



Automated Support Infrastructure Asset Management User Guide

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Logging on

To access the ASI asset management facility from any device with Internet access, start-up your browser and enter the following URL in the address box:

- <https://nanoheal.org/main>

Substitute nanoheal.org with the URL of the ASI server your sites log to.

After you press enter, the logon screen will appear. Enter your user name and password, and click on the “OK” button or press the Enter key on your keyboard.

This will take you to the **Welcome** page (see below). You are now ready to start using the ASI asset management facility.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)

assets: [queries](#) | [console](#) | [changes](#) | [reports](#)

sites: [configuration](#) | [updates](#)

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information portal: [event](#) | [asset](#) | [change](#) | [meter](#)

tools: [admin](#) | [census](#) | [help](#)

Welcome

user: hfn [[log in as new user](#)]
site filter: off [[set site filter](#)]
March 29, 2004

Event Management

- [ad-hoc query](#): create and run a one-time ad-hoc query based on a filter.
- [filters](#): manage query filters.
- [notifications](#): manage notifications.
- [console](#): view notifications.
- [reports](#): manage reports.

Asset Management

- [queries](#): manage and run queries.
- [console](#): manage assets.
- [changes](#): view changes to assets.
- [reports](#): manage reports.

Site Management

- [configuration](#)
- [updates](#)

Information Portal

- [event reports](#)
- [asset reports](#)
- [asset change reports](#)

Provisioning

- [products](#)
- [sites](#)
- [metering](#)
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Tools

- [admin](#)
- [census](#)
- [help](#)

Figure 1

At the top right-hand corner of every page on the ASI server, under the navigation bar, you will find the following link User: <name of user currently logged in> [[Log in as new user](#)]. When you click on the [[Log in as new user](#)] link, the logon screen will appear. Enter another user name and password, and click on the “OK” button or press the Enter key on your keyboard. You will now be logged onto the ASI server as the new user.

Alternatively, you could access directly the main **Assets - Sites** page on your ASI server by start-up your browser and entering the following URL in the address box:

- <https://nanoheal.org/main/asset.php>

After you press enter, the logon screen will appear. Enter your user name and corresponding password, and click on the “OK” button or press the Enter key on your keyboard. The main **Assets - Sites** page will be displayed (See figure below).

Assets - Sites

[user: hfn](#) [[log in as new user](#)]
[site filter:](#) off [[set site filter](#)]
 April 07, 2004

[[top](#) | [bottom](#) | [asset tree](#)]

Total	
Sites:	6
Machines:	9

Action	Site Name	Number of Machines
[tree] [machines] [delete]	CommandAbility	1 machine
[tree] [machines] [delete]	HFN Lab	1 machine
[tree] [machines] [delete]	HFN Max	1 machine
[tree] [machines] [delete]	McConney Enterprises	3 machines
[tree] [machines] [delete]	Viking Roofing	1 machine
[tree] [machines] [delete]	pvmc	2 machines

[[top](#) | [bottom](#) | [asset tree](#)]

Figure 2

Asset management navigation

You can access ASI site management modules by clicking on the links under the **Asset Management** heading on the [Welcome](#) page (see Figure 1), or to the right of the assets label located on the upper right-hand corner of every page of the ASI asset management facility.

The ASI asset management facility modules include:

- [queries](#): to manage and run asset queries.
- [console](#): to manage assets.
- [changes](#): to view changes to assets.
- [reports](#): to manage asset reports.

Asset Database Highlights

Asset information tree

Data in the ASI asset database is organized in a hierarchy of groups and items. Groups can include either individual items, or other groups. Data organized in this fashion lends itself to representation as a tree structure.

Below, you will find the ASI asset information tree. Groups at the highest level of the hierarchy are listed at the extreme left. Items at the lowest level of the hierarchy are listed at the extreme right.

Correlating information across groups may be difficult and, in some cases, pretty much impossible because asset information as stored on a system is not correlated.

For example, suppose you want to produce a report that for each installed software program will give you its version and license number. It turns out that without creating a customized database structure, this is not possible.

If you look in the registry (or anywhere else) on a system, you will see that license and version information is stored in completely different places and, typically, there is no link between the two.

This makes it pretty much impossible for the ASI asset management facility to produce the report that for each installed software program will give you its version and license number without handcrafting a special database structure that links license and version information.

In general, we don't think extensive use of custom database structures makes sense because:

- Queries requiring correlation across groups are few and in most cases there are ways to link information across groups using the existing database without creating special database structures
- We would end up creating a set of very fragile custom database structures that would be difficult to maintain, and would break very easily.

SYSTEM SUMMARY

System Summary

Identification

- [System Manufacturer](#)
- [System Product](#)
- [System Service Tag](#)
- [System Version](#)
- [Case Serial Number](#)
- [Case Type](#)
- [System Serial Number](#)
- [Asset Tag](#)
- [Registered Service Tag](#)
- [Registered System Model](#)
- [Registered System Manufacturer](#)
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[Pegasus Process Size](#)
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[Pegasus Process File Name](#)

Dates in the ASI asset database

In order to understand how date related features of asset queries work, we need to briefly touch upon some key architectural elements of the ASI asset database.

We will refer to a system's hardware, software, or configuration components as information group. Examples of information groups include a network interface card, a software application, a disk drive, etc., etc.

Information about an information group can have multiple elements. For example, information about a software application is contained in the following elements:

- Process File Name
- Process Version
- Process Size
- Process Creation Date
- Company Name
- File Description
- Legal Copyright
- Product Name
- Product Version

In general, information about each element is stored in a separate database record. ASI asset database records containing information related to one item are linked together.

In addition to an element's value, each record has three dates:

- Earliest date – This is the earliest time an element *might* have been installed.
- Observed date – This is the earliest time an element was observed to have been installed.
- Latest date – This is the most recent time an element was known to have been installed.

We will show how they work with an example.

Suppose the ASI client on a system collects asset information once a week on Wednesday, exactly at midnight, and a new element shows up in this week's Wednesday night's log, and is still there in next week's log.

Let's call:

- **Wed0** – Last Wednesday
- **Wed1** – This Wednesday
- **Wed2** – Next Wednesday
- **Wed3** – The Wednesday after that

Wed1

Asset information about system A is first gathered and recorded in the ASI asset database on `Wed1`. All asset database records related to system A have earliest dates equal to `Wed0 midnight + one second` because we don't know if all the asset items whose information was there at

midnight on Wed0, but we know it was there at midnight on Wed1. Therefore, the earliest it could have been there was Wed0 Midnight + one second. Wed1 is the observed date, the first time information about the asset items was recorded. In this instance observed and latest dates are equal.

The period between Wed0 + one second, and Wed1 - one second is the “period of uncertainty”.

Wed2

Asset information about system A is gathered and recorded in the ASI asset database again at midnight on Wed2. No hardware, software, or configuration changes took place between Wed1 and Wed2. No records related to system A are added to the database. All asset database records related to system A have earliest dates equal to Wed0 Midnight + one second, and latest dates (the most recent date on which information about each asset item was recorded) equal to Wed2 Midnight.

Wed3

Asset information about system A is gathered and recorded in the ASI asset database once again, at midnight on Wed3. The version number for Microsoft Word has changed. Existing asset database records related to system A, including their earliest and latest dates do not change. A new record related to system A containing the new Microsoft Word version information is added to the asset database. Its earliest date is Wed2 midnight+ one second because we know the Microsoft Word version information was not changed at time Wed2, but it was first observed to have changed at time Wed3 midnight (observed time). Latest date is Wed3 midnight.

User defined fields

The ASI asset management facility lets you add an unlimited number of user-defined fields. User-defined fields are added via the system survey Scrip (#61) configuration page. You have a choice of three types of user-defined fields:

- Machine-specific user asset data
- Site-wide user asset data
- Registry-based asset data

Machine-specific user asset data

The **Machine-specific user asset data** parameter contains the list of fields that you define, which will be stored as part of the asset database record for the local system. Entries in the list are entered on separate lines. Each entry has two components separated by commas:

- The first is the data label
- The second is the data itself

Site-wide user asset data

The **Site-wide user asset data** parameter contains the list of fields that you define, which will be stored as part of the asset database record for either the local system, or that are common to all systems on the sub-net (e.g. department or geographical location). Entries in the list are entered on separate lines. Each entry has two components separated by commas:

- The first is the data label
- The second is the data itself

Registry-based asset data

The **Registry-based asset data** parameter contains the list of fields whose value is extracted from registry keys you select, which will be stored as part of the asset database record for either the local system, or that are common to all systems on the sub-net. Entries in the list are entered on separate lines. Each entry has two components separated by commas:

- The first is the data label
- The second component is the path to a registry key value. For example:
 - HKEY_LOCAL_MACHINE\Software\HandsFree Networks\HandsFree Client\ValueName

The part after the last backslash is the value name. If you leave this part blank the Scrip will capture and store the default key value. In that case, you just have a trailing backslash. For this field, Scrip 61 will read the registry key value and store it in a printable form. The printable form depends on what type the value is. If it's an integer the Scrip will convert it to a string. If it is a string, the Scrip will expand any environment variables. If it's a MULTI_SZ string the Scrip will write out the list separated by two spaces. If it's a binary and it has a length of 1, 2 or 4, then the result is stored as an integer. If it's a binary and it looks like a string (all printable chars, null terminated) then the Scrip stores it as a string. If it's a binary and it doesn't meet any of these criteria, then Scrip 61 stores it as a list of hexadecimal digits separated by spaces.

Notes

When adding your custom data to the asset database using Scrip 61, you do not need to do anything on the server side. The new fields will be automatically added to the database.

Similarly, when you delete entries from the **Machine-specific user asset data**, **Site-wide user asset data**, or **Registry-based asset data**, you don't have to do anything on the server side. The fields that are no longer present in the Scrip 61 configuration will still be accessible in the asset database.

Unique Universal Identifier (UUID)

Upon first-time installation on a system, the ASI client automatically generates a Unique Universal Identifier (UUID). The UUID is stored in the following registry key:

- HKEY_LOCAL_MACHINE\SOFTWARE\HandsFree Networks\HandsFree Client\UUID

It uniquely identifies the system it is stored on more reliably than other methods for identifying a system, e.g. NetBIOS name, IP address, or network interface card MAC address. If you do not choose to use the UUID as a system's primary identifier (via the ASI client configuration settings), you can still add the UUID to the ASI asset database by defining it as a user defined field.

File information tracking and retrieval

The ASI asset management facility's file information retrieval function is a powerful tool for tracking detailed information about any type of file and data stored on your users' systems.

It automatically retrieves detailed information (the one contained in a file's properties) about any file or file type anywhere, on any system, where the ASI client is installed and running.

The power of this function comes from the flexibility and ease with which you can define the kinds of files whose information you want Scrip 61 (system survey) to track and retrieve, and in the Scrip's capability to retrieve information about a practically unlimited number of types of files simultaneously without interfering with end-user activities.

You can refer to Scrip 61's configuration help file for details but, in summary, here is how the file information tracking function works:

- First you define file mask groups (e.g. *.vbs, *.exe, *.dot, *.pst)
- Next, you define search directory groups containing locations you want Scrip 61 to search for the files whose properties you want the Scrip to track and retrieve (e.g. %PROGRAMFILES%, C:\Windows\Application Data)
- Then, you define groups of systems you want Scrip 61 to search (e.g. *)
- At this point, you combine file type groups, search directory groups, and system groups into search command lines that Scrip 61 will use to retrieve the information you seek, every time it runs.

The entire process described above takes from several seconds to few minutes to complete, depending on the number of files types and locations you want Scrip 61 to search. Scrips 61 has a large number of pre-defined file mask groups and search directory groups for you to choose from to make the operation even easier and quicker to complete.

As you can see from the above, the ASI asset management file information retrieval function is extremely powerful giving you the capability to collect detailed information about the software and data on your users' system to an extremely high degree of completeness.

Queries

Clicking on the [queries](#) link next to the assets: label at the top right-hand corner of any page on the Asset Management site, will take you to the **Asset Queries** page (see Figure 3 below).

At the top of the page, right under the **Asset Queries** header, and at the bottom of the **Asset Queries** page, you will see four links to help you navigate the page:

- [[top](#) | [bottom](#) | [add](#) | [queries](#)]

Asset Queries

October 09, 2002
User: hfn

[[top](#) | [bottom](#) | [add](#) | [queries](#)]

Action	Name	Criteria
[run] [edit] [duplicate] [delete]	Dell id numbers - Corporate Ink	(System Manufacturer contains 'dell' AND Site Name contains 'ink')
[run] [edit] [duplicate] [delete]	Disk capacity warning	(Percentage Free less than '85')
[run] [edit] [duplicate] [delete]	Installed programs	(Domain contains 'ink')
[run] [edit] [duplicate] [delete]	License numbers - Microsoft	(Licensed Product Name contains 'Microsoft')
[run] [edit] [duplicate] [delete]	many machines 4	(Operating System contains '2000')
[run] [edit] [duplicate] [delete]	Network Properties - Corporate Ink	(Site Name contains 'ink')
[run] [edit] [duplicate] [delete]	Win 9x systems with 64 MB of RAM or less	(OS Version Number contains '4.') AND (Physical Memory Total (Kbytes) less than '64000')

Figure 3

Constrained vs. unconstrained queries

Consider the two following queries:

- 1) Find all systems with a 3C509 network interface adapter whose IP address starts with "192.168"
- 2) Find all systems with a 3C509 network interface adapter AND an adapter whose IP address starts with "192.168"

Query 1) can be thought of as two queries:

2-1) Find all systems with a 3C509 network interface adapter

2-2) Among the systems found with query 1a) focus exclusively on the network interface adapter record with value 3C509 and find those whose 3C509 network interface adapter record has an IP address record associated with it that starts with "192.168"

You can think of Query 1) as one where we place a constraint on the records the query searches through. In this case, the constraint is represented by the network interface adapter record with value 3c509.

Query 2) is very different from 1). It also can be thought of as two queries:

2-1) Find all systems with a 3C509 network interface adapter

2-2) Among the systems found with query 2a) look at ALL adapters on these systems, not just the 3C509, and select those systems that have an adapter, not necessarily the 3C509, whose IP address starts with "192.168".

While 1a) and 2a) are the same, 2a) is not constrained as 1a) was to only consider the 3C509 adapter but could span across all adapters on the selected systems.

Query 1a) is an example of a constrained query, 2a) of a query without constraints. By default, when you create an asset query in the ASI asset management facility it is assumed that it is constrained.

Multi-clause asset queries

When creating asset queries with multiple AND/OR clauses you should express them in the expanded form as a combination of single "and" queries.

For example:

- (OS Version Number contains '2195') OR (OS Version Number contains '1998' AND Site Name contains 'cbe')

should be entered as is

- (OS Version Number contains '2195') OR (OS Version Number contains '1998') AND (Site Name contains 'cbe')

- (OS Version Number contains '2195' OR Physical Memory Total (Kbytes) greater than or equal to '130580') AND (Processor CurSpeed in Megahertz greater than or equal to '300')

should be entered as

- (OS Version Number contains '2195') AND (Processor CurSpeed in Megahertz greater than or equal to '300') OR (Physical Memory Total (Kbytes) greater than or equal to '130580') AND (Processor CurSpeed in Megahertz greater than or equal to '300')

- (OS Version Number contains '1998') AND (Processor CurSpeed in Megahertz greater than or equal to '300' OR Physical Memory Total (Kbytes) greater than or equal to '130580')

should be entered as

- (OS Version Number contains '1998') AND (Processor CurSpeed in Megahertz greater than or equal to '300') OR (OS Version Number contains '1998') AND (Physical Memory Total (Kbytes) greater than or equal to '130580')

Using Boolean notation, the above can be restated as follows:

- $(A \cap B) \cup C$ should be entered as $A \cap B \cup C$

- $(A \cup B) \cap C$ should be entered as $A \cap C \cup B \cap C$
- $A \cap (B \cup C)$ should be entered as $A \cap B \cup A \cap C$

Where \cap stands for AND, and \cup stands for OR, and A, B, and C stand for search criteria such as “Program name contains Microsoft”.

Adding and saving an asset query

To add an asset query, you can click on the [add](#) link at the top of the Asset Queries page, or on the [\[Add a Saved Query\]](#) link that can be found on the Add, Edit, or Duplicate pages for asset reports.

Clicking on any of these links, will take you to the Add an Asset Query page as shown in Figure 4 below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)
 sites: [configuration](#) | [updates](#)
 information portal: [event](#) | [asset](#) | [change](#)
 tools: [admin](#) | [census](#) | [help](#)




Add An Asset Query

October 23, 2002
User: hfn

Provide a Name and Global Property:

Name:
 Global: ☐


Select Fields to Display:

Click on s and s to navigate categories.
 Click on s to choose fields to be displayed.
 Clicking on the field itself will enter it in the Search Criteria table to the right.

SYSTEM SURVEY
☐ System Summary
☐ Component
☐ Software

Create Search Criteria:

1. Click on a field in the list to the left to include it in the search criteria below.
 ▶ It will appear next to the black arrow. Click in any field to move the arrow to another row.
 2. Select a comparison option.
 3. Type in a value to be matched.

1. field name	2. comparison option	3. value to match
 <input type="text"/>	<input type="text"/>	<input type="text"/>
AND		
OR		

Select Date:

☒ Relative Date:
☐ Exact Date: / /
month day year




Select Display Options:

Number of Results per Page:
 Refresh Page Every (in minutes):

Figure 4

Select Fields to Display



The ASI asset management facility gives you the choice of which asset data to display in the **Asset Query Results** page independently of the fields you use for your query selection criteria. This feature makes for a more flexible tool.

As indicated in the on-screen instructions, Click on 's and 's to navigate data categories and locate the asset data fields you want displayed on the saved asset query output. To select an asset data field (asset database field names are displayed in blue) you want displayed on the saved asset query output, click on the 's next to the field.

Please note that you cannot select a data category (category names are displayed in black) to be displayed on an asset query output.

Enter Search Criteria

The name entered in the field name box has to match exactly the name of an asset database field. Asset database field names are displayed in blue. Asset database category names are displayed in black.

By clicking on the on  and  you can expand and compress the list of asset database categories and locate the field(s) you want to use for your saved asset query.

Once you have located the field you want to use, you can enter it in the field name box by

- Clicking once on the field name. It will be automatically inserted in the field name box
- While pressing the left button on your mouse, drag it over the name of the field you want to use as a selection criteria. After having selected the field's name in this way, copy it by pressing simultaneously the keys `ctrl` and `c`. Next, click the mouse pointer in the box under the field name label.
- Type the field name in the field name box

You select values for the comparison option box by clicking on the down arrow on the right side of the box. Possible values are:

- equal to
- not equal to
- contains
- begins with
- ends with
- less than
- greater than

- less than or equal to
- greater than or equal to
- does not contain

In the value to match box, you enter the field value that the saved asset query will use to retrieve records from the asset database based on the criteria entered in the comparison box.

The current limit to the number of AND and/or OR clauses is 9x9. You should keep in mind, however, that the greater the number of AND and/or OR clauses the more complex the query, the longer it will take to process, and the less likely that it will retrieve meaningful information.

Select Date

The ASI client, running on very supported device, uses the system survey Scrip (#61) to collect all of a device's hardware, software, and configuration information. It can be run on demand and on a scheduled basis (e.g. once a week).

Every time Scrip 61 runs, it sends a device's hardware, software, and configuration information to the ASI asset management database. This means that as long as the asset management database is not purged or rolled over, all of a systems detailed hardware, software and configuration information, from the time the ASI client first recorded it, is available to you.

This makes it possible to easily track configuration changes over time for both management and, especially, support purposes.

You can retrieve asset information from the ASI asset management database using time-related criteria in two ways:

- Relative Date. With this parameter you have the following choices:
 - You can select the latest asset information for each system that meets the other criteria of your query, or
 - For each system that matches the other criteria in your query, you can select information dating back to one day, one week, one month, three months, or six months from the time the query is run.
 - When you select the option some days ago... you can specify the number of days from the current date that you want the query to retrieve asset information from
- Exact date. This parameter lets you select one exact point in time for which you want to retrieve asset information. This could be particularly useful for retrieving information before and/or after a major upgrade, or before and/or after a significant event has occurred.

Two additional things to note are:



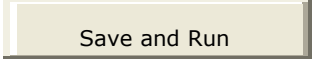
- The current limit to the name of an asset query is 50 characters including spaces. Query names can be changed.
- Privileged users can define an asset query to be either local or global by checking the checkbox to the right of the label Global.


Privileged users are the only ones that can create asset queries that are global. Non-privileged users don't see the Global checkbox. Global asset queries can be seen by all users with one exception: A user with a local asset query with the same name as a global asset query will see the local asset query instead of the "global" one. In general, a privileged user will create global asset queries if he/she wants other users to be able to use the asset query. If he/she wants to create an asset query for administrative or testing purposes, he/she would create a local asset query.

You should note that for global asset queries, there is only the one record. Any changes a privileged user makes to the global asset query will impact all users. If you want to change a global asset query for testing or administrative purposes before making any changes you should make a duplicate of the asset query, and mark that copy as local (i.e. make sure that the global box is not checked).

An example

For example, if you want run a query to retrieve information about all systems with the Microsoft Windows 2000 operating system and for the retrieved records display NetBIOS Name, Machine Model, and OS Version, you would:

- Click on the ☐ next to the field OS Version Number
- Click on OS Version Number. It will be inserted automatically in the box under the label field name
- From the drop down value list for the parameter comparison option select the value contains
- Enter the value 5.0 in the box under the label value to match
- Click on the ☐ next to the fields NetBIOS Name and Machine Model,
- Select your desired values for the **Display Options**
- Click on one of the , , or  buttons.

Clicking on the  button will take you to the **Asset Query Added** page as shown in Figure 5 below.

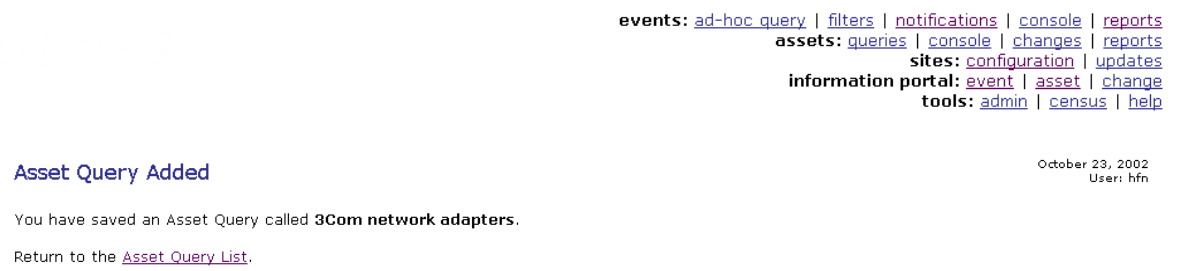



Figure 5

The **Asset Query Added** page serves simply the role of confirming the operation just completed.

Clicking on the  button will take you to the Asset Query Results page as shown in Figure 6 below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)

assets: [queries](#) | [console](#) | [changes](#) | [reports](#)

sites: [configuration](#) | [updates](#)

information portal: [event](#) | [asset](#) | [change](#)

tools: [admin](#) | [census](#) | [help](#)

Asset Query Results

October 23, 2002
User: hfn

Default printer information

(Site Name contains 'Ink')

	Default Printer
gabe	(not available)
node1	HP LaserJet 4000 N PCL 6
node10	HP LaserJet 4000 N PCL 6
node11	(not available)
node12	(not available)
node3	HP LaserJet 4000 N PCL 6
node4	HP LaserJet 4000 N PCL 6
node5	HP LaserJet 4000 N PCL 6
node6	HP LaserJet 4000 N PCL 6
node7	HP LaserJet 4000 N PCL 6
node8	HP LaserJet 4000 N PCL 6
node9	HP LaserJet 4000 N PCL 6
olivia	NEC SuperScript 870
server5	HP LaserJet 4000 N PCL 6
telecommuter1	HP LaserJet 4000 N PCL 6

[\[Save This Query\]](#) [\[Edit This Query\]](#) [\[Cancel This Query\]](#)

Figure 6

Clicking on the [\[Save This Query\]](#) link, will take you to the Asset Query Added page (Figure 5)

Clicking on the [\[Edit This Query\]](#) link, will take you to the Edit an Asset Query page (Figure 10).

Clicking on the [\[Cancel This Query\]](#) link, will take you to the Asset Query Canceled page shown below in Figure 7.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)

assets: [queries](#) | [console](#) | [changes](#) | [reports](#)

sites: [configuration](#) | [updates](#)

information portal: [event](#) | [asset](#) | [change](#)

tools: [admin](#) | [census](#) | [help](#)

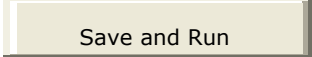
Asset Query Cancelled

October 23, 2002
User: hfn


You have cancelled an Asset Query called **Printer information - HP 4000**.

Return to the [Asset Query List](#).

Figure 7

Clicking on the  button on the Add an Asset Query page (Figure 4), will take you to the Asset Query Results page (Figure 6).

Running an asset query

In addition to running an asset query after defining it by clicking on the  button on the Add an Asset Query page (Figure 4), you can run an asset query by going to the Asset Queries page (Figure 3), locate the desired asset query, and click on the [\[run\]](#) link to the immediate left of the query name. Doing this will take you to the Asset Query Results page (Figure 8).

Asset query results

[events: ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
[assets: queries](#) | [console](#) | [changes](#) | [reports](#)
[sites: configuration](#) | [updates](#)
[information portal: event](#) | [asset](#) | [change](#)
[tools: admin](#) | [census](#) | [help](#)

October 25, 2002
User: hfn

Asset Query Results

Dell id numbers

(System Manufacturer contains 'dell' AND Site Name contains 'ink')

No information found: System Serial Number

	Registered Service Tag	BIOS Version	System Manufacturer	System Product	System Service Tag	Case Serial Number	Asset Tag	Operating System
gabe	1VGRB11	A05	Dell Computer Corporation	DIM4400	\0	1VGRB11	\0	Microsoft Windows 2000
node10		A02	Dell Computer Corporation	OptiPlex GX110	GG65E	GG65E		Microsoft Windows 98
node12		A04	Dell Computer Corporation	OptiPlex GX400	8WZHX01	8WZHX01		Microsoft Windows 2000
node6		4A4RB0X0.10A.0020.P07	Dell Computer Corporation	V400	\0	\0	0C1TQ	Microsoft Windows 98
node7		4A4RB0X0.10A.0020.P07	Dell Computer Corporation	V400	\0	\0	0C1TT	Microsoft Windows 98
node8		4A4RB0X0.10A.0020.P07	Dell Computer Corporation	V400	\0	\0	0NE0I	Microsoft Windows 98
node9		4S4EB2X0.10A.0029.P09	Dell Computer Corporation	XPST600	\0	\0	EMYZF	Microsoft Windows 98
olivia		4S4EB2X0.10A.0011.P03	Dell Computer Corporation	XPST450	\0	\0	0GI5D	Microsoft Windows 98
telecommuter1		A04	Dell Computer Corporation	Latitude CPi A366XT		WKG12		Microsoft Windows 98

[\[Edit This Query\]](#)

Figure 8

As the name suggests, the Asset Query Results page reports the results of a search of the ASI asset management database.

The name of the asset query that was run, and its selection criteria are listed at the top of the [Asset Query Results](#) page.

If no information is found for one of the items selected to be displayed in the asset query results, this is noted above the table displaying the query results, e.g. [No information found: System Serial Number](#).

Clicking on the [\[Edit This Query\]](#) link, will take you to the [Edit an Asset Query](#) page (Figure 10).

The records retrieved by an asset query are displayed in a table format. Columns in the table contain the values of the fields you selected to display in the [Asset Query Results](#) page. Rows contain the values of the fields you selected to display for all the systems meeting the asset query's selection criteria.

By default, records retrieved by an asset query are sorted in ascending order by the field Machine Name.

The first (left most) column in the results table always contains the value of the field Machine Name. The other columns contain the values of the fields you selected to be displayed in the query results. The values of field that is listed highest (at the top) in the asset information tree (as shown on the [Add an Asset Query](#) page shown in Figure 4) are contained in the second column. The values of the lowest field in the asset information tree are contained in the rightmost column.

Clicking on a column header in the [Asset Query Results](#) page (Figure 8), will change the order in which the columns are displayed moving the column whose header you clicked on to the second left-most position to the right of the column listing the name of the systems whose asset information was retrieved by the asset query

Clicking on the name of a system on any one row of the [Asset Query Results](#) page will take you to the [Asset Detail](#) page for that system. It contains a machine's detailed hardware, software, networking, start-up, browser, and e-mail configurations. Excerpts of a system's [Asset Detail](#) page are shown below in Figure 9.

At the top, bottom, and the beginning of each section of the [Asset Detail](#) page, you will see four links to help you navigate the page:


■ [[top](#) | [bottom](#) | [console](#)]

Clicking on the [console](#) link on the [Asset Detail](#) page will take you back to the [Assets - Sites](#) page.

The [Asset Detail](#) page consists of two main parts, a control panel, and a system's detail asset information.

The control panel contains information about asset management facility activities related to the system whose asset detail information you want to access, and system and date selection parameters. Below you will find a brief description of selected items in the control panel:

- First Log. This is the earliest date on which a system's asset information was collected by the ASI client.

- **Last Log.** This is the latest date on which a system's asset information was collected by the ASI client.
- **Records.** This is the total number of asset database records with information specific to the selected system.
- **Events.** This is the number of times the ASI client collected asset information about the selected system
- **Select Machine.** You can select the system whose asset information you want to view by clicking on the down-arrow next to the Select Machine window and then clicking once on the name of the system.
- **Select Time.** You can select the date and time when the asset information you want to view was collected by clicking on the down-arrow next to the Select Time window and then clicking once on the date.
- **Enter Time.** You can also select a specific date for the asset information you want to view by entering it directly in the Enter Time window.
- . Clicking on the reset value will restore the default values for the asset detail control panel, clearing the value entered in the Enter Time window, and resetting the value in the Select Time window to last log.

Clicking on the name of the system displayed at the top of the control panel will take you to that system's the **Asset Change** page (Figure 25).

The second part of the **Asset Detail** page contains the asset information of the system selected in the control panel for the selected date.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)
 sites: [configuration](#) | [updates](#)
 information portal: [event](#) | [asset](#) | [change](#)
 tools: [admin](#) | [census](#) | [help](#)

Asset Detail

November 15, 2002
User: hfn

lplaptop	
Site	HFN Development
Machine	lplaptop
First Log	Wed Sep 25 12:11:49 EDT 2002
Last Log	Thu Nov 14 20:00:51 EST 2002
Records	1246
Events	29
Select Machine	lplaptop ▾
Select Time	last log ▾
Enter Time	<input type="text"/> (mm/dd/yyyy)
Reset	<input type="button" value="Reset"/>
Submit	<input type="button" value="Submit Query"/>

LPLAPTOP

System Summary

Identification

System Manufacturer: Dell Computer Corporation
System Product: Inspiron 4000
System Service Tag: FC8QQ01
Case Serial Number: FC8QQ01
Case Type: Portable
Registered Service Tag: FC8QQ01
Registered System Model: Inspiron 4000
Registered System Manufacturer: Dell Computer Corporation
BIOS Vendor: Dell Computer Corporation
BIOS Date: 01/28/2002
BIOS Version: A21

Operating System Information

Operating System: Microsoft Millenium Edition
OS Version Number: 4.90.3000

Processor Information

Processor Family: Celeron processor
Registered Processor: Intel(r) Celeron(tm) processor
Registered Vendor: GenuineIntel
Processor Manufacturer: Intel
Processor CurSpeed in Megahertz: 800
Processor MaxSpeed in Megahertz: 1000

[Start-up Services](#)

[Start-up Programs](#)

Properties

Machine Name: lplaptop
Site Name: HFN Development
User Name: Lionel Pober
Physical Memory Total (Kbytes): 130424
Time Zone: Pacific Standard Time

Component

Network

General

Workgroup: Development
Host: lplaptop
Domain: aol.com

[DNS Servers](#)

[Network Clients](#)

[Network Services](#)

[Network Protocols](#)

[Network Adapters](#)

Printer Information

Printer Information			
	Name	Printer Driver	Port
1	HP DeskJet 930C Series	HP DeskJet 930C Series	\\FRANCOISE\HP

DNS Servers

DNS Servers	
	DNS Server
1	208.3.160.2
2	152.163.204.4

Network Adapters

Network Adapters					
	Network Adapter	IP address	Subnet Mask	Default Gateway	MAC address
1	ICSHARE Adapter.	172.144.87.35	255.255.255.240	172.144.87.35	44-45-53-54-61-6F
2	AOL Dial-Up Adapter				44-45-53-54-61-70

Network Clients

Network Clients	
	Network Client
1	Microsoft Family Logon
2	Client for Microsoft Networks

Software License Information

Software License Information			
	Licensed Product Name	License Number	Product Key
1	PKWARE - SN	caujpp510ujj5yanyj7jteu5	
2	Belarc - Advisor	e3371e88	
3	HandsFree Networks Debug - HandsFree Client	0	
4	NuMega - SoftICE	3911-0853FB-D5	
5	NuMega - VtoolsD	3911-0853FB-D5	
6	NuMega - DriverWorks	3911-0853FB-D5	
7	NuMega - DriverAgent	3911-0853FB-D5	
8	NuMega - SoftICE Driver Suite	3911-0853FB-D5	
9	HandsFree Networks - HandsFree Client	0	
10	Van Dyke Technologies - SecureCRT 3.0	03-33-046016	
11	Van Dyke Technologies - SecureCRT 3.0	03-33-000000	
12	Microsoft - MSN6	54089-437-4534311-04876	
13	Microsoft - Money	53495-OEM-0000007-00000	
14	Microsoft - Microsoft Press Interactive Training	08201-OEM-0000007-00000	

Figure 9

A note on navigating asset information

Editing an asset query

Clicking on the [\[edit\]](#) link to the left of a query name will take you to the Edit an Asset Query page shown below in Figure 10.

events: [ad-hoc_query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)
sites: [configuration](#) | [updates](#)
information portal: [event](#) | [asset](#) | [change](#)
tools: [admin](#) | [census](#) | [help](#)

Edit An Asset Query

October 09, 2002
User: hfn

Provide a Name and Global Property:

Name: Win NT/2k/xp systems with 64 MB of RAM or more

Global: ☒

Select Fields to Display:

Click on s and s to navigate categories.
Click on s to choose fields to be displayed.
Clicking on the field itself will enter it in the Search Criteria table to the right.

SYSTEM SURVEY

- Component
 - System Summary
 - Identification
 - Operating System Information
 - ☒ [Operating System](#)
 - ☒ [OS Version Number](#)
 - ☐ [NT Product Type](#)
 - ☐ [NT Installed Service Pack](#)
 - Processor Information
 - ☒ [Processor Family](#)
 - ☐ [Processor Manufacturer](#)
 - ☐ [Processor CurSpeed in Megahertz](#)
 - ☐ [Processor MaxSpeed in Megahertz](#)
 - ☐ [Registered Vendor](#)
 - ☐ [Registered Processor](#)
 - Start-up Services
 - Start-up Programs
 - Properties
 - ☐ [Machine Name](#)
 - ☐ [Site Name](#)
 - ☐ [User Name](#)
 - ☒ [Physical Memory Total \(Kbytes\)](#)
 - ☐ [Time Zone](#)
 - Component
 - Software

Create Search Criteria:

1. Click on a field in the list to the left to include it in the search criteria below.
▶ It will appear next to the black arrow. Click in any field to move the arrow to another row.
2. Select a comparison option.
3. Type in a value to be matched.

1. field name	2. comparison option	3. value to match
OS Version Number	contains	5.
AND		
Physical Memory Total (Kbytes)	greater than or equal to	64000
AND		
OR		

Select Date:

☒ Relative Date: latest
☐ Exact Date: month day year

Select Display Options:

Number of Results per Page: 50
Refresh Page Every (in minutes): never


Figure 10

On this page, you can:

- Change the name of an asset query by simply typing on the text box to the right of Name.
- Edit an asset query SQL query' search criteria by changing the fields used to select query results, or adding new search criteria
- Change the fields you want displayed in the [Asset Query Results](#) page
- Change the date of the asset information retrieved by the asset query
- Change the display options for the asset query results

Privileged users can change a global asset query into a local one by unchecking the Global checkbox, unless there are reports based on the global asset query. In this case, a privileged user cannot turn a global asset query into a local one. The Global checkbox on the [Edit an Asset Query](#) page is grayed out and the following phrase is displayed to the right of it: (This Asset Query must remain global because there are Reports that rely on it.).

Non-privileged users don't see the Global checkbox. They can see and use global asset queries. If they make any changes to a global asset query, a new local copy is created automatically, so that they never can directly edit a global asset query. In this way, non-privileged users have their own "personalized" copy of the asset query. If they don't change the name, the original global asset query won't show up in their list, only the local copy will. If they do change the name, they will see both the global and local asset queries. If, at some point, they delete the local copy of a global asset query with the same name as a global asset query, the global asset query will re-appear in the list on the [Asset Queries](#) page.

Once you have finished editing the query, clicking on the  button below the **Select Display Options:** area will take you to the [Asset Query Updated](#) page shown below in Figure 11.

[events:](#) [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
[assets:](#) [queries](#) | [console](#) | [changes](#) | [reports](#)
[sites:](#) [configuration](#) | [updates](#)
[information portal:](#) [event](#) | [asset](#) | [change](#)
[tools:](#) [admin](#) | [census](#) | [help](#)

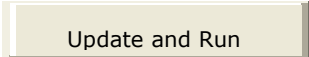
Asset Query Updated

October 23, 2002
User: hfn

You have updated an Asset Query called **Win NT/2k/xp systems with 64 MB of RAM or more** which includes the criteria:
(OS Version Number contains '5.' AND Physical Memory Total (Kbytes) greater than or equal to '64000')

Return to the [Asset Query List](#).

Figure 11

Clicking on the  button below the **Select Display Options:** area will take you to the [Asset Query Results](#) page (see Figure 8).

Duplicating an asset query

In some instances, it may be useful to use an asset query as template for building other asset queries that may differ from the template only in one or two parameters.

For example, you may want to create an asset query that retrieves disk capacity utilization information only for one site. To do this, you would click on the [\[duplicate\]](#) hyperlink at the left of the Disk Capacity Utilization – latest asset query. Doing this will take you to the Duplicate Asset Query page shown below in Figure 12.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)
sites: [configuration](#) | [updates](#)
information portal: [event](#) | [asset](#) | [change](#)
tools: [admin](#) | [census](#) | [help](#)

Duplicate Asset Query

October 21, 2002
User: hfn

Provide a Name and Global Property:

Name:

Global: ☒

Select Fields to Display:

Click on [B's](#) and [E's](#) to navigate categories.
Click on [B's](#) to choose fields to be displayed.
Clicking on the field itself will enter it in the Search Criteria table to the right.

- SYSTEM SURVEY
 - ☒ System Summary
 - ☒ Software
 - ☒ Component
 - ☒ Network
 - ☒ Storage
 - ☒ Network Drive Information
 - ☒ Local Drive Information
 - ☒ Local Drive
 - ☒ KBytes Total
 - ☒ KBytes Used
 - ☒ Percentage Used
 - ☒ KBytes Free
 - ☒ Percentage Free
 - ☒ Printer Information

Create Search Criteria:

1. Click on a field in the list to the left to include it in the search criteria below.
▶ It will appear next to the black arrow. Click in any field to move the arrow to another row.
2. Select a comparison option.
3. Type in a value to be matched.

1. field name	2. comparison option	3. value to match
<input type="text" value="KBytes Total"/>	<input type="text" value="greater than"/>	<input type="text" value="10"/>
<input type="button" value="AND"/>		
<input type="button" value="OR"/>		

Select Date:

☒ Relative Date:

☐ Exact Date: / /
month day year

Select Display Options:

Number of Results per Page:

Refresh Page Every (in minutes):

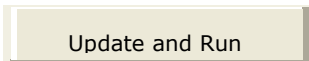
Figure 12

Here, in the **Create Search Criteria:** area you would click on the Add button, click on the field name Site Name in the Properties group, select a desired comparison option, enter the desired value in the value to match box.

Clicking on the  button below the **Select Display Options:** area will take you to the Asset Query Duplicated page shown below in Figure 13.



Figure 13

Clicking on the  button below the **Select Display Options:** area will take you to the Asset Query Results page (see Figure 6).

Deleting an asset query

On the Asset Queries page you will also be able to delete asset queries. Clicking on the Delete button to the left of any query name will take you to the Delete an Asset Query question page shown below in Figure 14.

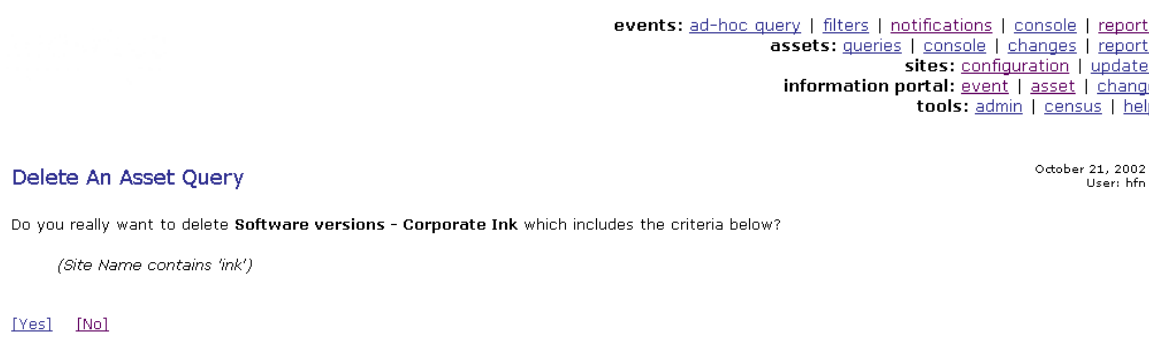


Figure 14

Clicking on No, will take you back to the Asset Queries page (Figure 3). Clicking on Yes will take you to the Asset Query Deleted page shown below in Figure 15.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)
sites: [configuration](#) | [updates](#)
information portal: [event](#) | [asset](#) | [change](#)
tools: [admin](#) | [census](#) | [help](#)

Asset Query Deleted

October 23, 2002
User: hfn

You have deleted an Asset Query called **test**.

Return to the [Asset Query List](#).

Figure 15

A user cannot delete an asset query used by a report(s), or one he/she did not create. In this way, we avoid inadvertent mistakes that would affect a large number of users. For example, if an attempt is made to delete a global asset query used by reports(s), the page show below in Figure 16 will appear.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)
sites: [configuration](#) | [updates](#)
information portal: [event](#) | [asset](#) | [change](#)
tools: [admin](#) | [census](#) | [help](#)

Delete An Asset Query

October 09, 2002
User: hfn

many machines 4 cannot be deleted because there are reports that rely on it.

Return to the [Asset Query List](#).

Figure 16

Console

Clicking on the [console](#) link next to the assets: label at the top right-hand corner of any page on the ASI server, will take you to the **Assets - Sites** page (Figure 17 below).

Assets - Sites

[[top](#) | [bottom](#) | [asset tree](#)]

Total	
Sites:	6
Machines:	9

Action	Site Name	Number of Machines
[tree] [machines] [delete]	CommandAbility	1 machine
[tree] [machines] [delete]	HFN Lab	1 machine
[tree] [machines] [delete]	HFN Max	1 machine
[tree] [machines] [delete]	McConney Enterprises	3 machines
[tree] [machines] [delete]	Viking Roofing	1 machine
[tree] [machines] [delete]	pvmc	2 machines

[[top](#) | [bottom](#) | [asset tree](#)]

Figure 17

At the top of the [Assets - Sites](#) page, under the page title, and at the bottom, and right after the table listing the sites you have access to (See Figure 17) you will see three links to help you navigate the page:

- [[top](#) | [bottom](#) | [asset tree](#)]

Clicking on the [asset tree](#) link on the [Assets - Sites](#) page will take you to the [Assets – Asset Tree](#) page (See Figure 18 below).

Assets - Asset Tree

user: hfn [[log in as new user](#)]
site filter: off [[set site filter](#)]
April 11, 2004

[[top](#) | [bottom](#) | [sites](#) | [asset tree](#)]

Asset Hierarchy

SYSTEM SUMMARY
System Summary
Identification
[System Manufacturer](#)
[System Product](#)
[System Service Tag](#)
[System Version](#)
[Case Serial Number](#)
[Case Type](#)
[System Serial Number](#)
[Asset Tag](#)
[Registered Service Tag](#)
[Registered System Model](#)
[Registered System Manufacturer](#)
[System UUID](#)
[System Wake-up Type](#)
[BIOS Vendor](#)
[BIOS Date](#)
[BIOS Version](#)
[BIOS Address](#)
[BIOS ROM Size In kb](#)
[BIOS Characteristics](#)
 [Characteristics](#)
 [BIOS Extended Characteristics 1](#)
 [Characteristics 1](#)
 [BIOS Extended Characteristics 2](#)
 [Characteristics 2](#)
Operating System Information
 [Operating System](#)
 [OS Version Number](#)
 [NT Installed Service Pack](#)
 [NT Product Type](#)

Figure 18

Clicking on the [sites](#) link on the **Assets – Asset Tree** page will take you back to the **Assets – Sites** page.

Clicking on the [asset tree](#) link on the **Assets – Asset Tree** page will take you to the **Assets – Asset Tree** page (See Figure 18).

Clicking on an asset information item in the asset hierarchy will take you to a page displaying the values of that asset information item across all the sites you (the currently logged in user) have access to. For example, clicking on the [System Manufacturer](#) link will take you to the **Asset Detail** page (See Figure 19 below).

Asset Detail

[user: hfn](#) [[log in as new user](#)]
[site filter:](#) off [[set site filter](#)]
 April 11, 2004

[[top](#) | [bottom](#) | [console](#)]

There were 7 matching records found.

System Manufacturer						
	Ordinal	Name	Value	Machine	Earliest	Latest
Detail	1	System Manufacturer	Dell Computer Corporation	alex	03/05/04 01:27:50	04/01/04 12:36:49
Detail	1	System Manufacturer	Sony Corporation	vaio	03/05/04 01:32:51	04/01/04 10:30:22
Detail	1	System Manufacturer	Dell Computer Corporation	millerlite	03/05/04 05:44:58	04/10/04 23:12:40
Detail	1	System Manufacturer	Dell Computer Corporation	vam1	03/09/04 18:45:48	04/01/04 17:32:15
Detail	1	System Manufacturer	Dell Computer Corporation	budweiser	03/18/04 15:38:24	03/24/04 15:18:22
Detail	1	System Manufacturer	Dell Computer Corporation	workstation1	04/01/04 10:24:42	04/01/04 10:24:42
Detail	1	System Manufacturer	Dell Computer Corporation	server	04/01/04 13:10:53	04/01/04 13:10:53

[[top](#) | [bottom](#) | [console](#)]

Figure 19

Clicking on the [console](#) link on the [Asset Detail](#) page will take you back to the [Assets - Sites](#) page.

Entries in the table listing sites on the [Assets - Sites](#) page can be sorted by any of the column headers, [Site Name](#), and [Number of Machines](#). Simply click on the header. Clicking once will sort the entries in ascending order, twice in descending order.

Asset actions - sites

On the [Assets - Sites](#) page, you can perform a number of actions on a site by clicking on one of the links listed in the **Action** column for a site's entry.

Tree

Clicking on the [\[tree\]](#) link in the **Action** column for a site's entry the [Assets - Sites](#) page will take you to the [Assets - <Site Name> Tree](#) page (See Figure 20 below).

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)
sites: [configuration](#) | [updates](#)
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)
tools: [admin](#) | [census](#) | [help](#)

Assets - HFN Lab Tree

user: hfn [[log in as new user](#)]
site filter: off [[set site filter](#)]
April 11, 2004

[[top](#) | [bottom](#) | [sites](#) | [asset tree](#)]

HFN Lab

SYSTEM SUMMARY

System Summary

Identification

[System Manufacturer](#)
[System Product](#)
[System Service Tag](#)
[System Version](#)
[Case Serial Number](#)
[Case Type](#)
[System Serial Number](#)
[Asset Tag](#)
[Registered Service Tag](#)
[Registered System Model](#)
[Registered System Manufacturer](#)
[System UUID](#)
[System Wake-up Type](#)
[BIOS Vendor](#)
[BIOS Date](#)
[BIOS Version](#)
[BIOS Address](#)
[BIOS ROM Size In kB](#)
[BIOS Characteristics](#)
[Characteristics](#)
[BIOS Extended Characteristics 1](#)
[Characteristics 1](#)
[BIOS Extended Characteristics 2](#)
[Characteristics 2](#)

Operating System Information

[Operating System](#)
[OS Version Number](#)
[NT Installed Service Pack](#)
[NT Product Type](#)

Figure 20

Clicking on the [sites](#) link on the **Assets – <Site Name> Tree** page will take you back to the **Assets - Sites** page.

Clicking on the [asset tree](#) link on the **Assets – <Site Name> Tree** page will take you to the **Assets – Asset Tree** page (See Figure 18).

Clicking on an asset information item in the asset hierarchy for a site will take you to a page displaying the values of that asset information item for that site. For example, clicking on the [System Manufacturer](#) link will take you to the **Asset Detail** page (See Figure 21 below).

Asset Detail

[\[top | bottom | console \]](#)

There were 2 matching records found.

System Manufacturer						
	Ordinal	Name	Value	Machine	Earliest	Latest
Detail	1	System Manufacturer	Dell Computer Corporation	alex	03/05/04 01:27:50	04/01/04 12:36:49
Detail	1	System Manufacturer	Sony Corporation	vaio	03/05/04 01:32:51	04/01/04 10:30:22

[\[top | bottom | console \]](#)

Figure 21

Machines

Clicking on the [\[machines\]](#) link in the **Action** column for a site's entry the [Assets - Sites](#) page will take you to the [Assets - <Site Name> Machines](#) page (See Figure 22 below).

Assets - McConney Enterprises Machines

[\[top \]](#) | [\[bottom \]](#) | [\[sites \]](#) | [\[asset tree \]](#)

Total	
Sites:	1
Machines:	3

Action	Machine	Earliest	Latest
[details] [tree] [changes] [event] [delete]	alex	03/05/04 01:27:50	04/01/04 12:36:49
[details] [tree] [changes] [event] [delete]	pavilion	03/05/04 01:58:41	04/04/04 17:55:12
[details] [tree] [changes] [event] [delete]	vaio	03/05/04 01:32:51	04/01/04 10:30:22

[\[top \]](#) | [\[bottom \]](#) | [\[sites \]](#) | [\[asset tree \]](#)

Figure 22

Delete

Clicking on the [\[delete\]](#) link in the **Action** column for a site’s entry the [Assets - Sites](#) page will take you to The [Delete Site](#) page for that site (See Figure xx). Please refer to the [Sites](#) sub-section in the [Delete](#) section of this document for a detailed description of the asset information delete action for systems.

Asset actions - systems

On the [Assets - <Site Name> Machines](#) page, systems are listed in a table where each row consists of links to a number of actions you can perform on a system, a system’s name, and the earliest and latest dates on which asset information for that system was collected by the ASI client.

The default ordering of systems on the [Assets - <Site Name> Machines](#) page is by the latest date on which asset information was collected, with the system that logged asset information to the ASI server last listed first. You can also order systems in the table by clicking on the column header corresponding to the field you want to order the listing by (i.e. by [Machine](#), [Earliest](#), or [Latest](#)). Clicking once on a column header, will order systems in ascending order, twice, in descending order.

Details

Clicking on the [\[details\]](#) in the **Action** column for a system's entry in the [Assets - <Site Name> Machines](#) page will take you to The [Asset Detail](#) page for that system listing its asset information tree (Figure 9), and detail information about each asset information group in the tree.

Tree

Clicking on the [\[tree\]](#) link in the **Action** column for a system's entry the [Assets - <Site Name> Machines](#) page will take you to the [Assets - <Machine Name> Tree](#) page (See Figure 23 below).

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)
sites: [configuration](#) | [updates](#)
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)
tools: [admin](#) | [census](#) | [help](#)

Assets - Tree

user: hfn [[log in as new user](#)]
site filter: off [[set site filter](#)]
April 11, 2004

[[top](#) | [bottom](#) | [sites](#) | [asset tree](#)]

Dasag at Corporate Ink

SYSTEM SUMMARY

System Summary

Identification

[System Manufacturer](#)
[System Product](#)
[System Service Tag](#)
[System Version](#)
[Case Serial Number](#)
[Case Type](#)
[System Serial Number](#)
[Asset Tag](#)
[Registered Service Tag](#)
[Registered System Model](#)
[Registered System Manufacturer](#)
[System UUID](#)
[System Wake-up Type](#)
[BIOS Vendor](#)
[BIOS Date](#)
[BIOS Version](#)
[BIOS Address](#)
[BIOS ROM Size In kB](#)
[BIOS Characteristics](#)
[Characteristics](#)
[BIOS Extended Characteristics 1](#)
[Characteristics 1](#)
[BIOS Extended Characteristics 2](#)
[Characteristics 2](#)

Operating System Information

[Operating System](#)
[OS Version Number](#)
[NT Installed Service Pack](#)
[NT Product Type](#)

Figure 23

Clicking on the [sites](#) link on the [Assets - <Machine Name> Tree](#) page will take you back to the [Assets - Sites](#) page.

Clicking on the [asset tree](#) link on the [Assets - <Machine Name> Tree](#) page will take you to the [Assets - Asset Tree](#) page (See Figure 18).

Clicking on an asset information item in the asset hierarchy for a system will take you to a page displaying the value of that asset information item for that system. For example, clicking on the [System Manufacturer](#) link will take you to the [Asset Detail](#) page (See Figure 24 below).

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)
sites: [configuration](#) | [updates](#)
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)
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Asset Detail

user: hfn [[log in as new user](#)]
site filter: off [[set site filter](#)]
April 24, 2004

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gabe	
Site	Corporate Ink
Machine	gabe
First Log	Thu Feb 27 22:21:15 EST 2003
Last Log	Fri Apr 23 16:01:48 EDT 2004
Field	System Manufacturer
Records	31959
Events	46
Select Machine	<input type="text" value="gabe"/>
Select Time	<input type="text" value="last log"/>
Enter Time	<input type="text"/> (mm/dd/yyyy)
<input type="button" value="submit"/>	<input type="button" value="reset"/>

There were 1 matching records found.

System Manufacturer						
	Ordinal	Name	Value	Machine	Earliest	Latest
Detail	1	System Manufacturer	Dell Computer Corporation	gabe	02/27/03 22:21:15	04/23/04 16:01:48

Figure 24

Clicking on the [sites](#) link on the [Assets Detail](#) page will take you back to the [Assets - Sites](#) page.

Change

[\[change\]](#) takes you to the system's [Asset Change](#) page (Figure 25).

Event

[\[event\]](#) takes you to that system's most recent event logs.

Delete

Clicking on the [\[delete\]](#) link in the **Action** column for a system's entry the [Assets - <Site Name> Machines](#) page will take you to The [Delete Machine](#) page for that system (See Figure 37). Please refer to the [Systems](#) sub-section in the [Delete](#) section of this document for a detailed description of the asset information delete action for systems.

Changes

The ASI asset management facility lets you access asset change information for one system, multiple systems, one site or multiple sites.

You can reach a system's [Asset Change](#) page (See Figure 25) by clicking on the [change](#) link to the left of a system's entry in the [Assets - <Site Name> Machines](#) page.

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Node12 Asset Change

user: hfm [[log in as new user](#)]
site filter: off [[set site filter](#)]
May 13, 2003

node12	
Site	Corporate Ink
Select Machine	<div>node12</div>
Enter Machine	<div></div>
Earliest Log Time	Sun Mar 02 13:13:21 EST 2003
Latest Log Time	Thu May 01 10:00:32 EDT 2003
Records	951
Events	4
Select Min Time	<div>first log</div>
Select Max Time	<div>last log</div>
Enter Min Time	<div></div> (mm/dd/yyyy)
Enter Max Time	<div></div> (mm/dd/yyyy)
Output	<div>Log of changes</div>
<div>submit</div>	<div>reset</div>

Changes on node12 from 04/25 18:38 to 05/01 10:00, an elapsed time of 5 days, 15:22:02.

Thu May 01 10:00:32 EDT 2003		
Local Drive Information		
KBytes Free	Old	27360437
	New	27316484
KBytes Used	Old	11661447
	New	11705400
Network Drive	Old	
	New	E:\
Network Drive	Old	
	New	T:\
Network Drive	Old	
	New	Z:\
Software License Information		
HandsFree Networks - HandsFree Client		
License Number	Old	442
	New	444
Software Version Information		
C:\Program Files\HandsFree\Client\cust.exe		
Process Creation Date	Old	Thursday, April 24, 2003 15:26:44
	New	Monday, April 28, 2003 15:57:24
Process Size	Old	1294336
	New	1306624
Process Version	Old	1.005.0563.BM
	New	1.005.0596.BM
Product Version	Old	1.005.0563.BM
	New	1.005.0596.BM

Figure 25


The **Asset Change** page lets you retrieve a system's asset information that has changed between any two points in time. It consists of a control panel, followed by the change information you request via the control panel.


The control panel has basic information about asset management facility activities related to the system whose asset change information you want to retrieve, and system, date, and query output selection parameters.

Clicking on the system's name at the top of the control panel will take you to that system's **Asset Detail** page (Figure 9).

Below, you will find a brief description of selected information items and selection parameters:

- **Machine.** You can select the system whose asset change information you want to view by clicking on the down-arrow next to the Machine window and then clicking once on the name of the system.
- **Earliest Log Time.** This is the earliest date on which a system's asset information was collected by the ASI client. Clicking on this link, will take you to the selected system's **The Asset Detail** page for that date.
- **Latest Time Log.** This is the latest date on which a system's asset information was collected by the ASI client. Clicking on this link, will take you to the selected system's **The Asset Detail** page for that date.

- Records. This is the total number of asset database records with information specific to the selected system.
- Events. This is the number of times the ASI client collected asset information about the selected system
- Select Min Time. Here you can select the start date for your change query by clicking on the down-arrow next to the Select Min Time window and then clicking once on the date.
- Select Max Time. Here you can select the end date for your asset change query by clicking on the down-arrow next to the Select Max Time window and then clicking once on the date.
- Enter Min Time. You can also enter the start date and time for your asset change query by entering the date directly in the Enter Min Time window.
- Enter Max Time. You can also enter the end date and time for your asset change query by entering the date directly in the Enter Max Time window.
- Output. Here, you decide whether you want the query results to include only the changes between the asset change query start and end date (Start-End difference), or the log of all changes that occurred between the asset change query start and end dates (Log of changes). The default output format is Log of changes.
- . Clicking on the reset value will restore the default values for the asset change control panel, clearing any values entered in the Enter Min Time and Enter Min Time windows, resetting the value in the Select Min Time window to first log the value in the Select Max Time window to last log, and the value in the Output window to Log of changes.

The second part of a system's **Asset Change** page contains the asset change query's output produced when you click on the  button.

It consists of one or more tables all of which have the same structure. Each table in an asset change query lists the changes that occurred in the selected system's asset information items between an earlier and a later date.

If you chose Start-End Difference output, an asset change query's output will consist of a single table with three columns, the first (from the left) with the names of the asset information items whose value changed, the second containing the values of each asset information item on the asset query start date, and the third column containing the value of each asset information item on the asset change query end date.

Choosing Log of changes output, will produce asset change query results that consist of a number of tables. Each table contains the asset changes that occurred between consecutive dates when asset information was collected from the selected system in the interval between the asset change query start and end date. For example, if you choose Log of changes output between dates A and B, and between these two dates the ASI client collected asset information for the selected system five times d1, d2, d3, d4, and d5, the output of the asset change query will consist of four tables listing the changes between d1 and d2, d2 and d3, d3 and d4, and d4 and d5.

An asset change query output table has the following structure:

- A header that lists the second, or later, of the two dates on which the selected system's asset information is compared in the table. Clicking on the date will take you to the selected system's [Asset Detail](#) page for that date.
- The first (from the left) column contains the names of the asset information items that changed, the second each asset information item's ordinal value
- The third and fourth columns contain the value of each asset information item that changed at the earlier and later dates, respectively.

Clicking on the name of an asset item in the first column of an asset change query output table, will take you to an [Asset Detail](#) page (Shown in Figure 26 below) with a table listing the values of all the asset information items belonging to the same asset information group as the asset item whose name you clicked on.

For example, clicking on the KBytes Used asset item in an asset query output table, will generate a table with the value of all the Local Drive Information asset group items.

For those asset items whose value changed between the asset change query start and end dates, this table contains their values on the asset change query end date, the last time its value changed prior to the asset change query end date (listed in the column labeled Earliest Date), and the end date of the asset change query (listed in the column labeled Latest Date).

For those asset items whose value did not change between the asset change query start and end dates, this table lists its value and the first time its value was recorded (listed in the column labeled Earliest Date), and the last time its value was checked (listed in the column labeled Latest Date).

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information portal: [event](#) | [asset](#) | [change](#) | [meter](#)
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Asset Detail

November 18, 2002
User: hfn

server5	
Site	Corporate Ink
Machine	server5
First Log	Thu Oct 10 16:40:14 EDT 2002
Last Log	Tue Nov 12 08:48:21 EST 2002
Target	Tue Nov 12 08:48:21 EST 2002
Group	Local Drive Information
Records	608
Events	9
Select Machine	<input type="text" value="server5"/>
Select Time	<input type="text" value="11/12/2002 08:48"/>
Enter Time	<input type="text"/> (mm/dd/yyyy)
Reset	<input type="button" value="Reset"/>
Submit	<input type="button" value="Submit Query"/>

	ordinal	name	value	machine	earliest	latest
Detail	1	Local Drive	c:\	server5	10-Oct-2002 16:40:14	12-Nov-2002 08:48:21
Detail	1	KBytes Total	19541504	server5	10-Oct-2002 16:40:14	12-Nov-2002 08:48:21
Detail	1	KBytes Used	5088080	server5	11-Nov-2002 16:16:41	12-Nov-2002 08:48:21
Detail	1	Percentage Used	27	server5	11-Nov-2002 16:16:41	12-Nov-2002 08:48:21
Detail	1	KBytes Free	14453424	server5	11-Nov-2002 16:16:41	12-Nov-2002 08:48:21
Detail	1	Percentage Free	73	server5	11-Nov-2002 16:16:41	12-Nov-2002 08:48:21

Figure 26

Change control panel

Clicking on the [change](#) link to the right of the assets label located on the upper right-hand corner of every page of the ASI asset management facility will take you to the **Asset Change** page shown in figure 27 below.

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assets: [queries](#) | [console](#) | [changes](#) | [reports](#)
sites: [configuration](#) | [updates](#)
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)
tools: [admin](#) | [census](#) | [help](#)

Asset Change

user: [hfm](#) ([log in as new user](#))
site filter: off ([set site filter](#))
May 04, 2003

Select Display	<input type="text" value="just one machine"/>
Select Site	<input type="text"/>
Select Machine	<input type="text"/>
Enter Machine	<input type="text"/>
Access	2 sites
Active	2 sites
Machines	20 machines
Enter Min Time	<input type="text"/> (mm/dd/yyyy)
Enter Max Time	<input type="text"/> (mm/dd/yyyy)
Output	<input type="text" value="Log of changes"/>
<input type="button" value="submit"/> <input type="button" value="reset"/>	

Figure 27

The **Asset Change** page presents you with a control panel that gives you information on:

- The number of sites you can access as the currently logged in user, entered next to the Access label

- How many of those sites are currently active, i.e. have systems with clients reporting to the ASI server. This number is entered next to the Active label
- The total number of systems for which asset detail information is available on the ASI server entered next to the Machines label.

The default Select Display setting in the **Asset Change** page is just one machine letting you retrieve asset change information for just one system. You can select the system whose asset change information you want to retrieve either by:

- Selecting a system name from the pull-down list to the right of the Select Machine label, or
- Entering a system's name in the text box next to the Enter Machine label.


After you select the system whose asset change information you want to access, you choose the time period for which you want the information using:


- Enter Min Time. You can enter the start date and time for your asset change query by entering the date directly in the Enter Min Time window.
- Enter Max Time. You can enter the end date and time for your asset change query by entering the date directly in the Enter Max Time window.

Please note that if you leave the Enter Min Time and Enter Max Time parameters empty, Enter Min Time will be set to the date and time of the first asset information log posted for the system whose asset change information you want to retrieve. Enter Max Time will be set to the date and time of the latest asset information log posted for the system whose asset change information you want to retrieve.


The last step before submitting the asset change query is to select the query output format using:

- Output. Here, you decide whether you want the query results to include only the changes between the asset change query start and end date (Start-End Difference), or the log of all changes that occurred between the asset change query start and end dates (Log of changes). The default output format is Log of changes.

Clicking on the  button will restore the default values for the **Asset Change** page, clearing the name of the system selected, the values entered in the Enter Min Time and Enter Max Time windows, resetting the value in the Select Min Time window to first log the value in the Select Max Time window to last log, and the value in the Output window to Log of changes.

Clicking on the  button will take you to the **Asset Change** page shown in Figure 25.

On The **Asset Change** page, you can also retrieve asset change information for one site, selected systems, or selected sites. In addition to just one machine, values of the Select Display parameter are:

- selected machines. When you select this option, clicking on the  button will take you to the **Asset Change Choose Machines** page shown in Figure 28 below.

Asset Change

user: hfn [[log in as new user](#)]
site filter: off [[set site filter](#)]
 May 07, 2003

Choose Machines	
Enter Min Time	<input type="text"/> (mm/dd/yyyy)
Enter Max Time	<input type="text"/> (mm/dd/yyyy)
Output	Log of changes ▼
Select Machines	<div> <div>dasag</div> <div>dupont</div> <div>gabe</div> <div>node1</div> <div>node10</div> <div>node11</div> <div>node12</div> <div>node13</div> <div>node14</div> <div>node3</div> <div>node5</div> <div>node6</div> </div>
<input type="button" value="submit"/> <input type="button" value="reset"/>	

Figure 28


Here you select multiple systems by clicking on the systems whose asset change information you want to retrieve while holding down the `ctrl` key. Next, you select the time period for which you want the information using:

- **Enter Min Time.** You can enter the start date and time for your asset change query by entering the date directly in the Enter Min Time window.
- **Enter Max Time.** You can enter the end date and time for your asset change query by entering the date directly in the Enter Max Time window.


Please note that if you leave the Enter Min Time and Enter Max Time parameters empty, Enter Min Time will be set to the date and time of the first asset information log posted for each system whose asset change information you want to retrieve. Enter Max Time will be set to the date and time of the latest asset information log posted for each system whose asset change information you want to retrieve.

The last step before submitting the asset change query is to select the query output format using:

- **Output.** Here, you decide whether you want the query results to include only the changes between the asset change query start and end date (Start-End Difference), or the log of all changes that occurred between the asset change query start and end dates (Log of changes). The default output format is Log of changes.

Clicking on the  button will restore the default values for the **Asset Change Choose Machines** page, clearing any system selected, the values entered in the Enter Min Time and Enter

Min Time windows, resetting the value in the Select Min Time window to first log the value in the Select Max Time window to last log, and the value in the Output window to Log of changes.

Clicking on the  button will take you to the page shown in Figure 29 below.

[events:](#) [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
[assets:](#) [queries](#) | [console](#) | [changes](#) | [reports](#)
[sites:](#) [configuration](#) | [updates](#)
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[Asset Change](#)

[user: hfm](#) [[log in as new user](#)]
[site filter:](#) off [[set site filter](#)]
May 04, 2003

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node13	Corporate Ink
node14	Corporate Ink

Node11 at Corporate Ink

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Changes on node11 from 02/27 22:21 to 03/01 10:00, an elapsed time of 1 day, 11:38:42.

Sat Mar 01 10:00:20 EST 2003			
name	ord	old	new
KBytes Free	1	6133064	6129344
KBytes Used	1	3715536	3719256
License Number	5	427	429
Process Creation Date	11	Monday, February 24, 2003 13:42:38	Thursday, February 27, 2003 18:30:26
Process Version	11	1.004.0354.BM	1.004.0397.BM
Product Version	11	1.004.0354.BM	1.004.0397.BM


Figure 29


- just one site. You can select a site whose asset change information you want to retrieve by selecting the site's name from the pull-down list to the right of the Select Site label. After you select the site whose asset change information you want to access, you choose the time period for which you want the information using:
- Enter Min Time. You can enter the start date and time for your asset change query by entering the date directly in the Enter Min Time window.
- Enter Max Time. You can enter the end date and time for your asset change query by entering the date directly in the Enter Max Time window.

Please note that if you leave the Enter Min Time and Enter Max Time parameters empty, Enter Min Time will be set to the date and time of the first asset information log posted for each system whose asset change information you want to retrieve. Enter Max Time will be set to the date and time of the latest asset information log posted for each system whose asset change information you want to retrieve.

The last step before submitting the asset change query is to select the query output format using:

- Output. Here, you decide whether you want the query results to include only the changes between the asset change query start and end date (Start-End Difference), or the log of all changes that occurred between the asset change query start and end dates (Log of changes). The default output format is Log of changes.

Clicking on the  button will restore the default values for the Asset Change page, clearing the name of the site you selected, the values entered in the Enter Min Time and Enter Max Time windows, resetting the value in the Select Min Time window to first log the value in the Select Max Time window to last log, and the value in the Output window to Log of changes.

Clicking on the  button will take you to the page shown in Figure 30 below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)
sites: [configuration](#) | [updates](#)
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)
tools: [admin](#) | [census](#) | [help](#)

Asset Change

user: hfn [[log in as new user](#)]
site filter: off [[set site filter](#)]
May 04, 2003


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node3	Corporate Ink
node5	Corporate Ink
node6	Corporate Ink
node7	Corporate Ink
node8	Corporate Ink
node9	Corporate Ink
notebook2	Corporate Ink
olivia	Corporate Ink
server5	Corporate Ink
telecommuter1	Corporate Ink
telecommuter2	Corporate Ink

Dasag at Corporate Ink

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Figure 30

- selected sites. When you select this option, clicking on the  button will take you to the Asset Change Choose Sites page shown in Figure 31 below.

Asset Change

user: hfn [[log in as new user](#)]
site filter: off [[set site filter](#)]
 May 13, 2003

Choose Sites	
Select Sites	<div>Corporate Ink</div> <div>HPN Development</div> <p><small>To select multiple items, hold down 'ctrl' and click on each item you want to select. To de-select an item, hold down 'Ctrl' and click on the item you want to de-select. To select contiguous items click on the first one, press the 'Shift' key, click on the last one in the contiguous group.</small></p>
Enter Min Time	<input type="text"/> (mm/dd/yyyy)
Enter Max Time	<input type="text"/> (mm/dd/yyyy)
Output	Log of changes ▼
<input type="button" value="submit"/> <input type="button" value="reset"/>	

Figure 31


Here you select multiple sites by clicking on the sites whose asset change information you want to retrieve while holding down the `ctrl` key. Next, you select the time period for which you want the information using:


- **Enter Min Time.** You can enter the start date and time for your asset change query by entering the date directly in the Enter Min Time window.
- **Enter Max Time.** You can enter the end date and time for your asset change query by entering the date directly in the Enter Max Time window.

Please note that if you leave the Enter Min Time and Enter Max Time parameters empty, Enter Min Time will be set to the date and time of the first asset information log posted for each system whose asset change information you want to retrieve. Enter Max Time will be set to the date and time of the latest asset information log posted for each system whose asset change information you want to retrieve.

The last step before submitting the asset change query is to select the query output format using:

- **Output.** Here, you decide whether you want the query results to include only the changes between the asset change query start and end date (Start-End Difference), or the log of all changes that occurred between the asset change query start and end dates (Log of changes). The default output format is Log of changes.

Clicking on the  button will restore the default values for the **Asset Change Choose Sites** page, clearing any site selected, the values entered in the Enter Min Time and Enter Min Time windows, resetting the value in the Select Min Time window to first log the value in the Select Max Time window to last log, and the value in the Output window to Log of changes.

Clicking on the  button will take you to the page shown in Figure 32 below.


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Dasag at Corporate Ink

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Figure 32

- select machines by query. When you select this option, clicking on the  button will take you to the [Asset Change](#) [Select by Query](#) page shown in Figure 33 below.

Select by Query	
Enter Min Time	<input type="text"/> (mm/dd/yyyy)
Enter Max Time	<input type="text"/> (mm/dd/yyyy)
Output	<input type="text" value="Log of changes"/>
Select Query	<input type="text"/>
<input type="button" value="submit"/>	<input type="button" value="reset"/>

Figure 33


Here you choose the asset query you want to use to select the system(s) whose asset change information you want to retrieve from the pull-down list next to the Select Query label. Next, you select the time period for which you want the information using:


- Enter Min Time. You can enter the start date and time for your asset change query by entering the date directly in the Enter Min Time window.
- Enter Max Time. You can enter the end date and time for your asset change query by entering the date directly in the Enter Max Time window.

Please note that if you leave the Enter Min Time and Enter Max Time parameters empty, Enter Min Time will be set to the date and time of the first asset information log posted for each system whose asset change information you want to retrieve. Enter Max Time will be set to the date and time of the latest asset information log posted for each system whose asset change information you want to retrieve.

The last step before submitting the asset change query is to select the query output format using:

- Output. Here, you decide whether you want the query results to include only the changes between the asset change query start and end date (Start-End Difference), or the log of all changes that occurred between the asset change query start and end dates (Log of changes). The default output format is Log of changes.

Clicking on the  button will restore the default values for the **Asset Change Select by Query** page, clearing any site selected, the values entered in the Enter Min Time and Enter Min Time windows, resetting the value in the Select Min Time window to first log the value in the Select Max Time window to last log, and the value in the Output window to Log of changes.

Clicking on the  button will take you to the page shown in Figure 34 below.

Asset Changes

Select Win 2000

(Operating System ends with '2000')

Query found 5 machines.

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node12	Corporate Ink	03/02 13:13	05/01 10:00
node13	Corporate Ink	02/27 22:21	05/12 06:01
node14	Corporate Ink	02/27 22:21	05/26 06:02
dupont	HFN Development	03/17 12:07	03/17 12:07

Node11 at Corporate Ink

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Changes on node11 from 02/27 22:21 to 03/01 10:00, an elapsed time of 1 day, 11:38:42.

Sat Mar 01 10:00:20 EST 2003	
Local Drive Information	C:\
KBytes Free	Old 6133064
	New 6129344
KBytes Used	Old 3715536
	New 3719256
Software License Information	HandsFree Networks - HandsFree Client

Figure 34

Deletion

Sites

Clicking on the [\[delete\]](#) link in the **Action** column for a site's entry the [Assets - Sites](#) page will take you to The [Delete Site](#) page for that site (See Figure 35 below).

Delete Site

This will remove all of the asset information for the entire site from the asset database.

Delete site HFN Development?

[Yes delete it.](#)

[No, don't do anything](#)

Figure 35

Clicking on the [No, don't do anything](#) link, will take you back to the **Asset Console** page.

Clicking on the [Yes delete it.](#) link, will remove all the information for the site from the ASI asset database. However, this will not affect the event log data generated by the systems whose asset information you are deleting.

If systems at the site are still in use, and the ASI client is still installed and running on them, the next time, the system survey Scrip (#61) runs on a system at the site, its hardware, software, and configuration information will be automatically added to the ASI asset database.

After a system's asset information is deleted, the **Delete Site** confirmation page is displayed (See Figure 36 below).



Figure 36

Systems

Clicking on the [\[delete\]](#) link in the **Action** column for a system's entry the **Assets - <Site Name> Machines** page will take you to The **Delete Machine** page for that system (See Figure 37).

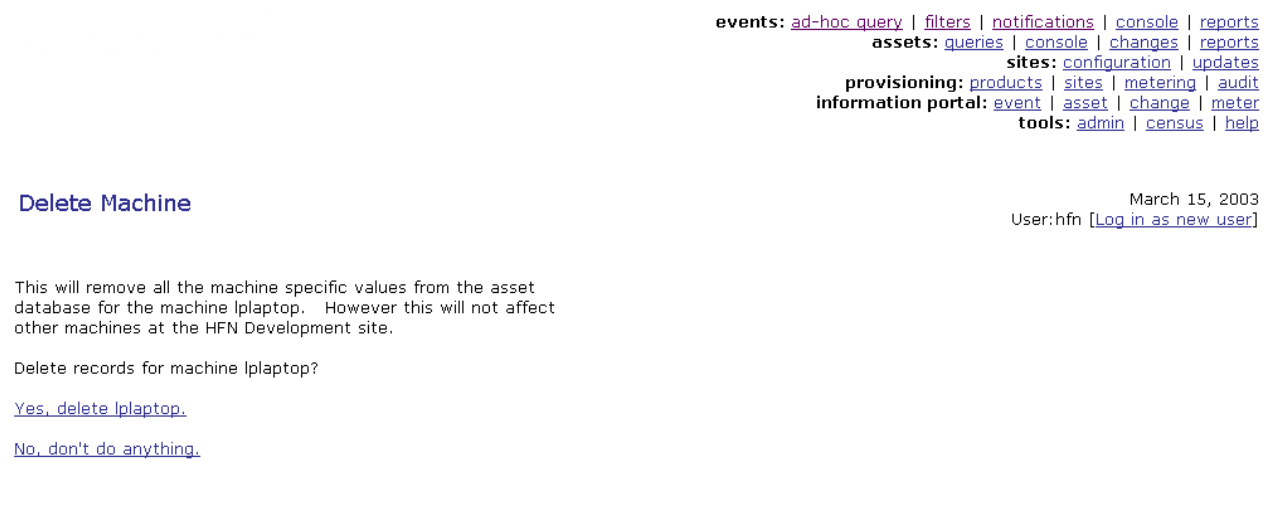


Figure 37

Clicking on the [No, don't do anything](#) link, will take you back to the **Asset Console** page.

Clicking on the [Yes, delete <machine name>](#) link, will remove all the information for the machine <machine name> from the ASI asset database. However, this will not affect the event log data generated by the system whose asset information you are deleting.

If the system is still in use, and the ASI client is still installed and running on it, the next time, the system survey Scrip (#61) runs on this system, its hardware, software, and configuration information will be automatically added to the ASI asset database.

After a system's asset information is deleted, the **Delete Machine** confirmation page, shown in Figure 38 below, is displayed.

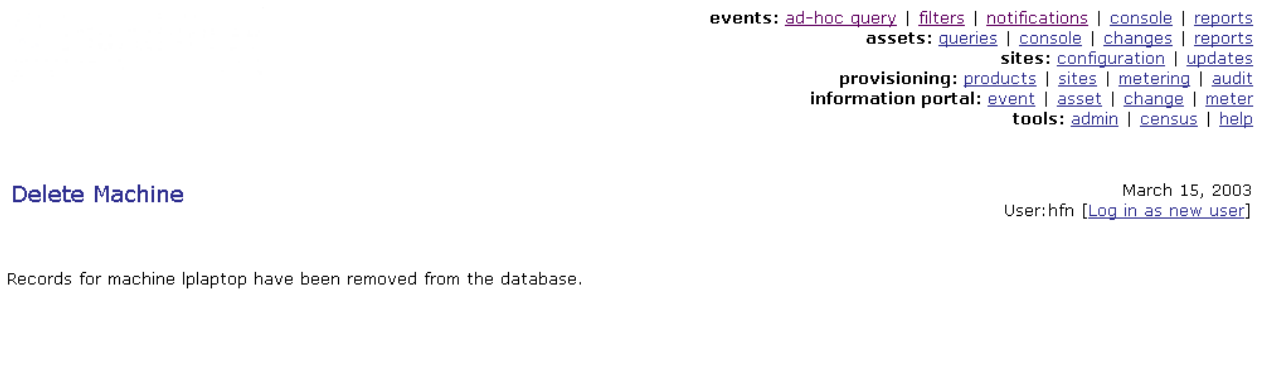


Figure 38

Important note about machine and site deletion

Please note that deleting information about a system or a site from the ASI asset database does not delete that system's or site's information from the configuration, updates, or census modules. You can delete information about a system or site from all modules and databases, in two ways:

- Access the ASI configuration, updates, asset, and census modules, and delete a system's or site's information from each of them individually, or
- Access the ASI census module and use the site **expunge** action that will delete a system's or site's information from all databases at once

Please note that deletion of a system's or site's information from the ASI configuration, updates or census modules, or the asset database does not delete that system's or site's event logs from the ASI client on that system.

In order to delete event logs from the ASI events database you have to access it directly.

Reports

Clicking on the [reports](#) link next to the assets: label at the upper right-hand corner of any of the ASI asset management pages, will take you to the **Reports** facility.

Please refer to the Asset Management Report Module (AMRM) Guide for a detailed description of its capabilities and operation.

A note about site and system record creation

If you do not create a site record in the ASI administration module for a site where the ASI client is installed, the first time the ASI client from that site logs an event to the ASI event database, a record for that site, and each of the systems at that site where the ASI client is installed and running (when they log an event to the ASI event database) will be created in the ASI event database.

When the record for a system/site is deleted from one of the ASI modules, e.g. the configuration module, it will be recreated in that ASI module the first time the ASI client from a system at the deleted site, or the ASI client from the deleted system contacts that ASI module.

If a system/site is deleted from all ASI modules, it will be recreated in each ASI module the first time the ASI client from a system at the deleted site, or the ASI client from the deleted system contacts that ASI module.

The exception to the above are the ASI administration and census modules. Here, the record for deleted system/site will be recreated the first time the ASI client from a system at the deleted site, or the ASI client from the deleted system logs an event onto the ASI event database.

Help system

The ASI help function is implemented as a two-level system. You can reach the [Help Index](#) page (Shown in Figure 42 below) by clicking on the [help](#) link under the **Tools** heading on the [Welcome](#) page (see Figure 1), or to the right of the **tools:** label on the upper right-hand corner on any page on the ASI server.

Help Index

[ASI Event Log Management User Guide](#)

General information about using the event log management facility, in PDF form

[ASI Support Query Module User Guide](#)

General information about using automated knowledge base queries, in PDF form

[ASI Event Log Management Report Module User Guide](#)

General information about using the event log management facility report module, in PDF form

[ASI Asset Management User Guide](#)

General information about using the asset management facility, in PDF form

[ASI Asset Management Report Module User Guide](#)

General information about using the asset management facility report module, in PDF form

[ASI Site Management User Guide](#)

General information about using the ASI site management facility, in PDF form

[ASI Information Portal User Guide](#)

General information about using the ASI Information Portal facility, in PDF form

[Filter Examples](#)

Listing of currently available event filters, in Microsoft Word form

[ASI Pre-defined Notifications](#)

Listing of currently available event notifications, in Microsoft Word form

[ASI Pre-defined Reports](#)

Listing of currently available event reports, in Microsoft Word form

[ASI Scrip Index](#)

Listing of currently available scrips ordered by number with links to Scrip detail log help pages

Figure 39

From here, clicking on any of the links will take you to the help system section corresponding to the label of the link. For example, the link [ASI Asset Management User Guide](#) will take you to a copy of this ASI asset management user guide in Adobe Acrobat PDF file format.

This guide and all the other documents listed under the help system are available for download in PDF format except for the [Filter Examples](#), [ASI Pre-defined Notifications](#), [ASI Pre-defined Reports](#), documents, which are downloadable in Microsoft Word format. The [ASI Scrip Index](#) is a link that takes you to the [Scrip Index](#) page where all user configurable Scrips are listed in table format. Clicking on the [Detail](#) button in the right-most column of a Scrip's entry in the table, takes you that that Scrip's detail log help file.