Windows® 7

Microsoft ACT: Phase 2 - Analyzing Issues

Microsoft Corporation

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Abstract

This paper provides information about the available analysis and reporting options in the Microsoft® Application Compatibility Toolkit (ACT) 5.6.

This information applies to the following operating systems:

- Windows® 7
- Windows Vista®
- Windows Server® 2008 R2
- Microsoft Windows Server 2003
- Microsoft Windows XP with Service Pack 2 (SP2)
- Microsoft Windows 2000

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Microsoft ACT: Phase2 - Analyzing Issues

Microsoft® Application Compatibility Toolkit (ACT) 5.6 enables you to organize and to analyze your data by using categorization, prioritization, organizational assessments, issue and solution management, report management, and filtering. You can access and view all your compatibility data by using the **Quick Reports** area of the Application Compatibility Manager.

⬥ **Important**

You must successfully complete the run of at least one data-collection package (DCP) before you can view the associated compatibility issue data. For example, you must run a DCP that includes the Update Compatibility Evaluator (UCE) before you can view Windows update-related compatibility issues.

How the ACT Works

ACT 5.6 provides a way for you to create an inventory for your organization, including your installed applications, computers, and devices. It also enables you to collect compatibility data, to determine the impact of that data in your organization, and, finally, to create mitigation packages to fix the compatibility issues, when possible. There are three phases for effectively using ACT in your organization. The three phases are:

- **Phase 1: Collecting Data**. Before you can analyze your potential compatibility issues, you must first collect your organization's inventory and the associated compatibility issues. For more information, see the "Microsoft ACT: Phase 1 – Collecting Data" white paper, available for download from the **Related Resources** section of the Microsoft Application Compatibility Toolkit 5.6 Download Web page.

- **Phase 2: Analyzing Issues**. After collecting your inventory and associated compatibility data, you can organize and analyze your issues. This includes categorizing, prioritizing, setting your deployment status, and setting your application assessment to create customized reports. This information is included in this white paper.

- **Phase 3: Mitigating Issues by Using Compatibility Fixes**. After analyzing your compatibility issue reports, you can do the following:

  - Manually test your applications for functionality-related issues

  - Use the Standard User Analyzer (SUA) tool to automatically test for user account control (UAC)-related issues

  - Create mitigation packages for valid issues by using the Compatibility Administrator

For more information, see the Microsoft ACT: Phase 3 – Mitigating Issues by Using Compatibility Fixes white paper, available for download from the **Related Resources** section of the Microsoft Application Compatibility Toolkit 5.6 Download Web page.

Organizing Your Compatibility Data

After collecting your compatibility data, you can organize your data, which includes creating and assigning categories and subcategories, prioritizing your data, and setting your application assessment ratings and deployment status. You can also filter your organization's compatibility-issue data by selecting specific restriction criteria.

📝 Notes

For the purposes of this white paper, we will use the **<Operating_System> - Application Report** screen in each of the following exercises. However, you can do most of the exercises by using the associated dialog box, such as the **<Application_Name>** dialog box. Additionally, the processes described in the exercises are the same for computers, devices, updates, and Web sites.

For more detailed information about all of the content in this white paper, see the ACT Help.

Categorizing Your Data

You can create, modify, and assign categories to all of your applications, computers, devices, Web sites, and updates, to create a more customized Application Compatibility Toolkit (ACT) compatibility report and to use for filtering purposes. By default, Microsoft provides categories for software vendor and test complexity. After you create and organize your categories and subcategories, you can assign all of your applications, computers, devices, Web sites, and updates to both categories and subcategories, to create a more customized ACT compatibility report and to use for filtering purposes.

- **Software vendor** can be a useful category because you might have varying relationships with each of your vendors. Being able to generate reports and groupings by software vendor can be helpful when having discussions with that vendor and evaluating their performance with regard to your compatibility needs.

- **Test complexity** can be useful for planning and assigning resources. Applications with higher complexity might require additional resources or help to make support decisions. For example, you might assign additional resources to a Critical application with an elevated test complexity but also remove a Nice-to-Have application with an elevated test complexity from the supported software list.

- **Unit of deployment** is another commonly used set of categories that can include subcategories such as Division and Region. Typically, this category enables you to track the software needs of one unit of deployment so that, as the necessary software is tested and approved, that deployment unit can proceed. Your organization might choose a different naming convention for this information based on the needs of your specific situation.

▶**To create a new category or subcategory**

1. On the **<Operating_System> - Application Report** screen, click the application name for which you want to add a category or subcategory.

2. On the **Actions** menu, click **Assign Categories**.

   The **Assign Categories** dialog box appears.

3. Click **Category List**.

   The **Category List** dialog box appears.

4. In the **Categories** or **Subcategories** area of the **Category List** dialog box, click **Add**.

   A new category, named *NewCategory1* or *NewSubcategory1*, appears.

5. Type your new category or subcategory name, and then click outside the active text area.

   ⬦ **Important**

   A category will not appear in the **Assign Categories** dialog box unless it has at least one subcategory.

6. Click **OK** after you have added all of your required categories and subcategories to close the **Category List** dialog box, and then click **OK** to close the **Assign Categories** dialog box.

▶**To assign a category and subcategory**

1. On the **<Operating_System> - Application Report** screen, click the application name for which you want to assign a category and subcategory.

2. On the **Actions** menu, click **Assign Categories**.

   The **Assign Categories** dialog box appears.

3. Select the check boxes next to the applicable categories and subcategories, and then click **OK**.

   The selected categories and subcategories are assigned to the application. You can now use the Query Builder to filter based on this information.

Prioritizing Your Data

You can prioritize your applications, Web sites, computers, devices, and application updates for more customized ACT compatibility reports and for filtering purposes. The priority levels are:

- **Priority 1 - Business Critical**. The highest priority level. Business-critical items are so important to your organization that, unless you certify them, you will not deploy the updated operating system.

- **Priority 2 - Important**. The priority level for applications, Web sites, computers, devices, and updates that your organization regularly uses but can continue to function without. You can choose to deploy the updated operating system without requiring certification.

- **Priority 3 - Nice to Have**. The priority level for applications, Web sites, computers, devices, and updates that do not fall into the previous two categories, but that you to want to appear in your ACT compatibility reports. You will deploy the updated operating system regardless of certification.

- **Priority 4 - Unimportant**. The priority level for applications, Web sites, computers, devices, and updates that are basically irrelevant to your organization's daily functions. You can use this priority level to filter out the unimportant items from your reports.

- **Unspecified**. The default priority level, which is automatically assigned to all applications, Web sites, computers, devices, and updates. Your organization can use this priority level to denote applications that have not yet been reviewed for deployment.

▶**To prioritize your data**

1. On the **<Operating_System> - Application Report** screen, click the name of the application you want to assign a priority to.

2. On the **Actions** menu, click **Set Priority**.

   The **Set Priority** dialog box appears.

3. Click your priority selection, and then click **OK**.

Selecting Your Assessment Rating

You can assign an assessment rating to each of your applications, to your application installation packages, and to your Web sites, based on whether they run successfully on a 32-bit or 64-bit operating system. Your assessment rating, which applies to your entire organization, is based on your own test results and organization requirements. You can also filter your application, application installation packages, and Web site data according to the assessment.

Your assessment choices include:

- **Works**. During your organization's testing phase, the application, application installation package, or Web site did not experience any issues.

- **Works with minor issues or has solutions**. During your organization's testing phase, the application, application installation package, or Web site did not experience a Severity 3 issue.

- **Does not work**. During your organization's testing phase, the application, application installation package, or Web site experienced a Severity 1 or Severity 2 issue.

- **No data**. Neither your organization, Microsoft Corporation, nor the vendor of the application, application installation package, or Web site has provided any data.

   📝 **Note**

   A Severity 1 issue occurs if the application stops responding or experiences data loss. A Severity 2 issue occurs if the application experiences a major functionality loss, for example, if it no longer starts. A Severity 3 issue occurs if minor functionality loss takes place, for example, if typographical or cosmetic errors appear.

▶**To set your assessment rating**

1. On the **<Operating_System> - Application Report** screen, click the application name for which you want to add an assessment.

2. On the **Actions** menu, click **Set Assessment**.

   The **Set Assessment** dialog box appears.

3. Choose your assessment ratings for 32-bit operating systems and 64-bit operating systems, if required, and then click **OK**.

   📝 **Note**

   If your organization does not use the 32-bit operating system, or if it does not use the 64-bit operating system, you can hide that assessment option in the Customize Report Views dialog box. If you hide the option, the associated assessment column no longer appears in the Set Assessment dialog box.

Selecting Your Deployment Status

You can track the testing and the deployment status of your operating system applications, application installation packages, Web sites, and impact report - updates from the **Set Deployment Status** dialog box.

Your deployment status choices include:

- **Not Reviewed**. Your organization has not yet reviewed this item to determine its impact, testing requirements, or deployment options.
- **Testing**. Your organization is in the process of locating compatibility issues.
- **Mitigating**. Your organization is in the process of creating and applying solutions for your compatibility issues.
- **Ready to Deploy**. Your organization has completed its testing and mitigation processes, and determined that you can deploy the item in your organization.
- **Will Not Deploy**. Your organization has decided that you will not deploy the item in your organization.

▶**To set your deployment status**

1. On the **<Operating_System> - Application Report** screen, click the application name for which you want to add a deployment status.

2. On the **Actions** menu, click **Set Deployment Status**.

   The **Set Deployment Status** dialog box appears.

3. Click your deployment status, and then click **OK**.

Selecting Your Send and Receive Status

You can select whether to send and receive specific application data, through the Microsoft® Compatibility Exchange, for each of your applications from the **Set Send and Receive Status** dialog box.

Your send and receive status choices include:

- **Do not send to Microsoft**. Your organization does not want to send this application's information to Microsoft. You will not receive any compatibility information for applications that you do not send.
- **Send to Microsoft**. Your organization wants to send this application's information to Microsoft, to receive the latest compatibility information.

▶**To set your send and receive status**

1. On the **<Operating_System> - Application Report** screen, click the application name for which you want to select the send and receive status.
2. On the **Actions** menu, click **Set Send and Receive Status**.

   The **Set Send and Receive Status** dialog box appears.
3. Click your send and receive status, and then Click **OK**.

Analyzing Your Compatibility Data

After organizing your compatibility data, you can analyze the results in the Application Compatibility Manager, which includes adding your own compatibility issues and solutions, and reviewing and filtering your data to create customized reports.

Adding Compatibility Issues

You can determine and understand many of your potential compatibility issues, including any relevant details, by using the compatibility evaluators and the Microsoft Compatibility Exchange.

Although the compatibility evaluators and the Microsoft Compatibility Exchange provide application compatibility issues, it is possible that you will uncover an undocumented issue. In this situation, you can add your issue, by using the **Analyze** screen of the Application Compatibility Manager. After you enter the information about the issue, you can use the Microsoft Compatibility Exchange to upload your data to Microsoft Corporation.

▶**To add a compatibility issue**

1. On the **<Operating_System> - Application Report** screen, double-click the name of the application you want to add the issue to.

   The **<Application_Name>** dialog box appears.
2. On the **Actions** menu, click **Add Issue**.

   The **<Application_Name> - New Issue** dialog box appears.
3. Add the details of the issue according to the following table, and then click **Save**.

Field	Description

Title	Type a title for your new issue, up to 256 characters in length. The title is required.
Priority	Select a priority for your new issue. The priority is required and can be one of the following values: • Priority 1 - Critical to Fix • Priority 2 - Must Fix • Priority 3 - Nice to Fix
Severity	Select a severity for your new issue. The severity is required and can be one of the following values: • Severity 1 - Application stops responding, or data loss occurs • Severity 2 - Major functionality loss, such as a failure to install or application does not start • Severity 3 - Minor functionality loss • Severity 4 - Cosmetic issues, such as typographical errors, fonts, and so on
Symptom	Select a symptom for your new issue. The symptom is required and can be one of the following values: • Application does not install • Application does not start • Application crashes or hangs • Application has impaired functionality • Application does not uninstall • Application does not update • Application functionality impaired on platform upgrade • Other
Cause	Select a cause for your new issue. The cause is required and can be one of the following values: • Application is blocked

	• Application cannot run under Standard user • Application is not supported on this version of the operating system • Application has a dependency on a bad driver • Application requires a deprecated component • Application is attempting to overwrite a protected Windows resource • Internet Explorer Protected Mode • Other
Affected Operating Systems	Select the corresponding check box for each of the operating systems that are affected by this issue. You must select at least one operating system.
Issue Description	Type your issue description, including the steps to reproduce the problem. The issue description is not required but will make finding a solution much easier.
Link to More Information	Type a URL to a page that has more information. This link is not required.

Adding Compatibility Solutions

After you collect and review your potential compatibility issues, you can determine the appropriate fixes and provide documentation about your solutions. You add your solutions by using the **Analyze** screen of the Application Compatibility Manager. After you enter the information about the issue, you can use the Microsoft Compatibility Exchange to upload your data to Microsoft Corporation.

📝 **Note**

You can view or add solutions only for a specific application or Web site. Therefore, you can perform these tasks only in the associated details dialog box.

▶**To add a solution for a compatibility issue**

1. On the **<Operating_System> - Application Report** screen, double-click the name of the application you want to add the solution to.

   The **<Application_Name>** dialog box appears.

2. Click the **Issues** tab.

3. On the **Actions** menu, click **Add Solution**.

   The **<Application_Name> - Add Solution** dialog box appears.

4. Add your solution details according to the following table, and then click **Save**.

Field	Description
Title	Type a title for your new solution, up to 100 characters in length. The title is required.
Solution Type	Select a solution type for your new solution. The solution type is required and can be one of the following values: • Application has a newer working version • Application has an update • Application has a manual workaround (KB article) • Application configuration change • Windows configuration change • Requires an application compatibility fix • Requires an application compatibility mode • Run with elevated user rights • Not Applicable • Other
Solution Details	Type your solution details, including the steps to reproduce your fix. Although the solution details are not required, they will help others to fix the compatibility issue.
Solution Details URL	Type a URL to a page that has more information. This URL is not required.

Resolving Compatibility Issues

The final step of your issue analysis is to resolve your existing compatibility issues by using the **Analyze** screen of the Application Compatibility Manager. Resolving an issue changes the status of the issue from a red x to a green check mark on your report and report detail screens.

📝 **Note**

You are not required to resolve your issues. However, if you do not, your issues will remain active in your ACT database and provide inaccurate reports.

▶**To resolve your compatibility issues**

1. On the **<Operating_System> - Application Report** screen, double-click the name of the application that includes the issue that you want to resolve.

   The **<Application_Name>** dialog box appears.

2. Click the **Issues** tab.

3. Double-click the specific issue to resolve.

   The **<Application_Name> - <Issue_Title>** dialog box appears, showing the **Issue Detail** tab.

4. On the **Actions** menu, click **Resolve**, and then close the **<Application_Name> - <Issue_Title>** dialog box.

   The issue appears with a green check mark in the report details screen.

   📝 **Note**

   If you do not have a solution but still need to resolve the issue, Microsoft recommends that you select the **Other** solution type and add text that describes why you resolved the issue without a solution.

Filtering Your Compatibility Data

You can filter your organization's compatibility-issue data by selecting specific restriction criteria. Additionally, you can add a filter to any of the quick reports by creating query clauses.

▶**To create a basic query clause**

1. On the **<Operating_System> - Application Report** screen, click **Toggle Filter**.

   The **Query Builder** appears with a blank row.

2. Enter your filter criteria, pressing TAB to add additional clauses.

   📝 **Note**

   To delete a clause, right-click the row, and then click **Delete Clause**.

   The following example shows a query that will filter for all applications with an assessment of **Works with minor issues or has solutions** and a deployment status equaling **Not Reviewed**.

	And/Or	Field	Operator	Value
	And	My Assessment	Equals	Works with minor issues or has solutions
▶	And	Deployment Status	Equals	Not Reviewed ▼

3. Click **Refresh**.

Your filtered results appear.

▶**To query on a collection**

1. In the **Field** list of the Query Builder, click any field that contains a plus sign (+) as the suffix. (The plus sign indicates that the field is a category.)

2. In the **Operator** list, select **Exists**, **Not Exists**, or **All Have**.

    The Query Builder creates a group clause, shown by a bracket between the first and second query rows.

    🔷 **Important**

    The **Value** box remains blank and you must move your cursor to the **Field** box of the next query row.

3. In the **Field** list, select a field.

    📝 **Note**

    Your initial query row filters your field selection, so only the fields related to your initial query row are available.

4. Select an operator in the **Operator** list, enter a value in the **Value** list, and then click **Refresh**.

    The following example shows a query for all applications with issues provided by the User Account Control Compatibility Evaluator (UACCE).

	And/Or	Field	Operator	Value
(	And	Issues (+)	Exists	
(	And	Issue Type	Equals	UACCE
▶	And			

Example Filter Queries

The following sections provide examples of queries that you can create, by using the query builder.

All Applications with Issues

The following example is a query for all applications with one or more known issues.

	And/Or	Field	Operator	Value
▶ (	And	Issues (+)	Exists	
	And			

All Applications with Solutions for Known Issues

The following example is a query for all applications that have solutions for their known issues.

	And/Or	Field	Operator	Value
	And	Issues (+)	Exists	
	And	Solutions (+)	Exists	
▶	And			
	And			

All Applications with Specific Solution Types

The following example is a query for all applications that have a solution type of Application Update or Application Configuration.

	And/Or	Field	Operator	Value
	And	Issues (+)	Exists	
	And	Solutions (+)	Exists	
	And	Solution Type	Equals	Application has an update
▶	Or	Solution Type	Equals	Application configuration change
	And			
	And			

All Applications with No Active Issues

The following example is a query for all applications with no active issues.

	And/Or	Field	Operator	Value
	And	Active Issues count	Equals	0
▶	And			

All Applications Appearing in a Specific Category and Subcategory

The following example is a query for all applications assigned to the category of Department and the subcategory of either Human Resources or Finance.

	And/Or	Field	Operator	Value
	And	Categories (+)	Exists	
	And	Category Name	Equals	Department
	And	Subcategory Name	Equals	Human Resources
	Or	Subcategory Name	Equals	Finance
▶	And			
	And			

All Unassigned Applications

The following example is a query for all applications that have not yet been assigned to a category.

	And/Or	Field	Operator	Value
	And	Categories (+)	Exists	
	And	Category Name	Not Equals	Department
▶	And			

Synchronizing Your Data

You send and receive data to keep your local Application Compatibility Manager updated with the most current issues and information from Microsoft Corporation, independent software vendors (ISVs) and, if you are a member, the ACT Community.

The synchronization process uses the Microsoft® Compatibility Exchange to:

*   Download new information from authoritative sources, such as Microsoft and independent software vendors.

*   Upload your compatibility issues to Microsoft.

*   Upload and download compatibility information from the ACT Community, if you are a member and agree to share your data.

> **Important**
> The Application Compatibility Toolkit will be unable to provide you with compatibility information for any applications that you determine should not be sent to Microsoft.

To review and synchronize your data

1. On the **Analyze** screen, click **Send and Receive**.

    The **Send and Receive Data** dialog box appears.

2. Click **Review the data before sending**.

    The **Send and Receive Data** dialog box changes to show all of the applications whose data will be sent to Microsoft during the synchronization process. If there are applications whose data should not be sent to Microsoft, see the "Selecting Your Send and Receive Status" section of this white paper for removal information.

3. Optionally, you can click **Review all data**, save the resulting .txt file locally, and then review the exact XML data that will be sent to Microsoft.

4. After you finish reviewing the application list and XML data, click **Send**.

    The synchronization process uploads and downloads only the changes made since your last synchronization. During the synchronization process, a dialog box displaying the synchronization status appears. You can continue to work during this process. If no new issues have occurred since your last synchronization, the Microsoft Compatibility Exchange uploads your issue information and notifies you that no updates for download exist.

Opening an Existing Report and Exporting Report Data

You can perform several common reporting tasks from the **Analyze** screen, including saving a compatibility report, opening a saved compatibility report (.adq file), and exporting your report data into a spreadsheet (.xls) file created by Microsoft® Office Excel® spreadsheet software.

To save a report

1. Click **Analyze** from the **Quick Reports** pane.

2. Click **Applications** from the appropriate operating system heading in the **Quick Reports** pane. For example, click **Applications** from underneath the **Windows 7 Reports** heading.

   The **<Operating_System> - Application Report** screen appears.

3. On the **File** menu, click **Save As**.

   The **Save As** dialog box appears.

4. Browse to the folder where you want to store your report, and then click **Save**.

▶**To open a saved report**

1. Click **Analyze** from the **Quick Reports** pane.

2. Click **Applications** from the appropriate operating system heading in the **Quick Reports** pane. For example, click **Applications** from underneath the **Windows 7 Reports** heading.

   The **<Operating_System> - Application Report** screen appears.

3. On the **File** menu, click **Open Report**.

   The **Open** dialog box appears.

4. Browse to the folder where you saved your report, and then click **Open**.

▶**To export report data**

1. Click **Analyze** from the **Quick Reports** pane.

2. Click **Applications** from the appropriate operating system heading in the **Quick Reports** pane. For example, click **Applications** from underneath the **Windows 7 Reports** heading.

   The **<Operating_System> - Application Report** screen appears.

3. On the **File** menu, click **Export Report**.

   The **Export Report Data** dialog box appears.

4. Browse to the folder where you want to store the spreadsheet file, and then click **Save**.

Customizing Your Report Views

You can customize how you view your report data in the following ways:

- You can select the operating systems for which you want to view the compatibility data.
- You can view compatibility data for 32-bit or 64-bit architectures.
- You can turn on reporting for Windows Update information, and then you can select the operating systems for which you want to view the associated data.
- You can add and remove columns from the various report screens.

▶**To add or remove an operating system from the Quick Reports pane**

1. On the **Analyze** screen, click the **Customize this view** link, located at the bottom of the **Quick Reports** pane.

   The **Customize Your Report Views** dialog box appears.

2. In the **Deployment Reports** area, select the check boxes for the operating systems you want to add to your reports, clear the check boxes for the operating systems you want to remove from your reports, and then click **OK**.

3. Select your supported architecture option, **32-bit**, **64-bit**, or **Both**, to define the assessments that you see in the various report screens.

▶**To enable Windows update reporting**

1. On the **Analyze** screen, click the **Customize this view** link, located at the bottom of the **Quick Reports** pane.

   The **Customize Your Report Views** dialog box appears.

2. In the **Update Impact Reports** area, select the **Enable Update Impact Reports** check box.

▶**To add or remove a column**

1. On the **Analyze** screen, right-click the column headings, and then click **Column Options**.

   The **Column Options** dialog box appears.

2. Select the check box next to any column that you want to add, clear the check box next to any column that you want to remove from your report view, reorder the columns, as required, by using the **Move Up** and **Move Down** buttons, and then click **OK**.

   📝 **Note**
   You can also click **Add or Remove Columns** when you right-click the column headings; however, this only lets you add or remove a single column at one time, and does not allow you for reordering.

Viewing Quick Reports

ACT includes several predefined quick reports based on operating system, Windows update, or Internet Explorer. You can filter the reports to create customized views of your information, including your application assessment, priority, deployment status, and so on.

Viewing Detailed Operating System Reports

On the **<Operating_System> - Reports** screen, you can view the compiled report data by individual operating system (the screens are named by operating system, for example, **Windows 7 Reports**), including:

- The total number of computers running the operating system
- The total number of installed applications on the operating system
- The total number of devices running on the operating system
- Your organization's assessment of the application while running on the 32-bit or 64-bit version of the operating system
- The vendor's assessment of the application while running on the 32-bit or 64-bit version of the operating system
- Your organization's assessment of your installed devices while running on the 32-bit or 64-bit version of the operating system

▶**To access the <Operating_System> - Reports screen**

1. Click **Analyze** from the **Quick Reports** pane.

   The **Analyze** screen appears.

2. Click the appropriate operating system heading in the **Quick Reports** pane. For example, click **Windows 7 Reports**.

   The **<Operating_System> - Reports** screen appears. From this screen, you can click the other report names to view more specific information for that item. For example, you can click **Applications** under the **Windows 7** heading to view specific information about your applications that are installed on computers running the Windows 7 operating system. The other report options are:

Quick Report Name	Report Details
<Operating_System> - Applications	Provides information about your installed applications, active issues, and any assessments made by your organization, the vendor of the application, and, if you are a member, the ACT Community.
<Operating_System> - Application Installation Packages	Provides information about any installation setup packages installed in your organization. The information for each package includes the associated application name, your assessment of the package, and any active issues.
<Operating_System> - Computers	Provides information about the computers in your organization. For each computer, the information includes the computer name and

Quick Report Name	Report Details
	the domain, any known issues occurring on the computer, and the installed operating system and applications.
<Operating_System> - Devices	Provides information about all of the installed devices within your organization. For each device, the information includes the device name and the model information, the manufacturer and its default category, your assessment rating, and how many computers have the device installed.

📝 **Note**

For more information about each of these reports, see the associated topics in the ACT Help.

Viewing Detailed Windows Update Reports

On the **Update Impact Reports** screens, you can view the compiled report data for your organization's installed applications or a Windows update, based on the Update Compatibility Evaluator (UCE) data, including:

- The total number of installed applications that might be impacted by a Windows update
- The total number of installed applications that have no associated compatibility data
- The total number of non-impacted installed applications
- The total number of installed applications
- The total number of Windows updates that might impact at least one installed application
- The total number of Windows updates that have no impact to your installed applications
- The total number of Windows updates analyzed by UCE

▶**To access the Update Impact Reports screen**

1. Click **Analyze** from the **Quick Reports** pane.

    The **Analyze** screen appears.

2. Click **Update Impact Reports** in the **Quick Reports** pane.

    The **Update Impact Reports** screen appears. From this screen, you can click the other report names to view more specific information for that item. For example, you can click **Applications** under the **Update Impact Reports** heading to view specific information about your applications as they relate to the new Windows updates. The other report options are:

Quick Report Name	Report Details
Update Impact Reports - Applications	Provides information about any installed application that might be potentially impacted by a required Windows update. This information includes active issues and the affected computer name.
Updates	Provides information about any required Windows update, including its release date, the MSRC severity, the MSRC Bulletin number, the update package title, the affected operating system, and any active issues.

Note

For more information about each of these reports, see the associated topics in the ACT Help.

Viewing Detailed Internet Explorer Reports

On the **Internet Explorer** screen, you can view the compiled report data for your visited Windows® Internet Explorer® Web sites and Web applications, including:

- The total number of visited Web sites
- The total number of visited Web sites with active issues

▶**To access the Internet Explorer screen**

1. Click **Analyze** from the **Quick Reports** pane.

    The **Analyze** screen appears.

2. Click **Internet Explorer** in the **Quick Reports** pane.

    The **Internet Explorer** screen appears. From this screen, you can click the **Web Sites** heading from the **Quick Reports** area to view more specific information for your visited Web sites.

Note

For more information the Internet Explorer-related reports, see the associated topics in the ACT Help.

Creating Your Application Portfolio

After you have finished organizing and analyzing your data, we recommend that you create an application portfolio for your organization. The application portfolio is a list of all the applications in your organization, including their specific details and compatibility status.

▶**To create an application portfolio**

1. Collect your application inventory and compatibility data, by using ACT.
2. Organize your data based on your organization's requirements, and then analyze the information.
3. Identify any applications that are missing from the inventory.
4. Select specific versions of your inventoried applications to be included in your deployment.

Identifying the Applications Missing from the Inventory

You must identify any applications that were not located during the automated inventory collection process. These applications might be located on portable computers or high-security systems that cannot be accessed for inventory. In this situation, you must document the application manually.

▶**To help reduce the likelihood of any applications being omitted from the application portfolio**

1. Distribute the application portfolio in your organization, specifically, to those who have knowledge of the required applications currently in use.
2. Request that the group specified in step 1 review the portfolio for errors.
3. Review the feedback provided from step 2, to analyze the errors in the existing portfolio.
4. Make the appropriate changes to the portfolio based on the review.
5. Publish the revised application portfolio, and obtain stakeholder approval of the list and application compatibility status.

Selecting Specific Application Versions

You might find multiple versions of an application in use within your organization. For example, your inventory might reveal that your organization uses both Microsoft Office 2003 and Microsoft Office 2007. Additionally, you might find that more than one application is performing the same function. For example, you might find that your organization uses both Microsoft Windows Media® Player and a non-Microsoft product to view streaming video. In these situations, we recommend selecting a single set of applications to minimize the number of supported applications and versions, but still meet your organization's business requirements.

Standardizing on a Specific Version

To help reduce the long-term total cost of ownership (TCO), you must reduce the number of supported applications in your organization. For each supported application, you must allocate time, training, tools, and resources to plan, to deploy, and to support the application.

Standardizing your list of supported applications can help to reduce the amount of effort required to support your deployed computer configurations.

▶ **To select the appropriate version of an application**

1. Identify the latest version of the application currently installed in your organization.
2. Determine whether a later version of the application is currently available. If so, we recommend that you include the later version of the application in your analysis.
3. Verify that there is vendor support for each version of the application.
4. Identify the license availability and cost for each application and version.
5. Select (from all the versions available) one version that is supported on all your client computers.
6. Validate the selected version in your test environment, verifying that it is compatible with your new operating system, Windows update, or Internet Explorer version.

Selecting One Application to Perform a Function

If you determine that there are multiple applications performing the same task in your organization, we recommend that you select a single application and include it in your standard portfolio, with an emphasis based on the following criteria.

- The application is part of a suite of applications. Applications that are part of a suite (for example, Word 2007 in Microsoft Office 2007) are more difficult to eliminate from your portfolio, because you must typically eliminate the entire suite.

- The vendor supports the application on the new operating system. Identifying support options early can reduce your costs later.

- The application adheres to the Designed for Windows logo program. Applications that display the current compatibility logo have met stringent guidelines for compatibility with the current version of Windows.

- The application provides a Windows Installer (.msi) file for deployment. If the application provides an .msi package, you will spend less time preparing the application for deployment.

- The application is Active Directory aware. You can manage Active Directory aware applications through Group Policy.

- The application is the latest version available in your inventory. Deploying a later version helps ensure the long-term support of the application due to obsolescence policies.

- The application provides multilingual support. Multilingual support within the application, when coupled with multilingual support in the operating system (such as the multilingual support in Windows 7), enables your organization to eliminate localized versions of the application.

- The application provides a greater number of features. Applications that support a greater number of features are more likely to address the business needs of a larger number of your users.