



Reference Guide

Chapter 8: Using The License Ledger

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Software License Management

One of the most challenging tasks facing IT managers is the proper maintenance and control of the software licenses the organization owns. The basis of a sound license management approach begins with the ability to compare the licenses owned by the organization with the licenses actually installed on workstations. However several other issues need to be considered.

Software publishers have adopted increasingly complex methods of licensing their products which has made direct comparisons more difficult. Examples of this include situations where a license may only cover certain versions of a software title, or may include a full version title and particular intermediary upgrades. Licenses may only be valid for a specified period of time, after which they must be renewed in order to continue their use.

Site licenses may allow for up to a particular quantity of installations and this quantity is periodically audited by the publisher. Then the organization may be required to perform a 'True up' (purchase additional licenses to achieve compliance or remove software from a number of machines).

Software Usage

Another important component in effective software license management involves understanding how the deployed software titles are being used. Software metering¹ permits IT managers to assess if the software is being fully utilized and makes redeployment of licenses possible, rather than purchasing additional licenses to achieve compliance.

For example, an IT manager may find that there are 10 more installations of a particular software title than are permitted, resulting in non-compliance. Rather than purchase 10 more licenses to correct the issue, the IT manager can review whether the software title is actually being used sufficiently to justify its installation on each PC. Software installations that show infrequent use can be uninstalled in order to bring the organization into compliance.

The same holds true when there is a request to obtain additional licenses. The existing installations of an application can be evaluated in terms of usage; licenses can be harvested from seldom used installations and redeployed to the users who need them.

This best-practice approach to efficient software license management can result in important savings to the organization.

¹ Software metering is an add-on feature that is available from AssetMetrix. Please contact your Reseller or AssetMetrix account manager for more information on Software Metering.

The License Ledger

Overview

The License Ledger offered as part of the AssetMetrix service is used to effectively track licenses owned by the organization and compare those licenses to what is discovered by the inventory agent.

The License Ledger will allow selected personnel to:

- Import purchase order and license information into the service
- Create custom license agreements and assign software titles to those license agreements
- Associate license agreements to purchase order history
- Reconcile installed software (discovered by the inventory agent) against licenses owned by the organization

Steps to set up your License Ledger

There is a defined sequence of activities that must be performed in order to populate the License Ledger. The following checklist presents these steps.

Import Purchase Order information. This step is optional as the License Ledger can be used without purchase order information. Purchase order information can be obtained from your procurement system or from your software vendor(s). This process is described in greater detail later in this guide.

Create the License Agreements. License Agreements are the central component of the License Ledger as they serve to represent the actual quantities of licenses your organization owns. License Agreements can be created manually or imported into the system.

Assign software titles to the License Agreements. This is how the service knows what discovered software is included when comparing software counts against the license agreements you have created.

Link Purchase Orders to License Agreements. If you chose to import your purchase order information you can now link this data to the license agreements you've created. This will adjust the software license quantities in the agreements to match with the linked purchase order quantity.

Run reconciliation reports. The reconciliation report allows you to see discovered software titles (sorted by publisher) as well as the number of licenses for a given title. From this same report you can also create associations to license agreements in order to properly manage your software licenses.

Importing your Purchase Order information

AssetMetrix now provides a mechanism to import your purchase order data into your account. This import function will allow you to prepare your information in a spreadsheet and then upload the information into the service - eliminating time consuming manual entry.

For Purchase Orders, a file must be prepared that contains a specific set of information. A template has been prepared by AssetMetrix that must be used to ensure that the data upload is successful. This template is available for download from the Import Purchase Order section of the License Ledger page.

Your Purchase order information can be obtained from your organization's procurement system, or in some cases, it may be provided by your software vendor(s). The following section describes the required data elements and the specific format it must adhere to.

	A	B	C	D	E	F	G	H	I	J	K
1	PODI Number	Order Number	PO Number	Invoice Number	Invoice Date	Item Number	Item Description	Publisher	Publisher Sku	Quantity	Price
2											
3											
4											
5											
6											
7											
8											
9											

The following rules must be respected when preparing your file for upload:

- The first row of the spreadsheet must contain the exact labels indicated.
- The spreadsheet must have the exact same columns in the exact same order as indicated.
- The following columns are mandatory, and must contain valid data.
- The file must be saved in CSV format.

Column Name	Description	Mandatory (Y/N)
PODI Number	Purchase Order Data Item, a unique identifier for each line	Yes
Order Number	Order number	Yes
PO Number	Purchase Order number	Yes
Invoice Number	Invoice number	Yes
Invoice Date	Invoice date (MM/DD/YYYY)	Yes
Item Number	Item number	Yes
Item Description	Item description	Yes
Publisher	Publisher's name	Yes
Publisher SKU	Publisher's SKU number	Yes
Quantity	Quantity of item	Yes
Price	Price of item	Yes

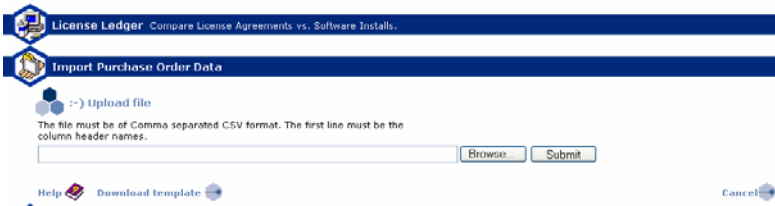
Once you have created your .csv file it can be uploaded into your account by navigating to the "Import Purchase Orders Data" page.



Navigate to the License Ledger page, by clicking on 'License Management'.



Expand the 'Import Purchase Order Data' section by clicking on it.



Use the 'Browse' button to select the file you wish to import, and click on the 'Submit' button.

Once the import is complete, the system will alert you of any errors that were encountered.

Creating License Agreements

The next step is to define the License Agreements you will manage. A License Agreement represents the quantity of licenses your organization owns for particular software products. There are two ways in which License Agreements may be added; via the import feature (similar to importing purchase orders) or manually entered into your account.

Importing License Agreements



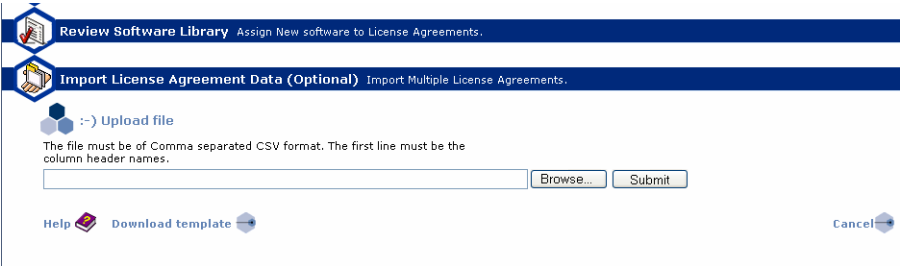
To use the Import function to create your License Agreements you must enter the data into a template. This template is available for download from the Import License Agreement section of the License Ledger page. The following rules must be respected when preparing your file for upload:

- The first row of the spreadsheet must contain the exact labels indicated in the template.
- The spreadsheet must have the exact same columns in the same order as indicated.
- The following columns are mandatory and must contain valid data
- The file must be saved in CSV format

Column Name	Description	Mandatory (Y/N)
Product	Product Name (+ version number if required), a unique identifier for each line	Yes
Quantity	Maximum license quantity	Yes
End Date	License period (mm/dd/yyyy)	No

Once you have created your .csv file it can be uploaded into your account by navigating to the "Import License Agreement Data" page.

The following steps describe how to import your License Agreement data.




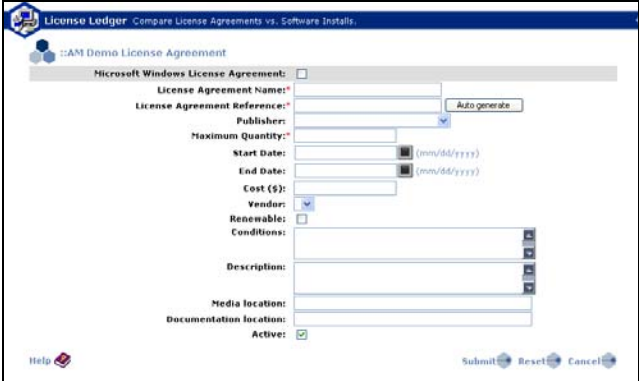
	<p>Navigate to the License Ledger page by clicking on 'License Management' from the main menu.</p>
	<p>Expand the 'Import License Agreement Data' section by clicking on it.</p>
	<p>Use the 'Browse' button to select the file you wish to import then click on the 'Submit' button.</p> <p>Once the import is complete, the system will alert you should any errors occur.</p>

Manually creating License Agreements

Alternatively, license agreements can be manually created. To do this, navigate to the 'License Ledger' section and click on License Ledger - Add. The following table describes each field and its use:

Field Name	Description
Microsoft Windows License Agreement	Check box that classifies the license as a Windows License Agreement. All Windows Operating System will count against this type of license.
License Agreement Name	Mandatory field - contains the name of the agreement. Must be unique.
License Agreement Reference	Mandatory field – Enter the agreement reference number, if available. If you do not have one, you can create one by clicking the 'Auto generate' button.
Publisher	Optional field - The company that publishes the software. Select from the drop down list (note: not all publishers are listed)
Maximum Quantity	Mandatory field - indicates the actual quantity of licenses being counted under this License Agreement.
Start Date	Optional field - contains the start date from which the License Agreement is in effect.
End Date	Optional field - identifies the conclusion or renewal date of the agreement.
Cost	Optional field - to track the cost of the licenses covered under this agreement.
Vendor	Optional field - to reference a vendor record to the License Agreement. Once defined in the Main-Base Tables section, Vendors can be selected from a drop-down list.
Renewable	Check box that determines whether the License Agreement is automatically renewable.
Conditions	Optional field - free-text field that can be used to enter conditions of the License Agreement.
Description	Optional field - free-text field that can be used to enter additional descriptive information.
Media Location	Optional field – free text field to enter the physical location of the software media
Documentation Location	Optional field – free text field to enter the physical location of the software documentation
Active	Check box that enables or disables the License Agreement. License Agreements can never be permanently deleted, only disabled.

To manually add license agreements to the License Ledger:



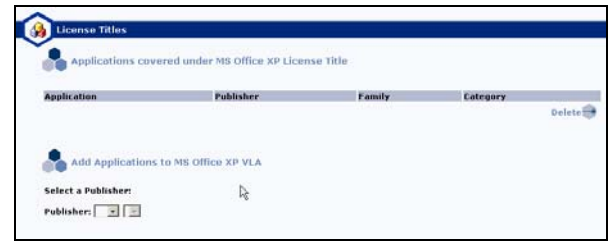
	<p>Navigate to the License Ledger page by clicking on 'License Management' from the main menu.</p>																								
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 <table border="1"> <thead> <tr> <th>License Agreement Name</th> <th>Status</th> <th>Cost(\$)</th> <th># of Licenses</th> <th># of Installs</th> <th>Expiry Date</th> </tr> </thead> <tbody> <tr> <td>Acrobat</td> <td>Active</td> <td>200</td> <td>222</td> <td></td> <td>7/28/2006</td> </tr> <tr> <td>Macromedia Director</td> <td>Active</td> <td>10</td> <td>6</td> <td></td> <td>7/6/2005</td> </tr> <tr> <td>Visio</td> <td>Active</td> <td>50</td> <td>692</td> <td></td> <td>8/6/2007</td> </tr> </tbody> </table>	License Agreement Name	Status	Cost(\$)	# of Licenses	# of Installs	Expiry Date	Acrobat	Active	200	222		7/28/2006	Macromedia Director	Active	10	6		7/6/2005	Visio	Active	50	692		8/6/2007	<p>From the choices across the bottom of the License Ledger, select 'Add'.</p>
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Visio	Active	50	692		8/6/2007																				
	<p>Complete the form and click on 'Submit' to save. Required fields are indicated with an asterisk.</p>																								

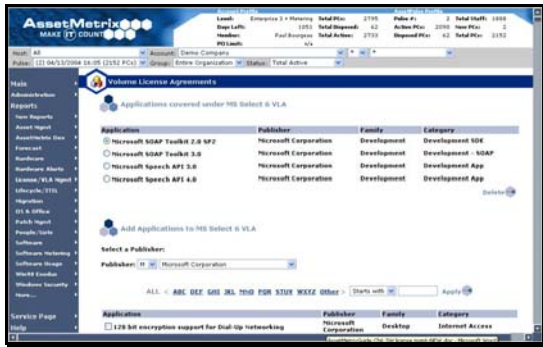
Note: There are two ways to define the license quantities and they are mutually exclusive. You can manually enter quantities into the license agreements. If you plan to import purchase orders, the number of licenses is determined by the license quantity specified in the purchase orders you link to this agreement. Any quantities you may have entered manually will be overwritten when using the import feature.

Assign Software Titles

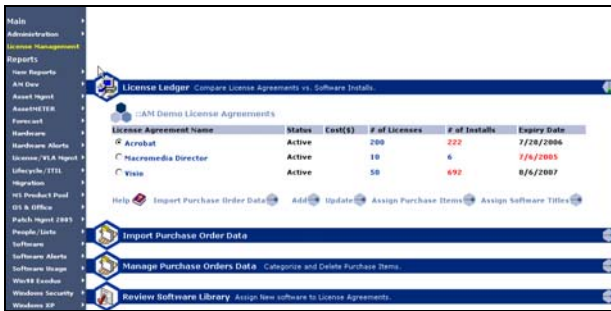
Once the License Agreement has been created, the next step is to associate software titles to it. This is an important step that defines the mapping between the discovered software and the titles that will be tracked within each License Agreement. Any number of titles can be assigned to a License Agreement. If no software titles are assigned to a License Agreement, it will not appear in the License Agreement reports.

To assign Software to a License Agreement:

	<p>Navigate to the License Ledger page by first clicking on 'License Management'.</p>
	<p>Select a License Agreement using the radio buttons and then click on the 'Assign Software Titles' button to add (or remove) software titles.</p>
	<p>Now select the first letter of the publisher's name and then locate the full name of the publisher.</p> <p>A list of available software titles for that publisher will be displayed.</p>



To remove a software title from a License Agreement, click the radio button next to the application name to select it and then click the 'Delete' button.




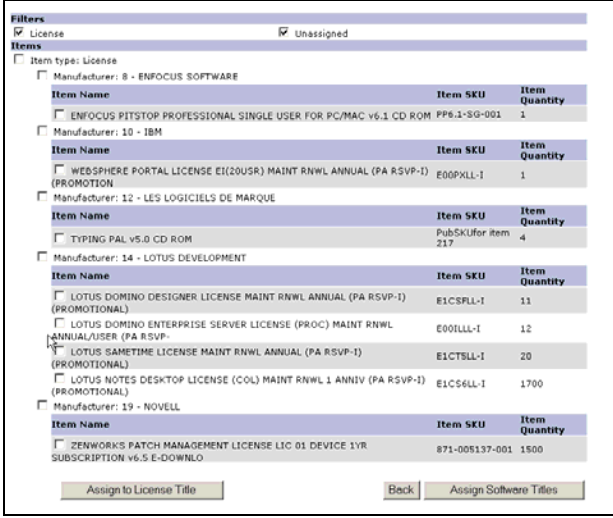
To modify a License Agreement, select it by using the radio buttons and then click 'Update' button to make changes. Click 'Apply' to save your changes or 'Cancel' to ignore.

Note: Only software titles and publishers that were discovered during your inventory will be displayed in the lists. It is not possible to add a software title that has not yet been discovered by the inventory process.

Link Purchase Orders to Agreements

If you imported purchase order information, you will need to link them to the appropriate license agreements that were created previously. When you link purchase orders to license agreements, the quantity of licenses is taken from the linked purchase orders. Any quantities you may have entered manually will be overwritten. As you import additional purchase orders, you can link them as well, and this will update the license quantities.

To link Purchase Orders to License Agreements:

 <p>The screenshot shows the 'License Ledger' screen with a table of license agreements. The table has columns for License Agreement Name, Status, Cost(\$), # of Licenses, # of Installs, and Expiry Date. The data is as follows:</p> <table border="1"> <thead> <tr> <th>License Agreement Name</th> <th>Status</th> <th>Cost(\$)</th> <th># of Licenses</th> <th># of Installs</th> <th>Expiry Date</th> </tr> </thead> <tbody> <tr> <td>Acrobat</td> <td>Active</td> <td>400</td> <td>45</td> <td>20</td> <td>1/1/2000</td> </tr> <tr> <td>MS Office XP</td> <td>Active</td> <td>400</td> <td>100</td> <td>327</td> <td>8/1/2006</td> </tr> <tr> <td>MS Project</td> <td>Active</td> <td>5000</td> <td>50</td> <td>59</td> <td>5/29/2005</td> </tr> <tr> <td>Visio</td> <td>Active</td> <td>4500</td> <td>45</td> <td>69</td> <td>5/29/2005</td> </tr> </tbody> </table>	License Agreement Name	Status	Cost(\$)	# of Licenses	# of Installs	Expiry Date	Acrobat	Active	400	45	20	1/1/2000	MS Office XP	Active	400	100	327	8/1/2006	MS Project	Active	5000	50	59	5/29/2005	Visio	Active	4500	45	69	5/29/2005	<p>In the License Ledger screen, select the license agreement you wish to use, and select 'Assign Purchase Items'.</p>						
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 <p>The screenshot shows the 'Purchase Order' screen with a list of items. At the top, there are filters for 'License' (checked) and 'Unassigned' (checked). The items are grouped by manufacturer and include columns for Item Name, Item SKU, and Item Quantity. The data is as follows:</p> <table border="1"> <thead> <tr> <th>Manufacturer</th> <th>Item Name</th> <th>Item SKU</th> <th>Item Quantity</th> </tr> </thead> <tbody> <tr> <td>8 - ENFOCUS SOFTWARE</td> <td>ENFOCUS PITSTOP PROFESSIONAL SINGLE USER FOR PC/MAC v6.1 CD ROM</td> <td>PF6.1-SG-001</td> <td>1</td> </tr> <tr> <td>10 - IBM</td> <td>WESPHERE PORTAL LICENSE EI(20USR) MAINT RNWL ANNUAL (PA RSVP-I) (PROMOTION)</td> <td>E00PKLL-I</td> <td>1</td> </tr> <tr> <td>12 - LES LOGICIELS DE MARQUE</td> <td>TYPING PAL v5.0 CD ROM</td> <td>PubSKUfor Item 217</td> <td>4</td> </tr> <tr> <td>14 - LOTUS DEVELOPMENT</td> <td>LOTUS DOMINO DESIGNER LICENSE MAINT RNWL ANNUAL (PA RSVP-I) (PROMOTIONAL)</td> <td>E1CSPLL-I</td> <td>11</td> </tr> <tr> <td></td> <td>LOTUS DOMINO ENTERPRISE SERVER LICENSE (PROC) MAINT RNWL ANNUAL/USER (PA RSVP-I)</td> <td>E00LILL-I</td> <td>12</td> </tr> <tr> <td></td> <td>LOTUS SAMETIME LICENSE MAINT RNWL ANNUAL (PA RSVP-I) (PROMOTIONAL)</td> <td>E1CTSLI-I</td> <td>20</td> </tr> <tr> <td></td> <td>LOTUS NOTES DESKTOP LICENSE (COL) MAINT RNWL 1 ANNIV (PA RSVP-I) (PROMOTIONAL)</td> <td>E1CS6LL-I</td> <td>1700</td> </tr> <tr> <td>19 - NOVELL</td> <td>ZENWORKS PATCH MANAGEMENT LICENSE LIC 01 DEVICE 1YR SUBSCRIPTION v6.5 E-DOWNLO</td> <td>871-005137-001</td> <td>1500</td> </tr> </tbody> </table>	Manufacturer	Item Name	Item SKU	Item Quantity	8 - ENFOCUS SOFTWARE	ENFOCUS PITSTOP PROFESSIONAL SINGLE USER FOR PC/MAC v6.1 CD ROM	PF6.1-SG-001	1	10 - IBM	WESPHERE PORTAL LICENSE EI(20USR) MAINT RNWL ANNUAL (PA RSVP-I) (PROMOTION)	E00PKLL-I	1	12 - LES LOGICIELS DE MARQUE	TYPING PAL v5.0 CD ROM	PubSKUfor Item 217	4	14 - LOTUS DEVELOPMENT	LOTUS DOMINO DESIGNER LICENSE MAINT RNWL ANNUAL (PA RSVP-I) (PROMOTIONAL)	E1CSPLL-I	11		LOTUS DOMINO ENTERPRISE SERVER LICENSE (PROC) MAINT RNWL ANNUAL/USER (PA RSVP-I)	E00LILL-I	12		LOTUS SAMETIME LICENSE MAINT RNWL ANNUAL (PA RSVP-I) (PROMOTIONAL)	E1CTSLI-I	20		LOTUS NOTES DESKTOP LICENSE (COL) MAINT RNWL 1 ANNIV (PA RSVP-I) (PROMOTIONAL)	E1CS6LL-I	1700	19 - NOVELL	ZENWORKS PATCH MANAGEMENT LICENSE LIC 01 DEVICE 1YR SUBSCRIPTION v6.5 E-DOWNLO	871-005137-001	1500	<p>In the Purchase Order screen, select the Purchase Order Items you want to link to the License Agreement.</p> <p>This list will contain:</p> <ul style="list-style-type: none"> - Items linked to the current License Agreement. - Items of type License that have not been linked to any other License Agreement. - Items that have not yet been classified (if the "Unassigned" checkbox is checked). <p>Once you have selected all the PO Items by checking the appropriate boxes, click on the 'Assign to License Title' button at the bottom of the page.</p>
Manufacturer	Item Name	Item SKU	Item Quantity																																		
8 - ENFOCUS SOFTWARE	ENFOCUS PITSTOP PROFESSIONAL SINGLE USER FOR PC/MAC v6.1 CD ROM	PF6.1-SG-001	1																																		
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Note: There are two filters available at the top of the Purchase Order screen. Since it is possible to import non-software items as part of the import process, the 'License' checkbox filters out items that have been categorized as non-software. The 'Unassigned' checkbox is used to hide/show the items that have not yet been classified (as license, document, media).

Un-assigning Purchase Orders


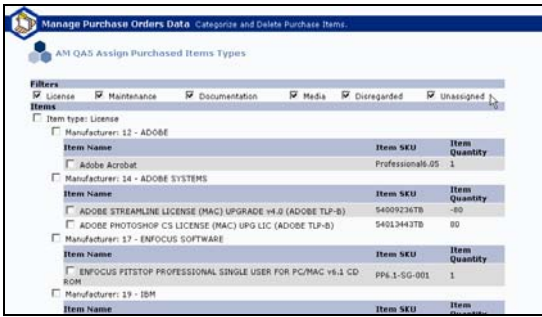
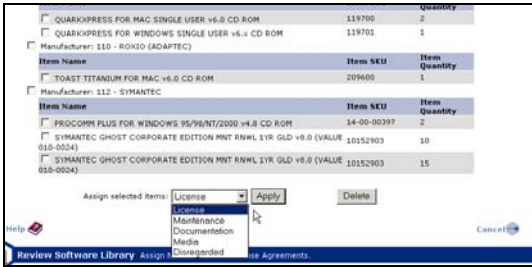
If a purchase order has been assigned to a license agreement in error, or no longer applies, you can remove it using the same screen. To do this, clear the checkboxes for the purchase orders items you wish to un-assign, and click on the 'Assign to License Title' button.

Managing Purchase Order Information

This area is used to manage the purchase orders that have been imported into the system. When you import purchase orders, it is likely the purchase orders will contain items in addition to software license items. Examples can include maintenance, documentation, hardware, etc. In this screen, you can assign the actual purchase order items to categories so that a filter can be applied. Utilize the filter to display only the relevant license items when assigning licenses to software agreements. The following table outlines the available categories and what they represent:

Category Name	Description
License	Proprietary or gratuitous license and contract between a producer and a user of computer software that specifies the parameters of the permission granted by the owner to the user.
Media	Materials such as VHS, DVDs, films, audiotapes and CDs.
Maintenance	Contract for support or upgrade optimizing deployed software.
Documentation	Program listings or technical manuals describing the operation and use of programs.
Disregarded	Not considered.

To assign Purchase Order items to categories:

	<p>Under the License Management section, select 'Manage Purchase Order Data'.</p>
	<p>Check all the filter checkboxes to display all items in the list.</p> <p>Check the boxes to the left of any items you would like to assign to a specific category (License, maintenance, documentation, media, disregarded).</p>
	<p>Scroll to the bottom of the page, and select the appropriate category from the drop-down list. Click on the 'Apply' button to change the type of the selected items to the category selected in the dropdown.</p>

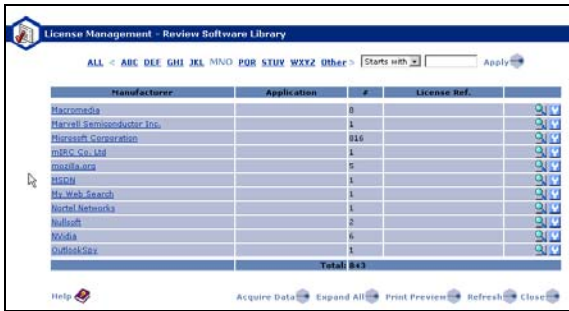
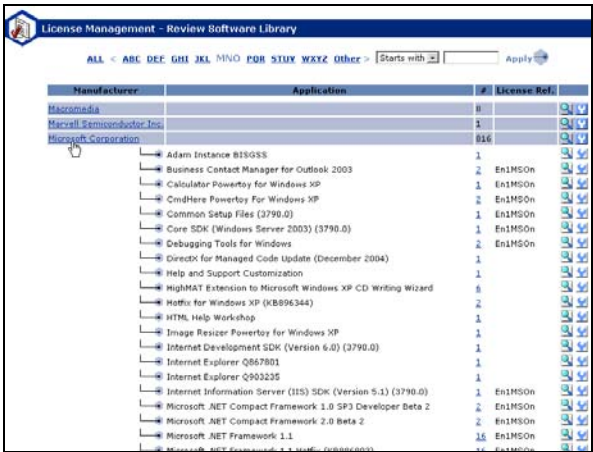
Review the Software Library

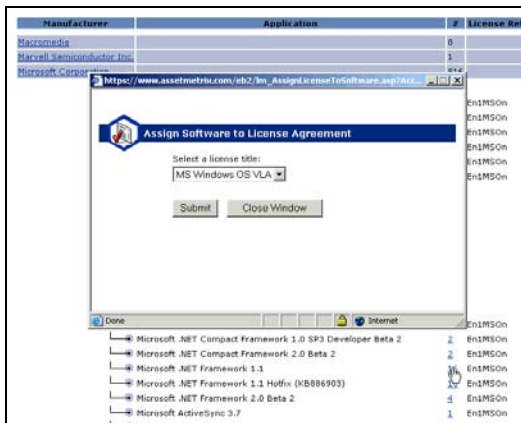
A new report has been added to the License Ledger that will list all discovered software for your account, grouped by Manufacturer (Publisher). This report is useful to see the quantities of various software titles/versions that exist in your organization so you can more effectively manage your software licenses.

Actions you can perform from this screen include:

- View the number of installed licenses by publisher
- View the License Agreement linked to the software titles.
- Drill down to see lists of PCs that have the software installed on them
- Assign software to license agreements (assuming they have been created)

To assign software to a license agreement:

 <p>The screenshot shows the 'License Management - Review Software Library' interface. At the top, there are navigation tabs (ALL, ABC, DEF, GHI, JKL, MNO, PQR, STUV, WXYZ, Other) and a search box. Below is a table with columns: Manufacturer, Application, #, and License Ref. The table lists various publishers like Macromedia, Microsoft Corporation, and Mozilla.org. At the bottom, it shows a 'Total: 843' and several action buttons like 'Acquire Data', 'Expand All', 'Print Preview', 'Refresh', and 'Close'.</p>	<p>Run the 'Review Software Library' report.</p>
 <p>This screenshot shows the same 'Review Software Library' interface, but with the 'Microsoft Corporation' row expanded. A tree view is visible on the left side of the table, showing a list of specific software applications such as 'Adam Instance B15055', 'Business Contact Manager for Outlook 2003', 'Calculator-PowerToy for Windows XP', etc. Each application row includes its name, a count, and a license reference (e.g., 'En1MS0n').</p>	<p>Expand the selection under a publisher, by clicking on the publisher's name. Or click Expand All at the bottom of the page to see a list of all applications by all publishers.</p>



Click on the quantity next to the desired software title to display the License Agreement dialog. This dialog will show all License Agreements under the same publisher. Select the appropriate License Agreement from the list of available choices, and click the 'Submit' button.

Note: License Agreements with no publisher specified will not be listed in this dialog.

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