IBM

IBM System Information Center Administrator's Guide

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> **Note:** Before using this information and the product it supports, read the information in Appendix C, "Notices," on page 95.

Contents

About this guide

The IBM® System Information Center program is an IBM ThinkVantage™ Technology aimed at helping enterprises reduce costs by providing efficient ways of managing asset information. With this program, you can effectively manage assets and details regarding each asset without using a large resource-dependent client application. Assets that can be managed include servers, desktop computers, mobile computers, and options such as monitors, printers, uninterruptible power supplies (UPS), and tape drives.

This guide offers information on the following areas:

- Installing the System Information Center program
- Preparing your IBM and non-IBM assets for the IBM System Information Gatherer program installation
- Creating separate User, Super-User, and Administrator accounts and understanding the functions each user account can perform
- Performing advanced functions
- Solving problems
- Getting support

This guide also supplements the System Information Center help system, which provides step-by-step instructions on how to perform specific tasks within the program.

This guide is organized as follows:

Chapter 1, "About the System Information Center program," on page 1 introduces the System Information Center program, providing an overview of features and design details.

Chapter 2, "Installing the System Information Center program on a server," on page 5 contains a list of installation requirements and instructions for installing the System Information Center program.

Chapter 3, "Installing the System Information Gatherer program," on page 15 instructs how to install the client portion of the System Information Center program through either an attended or an unattended installation process.

Chapter 4, "Using the System Information Center program," on page 21 explains how to create user accounts (User, Super-User, and Administrator) and information about each account, how to register an asset, and other basic functions.

Chapter 5, "Performing System Information Center advanced functions," on page 27 details how to customize the System Information Center program to work with tasks, reports, and e-mails and how to reprocess the database, export, and work with the ISIC.PROPERTIES file.

Chapter 6, "Problem solving," on page 45 describes what to do if the System Information Center program displays poor performance.

Chapter 7, "Getting help and support," on page 49 explains how to get support for the System Information Center program and describes the scope of the support that is available.

Who should read this guide

The *IBM System Information Center Administrator's Guide* is intended for administrators, system engineers, network administrators, and customer engineers who need a flexible and affordable asset-inventory management tool that does not require a large client application.

To successfully install the program and perform Administrator account level tasks, the following skills are necessary:

- Ability to install and configure the Windows 2000 Server and Windows Server 2003 operating systems.
- An understanding of how SQL-compliant databases store information.
- Ability to follow detailed instructions on configuring files to customize aspects of the System Information Center program so that it fits your enterprise environment.

Additional information

You can obtain additional information about the System Information Center program from the following web site:

`http://www-3.ibm.com/pc/support/site.wss/document.do?Indocid=MIGR-56187`

This *IBM System Information Center Administrator's Guide* might be updated periodically. The updated versions will be made available at this Web site.

Chapter 1. About the System Information Center program

The System Information Center program provides ways for you to efficiently manage asset inventory and details regarding each asset. Asset information is gathered on client computers and delivered to a central built-in database provided with the program. Or, information can be manually entered for non-personal computer assets. After the information is entered in the database, you can manipulate it and view it to generate a variety of reports or to perform a multitude of tasks and advanced functions.

This chapter describes the following information about the System Information program:
- "Components"
- "Architecture" on page 2
- "Features" on page 3

Components

The System Information Center program consists of two major components: the IBM System Information Center program and the IBM System Information Gatherer program. Each component has prerequisites for the System Information Center program to run correctly.

The System Information Center program

The System Information Center program resides on a Web application server and populates a database with information provided by the client agent (also called the System Information Gatherer program). The program also renders information provided by the client agent in a Web-based graphical user interface (GUI) where a variety of functions (including generating reports, tasks, and specialized e-mails) are performed.

Three types of user accounts can use the System Information Center program: User, Super-User, and Administrator. Each user account has its own privileges, with the Administrator having the most comprehensive authority. For details about creating user accounts and the functions related to each account, see Chapter 4, "Using the System Information Center program," on page 21.

The System Information Gatherer program

The System Information Gatherer program (also called the client agent) scans computer assets (such as desktop, mobile, and server computers) for important hardware and software information as well as for client security settings. In addition, the client agent scans for other IBM ThinkVantage Technology deployment information. ThinkVantage Technologies are predominantly software innovations delivered through the IBM ThinkPad notebook and ThinkCentre desktop computer brands. ThinkVantage Technologies make computing simpler and safer by helping protect data, reduce costs, and increase user productivity. The client agent also gathers a rich set of hardware information, including client network name, serial and model number, processor type and speed, device drivers, BIOS level and settings, network settings, and memory information.

The client agent can be permanently installed on a client computer by downloading it from the Web, from the System Information Center program CD, or from the System Information Center program menu structure. Or, it can be temporarily used when a User uploads asset information to the database. The client agent can also be activated from the client using a command-line interface. Information is added to the database either when Users initiate a scan or when Administrators create schedules that perform periodic scans of one or more assets across an enterprise. A scan can be performed without requiring any changes to the client computer; however, the client agent must be permanently installed on the asset to perform a scheduled scan. In cases where a client computer is disconnected from the network during a scheduled scan, the most recent scan will be uploaded upon re-connection.

Note: For each license of System Information Gatherer purchased, you may install and use one (1) copy of System Information Gatherer. Any machine on which System Information Gatherer is installed must have a separate Proof of Entitlement. Your System Information Gatherer license constitutes one (1) System Information Gatherer Proof of Entitlement. Additional System Information Gatherer Proofs of Entitlement for non-IBM systems may be purchased separately from IBM. All IBM PCs automatically include such an authorization. Your PC invoice constitutes your System Information Gatherer Proof of Entitlement for that system. For additional information, refer to the License Information included with the IBM International License Agreement for Non-Warranted Programs. You will be given an opportunity to view this license and agree to its terms during the installation process. You also can view this license from the Help menu of the administrator's console.

Architecture

The following figure shows the architecture of the System Information Center program after you install it (see Chapter 2, "Installing the System Information Center program on a server," on page 5). The System Information Center program uses Apache Tomcat and an embedded SQL-compliant database such as the IBM Cloudscape™ database, both of which rely on Java™ SDK. The Microsoft® Windows® Server operating system (OS) is the foundation for the entire architecture. If you choose to enable e-mail functions provided by the System Information Center program, the following figure illustrates how an e-mail SMTP (Simple Mail Transfer Protocol) server interacts with the System Information Center. The SMTP server requires a server operating system; however the Java component is optional. An SMTP server is not included as part of the System Information Center program.
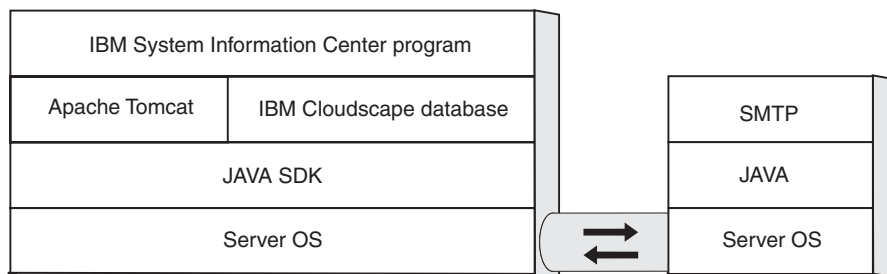

Figure 1. The System Information Center program architecture after installation on the left; on the right, the architecture of the optional e-mail server

Features

The System Information Center program is cost-effective software that helps you to manage your inventory without significant resources from the client computer. The program provides the following features:

- **Easy browser accessibility:** Because the System Information Center program is Web-based, you can access it using the Microsoft Internet Explorer 6.0 (or higher) Web browser. Authorized users can access and update asset information easily and quickly with a familiar Web interface.

- **Minimal resource on client computer:** Unlike some inventory-management tools, the System Information Center program uses the System Information Gatherer program, which is a small, non-resident application you can program to run periodically, meaning it is active only when needed. If a computer is disconnected from the network, the client agent will scan and send the gathered information when the computer is re-connected.

- **Software entry-level license tracking:** One of the major costs related to computer asset management is expensive software licenses. With the System Information Center program you can track software application licenses in your enterprise. As a result, you can reduce costs associated with licenses by identifying and uninstalling expensive software licenses that are not being used on client computers.

- **Tracking asset status:** Tracking the status of each asset is extremely helpful. The System Information Center program tracks assets in a variety of ways, including identifying transferred assets and checking for security protocols.

- **Central management system:** Because the System Information Center program, the built-in database, and the Java Web application server can all exist on the same physical server, you can manage both computer and non-computer assets from a central location. In addition to desktops, notebooks, and servers, you can also track other assets such as monitors, printers, and Personal Digital Assistants (PDAs).

- **Scheduling tasks:** Some user accounts are authorized to generate reports provided by the System Information Center program or to develop and schedule reports customized for a specific environment. Scheduling tasks and reports to run periodically over a defined period of time ensures that your enterprise has the latest and most relevant asset information.

- **Generating, e-mailing, and exporting reports:** Generating reports is one of the vital tasks associated with the System Information Center program. You can run a multitude of reports based on the type of asset information you need. After viewing a report, you can export that data as a .CSV file to be viewed in most spreadsheet programs, as well as e-mail the file to a specific address. Exported report information can be made compliant with other SQL-compliant databases such as IBM DB2.

- **Online documentation:** The System Information Center program has an integrated help system and Administrator's Guide. The help system assists you in accomplishing tasks that are accessible through the GUI. It is designed to help you identify the tasks and the user accounts that are allowed to perform those tasks. The Administrator's Guide helps you understand and install the program, and provides administrators additional information about performing advanced functions.

Chapter 2. Installing the System Information Center program on a server

The server portion of the System Information Center program is a Java-based Web application. Instead of interacting directly with the operating system, the server portion interacts with components such as Java, the Web application server, and the built-in SQL-compliant database.

This chapter guides you through the steps of configuring the server portion of the System Information Center program and the installation of the System Information Center program itself. Two IBM programs (Java SDK and the IBM Cloudscape database) are included in the installation. During the installation of the System Information Center program, you will make a brief detour to download the Apache Tomcat Web application server, which is free on the Internet. You need to have entitlement for the operating system and software you are using.

If you choose to use any SQL database or Web application server other than IBM Cloudscape and Apache Tomcat, you can receive fee-based support through IBM Global Services. For more information, see Chapter 7, "Getting help and support," on page 49.

This chapter describes the following information about installing the System Information Center program:
- "Installation requirements"
- "Installing and configuring a Windows server" on page 6
- "Installing the System Information Center program" on page 7
- "Securing your network with Secure Sockets Layer (SSL) security" on page 12

Installation requirements

To successfully install the server portion of the System Information Center program, you must install it on a dedicated, single-function server that has no other applications running on the server platform.

Server requirements

The computer on which you install System Information Center must have the following items or capability:
- At least a 550MHz Intel™ or AMD processor
- A minimum of 1 GB of memory
- At least 3 GB of hard disk space for the operating system and required applications plus 2 MB per client
- A network card that supports TCP/IP

In addition, you must have the following items or capability:
- A Microsoft Windows 2000 Server or Windows Server 2003 operating system
- A fixed IP address to assign to the Web application server (and if required, a fixed subnet mask address and default gateway address)
- An IBM System Information Center installation CD
- Access to the Internet for downloading additional software

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System Information Center console

The console uses the System Information Center program GUI to render the information that is stored in the database. Typically, the console is a computer *other than* the client or the Web server; however, the console can be either of the two. The console has the following requirements:

- A Microsoft Windows 2000 or Windows XP operating system
- Microsoft Internet Explorer 6.0 (or higher) Web browser
- A resolution of 1024x768 (or greater)
- A network card that supports TCP/IP

Installing and configuring a Windows server

The System Information Center program is only supported on Windows 2000 Server and Windows Server 2003. Start with one of the following procedures:

- "Installing Windows 2000 Server" on page 6
- "Installing Windows Server 2003" on page 6

If you choose to use any other server platform, you can receive fee-based support through IBM Global Services. For more information, see Chapter 7, "Getting help and support," on page 49.

Installing Windows 2000 Server

Install the Windows 2000 Server operating system on the computer you intend to use as the Web application server. During the installation, perform the following actions:

1. Accept all of the default Windows component settings.
2. When the Configure Your Server window opens, mark the **I will configure this server later** option box and remove the check mark from the **Show this service at startup** check box.

Note: Depending on the networking card, video controller, and other hardware devices installed in your computer, you might have to acquire and install updated device drivers. Ensure that all devices are working correctly.

When the installation is complete, continue with "Obtaining Windows 2000 Server critical updates and service packs" on page 6.

Obtaining Windows 2000 Server critical updates and service packs

Go to http://www.microsoft.com and then download and install all of the critical updates and service packs for Windows 2000 Server. After you have installed all critical updates and service packs, continue with "Disabling Internet Information Services (IIS)" on page 7 to start modifying your server configuration.

Installing Windows Server 2003

Install the Windows Server 2003 operating system on the computer you intend to use as the Web application server. During the installation, perform the following actions:

1. Accept all of the default Windows component settings.
2. When the Manage Your Server window opens, mark the **Don't display this page at logon** check box.

Note: Depending on the networking card, video controller, and other hardware devices installed in your computer, you might have to acquire and install updated device drivers. Ensure that all devices are working correctly.

When the installation is complete, continue with "Obtaining Windows Server 2003 critical updates and service packs" on page 7.

Obtaining Windows Server 2003 critical updates and service packs

Go to `http://www.microsoft.com` and then download and install all of the critical updates and service packs for Windows Server 2003. After you have installed all critical updates and service packs, continue with "Disabling Internet Information Services (IIS)" on page 7 to start modifying your server configuration.

Disabling Internet Information Services (IIS)

The System Information Center program is set up to use port 80, which will conflict with Internet Information Services (IIS) provided by the operating system. Disable IIS on your Web application server to avoid this conflict. Disabling IIS also disables the Dynamic Host Configuration Protocol (DHCP) and Domain Name System (DNS) servers (which interfere with Apache Tomcat) and the Simple Mail Transfer Protocol (SMTP) server (which interferes with any e-mail program you are using).

To see whether IIS is installed, complete the following procedure:

1. Select **Start**.
2. Click **Settings**.
3. Select **Control Panel**.
4. Double-click **Add/Remove Programs**. The Add/Remove Program window opens.
5. Click **Add/Remove Windows Components**. The Windows Component Wizard opens.
6. Locate the Internet Information Services (IIS) entry in the list of components.
   - If IIS is not installed, a mark will not be in the Internet Information Services (IIS) check box. To complete the installation process, click **Next**, and then click **Finish**. Close all open windows.
   - If IIS is installed, a mark is in the Internet Information Services (IIS) check box. Remove the IIS service as follows:
     a. Remove the mark; then click **Next**.
     b. When the Completing the Windows Components Wizard opens, click **Finish**.
     c. Close all open windows.

This concludes installing the Windows Server. When the installation is complete, continue with "Installing the System Information Center program" on page 7.

Installing the System Information Center program

After you have installed the Windows server operating system, obtained critical updates and service packs, and disabled IIS, you can install the System Information Center program from the installation CD. During this installation process several events take place:

- IBM Java 1.4.2 is installed.
- Apache Tomcat 4.1.30 is downloaded and installed.

- The JAVA_HOME environment variable is created.
- The System Information Center Web application is installed, along with the IBM Cloudscape 5.1 database.
- Information is gathered and entered into the ISIC.PROPERTIES file.

Note: After you have finished installing the System Information Center program, which produces a customized ISIC.PROPERTIES file, you have the option later of manually changing this file if changes in your environment require it. You can find details on the configuration of this file in Chapter 5, "Performing System Information Center advanced functions," on page 27.

In order to install the System Information Center program, complete the following procedure:

1. Insert the System Information Center program installation CD. In most cases, the installation program will start automatically. If the program does not start automatically, complete the following procedure:
   a. Click the Windows **Start** menu.
   b. Click **Run**.
   c. Type `D:\SERVER\ISIC_SETUP.EXE` (where `D` is the letter of your CD drive).
2. The "Welcome to the InstallShield Wizard for IBM System Information Center program" window opens.
3. Click **Next**. The Apache Tomcat 4.1.30 Required window opens.

   Note: The following step requires that you temporarily leave the wizard and open a Web browser.
4. Create a folder named C:\TOMCAT4.
5. Using your Web browser, go to: `http://jakarta.apache.org/site/binindex.cgi` and download the Tomcat 4.1.30 zipped file to the C:\TOMCAT4 folder.

   Note: When you install the System Information Center program, this file will be unzipped.
6. Return to the wizard and click **Next**. The License Agreement window opens.
7. Read the license agreement; if you agree, mark the **I accept the terms in the license agreement** option button, and then click **Next**. The Setup Type window opens.
8. At this point, you can choose to do a Quick installation or a Custom installation.

   Note: A **Custom** installation provides more features than a **Quick** installation. The following features are provided when you choose a **Custom** installation:
   - E-mail capability
   - The ability to check assets for standard Windows security settings
   - The ability to schedule tasks that automatically perform functions such as generating reports and uploading asset scans.

Quick installation

To perform a Quick Installation, complete the following procedure:

1. In the Setup Type window, mark the **Quick** check box. (Click **Browse** if you want to choose a different destination folder than the default C:\ISIC for the installation.) The Web site Settings window opens.

2. Information in the Web site Settings fields are inserted into e-mails that are automatically generated and sent out by the server. Type the addresses of the following items:

   - **Server name for asset scans**: This is the name of the server. Example: http://*servername*/isic (where *servername* is the server name).

   - **Administrator's e-mail address for reporting problems**: The e-mail address of the administrator for reporting problems.

3. Click **Next**. The Ready to Install window opens.

4. Click **Next**. The Setup Status window opens and the progress indicator displays the progress of the setup. After completing, the "Restart required to complete installation" window opens.

5. Mark an option button to restart your computer now or restart later. Click **Finish**.

6. If you have chosen to restart your computer, close any open programs and remove any disks from their drives; your computer will shut down and restart.

This concludes the installation of the System Information Center program on a server.

Note: After you install the System Information Center program, the first user account you will create will be the Administrator account. Once you have created that account, you can manually add a User account or change the authority of a User account. A User can create their own account by registering assets. For more information, see "Creating accounts" on page 22.

Custom installation

To perform a Custom installation, complete the following procedure:

1. In the Setup Type window, mark the **Custom** check box. (Click **Browse** if you want to choose a different destination folder than C:\ISIC for the installation.) The E-mail Settings window opens.

2. The System Information Center program can operate without e-mail. However, e-mail functionality allows the administrator to receive the output of various scheduled tasks and to send requests and asset information to asset owners. Perform one of the following actions:

   - If you choose to enable e-mail functions, mark the **Enable e-mail functions** check box. The following information establishes your server name, IP address, and any user IDs or passwords needed to connect to the server:

     – Type the address for the SMTP server you are using for e-mail in the **SMTP server name/IP address** field.

     – Type the e-mail address to which users respond after receiving certain e-mail requests in the **Return e-mail address** field; in some cases, this is the same as the administrator's e-mail address.

     – If you want to require that the SMTP server authenticate the SMTP userID and password, mark the **Enable SMTP authentication** check box and type userid and password information in the **SMTP Userid** and **SMTP Password** fields.

     – Click **Next**. The Web site Settings window opens.

   - If you choose not to enable e-mail functions, click **Next**. The Web site Settings window opens.

3. Information in the Web site Settings fields are inserted into e-mails that are automatically generated and sent out by the server. Type the addresses of the following items:

- **Server name for asset scans**: This is the name of the server. Example: http://*servername*/isic (where *servername* is the server name).
- **Administrator's e-mail address for reporting problems**: The e-mail address of the administrator for reporting problems.

4. Click **Next**. The Action Authority Settings window opens.

5. With the Action Authority Settings window you can associate specific tasks with specific user accounts. Mark an appropriate user account (as described in the following list) for each of the tasks. Default settings are provided. You can restore defaults by clicking the Defaults button.

- **User**: Works with asset information belonging only to the user. Can add assets, view asset history, compare and edit asset information and process an asset transfer request.
- **Super-User**: Can perform all of the tasks of a User, plus more advanced functions such as developing specialized asset reports and viewing asset information across an enterprise.
- **Administrator**: Can perform all of the tasks of a User and Super-User and have the ability to modify asset information across an enterprise, e-mail asset information, schedule asset scans, and approve asset requests.

For more information on user accounts, see Chapter 4, "Using the System Information Center program," on page 21

6. Click **Next**. The Scheduling window opens.

7. In the Scheduling window, you have two scheduling options:
- Under Client Agent Scheduling, mark the **Automatically upload revised asset information** check box if you want the client agent to automatically upload revisions of asset information.
  - **Upload interval (days)**: Type the number of days for the interval between uploads.
- Under Server Task Scheduling, mark the **Automatically run specified reports and send e-mails** check box if you want the server to automatically perform tasks on a set schedule.
  - **Check for scheduled tasks every**: Type the frequency that the server should check for scheduled tasks and then mark the appropriate option button for the value (minutes, hours, or days).
  - **Specify the interval units to be used when scheduling tasks**: Mark the appropriate option button (minutes/hours/days) to specify globally the interval unit to be used when setting a task's frequency.

8. Click **Next**. The Password Settings window opens.

9. In the Password Settings window you define how to manage and create user account passwords that are required to access the System Information Center program.
- Under Password Control Settings, complete the following fields, if appropriate:
  - **Encrypt passwords stored in the database**: Mark this check box if you want passwords encrypted. If this setting is modified at a later date, all passwords will retain the encryption setting defined during the install until the passwords are changed.
  - **Allow users to reuse passwords**: Mark an option button to determine how often a user can reuse a password (always/never/after *XX* days, where *XX* signifies number of days after a password has expired).

- **Create new passwords as expired so that users must change after first logon**: Mark this check box to require users to establish their own password after receiving the computer-generated password.
- **Expire passwords after XX days**: Mark this check box and then type the maximum number of days a password is accepted. (Default is 186 days, or approximately six months.)

- Under Password Creation Rules, mark the check box for **Enable password rule checking** if the creation of passwords must follow certain rules; then respond to the following options:
  - **Passwords must contain**: Mark a check box for the type of characters (non-numeric, numeric, or non-alphanumeric) a password must contain. (Default is non-numeric and numeric.)
  - **Minimum length**: Type the minimum length of the password. (Default is 6.)
  - **Maximum length**: Type the maximum length of the password. (Default is 15.)
  - **Maximum number of matching sequential characters**: Type the maximum number of sequential password characters that can match. (Default is 2.)
  - **Maximum number of sequential characters reused from previous password**: Type the maximum number of sequential password characters that can be reused in a new password. (Default is 3.)

10. Click **Next**. The Form Settings window opens.

11. The Form Settings window displays fields you can select as "required" in order for an asset or user to be successfully added to the database. These are fields that users must complete during the asset registration process before adding an asset or uploading an asset scan. Default settings are provided. You can restore defaults by clicking the Defaults button.
    - The Asset Demographics Form includes information specific to the asset. Mark the check box for all fields required at the time the asset is registered.
    - The User Demographics Form includes information specific to the user. Mark the check box for all fields required at the time the asset is registered.

12. Click **Next**. The Security Settings window opens.

13. In the Security Settings window, you can choose to have the following options enabled. These options are helpful if you want to use the security report that lists all assets that are in violation of security policies.
    - **Verify that all File Shares on client computers are password-protected**: Mark this check box if you want the System Information Center program to check and verify that all file shares on client computers are password-protected each time the asset is revised.
    - **Verify that all Windows screen savers are password-protected**: Mark this check box if you want the System Information Center program to check and verify that the Windows screen saver password is set on all client computers each time the asset is revised.
    - **Verify that all Windows accounts are password-protected**: Mark this check box if you want the System Information Center program to check and verify that the Windows account password is set on all client computers each time the asset is revised.
    - **Windows accounts require passwords**: Mark this check box if you want the System Information Center program to check and verify that the Windows

account password is required. If you mark this option, type information in the **Minimum Windows password length** and **Maximum Windows password age** fields.

- **Required antivirus application***: Mark this check box if you want the System Information Center program to check and verify that the required antivirus application is installed on all client computers each time the asset is revised. Type the name of the application in the **Application** field and the version number in the **Version** field of the required antivirus application (must appear in Windows Control Panel Add/Remove Programs list).

   Note: In the event that more than one antivirus program is used in your enterprise, you can modify the ISIC.PROPERTIES file to check computer assets for more than one antivirus program. For more information about modifying the ISIC.PROPERTIES file, see "Working with the ISIC.PROPERTIES file" on page 37.

- **Required firewall application***: Mark this check box if you want the System Information Center program to check and verify that the required firewall application is installed on all client computers each time the asset is revised. Type the name of the application in the **Application** field and the version number in the **Version** field of the required firewall application (must appear in Windows Control Panel Add/Remove Programs list).

   Note: In the event that more than one firewall application is used in your enterprise, you can modify the ISIC.PROPERTIES file to check computer assets for more than one firewall application. For more information about modifying the ISIC.PROPERTIES file, see "Working with the ISIC.PROPERTIES file" on page 37.

14. Click **Next**. The Ready to Install window opens.

15. Click **Next**. The Setup Status window opens and the progress indicator displays the progress of the setup. After completing, the "Restart required to complete installation" window opens.

16. Mark an option button to restart your computer now or restart later. Click **Finish**.

17. If you have chosen to restart your computer, close any open programs and remove any disks from their drives; your computer will shut down and restart.

This concludes the installation of the System Information Center program on a server.

Note: After you install the System Information Center program, the first user account you will create will be the Administrator account. Once you have created that account, you can manually add a User account or change the authority of a User account. A User can create their own account by registering assets. For more information, see "Creating accounts" on page 22.

Securing your network with Secure Sockets Layer (SSL) security

In most cases, you do not need SSL. However, if your clients communicate with the server using the Internet and are not protected by a firewall, the communication will require encryption. You will need to:

1. Modify the ISIC.PROPERTIES file by replacing all occurrences of HTTP:// with HTTPS://. (For more information, see Appendix A, "Modifying the ISIC.PROPERTIES file," on page 51.)

2. Refer to the Apache Tomcat Web site for detailed instructions on configuring Tomcat to secure your server with SSL.

Chapter 3. Installing the System Information Gatherer program

Before using the information in this chapter, you must have a good understanding of how the System Information Gatherer program (also called the client agent) interacts with the System Information Center program. You must already have installed the System Information Center program before the built-in database is populated with information provided by the client agent. Become familiar with the installation process and terminology used with the System Information Center program by reading Chapter 1, "About the System Information Center program," on page 1 and Chapter 2, "Installing the System Information Center program on a server," on page 5.

Review the information in this chapter carefully before you install the client agent.

This chapter describes the following information about installing the client agent:
- "Minimum requirements"
- "Limitations" on page 17
- "Performing an attended installation" on page 17
- "Performing an unattended installation" on page 18

Minimum requirements

The following information provides the minimum requirements and prerequisites for the client computer.

The client computer

The client computer is the computer that is intended to run the client agent. The client computer can be either an IBM or non-IBM computer. For licensing details regarding installing the client agent on non-IBM computers, see "Components" on page 1. Client computers must meet the following minimum requirements:
- Either Microsoft Windows 2000 or Microsoft Windows XP operating system
- Microsoft Internet Explorer 6.0 (or higher) Web browser
- CD drive for installing the client agent using the System Information Center media
- Internet connection for downloading and installing the client agent using the Web
- A network card that supports TCP/IP

Prerequisites

The following are prerequisites for the client agent to function correctly:
- Ensure that the client agent is installed correctly on the Web application server in order for the client agent to upload information properly. For information about installing the System Information Center program, see Chapter 2, "Installing the System Information Center program on a server," on page 5.
- Ensure proper licensing:
  - For each license of System Information Gatherer purchased, you may install and use one (1) copy of System Information Gatherer. Any machine on which

System Information Gatherer is installed must have a separate Proof of Entitlement. Your System Information Gatherer license constitutes one (1) System Information Gatherer Proof of Entitlement. Additional System Information Gatherer Proofs of Entitlement for non-IBM systems may be purchased separately from IBM. All IBM PCs automatically include such an authorization. Your PC invoice constitutes your System Information Gatherer Proof of Entitlement for that system. For additional information, refer to the License Information included with the IBM International License Agreement for Non-Warranted Programs. You will be given an opportunity to view this license and agree to its terms during the installation process. You also can view this license from the Help menu of the administrator's console.

– The System Information Center program license agreement applies to the System Information Center program only. Read the license carefully during the installation process. All other licenses, warranty service, and support for non-IBM products must be acquired from the third party, not IBM. IBM makes no representations or warranties regarding non-IBM products.

Considerations for installing the client agent

The method used to install the client agent depends on the strategy you have for using it. For example, some enterprises might require an unattended installation. Others can install the client agent on IBM and non-IBM computers using the *IBM System Information Center CD* or the *IBM System Information Gatherer CD*. The executable is also available to users within your enterprise on the Web whenever they log on to the System Information Center program.

The following table describes three ways in which the client agent is used:

	Attended Installation	Temporary Installation	Unattended Installation
Where does client agent executable come from?	CD or Web installation	Run temporarily from the Web or command script	CD or Web and packaged to perform a silent install
Does client agent permanently or temporarily reside on client computer?	Permanently	Temporarily (for duration of user-initiated registering or uploading of assets)	Permanently
Can server prompt client agent for scheduled scans?	Yes	No	Yes
Details	Information gathered during **scheduled scans** is uploaded to the database where the existing information is revised.	Information gathered during **user initiated uploads** goes to the database where the existing information is revised.	Information gathered during **scheduled scans** is uploaded to the database where the existing information is revised.

- **Attended installation:** Downloading and installing the client agent from a CD, the Web, or the System Information Center GUI *permanently* places the client agent on the client computer. Client computers that have the client agent permanently installed can be prompted from the server to perform scheduled scans and other tasks. Information gathered during scheduled scans is uploaded to the database where the existing information is updated. For details about

installing the client agent from CD, the Web, or the System Information Center GUI, see "Permanently installing the client agent."

- **Temporarily running the client agent:** Temporarily running the client agent is similar to an attended installation except whenever a user registers an asset or whenever a user uploads an asset scan from an asset, and the client agent *is not* permanently installed on the client computer, then the client agent is *temporarily* used on the client computer as it is run directly from the Web application server or from the command prompt. After the asset is registered, or after the scan of an existing asset is complete and the information is uploaded to the database, the client agent stops scanning and does not reside on the client computer. Client computers that temporarily run the client agent *cannot* be prompted by the Web application server to perform scheduled scans and tasks. For details about temporarily running the client agent to register a new asset or to upload new information regarding an existing asset, see "Temporarily using the client agent" on page 18.

- **Unattended installation:** You can customize the System Information Center program to perform an unattended installation on a client computer, meaning little to no direct user intervention is required. For details about configuring the client agent to perform an unattended (or silent) install, see "Performing an unattended installation" on page 18.

Limitations

The client agent uses a specific scheduler provided by IBM. The client agent and another separate product by IBM called the IBM Rescue and Recovery™ program share the same scheduler. If the IBM Rescue and Recovery program is already installed on a client computer and the client agent is installed afterwards, then both will share the same scheduler. If the IBM Rescue and Recovery program is uninstalled from the client computer, then the client agent will need to be uninstalled and reinstalled on the client computer to replace the scheduler.

Performing an attended installation

The client agent can be permanently installed or can be temporarily run from the Web application server. For information to help you decide which method is best for you, see "Considerations for installing the client agent" on page 16.

Permanently installing the client agent

The client agent can be installed from the *IBM System Information Center CD*, installed from the *IBM System Information Gatherer CD*, downloaded through the System Information Center GUI after a user logs into System Information Center, or downloaded from the Web.

Installing the client agent from CD

To install the client agent, complete the following procedure:

1. Insert the *IBM System Information Center CD* or the *IBM System Information Gatherer CD* into the CD drive of the client computer; then perform the following procedure:

   a. From the Windows desktop, click **Start**.

   b. Click **Run**.

   c. Type the name of the executable based on the following alternatives:

      - If you are using the System Information Center CD, type `D:\CLIENT\ISIG_OEM.EXE` (where *D* is the letter of your CD drive).

- If you are using the System Information Gatherer CD, type `D:\ISIG_OEM.EXE` (where *D* is the letter of your CD drive).
    d. Click **OK**.
2. Follow the instructions on the screen.

Installing the client agent from the System Information Center program GUI

After the System Information Center program has been installed and is ready to be used, follow this procedure to install the client agent from the System Information Center program GUI:

1. Using your browser, go to the URL where the System Information Center program is located within your enterprise. The logon page is displayed.
2. Type your user ID and password, then click **Submit**. The System Information Center program is displayed.
3. In the System Information Center menu bar, click **Assets**.
4. Click **Download Agent Installer**. The File Download window opens.
5. Follow the instructions on the screen.

   Note: If you intend to perform scheduled uploads, you will need to enter the server address for these uploads into the installation wizard.

Installing the client agent from the Web (IBM computers only)

You can download a version of the client agent executable intended for IBM computers at:

`http://www-3.ibm.com/pc/support/site.wss/document.do?Indocid=MIGR-56187`

If you intend to install the client agent from the Web address mentioned above, you will need to run the `ISIG_IBM.EXE` file instead of the `ISIG_OEM.EXE` file.

Temporarily using the client agent

The client agent is used whenever a user either registers an asset or uploads an asset scan. The client agent is run directly from the Web application server whenever the client agent is not permanently installed on the client computer.

- A *Register New Asset* operation automatically scans and gathers information about the client computer and prompts for specific demographic information about the asset.
- An *Upload Asset Scan* operation automatically scans and gathers information about the client computer and sends it to the database without prompting for demographic information.

For details about temporarily using the client agent to register an asset or to upload an asset scan see, "Registering an asset" on page 24.

Performing an unattended installation

Instead of each user either permanently installing the client agent or temporarily running the program from the Web, you can customize both the ISIG_IBM.EXE and ISIG_OEM.EXE files to execute a silent installation. A silent installation, also referred to as an unattended installation, ensures that the client agent is permanently installed on client computers without any user intervention.

There are two primary ways in which to prepare the client agent to perform a silent installation. One way requires creating a shortcut that enables users to

perform an unattended installation from a network drive. Another way is to perform a silent installation from a command line.

Note: There are two client agent files that can be prepared to perform a silent installation. The ISIG_OEM.EXE file is intended for IBM and non-IBM computers and can be obtained in the following ways:

- From the *IBM System Information Center CD*
- From the *IBM System Information Gatherer CD*
- From the server on which the System Information Center is installed by going to the installation directory, which is the following directory by default:

  `D:\ISIC`

  (where *D* is the letter of the drive)
- Downloading it from the System Information Center program by logging on, clicking **Assets** in the System Information Center menu bar, and clicking **Download Agent Installer**.

The ISIG_IBM.EXE file is intended for IBM computers only and can only be obtained by downloading it from an IBM Web site. The following examples use the ISIG_OEM.EXE file to prepare an unattended installation package.

Setting up an unattended installation from a shortcut

To create an unattended-installation shortcut, complete the following procedure:

1. Create a folder on a network drive or CD for either the ISIG_OEM.EXE file; then copy the ISIG_OEM.EXE file to that folder.
2. Create a shortcut to the ISIG_OEM.EXE file.
3. Rename the shortcut to something easily understood by the user. In these instructions **System Information Gatherer Install** is used.
4. Modify the properties of the shortcut as follows:
   a. Right-click the **System Information Gatherer Install** shortcut file and then click **Properties**. The Properties window is displayed.
   b. In the Target field, add the following to the end of the command:

      `/s /v"/qn ISIGURL=http://`*servername*`"`

      (where *servername* is the network name or IP address of the server the System Information Center is installed on.
5. Instruct your users to map a drive letter to this location and to select the **System Information Center Install** shortcut.

Performing an unattended installation from a command line

To perform an unattended installation of the client ISIG_OEM.EXE file from a command line, complete the following procedure:

1. Open a command prompt window.
2. Change to the folder containing the client ISIG_OEM.EXE.
3. Run the following command:

   `ISIG_OEM.EXE /s /v"/qn ISIGURL=http://`*servername*`"`

   (where *servername* is the network name or IP address of the server the System Information Center is installed on.

Note: Make sure you include the double-quotes and do not include a / at the end of the servername.

Chapter 4. Using the System Information Center program

After installing the System Information Center program and the System Information Gatherer program, you can begin creating user accounts, registering assets, and performing other basic functions.

The System Information Center program is designed to accommodate three types of user accounts: User, Super-User (User functions +), and Administrator (Super-User functions +). A variety of asset management functions can be accomplished using each user account with the Administrator having the most comprehensive privileges.

This chapter describes the following information about using basic functions in the System Information Center program:

* **Understanding user accounts and functions:** This section highlights the differences among the User, Super-User and Administrator user accounts, and explains the functions related to each. For details, see "Understanding user accounts and functions"
* **Creating accounts:** This section details the primary way accounts are created. For details, see "Creating accounts" on page 22.
* **Registering assets:** This section describes how client computers are registered in the built-in database. For details, see "Registering an asset" on page 24.
* **Performing other basic functions:** This section describes other common tasks that can be performed after user accounts are established and assets are registered. For details, see

For more detailed information on how to perform specific user functions, see the *IBM System Information Center* help system.

Understanding user accounts and functions

The User, Super-User, and Administrator accounts are the three types of user accounts that can be created using the System Information Center program. Each user account has varying degrees of authority, meaning some accounts have more authority and can perform more advanced tasks than others. The Administrator account has the most authority.

The following table illustrates each user account and highlights the authority given to each account. The *IBM System Information Center online help system* contains the following icons to help you determine what procedures your user account can accomplish. For example, if an Administrator-account icon is the only icon presented beside a certain function, then only an Administrator account can perform that function. The icons are presented only as a guide since they indicate only the *default* authority levels. User account authority may vary, depending on modifications made to the installation of the System Information Center program.

Icon	User Account	Types of Functions
	User	The most limited account; can work with asset information specifically belonging to that user. Typically, most accounts within an enterprise fall in this category. The User account includes the following functions: • Logging on to the Web application • Adding and changing user asset data • Running the client agent • Submitting asset transfer requests • Downloading reports • Reviewing user asset revisions • Viewing, editing, and comparing asset information
	Super-User (User+)	Can perform all of the tasks of a User as well as perform advanced functions, such as generating specialized asset reports. Unlike a User, can view asset account information across the entire enterprise. The Super-User account includes the following functions: • Viewing asset information regarding all accounts • Performing advanced searches for specific asset data • Updating additional asset information
	Administrator (User+ Super-User+)	Can perform all of the tasks of the User and Super-User and has privileges to perform more advanced functions. Typically, performs fundamental tasks such as scheduling assets, customizing reports, adding members to a group, solving problems, and approving asset requests. Unlike the User and Super-User, is not limited to just viewing and running reports about asset information. Also responsible for maintaining, tracking, and modifying the asset inventory data. The Administrator account includes the following functions: • Running, adding, deleting, and customizing reports • Setting, adding, deleting, and modifying scheduled tasks • Transferring and deleting assets • Adding and deleting users, including other Administrator accounts and groups • Processing data gathered by the client agent • Viewing log files

Creating accounts

The first account created after installing the System Information Center program is the primary Administrator account. After the primary Administrator account is created, the administrator can create other User, Super-User, and Administrator accounts in the database, or change the authority of an existing account. Typically, User accounts are created when an individual registers an asset for the first time.

Creating the primary Administrator account

To create the primary Administrator account after installing the program, complete the following procedure:

1. At the Logon window, type `ADMIN` in the User ID field and `PASSWORD` in the Password field.

    Note: User IDs are NOT case-sensitive, passwords ARE case-sensitive.

2. Click **Submit**. The "Change details" window opens.

3. Type in the appropriate information, ensuring that all required fields are complete.

4. Enter a new password in the Password field and retype it in the "Please retype password" field.

5. Click **Submit**.

Creating user accounts

Accounts are either created by an Administrator or created when a user self-registers when logging on to the Web site the first time. More than one asset can be registered using the same account.

Creating user accounts as an Administrator

To create a user account for another person using an Administrator account, complete the following procedure:

1. At the Logon window, type the User ID and Password for your Administrator account; then click **Submit**. The System Information Center program is displayed.

2. In the System Information Center menu bar, click **Users** and then click **New**.

3. Type the appropriate information in the fields provided, ensuring that all required fields are addressed.

4. Clear the **Register this asset** check box.

5. Click **Submit**.

    Note: This process creates an account with an authority level of "User." An Administrator can alter the authority level of the account by following the procedure in "Setting user account privileges" on page 24.

Creating user accounts by registering an asset

In most cases, employees within an enterprise are responsible for creating their own User account. This is done the first time a user registers an asset. All accounts created by someone other than an Administrator are given User account privileges. To create a User account by registering an asset for the first time, complete the following procedure:

1. At the Logon window, type a User ID and Password; then click **Submit**. The System Information Center program is displayed.

2. Mark the **New User** check box.

3. Click **Submit**. The Add User window opens.

4. Complete the fields by typing the appropriate information, ensuring that all required fields are complete.

5. Click **Submit**. The Register Asset page is displayed.

6. Complete the fields by typing the appropriate information, ensuring that all required fields are complete.

7. Click **Submit**. A progress bar is displayed, indicating that critical hardware and software information is being collected and is being sent to the database. When the operation is compete, the My Assets window opens.

Setting user account privileges

Only an Administrator account can set the authority for other user accounts. The types of privileges given to a user depends on the types of operations that user needs to accomplish. For information about the types of user accounts and the functions associated with each account, see "Understanding user accounts and functions" on page 21.

To set the authority level of a user account, complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.
2. In the System Information Center menu bar, click **Users**.
3. Click **All Users**.
4. Mark the check box next to the user account you would like to alter.
5. In the System Information Center menu bar, click **Users**.
6. Click **Edit**. The ″Change details″ window opens.
7. Using the drop-down menu, select the authority level you would like to assign to the account (User, Super-User, or Administrator).
8. Click **Submit**.

Registering an asset

The ways to register an asset vary, depending on whether or not the asset has a connection to the System Information Center network.

- You can register a remote asset; that is, a computer asset that is not connected to the network.
- You can register an asset that is connected to the network. A user account must already be created if a user is going to upload an asset scan.

Registering a remote asset

To gather information from a remote asset, complete the following procedure:

1. Copy EGATHER2.EXE from `D:\ISIC\web` on the System Information Center server to some form of removable media (for example, diskette or USB memory key).
2. Insert the removable media into the remote client.
3. Use Windows Explorer to browse the media and double-click EGATHER2.EXE. A DOS window will open as the system is scanned for critical hardware and software information.
4. Once the scan is complete, a *XXXX*.EG2 file (where *XXXX* signifies a unique filename generated using the manufacturer, model, and serial number of the asset being scanned) will be created on the removable media.

    Note: Multiple assets can be scanned and the .EG2 files collected in this way. A typical .EG2 file will be approximately 110KB.

To load the gathered information files with the System Information Center, two alternatives exist:

- Files can be uploaded via the Web interface (additional demographic information included)
- Files can be copied directly to the server and processed by executing a "Process Files" task (no demographic information included)

Uploading through the Web interface

By uploading through the Web interface, the asset can be registered by providing the additional demographic information required for the asset. To upload through the Web interface, complete the following procedure:

1. On a system connected to the System Information Center network, insert the removable media containing the .EG2 file(s).
2. At the Logon window, type your User ID and password. Click **Submit**. The "My assets" window opens.
3. In the System Information Center menu bar, click **Assets**.
4. Select **New** and then click **Upload Asset Scan**.
5. Mark the "Attach an inventory file" option button; then click the **Browse** button to select an .EG2 file from the removable media.
6. Click **Submit**.
7. Repeat steps 3 through 6 for additional .EG2 files.

Using the Process Files task

When using the Task method, .EG2 files from multiple assets can be loaded into the System Information Center database; however, the required demographic information will not be included. This process is useful for getting a large number of disconnected clients loaded into the database. To use the "Process Files" method, complete the following procedure:

1. Insert the media into the System Information Center server.
2. Copy the gathered .EG2 file to the `D:\ISIC\gathered` directory.
3. At the Logon window, type your Administrator-level User ID and Password. Click **Submit**. The System Information Center program is displayed.
4. In the System Information Center menu bar, click **Admin** and then select **Process Files**.
5. Click **Process Files in Configured Folder**. This will initiate a background process that will register the information from each of the .EG2 files found in the `\gathered` folder.

Registering an asset connected to the network

Registering an asset requires filling out specific demographic information that is used to supplement the information that is automatically collected by the client agent. The client agent does not have to be permanently installed on the client computer to use this method. After the information is gathered it is submitted to the database. To register an asset using an account that has already been created, complete the following procedure:

1. At the Logon window, type your User ID and Password.
2. Click **Submit**. The System Information Center program is displayed.
3. In the System Information Center menu bar, click **Assets**.
4. Select **New**; then click **Register Asset**. The Register Asset window opens.
5. Complete the fields by typing the appropriate information, ensuring that all required fields are complete. The demographic information is used to supplement asset information gathered by the client agent.
6. Click **Submit**.

Performing other basic functions

Once the System Information Center and System Information Gatherer programs are installed and user accounts are established, users can begin performing functions that coincide with their type of user account.

For detailed instructions on how to perform specific functions, see the *IBM System Information Center* online help system. The following list highlights many of the basic functions that can be performed using the System Information Center program:

- **Adding asset information:** You have a variety of ways to add new assets and asset information either automatically or manually to the database.
- **Viewing asset information:** You can choose to view asset information for a specific computer or to view all registered assets within an enterprise. Other options include viewing asset history and comparing asset information.
- **Editing asset information:** You can update asset information in the database by editing details such as location and building information.
- **Modifying user information:** When a user account is established, details about the user and the user's assets are stored in the database. There are several ways to modify user information including adding, deleting, and editing user information.
- **Viewing user information:** User information is stored in the database in several ways. Some ways to view user information include viewing all users, viewing user history, and viewing user summary.
- **Modifying group information:** Group accounts can be created so that reports and tasks can be targeted to a certain group of users. Some of the group functions you can perform are adding and deleting a group and editing group information.
- **Viewing group information:** Group information is stored in a variety of ways enabling you to view all groups within an enterprise, or only groups of which you are a member. You can also view members for a selected group.
- **Granting group access:** Access to common and custom reports produced by the System Information Center program is typically determined by the type of user account. However, users within a group can be given access to custom reports that they otherwise would not be able to access as individual user accounts.

Chapter 5. Performing System Information Center advanced functions

Certain tasks are intended to be performed by an Administrator account and cannot solely be accomplished using the graphical user interface. This chapter provides information about how to perform common and advanced Administrator account tasks.

This chapter describes the following information about performing advanced functions in the System Information Center program:

Working with tasks

Administrators (or any other user with designated authority) can create tasks and schedule them to run once or to occur at set intervals. Tasks can also be run manually. Tasks, which can only be created through the server, are simply background processes that are executed by the server. An example of a task is a database-generated action in the form of an e-mail, which sends an attached report to a target user or group of users. This task assumes that you have e-mail functionality enabled.

The administrator can execute tasks either from the Tasks menu, located in the System Information Center menu bar, or by having the server Task Scheduler automatically check for tasks to be run on a scheduled basis. You can configure automatic checking by the server in the original installation or by modifying the ISIC.PROPERTIES file on the following lines:

```
scheduled.launch.on.startup=0
scheduled.interval=60
scheduled.interval.period=mins
scheduled.task.period=hours
```

Note: For more information about modifying the ISIC.PROPERTIES file in order to schedule tasks, see "Working with the ISIC.PROPERTIES file" on page 37.

The System Information Center program comes with pre-defined tasks that you can customize for your enterprise needs. You can also create a new task, which is added to the Tasks menu item located in the System Information Center program menu bar.

Creating a task

Tasks can be in the form of e-mails or CSV files and can be configured to be sent to individual users or to a group of target users who fulfill certain requirements. Additionally, you can specify tasks to upload asset information, generate and attach reports, and to only target specific user accounts.

Creating an e-mail task

To create an e-mail task, complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.

2. In the System Information Center menu bar, click **Tasks**, and then click **Create New Task**. The "Edit task page" window opens.

3. Select **EMAIL** from the Task Type drop-down menu.

   Note: Other task types appear in the list to allow for editing existing task schedules. Except for EMAIL and CSV_FILES, additional tasks of these types cannot be created.

4. Create a task name: Type a name you would like to assign to the task in the Name field.

5. Create a task description: Type a phrase or sentence that uniquely describes the functions of the task in the Description field.

6. Create a menu name: Type a menu name in the "Menu name" field. (This menu name will be added as an entry under the Tasks menu item.)

7. Select whether the task will be active: Using the Active? drop-down menu select an option.
   - If you would like the task to be ready to use as scheduled, click **Yes**. The window fields expand. Go to the next step.
   - If you would like the task to not be active, click **No**. Go to step 13 on page 29.

8. Select whether the task will be executed on a scheduled basis. Select an option from the Scheduled drop-down menu.
   - If you would like the task to be executed on a scheduled basis, click **Yes**. Go to the next step.
   - If you would like to create a task but not schedule it at this point, click **No**. Go to step 13 on page 29.

9. Select whether the task should only be run once. Select an option from the "Run only once" drop-down menu.
   - If you would like to execute the task only once, click **Yes**. (Once the task has been executed, the task will become inactive.)
   - If you do not want to execute the task only once, click **No**.

10. Create the start date and time: Type a start date and time in the StartDate field. You must enter this information in `yyyy-mm-dd hh:mm:ss` format. A current start date and time is already entered in the StartDate field (based upon when you logged on or when you refreshed the window).

11. Create the end date and time: Type an end date and time in the End Date field. You must enter this information in `yyyy-mm-dd hh:mm:ss` format.

12. Specify the frequency the task should be executed: Type a value in the Period field. The interval period used (hours, minutes, days) is based on the global interval period setting established during the System Information Center installation. (You can modify this in the ISIC.PROPERTIES file.)

13. (Optional) If you would like to create a menu option that will appear for the selected target users under the Task menu bar item, type a menu name in the "Menu name for selected users" field: Target users are identified in Step 14. Type a menu description in the "Menu description for selected users" field: This is the description of the menu name for selected users.

14. Select target users: Target users are the actual recipients of the e-mail.
    - If you would like to select target users by the contents of a certain report, select a report from the "Report" drop-down menu. For example, if you are scheduling an e-mail task that will send a report on transferred assets, you can choose the "Assets in Transfer" report.
    - If you would like to select target users by a group, select a group from the "Group" drop-down menu.

15. Select a mail template for the email: From the "Select mail template to use for target users" drop-down menu select an option.

16. Select a report to attach to the email: From the "Select a report which you want to run and attach to the email" drop-down menu select an option.

17. Click **Submit**.

Creating a CSV_FILE task

To create a CSV_FILE task, complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.

2. In the System Information Center menu bar, click **Tasks**, and then click **Create New Task**. The "Edit task page" window opens.

3. Select **CSV_FILE** from the Task Type drop-down menu.

   Note: Other task types appear in the list to allow for editing existing task schedules. Except for EMAIL and CSV_FILE, additional tasks of these types cannot be created.

4. Create a task name: Type a name you would like to assign to the task in the Name field.

5. Create a task description: Type a phrase or sentence that uniquely describes the functions of the task in the Description field.

6. Create a menu name: Type a menu name in the "Menu name" field. (This menu name will be added as an entry under the Tasks menu item.)

7. Select whether the task will be active: Using the Active? drop-down menu select an option.
    - If you would like the task to be ready to use as scheduled, click **Yes**. The window fields expand. Go to the next step.
    - If you would like the task to not be active, click **No**. Go to step 13 on page 30.

8. Select whether the task will be executed on a scheduled basis. Select an option from the Scheduled drop-down menu.
    - If you would like the task to be executed on a scheduled basis, click **Yes**. Go to step 9.
    - If you would like to create a task but not schedule it at this point, click **No**. Go to step 13 on page 30.

9. Select whether the task should only be run once. Select an option from the "Run only once" drop-down menu.
    - If you would like to execute the task only once, click **Yes**. (Once the task has been executed, the task will become inactive.)

- If you do not want to execute the task only once, click **No**.

10. Create the start date and time: Type a start date and time in the StartDate field. You must enter this information in `yyyy-mm-dd hh:mm:ss` format. A current start date and time is already entered in the StartDate field (based upon when you logged on or when you refreshed the window).

11. Create the end date and time: Type an end date and time in the End Date field. You must enter this information in `yyyy-mm-dd hh:mm:ss` format.

12. Specify the frequency the task should be executed: Type a value in the Period field. The interval period used (hours, minutes, days) is based on the global interval period setting established during the System Information Center installation. (You can modify this in the ISIC.PROPERTIES file.)

13. Select a custom query: From the ″Select a custom query to export as a file ″ drop-down menu select an option.

14. Click **Submit**.

Editing a task

When you edit a task, you are able to change any of the information used in creating the task, such as its menu name and description, whether and when it is scheduled, and target users or attached reports.

To edit a task, complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.

2. In the System Information Center menu bar, click **Tasks** and then click **All Tasks**. The All Tasks window opens.

3. Mark the check box of the task you would like to edit.

4. In the System Information Center menu bar, click **Tasks** and then click **Edit Selected Task**. The ″Edit task page″ window opens.

5. Edit the fields that have changed for that task.

6. Click **Submit**.

Running a task

You can run (or execute) tasks either manually or by using the Task Scheduler. This section describes the characteristics of the Task Scheduler as well as the procedures for running a task manually and running it through the Task Scheduler.

If the Task Scheduler is set to run automatically, it will check the queue of scheduled tasks at a defined frequency and execute those ready to be run. After it executes tasks, it becomes dormant until the next time it needs to check for scheduled tasks. All tasks that are scheduled will be run at their appointed time (and depending how frequently the Task Scheduler checks for scheduled tasks). However, you can run a task at any time by manually selecting it to run.

Running a task manually

There are two different methods for running (or executing) an individual task manually:

- Selecting it from the Tasks menu
- Editing the task

To run an individual task from the Tasks menu, complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.

2. In the System Information Center menu bar, click **Tasks**.

3. Select the appropriate Tasks menu option.

4. Click the appropriate task. The task will run.

To run a task by editing it (if the task is scheduled for a later time and you want it to run sooner, if the task is not scheduled, or if the task is inactive), complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.

2. In the System Information Center menu bar, click **Tasks** and then click **All Tasks**. The All Tasks window opens.

3. Mark the check box of the task you would like to edit. If the task you would like to execute is not active (a 0 appears in the Active column), you will need to continue with Step; otherwise, skip to Step 10.

4. In the System Information Center menu bar, click **Tasks** and then click **Edit Selected Task**. The ″Edit task page″ window opens.
   - If the task is not active: Select the drop-down menu next to Active? and select **Yes**. Additional fields will be displayed.
   - If the task is set to be run only once: Select the drop-down menu next to ″Run only once?″ and select **No**.

5. Schedule the task: Select **Yes** from the drop-down menu next to Scheduled?.

6. Edit the start date and time: Type a start date and time in the StartDate field. You must enter this information in `yyyy-mm-dd hh:mm:ss` format. A current start date and time is already entered in the StartDate field (based upon when you logged on or when you refreshed the window).

7. Edit the end date and time: Type an end date and time in the End Date field. You must enter this information in `yyyy-mm-dd hh:mm:ss` format.

8. If necessary, edit the time period during which the server should check for scheduled tasks: Type a time period in the Period field. The time unit that is displayed is the interval period selected during installation. (You can modify this in the ISIC.PROPERTIES file.)

9. Click **Submit**.

10. In the System Information Center menu bar, click **Tasks**.

11. Select the appropriate Tasks menu option.

12. Click the appropriate task. The task will run.

Running a task by using the Task Scheduler

The Task Scheduler is the engine that executes tasks. The Task Scheduler can be configured to start automatically when the System Information Center server starts (for more information, see "Editing the ISIC.PROPERTIES file" on page 37). Otherwise, you can start the Task Scheduler using the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.

2. In the System Information Center menu bar, click **Admin** and then select **Start Task Scheduler**. The Task Scheduler will start and check all scheduled tasks to determine if they are due to be executed. The Task Scheduler will continue to check for scheduled tasks according to the frequency set during the System Information Center installation.

To stop the Task Scheduler, complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.
2. In the System Information Center menu bar, click **Admin** and then select **Stop Task Scheduler**. The Task Scheduler will stop checking for scheduled tasks. If the System Information Center is configured to start the Task Scheduler automatically when the server starts, the Task Scheduler will be started again once the server is restarted. Otherwise, the Task Scheduler will have to be started manually as described in the procedure for starting the Task Scheduler.

If the task you want to run is NOT in the queue, complete the following procedure to put the task in the queue and run the Task Scheduler:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.
2. In the System Information Center menu bar, click **Tasks** and then click **All Tasks**. The All Tasks window opens.
3. Mark the check box of the task you would like to place in the queue.
4. In the System Information Center menu bar, click **Tasks** and then click **Edit Selected Task**. The "Edit task page" window opens.
5. Make the task active: Select the drop-down menu next to Active? and select **Yes**. The window fields expand.
6. Make the task scheduled. Select **Yes** from the Scheduled drop-down menu.
7. Select whether the task should only be run once. Select an option from the "Run only once" drop-down menu.
8. If there is no start date and time, create the start date and time: Type a start date and time in the StartDate field. You must enter this information in `yyyy-mm-dd hh:mm:ss` format. A current start date and time is already entered in the StartDate field (based upon when you logged on or when you refreshed the window).
9. If there is no end date and time, create the end date and time: Type an end date and time in the End Date field. You must enter this information in `yyyy-mm-dd hh:mm:ss` format.
10. If there is no time period, select the time period during which the server should check for scheduled tasks: Type a time period in the Period field. The time unit that is displayed is the interval period selected during installation. (You can modify this in the ISIC.PROPERTIES file.).
11. If necessary, modify the other fields in the window.
12. Click **Submit**.
13. In the System Information Center menu bar, click **Admin** and then select **Start Task Scheduler**. A message in green font is displayed that states `Started task scheduler`.

Working with reports

There are two types of reports contained within the System Information Center program. Common reports are reports that are provided with the program and are aimed at helping you generate general information that you might need on a more regular basis. Custom reports are reports that you have modified that help you generate information specific to your enterprise environment. This section describes how to work with reports, including generating a common report and using custom reports.

Generating a common report

Common reports are those reports that the System Information Center program provides. The following information identifies the reports that are provided with the program, defines each report, and instructs how to generate a common report:

All Assets
Provides summaries of PC and non-PC assets, assets in transfer, and assets not inventoried within 90 days.

Data Maintenance
Provides specific key information about asset and user status, such as a listing of all assets where the e-mail field is not valid or that have been returned to the lease company.

Groups
Provides a list of all groups within the enterprise.

Logs Provides details of every user transaction and task performed with the System Information Center program.

My Assets
Provides details specifically about assets registered under your User ID, such as a listing of all of the assets that you own and all assets being transferred to you.

Software
Provides summaries about software applications and operating systems registered across an enterprise as well as software that has not been used within 90 days.

Statistics
Provides counts on assets in your inventory, including non-PC assets and assets that have been revised since the last time assets were processed.

Tasks Provides reports on scheduled server tasks, including logs of tasks that have already run.

ThinkVantage Reports
Provides specific information about assets deployed with IBM ThinkVantage products as well as logs of IBM Rescue and Recovery operations.

Users Provides information about specific user histories and other user information.

Workstation Security
Provides specific security information (such as passwords, firewalls, and antiviruses) about all of the assets in your enterprise.

To generate a report that is provided by the System Information Center program, complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.
2. In the System Information Center menu bar, click **Reports**.
3. Click the type of report that you would like to run. The appropriate page opens, displaying the report results.

Alternatively, to generate a report, you can complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.

2. In the System Information Center menu bar, select **Reports**.
3. Click **All Reports**. A list of available common and custom reports is displayed.
4. Mark the check box to the left of the appropriate custom report you want to run.
5. In the System Information Center menu bar, click **Reports**.
6. Click **Run**.

Note: Primary reports, which are identified by a 1 placed in the Display column, can be run independently. Sub-reports, which are identified by a 0 placed in the Display column, work in conjunction with primary reports, and therefore are dependent on a primary report. As a result, some sub-reports cannot be run separately.

Creating a custom report

In addition to generating common reports, you can create and run custom reports. Custom reports are made by modifying common reports provided with the System Information Center program. Custom reports are typically created by an Administrator account and are useful if you need to generate reports that specifically meet the needs of your enterprise environment.

You can create custom reports by adding or subtracting columns to common reports. The System Information Center program provides a database with several tables, each of which has a series of columns that contain specific asset and user information. Using the System Information Center program's GUI, you can add these columns to existing reports to help you create a custom report.

To add the appropriate column, or columns, to a custom report, you will need to identify the table that contains the column, or columns, you want to add. For detailed information regarding the tables provided with the database and the columns that are associated with each table, see Appendix B, "Using database information," on page 79.

To create a custom report, complete the following procedure:
1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.
2. In the System Information Center menu bar, select **Reports**.
3. Click one of the following menu options:
   - All Assets
   - Data Maintenance
   - Groups
   - Logs
   - My Assets
   - Software
   - Statistics
   - Tasks
   - ThinkVantage Reports
   - Users
   - Workstation Security
4. Select one of the common reports provided with the System Information program. The report is displayed.

Note: There are two primary considerations when selecting a report from which to create a custom report.

- You might want to use a comprehensive common report to serve as a basis for your custom report. One option is to click **Reports** from the System Information Center menu bar, select **All Assets** then click **All Assets**. This will provide a common report that will be a good foundation on which to create your custom report.

- If you select **All Reports** from the **Reports** menu item located in the System Information Center menu bar, you are provided with a list of all reports contained within the program. Two types of reports are displayed: primary reports and sub-reports. Primary reports are identified by a 1 placed in the Display column. Sub-reports are identified by a 0 placed in the Display column. Primary reports can be run independently. Some sub-reports work in conjunction with primary reports, and therefore are dependent on a primary report. As a result, some sub-reports cannot be run separately.

5. In the System Information Center menu bar click **Options** and select **Add Query Table**. Then click on the table that contains the column you want to add.

6. In the System Information Center menu bar, click **Options** and select **Add Query Column**. Then click on the column that contains the specific user or asset information you want to add to the common report.

   Note: The columns that are displayed after you select Add Query Column are only those that are available from the table you selected in Step 5 or from tables included in the base report you chose to customize. For information about the tables that are provided with the System Information program and the columns associated with each table, see Appendix B, "Using database information," on page 79.

7. To save the report, complete the following procedure:

   a. In the System Information Center menu bar, select **Reports**.

   b. Click **Edit Report SQL**.

   c. In the Name field, type the name you would like to assign to the custom report you just created.

   d. In the Description field, type a phrase or sentence that uniquely describes the function of the custom report you just created.

   e. In the Menu name field, type the name of the custom report you just created as you would like it to appear in the menu bar located under the Reports menu item.

   f. Click **Submit**.

Generating a custom report

Unless you schedule a task that runs a report automatically, custom reports are run manually after they are created. To generate a custom report, complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.

2. In the System Information Center menu bar, select **Reports**.

3. Click **All Custom Reports** or **My Custom Reports** or **Custom Reports**. A list of available custom reports is displayed.

4. Mark the check box to the left of the appropriate custom report you want to run.

5. In the System Information Center menu bar, click **Reports**.

6. Click **Run**.

Sending a specialized e-mail

A specialized e-mail is an e-mail that contains specific asset or user information for a certain task or has been generated by running either a common or custom report. You can either send an e-mail to all users or to a single user.

Sending an e-mail to all users

To send an e-mail that contains specific asset or user-related information for a specific task to all users, complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.
2. In the System Information Center menu bar, click **Tasks**.
3. Select **Email**, then click on the type of e-mail you would like to send.

Sending an e-mail to a selected user or users

To send an e-mail that contains specific asset or user-related information for a specific task to a selected user, you can use one of the following two procedures:

Using the Tasks menu

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.
2. Generate a report that identifies the user or users to whom the e-mail will be targeted. For more information, see "Working with reports" on page 32.
3. In the System Information Center menu bar, click **Users** and then click **All Users**. The All Users window opens.
4. Mark the check box next to the user or users to be targeted.
5. In the System Information Center menu bar, click **Tasks** and then select **Selected**.
6. Click the appropriate task from the submenu that appears. The task will be executed to send the e-mail identified by the task to the targeted user or users.

Using the Reports menu

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.
2. In the System Information Center menu bar, click **Reports** and then click the type of common or custom report you would like to include in your e-mail. The appropriate report is displayed.
3. In the System Information Center menu bar, click **Output**.
4. Click **Email Report**. The Email Report window opens.
5. In the E-Mail to field, type the e-mail address to whom you would like to send the specialized e-mail.
6. In the E-Mail Subject field, confirm that the topic of the e-mail is the information that you want to appear in the subject line.
7. Confirm that the appropriate specialized e-mail contents are being sent by reading the information in the E-Mail Contents field.
8. Click **Send**.

Reprocessing the database

Reprocessing the database is an advanced function that is useful if a database table becomes corrupt, resulting in missing information. Even in the rare situation when information appears lost from a report, in most cases the information is preserved and can be retrieved.

When the database is reprocessed, registered asset information is used to repopulate the database tables provided with the System Information Center program. This is possible because each time an asset is registered into the database, the System Information Center organizes the asset and user information and stores it in a central location. The program then separates the information into the appropriate tables.

Therefore, even if the database appears to be corrupt or to contain a corrupt table, the central location where the asset information is stored is still intact. By reprocessing the database, you are taking the information that is stored in a central location, and repopulating the database tables.

To reprocess the database, complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.
2. In the System Information Center menu bar, click **Tasks**.
3. Select **Process XML**.
4. Click **Reprocess All Assets**.

Working with the ISIC.PROPERTIES file

The ISIC.PROPERTIES file is used to determine how some of the functions within the System Information Center program are performed. These settings were established during installation of the program. You can edit this file after installation to customize the program for your enterprise environment.

Editing the ISIC.PROPERTIES file

The ISIC.PROPERTIES file is divided into different sections. The configuration of each section dictates the performance of a certain part of the System Information Center program. Within each section are a variety of fields, some of which have customized values.

To view an example of the ISIC.PROPERTIES file, see Appendix A, "Modifying the ISIC.PROPERTIES file," on page 51.

To edit the ISIC.PROPERTIES file, complete the following procedure:

1. Select the **My Computer** icon on your desktop.
2. Browse to `C:\ISIC\WEB\WEB-INF\CLASSES\ISIC.PROPERTIES` (assuming the default installation path was chosen).
3. Right-click ISIC.PROPERTIES and select **Open with** and then select **Notepad**. The ISIC.PROPERTIES file is displayed.
4. Edit settings according to the following description:

E-mail Settings

With these optional settings you can define methods for sending e-mail information in your environment. E-mail functionality provides user

accounts with scheduled task results, asset requests, and additional asset information. You can modify the following items:

- Enable e-mail functionality: Make e-mail viable for the System Information Center program.
- SMTP server name/IP address: The address of the SMTP server you are using for e-mail.
- Return e-mail address: E-mail address to which users respond after receiving e-mail requests; in some cases, this might be the same as the administrator's e-mail address.
- Enable SMTP authentication: Require that the SMTP server authenticate the SMTP userID and password.
- SMTP Userid: UserID for your SMTP server.
- SMTP Password: Password for your SMTP server.

Web site Settings

This is a way to reference specific URLs and e-mail addresses in your environment. Information in these fields are inserted into e-mails that the server automatically generates and sends out. You can modify the following items:

- Server name for asset scans: This is the name of the server to which scans are uploaded.
- URL for uploading asset scans: URL where users send demographic information in addition to information generated by the System Information Gatherer program.
- Administrator's e-mail address for reporting problems: The e-mail address of the administrator for reporting problems.

Action Authority Settings

With these settings you can grant user account privileges by associating the following tasks with a user account (User, Super User, or Administrator). These fields are set by default, but you can change what is selected. You can assign a user account for the following items:

- Update user passwords
- Update user details
- Change asset owner
- Add or delete a user
- Add or delete a group
- Customize reports
- Search
- Manage tasks
- Reprocess scanned asset files

Scheduling

You can set scheduling options for the client agent and server by modifying the following items:

- Client agent scheduling: This configures the client agent to automatically upload revisions of asset information. The following information is required:
  - Upload intervals (days): The number of days of the interval between uploads.

- Server task scheduling: This configures the server to automatically run reports and send e-mails on a set schedule. The following information is required:
  - Check for scheduled tasks every ___: The frequency (minutes, hours, or days) that the server should check for scheduled tasks.
  - Specify the interval units to be used when scheduling tasks: The interval unit (minutes, hours, or days) used when task schedules are created or edited.

Password Settings

You can define how to manage and create user account passwords that are required to access the System Information Center program by modifying the following items:

- Password Control Settings:
  - Encrypt passwords stored in the database: Whether passwords should be encrypted. All passwords created prior to modification will retain the encryption setting defined during the install until the passwords are changed.
  - Allow users to reuse passwords: How often (always, never, after pre-defined number of days) a user can reuse a password.
  - Create new passwords as expired so users must change after first logon: Require users to establish their own password after receiving the computer-generated password.
  - Expire passwords after ___ days: Whether passwords should expire and when.
- Password Creation Rules:
  - Enable password rule checking: Creation of passwords must follow certain rules.
  - Type of characters passwords must contain: The type of characters (non-numeric, numeric, or non-alphanumeric) a password must contain.
  - Minimum and maximum length of password: Minimum and maximum number of characters in the password.
  - Maximum number of matching sequential characters: The maximum number of sequential password characters that can match.
  - Maximum number of sequential characters reused from previous password: The maximum number of sequential password characters that can be reused in a new password.

Form Settings

You can define fields that are required to be used during asset registration. Some fields are set by default, but you can change what is selected. You can select the following items:

- Asset Demographics Form:
  - Asset Tag: Asset tag code defined in your enterprise.
  - Asset Type: The type of asset.
  - Department: The department to which the asset belongs.
  - Description: Description of the asset.
  - Floor: Floor where the asset is located.
  - Location: Location of the asset.
  - Owner: Owner of the asset.

– Status: Status of the asset (issued/active or pending transfer).
- User Demographics Form:
  – Address: User's address.
  – Country: Country where user lives.
  – Department: Department where user is located.
  – E-mail: E-mail of the user.
  – Employee ID: Employee ID of the user.
  – Location: Location of the user.
  – Mobile phone number: Mobile phone number of the user.
  – Name: Name of the user.
  – Nickname: Nickname of the user.
  – Office phone number: Office phone number for the user.
  – Password: Password for the user.
  – Postal Code: Postal code for the user.
  – Title: Title of the user.
  – Town: Town where the user lives.
  – User ID: User ID of the user.

Security Settings

With these settings you can use the System Information Center program to verify security settings on all client computers. You can check to see if specific Microsoft settings are used on client computers:

- Verify that all File Shares on client computers are password-protected: The System Information Center program will check and verify that all files shares on a client computer are password-protected each time the asset is revised.
- Verify that all Windows screen savers are password-protected: The System Information Center program will check and verify that the Windows screen saver password is set on all client computers each time the asset is revised.
- Verify that all Windows accounts are password-protected: The System Information Center program will check and verify that the Windows account password is set on all client computers each time the asset is revised.
- Windows accounts require passwords: The System Information Center program will check and verify that the Windows account password is set on all client computers each time the asset is revised.
- Verify that the required antivirus application is installed on all client computers: The System Information Center program will check and verify that the antivirus application that you define is installed on all client computers each time the asset is revised.

  Note: The program can check for one or more antivirus applications.
- Verify that the required firewall application is installed on all client computers: The System Information Center program will check and verify that the firewall application that you define is installed on all client computers each time the asset is revised.

  Note: The program can check for one or more firewall applications.

Exporting information using the System Information Center program

With the System Information Center program you can generate reports and export them so that they are compatible with any SQL-compliant database. This advanced function (which is typically performed by either a Super-User or an Administrator account is useful when you need to transfer asset information from one database to another. Because the exported information is a .CSV file (a comma-delimited file) you can easily import it into some spreadsheet programs if you need to generate a spreadsheet containing asset reports. This function is useful when giving an asset inventory presentation. Exporting reports is an advanced function.

Note: For information about generating reports see "Generating a common report" on page 33.

To export either a common or custom report as a .CSV file, complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.
2. In the System Information Center menu bar, click **Reports** and then select **All Reports**.
3. Mark the check box next to the type of report you would like to export.
4. In the System Information Center menu bar, click **Reports** and then select **Run**.
5. In the System Information Center menu bar, click **Output**.
6. Click **CSV File**.
7. Save and download the file to the appropriate folder.

Importing information into a database

The System Information Center program provides a feature for exporting the results of a custom report into a comma separated value (CSV) file. For more information, see "Creating a task" on page 28

The CSV file can then be imported into another database such as IBM DB2. An example of how this would be done using DB2 is shown in the following procedure:

1. The database table in the target database will need to be defined with columns that have types that are compatible with the values taken from the System Information Center database. Refer to Appendix B, "Using database information," on page 79 for a definition of the tables and the values that are used in the System Information Center database.
2. If you do not already have a table in the target database, create one containing the fields that you will be exporting. The following is an example command:
   ```
   CREATE TABLE MY.USERS (USERID VARCHAR(70) NOT NULL,
   EMAIL VARCHAR(70) NOT NULL,TITLE VARCHAR(5),FIRSTNAME
   VARCHAR(30), LASTNAME VARCHAR(30), LOCATION VARCHAR(60),
   PRIMARY KEY(USERID))
   ```
3. Use the custom report features of the System Information Center program to create a report that displays the information that will be exported in the correct format. For instance, the report would show values for USERID, EMAIL, TITLE, FIRSTNAME, LASTNAME, LOCATION in that order.
4. Create a new task using the CSV_FILE task type. Specify the custom report in step 3 when creating the task. You can either run the task from the Tasks menu or set a schedule for it to run when you create it.

5. When the task executes, the custom report is executed and the results are saved as a CSV file.

   Note: The first line of the CSV will contain the header row. The actual values will start with the second line.

6. The CSV file can then be imported into DB2. To do this, create a batch or command file with the following line and name it IMPORT.BAT:

   ```
   db2 -f import.ddl
   ```

7. Next, create the IMPORT.DDL file using a plain text editor such as Notepad. This file should contain lines similar to the following example:

   ```
   -- Edit the following line to include the correct userid/password for your database.
   CONNECT TO MYUSERS USER db2admin USING password
   -- Clear the table
   DELETE FROM MY.USERS WHERE USERID <> ''
   -- Import the latest data
   IMPORT FROM.\custom_report_name.csv OF DEL INSERT INTO MY.USERS
   -- Clear the headers from the .csv file
   DELETE FROM my.users WHERE userid='USERID'
   ```

   This file will execute as a DB2 script. The script first connects the DB2 administrator account to the MYUSERS database. Next, the script clears the old contents of the *MY*.USERS table (where *MY* is the schema under which the USERS table was created). Next, the script imports the contents of the CSV into the MY.USERS table. Finally, the script removes the row containing the headers by selecting based on a value in that row. In this example, the first column contains the userid. In the row that contains the headers, the value in the userid column equals USERID. Based on this, that row is deleted.

8. To initiate the import of the CSV file into your database, run the DB2CMD IMPORT.BAT command. This will open a DB2 Command Environment and execute the IMPORT.BAT file, which, in turn, executes the DB2 importing script - IMPORT.DDL.

Since the task within the System Information Center program can be scheduled, this whole process can be set up to run automatically so that data in an external database can be synchronized with the data in the System Information Center database.

Note: Each time the task generates a new CSV file, the previous file will be overwritten.

Performing other advanced functions

There are a number of other advanced functions that can be performed using the System Information Center interface.

The following list highlights other advanced functions available through the System Information Center. For details about performing other advanced functions, see the *IBM System Information Center* online help system.

- **Checking asset security**: You can check security conditions of all client computers.
- **Viewing logs and server status**: You can view application logs and server status to help diagnose a problem.
- **Interrupting the Task Scheduler**: In addition to modifying the task scheduler, you can interrupt, or stop, the scheduler to allow for other processing to take place, thereby increasing performance.

- **Uploading files to the server**: You can upload files to a pre-configured folder on the server. The folder, as well as the password required to perform the action, is configured in the ISIC.PROPERTIES file.
- **Processing configured files**: You can use a predefined task to process .EG2 files located in a directory specified in the ISIC.PROPERTIES file. The directory is `C:\ISIC\gathered` by default.

Chapter 6. Problem solving

This section is intended to help you solve problems that might occur when installing or using the System Information Center program.

Recovering when the System Information Center program is not running

The following five symptoms can all be resolved in the same way, as described in the action that follows.

Symptom 1: After pointing the browser to the System Information Center logon page, the logon page does not display.

Symptom 2: The System Information Center program logon page is displayed, but the valid logon information is rejected. The registration of a new user fails. The upload of collected asset information is not working. The collected asset information is not in the database.

Symptom 3: The registration of a new user fails.

Symptom 4: The upload of collected asset information is not working. The collected asset information is not in the database.

Symptom 5: The collected asset information is not in the database.

Action: Check to see if the Apache Tomcat Web application server is running. Using the server, go to the following address: `http:\\localhost\index.jsp`.

- If the start page of Apache Tomcat does not display, open Windows Explorer and point to: C:\TOMCAT4\WEBAPPS\TOMCAT-DOCS\INDEX.HTML.

  Note: For advanced troubleshooting, go to `HTTP://jakarta.apache.org/tomcat/tomcat-4.1-doc/`
- If the start page does display, complete the following procedure:
  1. Uninstall the System Information Center program.
  2. Shut down and restart your computer.
  3. Reinstall the System Information Center program.

Using log files to solve a problem

You can use log files in the System Information Center program to troubleshoot problems you encounter.

- If you want to troubleshoot transactions (for example, adding or retiring an asset), complete the following procedure to view the Transaction Logs:
  1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.
  2. In the System Information Center menu bar click **Reports**, and then select **Logs**.
  3. Click **Transaction Log**. The Transaction Log window opens. This window displays every transaction conducted with the System Information Center

program and includes user information, asset information, and transaction date and time. You can click the **Output** icon to create a .CSV file or to generate a printer-friendly view to simplify printing the log.

- If you want to troubleshoot tasks, complete the following procedure to view the Task Logs:

   1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.

   2. In the System Information Center menu bar click **Reports**, and then select **Logs**.

   3. Click **Task Log**. The Task Log window opens. This window displays every task performed the System Information Center program and includes the task creator, what the task does, and when it was created. You can click the **Output** icon to create a .CSV file to print the log.

- If you want to view a log of all database activities, see the procedures for viewing the ISIC log file in "What you need before calling IBM" on page 47.

Viewing the server status to solve a problem

You can view the status of the server to view all registered assets in your enterprise, the types of processes that have been and are occurring, any updates that have taken place, and the average amount of time that some processes are taking.

If you want to view a log of all database activities, complete the following procedure to view the ISIC log file:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.

2. In the System Information Center menu bar click **Admin** and then click **View Current Server Status**. The "View current server information" window opens.

Improving server performance to solve a problem

If the server on which your System Information Center program is installed experiences a significant increase of requests from clients attempting to upload an asset scan (usually this occurs after initial deployment of the server in your enterprise environment), you can improve performance by altering the session time-out value. When a user contacts the server, a session is opened. The session will time-out after 10 minutes by default if the user stops interacting with the server. Since the number of available sessions are limited, you can increase the number of available sessions by shortening the time-out value to a lesser value. This will cause the sessions that are not being used to time-out faster and become available for other users.

To alter the time-out value, complete the following procedure:

1. Stop the Apache Tomcat service.

   Note: To control the Apache Tomcat service, complete the following procedure:
   a. On the desktop, Right-click **My Computer** icon.
   b. Select **Manage**.
   c. Double-click **Services and Applications.**
   d. Double-click **Services**.
   e. Locate Apache Tomcat in the list of services provided and select it.

f. Under the **Actions** menu, click on the appropriate menu item to perform the desired action. In this example, it would be **Stop**.

2. Open the (Install Directory)\ISIC\WEB\WEB-INF\web.xml file using a text editor.

3. Locate the section containing the following text:

   ```
   <session-config>

           <session-timeout>10</session-timeout>

   </session-config>
   ```

4. Change the session time-out value from "10" to a lesser value.

5. Save the file and restart the Apache Tomcat service.

What you need before calling IBM

Prior to calling IBM for a service related call, it is very helpful to have information on hand about recent database activities. The ISIC log file provides all of the information you will need to adequately address issues when calling IBM.

To view the ISIC log file, which is a log of all database activities, complete the following procedure:

1. At the Logon window, type your User ID and Password. Click **Submit**. The System Information Center program is displayed.

2. In the System Information Center menu bar click **Admin**, and then click **Application Log**. The "View IBM System Information Center log file" window opens. This window displays every action conducted with the System Information Center program by date and time and includes a brief description of the action.

3. To send this file to a service technician, click **Admin**, and then click **Send Application Log**. A File Download window is displayed.

4. Click **Save** to save the log to your computer.

5. Attach the log file to an e-mail and send it to your internal service representative or to an IBM representative.

Setting up the Trusted Sites zone

If you encounter problems loading the System Information Center administrator's console Web pages while running Windows XP with Service Pack 2, you may need to add your System Information Center server address to your Trusted Sites list.

To add the System Information Center program to the Trust Sites zone, perform the following steps:

1. In Internet Explorer, click **Tools** in the menu bar and click **Internet Options**.

2. Click the **Security** tab.

3. Click **Trusted sites**.

4. Click the **Sites...** button.

5. Clear the check box beside "Require server verification (https:) for all sites in this zone".

6. Type the server address in the "Add this Web site to the zone:" field.

7. Click **Add**.

8. Click **OK** and then load or reload the System Information Center Administration Login panel.

Chapter 7. Getting help and support

The System Information Center program is supported by IBM. If you have a problem with the System Information Center program or have questions about a specific feature, a variety of sources are available to help you including documentation, an integrated help system, Web pages, and Web-based technical support.

Refer to your System Information Center license for a full explanation of IBM support, terms, and duration. To access the license, perform the following procedure:

1. Start the System Information Center program.
2. In the System Information Center menu bar, click **Help** and then click **View the license**.

Be sure to retain your proof of purchase.

Note: The System Information Center program is not a warranted product. IBM will provide assistance to resolve problems and answer questions about the System Information Center program, but IBM is not obligated to update this version of the code, to enhance its functionality, to resolve problems, or to make future versions of this product available at no charge. Any decision to make updates available or to charge fees for updates is solely at the discretion of IBM.

This chapter includes the following topics:
- "Using the documentation and help system"
- "Using the Web" on page 49
- "Contacting a System Information Center technical expert" on page 50
- "Obtaining support" on page 50

Using the documentation and help system

Many problems can be solved without contacting IBM for assistance. If you experience a problem or have a question about the operation or functionality of the System Information Center program, begin with the online help system or this publication, the *IBM System Information Center Administrator's Guide*.

For example, if you need assistance with conceptual information, use the *IBM System Information Center Administrator's Guide*. If you need help with a specific task or procedure, use the help system. To access the help system, click **Help** in the Main window menu bar, and then click **Help Topics**. The help system will open. You can select other topics from the contents, or use the index functions to find a particular word or phrase.

Using the Web

The System Information Center Web site provides the latest technical information and any downloadable updates that IBM chooses to distribute. To visit the System Information Center Web site, go to:
`http://www-3.ibm.com/pc/support/site.wss/document.do?Indocid=MIGR-56187`

Contacting a System Information Center technical expert

Technical assistance for the System Information Center is available through the System Information Center Web site. You can contact an System Information Center technical expert through the e-mail service provided on the System Information Center Web site. To access the Web site, go to: `http://www-3.ibm.com/pc/support/site.wss/document.do?Indocid=MIGR-56187`

To obtain the telephone number for your country or region, complete the following steps:

1. Go to `http://www.ibm.com/pc/support/`
2. Click **Support phone list**.
3. Click **ThinkVantage Technologies**.

Obtaining support

Charges for support for the System Information Center program apply in the following way:

Server code installed on IBM or non-IBM computers
All telephone support is provided on a fee-per-incident basis (regardless of the brand of computer on which the program is installed).

Client code installed on IBM computers
During the first 30 days after the program has been installed, IBM provides free telephone support. After this period, telephone support is provided on a fee-per-incident basis.

Client code installed on non-IBM computers
Telephone support is provided on a fee-per-incident basis.

The prices associated with fee-based support vary depending on your geographic location. For more information, contact IBM. See "Contacting a System Information Center technical expert" on page 50 for more details.

Appendix A. Modifying the ISIC.PROPERTIES file

This appendix describes the architecture of the ISIC.PROPERTIES file. This file is composed of information, some of which you can modify and some of which you should not modify. In order for you to best respond to your enterprise's data needs, you need to understand the purpose of each modifiable field and what values are available to you. The following subsection describes a template that identifies categories, fields, and field values. The final subsection shows an example of the ISIC.PROPERTIES file with this template applied to it.

Template of field information

A table-style template has been applied to the ISIC.PROPERTIES file in the **Example: ISIC.PROPERTIES file** section. This template includes the following items:

- Category Description
- Modifiable Field
- Field Description
- Possible Values
- Value Definition

Category Description: There are several different categories within the file, each category focuses on a particular function carried out by the System Information Center program. These categories are the same as those configured in the installation (for more information, see Chapter 2, "Installing the System Information Center program on a server," on page 5.

Modifiable Field	The field contains one or more parameters used to accomplish a specific task within the category.
Field Description	The field is used to describe precisely what function the field parameter is performing.
Possible Values	This field identifies all of the possible values that can be used within the field parameter.
Value Definition	This field defines how the program will carry out certain functions depending on what value is associated with the field parameter.

Example: ISIC.PROPERTIES file

The following example loosely represents the ISIC.PROPERTIES file that is packaged with the System Information Center program. The template described in the previous section, however, has been applied to the file. Comment lines (prefaced with "--" are excluded.)

Note: For the most current version of the ISIC.PROPERTIES file, see "Additional information" on page vi

DO NOT EDIT THE FOLLOWING LINES:

```
index.title=
version.number=
version.date=
application.log.file=
application.resources=
schema=
datasource.context=
```

THE FOLLOWING LINES CAN BE EDITED FOR YOUR ENVIRONMENT:

Category Description: E-mail Settings

`email.enabled=no`

Modifiable Field	email.enabled
Field Description	Enable e-mail functionality for the System Information Center program.
Possible Values	Yes/No
Value Definition	If ″Yes,″ e-mail will be enabled; if ″No,″ e-mail will not be enabled

`smtp.server=`

Modifiable Field	smtp.server
Field Description	The address of the SMTP server you are using for e-mail.
Possible Values	User-defined
Value Definition	User-defined

`smtp.authentication=false`

Modifiable Field	smtp.authentication
Field Description	The SMTP server must authenticate the SMTP userID and password.
Possible Values	True/False
Value Definition	If ″True,″ SMTP server must authenticate userID and password; if ″False,″ SMTP server does not authenticate userID and password

`smtp.userid=`

Modifiable Field	smtp.userid
Field Description	The userID for the SMTP server.
Possible Values	User-defined
Value Definition	User-defined

`smtp.password=`

Modifiable Field	smtp.password
Field Description	The password for the SMTP server.
Possible Values	User-defined
Value Definition	User-defined

`file.email.name =`

Modifiable Field	file.email.name
Field Description	Default filename used when a report is mailed out. The report will be exported into a CSV file with this filename and attached to the e-mail.
Possible Values	User-defined
Value Definition	User-defined; must not be blank and must only contain characters valid for a filename.

`file.email.mime.type =`

Modifiable Field	file.email.mime.type
Field Description	Represents the mime type for the file that is attached to an e-mail when a report is mailed out.
Possible Values	User-defined
Value Definition	User-defined; default is application/vnd.ms.excel. Should only be a mime-type that is compatible with plain-text or comma separated value (CSV) files.

Category Description: E-mail Templates
`url=`

Modifiable Field	url
Field Description	The main URL where all users access the System Information Center program.
Possible Values	User-defined
Value Definition	User-defined

`ip.address =`

Modifiable Field	ip.address
Field Description	Represents the IP address of the System Information Center server
Possible Values	User-defined
Value Definition	User-defined; must be a valid IP address format (for example, 000.000.000.000)

`audit.url =`

Modifiable Field	audit.url
Field Description	Represents the URL which will be included in e-mails to users so they can access the Upload Scan function. This property should not be modified unless the server is configured for SSL, in which case http: should be replaced with https:. No other changes should be made to the default value.
Possible Values	User-defined
Value Definition	User-defined

`email.from=`

Modifiable Field	email.from

Field Description	The e-mail address to which users respond after receiving e-mail requests; in some cases, this might be the same as the administrator's e-mail address.
Possible Values	User-defined
Value Definition	User-defined

`email.admin=`

Modifiable Field	email.admin
Field Description	The e-mail address of the administrator for reporting problems.
Possible Values	User-defined
Value Definition	User-defined

`upload.process.xml =`

Modifiable Field	upload.process.xml
Field Description	This property determines whether or not the XML for client uploads will be processed.
Possible Values	1 / 0
Value Definition	By default this property is "1," which will allow XML from client uploads to be processed. This property should only be set to "0" if you do not want to process any data from client uploads, such as in a troubleshooting situation.

`upload.process.xml.max.queue =`

Modifiable Field	upload.process.xml.max.queue
Field Description	Maximum number of assets in the queue before processing of the XML is not done at upload time. Once the number of upload requests in the queue goes above this value, the processing of the XML will either be queued as another background task or simply ignored depending on the value of the upload.autoqueue.process.xml.task property. See below.
Possible Values	User-defined integer
Value Definition	User-defined; will depend on the number of clients and the performance of the server.

`upload.autoqueue.process.xml.task =`

Modifiable Field	upload.autoqueue.process.xml.task
Field Description	Determines if processing of XML from excess upload requests is performed as a separate background task or simply not executed for this upload request.
Possible Values	1 / 0

Value Definition	If the value is "1", the processing of the XML will be queued as a background task and will be processed as the server gets to it. If the value is "0", the XML from the upload request will not be processed. The XML file may be stored in the FILESTORE table if need in the future depending on the upload.save.xmlfile property described below.

`upload.save.eg2file =`

Modifiable Field	upload.save.eg2file
Field Description	Whether .EG2 file is saved to the FILESTORE table.
Possible Values	1 / 0
Value Definition	If "1," then .EG2 file is saved to the FILESTORE table; if "0," then .EG2 file is not saved to the FILESTORE table.

`upload.save.xmlfile =`

Modifiable Field	upload.save.xmlfile
Field Description	Whether .XML file is saved to the FILESTORE table.
Possible Values	1 / 0
Value Definition	If "1," then .XML file is saved to the FILESTORE table; if "0," then .XM file is not saved to the FILESTORE table.

`upload.save.syslog =`

Modifiable Field	upload.save.syslog
Field Description	Whether syslog file is saved to the FILESTORE table.
Possible Values	1 / 0
Value Definition	If "1," then syslog file is saved to the FILESTORE table; if "0," then syslog file is not saved to the FILESTORE table.

`upload.save.applog =`

Modifiable Field	upload.save.applog
Field Description	Whether applog file is saved to the FILESTORE table.
Possible Values	1 / 0
Value Definition	If "1," then applog file is saved to the FILESTORE table; if "0," then applog file is not saved to the FILESTORE table.

`upload.save.filescan =`

Modifiable Field	upload.save.filescan
Field Description	Whether filescan file is saved to the FILESTORE table.
Possible Values	1 / 0
Value Definition	If "1," then filescan file is saved to the FILESTORE table; if "0," then filescan file is not saved to the FILESTORE table.

```
upload.save.userxml =
```

Modifiable Field	upload.save.userxml
Field Description	Whether userxml file is saved to the FILESTORE table.
Possible Values	1 / 0
Value Definition	If "1," then userxml file is saved to the FILESTORE table; if "0," then userxml file is not saved to the FILESTORE table.

```
upload.save.attachments =
```

Modifiable Field	upload.save.attachments
Field Description	Whether attachments file is saved to the FILESTORE table.
Possible Values	1 / 0
Value Definition	If "1," then attachments file is saved to the FILESTORE table; if "0," then attachments file is not saved to the FILESTORE table.

```
eg2.file.directory =
```

Modifiable Field	eg2.file.directory
Field Description	Specifies the location on the System Information Center server where .EG2 files can be copied for processing by the "Process Files in Configured Folder" task.
Possible Values	User-defined
Value Definition	User-defined; must be the full path to an existing directory accessible from the System Information Center server.

```
eg2.file.delete =
```

Modifiable Field	eg2.file.delete
Field Description	Determines whether or not the .EG2 file will be deleted once it has been processed by the "Process Files in Configured Folder" task.
Possible Values	True / False
Value Definition	If "True," the .EG2 file will be deleted after it is processed. If "False," the .EG2 file will be left in the directory.

```
export.data.directory =
```

Modifiable Field	export.data.directory
Field Description	Specifies the directory where the CSV file will be stored when generated by a CSV_FILE task.
Possible Values	User-defined
Value Definition	User-defined; must be the full path to an existing directory accessible from the System Information Center server.

```
file.upload.password =
```

Modifiable Field	file.upload.password
Field Description	Password used when an administrator uses the "Upload File to Server" function.
Possible Values	User-defined
Value Definition	User-defined

```
file.upload.directory =
```

Modifiable Field	file.upload.directory
Field Description	Specifies the location on the System Information Center server where files can be copied. This could be set to the same directory that is used by the "Process Files in Configured Folder" task to allow and administrator to remotely send manually collected .EG2 files to the server for processing. This could also point to the folder that contains the ISIC.PROPERTIES file so the administrator can upload an updated properties file, then remotely restart the server so the changes can take affect.
Possible Values	User-defined
Value Definition	User-defined; must be the full path to an existing directory accessible from the System Information Center server.

DO NOT EDIT THE FOLLOWING LINES:

```
upload.request=
new.password.template=
asset.list.template=
transfer.refused.template=
transfer.approved.template=
transfer.from.template=
transfer.to.template=
asset.deleted.template=
asset.added.template=
asset.surplussed.template=
asset.returned.template=
asset.retired.template=
bcs.quickupload.template=
linux.transition.upload.template=
asset.added.against.another.user.template=
transfer.in.completed=
email.asset.receipt=
email.attached.report=
upload.relative.url=
addasset.relative.url=
call.home.relative.url=
```

THE FOLLOWING LINES CAN BE EDITED FOR YOUR ENVIRONMENT:

```
match.on.assettag =
```

Modifiable Field	match.on.assettag
Field Description	In environments where unique asset tags are administered, this property will allow PC assets to be identified by the asset tag.

Possible Values	True / False
Value Definition	If "True," the assettag field will be used to identify assets; if "False," the assettag will not be used.

`queue.processors =`

Modifiable Field	queue.processors
Field Description	Number of processors (CPUs) in the system running the System Information Center server. Used to determine the number of working threads that can be used by the System Information Center program.
Possible Values	User-defined integer
Value Definition	User-defined

`queue.max.length =`

Modifiable Field	queue.max.length
Field Description	Defines the maximum number of processes (upload requests, XML file processing, tasks, etc.) that can be queued at any one time.
Possible Values	User-defined integer
Value Definition	User-defined

DO NOT EDIT THE FOLLOWING LINES:

```
max.retries=
default.query=
default.pagerows=
query.authorised.queries=
all.users.query=
all.other.users.query=
all.groups.query=
selected.user.query=
selected.users.query=
selected.asset.query=
email.selected.asset.information=
email.selected.user.query=
user.search.query=
asset.search.query=
selected.email.query=
distinct.assettype.query=
distinct.manufacturer.query=
distinct.location.query=
distinct.department.query=
scheduled.task.query=
task.list.query=
all.tasks=
report.list.query=
xpath.query=
menu.links.query=
menu.actions.query=
menu.tasks.query=
scheduled.task.log.query=
attachments.query=
query.latest.unprocessed.revision=
query.all.unprocessed.revisions=
query.processed.incorrectly=
query.asset.count=
query.pc.asset.count=
query.ibm.pc.asset.count=
```

```
query.non.ibm.pc.asset.count=
query.non.pc.asset.count=
query.processed.pc.asset.revision.count=
query.unprocessed.pc.asset.revision.count=
query.processed.pc.asset.count=
query.unprocessed.pc.asset.count=
query.selected.task=
query.all.xml.revisions=
query.users.assets=
query.user.queries=
query.asset.queries=
query.unknown.pc.serial=
query.uploads.in.period.defined=
query.average.upload.time=
query.callhomes.in.period.defined=
query.callhomes.accepted.in.period.defined=
query.callhomes.refused.in.period.defined=
query.callhomes.refused.as.busy.in.period.defined=
query.unprocessed.security.assets=
query.new.assets.in.period.defined=
query.average.process.time=
query.processed.in.period.defined=
query.selected.user.custom.query=
query.all.custom.query=
query.selected.users.groups=
```

THE FOLLOWING LINES CAN BE EDITED FOR YOUR ENVIRONMENT:

`search.limit.results =`

Modifiable Field	search.limit.results
Field Description	Determines whether or not search results should be limited.
Possible Values	1 / 0
Value Definition	Setting to ″1″ will limit the number of results returned from a search to the value specified in the max.keys property. Setting to ″0″ will allow the search to return unlimited results. Larger results will take longer to return.

`max.keys =`

Modifiable Field	max.keys
Field Description	Maximum number of results in a search (Note: setting this higher than 500 is not advised.)
Possible Values	User-defined
Value Definition	User-defined

Category Description: Action Authority Settings

`update.password.auth=A`

Modifiable Field	update.password
Field Description	Grant the minimal user account authority level for updating user passwords.
Possible Values	U / S / A
Value Definition	″U″ is ″user,″ ″S″ is ″super-user,″ ″A″ is ″administrator″

```
update.details.auth=A
```

Modifiable Field	update.details
Field Description	Grant the minimal user account authority level for updating user details.
Possible Values	U / S / A
Value Definition	"U" is "user," "S" is "super-user," "A" is "administrator"

```
change.asset.owner.auth=A
```

Modifiable Field	change.asset.owner
Field Description	Grant the minimal user account authority level for changing an asset owner.
Possible Values	U / S / A
Value Definition	"U" is "user," "S" is "super-user," "A" is "administrator"

```
add.user.auth=A
```

Modifiable Field	add.user.auth.
Field Description	Grant the minimal user account authority level for adding or deleting a user.
Possible Values	U / S / A
Value Definition	"U" is "user," "S" is "super-user," "A" is "administrator"

```
query.builder.auth=A
```

Modifiable Field	query.builder
Field Description	Grant the minimal user account authority level for customizing reports.
Possible Values	U / S / A
Value Definition	"U" is "user," "S" is "super-user," "A" is "administrator"

```
search.auth=A
```

Modifiable Field	search.auth
Field Description	Grant the minimal user account authority level for searching the database.
Possible Values	U / S / A
Value Definition	"U" is "user," "S" is "super-user," "A" is "administrator"

```
task.auth=S
```

Modifiable Field	task.auth
Field Description	Grant the minimal user account authority level for managing tasks.
Possible Values	U / S / A

Value Definition	"U" is "user," "S" is "super-user," "A" is "administrator"

`reprocess.auth=S`

Modifiable Field	reprocess.auth
Field Description	Grant the minimal user account authority level for reprocessing scanned asset files.
Possible Values	U / S / A
Value Definition	"U" is "user," "S" is "super-user," "A" is "administrator"

`group.auth=S`

Modifiable Field	group.auth
Field Description	Grant the minimal user account authority level for adding and deleting a group.
Possible Values	U / S / A
Value Definition	"U" is "user," "S" is "super-user," "A" is "administrator"

DO NOT EDIT THE FOLLOWING LINES:

```
eg.classid=
eg.codebase=
eg.id=
eg.fields=
```

THE FOLLOWING LINES CAN BE EDITED FOR YOUR ENVIRONMENT:

`asset.revisions =`

Modifiable Field	asset.revisions
Field Description	Maximum number of asset revisions to store for each uploaded asset.
Possible Values	User-defined
Value Definition	User-defined

`asset.keep.baseline=true`

Modifiable Field	asset.keep.baseline
Field Description	
Possible Values	True / False
Value Definition	

Category Description: Schedules

`scheduled.upload=false`

Modifiable Field	scheduled.upload
Field Description	Whether to enable the client agent to automatically upload revisions of asset information.
Possible Values	True / False

Value Definition	If "True," the client agent will automatically upload revisions of asset information; if "False," the client agent will not automatically upload revisions of asset information.

`scheduled.upload.interval=`

Modifiable Field	scheduled.upload.interval
Field Description	The number of days for the interval between automatic uploads of asset information by the client agent.
Possible Values	User-Defined
Value Definition	User-Defined

`scheduled.upload.queue.threshold=`

Modifiable Field	scheduled.upload.queue.threshold
Field Description	The maximum number of assets that will be processed before the server registers the upload attempt in the application log and then declines the upload of the scan.
Possible Values	User-Defined
Value Definition	User-Defined

`scheduled.upload.queue.lookup.threshold=`

Modifiable Field	scheduled.upload.queue.lookup.threshold
Field Description	The number of assets in the queue beyond which the server declines the upload without registering the upload attempt in the application log.
Possible Values	User-Defined
Value Definition	User-Defined

`scheduled.launch.on.startup=`

Modifiable Field	scheduled.launch.on.startup
Field Description	Whether to enable the server to automatically run reports and send e-mails on a set schedule.
Possible Values	True / False
Value Definition	If "True," the server will automatically run reports and send e-mails on a set schedule; if "False," the server will not automatically run reports and send e-mails on a set schedule.

`scheduled.interval=`

Modifiable Field	scheduled.interval
Field Description	The frequency in numeric value that the server should check for scheduled tasks.
Possible Values	User-Defined
Value Definition	User-Defined

`scheduled.interval.period=`

Modifiable Field	scheduled.interval.period
Field Description	The unit of time in which the server should check for scheduled tasks.
Possible Values	Mins/Hours/Days
Value Definition	Minutes/Hours/Days

scheduled.task.period=

Modifiable Field	scheduled.task.period
Field Description	The interval units to be used when scheduling tasks.
Possible Values	Mins/Hours/Days
Value Definition	Minutes/Hours/Days

task.process.xml.max.queue.length=

Modifiable Field	task.process.xml.max.queue.length
Field Description	The maximum number of processes (such as a task, upload, or an email) that will be processed; beyond that number they will be stored.
Possible Values	User-Defined
Value Definition	User-Defined

task.process.files.max.queue.length=

Modifiable Field	task.process.files.max.queue.length
Field Description	When the number is above 20 it will store .EG2 files in the Configure directory and will process them when the number goes below the threshold.
Possible Values	User-Defined
Value Definition	User-Defined

logon.newuser=

Modifiable Field	logon.newuser
Field Description	Controls whether or not the ″New User″ check box is visible on the initial Logon page.
Possible Values	1 / 0
Value Definition	If set to ″1,″ the New User check box will appear and allow anyone who accesses the System Information Center site to create their own user account. Setting to ″0″ will prevent the New User check box from appearing on the Logon page so only users who already have a userid and password can access the System Information Center site.

DO NOT EDIT THE FOLLOWING LINES:

logon.disclaimer=

THE FOLLOWING LINES CAN BE EDITED FOR YOUR ENVIRONMENT:

Category Description: Password Settings

`password.encrypt=`

Modifiable Field	password.encrypt
Field Description	Whether passwords will be encrypted in the database.
Possible Values	Yes/No
Value Definition	If "Yes," passwords will be encrypted in the database; if "No," passwords will not be encrypted in the database.

`password.reuse=`

Modifiable Field	password.reuse
Field Description	Whether users can reuse passwords.
Possible Values	Yes/No
Value Definition	If "Yes," users can reuse passwords; if "No," users cannot reuse passwords.

`expire.new.password=`

Modifiable Field	expire.new.password
Field Description	Whether to require users to establish their own password after receiving the computer-generated password.
Possible Values	True/False
Value Definition	If "True," users must establish their own password after receiving the computer-generated password; if "No," users do not have to establish their own password after receiving the computer-generated password.

`password.timeout=`

Modifiable Field	password.timeout
Field Description	Whether passwords expire.
Possible Values	True/False
Value Definition	If "True," passwords expire; if "No," passwords do not expire.

`password.timeout.period=186`

Modifiable Field	password.timeout
Field Description	After how many days passwords expire.
Possible Values	User-defined
Value Definition	User-defined

`password.period=`

Modifiable Field	password.period
Field Description	Maximum number of days before a password can be reused.

Possible Values	User-defined
Value Definition	User-defined

`password.check=`

Modifiable Field	password.check
Field Description	Whether to enable password rule checking.
Possible Values	True/False
Value Definition	If "True," creation of passwords must follow certain rules; if "False," creation of passwords does not have to follow rules.

`password.must.have.non.numeric=`

Modifiable Field	password.must.have.non.numeric
Field Description	Whether passwords must contain non-numeric characters.
Possible Values	True/False
Value Definition	If "True," passwords must contain non-numeric characters; if "False," passwords do not have to contain non-numeric characters.

`password.must.have.numeric=`

Modifiable Field	password.must.have.numeric
Field Description	Whether passwords must contain numeric characters.
Possible Values	True/False
Value Definition	If "True," passwords must contain numeric characters; if "False," passwords do not have to contain numeric characters.

`password.must.have.non.alphanumeric=`

Modifiable Field	password.must.have.non.alphanumeric
Field Description	Whether passwords must contain non-alphanumeric characters.
Possible Values	True/False
Value Definition	If "True," passwords must contain non-alphanumeric characters; if "False," passwords do not have to contain non-alphanumeric characters.

`password.min.length=`

Modifiable Field	password.min.length
Field Description	Minimum length of a password.
Possible Values	User-defined
Value Definition	User-defined

`password.max.length=`

Modifiable Field	password.min.length

Field Description	Maximum length of a password.
Possible Values	User-defined
Value Definition	User-defined

`password.max.matching.sequential.chars=`

Modifiable Field	password.max.matching.sequential.chars
Field Description	Maximum number of sequential password characters that can match.
Possible Values	User-defined
Value Definition	User-defined

`password.max.previous.chars=`

Modifiable Field	password.max.previous.chars
Field Description	Maximum number of sequential password characters that can be reused in a new password.
Possible Values	User-defined
Value Definition	User-defined

Category Description: Form Settings

`asset.assettag.required=`

Modifiable Field	asset.assettag.required
Field Description	Whether the Asset Tag field is required to be completed in order for an asset to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Asset Tag field is required to be completed in order for an asset to be successfully added to the database; if "False," the Asset Tag field is not required to be completed in order for an asset to be successfully added to the database.

`asset.description.required=`

Modifiable Field	asset.description.required
Field Description	Whether the Asset Description field is required to be completed in order for an asset to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Asset Description field is required to be completed in order for an asset to be successfully added to the database; if "False," the Asset Description field is not required to be completed in order for an asset to be successfully added to the database.

`asset.assettype.required=`

Modifiable Field	asset.assettype.required

Field Description	Whether the Asset Type field is required to be completed in order for an asset to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Asset Type field is required to be completed in order for an asset to be successfully added to the database; if "False," the Asset Type field is not required to be completed in order for an asset to be successfully added to the database.

asset.owner.required=

Modifiable Field	asset.owner.required
Field Description	Whether the Owner field is required to be completed in order for an asset to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Owner field is required to be completed in order for an asset to be successfully added to the database; if "False," the Owner field is not required to be completed in order for an asset to be successfully added to the database.

asset.department.required=

Modifiable Field	asset.department.required
Field Description	Whether the Department field is required to be completed in order for an asset to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Department field is required to be completed in order for an asset to be successfully added to the database; if "False," the Department field is not required to be completed in order for an asset to be successfully added to the database.

asset.floor.required=

Modifiable Field	asset.floor.required
Field Description	Whether the Floor field is required to be completed in order for an asset to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Floor field is required to be completed in order for an asset to be successfully added to the database; if "False," the Floor field is not required to be completed in order for an asset to be successfully added to the database.

asset.location.required=

Modifiable Field	asset.location.required

Field Description	Whether the Location field is required to be completed in order for an asset to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Location field is required to be completed in order for an asset to be successfully added to the database; if "False," the Location field is not required to be completed in order for an asset to be successfully added to the database.

asset.status.required=

Modifiable Field	asset.status.required
Field Description	Whether the Status field is required to be completed in order for an asset to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Status field is required to be completed in order for an asset to be successfully added to the database; if "False," the Status field is not required to be completed in order for an asset to be successfully added to the database.

asset.manufacturer.required=

Modifiable Field	asset.manufacturer.required
Field Description	Whether the Manufacturer field is required to be completed in order for an asset to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Manufacturer field is required to be completed in order for an asset to be successfully added to the database; if "False," the Manufacturer field is not required to be completed in order for an asset to be successfully added to the database.

asset.model.required=

Modifiable Field	asset.model.required
Field Description	Whether the Model field is required to be completed in order for an asset to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Model field is required to be completed in order for an asset to be successfully added to the database; if "False," the Model field is not required to be completed in order for an asset to be successfully added to the database.

asset.serial.required=

Modifiable Field	asset.serial.required

Field Description	Whether the Serial field is required to be completed in order for an asset to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Serial field is required to be completed in order for an asset to be successfully added to the database; if "False," the Serial field is not required to be completed in order for an asset to be successfully added to the database.

user.title.required=

Modifiable Field	user.title.required
Field Description	Whether the Title field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Title field is required to be completed in order for a user to be successfully added to the database; if "False," the Title field is not required to be completed in order for a user to be successfully added to the database.

user.name.required=

Modifiable Field	user.name.required
Field Description	Whether the Name field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Name field is required to be completed in order for a user to be successfully added to the database; if "False," the Name field is not required to be completed in order for a user to be successfully added to the database.

user.country.required=

Modifiable Field	user.country.required
Field Description	Whether the Country field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Country field is required to be completed in order for a user to be successfully added to the database; if "False," the Country field is not required to be completed in order for a user to be successfully added to the database.

user.userid.required=

Modifiable Field	user.userid.required

Field Description	Whether the UserID field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the UserID field is required to be completed in order for a user to be successfully added to the database; if "False," the UserID field is not required to be completed in order for a user to be successfully added to the database.

user.address.required=

Modifiable Field	user.address.required
Field Description	Whether the Address field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Address field is required to be completed in order for a user to be successfully added to the database; if "False," the Address field is not required to be completed in order for a user to be successfully added to the database.

user.email.required=

Modifiable Field	user.email.required
Field Description	Whether the E-mail field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the E-mail field is required to be completed in order for a user to be successfully added to the database; if "False," the E-mail field is not required to be completed in order for a user to be successfully added to the database.

user.town.required=

Modifiable Field	user.town.required
Field Description	Whether the Town field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Town field is required to be completed in order for a user to be successfully added to the database; if "False," the Town field is not required to be completed in order for a user to be successfully added to the database.

user.postcode.required=

Modifiable Field	user.postcode.required

Field Description	Whether the Postal Code field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Postal Code field is required to be completed in order for a user to be successfully added to the database; if "False," the Postal Code field is not required to be completed in order for a user to be successfully added to the database.

`user.nickname.required=`

Modifiable Field	user.nickname.required
Field Description	Whether the Nickname field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Nickname field is required to be completed in order for a user to be successfully added to the database; if "False," the Nickname field is not required to be completed in order for a user to be successfully added to the database.

`user.telno.required=`

Modifiable Field	user.telno.required
Field Description	Whether the Office Phone Number field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Office Phone Number field is required to be completed in order for a user to be successfully added to the database; if "False," the Office Phone Number field is not required to be completed in order for a user to be successfully added to the database.

`user.mobno.required=`

Modifiable Field	user.mobno.required
Field Description	Whether the Mobile Phone Number field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Mobile Phone Number field is required to be completed in order for a user to be successfully added to the database; if "False," the Mobile Phone Number field is not required to be completed in order for a user to be successfully added to the database.

`user.employeeid.required=`

Modifiable Field	user.employeeid.required

Field Description	Whether the Employee ID field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Employee ID field is required to be completed in order for a user to be successfully added to the database; if "False," the Employee ID field is not required to be completed in order for a user to be successfully added to the database.

`user.department.required=`

Modifiable Field	user.department.required
Field Description	Whether the Department field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Department field is required to be completed in order for a user to be successfully added to the database; if "False," the Department field is not required to be completed in order for a user to be successfully added to the database.

`user.location.required=`

Modifiable Field	user.location.required
Field Description	Whether the Location field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Location field is required to be completed in order for a user to be successfully added to the database; if "False," the Location field is not required to be completed in order for a user to be successfully added to the database.

`user.password.required=`

Modifiable Field	user.password.required
Field Description	Whether the Password field is required to be completed in order for a user to be successfully added to the database.
Possible Values	True/False
Value Definition	If "True," the Password field is required to be completed in order for a user to be successfully added to the database; if "False," the Password field is not required to be completed in order for a user to be successfully added to the database.

Category Description: Security

`power.on.password.required=`

Modifiable Field	power.on.password.required

Field Description	During a security audit task the IBM System Information Center program checks and verifies that the power-on for all client computers is password-protected.
Possible Values	1 / 0
Value Definition	If "1," during a security audit task the System Information Center program checks and verifies that the power-on for all client computers is password-protected; if "0," during a security audit task the System Information Center program does not check and verify that the power-on for all client computers is password-protected.

`hdd.password.required=`

Modifiable Field	hdd.password.required
Field Description	During a security audit task the IBM System Information Center program checks and verifies that the hard disk drive for all client computers is password-protected.
Possible Values	1 / 0
Value Definition	If "1," during a security audit task the System Information Center program checks and verifies that the hard disk drives on all client computers are password-protected; if "0," during a security audit task the System Information Center program does not check and verify that the hard disk drives on all client computers are password-protected.

`win.file.sharing=`

Modifiable Field	win.file.sharing
Field Description	During a security audit task the IBM System Information Center program checks and verifies that all file shares on all client computers are password-protected.
Possible Values	1 / 0
Value Definition	If "1," during a security audit task the System Information Center program checks and verifies that all file shares on all client computers are password-protected; if "0," during a security audit task the System Information Center program does not check and verify that all file shares on all client computers are password-protected.

`win.screensaver=`

Modifiable Field	win.screensaver
Field Description	During a security audit task the System Information Center program checks and verifies that Windows screen savers on all client computers are password-protected.
Possible Values	1 / 0

Value Definition	If "1," during a security audit task the System Information Center program checks and verifies that Windows screen savers on all client computers are password-protected; if "0," during a security audit task he System Information Center program does not check and verify that Windows screen savers on all client computers are password-protected.

`win.screensaver.timeout=`

Modifiable Field	win.screensaver.timeout
Field Description	During a security audit task the System Information Center program checks and verifies that Windows screen savers on client computers have the "timeout" set to a defined value.
Possible Values	User-defined in minutes; "-1" to disable this field.
Value Definition	Minutes before Windows screen savers "timeout"; if "-1" this field is disabled.

`win.password=`

Modifiable Field	win.password
Field Description	During a security audit task the System Information Center program checks and verifies that the Windows account password is set on all client computers.
Possible Values	1/0
Value Definition	If "1," during a security audit task the System Information Center program checks and verifies that the Windows account password is set on all client computers; if "0," during a security audit task the System Information Center program does not check and verify that the Windows account password is set on all client computers.

`win.min.pw.length=`

Modifiable Field	win.min.pw.length
Field Description	Minimum password length for Windows account.
Possible Values	User-defined/0
Value Definition	User-defined; "0" means any length is acceptable.

`win.max.pw.age=`

Modifiable Field	win.min.pw.age
Field Description	Maximum password length for Windows account.
Possible Values	User-defined/0
Value Definition	User-defined; "0" means any age is acceptable.

`win.gina.version=`

Modifiable Field	win.gina.version

Field Description	If your security protocol requires a GINA other than default Windows GINA (such as IBM Client Security), then set to check for the other security GINA. (It is important to note that other GINAs work if you do not set it to check. This value just checks to see if the appropriate GINA is implemented.)
Possible Values	1/0
Value Definition	If "1," then it will check for other security GINAs; if "0," then it does not check for other security GINAs.

`win.gina.dll=`

Modifiable Field	win.gina.dll
Field Description	
Possible Values	1/0
Value Definition	

`app.antivirus.name.1=`

Modifiable Field	app.antivirus.name.1
Field Description	During a security audit task the System Information Center program checks and verifies that the required antivirus application (must appear in Windows Control Panel Add/Remove Programs list) is installed on all client computers.
Possible Values	User-defined/blank
Value Definition	User-defined; if "blank," during a security audit task the System Information Center program does not check and verify that the required antivirus application is installed on all client computers. Note: The program can check for more than one antivirus application.

`app.antivirus.ver.1=`

Modifiable Field	app.antivirus.ver.1
Field Description	During a security audit task the System Information Center program checks and verifies that the version number of the required antivirus application (must appear in Windows Control Panel Add/Remove Programs list) is installed on all client computers.
Possible Values	User-defined/blank
Value Definition	User-defined; if "blank," during a security audit task the System Information Center program does not check and verify that the version number of the required antivirus application is installed on all client computers.

`app.antivirus.name.2=`

Modifiable Field	app.antivirus.name.2

Field Description	During a security audit task the System Information Center program checks and verifies that the required antivirus application (must appear in Windows Control Panel Add/Remove Programs list) is installed on all client computers.
Possible Values	User-defined/blank
Value Definition	User-defined; if ″blank,″ during a security audit task the System Information Center program does not check and verify that the required antivirus application is installed on all client computers. Note: The program can check for more than one antivirus application.

`app.antivirus.ver.2=`

Modifiable Field	app.antivirus.ver.2
Field Description	During a security audit task the System Information Center program checks and verifies that the version number of the required antivirus application (must appear in Windows Control Panel Add/Remove Programs list) is installed on all client computers.
Possible Values	User-defined/blank
Value Definition	User-defined; if ″blank,″ during a security audit task the System Information Center program does not check and verify that the version number of the required antivirus application is installed on all client computers.

`app.firewall.name.1=`

Modifiable Field	app.firewall.name.1
Field Description	During a security audit task the System Information Center program checks and verifies that the required firewall application (must appear in Windows Control Panel Add/Remove Programs list) is installed on all client computers.
Possible Values	User-defined/blank
Value Definition	User-defined; if ″blank″ during a security audit task the System Information Center program does not check and verify that the required firewall application is installed on all client computers. Note: The program can check for more than one firewall application.

`app.firewall.ver.1=`

Modifiable Field	app.firewall.ver.1
Field Description	During a security audit task the System Information Center program checks and verifies that the version number of the required firewall application (must appear in Windows Control Panel Add/Remove Programs list) is installed on all client computers.
Possible Values	User-defined/blank

Value Definition	User-defined; if ″blank,″ during a security audit task the System Information Center program does not check and verify that the version number of the required firewall application is installed on all client computers.

app.firewall.name.2=

Modifiable Field	app.firewall.name.2
Field Description	During a security audit task the System Information Center program checks and verifies that the required firewall application (must appear in Windows Control Panel Add/Remove Programs list) is installed on all client computers.
Possible Values	User-defined/blank
Value Definition	User-defined; if ″blank″ during a security audit task the System Information Center program does not check and verify that the required firewall application is installed on all client computers. Note: The program can check for more than one firewall application.

app.firewall.ver.2 =

Modifiable Field	app.firewall.ver.2
Field Description	During a security audit task the System Information Center program checks and verifies that the version number of the required firewall application (must appear in Windows Control Panel Add/Remove Programs list) is installed on all client computers.
Possible Values	User-defined/blank
Value Definition	User-defined; if ″blank,″ during a security audit task the System Information Center program does not check and verify that the version number of the required firewall application is installed on all client computers.

Appendix B. Using database information

The System Information Center program comes with a built-in database. By default, the IBM Cloudscape database provides several tables that can contain a variety of asset and user information. Understanding the information provided with this database can help you perform advanced functions such as exporting information from the database or creating a custom report.

Although you will primarily need to understand tables with asset and user information, internal system table information is also included. This appendix includes the following information:

- "Asset and user information tables"
- "Internal system tables" on page 88

Asset and user information tables

The following information is provided to help you understand the overall structure of the built-in database and to help you understand how information is divided into each table.

Table 1. Table: Asset.Asset

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
MAX_REVISION	INTEGER		NO
MAX_PROCESSED_REVISION	INTEGER		NO
IS_PC_ASSET	CHARACTER	1	NO
USERKEY	INTEGER		NO
UUID	VARCHAR	32	YES
SERIAL_NO	VARCHAR	64	NO
MANUFACTURER	VARCHAR	64	YES
MODEL	VARCHAR	64	YES
COMPUTERNAME	VARCHAR	64	YES
CUR_USER	VARCHAR	64	YES
ENCLOSURE	VARCHAR	64	YES
DATETIME	TIMESTAMP		NO

Table 2. Table: Asset.Asset_Info

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
DESCRIPTION	VARCHAR	30	YES
COMPANY	VARCHAR	40	YES
LOCATION	VARCHAR	60	YES
DEPARTMENT	VARCHAR	30	YES
FLOOR	VARCHAR	40	YES

Table 2. Table: Asset.Asset_Info (continued)

Column Name	Type Name	Length	Nulls
ROOM	VARCHAR	40	YES
ADDRESS_1	VARCHAR	50	YES
ADDRESS_2	VARCHAR	50	YES
TOWN	VARCHAR	40	YES
POSTCODE	VARCHAR	10	YES
COUNTRY	VARCHAR	25	YES
STATE	VARCHAR	25	YES
ASSETTAG	VARCHAR	30	YES
ASSETTYPE	VARCHAR	30	YES
STATUS	VARCHAR	30	YES
CUSTOM1	VARCHAR	250	YES
CUSTOM2	VARCHAR	250	YES
CUSTOM3	VARCHAR	250	YES
CUSTOM4	VARCHAR	250	YES
CUSTOM5	VARCHAR	250	YES
CUSTOM6	VARCHAR	250	YES
CUSTOM7	VARCHAR	250	YES
CUSTOM8	VARCHAR	250	YES
CUSTOM9	VARCHAR	250	YES

Table 3. Table: Asset.DASD

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
DRIVE_LETTER	VARCHAR	15	YES
TYPE	VARCHAR	30	YES
CAPACITY	VARCHAR	30	YES
FREE_SPACE	VARCHAR	30	YES
FREE_QUOTA	VARCHAR	30	YES
VOLUME_LABEL	VARCHAR	40	YES
FILE_SYSTEM	VARCHAR	30	YES

Table 4. Table: Asset.Drivers

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
FILENAME	VARCHAR	120	YES
DATETIME	VARCHAR	30	YES
VERSION	VARCHAR	100	YES
VENDOR	VARCHAR	100	YES

Table 4. Table: Asset.Drivers (continued)

Column Name	Type Name	Length	Nulls
FILE_SIZE	INTEGER		YES

Table 5. Table: Asset.Email_Template

Column Name	Type Name	Length	Nulls
EMAILKEY	INTEGER		NO
LOCALE	CHARACTER	2	NO
NAME	VARCHAR	50	NO
DESCRIPTION	VARCHAR	200	YES
EMAIL_FROM	VARCHAR	70	YES
TITLE	VARCHAR	80	YES
CONTENT	VARCHAR	2000	NO
CREATOR	VARCHAR	20	YES
CREATED	TIMESTAMP		NO

Table 6. Table: Asset.Filesharing

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
S_NAME	VARCHAR	100	YES
S_PATH	VARCHAR	100	YES
S_TYPE	VARCHAR	100	YES
S_UNAUTHORISED_ ACCESS	VARCHAR	7	YES

Table 7. Table: Asset.GINA

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
GINADLL	VARCHAR	40	YES
COMPANY	VARCHAR	100	YES
VERSION	VARCHAR	100	YES
DESCRIPTION	VARCHAR	100	YES

Table 8. Table: Asset.Group_Members

Column Name	Type Name	Length	Nulls
GROUPKEY	INTEGER		NO
USERKEY	INTEGER		NO

Table 9. Table: Asset.HW_Security

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO

Table 9. Table: Asset.HW_Security (continued)

Column Name	Type Name	Length	Nulls
REVISION	INTEGER		NO
POWER_ON_PW_STATUS	VARCHAR	20	YES
KEYBOARD_PW_STATUS	VARCHAR	20	YES
ADMIN_PASSWORD_STATUS	VARCHAR	20	YES
FRONT_PANEL_RESET_STATUS	VARCHAR	20	YES

Table 10. Table: Asset.IBM_Rapid_Restore

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
SCHEDULE_FREQUENCY	VARCHAR	25	YES
SCHEDULE_TIME	VARCHAR	10	YES
BACKUP_COUNT	INTEGER		YES
RESTORE_COUNT	INTEGER		YES
ENCRYPTED_BACKUP	VARCHAR	10	YES
PASSWORD_PROTECTED	VARCHAR	10	YES

Table 11. Table: Asset.IDE_Smart_Devices

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
DRIVE_NO	VARCHAR	100	YES
DRIVE_PASSWORD_SET	VARCHAR	15	YES
DRIVE_MODEL	VARCHAR	100	YES
DRIVE_FIRMWARE	VARCHAR	100	YES
DRIVE_SERIAL_NO	VARCHAR	100	YES

Table 12. Table: Asset.Lockout_Policy

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
L_THRESHOLD	INTEGER		YES
L_DURATION	INTEGER		YES
L_RESET	INTEGER		YES

Table 13. Table: Asset.Lotus_Notes

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
PATH	VARCHAR	50	YES

Table 13. Table: Asset.Lotus_Notes (continued)

Column Name	Type Name	Length	Nulls
LAST_USER	VARCHAR	70	YES
ID_FILE	VARCHAR	50	YES
SERVER	VARCHAR	50	YES

Table 14. Table: Asset.Memory

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
TYPE	VARCHAR	10	YES
LOAD	VARCHAR		YES
TOTAL	BIGINT		NO
FREE	BIGINT		NO
USED	BIGINT		YES

Table 15. Table: Asset.Net_Adapters

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
DEVICE_ID	VARCHAR	50	YES
NAME	VARCHAR	100	YES
TYPE	VARCHAR	50	YES
DESCRIPTION	VARCHAR	150	YES
MAC_ADDRESS	VARCHAR	20	YES
MANUFACTURER	VARCHAR	50	YES
SERVICENAME	VARCHAR	50	YES

Table 16. Table: Asset.Net_Config

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
IP_ADDRESS	VARCHAR	15	YES
SUBNET	VARCHAR	15	YES
DEVICE_ID	VARCHAR	50	YES
GATEWAY	VARCHAR	15	YES
DHCP	VARCHAR	3	YES

Table 17. Table: Asset.Op_Sys

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO

Table 17. Table: Asset.Op_Sys (continued)

Column Name	Type Name	Length	Nulls
OS_VENDOR	VARCHAR	50	YES
OS_NAME	VARCHAR	50	YES
OS_VERSION	VARCHAR	50	YES
OS_BUILD	VARCHAR	15	YES
OS_CSD	VARCHAR	50	YES
DATETIME	TIMESTAMP		NO

Table 18. Table: Asset.PCI

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
BUS	INTEGER		YES
DEV	INTEGER		YES
FUNC	INTEGER		YES
SLOT	VARCHAR	60	YES
VENDOR_ID	VARCHAR	15	YES
VENDOR_NAME	VARCHAR	100	YES
DEVICE_ID	VARCHAR	15	YES
DEVICE_NAME	VARCHAR	100	YES
CLASS	VARCHAR	15	YES
SUB_CLASS	VARCHAR	20	YES

Table 19. Table: Asset.Processor

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
SOCKET	VARCHAR	30	YES
MANUFACTURER	VARCHAR	60	YES
PROCESSORID	VARCHAR	30	YES
VERSION	VARCHAR	100	YES
SPEED	INTEGER		YES
STATUS	VARCHAR	40	YES
SERIAL_NO	VARCHAR	30	YES
PART_NO	VARCHAR	30	YES

Table 20. Table: Asset.PW_Policy

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
MIN_LENGTH	INTEGER		NO

Table 20. Table: Asset.PW_Policy (continued)

Column Name	Type Name	Length	Nulls
MAX_PW_AGE	INTEGER		NO
MIN_PW_AGE	INTEGER		YES
HISTORY_LENGTH	INTEGER		YES
FORCE_LOGOFF_MINS	INTEGER		YES

Table 21. Table: Asset.Revisions

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
PROCESSED	CHARACTER	1	NO
DATETIME	TIMESTAMP		NO

Table 22. Table: Asset.Screensavers

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
SS_DESKTOP	VARCHAR	100	YES
SS_FILE	VARCHAR	100	YES
SS_SECURE	VARCHAR	7	YES
SS_TIMEOUT	VARCHAR	30	YES

Table 23. Table: Asset.Software

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
VENDOR	VARCHAR	150	YES
PACKAGE	VARCHAR	150	NO
VERSION	VARCHAR	100	YES
INSTALL_DATE	VARCHAR	30	YES
LAST_USED	VARCHAR	30	YES
USE_FREQUENCY	VARCHAR	50	YES
SIZE	VARCHAR	20	YES

Table 24. Table: Asset.Transfers

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
IS_PC_ASSET	CHARACTER	1	NO
OLD_USERKEY	INTEGER		NO
NEW_USERKEY	INTEGER		NO
APPROVED	CHARACTER	1	NO

Table 24. Table: Asset.Transfers (continued)

Column Name	Type Name	Length	Nulls
COMMENT	VARCHAR	30	NO
REASON	VARCHAR	30	YES
CREATED	TIMESTAMP		NO
PROCESSED	TIMESTAMP		YES

Table 25. Table: Asset.TVT_Schedule

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
TASK	VARCHAR	100	YES
PROGRAM_FILE	VARCHAR	100	YES
PARAMETERS	VARCHAR	500	YES
FREQUENCY	VARCHAR	50	YES
SCH_TIME	VARCHAR	20	YES
SCH_DAY	VARCHAR	20	YES

Table 26. Table: Asset.Uptime

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
VERSION	VARCHAR	10	YES
PLATFORMID	INTEGER		YES
INSTALLDATE	BIGINT		YES
GHOSTFLAG	CHARACTER	1	YES
CURRENTTIME	BIGINT		YES
LOG_START_DATE	BIGINT		YES
HOURS_SINCE_LOG_DATE	BIGINT		YES
UPTIME_SINCE_LOG_DATE	BIGINT		YES
UPTIME RATIO	VARCHAR	20	YES
RESTART_CYCLE_COUNT	INTEGER		YES

Table 27. Table: Asset.User_Accounts

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
USERID	VARCHAR	100	NO
USERNAME	VARCHAR	100	YES
PW_SET	VARCHAR	7	YES
PW_AGE	INTEGER		YES
USER_PRIVILEGE	VARCHAR	100	YES

Table 27. Table: Asset.User_Accounts (continued)

Column Name	Type Name	Length	Nulls
DISABLED	VARCHAR	7	YES
PW_NOT_REQUIRED	VARCHAR	5	YES
CANNOT_CHANGE_PW	VARCHAR	5	YES
LOCKED_OUT	VARCHAR	5	YES
PW_NEVER_EXPIRES	VARCHAR	5	YES
PW_EXPIRED	VARCHAR	5	YES

Table 28. Table: Asset.User_Info

Column Name	Type Name	Length	Nulls
USERKEY	INTEGER		NO
CUSTOM1	VARCHAR	250	YES
CUSTOM2	VARCHAR	250	YES
CUSTOM3	VARCHAR	250	YES
CUSTOM4	VARCHAR	250	YES
CUSTOM5	VARCHAR	250	YES
CUSTOM6	VARCHAR	250	YES
CUSTOM7	VARCHAR	250	YES
CUSTOM8	VARCHAR	250	YES
CUSTOM9	VARCHAR	250	YES

Table 29. Table: Asset.Users

Column Name	Type Name	Length	Nulls
USERKEY	INTEGER		NO
USERID	VARCHAR	70	NO
EMAIL	VARCHAR	70	NO
TITLE	VARCHAR	5	YES
FORENAME	VARCHAR	30	YES
SURNAME	VARCHAR	30	YES
INITIALS	VARCHAR	30	YES
NICKNAME	VARCHAR	30	YES
COMPANY	VARCHAR	40	YES
LOCATION	VARCHAR	60	YES
DEPARTMENT	VARCHAR	60	YES
FLOOR	VARCHAR	40	YES
ROOM	VARCHAR	40	YES
TEAM	VARCHAR	60	YES
ORG	VARCHAR	60	YES
EMPLOYEEID	VARCHAR	30	YES
MAILPOINT	VARCHAR	10	YES
ADDRESS_1	VARCHAR	50	YES

Table 29. Table: Asset.Users (continued)

Column Name	Type Name	Length	Nulls
ADDRESS_2	VARCHAR	50	YES
TOWN	VARCHAR	40	YES
POSTCODE	VARCHAR	10	YES
COUNTRY	VARCHAR	25	YES
STATE	VARCHAR	25	YES
TEL_NO	VARCHAR	25	YES
MOB_NO	VARCHAR	25	YES
AUTHORITY	CHARACTER	1	YES
LOCALE	VARCHAR	30	YES
PASSWORD	VARCHAR	100	NO
EXPIRED	CHARACTER	1	NO
PASSWORD_CHANGED	TIMESTAMP		YES
LAST_UPDATE	TIMESTAMP		YES
CREATED	TIMESTAMP		NO

Table 30. Table: Asset.WST

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
SECURE	VARCHAR	3	NO
POWER_ON_PW	VARCHAR	300	YES
HDD_PW	VARCHAR	300	YES
FILESHARE	VARCHAR	300	YES
SCREENSAVER	VARCHAR	300	YES
USER_ACCOUNTS	VARCHAR	1000	YES
PW_LENGTH	VARCHAR	300	YES
PW_AGE	VARCHAR	300	YES
ANTIVIRUS	VARCHAR	300	YES
FIREWALL	VARCHAR	300	YES

Internal system tables

The following tables are used only by the System Information Center program; however, you may need to understand their structure when troubleshooting problems with the program. For more information, see Chapter 6, "Problem solving," on page 45.

Table 31. Table: Asset.Custom_Query

Column Name	Type Name	Length	Nulls
CUSTOM_QUERYKEY	INTEGER		NO
NAME	VARCHAR	50	NO
MENU_NAME	VARCHAR	50	NO

Table 31. Table: Asset.Custom_Query (continued)

Column Name	Type Name	Length	Nulls
DESCRIPTION	VARCHAR	120	YES
SQL_DATA	LONG VARCHAR		NO
CREATOR	INTEGER		YES
CREATED	TIMESTAMP	10	NO

Table 32. Table: Asset.Custom_Query_Group_Access

Column Name	Type Name	Length	Nulls
CUSTOM_QUERYKEY	INTEGER		NO
GROUPKEY	INTEGER		NO

Table 33. Table: Asset.Custom_Query_User_Access

Column Name	Type Name	Length	Nulls
CUSTOM_QUERYKEY	INTEGER		NO
USERKEY	INTEGER		NO

Table 34. Table: Asset.Filestore

Column Name	Type Name	Length	Nulls
HWKEY	INTEGER		NO
REVISION	INTEGER		NO
FILETYPE	VARCHAR	25	NO
FILEDATA	LONG BIT, VARYING		YES
FILENAME	VARCHAR	50	YES
MIMETYPE	VARCHAR	50	YES

Table 35. Table: Asset.Menu_Actions

Column Name	Type Name	Length	Nulls
QUERYKEY	INTEGER		NO
MENU	VARCHAR	30	NO
NAME	VARCHAR	30	NO
COL1	VARCHAR	60	NO
COL2	VARCHAR	60	NO
COL3	VARCHAR	60	NO
COL4	VARCHAR	60	NO
MENU_ACTION	VARCHAR	150	YES
LOGO	VARCHAR	40	YES
MULTIPLE	VARCHAR	15	NO
CLICKTYPE	CHARACTER	1	NO
DESCRIPTION	VARCHAR	200	YES
AUTHORITY	CHARACTER	1	NO

Table 36. Table: Asset.Menu_Links

Column Name	Type Name	Length	Nulls
QUERYKEY	INTEGER		NO
MENU	VARCHAR	30	NO
COL1	VARCHAR	60	NO
COL2	VARCHAR	60	NO
COL3	VARCHAR	60	NO
COL4	VARCHAR	60	NO
QUERYKEY2	INTEGER		NO

Table 37. Table: Asset.Passwords

Column Name	Type Name	Length	Nulls
USERKEY	INTEGER		NO
PASSWORD	VARCHAR	100	NO
UPDATED	TIMESTAMP		NO

Table 38. Table: Asset.Query

Column Name	Type Name	Length	Nulls
QUERYKEY	INTEGER		NO
NAME	VARCHAR	50	NO
DESCRIPTION	VARCHAR	120	YES
SQL_DATA	LONG VARCHAR		NO
FONTSIZE	INTEGER		NO
AUTHORITY	CHARACTER	1	NO
DISPLAY	INTEGER		NO
REFRESH	INTEGER		NO
CREATOR	VARCHAR	20	YES
CREATED	TIMESTAMP	10	NO

Table 39. Table: Asset.Query_Col_Ctrl

Column Name	Type Name	Length	Nulls
QUERYKEY	INTEGER		NO
NAME	VARCHAR	30	NO
DISPLAYCOL	INTEGER		NO
DISPLAYDATA	INTEGER		NO
ALIAS	VARCHAR	30	YES
COLOUR	VARCHAR	10	YES
ALIGN	VARCHAR	10	YES
SUMMARY	VARCHAR	10	YES
POPUP	VARCHAR	200	YES
DELETEABLE	INTEGER		YES
AUTHORITY	CHARACTER	1	NO

Table 40. Table: Asset.Query_Col_Info

Column Name	Type Name	Length	Nulls
QUERYKEY	INTEGER		NO
NAME	VARCHAR	30	NO
DISPLAYCOL	INTEGER		NO
DISPLAYDATA	INTEGER		NO
ALIAS	VARCHAR	30	YES
ACTION1	VARCHAR	150	YES
ACTION2	VARCHAR	150	YES
ACTION3	VARCHAR	150	YES
ACTION_LOGO	VARCHAR	20	YES
ACTION_LOGO2	VARCHAR	20	YES
ACTION_LOGO3	VARCHAR	20	YES
ACTION_POPUP	VARCHAR	200	YES
ACTION_POPUP2	VARCHAR	200	YES
ACTION_POPUP3	VARCHAR	200	YES
COLOUR	VARCHAR	10	YES
ALIGN	VARCHAR	10	YES
SUMMARY	VARCHAR	10	YES
POPUP	VARCHAR	200	YES
DELETEABLE	INTEGER		YES
AUTHORITY	CHARACTER	1	NO

Table 41. Table: Asset.Query_Group

Column Name	Type Name	Length	Nulls
QUERYKEY	INTEGER		NO
GROUP_NAME	VARCHAR	50	NO

Table 42. Table: Asset.Task

Column Name	Type Name	Length	Nulls
TASKKEY	INTEGER		NO
TYPE	VARCHAR	30	NO
NAME	VARCHAR	50	NO
DESCRIPTION	VARCHAR	255	YES
SCHEDULED	INTEGER		NO
MENU	VARCHAR	50	YES
ACTIVE	INTEGER		NO
RUNONCE	INTEGER		NO
START_DATE	TIMESTAMP		YES
END_DATE	TIMESTAMP		YES
PERIOD	INTEGER		NO
USER_QUERY	INTEGER		NO

Table 42. Table: Asset.Task (continued)

Column Name	Type Name	Length	Nulls
USERLIST	VARCHAR	100	YES
QUERY	INTEGER		NO
MAIL_TEMPLATE	INTEGER		YES
CREATOR	VARCHAR	20	YES
CREATED	TIMESTAMP		NO

Table 43. Table: Asset.Task_Log

Column Name	Type Name	Length	Nulls
TASKKEY	INTEGER		NO
USERKEY	INTEGER		YES
USER_LIST	VARCHAR	2000	YES
COMMENT	VARCHAR	200	YES
DATETIME	TIMESTAMP		YES

Table 44. Table: Asset.Task_Selected

Column Name	Type Name	Length	Nulls
TASKKEY	INTEGER		NO
MENU_NAME	VARCHAR	50	YES
DESCRIPTION	VARCHAR	250	YES

Table 45. Table: Asset.TX_Log

Column Name	Type Name	Length	Nulls
USERKEY	INTEGER		NO
HWKEY	INTEGER		YES
TX_DATA	VARCHAR	500	NO
TX_TIME	INTEGER		YES
DATETIME	TIMESTAMP	10	NO

Table 46. Table: Asset.User_Authority

Column Name	Type Name	Length	Nulls
USERKEY	INTEGER		NO
AUTHTYPE	VARCHAR	20	NO
AUTHORITY	CHARACTER	1	NO

Table 47. Table: Asset.User_Group

Column Name	Type Name	Length	Nulls
GROUPKEY	INTEGER		NO
NAME	VARCHAR	50	NO
CREATED	TIMESTAMP		NO

Table 48. Table: Asset.User_Preference

Column Name	Type Name	Length	Nulls
USERKEY	INTEGER		NO
ATTRIBUTE	VARCHAR	100	NO
VALUE	VARCHAR	100	NO

Table 49. Table: Asset.XML_Lookup

Column Name	Type Name	Length	Nulls
SCHEMA_NAME	VARCHAR	64	NO
TABLE_NAME	VARCHAR	64	NO
COLUMN_NAME	VARCHAR	64	NO
TEXT	INTEGER		NO
FILETYPE	VARCHAR	20	NO
VERSION	VARCHAR	20	NO
XPATH	VARCHAR	255	NO
NODETYPE	VARCHAR	10	NO
ISKEY	CHARACTER	1	YES
PROBE_SET	INTEGER		NO

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