**. For information about setting up e-mail notification, see Set

Information to display	Description
	up e-mail to notify about expiration.
Price type	Possible values are: **Per license** or **Total**.
E-mail notification days	The number of days before expiration - either of the license as such, of maintenance agreement or of either one of them - an e-mail notification should be sent.
Purchase date	The date the license was acquired.
License type	The way licenses should be counted: per computer, per Windows installation, per user, per concurrent usage or per Windows installation with concurrent usage. These values correspond to the license types define for the installation. For information about license types, see Define how to count licenses.

Sort or modify types of information

The information displayed in the data panel can be sorted, the column sequence can be changed and the information details can be modified.

1. Right-click the heading row and then click **More**.
2. In the **Select Details** dialog box, select the details to show from the list.

   Use the **Move up** and **Move down** buttons to change the column sequence, and the width field to determine column width.

Alternatively, column sequence, column width and sort sequence can be changed by manipulating the column heading directly.

4.2 Create a license

Each license has a name and a set of properties like for example number of licenses, price, purchase date and expiration date.

Creating new licenses is most conveniently done when at least one scan of client computers has been executed. Among other things, scanning client computers builds up the list of scanned products and this list can be used to associate the license with a scanned product.

1. Right-click the **License management** node, and then click **New license**.
2. On the **General** tab, select an agreement, type a suitable name for the license, specify how many licenses are covered, and select a purchase date.

   If a suitable agreement is not available, click **New** to create one. See Create an agreement for additional information. The same agreement can be the basis for several license purchases.

   The other fields on the **General** tab are optional and whether they are used typically differ in different companies.
3. On the **Licensed products** tab, select the product that the license was purchased for.

4. On the **License count** tab, select a license type to specify how licenses are counted.

   For information about license count methods, default and custom, see Define how to count licenses.

The remaining tab pages...

The other tabs are optional and whether they are used typically differ in different companies.

Use the **E-mail notification** tab page to define one or more e-mail recipients prior to license expiration or maintenance agreement expiration. For information about e-mail setup, see Set up e-mail to notify about expiration.

Use the **Attachments** tab page to add any documents related to the license.

Use the **License keys** tab page to add any keys or serial numbers associated with the license.

Create an agreement

An agreement is a prerequisite for creating a license: Any license must be created on the basis of an existing agreement and one or more licenses can be based on the same agreement.

An agreement always includes this information:

- The software development company that created the product: the manufacturer.
- The software distributing company that sold the product: the supplier.

Create a new agreement

1. Right-click the **Agreements** node, and then click **New agreement**.
2. On the **General** tab, select manufacturer and supplier and type a suitable name for the agreement.

   If the relevant manufacturer or supplier is not available, click the appropriate **New** button to create the information.

   The other fields on the tab are optional and whether they are used typically differ in different companies.
3. On the **Attachments** tab, optionally add any documents related to the agreement.
4. Use the **Contacts** tab to associate any contact from the Netop Asset Manager contacts database with the agreement.

When an agreement has been created, one or more purchases can be made based on the agreement and the corresponding licenses created.

4.3 E-mail notification about pending expiration

An e-mail notification about expiration can be sent related to:

- License expiration.
- Service agreement expiration.
- Agreement expiration.

Define dates

The first two dates are set in connection with creating or editing a license in the **Edit License** dialog box, and the third one is set in connection with creating or editing an agreement in the **Edit Agreement** dialog box.

For licenses and service agreements you can also define how many days *prior* to the expiration date the e-mail should be sent. This means that these five occurrences can trigger sending an e-mail:

The license will expire in X number of days.

The license has expired.

The service agreement will expire in X number of days.

The service agreement has expired.

The agreement has expired.

To send a notification for both license expiration and service agreement expiration, select **Expiration/Maintenance** in the **Send notification upon** list on the **E-mail notification** tab *(To open the dialog box: Double-click an existing license and click the E-mail notification tab)*. To send a notification prior to expiration, select a number of days in the **Days before sending** list on the same tab.

Define notification texts

The texts in the e-mail notifications are defined globally from the **E-mail Options** tab in the **Options** dialog box *(To open the dialog box: On the Tools menu, click options)*.

1. Select the situation you want to write a message for in the **Situation** list.

   Default texts display in the **Subject** and the **Body** field.

2. Use the default texts or modify them to suit the company communications style.

The default texts use three variables that you can also use in your customized texts for subject and message body; when you use the variables, they are automatically substituted with the appropriate value when the e-mail notification is sent.

%NAME%	The name of the current license, service agreement or agreement.
%DAYS%	The number of days until the license or the service agreement expires.
%DATE%	The date the license, service agreement or agreement expires.

⊟ Use of parameters - an example

When you select the situation "License will expire in x days", this is the default subject and body text:

> License will expire in %DAYS% days: %NAME%
>
> The license is close to the expiration date on %DATE% and %NAME% requires your attention.

When the default text is actually used for a specific license, the parameters in the text might be substituted as follows:

> License will expire in 7 days: Netop Remote Control

The license is close to the expiration date on 12/18/2008 and Netop Remote Control requires your attention.

4.4 Update an existing agreement

Except for changing manufacturer and supplier, an existing agreement can be modified as needed.

- In the list of agreements, right-click the agreement to be updated and then click **Edit**.

Whether the other information associated with an agreement can be changed, for example the number of licenses, is typically defined by company policy.

4.5 Verify and document license compliance

Use the license overview to verify the relationship between

- Number of license acquired.

  This information is entered when a new license is created or an existing one updated.

- Number of licenses actually used.

  This information is based on scan of client computers. For each license the information is available on the **License count** tab page.

- Number of products installed for which no license exists.

  Like the number of licenses used, this information is also based on scan of client computers and is available on the **License count** tab page.

Tip

The license overview columns can be sorted to display the information in the preferred order, see License overview.

Use the standard **License Compliance** report to document the relationship in a report in for example PDF or XML format. The report list the purchased licenses, the licenses actually used and the deviation. If the deviation is listed as a negative integer, this means that licenses are missing as compared to actual use.

Right-click the License management node and select **Total recount of all active licenses** to perform a total recount of all licenses, based on license type, attached scanned products, and defined number of licenses in current license.

4.6 Export license information

When you have entered license information in Netop Asset Manager, you may want to transfer the data to other programs that your company is using. License information can be exported to a comma-separated values (.csv) file, a format which is widely used.

1. Right-click the **License management** node, and then click **Export**.
2. Enter a suitable file name and click **Save**.

   All available license information is now exported to the selected file.

3. Open the .csv file in an appropriate program, for example Microsoft Excel.

The export file holds information beneath these column headings:

- Name
- Number
- Manufacturers
- Suppliers
- Agreement
- Invoice number
- Number of licenses
- License price
- Currency
- Price type
- Purchase date
- Expiration date
- E-mail notification
- E-mail notification days
- License type
- License count
- Non-licensed products

See Also

Create a license

5 Reporting

5.1 The built-in reports and the data basis

Netop Asset Manager includes a number of standard reports as samples of the reports that can be created.

Note that the reports are based on data collected by scan agents and require the agent is running as a service.

Software not used	A list of software products that have been installed but are not used (=have not been started). The list includes information about software version and the names of the computers where the software is installed.
License compliance	A list of the licenses that exist in the system and for each license: • The number of purchased licenses. • The number of actual product installations. • The number of licenses that can still be used for product installations. This number can be negative to indicate that more products installations have been made than the number of licenses warrants. • The date when the client computers were last scanned and the actual product installations number updated.
Hardware inventory	A list of computers with details about each: • Computer name. • The user who last logged on. • Universally Unique Identifier*A 128-bit number used to uniquely identify the computer* (UUID) for the computer. • Basic Input Operating System (BIOS) version. • Central Processing Unit (CPU) details. • CPU speed. • Memory size in MB. • Number of unused memory slots. • Type of network card. • Type of graphics card. • Hard disk size in bytes. • Computer serial number. • Monitor serial number. • Operating system (OS).

By default these reports are based on all currently available data. To filter on the data that the report is based on, create a suitable collection to identify the relevant computers and select that collection when generating a report.

Examples

- A hardware inventory report listed by department might be useful in situations when hardware updates are panned. In this scenario a collection filtering on department could be useful.
- In a company with multiple geographical locations, a report listing software not used in each location might be relevant. In this scenario a collection filtering on cost center or department - depending on the organization - could be used.

Also by default, the date used for the a report is today's date. To select a interval, select a start date and end date. Filtering on date intervals could for example be relevant in an analysis of hardware and software purchase patterns, to cover a fiscal year, or to document license compliance in a specific period.

5.2 Create a report

1. Click the **Reports** node to display the list of available report types.
2. Click the relevant report type.

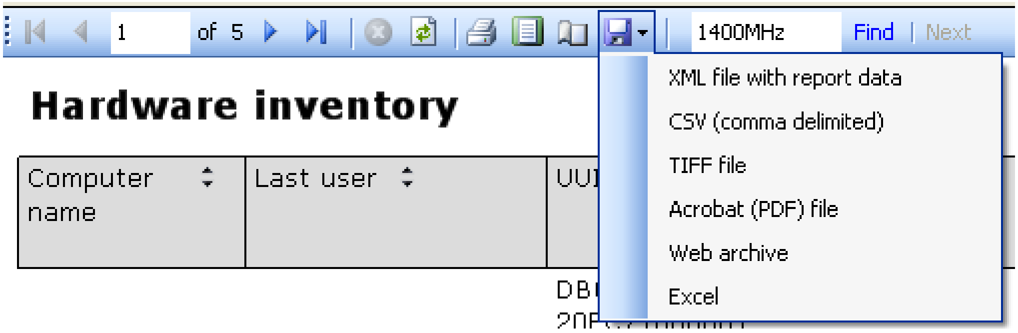
A report is now generated and displayed on the screen.

Once a report has been created, a report toolbar is available

Use the page box and arrows to scroll, the size box to zoom and the search box to find specific text:

When a report has been created and displayed on the screen, the report can be exported to an external file:

- Select the relevant format and click **Export**:



Create a report based on a custom filter

- In the **Collection** list, select the collection to be used as a filter and then click the **View report** button.

See Also

Report output formats
View information about computers using a custom filter

5.3 Report output formats

Reports can be generated in different output format. The supported formats are:

Format	**Description**
XML	Reports in Extensible Markup Language format. Use this format to publish reports on an intranet site, or for further data processing in an XML-based application like the Microsoft Office applications or in an SQL database.
CSV	Reports in comma-separated values format. Use this format for further data processing with data and row sorting, for example in Microsoft Excel.
TIFF	Reports in Tagged Image File Format. Use this format if a report should be managed as an image, for example inserted in an annual report.
PDF	Reports in Portable Document Format. Use this format to publish reports in a universally used format.
MHTML	Web archive. Use this format to publish a report on a Web site.
XLS or XLSX	Reports in Microsoft Excel format. Use this format for further data processing in Microsoft Excel.

5.4 Ways to publish a report

Report are generated on a report server and displayed in Netop Asset Manager. However, because reports are generated on the report server they can also be made accessible to users who do not have Netop Asset Manager installed. For users, for example the CFO or the Finance Manager, who do not use Netop Asset Manager in their daily work but who have an interest in viewing the data collected by Netop Asset Manager, reports can be generated on-the-fly and published on a company intranet site.

In addition to the name of the report server and the report itself, the link must also include the name of the Netop Asset Manager SQL database.

Syntax for links to reports on the report server

The simplest syntax for links to reports on the report server is:

http://<**Report SQL server name**>/ReportServer?%2fNetopAssetReports%2f<**report name** >&DataBaseName=<**database name**>

where

<**Report SQL server** must be substituted with the actual report server name, for example

name> "MyServer".

<report name> must be substituted with one on the report file names:

HardwareInventory

LicenseCompliance

SoftwareNotUsed

The report which is called **Software not used** in Netop Asset Manager is available in two different varieties: by default it is sorted by software name but can also be sorted by computer name. To link directly to the report type sorted by computer name, you can use this report name:

SoftwareNotUsedPerComputer

<database name> must be substituted with the actual name of the Netop Asset Manager SQL database, for example MyDatabase.

The database name is set as part of the installation and setup process and can be seen and changed from the **Options** dialog box: On the **Tools** menu, click **Options**.

So a link to a hardware inventory report with the above example parameters would look like this:

http://MyServer/ReportServer?%2fNetopAssetReports%2fHardwareInventory&DataBaseName=MyDatabase

Adding dates and time to the report

Reports generated with a link like the one above use these dates and times:

Start date and time	January 1, 2007 12:00
End data and time	<Current date> <current time>

The dates and times can be added by the user who uses a link to generate a report, or the date and time information can be added to the link.

This is the date and time syntax:

&Begin_Date=**<YYYY/MM/DD>**%20**<HH:MM:SS>**&End_Date=**<YYYY/MM/DD>**%20**<HH:MM:SS>**

This means that the full syntax becomes

http://<**Report SQL server name**>/ReportServer?%2fNetopAssetReports%2f<**report name**>&DataBaseName=<**database name**>&Begin_Date=**<YYYY/MM/DD>**%20**<HH:MM:SS>**&End_Date=**<YYYY/MM/DD>**%20**<HH:MM:SS>**

In the concrete example from above, adding begin and end dates would look like this:

http://MyServer/ReportServer?%2fNetopAssetReports%2fHardwareInventory&DataBaseName=MyDatabase&Begin_Date=2008/11/01%20&End_Date=<2008/12/31>

See Also

Create a report
Report output formats

6 Dialog box help information

6.1 Options

Use the **Options** dialog box to define and modify settings for how Netop Asset Manager scans and interprets licenses and products.

The options on each tab are described below.

General

Option	Description
Scan data folder	The name of the folder where the scan agents on the client computers deliver their scan results. Netop Asset Import on the data share subsequently imports the scan results into the SQL database. The folder is created when the data share components are installed. A new folder should be selected only if the data share components are re-installed as the scan data folder must be located on the same server as Netop Asset Import that handles import to the SQL database.
SQL server and SQL database	The name of the server where Microsoft SQL Server has been installed and the name of the Netop Asset Manager database on the server. The database must exist in the SQL server before it is possible to use it from Netop Asset Manager.

Custom data

By default Netop Asset Manager filters computers based on Organizational unit, Manufacturer/Model and IP address. When additional filtering parameters are required, up to ten fields can be defined.

Option	Description
Custom data file	The name and location on the client computers of the file with data for the custom fields.
Custom data fields	Parameter: The name of the field as it is displayed when filtering computers. Data type: The data type can be text, number or date. The format defines how Netop Asset Manager interprets and displays

Option	Description
	data from the file holding the data on the client computers.

The file holding the custom data must be placed in the same location on all client computers. The location and the file name are specified in the **Custom data file** field. There are no restrictions on the file extension but we recommend that .txt is used.

License types

The **License types** page lists the methods used to count licenses. The list can be modified using the **Add**, **Edit** and **Remove** buttons.

By default Netop Asset Manager has four built-in license count methods that are each tied to a license type. The names and descriptions of the license types can be changed. We recommend that you use names and descriptions that indicate which count method is actually used.

E-mail options

Use the E-mail options page to review and customize the message text used when a license, a service agreement or an agreement expires.

Begin by selecting the situation that you want to write a text for and then review and modify the default texts.

The default texts use three variables that you can also use in your customized texts for subject and message body; when you use the variables, they are automatically substituted with the appropriate value when the e-mail notification is sent.

%NAME%	The name of the current license, service agreement or agreement.
%DAYS%	The number of days until the license or the service agreement expires.
%DATE%	The date the license, service agreement or agreement expires.

E-mail server settings

Use the **E-mail settings** page to define the sender for the reminders that can be sent when a license is about to expire or when the maintenance date is close.

When the settings have been defined, click the **Test connection** button to send a test e-mail from the e-mail address entered in the **E-mail address** field to the same e-mail address, that is, sender and recipient addresses are the same in the test e-mail.

Option	Description
Enable e-mail notification	Select the **Enable e-mail notification** check box to make the dialog options available.
User information	**Display name**: The sender name as the e-mail recipient will see it.

Option	Description
	E-mail address: The e-mail address used to relay the e-mail.
Server information	The name of the mail server used to send e-mail notifications.
Authentication	If the mail server uses the Simple Mail Transfer Protocol (SMTP) and has been set up to require authentication, the user name and password for a user with access rights to use mail relay in the fields under **Logon information**.

Scan agent

Use the **Scan agent** page to specify file types to scan for when scanning client computers for products and to specify folders not to be scanned.

Process scan is used to determine whether an installed software product is actually used.

The three lists allow the use of these special characters and symbols:

- Wildcard characters like * and ?
- Windows system environment variables like `%SystemDrive%`, `%SystemRoot%`, `%WinDir%` and `%SystemDirectory%`

Option	Description
Include	Type a file type to include in the scan for products on client computers and click the **Add** button to include it in the list. By default the scan process scans for *.exe files but, for example, *.dll files might be added as well.
Exclude	Type the folder to exclude from the scan for products on client computers and click the **Add** button to include it in the list. By default folders like the recycle bin, the Windows system directory and the folder used for temporary Internet files are not scanned.
Exclude from process scan	Type the name of the .exe file to be excluded from the process scan and click the **Add** button to include it in the list. Programs to be excluded are typically products with no cost associated, like Internet Explorer (explorer.exe) or Windows Messenger (msmsgs.exe).

Clicking **Scan all Windows computers** will initiate a scan of all computers. This could be useful when the scan agent has been installed on additional client computers or updated on existing ones.

Intervals

Option	Description
Scan frequency	The frequency - in minutes, hours or days - with which all client computers are scanned. Scan frequency determines when an agent should initialize a scan based on when the last scan stopped.
Process scan upload frequency	The frequency - in minutes, hours or days - with which all client computers are scanned for active processes.
Config check frequency	The frequency - in minutes, hours or days - with which the agents should check whether the configuration file on the server (NetopAssetAgentConfig.ini) has been changed and should be reloaded.

Media

Use the **Media** page to define the file types to be interpreted as music file and movie files respectively.

- Type a file type and click the **Add** button to include it in the list.

The minimum file size for each type indicates that files smaller than the size given here are disregarded. Set to 0 if all files of the types listed should be counted as music or movie files.

Advanced

Use **Multiple Windows installation** to select whether one computer is allowed to have more than one Windows installation on each physical computer or not. In most environments, one computer has one Windows installation and this is the recommended setting.

If multiple Windows installations are allowed on a single computer, a computer with multiple Windows installations will appear multiple time in the list of computers. Also, if an additional Windows installation is added, information about existing installations are kept.

If multiple Windows installations are ***not*** allowed, the last scanned Windows installation is the valid one. If Windows is re-installed, information about the old installation is overwritten.

Note that the selection here has an impact on the license counting, except in instances when the count method **Per computer** is used.

Option	Description
Days to keep historical data	The number of days information about changes for any computer are stored, even though the computer itself is removed and

Option	Description
	no longer scanned. A product with Count = 0 indicating that the product is no longer installed on any computer, is automatically removed when **Days to keep historical data** has elapsed. Example scenario: The scan agent locates product X and counts two installations (Count = 2). The two users remove the product or the computers where they were installed are taken off the network. Product count now = 0. If **Days to keep historical data** has been set to 365, product X will appear in the product list for the next year with Count = 0. Then it is automatically removed. To remove the product sooner, use **Remove** on the product shortcut menu.
Days to keep non-touched data	If a Windows installation has not been scanned within the given number of days, data about it will be removed. This is to manage computers that become obsolete and are removed from the company network. It is also possible to manually remove data about a computer: right-click a computer in the list of computers and then click **Remove** .

6.2 New License Type

Use the **License Type** dialog box to modify an existing license type or to create a new license type.

Option	Description
Name	The name of the license type. The name appears on the **License count** tab when you create or update a license. We recommend that you use a name that indicates which count method is actually used.
Description	We recommend that you use this field to describe the license type.
Count method	Choose one of the five built-in license count methods for the license type you are creating:

	• **Per computer**	Basic product count method: count one product for each computer the product is installed on.
	• **Per Windows installation**	Count one product for each Windows installation the product is installed on. In many cases **Per computer** and **Per Windows installation** will be the same in practice. However, if a computer has several Windows installations, for example Windows XP and Windows Vista, a product installed on both will count as two in the license count.
	• **Per user**	Count one product for each user that has the product installed. If one user has several computers and a product is installed on all of them, this will count as only one in the license count.
	• **Concurrent usage**	Count one product each time the product is started. Products that are acquired under this type of license can be installed on as many computers and by as many users as you like but the product can only be used simultaneously by the number of users as specified on the license agreement.
	• **Concurrent usage per Windows installation**	Count one product each time the product is started but if it is started several times on the same Windows installation, count this as only one in the license count. This is almost the same as **Concurrent usage** only slightly more liberal: if the same computer has the product running multiple times, this counts as only one in the license count.
Allow users to have Windows installations in this collection	Available only with count method **Per Windows installation**. Allows you to identify computers that should be exempt from the product count. This could for example be home computers: since a home computer and an office computers are never used simultaneously, the same product can be installed on both. Select the **Always count at least one computer per user** check box to ensure that a product that is installed at a computer registered as a home computer is still counted if this is the only computer that a particular user has.	

Always exclude Windows installations from this collection	Available only with count method **Per Windows installation**. Another way to identify computer that should be disregarded with respect to counting products. This option could for example be used to exclude test computers from the license count.

Index