

Import software installation data

Lab 2.3

15-20 minute

Lab objectives

You will achieve the following objectives:

- Software discovery models reviewed.
- Discovered installation data reviewed.

Lab Dependency: *Requires the completion of Lab 1.1*

Required Resources: *None*

Scenario

When software is discovered in the environment, a software installation record is created. ServiceNow attempts to match each installation record to a software discovery model. If a match is not found, a new software discovery model is created. Software discovery models provide a management point for multiple software installations of the exact same publisher, product, and version.

Rick Lemm, Software Asset Manager at Cloud Dimensions, Ltd. (CloudD), wants to view multiple software discovery models to see the differences between them and the software installations associated with them.

Requirements Summary

User Stories

- STRY020301 – View software discovery data

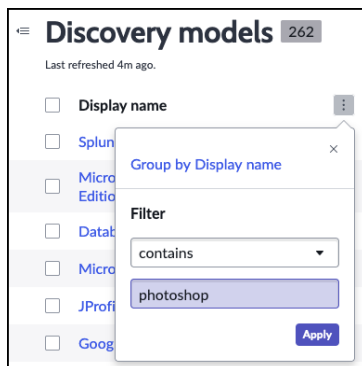
As a software asset manager, I need to review software discovery models and associated installations, so that I can understand what data has been captured and what data is needed.

STRY020301 – View software discovery data

Section 1 View software discovery model data

Rick Lemm wants to view the software discovery models for Adobe Photoshop.

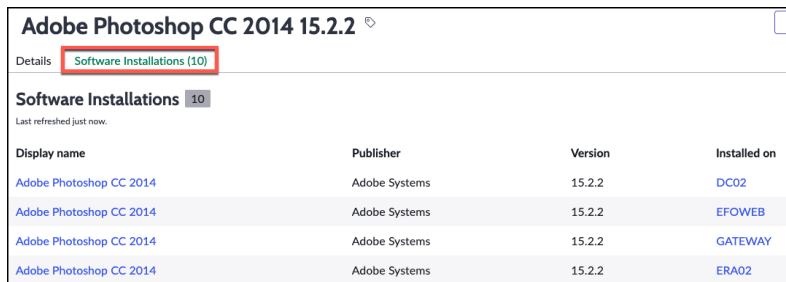
1. Impersonate **Rick Lemm**.
2. Navigate to **Software Asset Workspace > License operations** then click **Discovery models** under Discovery.
3. Find discovery models with a Display name that contains **Photoshop**.



Knowledge Check: Refer to the Answer Guide at lab's end.

1. What are the differences between the discovery models?
4. If the Display name column is not in ascending order, click the **Display name** column header to sort it in ascending order.

5. Click **Adobe Photoshop CC 2014 15.2.2** to open it.



| Display name | Publisher | Version | Installed on |
|-------------------------|---------------|---------|--------------|
| Adobe Photoshop CC 2014 | Adobe Systems | 15.2.2 | DC02 |
| Adobe Photoshop CC 2014 | Adobe Systems | 15.2.2 | EFOWEB |
| Adobe Photoshop CC 2014 | Adobe Systems | 15.2.2 | GATEWAY |
| Adobe Photoshop CC 2014 | Adobe Systems | 15.2.2 | ERA02 |

Knowledge Check: Refer to the Answer Guide at lab's end.

2. How many software installations are associated with the Adobe Photoshop CC 2014 15.2.2 discovery model? Make a note.

6. Navigate back to the Discovery models list (in the License operations tab) and open the next software discovery model (i.e., Adobe Photoshop CC 2015 16.0.1).

Knowledge Check: Refer to the Answer Guide at lab's end.

3. How many software installations are associated with Adobe Photoshop CC 2015 16.0.1 discovery model? Make a note.

7. Follow the same step as above to open the next software discovery model (i.e., Adobe Photoshop CC 2017 18.1.1).

Knowledge Check: Refer to the Answer Guide at lab's end.

4. How many software installations are associated with Adobe Photoshop CC 2017 18.1.1 discovery model? Make a note.

8. Finally, open the last discovery model record (e.g., Adobe Systems Photoshop CC).

Knowledge Check: Refer to the Answer Guide at lab's end.

5. How many software installations are associated with Adobe Systems Photoshop CC discovery model? Make a note.

6. How does this discovery model differ from the others?

Section 2 View discovered software installation data



Rick Lemm wants to view software installation data associated to a software discovery.

1. As **Rick Lemm**, on the current discovery model record, click the **Display name** for the first Software Installation in the list.

| Adobe Systems Photoshop CC | | | |
|---|-----------|---------|-----------------|
| Details Software Installations (21) | | | |
| Software Installations 21 | | | |
| Last refreshed 9m ago. | | | |
| Display name | Publisher | Version | Installed on |
| Adobe Systems Photoshop CC | Adobe | | MacBook Pro 17" |
| Adobe Systems Photoshop CC | Adobe | | DAVIDGWXP |
| Adobe Systems Photoshop CC | Adobe | | MacBook Pro 17" |
| Adobe Systems Photoshop CC | Adobe | | MacBook Pro 17" |
| Adobe Systems Photoshop CC | Adobe | | MacBook Pro 17" |

Adobe Systems Photoshop CC

Details

Software Installation

Display name
Adobe Systems Photoshop CC

Discovery model
Adobe Systems Photoshop CC ⓘ

Publisher
Adobe

Version
—

Edition override

Installation

Prod id
—

Install location
—

Install date
—

Instance key
—

Installed on
MacBook Pro 17" ⓘ

Note: The installation information you see may be different from the screenshot above.

Knowledge Check: Refer to the Answer Guide at lab's end.

7. What type of information may be available in the software installation record?

2. Navigating back to the **Adobe Systems Photoshop CC** Discovery model, open other software installation records and view the differences between them.

Note: Software Installations discovered by an actual discovery source have more details filled in. The information varies based on what is available on the discovered device and from the discovery source.

Congratulations! You have completed this lab!

You are now ready to begin learning about software discovery model normalization.

Knowledge Check Answer Guide

1. **What are the differences between the discovery models?**
 - Versions
2. **How many software installations are associated with Adobe Photoshop CC 2014 15.2.2 discovery model? Make a note.**
 - 10
3. **How many software installations are associated with Adobe Photoshop CC 2015 16.0.1 discovery model? Make a note.**
 - 5
4. **How many software installations are associated with Adobe Photoshop CC 2017 18.1.1 discovery model? Make a note.**
 - 26
5. **How many software installations are associated with Adobe Systems Photoshop CC discovery model?**
 - 21
6. **How does this discovery model differ from the others?**
 - Normalization status shows as **Manually Normalized** instead of **Normalized**.
 - No Platform, Language, or Full Version have been identified; in a real-world example, the Edition may also be different.

7. **What type of information may be available in the software installation record?**

- Installation details (e.g., Installed on)
- Information used for reconciling the installation to entitlements

Lab takeaways



- What data is contained in a software discovery model?
- What data is contained in a software installation record?
- What is the importance of software discovery models?