

Getting Started with Asset Manager - Exploring the Database Structure

CSE Asset Manager and Service Manager have an enormous number of powerful features, and these short introductory guides cannot cover all of them. The purpose of these guides is to get you started, and lead you to discover more about the features and systems at your own pace.

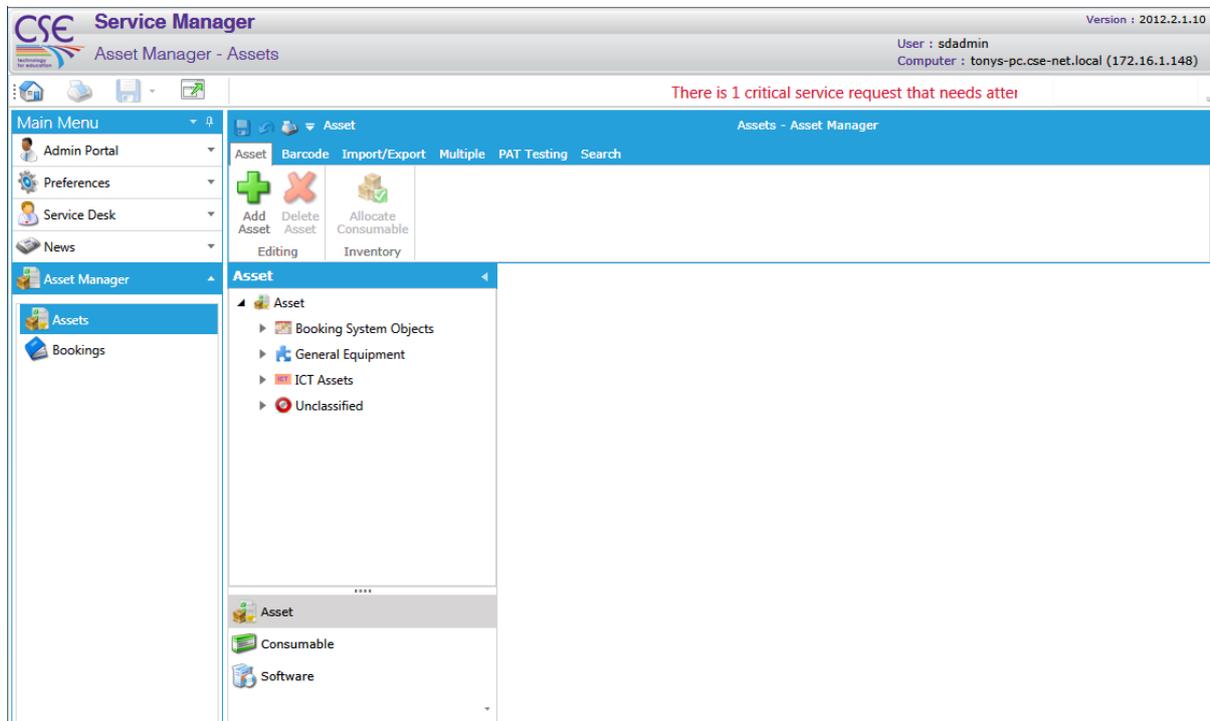
If you need help please ask, either by emailing assetmanager@cse-net.co.uk, or telephoning 01993 886688 and asking for Asset Manager support.

To support your exploration of the system further, we have produced a number of application notes that go into greater detail on specific functions. These can be downloaded from our Asset Manager microsite at www.cseassetmanager.co.uk or can be accessed directly within the demo system by going to the Download section.

This guide covers the basic structure of the asset register and the type of data that can be collected within your assets.

Exploring assets and the database structure

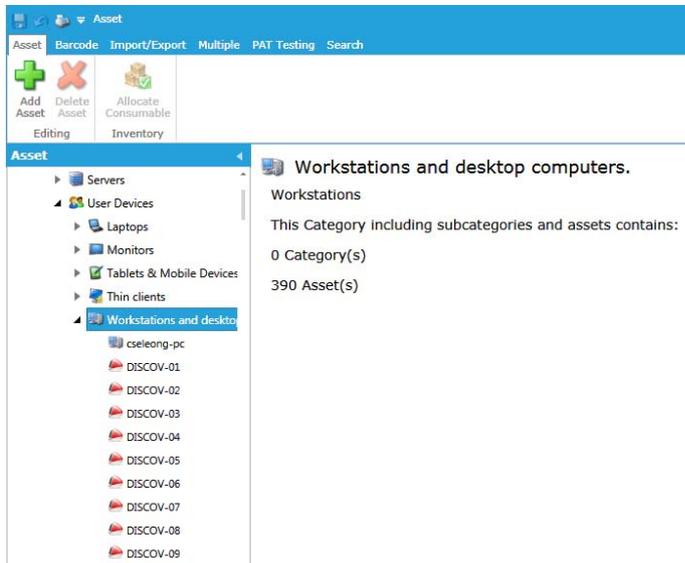
Use the menu on the left of the screen to open the main Asset Manager screens by clicking *Asset Manager* and then *Assets*.



The assets are presented within a hierarchical tree structure, making it easy to drill down and discover the asset you want to look at.

To expand the tree, click on the small right-facing arrow against each main header. Each of these headers are called *categories*.

Expand the *ICT Assets* category and then follow that up by expanding the sub-categories *User Devices*, *Workstations*, and *Desktops*.



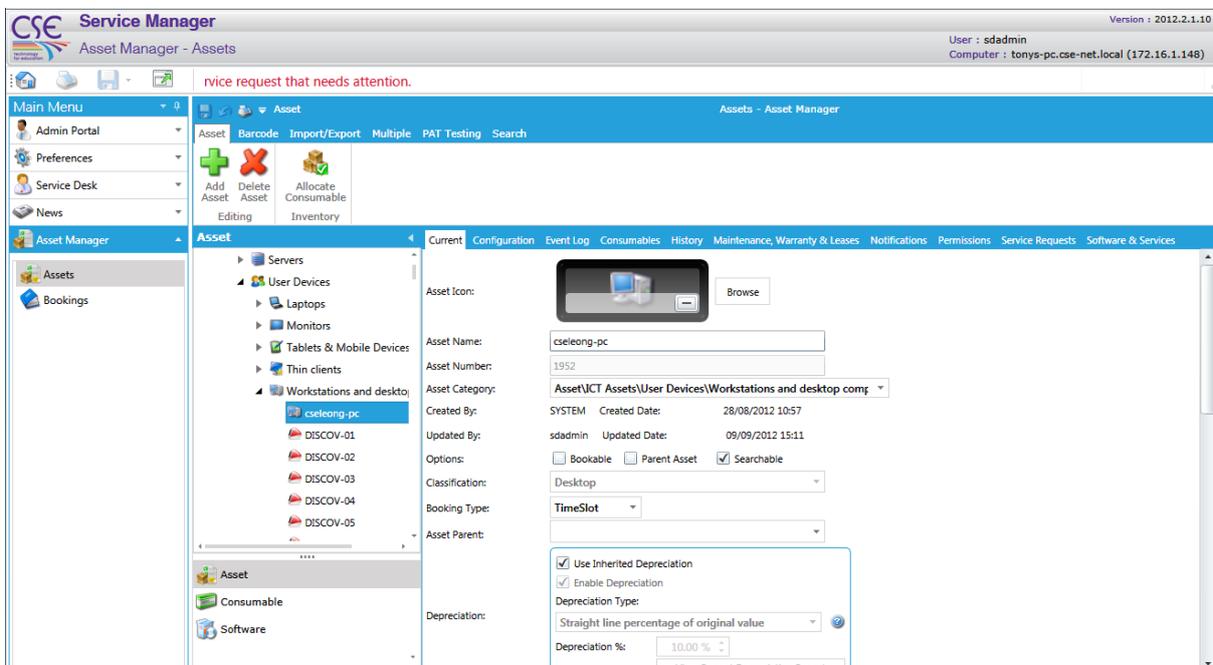
The display updates quickly with all the assets contained within the selected category.

It should be clarified that the most of the assets contained in the demo database were imported from CSV files. They do not represent real assets, and the data that they contain is fictitious.

However, a number of assets were imported using the Network Discovery system and are real devices.

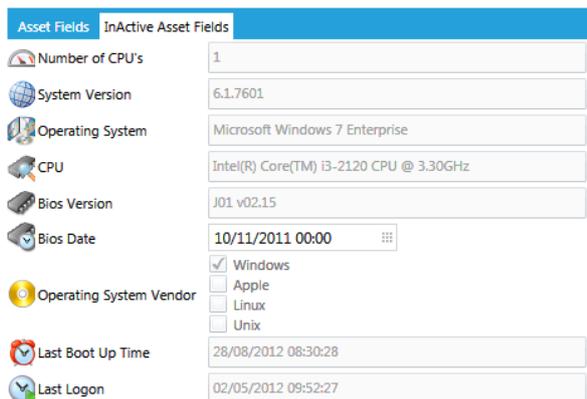
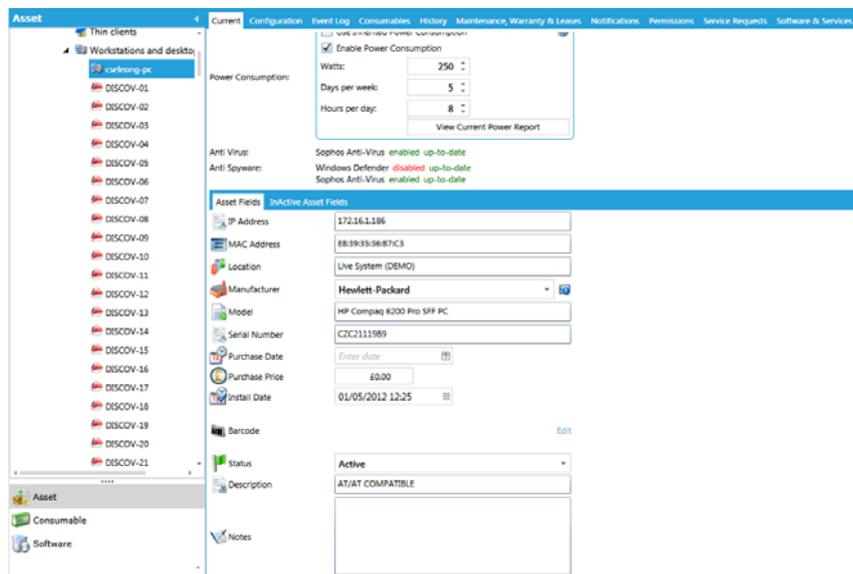
For instance, the PC called *cseleong-pc* is such a device. Notice the different icon differentiating between the two types of asset. If you later scan through the workstations asset list you will find others using this icon and these devices were also discovered using the network scanning facility.

Click on *cseleong-pc* and select it.



The information at the top of the asset details screen shows the item's main configuration; this includes details such as the icon chosen to identify it, its name, its asset number and similar information. Any greyed-out details are either settings that you cannot change, or which have been inherited from items that are further up in the hierarchy.

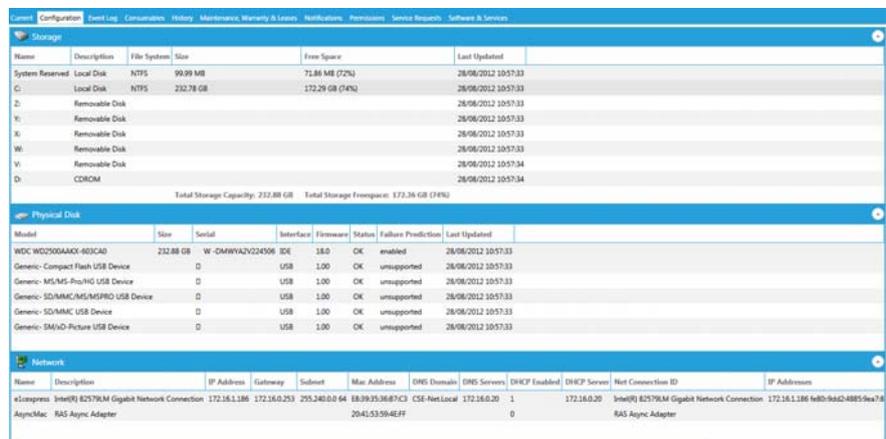
Use the scroll bar on the right to move to the bottom of the asset's main detail screen to enable you to see all the asset fields. Much of the information, such as the IP address, MAC address, and model, has been populated automatically by the Network Discovery system probing the system.



Which *Asset Fields* are displayed is totally within your control, we have used just a small subset. If you click on the *InActive Asset Fields* tab you will see additional fields that we had previously configured, but had later removed.

This gives you a flavour of the types of information that can be displayed against your assets.

Move to the main asset details toolbar and click on the *Configuration* tab. You can see that the system even picks up the WDC hard drive's serial number: this is important information if you ever need to claim a warranty repair or replacement.



Scroll down further and you will see that it also picks up individual memory modules, and their part and serial numbers.

Next, click the *Software and Services* tab.

Name	Version	Installed On	Product Key
Accounts	18.0.10.208	23/07/2012	Enter License
Adobe AIR	3.2.0.2070	02/05/2012	Enter License
Adobe Flash Player 11 ActiveX	11.3.300.271		Enter License
Adobe Flash Player 11 Plugin	11.3.300.271		Enter License
Adobe Reader X (10.1.4)	10.1.4	20/08/2012	Enter License
Adobe Shockwave Player 11.6	11.6.4.634		Enter License
D3DX10	15.4.2368.0902	30/07/2012	Enter License
Definition Update for Microsoft Office 2010 (KB982726) 32-Bit Edition			Enter License
Defraggler	2.09		Enter License
GIMP 2.8.0	2.8.0	15/06/2012	Enter License
Intel(R) Control Center	1.2.1.1007		Enter License
Intel(R) Management Engine Components	7.0.0.1144		Enter License
Intel(R) Network Connections Drivers	16.5		Enter License
Intel(R) Processor Graphics	8.15.10.2476		Enter License
Intel(R) Rapid Storage Technology	10.1.0.1008		Enter License
Junk Mail filter update	15.4.3502.0922	30/07/2012	Enter License
Mesh Runtime	15.4.5722.2	30/07/2012	Enter License
Messenger Companion	15.4.3502.0922	30/07/2012	Enter License
Microsoft .NET Framework 4 Client Profile	4.0.30319	14/06/2012	Enter License
Microsoft Application Error Reporting	12.0.6015.5000	30/07/2012	Enter License
Microsoft Lync 2010	4.0.7577.4103	11/07/2012	juop-ojhg-098o-pkklm Edit
Microsoft Office 2010 Language Pack Service Pack 1 (SP1)			Enter License
Microsoft Office 2010 Service Pack 1 (SP1)			Enter License
Microsoft Office Access MUI (English) 2010	14.0.6029.1000	02/05/2012	djksjs-sdlkss-wtsgh-sjkajh Edit
Microsoft Office Access Setup Metadata MUI (English) 2010	14.0.6029.1000	02/05/2012	Enter License
Microsoft Office Excel MUI (English) 2010	14.0.6029.1000	02/05/2012	djksjs-sdlkss-wtsgh-sjkajh Edit

Under this tab are details of all of the software, hotfixes, and system services installed on this computer.

View Asset

Current History Licenses Notifications Permissions Service Requests

Asset Icon:  Browse

Asset Name: Adobe Flash Player 11 ActiveX

Asset Number: 1516

Asset Category: [Dropdown]

Created By: SYSTEM Created Date: 25/08/2012 16:46

Updated By: SYSTEM Updated Date: 25/08/2012 16:46

Options: Searchable Requires License Unwanted Software

Support Info: http://www.adobe.com/go/flashplayer_support/

Update Info: <http://www.adobe.com/go/getflashplayer/>

Vendor: Adobe Systems Incorporated

Installs: 3

Verified: 0

Latest Version: 11.4.402.265

Oldest Version: 11.3.300.270

Asset Fields

Double-click on Adobe Flash Player 11 ActiveX. This brings up the item's individual details.

Here we can see the number of installs found, and the differences between the oldest and latest versions.

It also includes relevant support web links, which you can access directly by clicking the URL.

Click on the *Licences* tab in the toolbar and you will see more details, including the individual stations that this software is installed on.

Available License Keys	Seat Limit	Seats Used	Action		
Individual Seats Available: 0		Volume Seats Available: 0			
Device	Version	Installed On	Product Key	Verified By	Verified
cseleong-pc	11.3.300.271		Enter License		
shake	11.3.300.270		Enter License		
tonys-pc	11.4.402.265		Enter License		

Double clicking on *tonys-pc* will open the asset details screen for that particular computer.

Explore at your own pace!

After that quick overview of some of the features of asset menus, please feel free to explore the system at your own pace. Move around the structure, select random assets and investigate their properties. Click tabs like *notifications* and *history* and explore the wide range of data stored alongside each of the assets in the database.

Why not have a go at adding your own asset into the database? Select a category, hit the *Add Asset* button, and see where it takes you. Change values, feel free to play with settings, and see what effects these have.