



Reference Guide

Chapter 7:

Technical Overview and Troubleshooting

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Technical Overview:

NOTICE: The following advice is provided to you on the assumption/basis that whoever implements this advice is experienced with the process of adding, editing or removing files and viewing and/or manually modifying the contents of the Windows Registry. This advice is intended for experienced personnel such as System Administrators, not end-users. AssetMetrix assumes no liability for any damages, loss of use, loss of productivity or any related malady incurred by the advice offered below.

This document addresses many of the common technical issues and questions related to the implementation, usage and administration of the AssetMetrix PC inventory and lifecycle management solution. It is highly recommended that you review the [AssetMetrix Overview & 'Quick Start'](#) and associated [Technical Reference Documentation](#) in order to familiarize yourself with AssetMetrix terms and technology. Please see www.assetmetrix.com/resources for a full list of available documents and research notes.

Getting Started – Understanding Pulses:

Before requesting your first pulse it is important to understand the basic concepts of the reporting structure and how it is directly linked to each pulse number. Consider your first pulse as a “baseline” inventory. You will want to inventory your entire organization under your first pulse and every subsequent pulse. Once you’ve established your baseline inventory you can then request and deploy a new pulse number that will collect current data and allow you to compare this new data to your “baseline” inventory. Each new pulse gives you a current snapshot of your PC population. You may want to deploy a new pulse weekly, monthly, quarterly or anytime you need to collect data.

All available reports (with the exception of the “Total” reports found under People/Lists) are based solely on the PC data from the pulse number you have selected from the Pulse drop down menu. It’s important to inventory all computers under the same pulse number. Pulses are not to be used to sub-divide your company inventory into organizational, geographical or operational units. Use the Groups feature to accomplish this task. When you deploy Group based pulses you can filter reports to only include computer data from a selected Group, or combined data from all Groups.

There are numerous pulse types to select from and each pulse type has specific delivery methods and other available options. If you require a different type of pulse or need to change the options used from a previously requested pulse, use the “Resend AssetPulse” feature.

Important note: once a particular pulse number has run on a computer that same pulse number will not run again unless a different user (other than the person originally inventoried) logs onto the computer and initiates an inventory. Selecting the “Single user per PC mode” option from the AssetPulse page will only inventory the computer once per pulse and will associate the first user to run the pulse with that PC.

How do I get my AssetAgents?

As the Account Contact (administrator), when you request a pulse the AssetAgents you select from the AssetPulse page are emailed directly to you. It is now up to you to deploy the agents within your organization by either sending the AssetPulse email to your users (Email-AssetAgent), setting up your network by adding the LAN-AssetAgent to your login script or running the agent from a disk or shared drive (Disk-AssetAgent). Depending on your circumstances, a combination of methods can be used to ensure a 100% success rate e.g. servers and kiosk computers may not have email capabilities, therefore the LAN-Agent or Disk-Agent would be used.

Email-AssetAgent

Selecting the Email-AssetAgent

The Email-AssetAgent is the most flexible and quickest of the three AssetAgents to deploy and is intended for end-users that meet the following requirements:

- o Have an email application (preferably HTML compatible)
- o Have unrestricted HTTP or SMTP access to the Internet
- o Email and browser security settings that allow unscripted Objects ('Medium' security level for Outlook and IE, or 'SmartUpdate and JavaScript Enabled' for Netscape)

NOTE: Organizations that won't allow modification of security settings on LAN-based PCs should use the LAN-AssetAgent. Refer to [Modifying Security in MS-Outlook](#) to learn how to modify your security settings.

Depending upon the email or browser application used, the AssetAgent will be installed via an ActiveX control for Outlook/Internet Explorer or a plug-in for Netscape. Email AssetPulse types include plain text with hyperlink or plain text with html attachment. For Lotus Notes we recommend plain text with attachment. GroupWise users would normally use plain text and hyperlink. Other types of email applications would generally use standard HTML but due to the increased restrictions of HTML embedded within emails, plain text with Hyperlink would be a better choice.

The Email-AssetAgent is activated when the user opens the AssetPulse email. Depending upon the email application and the Email AssetAgent format (e.g. HTML, Hyperlink, HTML attachment) different scenarios will occur. For example, clicking on the Hyperlink or opening the HTML attachment will trigger a new Browser window to open. The inventory will then run within the Browser. Opening an HTML email will normally execute an inventory within the email application if viewing of HTML with scripting is allowed. Please see [Chapter 1 Quick Start](#) for a more detailed explanation of the Email AssetAgent.

Here is a list of some common observations when using the Email-AssetAgent;

Q: When I opened the AssetPulse email, nothing happened...

A: By default there is no "message box" displayed after the user opens the AssetPulse email. Computers inventoried for the very first time will receive a VeriSign Certificate (or Plugin message for Netscape users) and will be prompted to click "Yes" to accept. If they do not receive this message then likely their security settings do not allow for the installation of Active X controls or Netscape plug-ins, also referred to as the "agent". Restricted users do not have sufficient rights to install the agent. Also, the security settings within the user's email or browser may prevent the installation of the agent.

Once a user has accepted the VeriSign or Plugin they will not be prompted to do so again for subsequent pulses. However, should the agent version change (updates) the user will be prompted to install the new version of the agent.

Q: How do I know if the Email-AssetAgent actually installed and ran correctly?

A: Depending upon the email application used, there are various checks that can be done to determine if the agent was properly installed and executed. The simplest way is to login to your AssetMetrix account and check the Reports Page to see if the PC's information has been received. If you are already logged in make sure you "refresh" your browser. If you don't see the PC in the Computer Name or User Name Reports, the AssetAgent may not have executed properly. Proceed to the troubleshooting recommendations in Table 1.

Q: How does the data from the Email AssetPulse get back to the AssetMetrix servers?

A: Once the AssetAgent is installed it will invoke a complete inventory of the PC in about 30 seconds. The inventory data file is then encrypted and compressed to about 60 to 100Kb. The AssetAgent will then send the data file back to your AssetMetrix account using the first successful option in this 'cascading' sequence:

- 1) Outbound email via active Email Application
- 2) Outbound email via internal SMTP function (port 25)
- 3) Outbound data stream via encrypted HTTP (port 80)
- 4) Failing methods 1-3 above, an inventory data file is written to the Desktop

with a 'popup' to alert the user. This data file must then be emailed to inventory@assetmetrix.com and it will be inserted into your account automatically.

Table 1: Troubleshooting the Email-AssetAgent

Email Application	Location of Email-AssetAgent	What to look for
Outlook 97* Outlook 2000, Outlook XP, Outlook 2003, Outlook Express and Internet Explorer all require acceptance of the VeriSign-certified ActiveX Control to deliver and install the AssetAgent) ¹	\\Windows\\Downloaded Program Files folder	A file called "AssetAgent Class" should exist in this folder. This is the ActiveX Control. If this file exists, then the AssetAgent was installed. To determine if the AssetAgent was properly executed, check the registry under HKEY_LOCAL_MACHINE\\SOFTWARE\\assetMetrix and look for an entry corresponding to the computer user's login name. If this entry exists and the "Pulse=" and "Pulse Success=" values match, then the AssetAgent executed properly. For restricted users the assetMetrix key will be under Hkey_Current_User\\Software.
Netscape 4.x, 6.x, 7.x (use a plug-in called npamx_plugin.dll located in C:\\Program Files\\Netscape\\Communicator\\Program\\Plugins)	\\Netscape\\Plugins folder	A file called "npamx_plugin.dll" should exist in this folder. Check the "Help – About Plug-ins" menu for the existence of the AssetMetrix plug-in. If the plug-in is not there, check that the SmartUpdate and Java Script are enabled in the Edit/Preferences section.

¹ The first time an Email-AssetAgent is received, a VeriSign™ certificate will appear, prompting for permission to install the AssetAgent. If you select **Yes**, the AssetAgent will install and immediately inventory the PC. (Note: if the user selects "Always trust content from AssetMetrix" they will no longer be prompted to accept the ActiveX control in the future as it will automatically install with each subsequent AssetPulse upgrade.) If you select **No**, the AssetAgent will not install and no inventory will occur. If you don't see the VeriSign certificate the *first* time you receive an AssetPulse email then your email application may not show HTML email or your security settings may prohibit the inventory process. Double click on the email attachment (AssetPulse.htm) so that the AssetPulse will open and execute within your browser.

I don't see the data in my account and the registry indicates a successful inventory.	Look for the data file	Depending on the delivery method chosen, the inventory file will attempt delivery by active email, SMTP, HTTP and writing the file to the Desktop. Check the email application to see if the data file is there waiting to be sent. Are SMTP and HTTP ports opened or are they blocked by a Firewall? Do you see a .cmp file on the Desktop? If so, send the file by email to inventory@assetmetrix.com to add it to your account. Check the lastscan.log file in the C:\AssetMetrix folder (hidden/system folder) to determine the actual delivery method used by the AssetAgent.
I still can't see the PC in my account	Force the agent to run again.	By deleting the assetMetrix key in the registry you can force the same pulse to run again.

(*non HTML e-mail applications require the end-user to launch a hyperlink or open an HTML file via their internet browser).

If Outlook users don't see the VeriSign certificate the first time they receive an AssetPulse email, then their email application may not display HTML email. It is possible that the email server could be filtering/blocking the object tags embedded in the AssetPulse email message. Another possibility could be the email editor used to modify the original AssetPulse email. If Microsoft Word was used to author the AssetPulse email it would have stripped out the object tag that is necessary to install and run the ActiveX Control.

Should the Outlook or Internet Explorer security settings be set to "High" then the ActiveX control will not install. Security settings must be lowered to 'Medium' for 'Internet' in order to run the AssetAgent. Email/browser security settings should be set at "Internet Zone" to allow "Signed ActiveX objects". Internet Explorer security settings are *typically lower* than Outlook. If you can't change the security settings in Outlook, double clicking on the AssetPulse email attachment (an HTML file) will force the AssetPulse message to be initiated from within your browser instead of your email application.

If you can't change the security settings because of administrative restrictions or corporate policy then the LAN-AssetAgent and/or Disk-AssetAgent can be used. These AssetAgents don't require modification of your security settings in order to run as they don't install anything on the computer.

LAN-AssetAgent

The LAN-AssetAgent is intended for networked-based PCs where:

- 1) Security settings – or lack of HTTP or SMTP access - prohibit the use of the Email-AssetAgent
- 2) Email service is not offered to end-users
- 3) A "no user interaction" inventory is preferred

Selecting the LAN-AssetAgent

Click on *Use Network Agent*. The LAN-AssetAgent can operate in three different modes:

1) Scan Only

The LAN-AssetAgent (dagent.exe) runs from a shared network location and executes locally on the PC. Nothing is downloaded or installed on the PC.

2) Install & Scan

This mode allows you to 'pre-load' the AssetAgent onto the PC for future use of the Email AssetPulse by removing the requirement for end-users to click YES on the VeriSign certificate. After successful installation (no end-user approval required) the AssetAgent will complete an inventory of the PC.

1) Install Only

This mode also allows you to 'pre-load' the AssetAgent onto the PC for use with the Email AssetPulse (removing the requirement for end-users to click YES on the VeriSign certificate for future Email AssetPulses) but without performing an inventory of the PC.

Using a Login script for the LAN-AssetAgent

The method you choose to execute the LAN-AssetAgent will depend on your network infrastructure. For example, if you have an NT/2000 domain, you can automatically execute the LAN-AssetAgent by way of a Logon Script, which can be as simple as a batch file that executes 'Dagent.exe'.

The LAN-AssetAgent must be accessible to the workstations that you wish to scan.

- 1) Create an accessible folder (full read/write permissions for all users) on your selected Network server. Avoid using your LOGON folder.
- 2) Unzip the dagent.zip file and place the contents in the shared folder
- 3) Place the netamx.amc in the shared folder

Note: DO NOT place the LAN-AssetAgent (Dagent.exe) into your 'LOGON' script folder. Create a separate shared folder where all users have read/write access.

An example Logon Script for the LAN-AssetAgent

1) On a network server named 'Guinness', you create a fully accessible folder called 'Inventory' and place the files - Dagent.exe and netamx.amc - in [\\Guinness\Inventory](#) folder.

2) In your domain server's logon script directory you would place a batch file that contains the location of the LAN-AssetAgent. Based on the example above, the .bat file would contain the line [\\Guinness\Inventory\dagent.exe](#)

IMPORTANT: if you have Windows 9x PCs in your environment the login script must call a batch file, not dagent.exe directly.

Delivery Methods for the LAN-AssetAgent

The LAN-AssetAgent can be configured to output the inventory data in the following methods:

1) Send to AssetMetrix (via Email client, SMTP, HTTP):

The AssetAgent will try to send its inventory data back to your AssetMetrix account by first utilizing an active email application (if available) then will try encrypted SMTP (port 25) then HTTP (port 80 – proxy not supported). If it fails all of these delivery methods the AssetAgent will 'Write to File' (see [Manual Return of Data Files](#) section below).

2) Send to AssetMetrix (SMTP, HTTP):

The AssetAgent will skip active email and try to send its inventory data back to your AssetMetrix account by first utilizing encrypted SMTP (port 25) then HTTP (port 80 – proxy not supported). If it fails these methods the AssetAgent will 'Write to File' (see [Manual Return of Data Files](#) section below).

3) *Write to File*:

Since the LAN-AssetAgent may be selected due to restricted Internet access, the LAN-AssetAgent could also be blocked from outputting the data directly to the AssetMetrix account via Active email, SMTP or HTTP. The '*Write to File*' option will create a data file (*.cmp) in the same server folder from where the LAN-AssetAgent was originally executed. The naming convention of the .cmp files is based on a unique AssetID number created for each inventoried PC. An example of an inventory data file would be ac4e3e27a5sf33701g2p62243e.cmp. Note that a unique .cmp file is created for each user that logs onto a PC and runs the agent. So there may be more .cmp files than computers however the PC will only show up once in the Pulse but have multiple users associated with it.

NOTE: If using '*Write to File*' mode, the network folder where the AssetAgent resides MUST be shared with full read/write access so that the inventory data files can be written back to the server folder. If you are using the 'Send to AssetMetrix' option we recommend that the users still have full read/write access should the agent need to revert to '*Write to File*' mode.

Manual Return of data files (*Write to File*)

In order to get the PC data inventory into your AssetMetrix account, simply email all .cmp files to: inventory@assetmetrix.com

All .cmp files can be sent in a single email, or you can send the cmp files in separate emails. As soon as the cmp files are received by your AssetMetrix account they will be automatically processed. Remember to refresh your browser in order to see the latest entries in the reports.

Important information about user email address discovery when using the LAN-AssetAgent:

When using the LAN-AssetAgent the true 'Email Address' and 'Full-Name' of the end-user will only be determined if the end user's email application is open at time of inventory. If the user's email application is NOT open at time of inventory then an email address will be derived using the login name appended to the company's domain name. Should you require a full name and email address to help you identify your users when running reports, we recommend you use the [Survey Form](#). The Survey Form allows each user to enter their full name and email address as well as other pertinent information such as asset tag, location and cost center.

DISK-AssetAgent

The DISK-AssetAgent is intended for remote, isolated or non-networked based PCs:

- 1) Server or kiosk computers where a user does not normally login
- 2) Computers without LAN, email or Internet access.
- 3) Where Push or Remote delivery/execution of the agent is preferred.

Selecting the DISK-AssetAgent

Click on *Use Disk Agent (Scan Only)*.

The DISK-AssetAgent (dagent.exe) only operates in one mode, Scan Only. The DISK-AssetAgent can run from a floppy, shared folder or network location and executes locally on the PC. Nothing is downloaded or installed on the PC.

Delivery Methods for the DISK-AssetAgent

The DISK-AssetAgent can be configured to output the inventory data in the following methods:

1) *Send to AssetMetrix (via Email client, SMTP, HTTP):*

The AssetAgent will try to send its inventory data back to your AssetMetrix account by first utilizing an active email application (if available) then will try encrypted SMTP (port 25) then HTTP (port 80 – proxy not supported). If it fails all of these delivery methods the AssetAgent will 'Write to File' (see [Manual Return of Data Files](#) section below).

2) *Send to AssetMetrix (SMTP, HTTP):*

The AssetAgent will skip active email and try to send its inventory data back to your AssetMetrix account by first utilizing encrypted SMTP (port 25) then HTTP (port 80 – proxy not supported). If it fails these methods the AssetAgent will 'Write to File' (see [Manual Return of Data Files](#) section below).

3) *Write to File:*

Since the DISK-AssetAgent may be selected due to lack of LAN or Internet access, the AssetAgent could also be blocked from outputting the data directly to the AssetMetrix account via Active email, SMTP or HTTP. The 'Write to File' option will create a data file (.cmp) in the same folder from where the AssetAgent was originally executed. The naming convention of the .cmp files is based on a unique AssetID number created for each inventoried PC. An example of an inventory data file name would be e27a5sf33701g2p62243e.cmp. Note that a .cmp file is created for each user that runs the agent so there may be more .cmp files than computers. The PC will only show up once in the account however it may have multiple users associated with it.

NOTE: If using 'Write to File' mode, the folder where the AssetAgent resides MUST be shared with full read/write access so that the inventory data files can be written back to the folder. If you are using the 'Send to AssetMetrix' option we recommend that the users still have full read/write access should the agent need to revert to 'Write to File' mode.

Manual Return of data files (*Write to File*)

In order to get the PC data inventory into your AssetMetrix account, simply email the .cmp files to: Inventory@AssetMetrix.com

All .cmp files can be sent in a single email, or you can send the cmp files in separate emails. As soon as the cmp files are received by your AssetMetrix account they will be automatically processed. Remember to refresh your browser in order to see the latest entries in your account.

Important information about user email address discovery when using the DISK-AssetAgent;

When using the DISK-AssetAgent the true 'Email Address' and 'Full-Name' of the end-user will only be determined if the user's email application is open at the time of inventory. If the user's email application is NOT open then an email address will be derived using the login name appended to the company's domain name. Should you require a full name and email address to help you identify your computers and users when running reports, we recommend you use the [Survey Form](#). The Survey Form allows each user to enter their full name and email address as well as other pertinent information such as asset tag, location and cost center.

Table 2: Troubleshooting the LAN and DISK-AssetAgent

LAN and DISK-AssetAgent	Steps to take	What to look for
How do I know if it ran successfully?	Check the registry	To determine if the AssetAgent ran successfully check the registry under HKEY_LOCAL_MACHINE\SOFTWARE\assetMetrix and look for an entry corresponding to the computer user's login name. If this entry exists and the "Pulse=" and "Pulse Success=" values are the same then the AssetAgent executed properly. For restricted users the assetMetrix key will be under Hkey_Current_User\Software.
I don't see the data in my account and the registry indicates a successful inventory.	Look for the data file	Depending on the delivery method chosen, the inventory file will attempt delivery by active email, SMTP, HTTP or by 'writing the file' to the same location as the AssetAgent. Check the email application to see if the data file is there waiting to be sent. Is SMTP and HTTP open or are they blocked by a Firewall? Do you see a .cmp file in the same folder as the AssetAgent? If so, see the Write to File section for instructions on how to get the data into you account. Check the lastscan.log file in the C:\AssetMetrix folder (hidden/system folder) to determine the actual delivery method used by the AssetAgent.
I still can't see the PC in my account	Force the agent to run again.	By deleting the assetMetrix key in the registry you can force the same pulse to run again.
Win9x machines get a dagent.exe error at Login	Use a .bat file in login script	Due to temporary drive mapping issues with Win9x clients, the Login Script must invoke the dagent.exe file via a batch file.

Linux-AssetAgent

The Linux-AssetAgent is intended for Linux computer running version 2.0 or 2.2 of the Linux kernel.

Technical note: please ensure the script file ("linuxagent") is saved in Unix format. The file should be 975 bytes in length. If it's larger it likely got converted to DOS format. If so, it will have to be saved back to Unix format with a Unix text editor to remove CR/LF pairs.

Also, before the script can be executed it will have to have the 'executable' attribute. If it does not, type in 'chmod 555 linuxagent' (without the quotes) to set it. If you received the Linux-AssetAgent through Outlook, in some cases Outlook may have appended a ".dat" extension to the script file ("linuxagent.dat"). If this is the case, rename the file so it does *NOT* have any extension.

Selecting the Linux-AssetAgent

From the AssetPulse Page, click on *Use Linux Agent*, select the Delivery Method and click Send me the selected AssetAgents.

The Linux-AssetAgent only operates in one mode, Scan Only. The Linux-AssetAgent can run from a floppy, shared folder or network location and executes locally on the PC. When executed, a folder is created off of HOME called .assetmetrix with two files in this folder called .assetmetrix and .assetid.

If *Write to File* mode is selected then the `assetmetrix.cmp` file will also reside in the `.assetmetrix` folder. Note: detailed computer hardware information (SMBIOS) will only be determined if the user running the AssetAgent is logged in as root.

Delivery Methods for the Linux-AssetAgent

The Linux-AssetAgent can be configured to output the inventory data in the following methods:

1) *Send to AssetMetrix (SMTP, HTTP)*:

The AssetAgent will try to send its inventory data back to your AssetMetrix account by first utilizing encrypted SMTP (port 25) then HTTP (port 80 – proxy not supported). If it fails these methods the AssetAgent will *'Write to File'*.

2) *Write to File*:

Select this option for computers without network access or where the Linux-AssetAgent may be blocked from outputting the data directly to the AssetMetrix account via SMTP or HTTP. The *'Write to File'* option will create a data file (`assetmetrix.cmp`) in the same location from where it was originally executed.

NOTE: If using *'Write to File'* mode, the folder where the AssetAgent resides MUST be shared with full read/write access so that the inventory data files can be written back to that folder. If you are using the *'Send to AssetMetrix'* option we recommend that you have full read/write access should the agent need to revert to *'Write to File'* mode.

Manual Return of data files (*Write to File*)

In order to get the PC data inventory into your AssetMetrix account, simply email the `assetmetrix.cmp` file to: Inventory@AssetMetrix.com

As soon as the `cmp` file is received by your AssetMetrix account it will be automatically processed. Remember to refresh your browser in order to see the latest entries in your account.

Troubleshooting the Linux-AssetAgent

When the Linux agent is executed a folder is created off of HOME called `.assetmetrix`. There are two files in this folder called `.AssetMetrixInfo` and `.assetid`. `.AssetMetrixInfo` contains the pulse information (account #, pulse number, pulse success etc). `.assetID` contains the AssetID of the PC. When the Write to File mode is selected or the agent could not deliver data via SMTP or HTTP the inventory data file, `assetmetrix.cmp`. will be written to the `.assetmetrix` folder.

To force the Linux agent to run again, delete the file `.AssetMetrixInfo` and re-run the script.

Troubleshooting Guide – Email, LAN and Disk AssetAgent

Here is a list of things to check when a PC doesn't appear in your account. Before proceeding, make sure you have selected the correct Pulse number from the Pulse dropdown menu and that you have recently refreshed your browser.

1) Did the Active X Control or Netscape Plug-in install? (for HTML, HTML with attachment and Hyperlink AssetAgents only). For the Network/LAN or Disk AssetAgents, go to step 2.

First you need to determine if the Active X Control was installed. To do this, look in the "\\Windows\\Downloaded Programs Files" folder for a file called "AssetAgent Class" or one that begins with {A00D.

If it's there and has a Status of "Installed" then the user clicked "Yes" at the Verisign message. Please proceed to step 2. If it is not there, then the user either clicked "No" at the Verisign prompt, does not have the necessary Windows permissions to install an Active X Control, or has browser security settings that won't allow Active X or scripting. Restricted users normally cannot install Active X Controls.

Check the IE Security Settings from the Tools, Internet Options menu. Click "Internet Zone" and choose Medium. If already set to Medium, select Custom and make sure signed Active X Controls and Scripting is enabled. Now try running the Pulse again.

For Netscape users, check the Help, About Plug-ins section to see if the AssetMetrix ActiveScan plug-in is installed. You must have Java Script and SmartUpdate enabled to install the plug-in. Go to Edit, Preferences and click on the Advanced section. Make sure the Enable JavaScript check box is selected. Under the SmartUpdate section, make sure the Enable SmartUpdate check box is also selected.

2) Did the AssetAgent/Pulse run (applicable to all AssetAgents types)?

There are two sections in the registry where the AssetMetrix key might be. First look in HKEY_LOCAL_MACHINE\Software\Assetmetrix (most common) or in HKEY_CURRENT_USER\Software\Assetmetrix (for restricted users). Under the Assetmetrix key you should see a Sub-key with the user's login name. Here you will see a Pulse and PulseSuccess entries. Both values should correspond to the last successful pulse that ran on the machine. If pulse 3 was used you should see Pulse 3 and PulseSuccess 3. This tells us that Pulse 3 was successful. If you see a Pulse 3 and a PulseSuccess 2 then there was a problem encountered and the pulse did not complete. In this case, reboot the computer, close any unnecessary applications and re-run the Pulse.

(Note: if the "Single User /PC Mode" option was selected the Pulse and PulseSuccess parameters will be under the Software\assetMetrix key).

3) Did the Registry setting show that the Agent ran successfully?

If the registry has Pulse 3 and PulseSuccess 3 then the inventory for Pulse 3 was completed successfully. Now we need to determine what happened to the inventory data file. Normally the data file is returned back to AssetMetrix through the active email application that is running at the time of inventory. If no email application was running or the AssetPulse was configured 'not' to use the active email application, then the data will be delivered via SMTP. If SMTP fails the agent will try HTTP. If HTTP fails then the inventory data is written to the Desktop and the user is notified via a message box (for Email AssetAgent only). Look on the Desktop for a file with a .cmp extension. Simply email the .cmp file to inventory@assetmetrix.com to add the computer to your AssetMetrix account. When using the LAN or Disk AssetAgent and if all inventory data delivery methods fail, a .cmp file will be written to the same folder from where the agent was originally executed. Email the .cmp file(s) to inventory@assetmetrix.com to add the computer(s) to your AssetMetrix account.

To assist in your troubleshooting, check the lastscan.log file in the C:\AssetMetrix folder (hidden/system folder) to determine the actual delivery method used by the AssetAgent (applicable to AssetAgent version 3.5.0.1 or greater).

4) Why can't the Agent automatically send inventory data back to AssetMetrix?

Check with your IT department to see if the corporate firewall or email filters might have blocked the inventory data from going out to the AssetMetrix servers. Make sure that emails can be sent and received from mail.assetmetrix.com and that SMTP (port 25) and HTTP (port 80 - no proxy) are not blocked.

5) The PC is still not showing up in my account. How can I run the Pulse again?

Under normal conditions the Pulse, or AssetAgent, will only run once for a given Pulse number. To force a re-inventory of a machine using the same pulse number, delete the User Sub-key found in the Assetmetrix key (see # 2 above) and run the Pulse again.

(Note: if the "Single User/PC Mode" option was selected, delete the Pulse and PulseSuccess parameters in the Software\Assetmetrix key and run the Pulse again).

Further Information

Revisions to this document – and other Technical and Reference notes - can be found at www.AssetMetrix.com/resources

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