

Import software entitlement data

Lab 2.1

10-15 minute

Lab objectives

You will achieve the following objectives:

- Outdated software model deleted.
- Software entitlements imported.
- Software entitlement import errors resolved.
- Outdated software entitlements are retired.

Lab Dependency: *Requires the completion of Lab 1.1*

Required Resources: *2.1-entitlement_import_file.xlsx*

Scenario

Rick Lemm, Software Asset Manager at Cloud Dimensions, Ltd. (CloudD) has been informed by his ServiceNow administrator, Jet Blake, that the Software Asset Management application is ready for use and that the latest software entitlements for Adobe have been exported into the entitlement import template.

To prepare for operations, Rick wants to import the software entitlements in ServiceNow and resolve any resultant entitlement import errors.

Requirements Summary

User Stories

- STRY020101 – Delete outdated software models

As a software asset manager, I need to delete an outdated software model prior to importing my entitlements so it does not cause issues with duplicate software models.

- STRY020102 – Import software entitlements

As a software asset manager, I need to import the 2.1-entitlement_import_file, so that Adobe software entitlements can be effectively managed.

- STRY020103 – Resolve entitlement import errors

As a software asset manager, I need to review and clear entitlement import errors, so that all required Adobe software entitlements are created in ServiceNow.

- STRY020104 – Retire outdated software entitlements

As a software asset manager, I need to retire three outdated software entitlements prior to reconciling my data so they do not impact my compliance status.

STRY020101 – Delete outdated software models

Section 1 Cleanup outdated software models

Before Rick imports his entitlements, they have an outdated software model that they need to delete so it does not cause issues with his entitlement import.

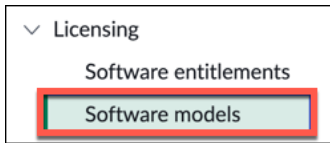


Important: *Do not skip this section. If you do so, you may see unexpected entitlement import errors.*

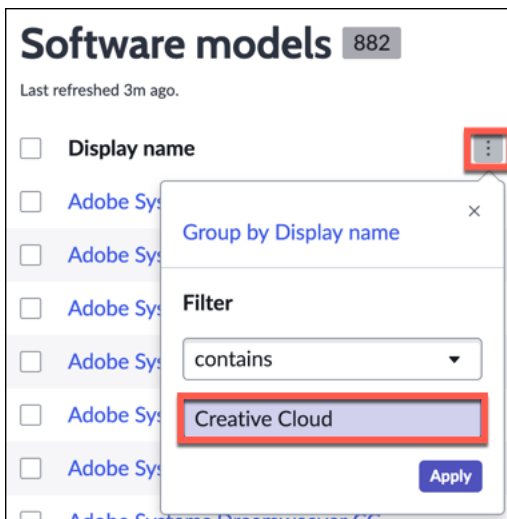
1. Impersonate **Rick Lemm**.
2. Navigate to **Software Asset > Software Asset Workspace**.
3. Click **License operations**.



- Under **Licensing**, click **Software models**.



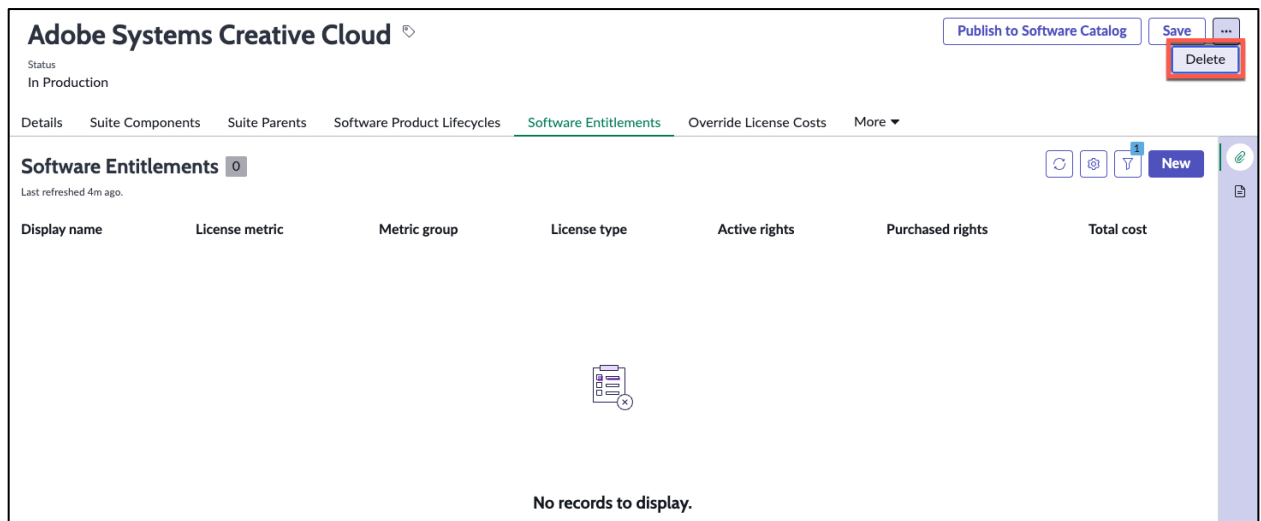
- Filter for software models whose **Display names** contain the string **Creative Cloud**, then click **Apply**.



- Find the record, (there will be a few to look through), with the Display name **Adobe Systems Creative Cloud** that has no Software Entitlements associated with it by opening the records and inspecting the Software Entitlements tab.

Note: When a software entitlement exists, the tab label will show the number of entitlements within brackets.

- Once you have identified the record with no software entitlements, **delete** the record.



- When the Confirmation pop-up displays, click **Ok**.

STRY020102 – Import software entitlements

Section 2 Import Excel file

Rick retrieved the supporting files (e.g., the entitlement import file) out of the knowledge base during the Module 1 lab. He is now ready to review and load the software entitlements into ServiceNow.

- Open the **2.1-entitlement_import_file.xlsx** file that you saved in the previous section.
- Perform a quick review of the data in the file.

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

- How many entitlements are in the file?
- What editions are identified?
- What platforms are identified?
- What agreement types are identified?
- What license types are identified?
- What license metrics are identified?

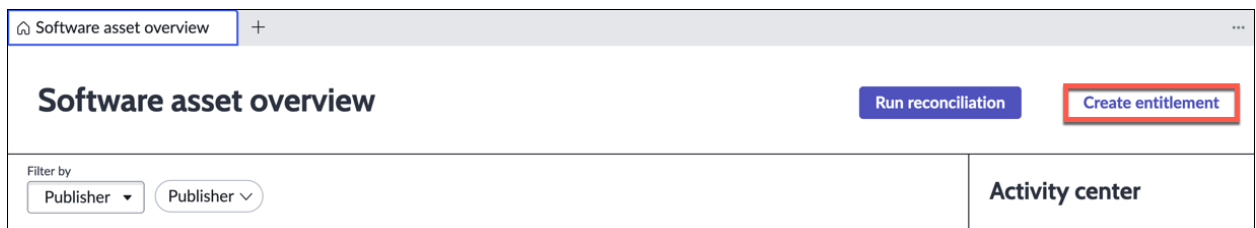
Important: When working with the entitlement import spreadsheet, always compare your existing version of the spreadsheet with the current template

(*samp_entitlement_import.xlsx*) provided in your ServiceNow instance. The template can be accessed as follows:

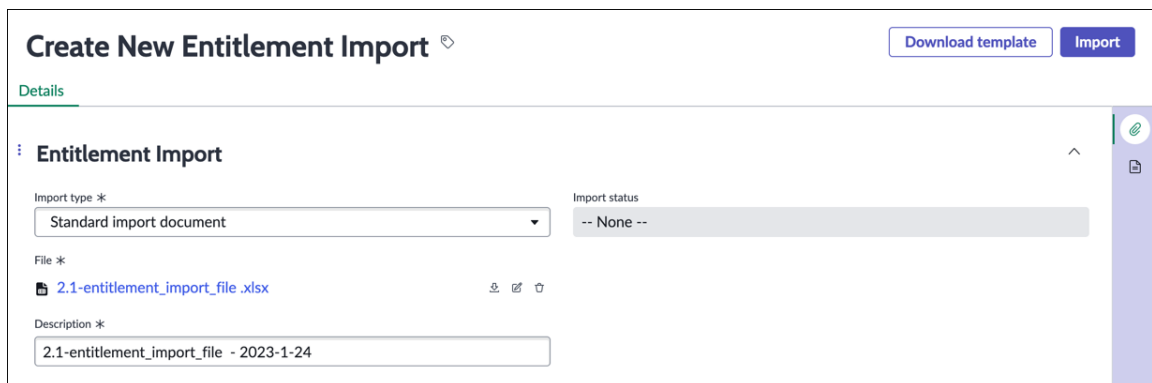
3. Navigate to the **Software Asset Workspace**.
4. Click **Create entitlement**.
5. Select **Import multiple entitlements from an Excel file**.
6. Click **Next**.
7. Click **Download template**.

Important: New fields may be added between versions for enablement of new license types, and you want to ensure you are using the current format of the spreadsheet for your version of ServiceNow.

8. As **Rick Lemm**, navigate to **Software Asset Workspace**, then click **Create entitlement**.



9. Select **Import multiple entitlements from an Excel file**, then click **Next**.
10. Use **Attach File** to browse to file **2.1-entitlement_import_file.xlsx** downloaded in the previous lab.



11. Click **Import**.

Note: Be patient. This upload can take several minutes to complete due to file size.

12. When the import is complete, review the import status form that is displayed.

Entitlement import 1			
Last refreshed 8m ago			
<input type="checkbox"/> Description	Import status	Number of rows processed	Number of rows successful
<input type="checkbox"/> 2.1-entitlement_import_file - 2023-9-4	Completed with errors	1079	1069

Verify Actions: Verify that the number of entitlements created plus the number of entitlements that could not be processed match the number of entitlement records in the spreadsheet.

Section 3 Validate successfully imported software entitlements

After importing the entitlements Rick wants to review and verify that they imported as planned.

1. As **Rick Lemm**, navigate to **Software Asset Workspace > License operations** then click **Software entitlements** under Licensing.
2. Open the record with Display name starting with **Adobe-1812**.



Software entitlements 1					
Last refreshed just now.					
<input type="checkbox"/> Display name ▾	Metric group	License metric	License type	State	Active rights
<input type="checkbox"/> Adobe-1812 - Adobe Systems Acrobat 11 Professional	Adobe	Per User	Perpetual	In use	14

License operations
2.1-entitlement_i...
Adobe-1812 - Ad...
+

Details

Adobe-1812 - Adobe Systems Acrobat 11 Professional

State: In use

Details Contracts User Allocations Entitlement Consumption R... Downgrade Rights Expense Lines (1) License Keys More ▾

Entitlement State

Product Details

Publisher part number: 65195417AA03A00

Asset tag: Adobe-1812

Software model *: Adobe Systems Acrobat 11 Professional

Display name: Adobe-1812 - Adobe Systems Acrobat 11 Professio

License Details

Agreement type: Cumulative Licensing Program (CLP)

Metric group: Adobe

License type *: Perpetual

License metric *: Per User

Compose

Type your Work notes (Private) here

Post Work notes (Private)

Activity

Rick Lemm
Field changes • 2023-01-24 09:21:26

Agreement type: Cumulative Licensing Program (CLP)

Metric group: Adobe

State: In use

Unit cost: \$8,048.42

Show more

3. If not still open, open the spreadsheet you imported and find the line in the spreadsheet with Asset tag of **Adobe-1812**.
4. Compare the data in the spreadsheet to the record in ServiceNow.

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

7. Where did the Display name in the Software Entitlement form come from?
8. Where did the Software model in the Software Entitlement form come from?

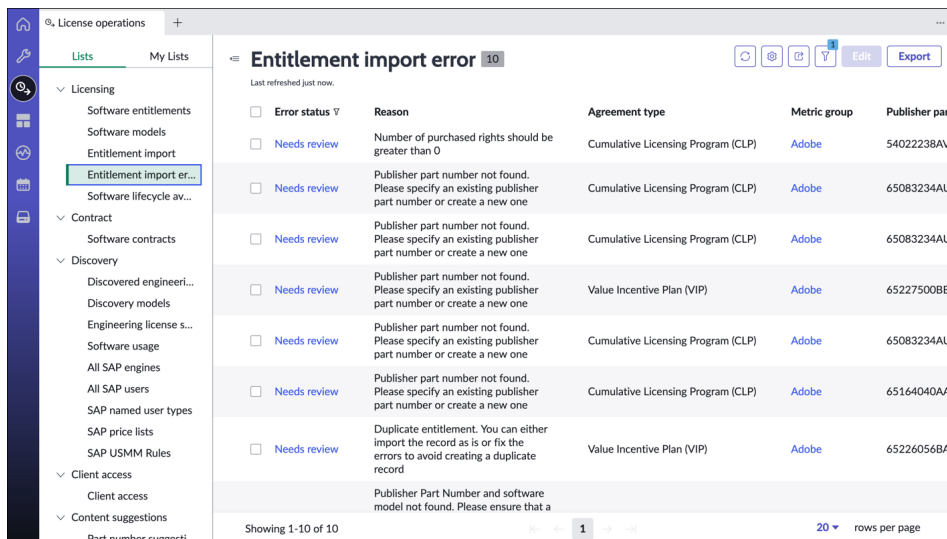
STRY020103 – Resolve entitlement import errors

Section 4 Review and clear errors

Rick needs to review and clear the import errors that were identified when he imported the software entitlements. Until an error is cleared, an entitlement record is not created for it.



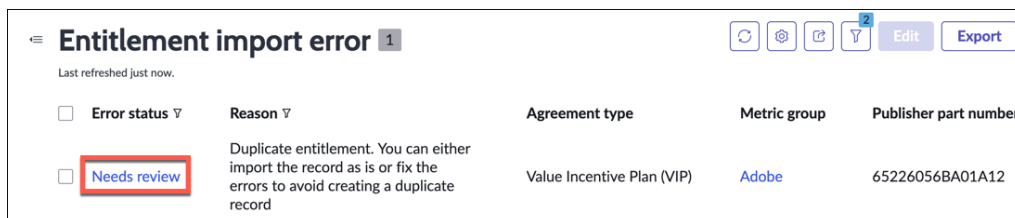
1. As **Rick Lemm**, navigate to **Software Asset Workspace > License operations > Licensing > Entitlement import error**.



Error status	Reason	Agreement type	Metric group	Publisher part number
Needs review	Number of purchased rights should be greater than 0	Cumulative Licensing Program (CLP)	Adobe	54022238AV
Needs review	Publisher part number not found. Please specify an existing publisher part number or create a new one	Cumulative Licensing Program (CLP)	Adobe	65083234AU
Needs review	Publisher part number not found. Please specify an existing publisher part number or create a new one	Cumulative Licensing Program (CLP)	Adobe	65083234AU
Needs review	Publisher part number not found. Please specify an existing publisher part number or create a new one	Value Incentive Plan (VIP)	Adobe	65227500BB
Needs review	Publisher part number not found. Please specify an existing publisher part number or create a new one	Cumulative Licensing Program (CLP)	Adobe	65083234AU
Needs review	Publisher part number not found. Please specify an existing publisher part number or create a new one	Cumulative Licensing Program (CLP)	Adobe	6516404AA
Needs review	Duplicate entitlement. You can either import the record as is or fix the errors to avoid creating a duplicate record	Value Incentive Plan (VIP)	Adobe	65226056BA
Needs review	Publisher Part Number and software model not found. Please ensure that a			
Needs review	Publisher Part Number and software model not found. Please ensure that a			

Note: You should see a list of ten Entitlement import errors.

2. Open the record with a Reason of **Duplicate entitlement** by clicking **Needs review** in the Error status column.



Error status	Reason	Agreement type	Metric group	Publisher part number
Needs review	Duplicate entitlement. You can either import the record as is or fix the errors to avoid creating a duplicate record	Value Incentive Plan (VIP)	Adobe	65226056BA01A12

- Review the information in the error record. Rick knows this is not a duplicate; two of the same assets were purchased with one Purchased right each.
- Click the **Create duplicate entitlement** button to clear the error.

Created 2023-01-24 09:21:36

Details Custom Columns

Entitlement Import Error

Software entitlement
Adobe-1886 - Adobe Systems InDesign CC

Error status
Needs review

Reason
Duplicate entitlement. You can either import the record as is or fix the errors to avoid creating a duplicate record

Metric group *
Adobe

License metric *
User Subscription

Compose

Type your Work notes (Private) here

Post Work notes (Private)

Activity

Rick Lemm
Field changes • 2023-01-24 09:21:36

Created 2023-01-24 09:21:36

Details Custom Columns

Entitlement Import Error

Software entitlement
Adobe-1887 - Adobe Systems InDesign CC

Error status
Manually fixed

Reason
Downgrade rights are not automatically applied to entitlements that are not enterprise agreements. You can choose to manually add them to this entitlement.

Metric group
Adobe

Activity

Rick Lemm
Field changes • 2023-01-24 09:21:36

License metric
User Subscription

Publisher part n...
65226056BA01A12

Metric group
Adobe

Note: After the entitlement is created, you will see the message *Successfully created Software Entitlement*. The duplicate entry record should no longer be in the Entitlement import error list.

- Click the **x** at the top of the tab to close it.
- Click the **License operations** tab to return to the Entitlement import error list.
- Open the record with a Reason of **Number of purchased rights should be 0 or greater**.
- Update the **Purchased rights** field to **10**.

Entitlement Import Error

Error status
Needs review

Reason
Number of purchased rights should be greater than 0

Asset tag
Adobe-2071

Publisher part number
54022238AV

Metric group *
Adobe

License metric *
Per User

Unlimited license
☐

Purchased rights *
10

Agreement type *

- Click **Import**.

10. Validate that the Error status field has been updated to Manually fixed and you see a confirmation message of **Successfully created Software Entitlement**.

The screenshot shows the 'Entitlement Import Error' form. At the top, there is a confirmation message: 'Successfully created Software Entitlement'. Below this, the form displays the following details:

Software entitlement	Adobe-2071 - Adobe Systems Photoshop CS3 Windows
Error status	Manually fixed
Metric group	Adobe
Reason	
License metric	Per User

11. Open the record with a Reason of **Please ensure that a Publisher Part Number in the Content Service Library or software model exists for this publisher/product/version/edition/condition.**
12. Update the Software model field to **Adobe Systems Photoshop CS6.**
13. (If needed) Update the License type to **Perpetual.**
14. Update the Product field in the Reference Software section to **Adobe Photoshop CS6.**

The screenshot shows the 'Entitlement Import Error' form with the following fields highlighted in red:

- Software model: Adobe Systems Photoshop CS6
- License type: Perpetual
- Product: Adobe Photoshop CS6

Other visible fields include:

- Asset tag: Adobe-1898
- Purchased rights: 1
- Agreement type: Cumulative Licensing Program (CLP)
- Contract number: (empty)
- Purchased: YYYY-MM-DD
- Reference Software section: Publisher (Adobe), Edition (empty), Language (English)

15. Click the **Import** button to create the entitlement and clear the error.

The screenshot shows the 'Entitlement Import Error' form with the 'Import' button highlighted in red. The form displays the following details:

Software entitlement	Adobe-1898 - Adobe Systems Photoshop CS6
Error status	Manually fixed
Metric group	Adobe

At the top, there is a confirmation message: 'Successfully created Software Entitlement'. Below this, the form displays the following details:

Software entitlement	Adobe-1898 - Adobe Systems Photoshop CS6
Error status	Manually fixed
Metric group	Adobe

Note: The Error status field should be updated to Manually fixed and you should see the message Successfully created Software Entitlement.

16. Navigate back to the Entitlement import error list.
17. Open the record with a Publisher part number of **65164040AA03A00**.

18. Review the information in the error record. Rick knows that this item should not have been in the spreadsheet that was imported and needs to be deleted.

Important: In a real-world situation, your Software Asset Manager should be granted Delete access to the entitlement import table (i.e., `samp_entitlement_import`) by your ServiceNow administrator which would enable Rick to delete this error. However, the privileges and process to do so are outside the scope of this class.

For expediency during class, we will temporarily impersonate the system administrator, delete this entitlement import error, and then re-impersonate Rick Lemm.

19. **End Impersonation** to return to System Administrator.
20. Navigate to **Software Asset Workspace > License operations** then click **Entitlement import errors** under Licensing.
21. Re-open the record with a Publisher part number of **65164040AA03A00**.
22. Click the **Delete** button.



Note: When you delete an errant record, the error is deleted, and no entitlement record is created for it.

23. Click **OK** in the Confirmation pop-up.

Note: If you do not see a Confirmation pop-up, you may need to change the settings of your browser to allow pop-ups for this ServiceNow instance. Search for instructions for on how to do this for your browser.

24. Impersonate **Rick Lemm**.
25. Navigate to **Software Asset > Software Asset Workspace > License operations** then click **Entitlement import errors** under Licensing.
26. Confirm that six errors remain in the Entitlement Import Errors list, each with a Reason of **Publisher Part Number not found**.



27. Open the first error with a Publisher part number of **65227500BB01A14**.

28. Although the Reason is identified as **Publisher Part Number not found**, Rick knows that this is the correct publisher part number for this entitlement. Click the **Create PPN** button.

Created 2023-01-24 09:21:29

[Details](#) [Custom Columns](#)

Entitlement Import Error

Error status: Needs review

Reason: Publisher part number not found. Please specify an existing publisher part number or create a new one

Asset tag: Adobe-1838

Publisher part number: 65227500BB01A14

Metric group: Adobe

License metric: User Subscription

Agreement type: Value Incentive Plan (VIP)

[Fix the error on this field](#)

[Create PPN](#) [Import](#)

Compose

Type your Work notes (Private) here

Post Work notes (Private)

Activity

Rick Lemm
Field changes • 2023-01-24 09:21:29

License metric: User Subscription

Publisher part ... 65227500BB01A14

Metric group: Adobe

29. The Custom Part Numbers list view is displayed in a new tab. Click **New**.

Custom Part Numbers Publisher part num Search

Actions on selected rows... [New](#)

Publisher part number	Publisher	Product	License type	License metric	Version	Edition	Language	Platform	Active
DOHT9LL	IBM	BigFix Compliance		(empty)	-- Anything --	-- Anything --	-- Anything --	-- Anything --	true
MPS_PLT_CCU	(empty)		Perpetual	(empty)			(empty)		true
CXS_PLT_CCS	Citrix Systems	XenApp		(empty)	-- Anything --	Enterprise	-- Anything --	-- Anything --	true
AAA-12772	Microsoft	Visual Studio		(empty)	2017	Enterprise	-- Anything --	-- Anything --	true
E32-00866	Microsoft	SQL Server		(empty)	2008 R2	Datacenter	-- Anything --	-- Anything --	true
65297402BA04A12	Adobe Systems	Illustrator		(empty)	Starts with 7	-- Anything --	-- Anything --	Windows	true
L103399	Oracle	DB Server		(empty)	-- Anything --	Standard Edition 2	-- Anything --	-- Anything --	true
AAA-12772	Microsoft	Visual Studio		(empty)	2017	Enterprise	-- Anything --	-- Anything --	true

30. Populate the Entitlement definition field by searching for and selecting the Software title **Adobe Systems Creative Cloud**.

Custom Part Number
New record

* Publisher part number

* Entitlement definition

[Lookup using list](#)

Discovery Maps Software title Search

All > Software title contains creative cloud

Number	Software title
DMP0005287	Adobe Systems Creative Cloud
DMP0084844	Adobe Systems Creative Cloud CC All Apps
DMP0092155	Adobe Systems Creative Cloud Single App Pro
DMP0011849	Adobe Systems Creative Cloud Windows

31. Populate the remaining fields as follows:

- Publisher part number: 65227500BB01A14
- License type: Subscription
- License metric: User Subscription

The screenshot shows a form titled 'Custom Part Number' with a 'New record' button. The form contains the following fields:

- Publisher part number:** 65227500BB01A14
- Entitlement definition:** DMAP0005287
- License type:** Subscription
- License metric:** User Subscription
- Product:** Creative Cloud

A 'Submit' button is located in the top right corner.

32. Click the **Submit**.

33. Navigate back to the Entitlement import error list and open the first error with a Publisher part number of **65227500BB01A14**.

The screenshot shows the 'Entitlement Import Error' details page. The 'Error status' field is highlighted with a red box and contains the text 'Manually fixed'. The 'Metric group' field contains the text 'Adobe'. The page also shows the 'Software entitlement' as 'Adobe-1838 - Adobe Systems Creative Cloud'.

Note: The Error status field automatically updates to Manually fixed.

34. Open the next error with the same part number of **65227500BB01A14** and validate the Error status also updated to Manually fixed.

The screenshot shows the 'Entitlement Import Error' details page for a different record. The 'Error status' field is highlighted with a red box and contains the text 'Manually fixed'. The 'Metric group' field contains the text 'Adobe'. The page also shows the 'Software entitlement' as 'Adobe-1839 - Adobe Systems Creative Cloud'.

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

9. What triggered the automatic creation of the Software Entitlement?

35. Navigate back to the Entitlement import error list and click the **Refresh List** button.

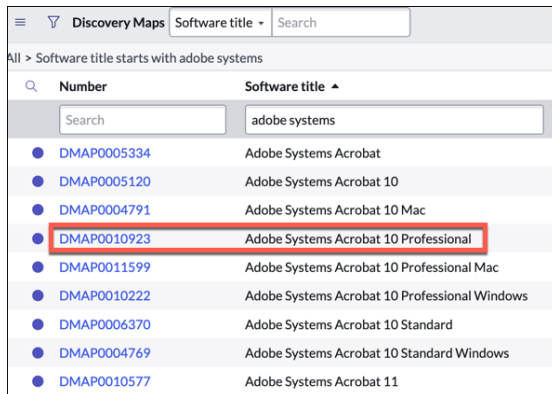
Note: There should be four remaining errors with a Reason of **Publisher Part Number not found**. Rick sees that they all have the same part number of **65083234AU**.

36. **Open** the first record in the list.

37. Again, Rick knows that this is the correct publisher part number for this entitlement. Click the **Create PPN** button.

38. The Custom Part Numbers list view is displayed in a new tab. Click **New**.

39. Populate the Entitlement definition field by searching for and selecting the Software title **Adobe Systems Acrobat 10 Professional**



40. Populate the remaining fields as follows:

- Publisher part number: **65083234AU**
- License type: **Perpetual**
- License metric: **Per User**

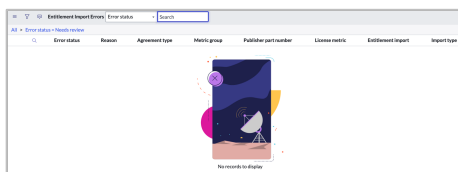
A screenshot of the 'Custom Part Number' form. The form has a header 'Custom Part Number New record' and a 'Submit' button. The form contains several fields: 'Publisher part number' with the value '65083234AU', 'Entitlement definition' with the value 'DMP0010923', 'License type' with a dropdown menu showing 'Perpetual', 'License metric' with a dropdown menu showing 'Per User', and 'Product' with the value 'Acrobat'. There are also search icons and an information icon next to the 'Entitlement definition' field.

41. Click the **Submit**.

42. Navigate back to the Entitlement import error list and open the first error with a Publisher part number of **65083234AU**. Validate that the Error status is set to **Manually fixed**.

43. Open the final three error records and check that the Error status is set to **Manually fixed**.

44. Navigate back to the Entitlement import error list and click the **Refresh List** button. Validate that all errors in the Entitlement import errors list have been resolved.



Section 5 Cleanup outdated software entitlements



Group by Display name

Filter

contains

Adobe-168

Remove filter

Apply

- Adobe-1683 – Adobe Systems Acrobat DC Windows
- Adobe-1684 – Adobe Systems Acrobat DC Windows
- Adobe-1685 – Adobe Systems Acrobat DC Windows

Software entitlements

10

1

Edit (3)

Export

New

Last refreshed just now.

<input type="checkbox"/> Display name ▾	Metric group	License metric	License type	State	Active rights
<input type="checkbox"/> Adobe-1680 - Adobe Systems Acrobat 9 Standard Windows	Adobe	Per User	Perpetual	In use	20
<input type="checkbox"/> Adobe-1681 - Adobe Systems Acrobat DC Professional	Adobe	Per Device	Perpetual	In use	10
<input type="checkbox"/> Adobe-1682 - Adobe Systems Acrobat DC Professional	Adobe	Per User	Perpetual	In use	50
<input checked="" type="checkbox"/> Adobe-1683 - Adobe Systems Acrobat DC Windows	Adobe	Per User	Perpetual	In use	5
<input checked="" type="checkbox"/> Adobe-1684 - Adobe Systems Acrobat DC Windows	Adobe	Per User	Perpetual	In use	5
<input checked="" type="checkbox"/> Adobe-1685 - Adobe Systems Acrobat DC Windows	Adobe	Per User	Perpetual	In use	5

5. In the Edit items form, set the State value to **Retired**, then click on **Update**.

Edit items (3)

Entitlement State

State
Retired

Substate
-- None --

Product Details

Publisher part number

Software model *

Software model *

Display name

Asset tag

Cancel Update

Section 5.2 Update license metrics on one software model:

Rick also knows they have to update the license metrics on one of their new entitlements to allow unlimited installs per right so it accurately reflects in their later reconciliation results.

1. Navigate to **Software Asset Workspace > License operations** then click **Software models** under Licensing.
2. Open the software model for **Adobe Systems Acrobat DC Professional**.
3. Click on the **More** banner and then **Metric Attributes**.



Adobe Systems Acrobat DC Professional

Status
In Production

Details Suite Components Suite Parents Software Product Lifecycles Software Entitlements (6) Override License Costs (3) More

Product Details

Software Licensing

Product type
Licensable

Product owner
Carla Humble

License under management

Unit of consumption

Compose

Type your Work notes (Pr

Software Model Results (1)
Metric Attributes (3)
Vendor Catalog Items (1)
Client Access
Software Subscriptions (15)
Downgrade Rights
Matching Discovery Models (2)
Product Lifecycles for all Versions

Save

4. Open the metric attribute with the metric group of **Common**, by clicking the Attribute name.

Adobe Systems Acrobat DC Professional Save

Status
In Production

Details Suite Components Suite Parents Software Product Lifecycles Software Entitlements (6) Override License Costs (3) **Metric Attributes (3)**

Metric Attributes 3 Last refreshed just now.

Attribute	Attribute value	Attribute value is unlimited	Description	License metric	Metric group
Maximum installs per right	1	false	The maximum amount of installs each right can license. This attribute is used for reconciling entitlements that have a Per User, Per Device, Per Named User or Per Named Device license metric.	Per User	Common
Maximum installs per right		true	The maximum amount of installs each right can license. This attribute is used for reconciling entitlements that have a Per User, Per Device, Per Named User or Per Named Device license metric.	Per Device	Adobe
Maximum installs per right		true	The maximum amount of installs each right can license. This attribute is used for reconciling entitlements that have a Per User, Per Device, Per Named User or Per Named Device license metric.	Per User	Adobe

- Select the **Attribute value is unlimited** check box.

Metric Attributes

Software model: Adobe Systems Acrobat DC Professional

Metric group: Common

License metric: Per User

Attribute: Maximum installs per right

Attribute value:

☒ Attribute value is unlimited

Description: The maximum amount of installs each right can license. This attribute is used for reconciling entitlements that have a Per User, Per Device, Per Named User or Per Named Device license metric.

Note: Notice that the value 1 is cleared from the Attribute value field when you select the check box.

- Click **Save**.

Note: When you return to the software model form for Adobe Systems Acrobat DC Professional, you will notice that all three metric attributes are now unlimited = true.

- Navigate back to the Detail tab to view the Adobe Systems Acrobat DC Professional Metric Attributes.
- Click the **Refresh List** button and validate that all three metric attributes are now **unlimited = true**.

Adobe Systems Acrobat DC Professional

Status
In Production

Details

Suite Components

Suite Parents

Software Product Lifecycles

Software Entitlements (6)

Override License Costs (3)

Metric Attributes (3)

Metric Attributes3

Last refreshed just now.

Attribute	Attribute value	Attribute value is unlimited	Description	License metric	Metric group
Maximum installs per right	true		The maximum amount of installs each right can license. This attribute is used for reconciling entitlements that have a Per User, Per Device, Per Named User or Per Named Device license metric.	Per User	Common
Maximum installs per right	true		The maximum amount of installs each right can license. This attribute is used for reconciling entitlements that have a Per User, Per Device, Per Named User or Per Named Device license metric.	Per Device	Adobe
Maximum installs per right	true		The maximum amount of installs each right can license. This attribute is used for reconciling entitlements that have a Per User, Per Device, Per Named User or Per Named Device license metric.	Per User	Adobe



Congratulations! You have completed this lab!

You are now ready to begin learning about installation data that supports ServiceNow's Software Asset Management Professional product.

Knowledge Check Answer Guide

1. **How many entitlements are in the file?**

- 1,079

2. **What editions are identified?**

- Premium
- Professional
- Standard

3. **What platforms are identified?**

- Linux
- MAC
- Windows

4. **What agreement types are identified?**

- Cumulative Licensing Program (CLP)
- Generic
- Transactional Licensing Program (TLP)
- Value Incentive Plan (VIP)

5. **What license types are identified?**

- Perpetual
- Subscription

6. **What license metrics are identified?**

- Per Device
- Per User
- User Subscription

7. **Where did the display name in the Software Entitlement form come from?**

- Auto created based on asset tag and software model

8. **Where did the Software model in the Software Entitlement form come from?**

- The publisher part number automatically populated the software model.

9. **What triggered the automatic creation of the Software Entitlement?**

- In the previous step, you created a new publisher part number and mapped it to an Entitlement definition (discovery map). As this record has the same publisher part number, the after-import validation identified that the publisher part number now exists.

Lab takeaways



- How were entitlement display names created?
- What is the value of using publisher part numbers?
- How might entitlement import errors be minimized?