SAM Monthly Best Practices Webinars

Session 6: Managing Unrecognized applications In Flexera One ITAM / FlexNet Manager

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Inform IT. Transform IT.

Agenda

- Last session pointers and answers to questions

- News: FNMS 2021R1.4
  - Windows Server Optimization, Java embedded instance
  - see: https://docs.flexera.com/fnms/EN/features/index.html#FeatureList/2021R1-4/2021_r1_4.html

- Managing Unrecognized Applications
  - Context
  - How recognition works
  - How to prioritize the effort
  - On Prem reports that could help you
  - Step by step demo

Last Session: Managing Java in FNMS

- **Useful pointers**
  - Recording and PowerPoint:
    - https://community.flexera.com/t5/Events-and-Webinars/Recording-and-Presentation-of-the-February-Monthly-SAM-Best/ba-p/223205/jump-to/first-unread-message
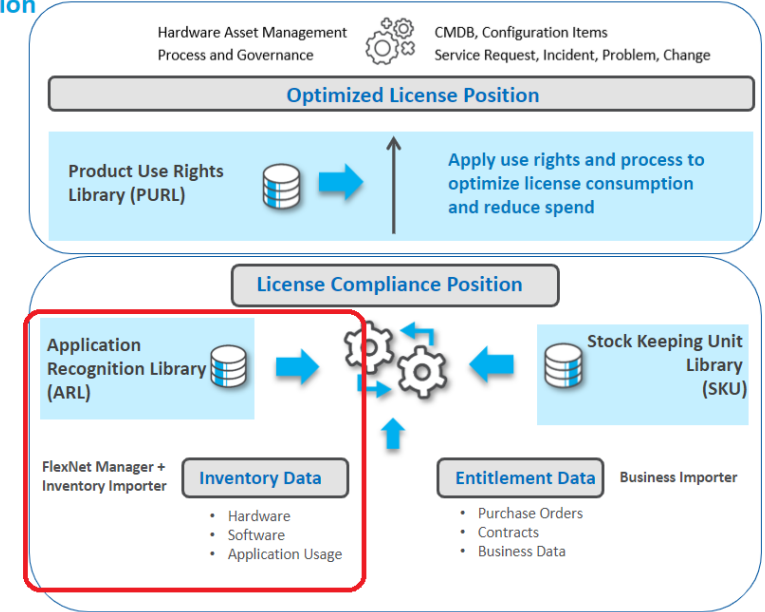 - Answers to questions:
    - Hi Nicolas, Regarding the Charge Back Rest API feature , will that also work for Public Cloud ?
      - The charge back REST API is available to Cloud Customers only and accessible by any authenticated script
    - Will there be restrictions built into ITAM that will, for example, only allow you to Flag a certain number of applications in total?
      - All applications will not have by default the "Track evidence details" flag (billions of records), but customer will be able to flag wished applications. There is no UI for multi edition at this stage.
    - Is the 'Exemption by file path' a new tab in the Application?
      - This is a new section in the Use Rights & Rules of the license and a new flag in the Application "General" tab.
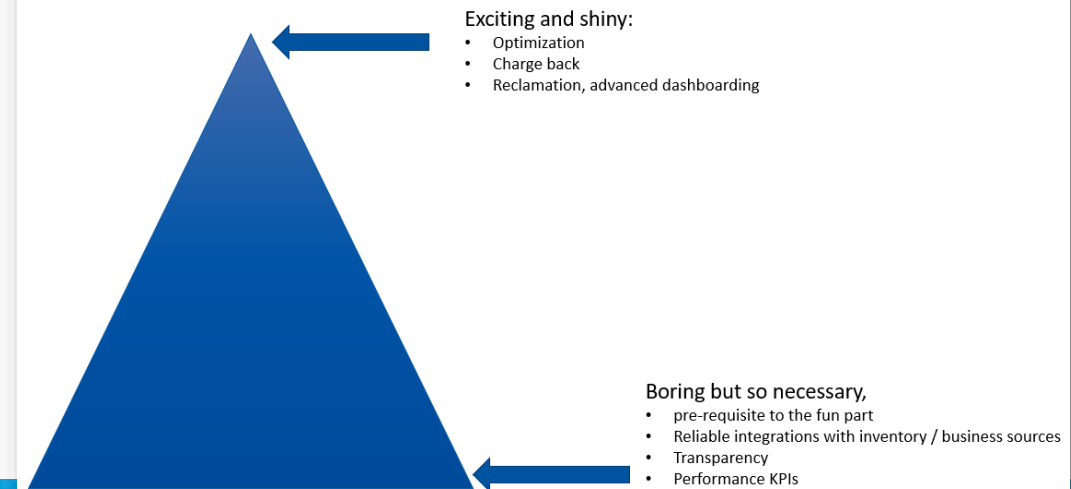
Inform   Transform

Context

- Reliable inventory is a pilar of SAM

- 360K applications recognized, 1 million evidences... there will always be gaps

- There could be reasons why some applications are not recognized
  - Related add / remove program have been renamed (packaging)
  - The ARL has some gaps (unintentional)
  - The applications have no interest (intentional)

- To take advantage of the shiny value of SAM you need to have the foundations right
  - Understand gaps
  - Fix them

This Compliance is
The result of a best of breed Contract / Purchase / Inventory / Reconcile solution

The Maslow Pyramid for Flexera ITAM

Exciting and shiny:
- Optimization
- Charge back
- Reclamation, advanced dashboarding

Boring but so necessary,
- pre-requisite to the fun part
- Reliable integrations with inventory / business sources
- Transparency
- Performance KPIs

How Recognition works

- An Application
  - is a structured record in ARL
    - Product
    - Version (version sequence)
    - Edition (edition sequence)
    - Publisher
  - Recognized through evidence
    - Installer Evidence (raw)
      - Display Name: Visio 2016 Professional
      - Version 16.3.2.1
      - Publisher: Microsoft Software Corporation
      - Type: Add/Remove Program
    - File evidence (raw, Not used for recognition)
      - FileName: Visio.exe
      - Version: 16.3.2.1
      - Company: Microsoft Corporation
      - Size: 123465KB

The matching mechanism

Raw Evidence

ARL Evidence

ARL Application

Microsoft Visio
Professional 2016 - en-us
16.0.7967.2139
Microsoft Corporation

Microsoft Visio
Professional 2016 - en-us
16.%
Microsoft%

Microsoft
Visio
2016
Professional

Different types of evidences / different level of interest

- Installer (add remove, RPM, uninstall…)
  - By far the most used (90% of the case)
  - Influenced by packaging
  - Not always present depending on deployment method
- File
  - Rarely used for recognition (big exception: java)
  - Used often for usage (not for recognition)
  - Has interesting recognition rule (at least one, required, for
- WMI
  - Quite specific: Windows, SQL Server, Acrobat continuous (from SWIDTag)
- Access
  - CAL usage
- Special case of Suites: combinations of applications

Application Properties Microsoft Office Visio 2016 Professional

Source: Flexera

Save

Close

Evidence

| Installer | File | WMI | Access | Suite and member |

File evidence

Search for file evidence to add   Search

General

Usage

Licenses

Evidence

Devices

Precedence

History

Remove   Open

2 results returned   100 ▼ rows per page   Search

Drag a column header here to group by that column

	Name	Version	Description	Company	Recognition rule	Product version	Source	Size (bytes)	Product name	Language
					All					All
	VPREVIEW.EXE	16.0.%	Microsoft Office Visio Previewer	Microsoft%	All		Flexera			All
	Visio.exe	16.0.%	Microsoft Visio	Microsoft%	At least one		Flexera			All
					Not allowed					
					Not for recognition					
					Required					

How to prioritize?

- The "unrecognized evidence" screen will show you the gaps

- Focus on installer evidence
    - Vendor by vendor (your SAM scope)
    - Ignore when the evidence relates to a component, freeware
    - Link to applications is case on unrecognized commercial apps
    - Keep the list empty

- File
    - Aiming an empty list is a lost battle (millions of unrecognized evidences)
    - You should use it opportunistically (specific investigation on specific application)
    - Don't waste your energy fighting the noise!

Two flows

- An unrecognized evidence exists
  - Guess what product it stands for
  - Check other similar recognized evidence
  - If not, check what devices it is on
  - Find an owner, investigate
- An application exists that seems not recognize
  - Look for unrecognized evidence
  - If nothing found, check on a device that should have the application installed… dig

Process for adding unrecognized evidence to existing application (Exact evidence)

1) Open unrecognized evidence screen
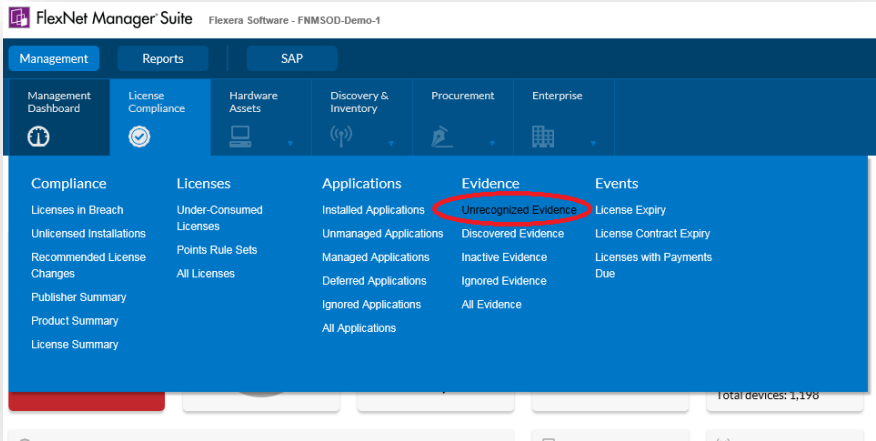
2) Filter on managed vendor (Adobe) / "Assign"
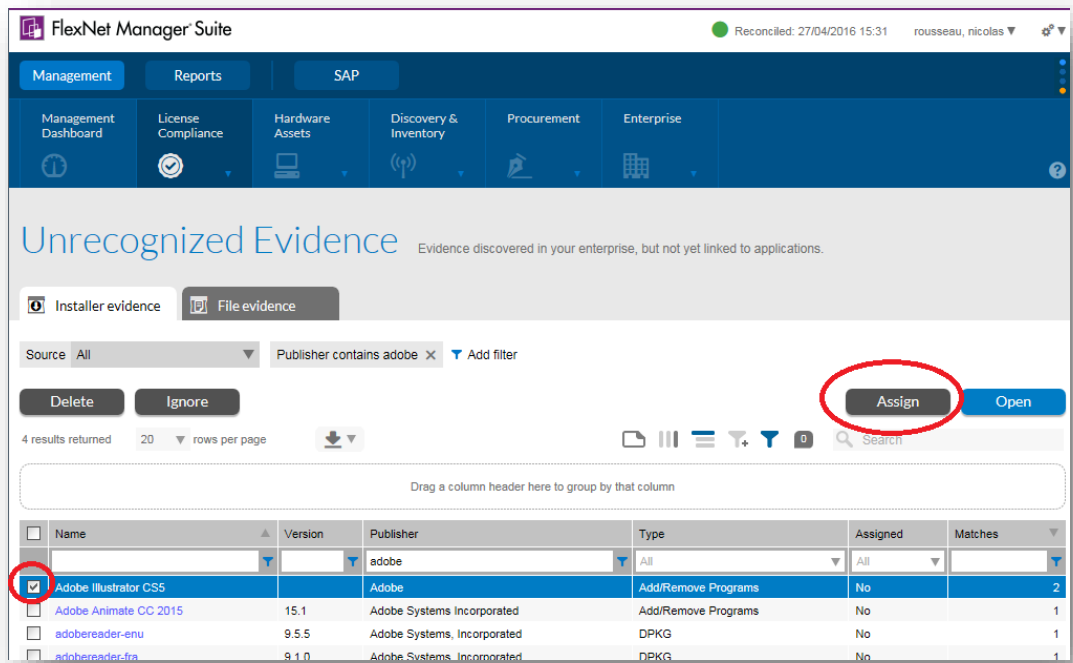
3) Filter on managed vendor (Adobe) / "Assign"

Process for adding unrecognized evidence to a new application
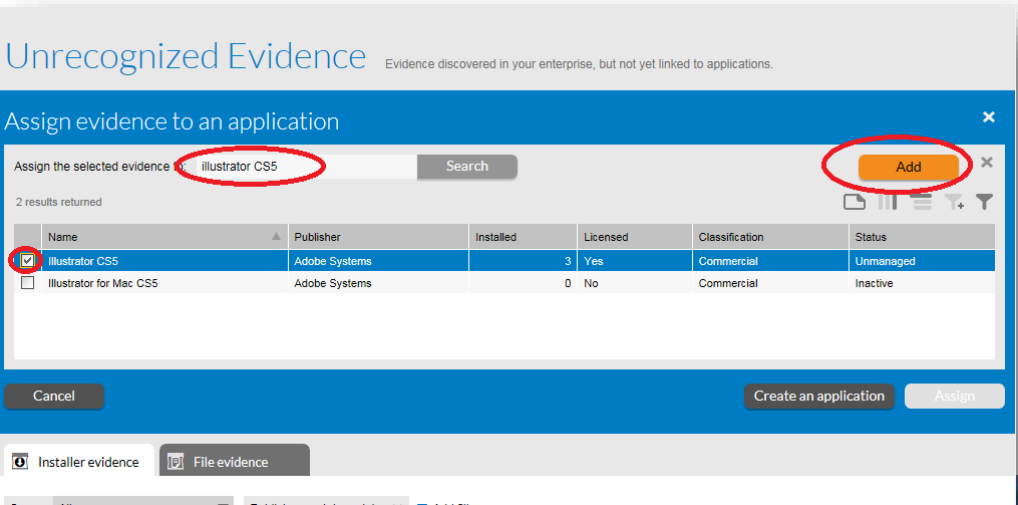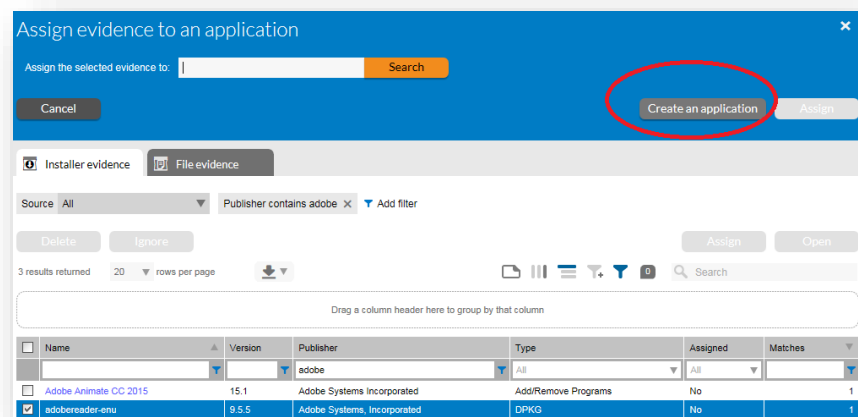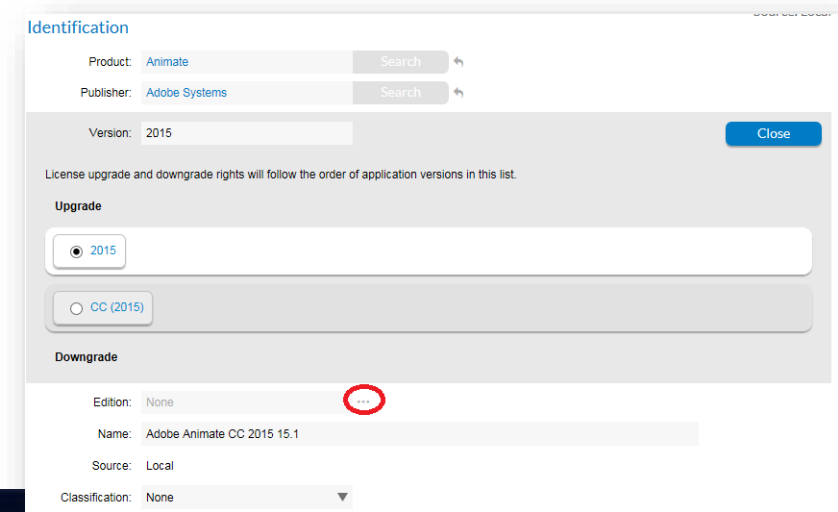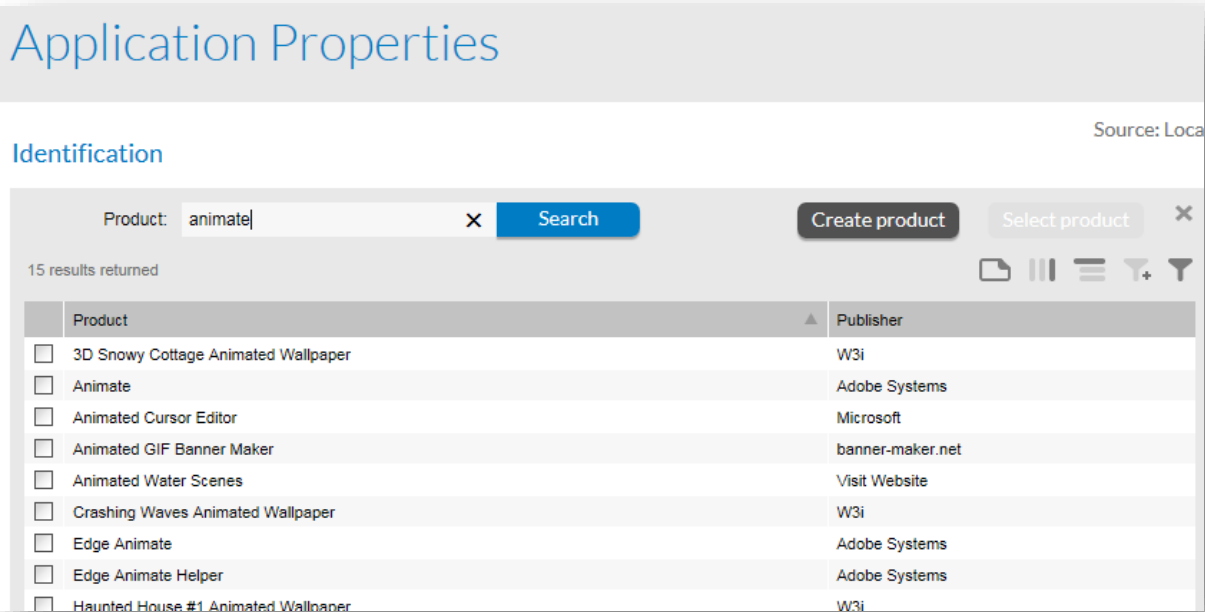
1) After peaking up evidence "create application"

2) Pick up product or create it. Don't create a second product tree!

3) Define version, editions

Always use "clever" evidence

- First understand what are the "matching criteria"
  - Installer
    - Display Name
    - Version
    - Type
    - Publisher
  - File
    - File Name
    - File Version
    - Description
    - Company
    - Size

- Unrecognized evidence will have a "raw" version -16.0.5

- Evidence version has to be aligned
  - 16.%, Microsoft%
  - Is better than
    - 16.0.1, Microsoft
    - 16.0.2, Microsoft Corporation
    - 16.0.3, Microsoft US
    - …
  - Because 16.0.5, Microsoft Corporation US will not be recognized!

- You need to edit (installer) or create (File, because the size is blocking)

- You need to delete the overlapping raw evidences (that otherwise would still show as "unrecognized")

Installer Evidence Properties Microsoft Visio Professional 2016 - en-us

Source: Flexera

Save
Close

- General
- Applications
- Devices

Identification

Name: Microsoft Visio Professional 2016 - en-us
Version: 16.0.%
Publisher: Microsoft%
Type: Any
Source: Flexera

Status

Active: Yes
Assigned: Yes
Ignored: No
Matches: 36

File Evidence Properties Visio.exe

Source: Flexera

Save
Close

- General
- Applications
- Devices

Identification

File name: Visio.exe
Version: 16.0.%
Company: Microsoft%
Description: Microsoft Visio
Size (bytes): None
Source: Flexera

Extra properties

Product name: None
Product version: None
Language: Invariant Language (Invariant Country)
File path: None

Status

Active: Yes
Assigned: Yes
Ignored: No
Matches: 10

What to prioritize?

- Managing unrecognized evidence seems discouraging
  - Massive number of unrecognized installer evidences (across vendors)
  - Even worse on File evidence
- How to find the priorities? Get more trust?
  - Let's use the past to enlighten the future!
  - Custom SQL report… a step toward AI based Application Recognition?
    https://community.flexera.com/t5/FlexNet-Manager-Knowledge-Base/Unrecognized-Installer-Evidence-Prioritization-Custom-SQL-Report/ta-p/226066
  - The file evidence version comes soon
- Approach:
  - Analyze unrecognized evidences and find matching recognized evidences
  - Prioritize the priority (based on the commercial… or even licensed nature of the brother application)
  - Suggest evidence / application creation

Preview

Unrecognized Installer Evidences Analysis (NR)

(v2) The report retrieves all unrecognized applications and makes sugestions on installer evidences mapping to existing or to be created applications.

[Priority] is not empty ✕

2 308 results returned   20 ▼ rows per page

	[UnrecEvid DisplayName]	[UnrecEvid Version]	[UnrecEvid Publisher]	[UnrecEvid Type]	[UnrecEvid Source]	[Matches]	[Priority] ▲	[Recommended Action For The Unrecognized Evidence]	[CleanName]	[ToCreateEvid Display Name]	[ToCreateEvid Version]	[ToCreateEvid Publisher]	[Recommended Linked Application]	[Rec Linked App Produc
							Is not em							
☐	Microsoft Visual Studio 2008 Professional Edition - ENU Service Pack 1 (KB945140)	1	Microsoft Corporation	Uninstall	Flexera (Flexera)	59	1	Need to create an installer evidence in the ARL. Need to create an new version for an existing application in ARL. Has 4 raw evidences that match the same to be created ARL evidence. Version may already exist, the versions for this product seem commercial.	Microsoft Visual Studio Professional Edition - ENU Service Pack (KB)	Microsoft Visual Studio 2008 Professional Edition - ENU Service Pack 1 (KB945140)	1%	%	Visual Studio 1 Professional	Visual Studio
☐	Microsoft Visual Studio 2008 Professional Edition - 日本語 Service Pack 1 (KB945140)	1	Microsoft Corporation	Uninstall	Flexera (Flexera)	1	1	Need to create an installer evidence in the ARL. Need to create an new version for an existing application in ARL. Has 3 raw evidences that match the same to be created ARL evidence. Version may already exist, the versions for this product seem commercial.	Microsoft Visual Studio Professional Edition - 日本語 Service Pack (KB)	Microsoft Visual Studio 2008 Professional Edition - 日本語 Service Pack 1 (KB945140)	1%	%	Visual Studio 1 Professional	Visual Studio
☐	redhat-release	3WS-13.9.5	Red Hat, Inc.	RPM	Flexera (Flexera)	1	1	Need to create an installer evidence in the ARL. Need to create an new version for an existing application in ARL. Has 1 raw evidences that match the same to be created ARL evidence. Version may already exist, the versions for this product seem commercial.	redhat-release	redhat-release	3WS-13.9%	Red Hat%	Enterprise Linux 3WS-13.9 Server	Enterprise Linux
☐	Microsoft BizTalk Server 2004	3.0.4902.0	Microsoft Corporation	MSI	Flexera (Flexera)	1	1	Need to create an installer evidence in the ARL. Need to create an new version for an existing application in ARL. Has 1 raw evidences that match the same to be created ARL evidence. Version may already exist, the versions for this product seem commercial.	Microsoft BizTalk Server	Microsoft BizTalk Server 2004	3.%	Microsoft%	BizTalk Server 3 Unspecified	BizTalk Server
☐	Diagnostics Pack	12c Release 1	Oracle Corporation	Uninstall	FNMP (ManageSoft)	1	1	Need to create an installer evidence in the ARL. Need to create an new version for an existing application in ARL. Has 1 raw evidences that match the same to be created ARL evidence. Version may already exist, the versions for this product seem alpha numerical. Version may already exist, the versions for this product seem commercial.	Diagnostics Pack	Diagnostics Pack	12c Release 1%	Oracle%	Diagnostics Pack 12c Release 1	Diagnostics Pack