

LANDesk SLM – How Do I...?

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I – Introduction & Target Audience

This is meant as a reminder & helpful survival guide on how to use LANDesk SLM with several topic covering & explaining commonly necessary operations.

II – How do I launch LANDesk SLM?

In order to launch the LANDesk Software Licensing console, you only need a www-browser and Silverlight installed.

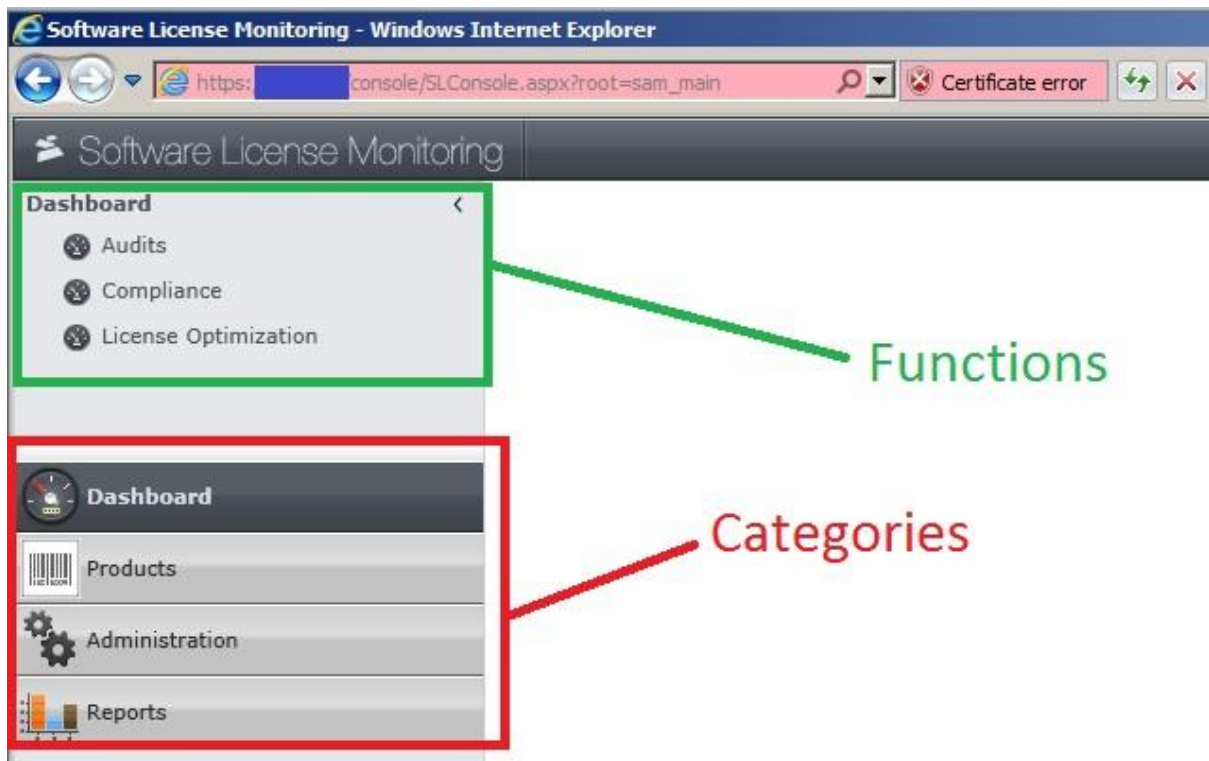
The exact www-link will vary based on the naming conventions used in your organization, but generally it will be something like the following:

https://YOUR-CORE-SERVER/console/SLConsole.aspx?root=sam_main

III – How do I navigate in LANDesk SLM?

The LANDesk SLM Web-Console UI is broken down into two main sections:

- Categories (bottom left of the screen) – These group up several functions & bits of data and serve as main points of navigation. Categories always remain as they are.
- Functions (top left of the screen) – These will change based upon the context of whichever category you are in and provide actual workable actions/data-tabs. The choice of functions is context-sensitive, based on which category you've selected.



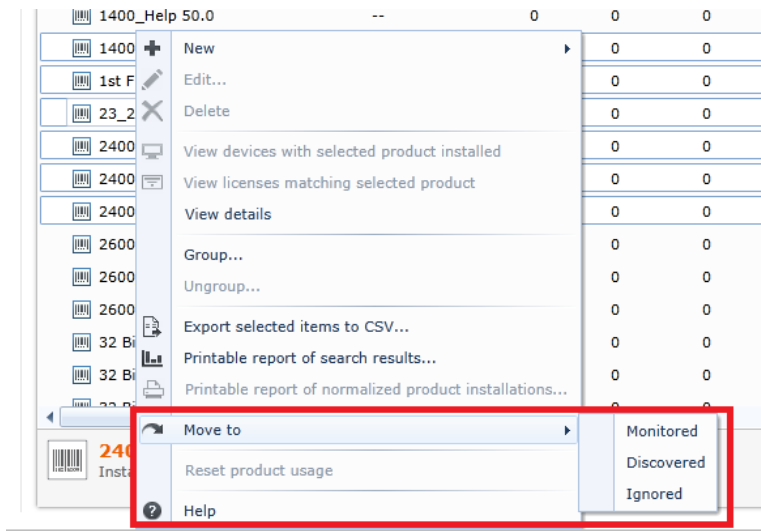
Most of the actual work will be done in either the PRODUCTS or DASHBOARDS categories.

As a mostly "one-off" effort, it may be advisable to go through the ADMINISTRATION-section & sort out manufacturer name normalisation. To give a frame of reference for the effort involved – with about 2,000 entries, a cursory normalisation pass-through took less than 10 minutes (it's usually only relevant to normalise software manufacturer names that you're actually going to monitor).

IV – How do I mark a product as relevant / to be ignored ?

Once you found one or several desired products in the discovered section, you merely need to:

- A.1 – Highlight the relevant products.
- A.2 – Left-click on your selection & drag it to the "Monitored" section.
- Or -
- B.1 – Right-click on your selection & chose the "Move To..." and then the relevant category.



You can make use of search filters here to reduce your result-set and/or quickly find your desired products (using filters & searching is touched upon below in [section VIII](#) in detail).

V – Why would I & how do I normalise products?

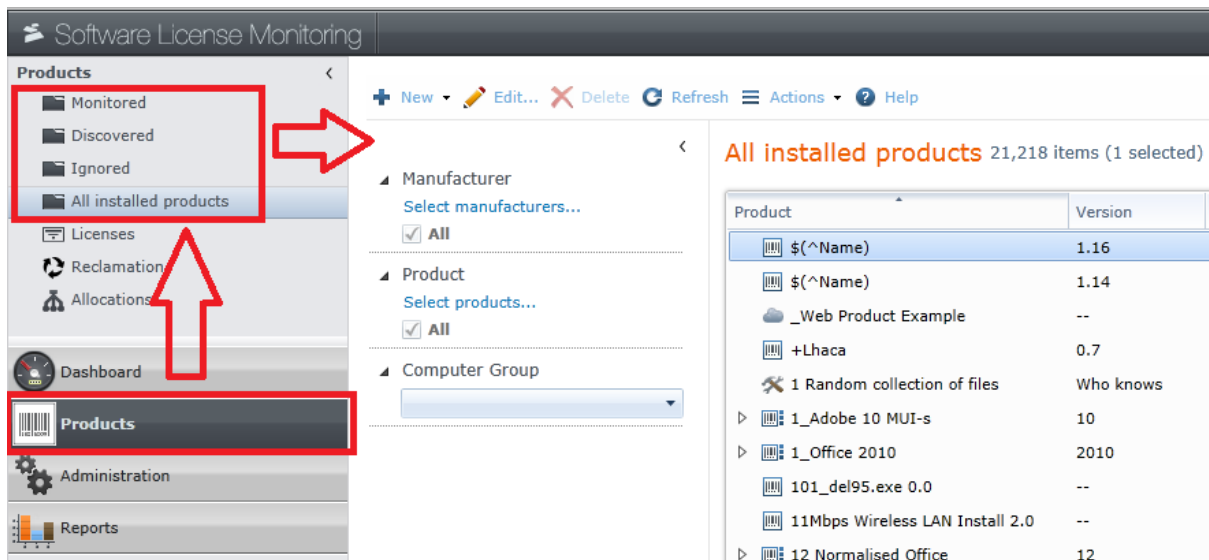
This feature is used to simplify products into more human-readable terms. Let's take the following example products:

- Access 2007 Standard
- Access 2007 Professional
- Access 2007 Student Edition
- Access 2007 MSDN Edition

You may have the sort of Enterprise agreement in place with Microsoft where “everything except MSDN” is covered for example. In such a case, one could group the first three into a general/normalised “Access 2007 Enterprise” product and leave Access 2007 MSDN as a separate entity, to be licensed & monitored separately.

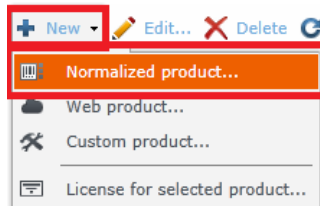
Or, if you have another (hypothetical) agreement which covers all editions of Access, then one could group *ALL* instances of Access 2007 into a single “Access 2007” normalised product. This frees you from having to micro-manage every single product edition.

You normalise products by being in any of the product-tabs.

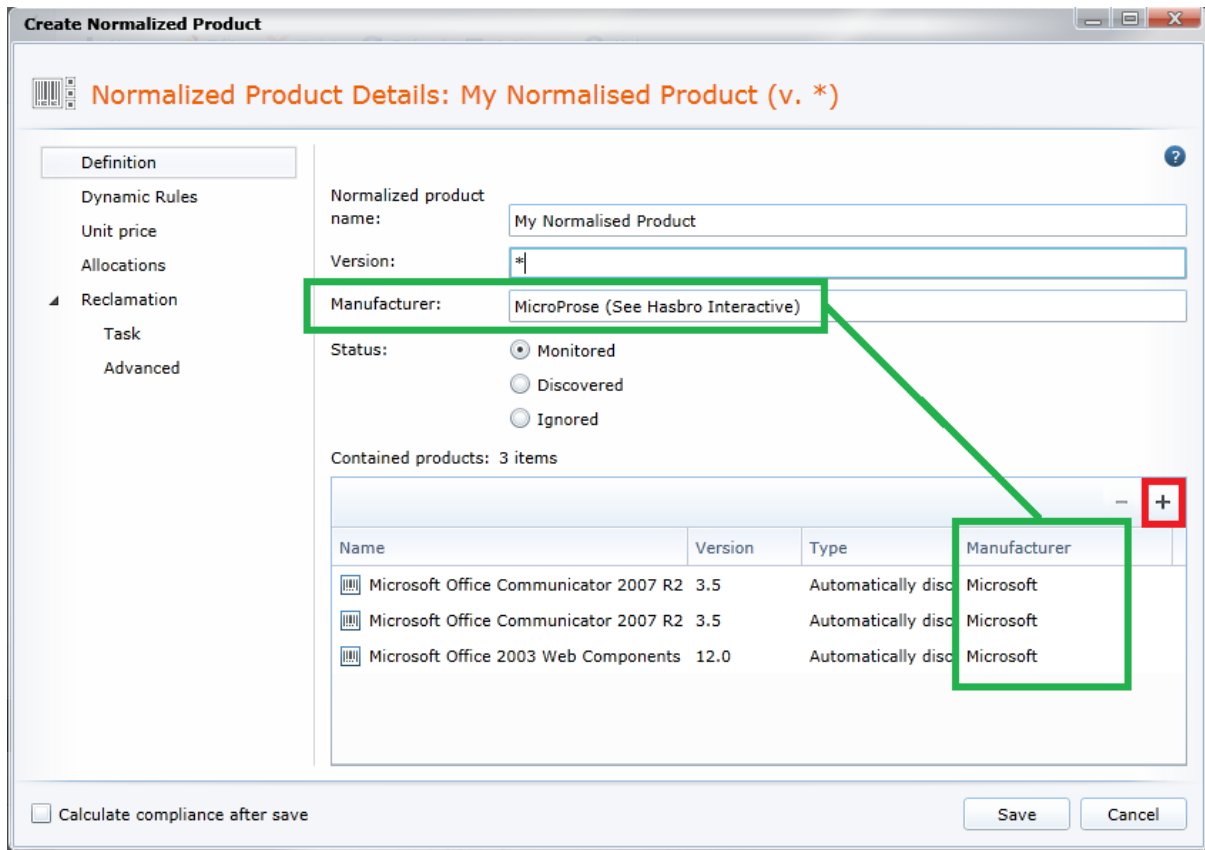


The actual act of doing this is very simple. Assuming that you're viewing several products, you have two main options.

OPTION 1 – If no normalised product exists, you simply right-click & select “NEW → NORMALISED PRODUCT...”



Once there, you can then either add products via the “+” icon



Take note that the Manufacturer of the Normalised product does not have to match the manufacturer of the original products (which is automatically picked up from the product itself). This is so that situations as “product X has been released by manufacturer Y before they were bought by manufacturer Z”-type situations.

- Or -

Option 2 – If you just need to add more products to an existing normalised product, you can either (multi-)select what product(-s) you desire & then just drag it/them on to the normalised product, as in the screen below.

Monitored 761 items (6 selected)

Search monitored

Calculate compliance for up to date information

Product	Version	Installed	Unlicensed	Never Used	Ninety Days Since Used	Recle
Adobe Bridge CS5.1	4.1	1	1	1	0	
Adobe Community Help	3.4	2	2	2	0	
Adobe Device Central CS5.5	3.5	2	2	2	0	
Adobe Download Assistant	1.0	1	1	0	1	
Adobe Extension Manager CS5.5	5.5	2	2	2	0	
Adobe Illustrator CS5.1	15.0	1	1	0	1	
Adobe Reader - All Versions	*	63	63	2	61	
AIOC exe	4.36	1	1	0	1	
alacarte				2	0	
alchemist	1.0.36	1	1	1	0	
alertsync	9.50	1	1	1	0	
alsa-lib	1.0.17	2	2	2	0	
alsa-lib-devel	1.0.17	2	2	2	0	

V.A –Regarding the naming of normalised Products

Unlike the similar matter for manufacturer (touched upon in [section VI.A](#)), normalised software products ***CAN*** be duplicates.

Thus, if we have the following 3 hypothetical pieces of software:

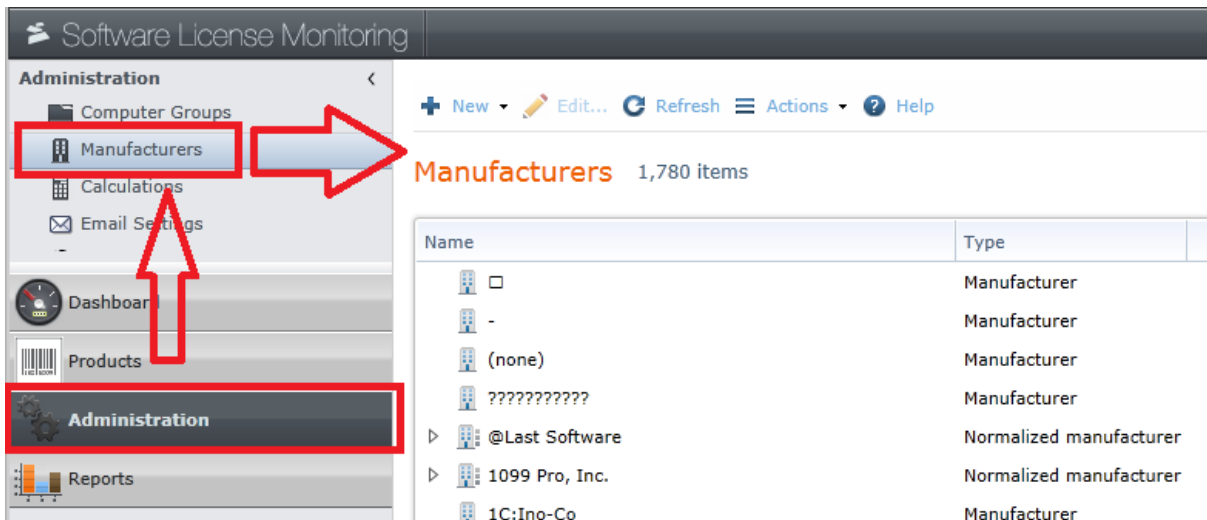
- Microsoft Office 2012
- Microsoft Office 2012 with SP1
- Microsoft Office 2012 Ultimate edition

You ***CAN*** normalise all three as just “Microsoft Office 2012”. This is ***ONLY*** possible in regards to products, however!

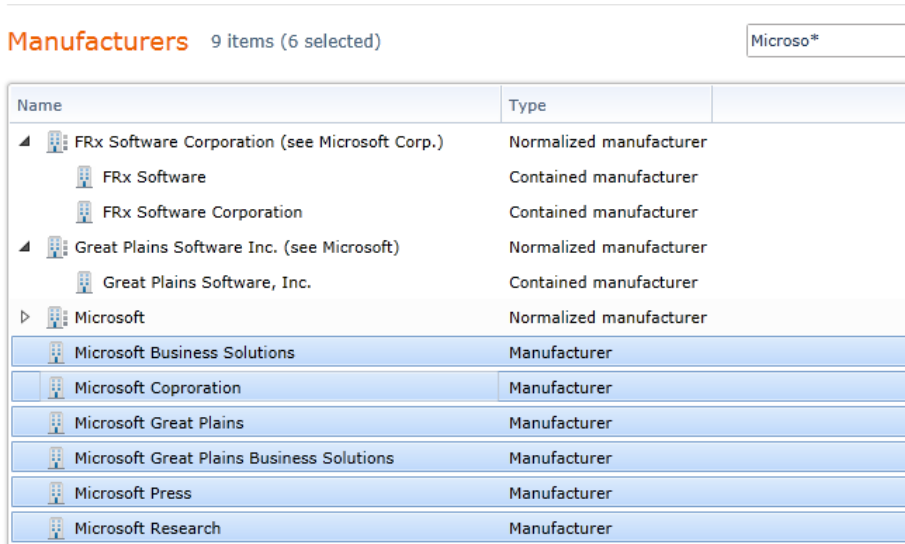
VI – How do I group manufacturers together / what is manufacturer normalisation?

Normalising manufacturers will make reporting easier for you, since it enables you to search for “Microsoft” instead of one of the 20+ variations that the Microsoft Corporation may exist under in its various product ranges.

The normalizing (and/or changing) of manufacturers is performed in the ADMINISTRATION category, under the “Manufacturers” function-set.



Don't forget to make use of search filters ([explained below](#)) to make your result-set more manageable. In the following example, we're using a filter of "Microso*" to list all Microsoft related entries.

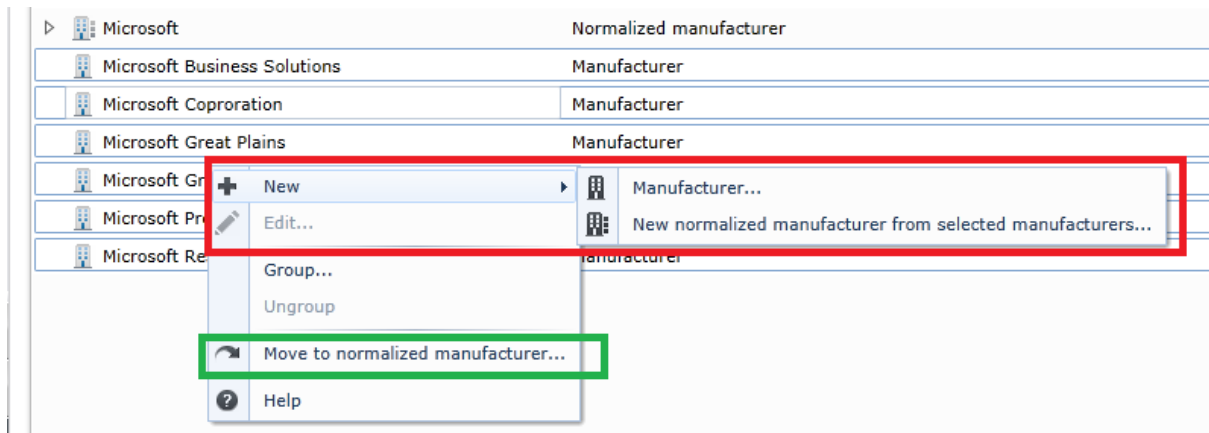


In this case, we can see that the "Microsoft" entry already contains some entries (as it is expandable), but that other Manufacturer-entries do exist for it. It may be desirable to add them to the normalized "Microsoft" entry to make these disparate entries more consistent to be dealt with.

This can be achieved in one of two ways:

Option 1 – (multi-)select any desired item(-s) and just drag them into an existing normalized manufacturer container.

Option 2 – (multi-)select your desired item(-s) & right-click. This will provide you with a context-menu where you can either create a new normalized manufacturer entry or move the selected items to an existing one.



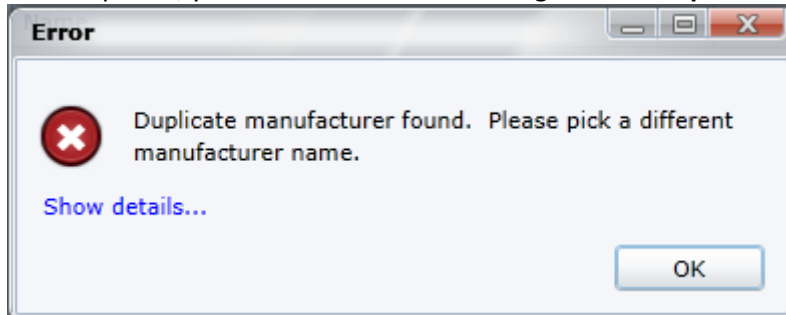
IMPORTANT - Be aware that you ***CAN*** move entries between (and break out of) normalised manufacturers. So if “manufacturer A” ends up being bought up by “manufacturer B” you may find it easier to move one (or all) of manufacturer A’s entries into manufacturer B’s normalised container.

Modifying Normalised manufacturers will not break product calculation. LANDesk will generally always display the normalised manufacturer name (if one exists) for a given product to simplify things.

VIA –Regarding the naming of normalised Manufacturers

Please be aware that any vendor name ***MUST*** be ***UNIQUE***. The reason for this is primarily technical in nature (to ensure consistency) & thus not an intentional inconvenience.

If attempt this, you will run into the following error – “**Duplicate manufacturer found**”.



What this effectively means for you can be shown with the following example names of Manufacturers:

- Microsoft Corporation
- Microsoft Corp
- Microsoft© Corp®

Given the above 3 names, you would be fine with creating a normalised manufacturer called “Microsoft”.

However, you would **NOT** be able to create a normalised manufacturer called “Microsoft Corporation” (as it already exists).

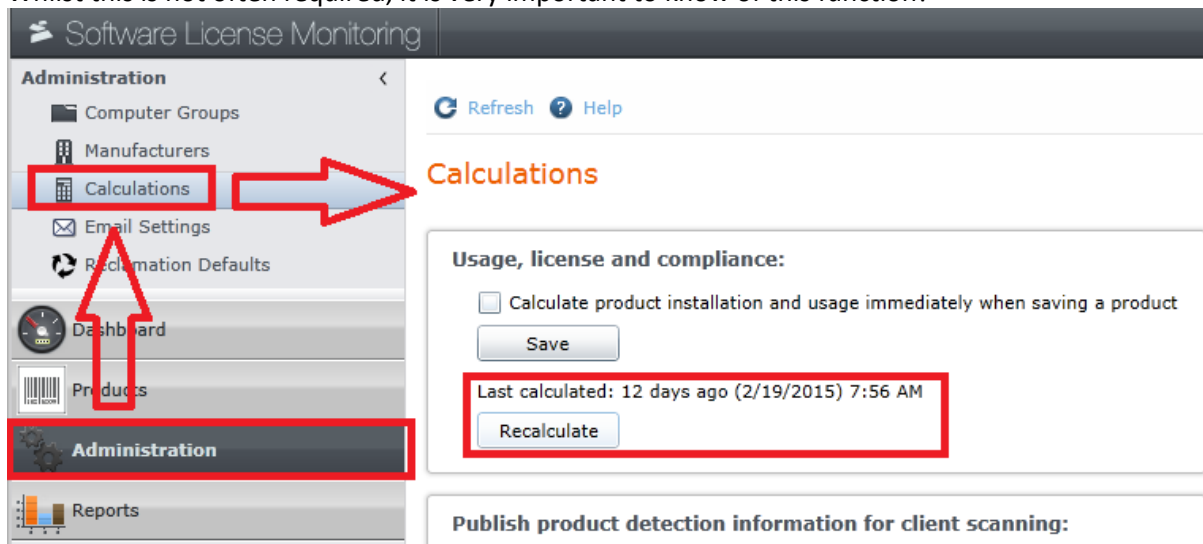
This should not pose a great problem by and large, but it is worth agreeing on a standard naming convention where necessary – so that there will be no discrepancies between different team members’ names. A convention of “{VENDOR_NAME}Normalised” might be agreed upon as an example, if “just the vendor name” is not possible because it already exists.

VII – How do I update counts? How often are calculations updated?

So as to minimise user-impact when using / configuring SLM (and the potentially large quantities of data involved), the LANDesk Management Suite will only calculate a particular product’s usage when/after it’s been saved (though this can be turned off).

Turning off this feature may be recommended if the intention is to move 100’s of records around and to let the server calculate everything only once the configuration has been done. To this end, a manual “recalculate”-button exists in the **ADMINISTRATION** sections’ “**CALCULATIONS**” function-set.

Whilst this is not often required, it is very important to know of this function!



The screenshot shows the Software License Monitoring (SLM) interface. On the left is a navigation menu with the following items: Administration (highlighted with a red box), Computer Groups, Manufacturers, Calculations (highlighted with a red box and an arrow pointing to the right), Email Settings, Reclamation Defaults, Dashboard, Products, Administration (highlighted with a red box), and Reports. The main content area is titled "Calculations" and contains a section for "Usage, license and compliance:" with a checkbox for "Calculate product installation and usage immediately when saving a product" and a "Save" button. Below this, a red box highlights the text "Last calculated: 12 days ago (2/19/2015) 7:56 AM" and a "Recalculate" button. At the bottom, there is a section for "Publish product detection information for client scanning:".

PLEASE NOTE:

Software usage counts are usually calculated automatically **every night**. In most cases this should provide for ‘sufficiently accurate’ numbers without impacting user experience. Depending on the environment, server resourcing & quantities of data involved, such a calculation can take from a few seconds to several hours.

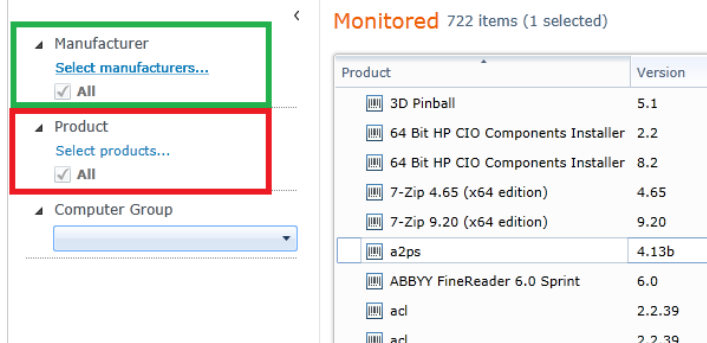
VIII – How do I use search filters?

Search filters will generally be of great use when you’re looking through the list of software manufacturers (in ADMINISTRATION → MANUFACTURERS) or products (in the PRODUCTS-tab).

There are three main filters to assist you in reducing the list of displayed items to a more manageable number:

- Manufacturer filter
- Product filter
- General String filter

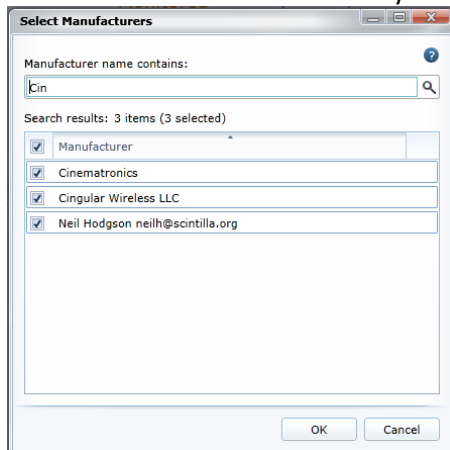
By default / to begin with, all manufacturers & products are displayed. By clicking the “select manufacturer” and/or the “select products” buttons, you can reduce the displayed items down.



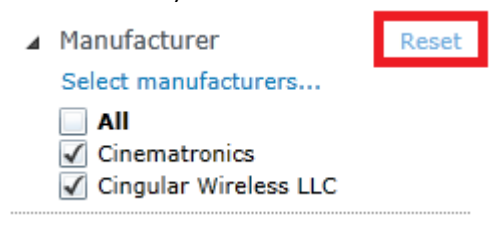
In the example below, a filter based on a manufacturer name which contains “CIN” is displayed. The search results will dynamically update as you type.

You can also include multiple partial strings – such as “Micro Inc”, for example. This would search for all manufacturers that have both “Micro” and “Inc” as part of their names.

You can then make sure that only the actual entries you’re interested in retain their tick-boxes.



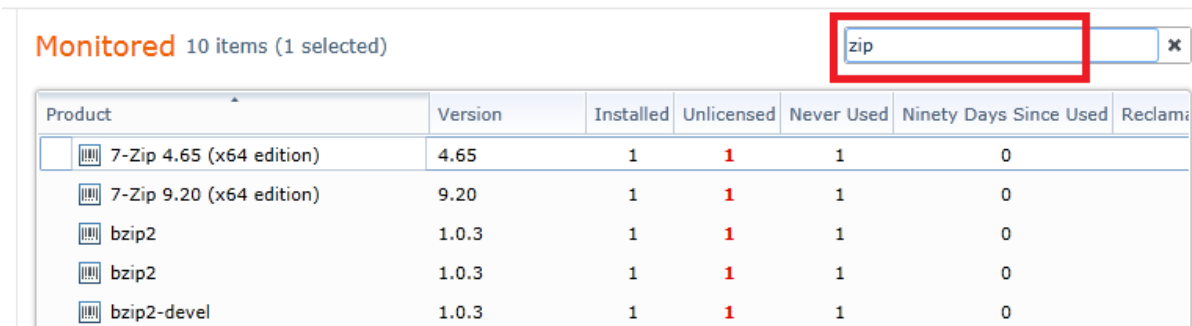
When such a filter is applied, this is displayed in the UI like so (in this case, 2 manufacturers have been selected):



It is then still possible to check/un-check any of the given selections. In order to get back to viewing everything available, either click on the “ALL” button, or use the “RESET” function to reset the currently set filters.

Text / string search filters work essentially the same way. Towards the top-right of a product window you have a freely editable text-box into which you can enter any string you want & have LANDesk filter the result-set based on that.

This is most useful if you are in a situation where you may have some potential overlap between manufacturer & product name, or aren't entirely certain what the items you're looking for are called exactly.



Monitored 10 items (1 selected)

Product	Version	Installed	Unlicensed	Never Used	Ninety Days Since Used	Reclaim
7-Zip 4.65 (x64 edition)	4.65	1	1	1	0	
7-Zip 9.20 (x64 edition)	9.20	1	1	1	0	
bzip2	1.0.3	1	1	1	0	
bzip2	1.0.3	1	1	1	0	
bzip2-devel	1.0.3	1	1	1	0	

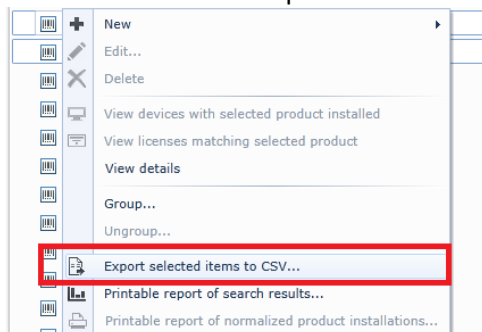
Finally, you can just click into the product / manufacturer window and start typing (for instance – “micro”) and the console will try and get you to that point. This is especially useful if need to get to a certain point in a list of several 100 / 1000 items but don't wish to actually filter any of it out.

IX – How do I export any data?

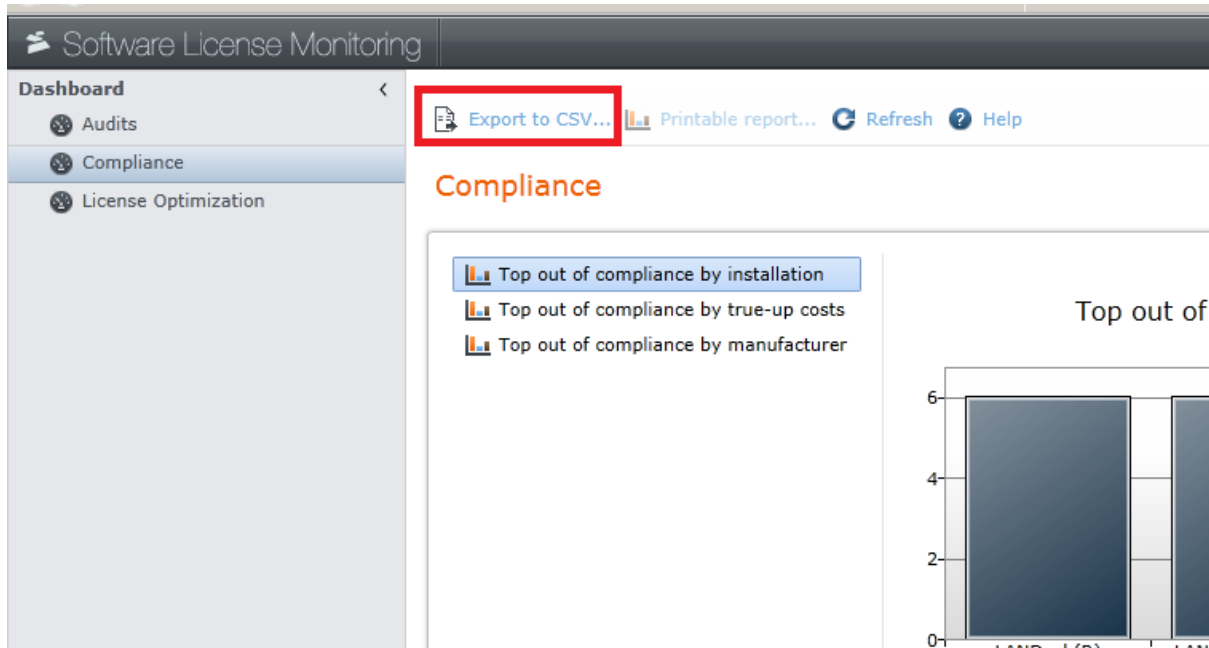
Licenses, usage, products, etc. – can be exported to CSV via a simple right-click (with a single or multi-selection).

Alternatively, you can do it via the following:

⇒ Use the “Export to CSV” function at the top of the page.



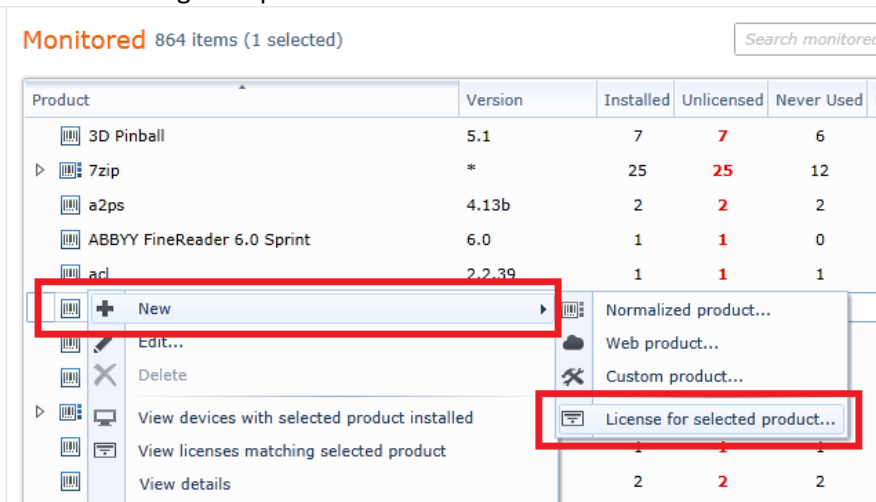
The Dashboard reports tend to provide a separate “EXPORT TO CSV” button like the following:



X - How can I add a license to a product?

Firstly, it's **ONLY** possible to add a software license to a **MONITORED** product (after all, if a product is marked as being "ignored" – and thus deemed irrelevant by the user - there's no point to submitting licensing information).

Secondly – once in the MONITORED section, it's simply a matter of right-clicking the desired product & then choosing the option to add a license.



Note that adding licenses will generally require the re-calculation for this particular product!

The new license information is then used for reporting (such as for expiring licenses in the next 90 days), and calculating the top harvesting opportunities based on the value of each license on the dashboard.

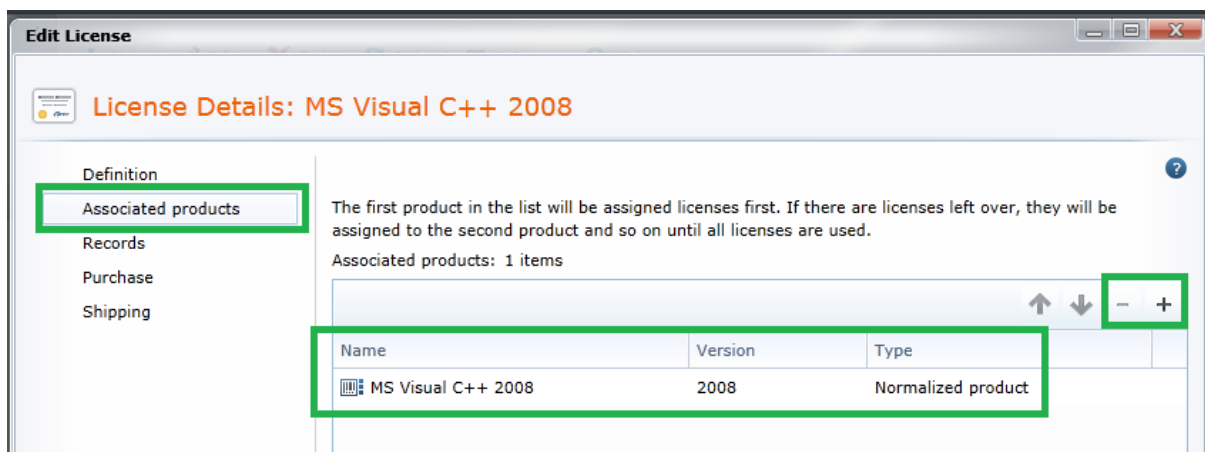
Note that license information does not necessarily have to be entered by hand. It is possible to mass-import information via CSV-files. But this should be done carefully, as licenses need to address the correct product names.

The easiest way to see what information is used/required in such a CSV file is to create a simple license for a monitored product & then just export that one.

X.A – Defining a license

Please note that the license consumption is always set to “one per computer”. However depending on how you configure the license, you can assign multiple products to a single license. This is to cope with situations where (for instance) a “Microsoft Word 2012” license would cover “Word 2012” as well as “Word 2012 SP1” and “Word 2012 R2” products.

This way, by assigning the associated products, you can regulate more easily whether a single license covers multiple product installs, or not. For instance, various Adobe product versions can often be covered by a single license. However, Microsoft Office licensing would not necessarily work that way and the details would depend on the downgrade rights as set out in your agreement with Microsoft.



IMPORTANT NOTE – be aware that this “associated products” category is also where you define upgrade & downgrade rights - along with the order of priority, which is processed from top to bottom. So, if your Microsoft Office 2012 license has downgrade rights for Office 2007, then you would associate Office 2012 as well as Office 2007 (probably in that order) to this license.

X.B – What license types are supported?

All license calculations are based off installs. But for recording & reporting purposes, we provide a list of several license types. These are (as of LANDesk Management Suite 9.5 / 9.6):

- Competitive Upgrade
- Enterprise agreement
- Floating
- Freeware
- Maintenance
- New Product
- OEM
- Product Upgrade
- Public Domain

- Shareware
- Site
- Unknown
- Volume

XI – Clarifying “What do I use” versus “What do I need?”-logic

LANDesk Management Suite offers two basic approaches to license management.

The first is ***USAGE*** based – meaning that one of its main purposes is to help you identify unused licenses. The Install-base is still displayed, but one of the key details here is to make sure you’re aware of products that have not been actually utilised. The key purpose & driver here is to reclaim such unused software licenses to save on costs.

The second one is the LANDesk Data Analytics approach (requires a separate license), which looks at what your software install base currently has, and calculates licensable software products from inventory data – based on a growing list product definitions provided by LANDesk content.

The difference between the two appears subtle but is quite crucial.

SLM (Software License Monitoring) relies on either (in most expected situations) software vendors having configured install information correctly, so that such product associations can be made automatically or users configuring product suites themselves (where necessary).

An example would be for instance that the “Microsoft Office Standard 2010” software suite would consist of “Microsoft Word 2010, Microsoft Outlook 2010 and Microsoft Excel 2010” – but if Microsoft Access 2010 were to be installed separately (and from different media), it wouldn’t necessarily be associated with the suite.

LANDesk Data Analytics, in contrast, looks at existing inventory data & based on given definitions create a list of licensable products. An example would be the following hypothetical ‘detection rule’ – “If version 2 of binary X and version 3 of binary Y are found, then this equates to a licensable copy of Adobe Dreamworks version 1.2”.

LANDesk Data Analytics’ purpose here is to help you “immediately” if you have an unexpected audit to quickly identify you what you need to be certain to have licensed. However, this depends on LANDesk having created the relevant product definitions, and while new definitions can be added, this may take some time (depending on the complexity of the product in question).

It should be noted, that it ***IS*** possible for customers/users to define their own licensing rules (often via VB-script) in the Data Analytics module.

LANDesk SLM’s main purpose is to keep your licenses under control – to see not only what you have installed, but also to monitor actual usage. If Bob from accounting hasn’t used his Microsoft Visio license in over 300 days – does he ***really*** need the license?

To this end, LANDesk SLM also includes a module to help with automated reclamation/harvesting of unused software licenses (this is covered separately [further below](#) in the reclamation-centric chapter).

XII – Why are there 0-count products?

This is usually because new products / groups have been created (be it device groups or allocation groups) more often than not. This also will be a potential issue when new products are moved to the “Monitored” section.

Be aware that there is a genuine situation where a 0-count product is quite legitimate – this being the case where a piece of software had been detected in the past, but was subsequently uninstalled everywhere. LANDesk will still retain the product information, and correctly reflect the 0-count status (since no devices have the software installed anymore).

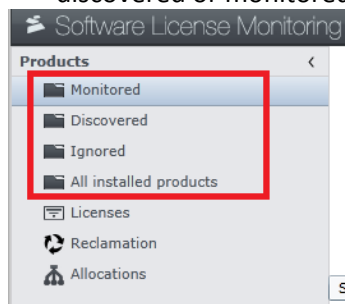
A general guide-line for situation where 0-count products can be seen include:

- ⇒ Devices with that product either were deleted, or had the product un-installed.
- ⇒ We still retain the product information as it may be relevant (including device-specific usage), even if a piece of software has been set to ignored.
- ⇒ If you do not care about a specific software item any longer, just move it to “Ignored”.
- ⇒ If “all” products show a 0-count, make sure you have run calculations! (see [section VII](#)).

XIII - What’s the difference between “Monitored”, “Discovered”, “Ignored” and “All installed”?

The following summary should provide clear guidance as to what the various sections show.

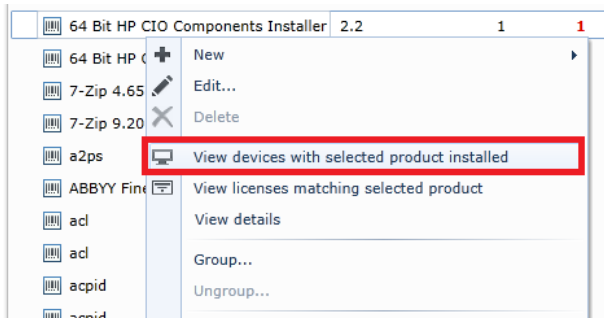
- ⇒ Monitored – Display **JUST** the products you care about / actively monitor.
- ⇒ Discovered – Display the products that are **NEITHER** Monitored / Ignored at the moment. In essence, this is the “to be decided upon” category.
- ⇒ Ignored – Display **JUST** the products that you’ve selected to be ignored.
- ⇒ All Installed – This will show **ALL** products, irrespective whether they’re ignored, discovered or monitored.



XIV – How can I find out which devices have a piece of software?

This is very easy to do.

- ⇒ Right-click on the relevant product and choose “View devices with selected product installed.”



This will present you a list with devices names that have the particular software installed. If you so desire, you can then print out this list, or select some/all devices & export the relevant data to CSV for further use.

XV – What are Device Groups & How do they factor into this?

Essentially, they can be viewed as an additional filter option and/or used to assign allocation groups (for example – departments) to licenses.

One can assign software licenses to such device-groups (often needed where departments purchase & need to keep track of their own licenses) which are then only consumed for the specific software on devices belonging to that specific device group. So – for example – computers from the “accounting” department would not be permitted to consume licenses that are assigned to an “engineering”-group.

Alternatively, they can be used as “merely” filters on a device/department level. So rather than viewing software installs / utilisation across the corporation, this allows to see what is installed on given devices (with the content & counts being automatically adjusted for the relevant device group).

PLEASE REMEMBER:

After creating new device groups, you will need to re-calculate product usage (or wait overnight), so that the relevant data & calculations will be performed.

XVI – What is Reclamation all about?

The reclamation component of SLM is an optional module which allows you to monitor and/or enforce software harvesting opportunities based no thresholds that you set.

The basic idea is that if you have a couple of high-value licenses but these do not get utilised, your organisation is facing a potentially unnecessary cost. So as a result, an automated process can be enabled which checks for software which has not been used in a given time-frame (for example – 150 days) and then either report on it, or go as far as actively scheduling an uninstall of the software via LANDesk Management Suite so as to reclaim the relevant software license.

There are additional complications possible here (where certain groups can be specifically excluded or included for this automated harvesting).

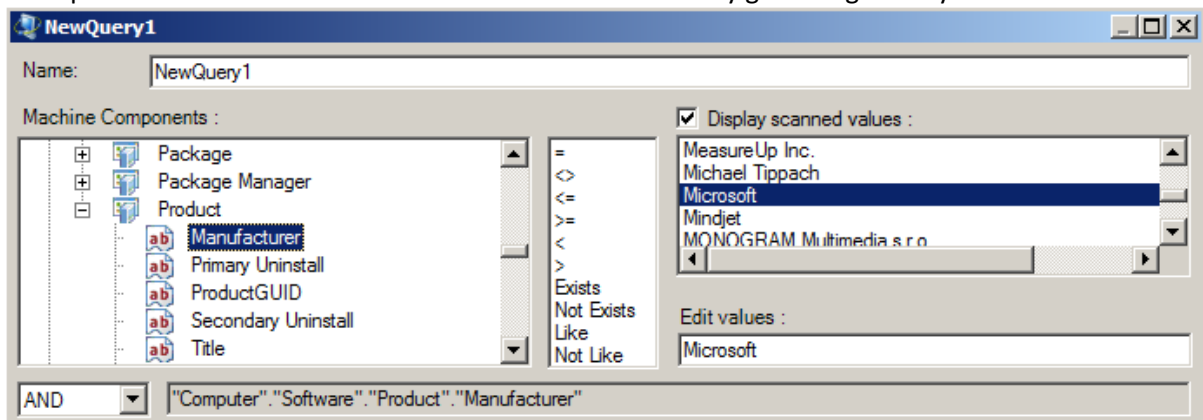
NOTE: You *CAN* use the reclamation feature in a “for information only”-mode, where possible harvesting opportunities are highlighted, but no actual actions are performed.

XVII – Does normalising products / manufactures in SLM affect inventory?

Yes and no – it depends on which part of inventory you’re querying.

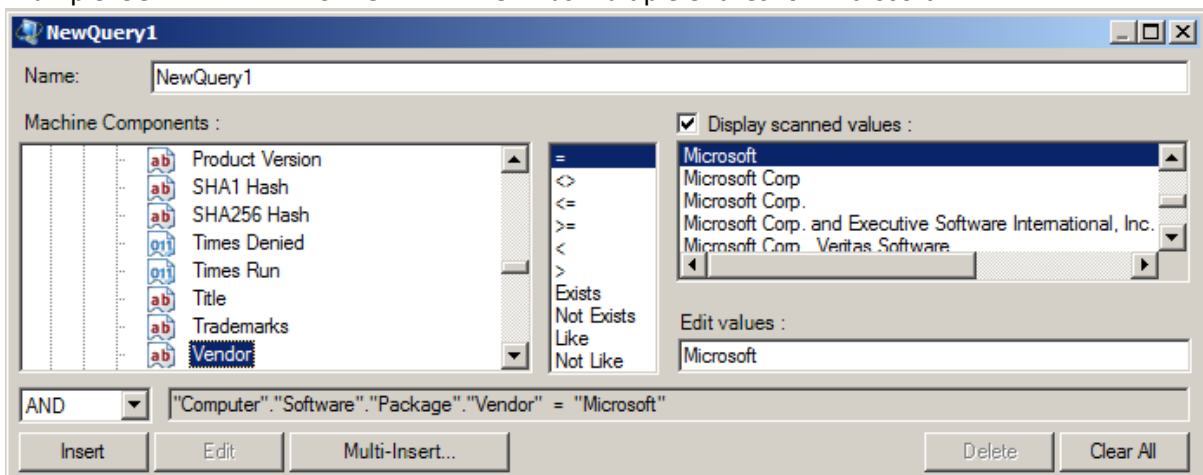
If you’re querying inventory data under the SOFTWARE – PRODUCT – ...-branch then – yes, normalisation of manufacturers & products DOES get reflected.

Example: SOFTWARE – PRODUCT – MANUFACTURER has only got a single entry for “Microsoft”.



On the other hand, if you’re looking at the SOFTWARE – PACKAGE - ... // SOFTWARE – PACKAGE MANAGER -...-branches of inventory, then the answer is “no”. These are separate bits of data, in separate tables. Effectively this is a case of comparing “apples & oranges”.

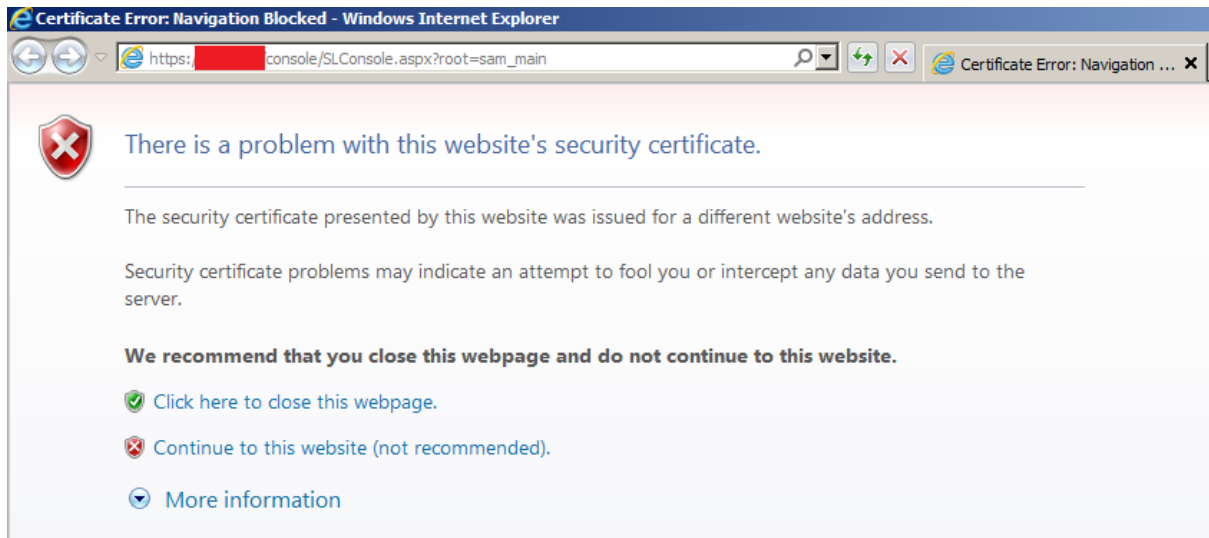
Example: SOFTWARE – PACKAGE – VENDOR has multiple entries for Microsoft.



So it depends on what inventory data you’re querying & work with.

XVIII – Do I need to be concerned about a certificate warning?

When loading up the SLM web-console, you may be greeted with a warning like the one below:



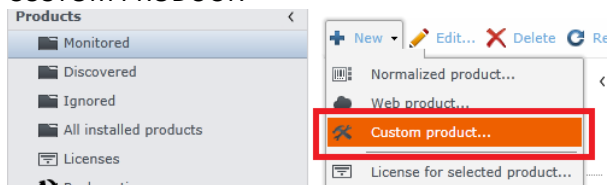
This does not constitute a need for concern. This is quite normal, given most contemporary browsers' default security settings. You can simply choose the "Continue to this website..."-option.

Technical explanation:

The browser merely complains about the required certificate being self-signed. It is possible to perform certain steps on a domain administrator level to accept the LANDesk certificate as a trusted one across an organisation, but the details of this are beyond the scope of this document.

XIX – How do I create a custom product based on files?

In the hopefully rare case that something isn't automatically registered, you can still create product definitions for purely file-based applications to be picked up. You begin by creating a NEW → CUSTOM PRODUCT.



Once presented with the new screen, enter the name for the product you wish to monitor and any other information you want (such as version & manufacturer). Next, you will have to define both the INSTALLATION detection rules as well as the USAGE-detection rules. These MAY or MAY NOT be the same.

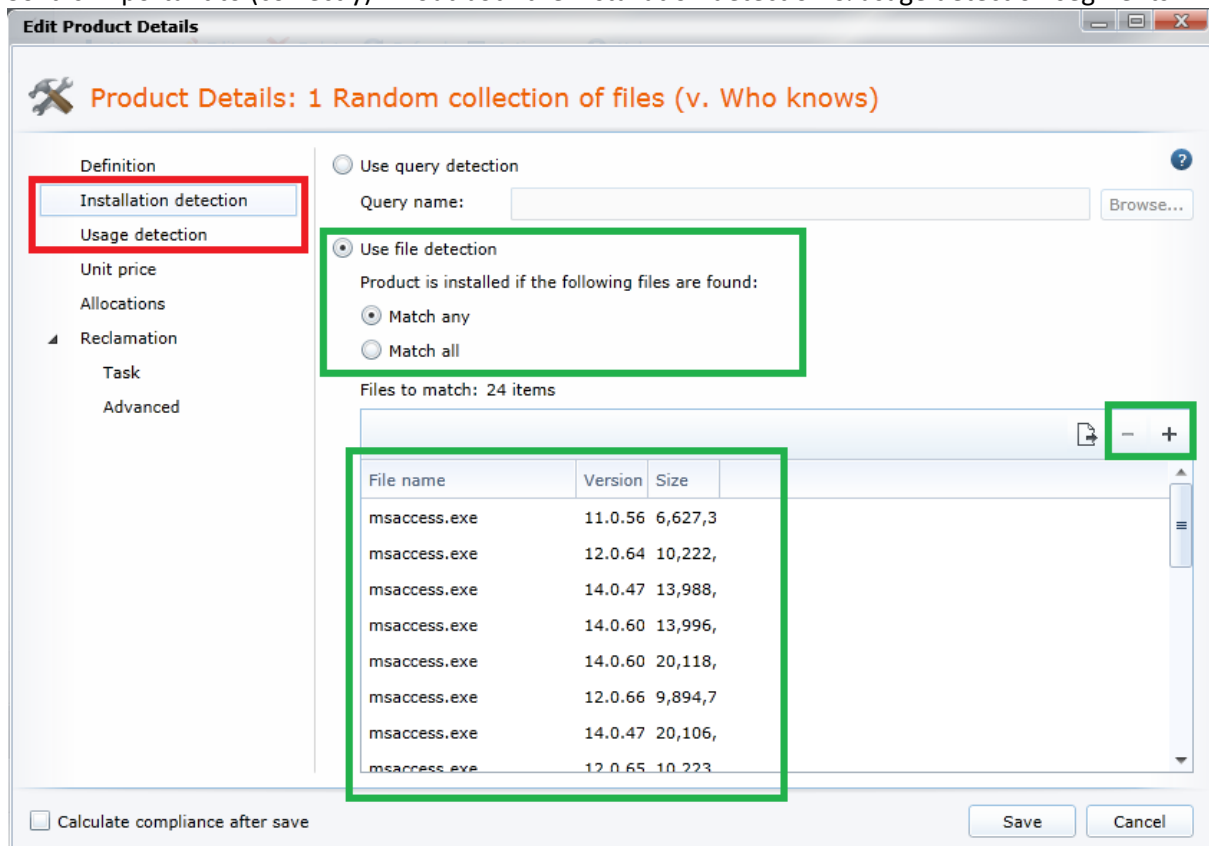
INSTALLATION – this list of files (in either a "match any" or "match ALL" configuration) is the ruleset by which LANDesk identifies whether a specific product is installed on a device.

USAGE – this is the list of binaries that LANDesk uses to calculate whether or not the software is actually seeing usage. Certain Adobe products for instance can come with 30+ executables in the installation, but only "distiller.exe" is actually used to determine actual usage.

IMPORTANT – there can be a big difference between files that define a product as being installed and files that actually run to indicate usage. An example is for instance it's quite possible to define a

product based on a list of 20 files, yet have its active USAGE be based off a single executable (a few Adobe products tend to work like this).

So it is important to (correctly) fill out both the installation detection & usage detection segments.



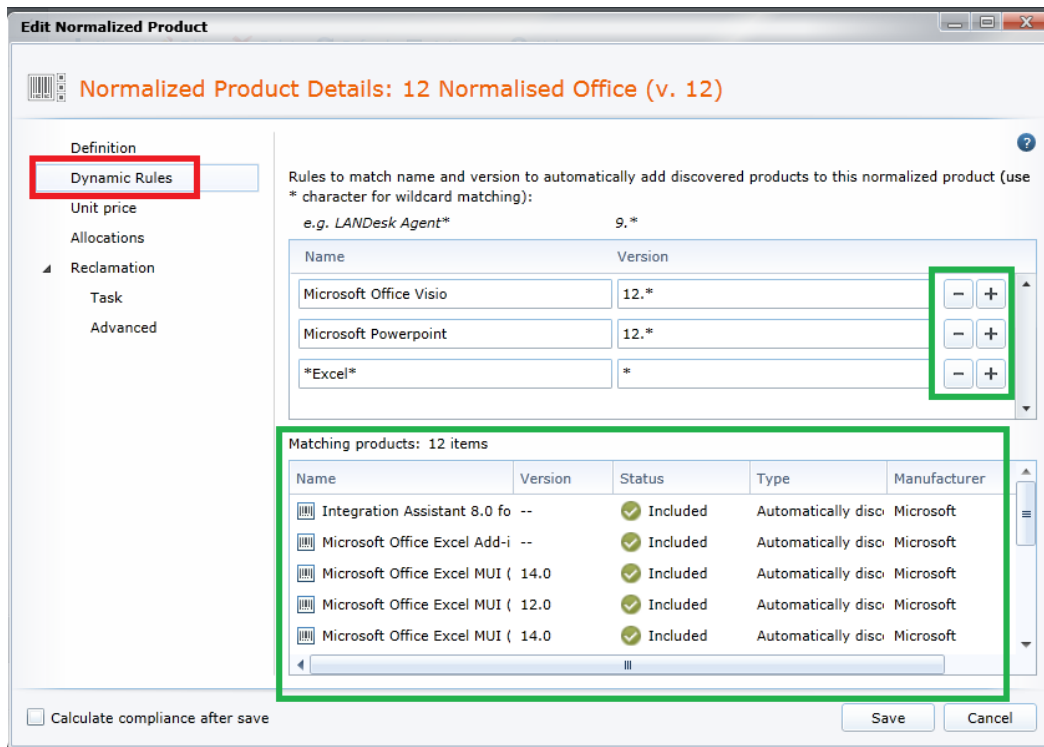
Also be mindful of the “match any” versus “match all” logic. Because of the potential complexity here, it’s usually best to rely on automatic product discovery (as long as the relevant products’ software vendor has created a good installer-package).

Use of such file-based products should hopefully be the exception to the rule.

XX – How do I use dynamic rules? What are they?

When creating a normalised product, you can do so by statically defining the products you want to include (as indicated earlier, in [section V](#)), and/or you can make use of dynamic rules, which will automatically add any new products based on name patterns.

An example can be seen here:



A few points that need to be raised as cautions:

- Be careful with your wildcards. You want to use as extensive a name as possible. In the above example, there is a dynamic rule for “*EXCEL*” is included, which will include ANY string with that word in it and ANY version – which could lead to quite a few undesired additions (such as the “Integration Assistant...” product in the first line).
- Pay attention to the “Matching Products” window at the bottom – this will display what your definition will currently automatically add – this is meant to help you fine-tune your definitions.
- Use the “+” icons to create additional rules and the “-” icons to remove them.

The use-case for this is then to have a simple normalisation rule such as for Office 2012 where we could include the following:

- “Microsoft Office Word” with a product version of “12.*”
- “Microsoft Office Excel” with a product version of “12.*”
- “Microsoft Office Powerpoint” with a product version of “12.*”

Alternatively, you could include “Microsoft Office Word 2012” as part of the title (if the relevant information *IS* in the title). Ultimately, the exact choice of using dynamic rules are down to your preference.

However, be careful. The shorter & less specific your string-matches are, the more likely you will be to include “unwanted” products. If you were to include just a search for “Office 2012” for instance, a product such as “Additional Icons for Office 2012 by SomeCompany” would equally be included. So be mindful of what strings you use!

XXI - What are “Web Products” exactly?

This is meant as an assistant to monitoring usage of certain www-sites which have subscription models (for instance, one such example would be www.salesforce.com).

Due to the nature of browsers, this is by and large just a check on seeing whether there is a tab open which is accessing the site(-s) you define. It will not monitor in real-time the duration for which the relevant tab is “active” (as this would require also being quite intrusive towards www-browsers).

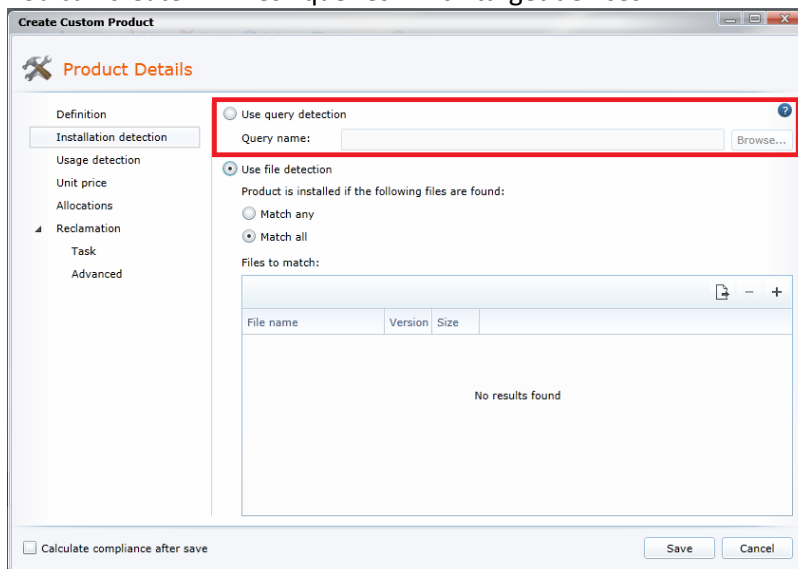
The functionality is there to help you get a better estimate whether everyone you expect to use a subscription-based site does so.

XXII – What are allocations groups?

Please see [section XXIV](#) for information on this.

XXIII – Why would I create products based on Queries? How does that work?

You can create LANDesk queries which target devices



It may be easier to configure your ‘product’ via LANDesk queries (whether this is because you want to use a “LIKE...” operator, or you want to query hardware information) – and these queries (and their results) can then be used to create “products” as well.

This can also be useful to monitor certain hardware items in the SLM console. For example, a LANDesk query targeting a certain type of USB or Serial dongle which is used to license software can thus be used to keep track of devices & number of “installs” of this product.

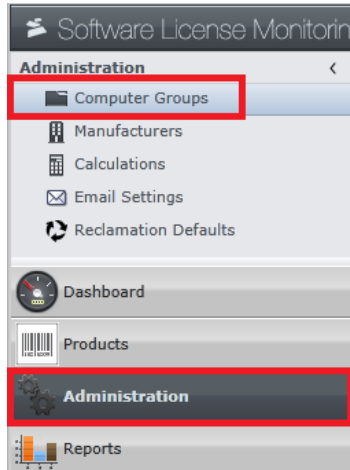
IMPORTANT NOTE – please be sure to include the “ID” column (from the root of the inventory tree) in your query’s result columns – this is how we will be able to uniquely identify devices in a query & use them for calculations! If you only include device-names, you will not be able to use the query for SLM effectively!

XXIV – How do I create computer / allocation groups? What are they?

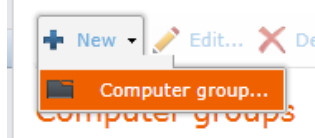
Once you've created your query via either the 32-bit console or the www-console, you can then "import" this query into SLM.

IMPORTANT NOTE – please be sure to include the "DEVICE ID" column in your LANDesk query – this is how LANDesk will be able to uniquely identify devices in a query & use them for calculations! If you only include device-names, you will not be able to use the query for SLM effectively!

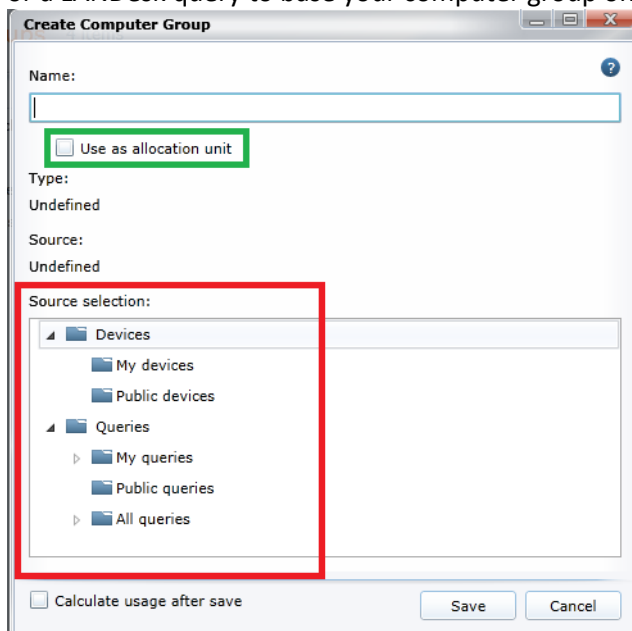
In the ADMINISTRATION-category, you will see the "COMPUTER GROUPS"-section – that's what you want to enter.



Then just click "NEW → COMPUTER GROUP..." to get a new window up to select which query you want to base your computer group on.



This new window will ask you for a name, and then give you an option to select either a device group or a LANDesk query to base your computer group on.



IMPORTANT REMINDER - after adding computer groups, you will have to run calculations so that data for these new groups will be calculated & cached.

The option to treat the computer group as an “allocation unit” is for licensing purposes – namely, departmental licenses. If – for example – the HR department has 20 licenses of product X, you would create an allocation unit for their device-group, and could assign the license to ONLY the HR department group.




This way, licensing calculations can respect individual departmental licenses. It is in this respect quite possible to be over-licenses overall (a few departments have too many licenses), yet be non-compliant at the same time (other departments have too few licenses).

XXV – How / where do I define upgrade/downgrade rights?

Please see [section X.A](#) for information on this

XXVI – In the PRODUCTS-sections what do the different icons mean?

These are meant as visual aids to help distinguish between the various product kinds.

-  _Web Product Example → This is a WEB Product.
-  1 Random collection of files → This is a CUSTOM product
-  1_Adobe 10 MUI-s → This is a Normalised / Auto-discovered product