Express Software Manager® 9.0 Evaluation Guide

Installing and Exploring Key Capabilities of Express Software Manager
Thank you for downloading Express Software Manager for evaluation!

Express Software Manager is a powerful IT asset management suite that integrates PC inventory, purchasing data, software usage tracking, and application control—all into one easy-to-use hardware and software asset management solution. Comprehensive, meaningful reports give you exactly the information required by both IT and business decision-makers, as well as the insight they need to keep their networks running smoothly and avoid common vulnerabilities within the desktop environment.

This step-by-step evaluation guide provides you with an in-depth look at how Express Software Manager enables organizations to:

- Ensure software license compliance.
- Identify unused software.
- Detect the presence and use of unauthorized software.
- Plan for technology migrations and upgrades.
- Troubleshoot PC hardware and software issues.

For technical questions or installation issues, contact:
Express Metrix Technical Support
1.888.826.2288
support@expressmetrix.com
# Table of Contents

Overview of Express Software Manager ................................................................. 4  
   System Requirements ......................................................................................... 5  
   Frequently Asked Questions ............................................................................. 5  

Installing Express Software Manager .................................................................. 7  

Getting Started Using the Evaluation Wizard ....................................................... 13  

Express Administrative Console – Express Today ................................................ 15  

Deploying the Express Client to Additional Machines ......................................... 16  

Configuring License Units .................................................................................... 17  
   License Types ...................................................................................................... 17  
   Adding Purchasing Information .......................................................................... 18  

Express Software Manager Reports ..................................................................... 19  
   I. Ensuring Software Compliance ........................................................................ 20  
      Determining Compliance Status – The “Am I Compliant” Report ....................... 20  
   II. Saving Money by Understanding Software Utilization ..................................... 22  
      Identifying Unused Software – The “Unused License Units” Report .................... 22  
      Making Informed Purchasing Decisions – The “License Unit Summary” Report ... 24  
   III. Identifying & Blocking Unauthorized Applications ......................................... 25  
      Identifying Non-Standard Software – Recently Added Applications .................. 25  
      Locating Machines with Unwanted Software – The “Activity Log” Report .......... 26  
   IV. Planning for Technology Migrations ............................................................... 28  
   V. Troubleshooting PC Hardware and Software Issues ........................................ 31  
      Viewing Hardware and Software Configurations – The “Machine Summary” Report 31  
      Locating Hardware and Devices – The “Machine Attributes” Report .................. 32  

Conclusion ............................................................................................................. 33
Overview of Express Software Manager

Express Software Manager is a suite that integrates the functionality of two standalone products, Express Inventory and Express Meter. Express Inventory provides automated hardware and software inventory tracking, and Express Meter offers software usage tracking and application control.

Express Software Manager is designed for user in predominantly Microsoft Windows environments including support for workstations, servers, and mobile users. It also fully supports environments which utilize Windows Terminal Server and Citrix.

Four unique characteristics differentiate Express Software Manager from other IT asset management products:

■ Specialization in Hardware and Software Asset Management
  PC inventory and software usage tracking are central to Express Software Manager, not “add-ons” or supporting functionality for deployment or help desk solutions. Often used alongside such tools, Express Software Manager is designed specifically to provide visibility and control over IT assets. By integrating PC inventory, application usage, and purchasing data, IT administrators get a complete and powerful hardware and software asset management solution.

■ Accurate, Meaningful Reports
  Many IT asset management tools generate reams of data that take countless hours to make sense of; this presents enormous challenges when it comes to trying to reconcile data from a software licensing perspective. Express Software Manager saves time by actually analyzing collected data and presenting it in detailed, comprehensive reports that answer real business questions.

■ Ease of Deployment and Use
  Express Software Manager is straightforward and intuitive. It takes hours—not days or weeks—to get up and running, and it requires no SQL programming expertise.

■ Commitment to Customer Support
  A recent survey of Express Metrix customers conducted by an independent research firm revealed a score of 4.5 out of 5.0 for customer support and technical expertise, well above the industry average.
System Requirements

Express Software Manager’s components can reside on the system administrator's workstation, file servers, user workstations, or any combination thereof. To learn more about the various components, please visit www.expressmetrix.com/products/prod_architecture.asp. For the purposes of this demonstration, you will need to:

- Install all the product’s components on a Windows XP or Vista workstation, or Windows 2003 or 2008 Server with at least 1GB of memory. Express Software Manager requires several other Microsoft technologies which will be installed (or prompt you to install) during setup:
  a. Microsoft Internet Information Server (IIS) (may require your Windows distribution media)
  b. Microsoft .NET Framework 3.5 SP1 (included in the installation package)
  c. Microsoft SQL Server 2005 Express Edition* (included in the installation package)
- If you are using Windows XP SP2 or other firewall technology, you must disable the firewall during your review so clients can communicate to the database.
- Ensure you have local administrative privileges for any additional computers to which you wish to deploy the client. Typically, this is a Domain Administrator account.
- Connect to the local network, so that computers on your local domain can be discovered and data can be collected.

* Express Software Manager requires Microsoft SQL Server 2000 or above; the evaluation setup automatically installs a separate SQL 2005 Express instance for use during the evaluation.

Complete system requirements for a full Express Software Manager deployment can be viewed at www.expressmetrix.com/products/sys_requirements.asp.

Frequently Asked Questions

Below are common questions that arise when installing and evaluating Express Software Manager.

How long will it take me to download, install and begin my evaluation?
Most evaluators report they are able to download, install the necessary components, the product, complete their first inventory and view meaningful data in less than 30 minutes.
Are all the components necessary to evaluate the product included in the download?
Yes. The download includes full product version of Express Software Manager that will evaluate up to 25 PCs for 30 days. In addition, the download includes Microsoft SQL Server 2005 Express Edition and the Microsoft .NET framework which are a part of the system requirements. (The Microsoft IIS web server is also required and is provided on your original Windows installation media.)

Can I complete my evaluation on a workstation, or must I install it on a server?
This evaluation can be installed on any PC that is running Windows XP SP2 or above. You do not need to install the product on a server to complete an evaluation.

How long is the evaluation period?
The evaluation key will operate for 30 days. Should you need additional time to evaluate, please contact sales. E-mail: sales@expressmetrix.com | Phone: 1.206.691.7902

How many machines can I audit with this evaluation?
The evaluation can inventory and track software usage on 25 machines. If you install the evaluation to a workstation operating system you will be limited to 10 machine connections. If you install the evaluation on a server you can inventory and track usage on 25 machines.

What is the cost of Express Software Manager?
Express Software Manager has a volume discount pricing structure. Please call our sales department to get pricing information that is specific to your needs.

I'm having trouble with the access point - what could the issue be?
Please see Technical Note 2018 for information on diagnosing and resolving access point issues.

Why won't the client install properly?
This is usually related to the Windows XP firewall. Double check to be sure that Windows firewall is be configured to allow remote access (or disabled) so you can install the client remotely via the Express Administrative Console. Additionally, please refer to technical note: http://www.expressmetrix.com/techdocs/tn.asp?number=2009

I'm having trouble, who can I contact for help?
Our technical support team is available to help you during your evaluation. You can reach them by calling 1.206.691.7903, 1.888.826.2288 (U.S. and Canada only) or emailing support@expressmetrix.com. You may also complete a request for support form online.
Installing Express Software Manager

The installation of Express Software Manager is a simple three-step process. If you haven’t already done so, the first step is to download and run the installation package. Next, your system is automatically analyzed to verify that the server or workstation meets the minimum requirements necessary for installation. Finally, the Installation Wizard guides users through the installation process. This entire installation process generally takes about 30 minutes.

For purposes of this product evaluation, we advise that you install all the product’s components on a single machine.

To begin, you will need to register for an evaluation copy of Express Software Manager. This is a complete version of the product for up to 25 PCs. If you would like to test it on more PCs, please contact Express Metrix Support (1.888.826.2288 or support@expressmetrix.com) for a key to expand the number of seats.

Step 1: Download Express Software Manager

2. Fill out the registration form, and then click Submit.
3. Under the download section, click the button that says Download Now.

   The “File Download – Security Warning” window is displayed:

   ![File Download - Security Warning](image)

4. Click Save, and select a location on your hard drive.
5. Navigate to the folder where you saved esm900.exe, and double-click on the file.
6. Depending on the operating system, a dialog may be displayed that indicates the publisher of the software could not be verified. Click Run to continue.
7. When prompted to install Express Software Manager 9.0, click Yes.
The “WipZip Self-Extractor” window is displayed:

8. Click **Unzip**, and the product installation will automatically begin.

### Step 2: Install the Evaluation

1. If you do not already have the Microsoft .NET Framework version 3.5 SP1 installed, you will be prompted to install it prior to continuing. .NET setup is included with the Express Software Manager installation package; click **OK** and follow the prompts to install .NET.

   **Please note:** .NET installation may require a reboot. If you are prompted to reboot, do so, and Express Software Manager setup will restart when you log back in.

2. When the “Express Software Manager - Setup” window appears, select **Evaluation Install**, and then click **Next**.
3. Accept the License Agreement, and click **Next** and the "Express Software Manager - Evaluation Setup" window will be displayed.
4. You may leave the default install path or choose a new path.
5. Enter and confirm the SA Password. Note: SQL requires a strong password so you will need to add a special character or number in your password.
6. Enter and confirm the Express Password.

Your screen should look like this:
7. Click **Next** to continue.

Your screen should look like this:
8. Click **Install** to continue.
9. When the install completes the following dialog will be displayed:

![Express Software Manager - Evaluation Setup](image)

10. Click **Finish**, and the Express Administrative Console will launch.

You are now ready to deploy the Express Software Manager client and begin collecting inventory and usage data.
Getting Started Using the Evaluation Wizard

The Evaluation Wizard initiates the process of collecting PC inventory and software usage data. In order to do this, the Evaluation Wizard intelligently discovers all the machines and users on your network, installs the Express Client, performs an inventory on your local workstation, and configures inventoried files into applications and license units (license units will be explained in greater detail later). Finally, you may select the software applications for which they want to collect usage data.

After the Evaluation Wizard has been run, you may deploy the client to additional machines.

1. In the “Welcome to the Evaluation Wizard” window, click Start.

   A window is displayed which provides you with information as it performs the discovery, client installation, inventory, and file configuration processes.

In the example below, the Evaluation Wizard found 58 new machines and 208 new users on the network, installed the Express Client on the local workstation, inventoried the local workstation, and identified new license units:
2. Click **Next** to continue.

   The “Enable software metering” screen is displayed:

   ![Image of Express Software Manager – Evaluation Wizard]

3. Click **Select All**, and then click **Next**.
4. Open and close some of the applications you selected in the previous step.
   This will help generate usage data for you to view in reports.
5. When finished, click **Next**.
6. Click **Finish**.
7. When prompted by the "Express Software Manager Warning" dialog Click **No**.
   (This warning informs you that an alert email address has not been set; you can set it later via **Tools → Options → Alerts**.)
8. Click **OK** when prompted by the "Express Software Manager evaluation" dialog.

You are now ready to begin configuring license information to determine software compliance status, identify unused licenses, and detect unwanted or potentially harmful software.
Express Administrative Console – Express Today

The Express Administrative Console is the primary user interface of Express Software Manager. The first panel displayed when the console is opened is Express Today, where you can see a summary of the entire Express Software Manager implementation.

The icons on the left side of the console allow you to navigate to the different panels containing information about License Units, Files, Machines, Other Assets, and Users. Links help you drill down on detailed information about their inventoried hardware and software assets.

The panel on the right is the Evaluation Checklist. This panel will guide you through the deployment and key features of the product. The Evaluation Checklist can be undocked and be displayed as a separate window.

1. To undock the Evaluation Checklist, click and hold on the title bar, and drag the window to its new location.

2. To re-dock the Evaluation Checklist, drag its window to the arrow located along the right border of the Express Administrative Console window. (The Evaluation Checklist can only be docked on the right border.)

Before continuing, please follow this step to enable metering for new license units:

On the “Express Today” screen, under Licensed Features, select the check box that says **Enable metering for new license units**. This will ensure that you collect software usage data on any new machines to which you choose to deploy the client.
 Deploying the Express Client to Additional Machines

During the Evaluation Wizard process, the Express Client was installed on your local computer. Next, you will install the Express Client to additional computers that were discovered by the Evaluation Wizard. The Express Client runs “silently” on end-users’ machines and will NOT interrupt their work during installation or at any other time. As previously mentioned, in order to install the client to another computer, you must have local administrative privileges on the target machine. This typically requires using an account with Domain Administrator rights.

**Important:** The instructions below assume other machines have been discovered on your network during the Evaluation Wizard process. If you do not see other machines listed in the Not Installed folder, the discovery process was unable to identify other machines on your network.

If you ran the Evaluation Wizard when disconnected from the network, additional computers will NOT be listed in the Not Installed folder. To run a machine discovery manually, make sure you are connected to the network, and select Discover Machines and Users from the Tools menu.

To deploy the client to additional machines, follow the instructions described in Step 2 of the Evaluation Checklist:
Configuring License Units

The first step toward gaining insight into your license compliance status is to configure “license units” for all of your software applications. A license unit is a collection of one or more versions of an application (or suite) combined together under a single software title for reporting purposes.

This grouping mechanism allows license counts to be applied to any software application comprised of several version numbers under the same licensing agreement. This is a unique feature of Express Software Manager, as many other inventory tools require you to group application versions manually.

License Types

Assigning a “license type” to each license unit helps you manage your software assets from a compliance perspective based on how they are licensed. There are nine license types available.

By default, all license units are designated as “Unmanaged” when the product is initially installed. For this demonstration we will set the license type of all license units to “Per Seat.”

To Assign License Types:

1. Click the License Units icon.
2. Select the Full List folder.
3. On the Edit menu, click Select All.
4. Move your mouse inside the license unit list, and right-click.
5. Select License Type.
6. Select **Per Seat**

The type is changed from **Unmanaged** to **Per Seat** for all license units.

**Adding Purchasing Information**

The final step in configuring license units is to add purchasing information for each license unit. You can enter purchasing data manually, or they can import purchasing information using the Purchase Import Wizard.
For instructions on using the Purchase Import Wizard, please refer to the Express Software Manager Help topic, “Importing Purchasing Data.”

By default, license unit purchase entries include basic information such as number of licenses, cost, purchase date, PO number, and so on. Additionally, you can add up to 254 custom purchasing fields, such as invoice number, invoice date, and more.

To add purchasing information, follow Step 3 of the Evaluation Checklist, and add purchasing information for several license units.

**Express Software Manager Reports**

Express Software Manager provides various pre-configured reports that help answer critical IT and business questions regarding software compliance status, application utilization, network vulnerabilities, and migration preparedness. With integrated inventory, usage, and purchasing data, Express Software Manager offers an IT asset management solution with a unique—and critical—emphasis on software licensing.

The comprehensiveness and level of detail found in Express Software Manager’s reporting capabilities can be attributed in large part to its software recognition methodology. Discovered software and associated executables are reconciled with the Express Software Identification Database (ESID)®, a database containing over 120,000 file executables representing more than 3,300 software vendors.

Updated and made available to customers on a monthly basis, the ESID automatically groups all inventoried files and versions by software title, turning a cumbersome and error-prone manual process into a quick and easy task.

On occasion, the ESID will not recognize a particular file. In the event this happens, you can configure the file so that the application can be recognized. For more information on configuring unrecognized files, see Help topic “How to: Configure Files.”

Next, we will look at various business and IT scenarios that customers use Express Software Manager’s reports to address.
I. Ensuring Software Compliance

Software vendors are increasing efforts to identify and prosecute organizations that are not compliant with their software licensing agreements. A recent survey conducted by Gartner Research revealed that 35% of companies had experienced an on-site audit from a major software vendor. The consequences of copyright infringement can range anywhere from a chaotic scramble to regain compliance, to piracy penalties of up to $150,000 per infringed-upon title, to demands that a company discontinue use of the software until corrective action is taken—a consequence that can virtually shut down a business’ operations.

Determining Compliance Status – The “Am I Compliant” Report

The Am I Compliant report provides powerful information that helps organizations prepare for software audits, as well as monitor ongoing license compliance. This report reconciles installed applications with purchasing data, and pinpoints exactly how many licenses need to be purchased to be compliant with license agreements.

In the example below, this organization is not compliant because there are 191 applications that require additional licenses.
The same report also displays detailed information regarding which specific license units are not compliant so that licensing issues can quickly be rectified.

**Please note:** Applications will appear non-compliant if license units have not yet been configured with purchasing data.

<table>
<thead>
<tr>
<th>License Unit</th>
<th>License Type</th>
<th>Licenses</th>
<th>Licenses in Use</th>
<th>Difference</th>
<th>Per-unit Cost</th>
<th>License Deficit Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill Sync</td>
<td>Per seat</td>
<td>40</td>
<td>43</td>
<td>-3</td>
<td>$19.00</td>
<td>$59.85</td>
</tr>
<tr>
<td>dtSearch</td>
<td>Per seat</td>
<td>0</td>
<td>2</td>
<td>-2</td>
<td>$199.00</td>
<td>$199.00</td>
</tr>
<tr>
<td>Google Earth Plus</td>
<td>Per seat</td>
<td>0</td>
<td>3</td>
<td>-3</td>
<td>$20.00</td>
<td>$60.00</td>
</tr>
<tr>
<td>Microsoft Office 2002 Professional Enterprise</td>
<td>Per seat</td>
<td>275</td>
<td>293</td>
<td>-18</td>
<td>$225.00</td>
<td>$4,050.00</td>
</tr>
<tr>
<td>Microsoft Office Visio Professional</td>
<td>Per seat</td>
<td>150</td>
<td>160</td>
<td>-10</td>
<td>$599.00</td>
<td>$5,590.00</td>
</tr>
<tr>
<td>Novell BACKUP</td>
<td>Per seat</td>
<td>0</td>
<td>2</td>
<td>-2</td>
<td>$299.50</td>
<td>$599.00</td>
</tr>
</tbody>
</table>

The Am I Compliant report also displays all the compliant license units. In the example below, you will notice there is a surplus of licenses for some products because more licenses were purchased than are actually installed. This information can be used to determine whether to reallocate or terminate maintenance on uninstalled licenses, and to prevent future overspending when licensing agreements are renewed:

<table>
<thead>
<tr>
<th>License Unit</th>
<th>License Type</th>
<th>Licenses</th>
<th>Licenses in Use</th>
<th>Difference</th>
<th>Per-unit Cost</th>
<th>Metering Enabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Acrobat Professional</td>
<td>Per seat</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>$23.00</td>
<td>Yes</td>
</tr>
<tr>
<td>Adobe Captivate</td>
<td>Concurrent</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>$599.00</td>
<td>Yes</td>
</tr>
<tr>
<td>Arilsoft System Snapshot</td>
<td>Per seat</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>$25.00</td>
<td>Yes</td>
</tr>
<tr>
<td>Crystal Reports</td>
<td>Per seat</td>
<td>10</td>
<td>3</td>
<td>7</td>
<td>$250.00</td>
<td>Yes</td>
</tr>
</tbody>
</table>

To Run the “Am I Compliant” Report:

1. From the **Express Administrative Console** choose the **View Reports** toolbar button.
2. When prompted, enter the following information:
   - Username = {your Windows Login Account Username}
   - Domain = {the Domain you are logged into}
3. Click **OK**.
4. Click on the **Reports** tab
5. Expand the **License Management** folder.
6. Click **Am I Compliant**.
   - The report is displayed, giving you an executive summary of your organization’s compliance status.
7. Close the report.
II. Saving Money by Understanding Software Utilization

One of the most overlooked strategies for cutting IT costs is to identify and eliminate unused or underutilized software. Often, in an effort to obtain volume licensing discounts or ensure compliance, organizations purchase far more software than is actually used. If left unchecked, organizations continue purchasing unnecessary software licenses, as well as paying for unnecessary support and upgrade fees. This is why software usage data is extremely critical.

Express Reports can help you identify unused software licenses, giving you the options of re-allocating the unused licenses to users that need them, terminating maintenance on those licenses, or eliminating the licenses altogether upon renewal. All of these strategies can result in significant savings for an organization.

Identifying Unused Software – The “Unused License Units” Report

The Unused License Units Report provides a quick summary of software that is installed but has not been used over a specified timeframe. By default, Express Software Manager shows software usage data for the past 30 days. This date range can be configured using filters.

For instructions on how to modify date ranges and configure other filters, refer to the Reports Console Help topic, “Using Filters with Reports.”

To Run the “Unused Software” Report:

1. In the Express Reports Console, expand the License Management and Compliance folder.
2. Click **Unused Software**.
   In the **Unused Software** sample report above, we’ve identified several license units that have installations that are not being used.
3. Click on a plus sign to see the machines that have not used the license unit.
Making Informed Purchasing Decisions – The “License Unit Summary” Report

The License Unit Summary Report is especially useful in helping purchasing agents make good buying decisions by integrating data regarding what has been purchased, what has been installed, and what is actually being used.

In the example below, inventory data reveals that 10 licenses of SalesLogix Client have been purchased, and 16 are installed. Based on this data alone, a logical conclusion would be to purchase more licenses. However, when usage data is taken into consideration, you can see that only 11 employees have used the software in the last 30 days. In addition, of these 11 users, two launched the product only a few times. Based on this information, instead of buying more licenses, you might choose to reallocate or terminate support on the unused licenses:

![License Unit Summary - SalesLogix Client](image)

To Run the “License Unit Summary” Report:

1. Open the Express Reports Console.
2. Choose the Reports Tab.
3. Expand License Management.
4. Click Software Inventory Summary.
5. Click on any license unit and the License Unit Summary report will be displayed for that specific application.
III. Identifying & Blocking Unauthorized Applications

Express Software Manager helps IT professionals easily identify the presence and use of non-standard software that may pose a risk to data security, productivity, or network performance. Unwanted software may include hacking programs, P2P applications, instant messaging, or streaming media. Comprehensive software inventory reports help you determine exactly what is installed across their network environment, as well as identify new programs that have been introduced over a specified timeframe. You can also lock down the desktop by prohibiting the launch of non-standard or harmful applications among specified users, departments, or organization-wide.

Identifying Non-Standard Software – Recently Added Applications

To identify unwanted software, you can simply display the License Units panel and scan the list of installed applications. To view only newly added applications, you can sort the list of license units by date added.

In this example, we see that a hacking tool called “Convert_TCP” has been recently installed in the desktop environment:

<table>
<thead>
<tr>
<th>License Units</th>
<th>License unit name</th>
<th>Metering</th>
<th>Type</th>
<th>License</th>
<th>Added</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Convert_TCP</td>
<td>Yes</td>
<td>Per seat</td>
<td>0</td>
<td>3/20/2009 9:33 AM</td>
</tr>
<tr>
<td></td>
<td>Windows Vista Hardware Assessment</td>
<td>Yes</td>
<td>Per seat</td>
<td>0</td>
<td>3/14/2009 1:00 AM</td>
</tr>
<tr>
<td></td>
<td>C-Major Audio</td>
<td>Yes</td>
<td>Per seat</td>
<td>15</td>
<td>3/7/2009 1:00 AM</td>
</tr>
<tr>
<td></td>
<td>dSearch</td>
<td>Yes</td>
<td>Per seat</td>
<td>0</td>
<td>3/7/2009 1:00 AM</td>
</tr>
<tr>
<td></td>
<td>VMware Server Console</td>
<td>Yes</td>
<td>Per seat</td>
<td>0</td>
<td>3/7/2009 1:00 AM</td>
</tr>
<tr>
<td></td>
<td>Reflection for HP with NS/VT</td>
<td>Yes</td>
<td>Per seat</td>
<td>45</td>
<td>3/7/2009 1:00 AM</td>
</tr>
<tr>
<td></td>
<td>Adobe Captivate</td>
<td>Yes</td>
<td>Concurrent</td>
<td>12</td>
<td>2/28/2009 10:51 AM</td>
</tr>
<tr>
<td></td>
<td>NetworkView</td>
<td>Yes</td>
<td>Per seat</td>
<td>10</td>
<td>2/22/2009 10:51 AM</td>
</tr>
<tr>
<td></td>
<td>ActivePerl</td>
<td>Yes</td>
<td>Per seat</td>
<td>0</td>
<td>2/16/2009 1:00 AM</td>
</tr>
<tr>
<td></td>
<td>BASP Silent Configuration Program</td>
<td>Yes</td>
<td>Per seat</td>
<td>0</td>
<td>2/14/2009 1:00 AM</td>
</tr>
<tr>
<td></td>
<td>Microsoft Windows Server 2003, Standard Edition</td>
<td>Yes</td>
<td>Per seat</td>
<td>17</td>
<td>2/14/2009 1:00 AM</td>
</tr>
<tr>
<td></td>
<td>PhotoNet Viewer</td>
<td>Yes</td>
<td>Per seat</td>
<td>0</td>
<td>2/14/2009 1:00 AM</td>
</tr>
<tr>
<td></td>
<td>Picasa</td>
<td>Yes</td>
<td>Per seat</td>
<td>0</td>
<td>2/14/2009 1:00 AM</td>
</tr>
<tr>
<td></td>
<td>Spyware Doctor</td>
<td>Yes</td>
<td>Per seat</td>
<td>12</td>
<td>2/14/2009 1:00 AM</td>
</tr>
</tbody>
</table>

To View Recently Added Applications:

1. In the Express Administrative Console, click the License Units icon.
2. Click the Added column to sort the list by date added. The list is sorted by date installed; click the column again to sort it from most recent to oldest.
Locating Machines with Unwanted Software – The “Activity Log” Report

The Activity Log Report can help you determine the machines and/or users running specific undesired applications, as well as when the applications were launched. In this example, the hacking tool is being used by two users and was launched 12 times in 5 days.

To Run the “Activity Log” Report:

1. Open the “Express Reports Console”.
2. Choose the Reports tab.
3. Expand Software Usage.
4. Click Activity Log.
5. Choose grouping by License Unit.

To apply a filter to restrict your view to a specific application and/or machine:

1. Open the "Express Reports Console".
2. Choose the Filters tab.
3. Under the License Units Filter Category Select Individual License Units.
4. Change the Filter Operation to Include.
5. Select a License Unit from the list.
6. Return to the Reports Tab.
7. Run the Activity Log report as directed above.
Prohibiting Use of Unauthorized Applications

To ensure that unauthorized software is not used in the future, you can prevent any application from being run.

In this example, the “License Unit Properties” window for MSN Messenger is displayed. The Control tab is selected, and the Prevent Usage option is selected:

The next time an employee attempts to run this application, he/she will receive a message similar to the following*:

* Launches are blocked preemptively on Windows 2000/XP/2003 and terminated on Windows Vista/2008 and above.
To Prohibit an Application from Running:

1. Display the Express Administrative Console, and click the License Units icon.
2. Expand the folder containing the License Unit (application) you want to restrict.
3. Right-click the License Unit for the application you want to restrict, and click Properties. The “License Unit Properties” window is displayed.
4. Click the Control tab, and select the Use control profile check box.
5. Choose Prevent Usage from the drop-down menu, and click OK.
6. Wait 5 minutes to ensure that the new control information has been sent to the client.
7. Attempt to launch the application.
8. To remove the restriction, display the Control tab again, and clear the Use control profile check box.
9. When prompted, click Close, and then click OK. After the updated control information has been sent to the client, the application can now be accessed freely.

IV. Planning for Technology Migrations

The most critical phase in any technology roll-out is the pre-migration planning, during which you must evaluate the readiness of the organization’s PCs for the implementation. Express Software Manager helps you plan and budget for technology migrations by allowing you to define minimum requirements and then providing reports that show which PCs do not meet those requirements. With this information, you can determine which PCs need additional hardware or software upgrades prior to installing new technology, as well as anticipate costs for those upgrades.

Determining PC Upgrade Readiness – The “Hardware Statistics” Report

To determine which PCs have the hardware capabilities necessary to accommodate a technology upgrade or migration, you can use the Dashboard to obtain a summary view of all hardware assets and evaluate the state of those assets based on key attributes such as memory, disk space utilization, processor speed, and so on. The charts below show the percentage of computers that fall within various memory and CPU parameters, and allows you to drill down on those parameters to determine which machines are (or are not) prepared for a CRM upgrade.
To View the Dashboard:

1. Go to the **Express Reports Console**.
2. Click on the **Dashboard** tab.
3. Click on "**Add More Dashboard Charts**." 
4. Select the charts you want to view.
5. Click on "**Show Dashboard**."

Once you have viewed a chart you may want to see the list of computers that have a particular parameter value shown on the chart. In addition, you may want to set criteria that determine how machines are grouped, filtered, or sorted.
Clicking on a chart value reveals an **Analysis Grid**, such as that shown below, which allows you to create a customized view based on your requirements:

**Machine List for CPU Speed - 1.5Ghz-2Ghz**

<table>
<thead>
<tr>
<th>Machine Name</th>
<th>Manufacturer</th>
<th>Model</th>
<th>RAM</th>
<th>CPU Speed</th>
<th>Domain</th>
<th>IP Address</th>
<th>Serial</th>
<th>Last User</th>
<th>Processor</th>
<th>Tot DU Span</th>
</tr>
</thead>
<tbody>
<tr>
<td>APCONTRACT</td>
<td>Dell Inc.</td>
<td>OptiPlex 330</td>
<td>2.0GB</td>
<td>2.0GHz</td>
<td>EMETRIX</td>
<td>10.1.0.104</td>
<td>2SEQ4G1</td>
<td>kwarton</td>
<td>Intel(R) Pentium(R) Dual CPU E2180 @ 2.00GHz</td>
<td>74</td>
</tr>
<tr>
<td>DBRANDTD30</td>
<td>Dell Inc.</td>
<td>Latitude D630</td>
<td>2.0GB</td>
<td>2.0GHz</td>
<td>EMETRIX</td>
<td>10.1.0.126</td>
<td>1FQ45F1</td>
<td>DBRANDT</td>
<td>Intel(R) Core(TM) Duo CPU T7250 @ 2.00GHz</td>
<td>74</td>
</tr>
<tr>
<td>DEMOSERVER</td>
<td>Dell Inc.</td>
<td>PowerEdge T105</td>
<td>4.0GB</td>
<td>1.8GHz</td>
<td>EMETRIX</td>
<td>10.1.0.32</td>
<td>3PL35F1</td>
<td>demo</td>
<td>Dual-Core AMD Opteron (tm) Processor 1210</td>
<td>233</td>
</tr>
<tr>
<td>MPETERSEND610</td>
<td>Dell Inc.</td>
<td>Latitude D610</td>
<td>1.0GB</td>
<td>2.0GHz</td>
<td>EMETRIX</td>
<td>10.1.0.117</td>
<td>F6GYV71</td>
<td>mpetersen</td>
<td>Intel(R) Pentium(R) M processor 2.00GHz</td>
<td>74</td>
</tr>
</tbody>
</table>
V. Troubleshooting PC Hardware and Software Issues

On average, nearly 50 percent of time on support calls is spent devoted to determining the configuration of the troubled computer. Express Software Manager’s hardware and software configuration data can easily be accessed by support staff via the web, enabling them to quickly troubleshoot issues with individual PCs.

Viewing Hardware and Software Configurations – The “Machine Summary” Report

If an end user reports issues with his or her PC, your support agents can use the Machine Summary Report to view the hardware and software configurations of that machine to assist in isolating the issue.

To Run the “Machine Summary” Report:

1. Open the Express Reports Console.
2. While viewing any report, you may click on a machine name to see the Machine Summary report for that specific machine.
Locating Hardware and Devices – The “Machine Attributes” Report

The Machine Attributes Report can be used to quickly locate machines with specific hardware attributes or connected devices. In the below example, the report is used to isolate the locations of a faulty device, the Broadcom NetXtreme 57xx Gigabit Controller. With this information, you can determine which machines are impacted and take steps to correct the problem.

To Run the “Machine Attributes” Report:

1. Open the Express Reports Console.
2. Expand Hardware Inventory.
3. Click Machine Attributes.
Conclusion

We hope you found this guide useful in reviewing the various capabilities of the product.

As you can imagine, there are dozens of other features and reports that weren’t included in this guide, so we encourage you to continue exploring Express Software Manager. Other reports that our customers find particularly useful that are not included in this guide are:

- Software Inventory Summary
- Custom Hardware Inventory
- Software Installation by Version

If you have any product-related questions, do not hesitate to contact Express Metrix Technical Support (1.888.826.2288 or support@expressmetrix.com) with any product-related questions.

Express Metrix, Express Software Manager, Express Inventory, and Express Meter are registered trademarks of Express Metrix, LLC. All other trademarks, trade names, or company names referenced herein are used for identification only and are the property of their respective owners.