



## Reference Guide

### Using the Unauthorized Software Feature

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# Unauthorized Software

## Overview:

The AssetMetrix inventory technology provides an extensive amount of information about what is installed on a PC. This software is categorized to make it easier to sort through the data and to display the desired elements, making analysis and management easier. One thing that is difficult to determine based on pure inventory data is whether a software application has been approved for use by the IT group in an organization.

Many organizations will compile and maintain a list of installed approved software titles that are validated (from a compatibility, policy, and security perspective), and permitted to exist on a desktop. This activity should not be confused with License management activities; rather it falls under the umbrella of configuration management. This feature will assist in identifying applications that should not be installed in an organization's environment (because they are not permitted or not licensed), but is not intended to assist individuals in reconciling licenses an organization owns with what is installed. Please refer to the License Management Guide for details on this functionality in order to effectively manage your software entitlements.

The Unauthorized Software feature allows selected personnel to review a list of all installed software in their account and flag titles as either:

- Authorized - Applications that are sanctioned by the IT group
- Unauthorized - Applications that are explicitly not permitted to be installed on desktops
- Disregarded - Applications that typically make up a normal PC's configuration such as hotfixes, utilities and application extensions.

## How the Unauthorized Software Page Works

The Unauthorized software page has two main sections. The first section presents a complete list of all software titles that have been discovered under all pulses in your account. This list is used to identify applications as either "Authorized", "Unauthorized", or "Disregarded". The second section of the page displays the result of applying these designations for the selected pulse (in other words, it is the filtered list of applications that are flagged as "Unauthorized").

By default, all applications are designated as "Unauthorized". This means that initially, the first section of the page will display the same information as the bottom section. As you go through the first section and assign applications to the authorized or disregarded status, the contents of the second section will be reduced.

Because of the enormous amounts of software data that can be collected in a typical inventory, the 'Unauthorized Software Management' section of the page has been organized by software family and category. This way, it should be easier to navigate to a particular type of software (such as OS extensions) and exclude them if required.

The AssetMetrix Research Labs maintain a centralized database of over 350,000 software titles and endeavors to place them into families and categories so that you can report on your software in more meaningful and precise ways (i.e., eliminate the 'noise'). It is these categories that allow you to filter the authorized/unauthorized software list so that you can rapidly eliminate titles that do not have immediate relevance.

The software list is presented in a hierarchical manner:

- Software Families contain Software Categories
- Software Categories contain Software Titles

This is an important notion when defining your list of Unauthorized and Disregarded titles, as the Unauthorized Software Management section allows you to assign entire Software Families (and the categories/titles under them) to Authorized or Disregarded status. Similarly, the same can be done with Categories (and the software titles contained under them). Finally, you can select individual titles under a category and assign them one at a time to the Authorized or Disregarded status, as required.

## Setting Up Your Authorized Software List

The very first step is to review the software families/categories/titles in the exclusion list and flag them appropriately. The following image shows the Unauthorized Software Page.

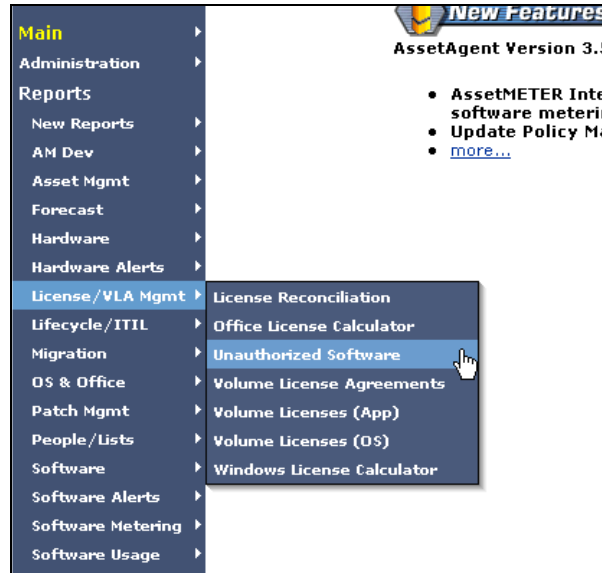
Click here to assign/unassign titles to authorized/disregarded status

Publisher	Application	#	
(Not Available)		24	
3COM		1	
ACCPAC		1	
Acronis		1	
Adobe Systems		25	
Agere Systems		2	
Ahead Software AG		4	
Alcohol Soft		2	
America Online, Inc.		1	
Analog Devices		4	
Apple Computer, Inc.		12	
AsusTek Computer Inc.		1	
ATI Technologies		13	
Autodesk		2	

This area will display the list of unauthorized titles

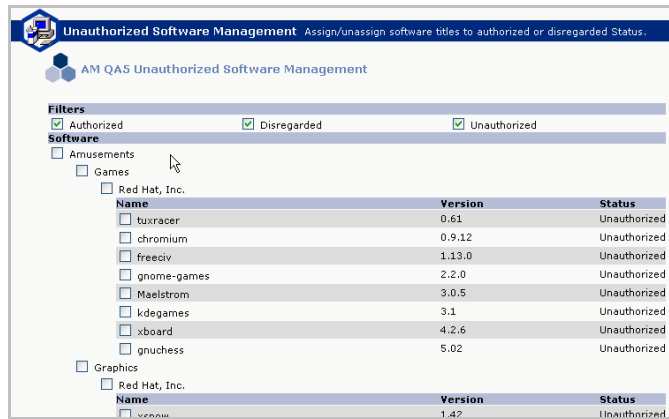
**To Assign software to the Authorized/Disregarded designation:**

Navigate to the Unauthorized Software page by clicking on **“Unauthorized Software”** in the blue menu bar.



In the **“Unauthorized Software Management”** portion of the page, review the different categories of software presented. All titles are unauthorized by default.

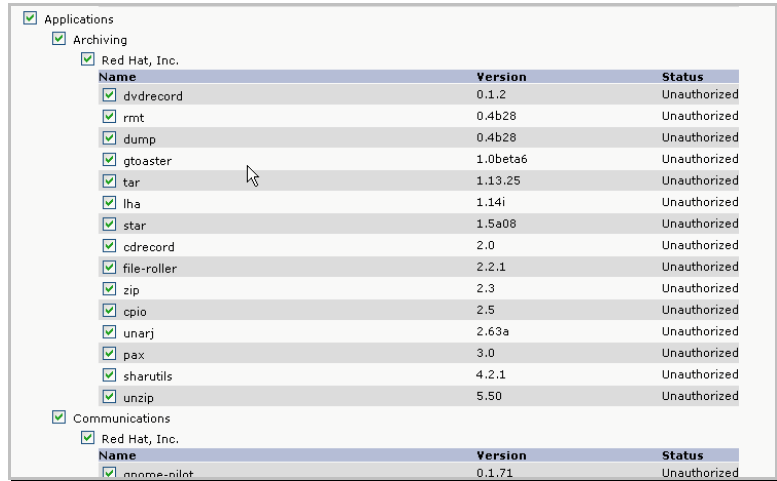
The Filters displayed at the top will limit what is displayed to make the list more manageable.



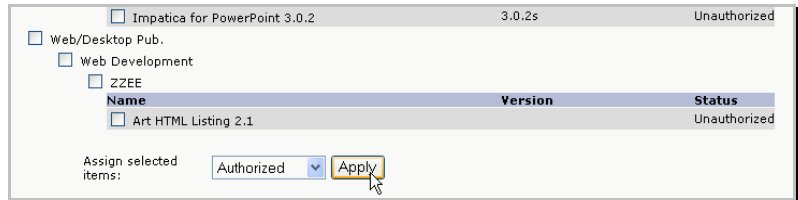
Identify software titles as authorized/disregarded by checking off the boxes next to them.

Identify Software categories as authorized/disregarded by checking the box next to the Category Name (all titles under the category will be automatically selected as well).

Identify Software families as authorized/disregarded by checking the box next to the Family Name (all titles under the category will be automatically selected as well).



Scroll to the bottom of the section, select "Authorized" or "Disregarded" from the drop-down list and click "Apply".



Removing titles from the Authorized/Disregarded status is performed in the same manner. You must select titles (or categories or families) by checking the boxes next to them, and then select "Unauthorized" at the bottom of the page.

**NOTE:** The "Unauthorized Software Management" portion of the page will only display software titles that have been discovered in active pulses in your account. To exclude software from a specific pulse, you must go to the "Pulse History" section of the Assetpulse page and clear the "Report on" checkbox. This will remove all instances of software titles found in that pulse. The "Unauthorized Software" section of the page will only display results for the currently selected pulse.

















































## Reviewing the Unauthorized Software List

Once you have assigned the appropriate software families, categories and titles to the **Authorized** and **Disregarded** designation, you are ready to review the list of unauthorized software.

Review the bottom portion of the report to determine if the result set is what was desired. If not, scroll to the top portion of the page and make the required adjustments to the Authorized and Disregarded titles.

You can export the contents of your Unauthorized list by clicking on the “Acquire Data” link at the bottom of the page. This will cause the contents of the list to be exported, converted to a CSV (comma-separated value) file and the file will be sent to you by email. Note that only administrators of the account will have access to the “Acquire Data” function.

As with all AssetMetrix reports, it’s possible to expand a Publisher’s application list by clicking on it (or click on the “Expand All” button at the bottom to expand all publishers and display all applications). You can also drill down to display the list of affected PCs by clicking on the magnifying glass icon on the right.

 <b>Unauthorized Software Titles</b> List of titles not designated as authorized or disregarded			
ALL < <a href="#">ABC</a> <a href="#">DEF</a> <a href="#">GHI</a> <a href="#">JKL</a> <a href="#">MNO</a> <a href="#">PQR</a> <a href="#">STUV</a> <a href="#">WXYZ</a> <a href="#">Other</a> > Starts with <input type="text"/> Apply 			
Publisher	Application	#	
(Not Available)		24	 
<a href="#">3COM</a>		1	 
<a href="#">ACCPAC</a>		1	 
<a href="#">Acronis</a>		1	 
<a href="#">Adobe Systems</a>		25	 
<a href="#">Agere Systems</a>		2	 
<a href="#">Ahead Software AG</a>		4	 
<a href="#">Alcohol Soft</a>		2	 
<a href="#">America Online, Inc.</a>		1	 
<a href="#">Analog Devices</a>		4	 
<a href="#">Apple Computer, Inc.</a>		12	 
<a href="#">AsusTeK Computer Inc.</a>		1	 
<a href="#">ATI Technologies</a>		13	 
<a href="#">Autodesk</a>		2	 
<a href="#">Banctec</a>		1	 
<a href="#">Bradbury Software, LLC</a>		1	 
<a href="#">BVRP Software</a>		2	 
<a href="#">Centered Systems</a>		1	 
<a href="#">CodeMasters</a>		2	 
<a href="#">Corel Corporation</a>		1	 
<a href="#">Crystal Decisions</a>		3	 
<a href="#">CyberLink Corp</a>		2	 
<a href="#">DameWare</a>		1	 

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