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# PeopleSoft FSCM 9.2: PeopleSoft IT Asset Management

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**July 2023**

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# Preface

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## Understanding the PeopleSoft Online Help and PeopleBooks

The PeopleSoft Online Help is a website that enables you to view all help content for PeopleSoft applications and PeopleTools. The help provides standard navigation and full-text searching, as well as context-sensitive online help for PeopleSoft users.

### Hosted PeopleSoft Online Help

You can access the hosted PeopleSoft Online Help on the [Oracle Help Center](#). The hosted PeopleSoft Online Help is updated on a regular schedule, ensuring that you have access to the most current documentation. This reduces the need to view separate documentation posts for application maintenance on My Oracle Support. The hosted PeopleSoft Online Help is available in English only.

To configure the context-sensitive help for your PeopleSoft applications to use the Oracle Help Center, see [Configuring Context-Sensitive Help Using the Hosted Online Help Website](#).

### Locally Installed Help

If you're setting up an on-premise PeopleSoft environment, and your organization has firewall restrictions that prevent you from using the hosted PeopleSoft Online Help, you can install the online help locally. See [Configuring Context-Sensitive Help Using a Locally Installed Online Help Website](#).

### Downloadable PeopleBook PDF Files

You can access downloadable PDF versions of the help content in the traditional PeopleBook format on the [Oracle Help Center](#). The content in the PeopleBook PDFs is the same as the content in the PeopleSoft Online Help, but it has a different structure and it does not include the interactive navigation features that are available in the online help.

### Common Help Documentation

Common help documentation contains information that applies to multiple applications. The two main types of common help are:

- Application Fundamentals
- Using PeopleSoft Applications

Most product families provide a set of application fundamentals help topics that discuss essential information about the setup and design of your system. This information applies to many or all applications in the PeopleSoft product family. Whether you are implementing a single application, some combination of applications within the product family, or the entire product family, you should be familiar with the contents of the appropriate application fundamentals help. They provide the starting points for fundamental implementation tasks.

In addition, the *PeopleTools: Applications User's Guide* introduces you to the various elements of the PeopleSoft Pure Internet Architecture. It also explains how to use the navigational hierarchy, components, and pages to perform basic functions as you navigate through the system. While your application or implementation may differ, the topics in this user's guide provide general information about using PeopleSoft applications.

## Field and Control Definitions

PeopleSoft documentation includes definitions for most fields and controls that appear on application pages. These definitions describe how to use a field or control, where populated values come from, the effects of selecting certain values, and so on. If a field or control is not defined, then it either requires no additional explanation or is documented in a common elements section earlier in the documentation. For example, the Date field rarely requires additional explanation and may not be defined in the documentation for some pages.

## Typographical Conventions

The following table describes the typographical conventions that are used in the online help.

<b><i>Typographical Convention</i></b>	<b><i>Description</i></b>
<b>Key+Key</b>	Indicates a key combination action. For example, a plus sign (+) between keys means that you must hold down the first key while you press the second key. For <b>Alt+W</b> , hold down the <b>Alt</b> key while you press the <b>W</b> key.
. . . (ellipses)	Indicate that the preceding item or series can be repeated any number of times in PeopleCode syntax.
{ } (curly braces)	Indicate a choice between two options in PeopleCode syntax. Options are separated by a pipe ( ).
[ ] (square brackets)	Indicate optional items in PeopleCode syntax.
& (ampersand)	When placed before a parameter in PeopleCode syntax, an ampersand indicates that the parameter is an already instantiated object.  Ampersands also precede all PeopleCode variables.
⇒	This continuation character has been inserted at the end of a line of code that has been wrapped at the page margin. The code should be viewed or entered as a single, continuous line of code without the continuation character.

## ISO Country and Currency Codes

PeopleSoft Online Help topics use International Organization for Standardization (ISO) country and currency codes to identify country-specific information and monetary amounts.

ISO country codes may appear as country identifiers, and ISO currency codes may appear as currency identifiers in your PeopleSoft documentation. Reference to an ISO country code in your documentation does not imply that your application includes every ISO country code. The following example is a country-specific heading: "(FRA) Hiring an Employee."

The PeopleSoft Currency Code table (CURRENCY\_CD\_TBL) contains sample currency code data. The Currency Code table is based on ISO Standard 4217, "Codes for the representation of currencies," and also relies on ISO country codes in the Country table (COUNTRY\_TBL). The navigation to the pages where you maintain currency code and country information depends on which PeopleSoft applications you are using. To access the pages for maintaining the Currency Code and Country tables, consult the online help for your applications for more information.

## Region and Industry Identifiers

Information that applies only to a specific region or industry is preceded by a standard identifier in parentheses. This identifier typically appears at the beginning of a section heading, but it may also appear at the beginning of a note or other text.

Example of a region-specific heading: "(Latin America) Setting Up Depreciation"

### Region Identifiers

Regions are identified by the region name. The following region identifiers may appear in the PeopleSoft Online Help:

- Asia Pacific
- Europe
- Latin America
- North America

### Industry Identifiers

Industries are identified by the industry name or by an abbreviation for that industry. The following industry identifiers may appear in the PeopleSoft Online Help:

- USF (U.S. Federal)
- E&G (Education and Government)

## Translations and Embedded Help

PeopleSoft 9.2 software applications include translated embedded help. With the 9.2 release, PeopleSoft aligns with the other Oracle applications by focusing our translation efforts on embedded help. We are not planning to translate our traditional online help and PeopleBooks documentation. Instead we offer very direct translated help at crucial spots within our application through our embedded help widgets. Additionally, we have a one-to-one mapping of application and help translations, meaning that the software and embedded help translation footprint is identical—something we were never able to accomplish in the past.

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## Using and Managing the PeopleSoft Online Help

Select About This Help in the left navigation panel on any page in the PeopleSoft Online Help to see information on the following topics:

- Using the PeopleSoft Online Help.
- Managing hosted Online Help.
- Managing locally installed PeopleSoft Online Help.

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## PeopleSoft FSCM Related Links

[Oracle Help Center](#)

[Hosted Online Help](#)

[PeopleSoft Information Portal](#)

[My Oracle Support](#)

Financial and Supply Chain Management information for Search Framework search engine can be found in PeopleSoft Application Fundamentals documentation. For application specific information, see the “Understanding Keyword Search within Components ” (Application Fundamentals) topic.

[PeopleSoft Training from Oracle University](#)

[PeopleSoft Video Feature Overviews on YouTube](#)

[PeopleSoft Business Process Maps \(Microsoft Visio format\)](#)

[PeopleSoft Spotlight Series](#)

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## Contact Us

Send your suggestions to [pssoft-infodev\\_us@oracle.com](mailto:pssoft-infodev_us@oracle.com).

Please include the applications update image or PeopleTools release that you’re using.

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	<a href="#"><u>LinkedIn</u></a>



# Getting Started with PeopleSoft Information Technology Asset Management

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## IT Asset Management Overview

PeopleSoft IT Asset Management (ITAM) represents an entire system of integrated management processes, strategies and technologies implemented to provide you with complete control over your IT assets throughout the asset life cycle. PeopleSoft ITAM increases the productivity of the asset base, improves software license compliance, streamlines provisioning of equipment, alerts appropriate personnel about lease end dates to stop lease payments, reduces warranty costs, and provides reliable IT asset data for business and financial analytics.

PeopleSoft Asset Management integrates with PeopleSoft ITAM by sharing assets in the asset repository. PeopleSoft ITAM embeds network discovery tools into PeopleSoft Asset Management to collect perpetual IT asset inventory for reconciliation to the Asset Repository Manager (ARM). PeopleSoft partners with providers of network discovery tools to perpetually inventory IT assets, including hardware devices that connect to your network and software licenses installed on these devices. The ITAM interactive workspace collects detailed hardware and software inventory information and authorized versus unauthorized license deployment with access to contract and warranty information relative to IT assets.

When you use PeopleSoft ITAM with PeopleSoft Maintenance Management, the repository also stores organizational asset information, including physical and financial definitions, acquisition history and maintenance history.

The asset reconciliation engine compares discovered asset inventory to that stored in the ARM, where all organizational assets are stored with complete business data, acquisition history, maintenance history and financial data. Because IT assets are perpetually inventoried using network discovery tools, IT assets are always accurately reflected in business data and financial reporting.

PeopleSoft ITAM enables you to:

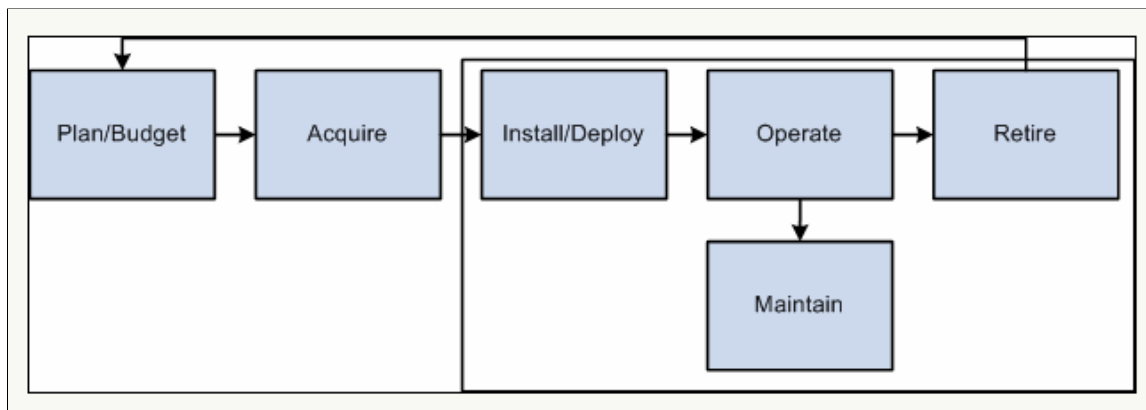
- Discover network IT assets via integration with a third-party supplier.
- Manage discovered and reconciled asset information, monitor collected metrics, and drill down to detailed asset data for problem solving and information gathering activities using a central workspace.
- Perform a configurable rules-based reconciliation of discovered data to the asset repository after the discovery tool has collected usage data.
- Provide a central, roles-based portal.
- Integrate with PeopleSoft Customer Relationship Management IT Help Desk.
- Provide availability of IT assets to work order job requirements and equipment parts list.
- Configure assets during staging and deployment.

- Complement the asset repository.
- Retire nonfinancial assets.
- Track unused assets.

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## PeopleSoft IT Asset Management Business Processes

The following diagram illustrates the PeopleSoft IT Asset Management business processes:



The business process topics in this documentation discuss these business processes .

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## IT Asset Management Integration

IT Asset Management integrates with the following PeopleSoft and third-party applications:

- PeopleSoft Asset Management
- PeopleSoft Maintenance Management
- PeopleSoft Human Resources
- Third-party asset inventory discovery software
- IT Portal
- PeopleSoft Purchasing
- PeopleSoft Payables

Discussion of integration considerations are included within the implementation topics of this PeopleBook.

For supplemental information about third-party application integration, access My Oracle Support.



# Navigating in PeopleSoft IT Asset Management

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## Navigating in PeopleSoft IT Asset Management

PeopleSoft IT Asset Management provides custom navigation center pages that contain groupings of folders that support a specific business process, task, or user role.

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**Note:** In addition to the PeopleSoft IT Asset Management custom navigation center pages, PeopleSoft provides menu navigation, and standard navigation pages.

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See the product documentation for *PeopleTools: Applications User's Guide*

## Pages Used to Navigate in PeopleSoft IT Asset Management

These tables list the custom navigation pages that are used to navigate in PeopleSoft IT Asset Management.

### IT Asset Definitions Center

The IT Asset Definitions Center custom navigation pages are geared to the person in the organization who is focused on setup and configuration.

<i><b>Page Name</b></i>	<i><b>Navigation</b></i>	<i><b>Usage</b></i>
IT Asset Definitions Center	Main Menu, IT Asset Definitions Center	Access primary Asset Definitions Center menu options and activities.
Application Settings	Click <b>Application Settings</b> on the IT Asset Definitions Center page.	Access the Business Rules, User-Defined Fields, Inventory Age, Rule Attributes and Edit Progress Report Template pages.  See <a href="#">Understanding PeopleSoft IT Asset Management Application Settings</a> .

<b>Page Name</b>	<b>Navigation</b>	<b>Usage</b>
External Settings	Click <b>External Settings</b> on the IT Asset Definitions Center page.	Access the Code Mappings, IP Addresses, IP Locations, Contract Types, IT Subtypes, and Supplier pages.  See <a href="#">Understanding PeopleSoft IT Asset Management External Settings</a> .
Resource Settings	Click <b>Resource Settings</b> on the IT Asset Definitions Center page.	Access the Device Groups, Notification Options, IT Role Access, Employee Network IDs, Employee Groups, Define User Preferences, Common Search Configuration, and Related Links Definition pages.  See <a href="#">Understanding PeopleSoft IT Asset Management Resource Settings</a> .

## IT Asset Management Center

The IT Asset Management Center custom navigation pages are geared to the person in the organization who is focused on financial and tracking functions.

<b>Page Name</b>	<b>Navigation</b>	<b>Usage</b>
IT Asset Management Center	Main Menu, IT Asset Management Center	Access primary Asset Management Center menu options and activities.
Asset Discovery and Validation	Click <b>Asset Discovery and Validation</b> on the IT Asset Management Center page.	Access the Request Discovery Data, View Request Status, View Integration Data Errors, Integrate Discovery Data, Related Links, Compare Asset Repositories, Manage Exceptions, Manage Assets Not Reporting, Manage Physical Use, View Ignored Exceptions, View Action Log, View Action Errors, and View Asset Log pages.  See <a href="#">Understanding the IT Asset Inventory Tool</a> .  See <a href="#">Understanding Exception Management</a> .

<b>Page Name</b>	<b>Navigation</b>	<b>Usage</b>
Software Attributes	Click <b>Software Attributes</b> on the IT Asset Management Center page.	Access the Define Software Titles/ Users, Declare Device Licenses, Resolve Device Licenses, Associate SKU/Software Title, Define Software Contract, and Define Software Inventory pages.  See <a href="#">Setting Up Software in the Asset Repository</a> .
Asset Add, Find and Print	Click <b>Asset Add, Find and Print</b> on the IT Asset Management Center page.	Access the Basic Add, Express Add, Print an Asset, and Search for an Asset pages.  See “Understanding Adding and Maintaining Assets” (PeopleSoft Asset Management).  See “Defining Asset Operational Information” (PeopleSoft Asset Management).
Portal Setup	Click <b>Portal Setup</b> on the IT Asset Management Center page.	Access the Generate Metrics, Edit Progress Report Template, and Run Progress Report pages.  See “Understanding Reporting Metrics” (PeopleSoft Financials, ESA, ALM, and SCM Portal Packs)
Inventory Views	Click <b>Inventory Views</b> on the IT Asset Management Center page.	Access the Hardware Inventory, Discovered Software Inventory, Software License Inventory, Software Device Inventory, and Progress Report Detail pages.  See <a href="#">Working with Hardware Inventory</a>  See <a href="#">Working with Software Inventory</a> .
Financial and Leases	Click <b>Financial and Leases</b> on the IT Asset Management Center page.	Access the Financial List Inquiry, View IT Financial Statistics, Lease Summary by Lessor, Lease Details, and Financial List Archive pages.  See <a href="#">Working with Asset Financials</a> .  See <a href="#">Working with Leases</a>

<b>Page Name</b>	<b>Navigation</b>	<b>Usage</b>
IT Asset Definitions Center	Click <b>IT Asset Definitions Center</b> on the IT Asset Management Center page.	Access pages to set up and configure IT Asset Management.

## IT Asset Manage Exceptions Trend

The Manage Exceptions Trend Chart provides a graphical representation of Manage Exceptions trends over a rolling twelve-month period. As you resolve the Business Rule exceptions from the Manage Exceptions page, the number of exceptions are recorded for each Business Rule where Trend Analysis is enabled.

Page Name	Navigation	Usage
Manage Exceptions Over Time	IT Asset Management, Manage Exception Trend Chart, Manage Exceptions Over Time	Access the Manage Exceptions Over Time page to view a graphical representation of the number of business rule exceptions over time. Select to view as either a two dimensional bar graph or a line graph. Additionally, select to view data as daily, monthly or quarterly totals. Variances from the same period in the prior year appear when placing the cursor on a data point.  See <a href="#">Manage Exceptions Over Time Page</a> .

# Setting Up PeopleSoft IT Asset Management Application Settings

## Understanding PeopleSoft IT Asset Management Application Settings

PeopleSoft IT Asset Management application settings establish the basis for reconciling assets stored in your database with assets discovered by the third-party software. Set up rule attributes to represent the characteristics of a record field name within the PeopleSoft database and use the attributes to specify the criteria for defining business rules. In addition, three user-defined fields enable you to reconcile additional attributes from the third-party system. Business rules enable you to establish instructions and definitions for reconciling IT assets stored within your database and the IT assets discovered in the third-party database. Inventory age enables you to define the period to check if the IT asset is being engaged.

## Setting Up Rule Attributes

To define rules attributes, use the Rule Attributes component (IT\_RULE\_ATTR)

This topic provides an overview of rule attributes and discusses how to set up rule attributes.

### Page Used to Set Up Rule Attributes

<i><b>Page Name</b></i>	<i><b>Definition Name</b></i>	<i><b>Usage</b></i>
<u>Rule Attributes Page</u>	IT_RULE_ATTR	Define rule attributes to be used when establishing business rules.

## Understanding Rule Attributes

Rule Attributes are used in creating business rules. Business rules within PeopleSoft IT Asset Management are the fundamental tests that determine whether assets need attention, either in the system or in the field. Rule attributes define the detailed data of the tests and associate a business rule with a specified field within a specified record in the PeopleSoft database. Business rules must employ at least one rule attribute and may employ more than one.

For example, to set up an attribute called Serial\_ID (data that is stored in the Asset Repository):

1. Select *Asset* from the Record field.
2. Select the Field Name of Serial\_ID.

3. The rule attribute called Serial\_ID now represents a detail value from the database - the asset's serial number.
4. Set up a business rule based on the rule attribute, Serial\_ID, that evaluates the data in that field for every asset that invokes that business rule.

See [Setting Up Business Rules](#).

Attributes must be selected from these records only:

- ASSET
- ASSET\_CUSTODIAN
- ASSET\_LOCATION
- IT\_HRDWR\_CACHE – 3rd Party IT Asset Repository

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**Warning!** Record names are restricted to the list provided with PeopleSoft software. Any additions or changes to the delivered tables are considered a customization and must be tested thoroughly before deploying into the production environment.

---

## Common Metasql Constructs

Terms such as today's date are not defined as rule attributes. Use metasql constructs for commonly used terms.

## Rule Attributes Page

Use the Rule Attributes page (IT\_RULE\_ATTR) to define rule attributes to be used when establishing business rules.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM Rule Attributes**

This example illustrates the fields and controls on the Rule Attributes page. You can find definitions for the fields and controls later on this page.

**Rule Attributes**

Attribute

Attribute

Attribute ID Location\_ARM \*Status Active

\*Description Location:ARM ☐ System Maintained

Record ASSET\_LOCATION

Field Name LOCATION

<b>Field or Control</b>	<b>Description</b>
<b>Attribute ID</b>	Enter the unique system identifier for the ID.
<b>Description</b>	Enter the description for the attribute being defined.  <b>Note:</b> This description appears as an attribute and not the attribute ID.
<b>Record</b>	Select a record from the list. The list of records available for defining rule attributes are: <i>ASSET</i> , <i>ASSET_CUSTODIAN</i> , <i>ASSET_LOCATION</i> , and <i>IT_HRDWR_CACHE</i> .
<b>Field Name</b>	Select a field from the list. Values vary depending on the record that you selected.  <b>Note:</b> The <b>Record</b> field and <b>Field Name</b> field have a parent-child relationship. The field names vary depending on record selection.
<b>System Maintained</b>	This is a display-only field. ITAM delivers the SOFTWARE attribute that cannot be modified; in that case, the <b>System Maintained</b> check box displays as selected.

## Setting Up User-Defined Fields

To create user defined fields, access the User-Defined Fields component (IT\_UDFIELDS).

This topic provides an overview and discusses how to set up user-defined fields.

### Page Used to Set Up User-Defined Fields

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<u>User-Defined Fields Page</u>	IT_UDFIELDS	Define user-defined fields to reconcile IT assets.

## Understanding User-Defined Fields

PeopleSoft IT Asset Management provides three user-defined fields that enable you to reconcile additional attributes from the third-party system that are not delivered with the PeopleSoft software. These fields, upon activation, appear on the **General Information** page. They appear on the manage exceptions list once they are active and have an attribute and rule associated with them. These fields also appear on the Asset and IT\_HRDWR\_CACHE (table loaded from a third party).

## To Change User-Defined Fields

You may decide to stop tracking one attribute and start tracking another. To change user-defined attributes:

1. Inactivate the field in PeopleSoft IT Asset Management.
2. Manually replace all the values in IT\_HRDWR\_CACHE and PS\_ASSET tables to ''.

You should use a SQL tool to do this.

3. Customize the third-party application to send the new attribute instead of the old attribute.

This replaces the data in IT\_HRDWR\_CACHE. Refer to the third-party documentation for details.

4. Run the integration between PeopleSoft and the third-party system. Run Asset Compare.

## User-Defined Fields Page

Use the User-Defined Fields page (IT\_UDFIELDS) to define user-defined fields to reconcile IT assets.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM User-Defined Fields**

This example illustrates the fields and controls on the User Defined Fields page. You can find definitions for the fields and controls later on this page.

### User Defined Fields

User Defined Fields

Personalize | Find | 
First 1-3 of 3 Last

Row	Field Name	Status	Type	Short Name	Long Name
1	IT_UD_CHAR1	Inactive	Character	IT UD Char 1	IT User Defined Char Field1
2	IT_UD_CHAR2	Inactive	Character	IT UD Char 2	IT User Defined Char Field2
3	IT_UD_DATE1	Inactive	Date	IT UD Date	IT User Defined Date Field

Field or Control	Description
<b>Field Name</b>	Displays a list of all delivered user-defined fields.
<b>Status</b>	Select <i>Active</i> or <i>Inactive</i> .
<b>Type</b>	Specify the type of data for the field. Values are <i>Character</i> or <i>Numeric</i> .



<b>Field or Control</b>	<b>Description</b>
<b>Short Name</b> and <b>Long Name</b>	<p>Enter the short and long name for the user defined fields. The names appear as a label name and the fields are required.</p> <hr/> <p><b>Note:</b> If you do not enter a short name, the system supplies the system name for this field.</p> <hr/>

## Setting Up Financial Impact Analysis

This section provides an overview of financial impact analysis and how to:

- Enable financial impact analysis.
- Set up workflow for financial impact analysis.
- Report financial impact.

## Understanding Financial Impact Analysis (FIA)

Financial Impact Analysis (FIA) is an optional feature that you can enable in order to track the financial impact of asset discrepancies between physical inventory and Asset Repository data. PeopleSoft IT Asset Management (ITAM) combines IT and financial asset management processes into a single repository already embedded in your organizational business processes of procurement, payables, help desk and financial reporting. Financial Impact enables the financial presentation of the fusion of technical and financial asset management policies into a centralized application, ensuring that not only the CFO and the CIO have a single source of aggregate information but also provides for the management of financial lists that can be tailored to financial asset managers for an immediate look at the impact of pending transactions.

Key components of ITAM are asset reconciliation of exceptions and the presentation of assets that are no longer reporting to the system. Because IT assets are perpetually inventoried, you can utilize the asset reconciliation process to identify book versus physical discrepancies as well as identify assets that are no longer reporting. The FIA feature delivers relevant financial information about those discrepancies that require retirements. With this functionality, ITAM provides a useful tool for immediate disclosure of material changes to financial conditions.

ITAM provides timely visibility into the potential financial impact of transactions that require a retirement as those transactions are routed to Finance. This ensures that the Finance department can immediately react to any material differences, both from an update to the financial records as well as from a forecast and external reporting perspective. This is accomplished through workflow notifications to key financial personnel and through financial data provided within inquiries and portal pagelets. The financial calculation can be presented in an aggregate or for a selected number of assets.

When you enable Financial Impact Analysis, the financial impact of discrepancies reported includes:

- Original cost of the asset.
- Net Book Value (NBV) of the asset.

- Fair Value (FV) of the asset.

In addition to providing value to the Finance user, having the financial impact information available as an optional display in the Inventory Exceptions and Assets Not Reporting pagelets, for example, will provide the ITAM user with a data point that will enable them to quickly ascertain the materiality of the retirements needed, thereby helping to prioritize which issues to resolve first.

## Enabling Financial Impact Analysis

To enable Financial Impact Analysis:

- Select the Financial Impact check box on the Installation Options - Asset Management page.  
See “Installation Options - Asset Management Page” (Application Fundamentals).
- Select the Financial Impact options within User Preferences - IT Asset Management to display financial data for users that are secured for access to the data. Select to **Show Net Book Value**, **Show Cost**, and **Show Fair Market Value**.  
See “User Preferences - IT Asset Management Page” (Application Fundamentals).
- Select the Financial Impact check box from the Business Rule page to display financial data within Manage Exceptions.  
See [Setting Up Business Rules](#).

## Setting Up Workflow for Financial Impact Analysis

You can send messages to the financial asset managers to alert them about transactions that have financial impact that need to be retired. The messages are stored in the Message Catalog and are context-driven. When in the Manage Exceptions page, the Manage Exceptions message is chosen, along with the role specified in the associated Route to Finance action. When in the Assets Not Reporting page, the Assets Not Reporting message is chosen, along with the role specified in the associated Route to Finance action.

See [Managing Exceptions](#).

See [Managing Assets Not Reporting](#).

See [Delivered Workflows for PeopleSoft IT Asset Management](#)

## Reporting Financial Impact

From either the Inventory Exceptions or Assets Not Reporting pagelet, you can drill into the Manage Exceptions detail page or Assets Not Reporting detail, respectively. From these detail pages you display, filter, sort and select assets that appear as exceptions or assets not reporting in the comparison between Asset Repository Manager data and data from the field (third-party data).

For Manage Exceptions, identify assets that have financial impact and that are of current interest. You can save the list for a financial asset manager or act on the list from Manage Exceptions in the same manner as with FIA disabled. You can see immediate totals of the selected assets or you can progress to the Select Actions component that allows you to preview the scope of the route to finance action as well as the totals for the financial impact of the that action. This preview is a simple count of the assets against which you act, given the current settings. The count appears in the Scope column in the Select Actions component. Preview Scope allows you to review what is about to happen and compare it to what is expected. Once you are assured of your plan, you Submit Actions to route the transactions to the financial worklist.

Alternatively, prior to selecting the actions, you can save and store a financial list or you can also modify an existing financial list.

The data content of the Inventory Exceptions pagelet and the Manage Exceptions page is determined by Business Rules. ITAM Business rules are the instructions and definitions that define and describe how an asset and its attributes in one database are similar or dissimilar to the same asset being described in another database. Business rules also specify the actions and processes to be invoked when comparisons fail. Only business rules that are enabled for Financial impact will be used when FIA is enabled.

From the Assets Not Reporting pagelet, you can drill into the Manage Assets Not Reporting page where the format is similar to Manage Exceptions, but does not use a separate Select Actions component. This feature continues to function in a manner consistent with Financial Impact disabled.

When you save a Financial List in either Manage Exceptions or Assets Not Reporting, the list simultaneously becomes available to the Financial List Inquiry search and detail pages. Review the Financial List Inquiry detail page for a more powerful and simpler look at financial impact.

## Related Links

[Understanding Exception Management](#)

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## Setting Up Business Rules

To define business rules, use the Business Rules component (IT\_RULE\_DEFN).

This topic provides an overview of business rules and discusses how to define business rules, business rule subtypes, and add comments to business rules.

## Pages Used to Set Up Business Rules

<b><i>Page Name</i></b>	<b><i>Definition Name</i></b>	<b><i>Usage</i></b>
<a href="#">Business Rules – Definition Page</a>	IT_RULE_DEFN	Define business rules for IT asset reconciliation.
<a href="#">Business Rules – Subtype Page</a>	IT_RULE_STYPE	Define the asset subtypes that map to the business rule.
<a href="#">Business Rules – Comments Page</a>	IT_RULE_COMMENTS	Enter the reason or explanation for defining the business rule.

## Understanding Business Rules

Business rules enable you to establish instructions and definitions for reconciling IT assets stored within your database and the IT assets discovered in the third-party database. You set up the attributes and operators to reconcile IT assets and invoke processes to occur when a comparison of these IT assets fails.

You define business rules within a certain framework provided by the system. This framework is restricted to certain predefined attributes and operators. The attributes provide a simple way of

representing record names and field names. For example, Repository Custodian is an attribute. Behind the scenes, this translates to the ASSET\_CUSTODIAN.CUSTODIAN table and field name combination. The system also provides the capability to enter free-form SQL where clauses.

Once you have defined your business rules, the reconciliation process evaluates the IT assets in the third-party database and the PeopleSoft IT Asset Management database. If an exception occurs, an action is defined to handle the exception.

For example, if you establish a business rule criteria of Dept ID:ARM  $\diamond$  Dept ID:Disco and *Business Unit:ARM = US001* and the action of *Update ARM*, *Email Custodian*, and route to the **Role** of *Finance Dept*, the system suggests the actions for IT assets in the ARM business unit *US001*. The actions include notifying the custodian with an email, explaining the difference, updating the ARM directly, and routing it to the Finance department to transfer the asset.

The rule only suggests the actions and does not execute them during the comparison process, unless the actions are set to execute.

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**Note:** If no action is selected for a business rule, an error occurs.

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**Warning!** Any additions or changes to business rules are considered a customization and must be tested thoroughly before deploying into the production environment.

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## System-Delivered Business Rules

PeopleSoft provides standard business rules as system data. If the rule is system maintained, you cannot change the **Reconcile Attribute** or the first rule in the rule set. The System Maintained check box is unavailable. You can add, delete, or change actions in the action set.

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**Note:** Only the value *Software* is system maintained.

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The Software business rule works in a different way from the other rules. The software rule can only be activated or deactivated in the business rules component. The SQL is not viewable and the logic is based on attributes that are defined in the software definition. All software rules are defined in Software Attributes.

If you choose not to use the business rule, change the status to *Inactive*.

PeopleSoft provides the following predefined business rules:

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**Note:** The predefined business rules are not delivered to automatically execute the Action Set.

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<b>Rule ID</b>	<b>Rule Description</b>	<b>Action Set</b>	<b>Apply To</b>
Business Unit	The business unit for the Serial ID of a discovered asset does not match the business unit in the asset repository.	Route to Finance	Route to Role applies to financial assets.

<b>Rule ID</b>	<b>Rule Description</b>	<b>Action Set</b>	<b>Apply To</b>
Dept ID	The custodian department ID for a discovered asset does not match the department ID in the asset repository.	<ol style="list-style-type: none"> <li>1. Update custodian department ID.</li> <li>2. Route to Finance</li> </ol>	<ol style="list-style-type: none"> <li>1. Updates to the ARM can apply to both financial and nonfinancial assets.</li> <li>2. Route to Finance applies to financial assets.</li> </ol>
Empl ID	The custodian employee ID for a discovered asset does not match the employee ID in the asset repository.	<ol style="list-style-type: none"> <li>1. Update custodian in ARM.</li> <li>2. Email custodian.</li> <li>3. Email primary user.</li> </ol>	All three action options apply to both financial or nonfinancial assets.
LOCATION	The location for a discovered asset does not match the location in the asset repository.	Update Asset Repository.	Update to the ARM can apply to both financial or nonfinancial assets.
MFG ID	The manufacturer's ID for a discovered asset does not match the manufacturer's ID in the asset repository.	Update Asset Repository.	Update to the ARM can apply to both financial or nonfinancial assets.
Model	The model number for a discovered asset does not match the model number in the asset repository.	Update Asset Repository.	Update to the ARM can apply to both financial or nonfinancial assets.
Serial ID-ARM	An asset appearing in the asset repository does not appear in the discovered assets.	<ol style="list-style-type: none"> <li>1. Update serial ID in ARM.</li> <li>2. Retire asset.</li> <li>3. Move to inventory.</li> </ol>	<ol style="list-style-type: none"> <li>1. For this Reconcile Attribute, Serial_ID_ARM, this action can only apply to specific assets that have been manually modified. The application of this action for this attribute disregards the financial status of the asset.</li> <li>2. Retiring an asset from ITAM applies to only nonfinancial assets.</li> <li>3. Moving an asset to inventory can apply to both financial and nonfinancial assets.</li> </ol>

<b>Rule ID</b>	<b>Rule Description</b>	<b>Action Set</b>	<b>Apply To</b>
Serial ID-Disco	A discovered asset does not appear in the asset repository.	<ol style="list-style-type: none"> <li>1. Add asset.</li> <li>2. Route to Finance.</li> </ol>	For the Reconcile Attribute Serial_ID_Disco, there is no information about the intended status of the asset. Since it has yet to be added to the Asset Repository, there is no financial status associated with the asset yet. For that reason the action applies to all assets for this attribute.
Software	Unauthorized software	<ol style="list-style-type: none"> <li>1. Email custodian.</li> <li>2. Email custodian manager</li> <li>3. Email primary user.</li> </ol>	All three actions apply to both financial and nonfinancial assets.

## Business Rules – Definition Page

Use the Business Rules – Definition page (IT\_RULE\_DEFN) to define business rules for IT asset reconciliation.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM Business Rules > Definition**

This example illustrates the fields and controls on the Business Rules - Definition page. You can find definitions for the fields and controls later on this page.

**Definition** | Subtype | Comments

Rule ID Serial ID-ARM Status Active

\*Description Asset not in Discovery Rule Sequence 6

\*Reconcile Attribute Serial\_ID\_ARM ☐ System Maintained

☒ Financial Impact ☒ Trend Analysis

☐ Found in System Repository Only

**Define Rule Set**

Personalize | Find | View All | First 1-3 of 3 Last


Row	Seq	Attr1 Type	Attribute1	Operator	Attr2 Type	Attribute2	Value	SQL	Add row	Delete row
1	1	SQL								
2	2	Attribute	AssetType_Asset	=	Value		010			
3	3	Attribute	AvailForUse_Asset	<>	Value		Y			

**Define Rule Action**

Personalize | Find | View All | First 1-3 of 4 Last

Row	*Option	Execute	Apply To	Role Name	Msg Set	Msg #	*Description	Add row	Delete row
1	Update ARM	<input type="checkbox"/>	N/A				Update Serial ID in ARM		
2	Retire Asset	<input type="checkbox"/>	Non-Fin				Retire Asset		
3	Move to Inventory	<input type="checkbox"/>	Both				Move to Inventory		

**Note:** Business rules and the comparison process only apply to IT hardware assets. This criteria is not included in every Business Rule; rather, it is hard-coded in the processing.


<b>Field or Control</b>	<b>Description</b>
<b>Rule ID</b>	Enter the unique rule name or ID for this business rule.
<b>Status</b>	Set the status to <i>Active</i> or <i>Inactive</i> . Inactive rules are not processed by the reconciliation process. However, the <b>Status</b> field could be leveraged as a tool in a phased implementation approach. For instance, you could deploy Serial ID, model, and manufacturer matching in the first phase, and deploy other rules to target specific issues/problems.
<b>Reconcile Attribute</b>	Select the primary attribute for reconciliation from the list of valid values or one of the user-defined fields. Remember that the user-defined attributes must be defined first and the user defined fields must be activated prior to defining the user defined attribute.
	Click the <b>View SQL</b> button to view the SQL criteria created from the rule set.
<b>Rule Sequence</b>	The order in which the rules are compared.
<b>System Maintained</b>	This is a display-only field. PeopleSoft IT Asset Management provides rules that are fundamental to the business process. For example, the rule for software is defined as a system maintained rule. If the rule is system maintained, you cannot change the <b>Reconcile Attribute</b> or the rule set. However, you can configure actions and update the description of the rule.
<b>Financial Impact</b>	<p>Select to display asset financial data in the pagelets. If this check box is deselected, the pagelets will not display financial data for this rule. This option is only visible when Financial Impact Analysis is enabled from the Installation Options - Asset Management page. Further, the check box becomes available for use when the business rule employs a <b>Reconcile Attribute</b> that matches discovery assets to the Asset Repository (ARM); specifically, only those rules that can identify assets that are not in the ARM. In such cases, the page displays: Found in System: Repository Only.</p> <hr/> <p><b>Note:</b> This check box is visible only when the Financial Impact option is selected from the Installation Options - Asset Management page.</p> <hr/> <p><b>Note:</b> When Financial Impact is selected, an action of Route to Finance should be included. If that action is not included, there are no available actions from which to select in Manage Exceptions when submitting actions for financial impact.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Trend Analysis</b>	<p>Select this check box to enable trend analysis tracking for the Manage Exceptions Over Time trend chart with respect to the business rule.</p> <p>See <i>PeopleSoft Enterprise IT Asset Management 9.1 PeopleBook, Managing Exceptions, Viewing Manage Exceptions Trend</i>.</p>

## Define Rule Set

<b>Field or Control</b>	<b>Description</b>
<b>Seq</b>	Displays the system-assigned number that denotes the sequence in which that row of data was entered into the grid.
<b>Attr1 Type</b>	<p>Select the value to define your rule set. Values are:</p> <p><i>Attribute</i>: Select to define the attributes for the rule set. You populate the corresponding fields with specific values, which define the criteria for reconciliation of the IT assets.</p> <p><i>SQL</i>: Select to create custom criteria for the rule set.</p> <hr/> <p><b>Note</b>: If you select <i>SQL</i>, the corresponding fields in the row are not available.</p> <hr/>
<b>Attribute1</b>	Select to define the rule set conditions. Attributes are user-friendly terms used in lieu of record names and field names.
<b>Operator</b>	<p>Use in conjunction with <b>Attributes</b> to create your criteria.</p> <p>Valid values are: =, &lt;&gt;, &gt;, &gt;=, &lt;, &lt;=, <i>Like</i>, and <i>Not Like</i>.</p>
<b>Attr2 Type</b>	<p>Select the attribute type from the list. Values are:</p> <p><i>Attribute</i>: Select to populate the corresponding <b>Attribute2</b> field with additional criteria.</p> <p><i>Value</i>: Select to populate the corresponding <b>Value</b> field with additional criteria.</p>



<b>Field or Control</b>	<b>Description</b>
<b>Attribute2</b>	<p>Select the value to define the rule set conditions. Attributes are user-friendly terms used in lieu of record names and field names.</p> <hr/> <p><b>Note:</b> This field is dynamic and is available only if you selected <i>Attribute</i> from the <b>Attr2 Type</b> list.</p> <hr/>
<b>Value</b>	<p>Enter a value to define the reconciliation rule set. The system reconciles by the value defined.</p>
	<p>Click the <i>SQL</i> button to enter the custom reconciliation criteria.</p> <hr/> <p><b>Note:</b> The icon only appears if you select <i>SQL</i> from <b>Attr1 Type</b> field.</p> <hr/> <p><b>Warning!</b> You must test the <i>SQL</i> statement before moving the rule to production.</p> <hr/>

**Note:** Special considerations for date evaluations: When using an attribute field that references a date or datetime field, that attribute can only be compared to another date, or datetime attribute. A value cannot be inserted for a date in the Value column. In order to use specific dates, use the SQL attribute.

**Note:** Special consideration for the **Value** field: Values entered are automatically changed to uppercase, causing an invalid rule for some attributes such as MODEL. This causes incorrect implementation of the Business Rule; therefore, Manage Exceptions will not show the desired result. To avoid this problem, modify the Business Rule by adding a SQL statement that contains the correct lower case or mixed case value or values. Save the rule and review the value to make sure the appropriate case is reflected properly.

## Define Rule Action

Business rule sets establish the attributes and operators to reconcile IT assets; action sets suggest the processes to occur when a comparison of these IT assets fails. Additionally, the process can automatically process most actions. To enable this, select the execute switch on the action. If an IT asset is discovered based on the rule set, you establish a set of options for that rule set. Action sets can include notifying the asset manager that an IT asset needs to be updated with the correct custodian, adding the discovered asset to the asset repository, or sending an email asking the custodian to verify if the discovered IT asset is being used by someone else.

**Note:** The action is the focus of the business rule; applying the correct action to the appropriate assets dramatically reduces errors.

<b>Field or Control</b>	<b>Description</b>
<b>Option</b>	<p>Select one of the following values:</p> <p><i>Update ARM:</i> Updates the asset repository.</p> <p><i>Add Asset:</i> Adds the asset to the ARM.</p> <p><i>Retire Asset:</i> Retires the asset if it is a nonfinancial asset.</p> <p><i>Move to Inventory:</i> Moves the asset to inventory. This asset is now available for reuse.</p> <p><i>Email Custodian:</i> Sends an email to the custodian. You can select the message in the message catalog that you wish to send.</p> <p><i>Email Manager:</i> Sends an email to the manager. You can select the message in the message catalog that you wish to send.</p> <p><i>Email Primary User:</i> Sends an email to the individual who is using the IT asset. You can select the message in the message catalog that you wish to send.</p> <p><i>Email Primary User Manager:</i> Sends an email to the manager of the individual who is using the IT asset. You can select the message in the message catalog that you wish to send.</p> <p><i>Email Group Owner:</i> Applies only to software. Emails the group owner of the authorization list of the software title.</p> <p><i>Route to Role:</i> Select to route to a particular role. For example, to transfer an asset, select <i>Route to Role</i> for a transferable attribute. The discovered IT asset information is routed to the finance department to complete the transfer.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Execute</b>	<p>Select to enable automatic reconciliation of selected actions for a given business rule at reconciliation time, thus eliminating the need to review the related exceptions on an regular basis.</p> <hr/> <p><b>Note:</b> The <b>Execute</b> check box is disabled when the <b>Reconcile Attribute</b> is <i>Serial_ID_ARM</i> and the action <b>Option</b> is <i>Update ARM</i>. If an automatically-executed action ends in failure, it is available to be executed again. Otherwise, the action is not available from Manage Exceptions.</p> <hr/> <p><b>Note:</b> Actions such as <i>Update ARM</i> or <i>Add Asset</i> directly correct the exception, whereas actions such as <i>Route to Role</i> or the Email options do not directly correct the exception. The actual correction in these cases depends upon whether the recipient of the routing or email takes corrective action. However, regardless of the action, the exception is considered to be processed, even though the exception may not have actually been corrected as yet. When the Execute option is enabled, there is a slight possibility that an exception may not be reconciled, despite execution of the actions. In this rare instance, an exception may not be identified and fixed. It is considered best practice to periodically disable the Execute check box and review the exceptions that are generated by the comparison process.</p> <hr/>

<b>Field or Control</b>	<b>Description</b>
<b>Apply To</b>	<p>Select one of the following values to prevent illogical action selections and specify whether this action line applies to :</p> <p><i>Non-Financial</i> assets.</p> <p><i>Financial</i> assets.</p> <p><i>Both</i> financial and nonfinancial assets.</p> <p><i>N/A</i> indicates that the action does not apply to assets.</p> <hr/> <p><b>Note:</b> The available selections for <b>Apply To</b> are dynamically set based off of the action option that is selected:</p> <p>When selecting the action option of <i>Retire Asset</i>, the only available <b>Apply To</b> option is <i>Non-Financial</i> since you can only retire nonfinancial assets from ITAM.</p> <p>When selecting the action option of <i>Route to Role</i>, the only available <b>Apply To</b> option is <i>Financial</i> since additional financial information is needed in order to effectively retire the asset.</p> <p>The <i>N/A</i> option is the only <b>Apply To</b> option available when evaluating the financial status is not logical; for example, when adding an asset, there is no information of what the future financial status of the asset could be.</p> <hr/>
<b>Role Name</b>	<p>Select the role to receive the notification. When there is a financial impact on a transaction for a discovered IT asset such as: add asset, retire asset or move to inventory, the route to role becomes an option. This option routes the discovered IT asset information to the appropriate department for processing.</p> <hr/> <p><b>Note:</b> This field is dynamic and is only available when you choose <i>Route to Role</i> in the <b>Options</b> field.</p> <hr/>
<b>Msg Set</b> and <b>Msg #</b>	<p>Select the message set and number that you wish to send when you select an email option.</p> <hr/> <p><b>Note:</b> The Message Set and Message Number are validated against the message catalog when the page is saved.</p> <hr/>
<b>Description</b>	<p>Enter the description for the option. The description displays on the <b>Confirm Actions</b> page of the <b>Manage Exceptions List</b>.</p>

Business Rules – Subtype Page

Use the Business Rules – Subtype page (IT\_RULE\_STYPE) to define the asset subtypes that map to the business rule.

Navigation:

Set Up Financials/Supply Chain > Product Related > IT Asset Management > Business Rules > Subtype

This example illustrates the fields and controls on the Business Rules - Subtype page. You can find definitions for the fields and controls later on this page.

DefinitionSubtypeComments

Rule ID

Serial ID-ARM

Status

Active

\*Description

Asset not in Discovery

Rule Sequence

6

\*Reconcile Attribute

Serial\_ID\_ARM

☐ System Maintained

☒ Financial Impact

☒ Trend Analysis

☒ All Subtypes

IT Subtypes

PersonalizeFind

First1 of 1Last

Row	IT Subtype	Description	Add row	Delete row
1			<div>+</div>	<div>−</div>

Field or Control	Description
All Subtypes	<div>Select to search for IT assets in all subtype categories. All Subtypes is the default setting for all business rules.</div> <div><b>Note:</b> If selected, the <b>Subtype List</b> grid will be hidden. Deselect the <b>All Subtypes</b> check box to define individual subtypes you wish to discover.</div>

Subtype List

Field or Control	Description
IT Subtype	Select the subtype for the business rule defined. The asset's subtype is the only attribute that is actively changed by the comparison process. Even though there is no rule to control the attribute, the attribute will be automatically updated whenever the subtype differs between the ARM and the third-party inventory database.

## Business Rules – Comments Page

Use the Business Rules – Comments page (IT\_RULE\_COMMENTS) to enter the reason or explanation for defining the business rule.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > Business Rules > Comments**

This example illustrates the fields and controls on the Business Rules - Comments page.

The screenshot shows the 'Comments' tab of the Business Rules page. It contains several input fields and checkboxes. The 'Status' is set to 'Active'. The '\*Description' field contains the text 'Asset not in Discovery'. The 'Rule Sequence' is set to '6'. The '\*Reconcile Attribute' is set to 'Serial\_ID\_ARM'. There are checkboxes for 'System Maintained', 'Financial Impact' (checked), and 'Trend Analysis' (checked). A large text area at the bottom contains the comment: 'This rule detects assets that exist in the Asset Repository but not in the discovery tool database.'

Enter comments you wish to capture for this business rule.

---

## Setting Up Inventory Age

To set up inventory age, use the Inventory Age component (IT\_TSPAN\_DEFN).

This topic provides an overview of inventory age and discusses how to define inventory age and subtypes for inventory age.

### Pages Used to Set Up Inventory Age

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<u>Inventory Age Page</u>	IT_TSPAN_DEFN_01	Define inventory age.
<u>Sub Types Page</u>	IT_TSPAN_DEFN_02	Define subtypes for the inventory age.  The system sends an error message if you have the same subtype defined in two or more inventory ages.

Understanding Inventory Age

Inventory age enables you to define the period to check if the IT asset is being engaged. The third-party inventory system obtains periodic reports from computers connected to the host network. The period is likely to be one week, but may be a day or month or another time interval for which the data is obtained. Not all computers are connected to the network and some computers—like laptops— may only be connected on occasion, thus may not be reported in a timely manner.

Therefore, when the third-party system sends data, it includes the period in which the data was obtained. Administrators assign alerts when inventory data gets too old. Old inventory data may indicate a missing computer because that computer failed to report for the period specified. This function enables you to audit on reporting failures and prompt investigations.

You can define more than one inventory age for an asset, however you can only associate one inventory age to a user.

Inventory Age Page

Use the Inventory Age page (IT\_TSPAN\_DEFN\_01) to define inventory age.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM Inventory Age**

This example illustrates the fields and controls on the Inventory Age page. You can find definitions for the fields and controls later on this page.


Inventory Age

SubTypes

Inventory Age 3,6,9 WEEKS

\*Description 3,6,9 weeks

Inventory Age

Personalize | Find |  First 1-3 of 3 Last

Row	Inventory Age Seq	Duration	Period	*Short Description	Description	Add row	Delete row
1	1	3	Weeks	3 weeks	Past 3 weeks	+	-
2	2	6	Weeks	6 weeks	Past 6 weeks	+	-
3	3	9	Weeks	9 weeks	Past 9 weeks	+	-

Field or Control	Description
Inventory Age Seq (Inventory Age Sequence)	Displays the order of the <b>Inventory Age</b> criteria. The system uses a sequence number to make them unique.

<b><i>Field or Control</i></b>	<b><i>Description</i></b>
<b>Duration</b>	<p>Enter a numeric value to define the associated period.</p> <p>You must enter duration in ascending order, such as 3 weeks, 6 weeks and 9 weeks. This applies to all inventory age, not duration specifically. Check the error table for additional assets that may be reporting but are not showing up because of mapping errors.</p>
<b>Period</b>	<p>Select from the list of values. Values are: <i>Days</i>, <i>Months</i>, <i>Weeks</i>, and <i>Years</i>.</p>

## Sub Types Page

Use the Sub Types page (IT\_TSPAN\_DEFN\_02) to define subtypes for the inventory age.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > Inventory Age > Sub Types**



This example illustrates the fields and controls on the Inventory Age - SubTypes page. You can find definitions for the fields and controls later on this page.

Inventory Age

SubTypes

Inventory Age 3,6,9 WEEKS

Duration and Period

Find | View 1      First 1-3 of 3 Last

Duration 3 Period Weeks + -

IT Subtypes

Personalize | Find |      First 1 of 1 Last

Row	Subtype	Add row	Delete row
1	SERVER	+	-

Duration 6 Period Weeks + -

IT Subtypes

Personalize | Find |      First 1 of 1 Last




Row	Subtype	Add row	Delete row
1	DESKTOP	+	-


Field or Control	Description
Subtype	Enter the subtype for the duration and period defined. Subtypes enable you to define specific IT asset types you wish to be reported. If you leave the subtype blank, then all subtypes will be reported.

This example illustrates the fields and controls on the Inventory Age - SubTypes page.

Duration 9 Period Weeks

IT Subtypes

Personalize | Find |  First  1 of 1  Last

Row	Subtype	Add row	Delete row
1	<input type="text"/> 	<input type="button" value="+"/>	<input type="button" value="-"/>

If you select a subtype for a shorter duration, it is automatically included in the longer durations. If you have created a subtype with a shorter duration and you try and create the same subtype with a longer duration, you will get an error message.

# Setting Up PeopleSoft IT Asset Management External Settings

## Understanding PeopleSoft IT Asset Management External Settings

Setting up the options in PeopleSoft IT Asset Management External Settings ensure that the third-party software and PeopleSoft IT Asset Management can communicate effectively. Code mappings ensure consistent terminology in asset reporting. Mapping IP addresses and locations pinpoints assets in an organization. IT subtypes simplify the reconciliation and reporting process. Contract types categorize your software license contracts. PeopleSoft IT Asset Management takes advantage of the PeopleSoft supplier functionality to ensure accuracy.

## Setting Up Code Mappings

To define code mapping, use the Code Mapping component (IT\_MAP\_CODE).

This topic provides an overview of code mappings and discusses how to set up code mappings.

### Page Used to Set Up Code Mappings

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<a href="#">Code Mappings Page</a>	IT_MAP_CODE	Map third-party manufacturers and software titles to values in the repository.

## Understanding Code Mappings

Code mappings enable PeopleSoft IT Asset Management to translate two groups of data from the third-party database. Code mappings group manufacturer names provided by the third-party inventory tool with a manufacturer (from the PS\_MANUFACTURER table). Software titles from the third party database are similarly grouped or mapped to a software title. There are no standards for the names of manufacturers or software titles obtained from an inventory. For example, one desktop computer may return a value of "DELL" while another model from the same manufacturer could return "Dell, Inc." The values are different even though both are the same manufacturer. Similarly, software titles from version to version may have different titles returned from the third party database. Code mappings allow the groupings to be mapped to a single value, providing for better, more consistent terminology in asset reporting.

**Note:** Refer to the documentation for your third-party product for any limitations in data retrieval.

## Code Mappings Page

Use the Code Mappings page (IT\_MAP\_CODE) to map third-party manufacturers and software titles to values in the repository.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > Code Mappings > Code Mappings**

This example illustrates the fields and controls on the Code Mappings page: Manufacturers IT Map Type.

**Code Mappings**

IT Map Type:

Include Map Errors from Load:

**Code Mappings**

Personalize | Find | View All | First 1-9 of 9 Last

Row	IT Map Type	SetID	*PeopleSoft Map ID	Short Name	Manufacturer	*Third Party Values	Add row	Delete row
1	Manufacturers	SHARE	APPLE	Apple, Inc	Apple, Inc.	Apple		
2	Manufacturers	SHARE	HP	HP	Hewlett-Packard	Compaq		
3	Manufacturers	SHARE	DELLCOMP	Dell Comp	Dell Computer Corporation	Dell Computer Corporati		
4	Manufacturers	SHARE	HP	HP	Hewlett-Packard	Hewlett-Packard		
5	Manufacturers	SHARE	SUN	SUN	SUN	Sun_Microsystems		
6	Manufacturers	SHARE	COMPAQ	COMPAQ	Compaq	System Manufacturer		
7	Manufacturers	SHARE	TOSHIBA	TOSHIBA	TOSHIBA CORPORATION	TOSHIBA CORPORATIO		
8	Manufacturers	SHARE	TOSHIBA	TOSHIBA	TOSHIBA CORPORATION	Toshiba		
9	Manufacturers	SHARE	VIATECH	VIA	VIA Technologies, Inc.	VIA Technologies, Inc.		

## Setting Up Code Mappings for Software

Access the Code Mappings page (**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM Code Mappings**) and select the **Software Titles** IT Map Type.

This example illustrates the fields and controls on the Code Mappings page: Software Titles IT Map Type. You can find definitions for the fields and controls later on this page.

**Code Mappings**

IT Map Type: Software Titles

Search

**Code Mappings**

Personalize | Find | View All | First 1-9 of 9 Last

Row	IT Map Type	SetID	*PeopleSoft Map ID	Short Name	Manufacturer	*Third Party Values	Add row	Delete row
1	Manufacturers	SHARE	APPLE	Apple, Inc	Apple, Inc.	Apple		
2	Manufacturers	SHARE	HP	HP	Hewlett-Packard	Compaq		
3	Manufacturers	SHARE	DELLCOMP	Dell Comp	Dell Computer Corporation	Dell Computer Corporati		
4	Manufacturers	SHARE	HP	HP	Hewlett-Packard	Hewlett-Packard		
5	Manufacturers	SHARE	SUN	SUN	SUN	Sun_Microsystems		
6	Manufacturers	SHARE	COMPAQ	COMPAQ	Compaq	System Manufacturer		
7	Manufacturers	SHARE	TOSHIBA	TOSHIBA	TOSHIBA CORPORATION	TOSHIBA CORPORATIO		
8	Manufacturers	SHARE	TOSHIBA	TOSHIBA	TOSHIBA CORPORATION	Toshiba		
9	Manufacturers	SHARE	VIATECH	VIA	VIA Technologies, Inc.	VIA Technologies, Inc.		

Field or Control	Description
<b>IT Map Type</b>	<p>Select from the list of values to define mapping to the Asset Repository. Values are: <i>Manufacturers</i> or <i>Software Titles</i>.</p> <p>If you select <i>Manufacturers</i>, the dynamic prompt consists of manufacturers from Purchasing/Inventory (the PS_MANUFACTURER table). If you select <i>Software Titles</i>, the prompt consists of data from PeopleSoft IT Asset Management's Define Software Titles page.</p>
<b>Include Map Errors from Load</b>	<p>Select to include the Manufacturer Mapping errors that are detected from the IT Load process (IT_LOAD_PROC) in the search results grid. This option is only available when the IT Map Type selection is <i>Manufacturers</i>. Add a SetID and Manufacturer value to correct the error. Mapping rows without a SetID and PeopleSoft Map ID will not be saved.</p>
<b>PeopleSoft Map ID</b>	<p>Select the manufacturer name or software title.</p> <hr/> <p><b>Note:</b> This field is dynamic. Depending on your selection from the <b>IT Map Type</b>, your choices will vary.</p> <hr/>
<b>Third Party Values</b>	<p>Enter the value from the third-party database you wish to associate to the <b>PeopleSoft Map ID</b>.</p> <p>When the IT Map Type is <i>Manufacturer</i>, this field provides prompt values consisting of manufacturer names that were found to be in error after the previous request for inventory data.</p>

## Mapping IP Addresses

To map IP addresses use the IP Address (IT\_IP\_ADDR) component.

This topic discusses how to map IP addresses to physical locations.

### Page Used to Set Up IP Address

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<u>Maintain IP Addresses Page</u>	IT_MNT_IP_ADDR	Map and maintain IP addresses by physical location.

### Maintain IP Addresses Page

Use the Maintain IP Addresses page (IT\_MNT\_IP\_ADDR) to map and maintain IP addresses by physical location.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM IP Addresses > Maintain IP Addresses**

This example illustrates the fields and controls on the Maintain IP Addresses page. You can find definitions for the fields and controls later on this page.

Maintain IP Addresses						
IP Address Ranges						
Personalize   Find   First 1-29 of 29 Last						
Row	*IP Address From	*IP Address To	*IP Physical Location	IP Address for VPN	Add row	Delete row
1	172.16.19.1	172.16.19.255	LONDON LON4C ROOM Q	<input checked="" type="checkbox"/>	+	-
2	172.17.31.1	172.17.31.255	NEW YORK NY1020 CAB 1	<input type="checkbox"/>	+	-
3	192.168.2.139	192.168.2.150	NEW YORK NY1020 CAB 2	<input type="checkbox"/>	+	-
4	192.168.2.183	192.168.2.191	NEW YORK NY333 CAB 3	<input type="checkbox"/>	+	-
5	192.168.2.151	192.168.2.164	NEW YORK NY333 CAB1	<input type="checkbox"/>	+	-
6	192.168.2.165	192.168.2.182	NEW YORK NY333 CAB2	<input type="checkbox"/>	+	-
7	172.17.16.1	172.17.16.255	PARIS PAR01 P1	<input type="checkbox"/>	+	-
8	192.168.2.251	192.168.2.255	PARIS PAR01 P2	<input type="checkbox"/>	+	-
9	172.17.21.1	172.17.21.255	PHOENIX PHX 101	<input type="checkbox"/>	+	-
10	192.168.2.205	192.168.2.221	PHOENIX PHX 102	<input type="checkbox"/>	+	-
11	192.168.2.222	192.168.2.241	PHOENIX PHX 103	<input type="checkbox"/>	+	-

<i>Field or Control</i>	<i>Description</i>
<b>IP Address From</b>	Enter the beginning of the range of IP addresses to be used in the comparison process for a given physical location.

<i>Field or Control</i>	<i>Description</i>
<b>IP Address To</b>	Enter the end of the range of IP addresses to be used in the comparison process for a given physical location.

<i>Field or Control</i>	<i>Description</i>
<b>IP Physical Location</b>	Enter the name for the physical location of the devices that are within the corresponding IP address range.

<i>Field or Control</i>	<i>Description</i>
<b>IP Address for VPN</b>	<p>Select if the IP address range is assigned to devices using Virtual Private Networking (VPN).</p> <hr/> <p><b>Note:</b> When the flag is checked, the LOCATION business rule ignores the comparison of the location for that asset. The location cannot be inferred from the IP address because the IP address is issued by the VPN. If the SetID and location are specified, they will be ignored.</p> <hr/>

**Note:** IP Addresses cannot overlap. Addresses in the **IP Address From** to the **IP Address To** cannot be included in another range.

## Mapping IP Locations

To map physical locations to financial locations, use the Physical Internet Protocol (IP) Locations component (IT\_IP\_ADDR\_MAP).

This topic provides an overview of mapping locations and discusses how to map physical IP locations to financial locations.

## Page Used to Map Physical IP Locations to Financial Locations

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<a href="#">Map Physical IP Locations to Financial Locations Page</a>	IT_MNT_IP_ADDR_MAP	Define the financial location for each physical IP location.

## Understanding Mapping Physical IP Locations to Financial Locations

Financial records describe real estate locations using one set of names and attributes. Information Technology staff describes these locations using another set of names and attributes—especially important to IT is the way network addresses are distributed through the physical spaces within the enterprise.

PeopleSoft IT Asset Management records that distribution describing the physical locations of network (IP) addresses to which assets are attached. The map function translates that IT record into a map of network assets associated with financial locations.

For example, each floor within a building may be assigned a series of IP addresses, by associating the floor where the IP is located to a financial location, you can identify IT assets that are discovered within that IP location and make the necessary charges to the appropriate cost centers.

## Map Physical IP Locations to Financial Locations Page

Use the Map Physical IP Locations to Financial Locations page (IT\_MNT\_IP\_ADDR\_MAP) to define the financial location for each physical IP location.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM IP Locations**

This example illustrates the fields and controls on the Map Physical IP Locations to Financial Locations page. You can find definitions for the fields and controls later on this page.

**Map Physical IP Locations to Financial Locations**

Financial Locations Mappings

Personalize | Find | First 1-26 of 26 Last

Row	IP Physical Location	SetID	Location Code	Add row	Delete row
1	LONDON LON4C ROOM Q	SHARE	GBR001	+	-
2	NEW YORK NY1020 CAB 1	SHARE	US005	+	-
3	NEW YORK NY1020 CAB 2	SHARE	US005	+	-
4	NEW YORK NY333 CAB 3	SHARE	US005	+	-
5	NEW YORK NY333 CAB1	SHARE	US005	+	-
6	NEW YORK NY333 CAB2	SHARE	US005	+	-
7	PARIS PAR01 P1	SHARE	FRA01	+	-
8	PARIS PAR01 P2	SHARE	FRA01	+	-
9	PHOENIX PHX 101	SHARE	US006	+	-
10	PHOENIX PHX 102	SHARE	US006	+	-
11	PHOENIX PHX 103	SHARE	US006	+	-

Field or Control	Description
<b>IP Physical Location</b>	Select the IP physical location for which you want to associate a financial location.
<b>SetID</b>	Select the SetID for prompting the appropriate list of location codes from which to choose.
<b>Location Code</b>	Select the location code associated with the financial location.



## Defining IT Subtypes

To define IT subtypes, use the IT Subtype component (IT\_SUBTYPE).

This topic provides an overview of IT subtypes and discusses how to set up IT subtypes.

### Pages Used to Define IT Subtypes

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<a href="#">Define IT Subtypes Page</a>	IT_MNT_IT_SUBTYPE	Define the IT subtype for reconciliation and reporting.

### Understanding IT Subtypes

IT subtypes identify various types of IT assets within the PeopleSoft Asset Management system. In the PeopleSoft Asset Management system, IT assets are categorized by the **Asset Type** field. Defining IT subtypes enables you to further identify the IT assets. For example, an asset can be defined as *IT Hardware* for an **Asset Type**, you can further define the IT asset with an IT subtype of *Monitor*, *Desktop*, or *Laptop*; simplifying the reconciliation and reporting process.

When defining IT subtypes, you enable the options for tracking how long an asset has been in use. You also enable or disable the reconciliation of that specific IT subtype defined.

### Prerequisites

Before setting up IT subtypes, you must set up an asset type and asset subtype in Asset Management. The associated IT subtype must have the same name as its associated asset subtype.

See [IT Subtypes](#).

### Define IT Subtypes Page

Use the Define IT Subtypes page (IT\_MNT\_IT\_SUBTYPE) to define the IT subtype for reconciliation and reporting.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM IT Subtypes**

This example illustrates the fields and controls on the Define IT Subtypes page. You can find definitions for the fields and controls later on this page.

### Define IT Subtypes

Asset Type IT Hardware  
IT Subtype SERVER

\*Description




\*Short Description










☒ Discover/Reconcile Last Request Date

☒ Assets not Reporting Status

☐ Authorize Software by Device

Information

Personalize | Find |  First  1-3 of 3  Last

Row	*Third Party Value	Active Status	Add row	Delete row
1	<input type="text" value="NT-Server"/>	Active 		
2	<input type="text" value="Unix-Server"/>	Active 		
3	<input type="text" value="sparc"/>	Active 		

Field or Control	Description
<b>Discover/Reconcile</b>	<p>Select to enable reconciliation between the third-party system and PeopleSoft IT Asset Management. By selecting the check box, you enable the system to request and validate data from the third-party system to PeopleSoft IT Asset Management.</p> <p>This check box determines if the IT Subtype appears in the discovery run control.</p>
<b>Assets not Reporting</b>	<p>Select to include the IT Subtype in the Aging Inventory portlet.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Authorize Software by Device</b>	<p>Select to specify that this device uses the device (machine)-based software authorization model rather than the employee-based authorization model.</p> <hr/> <p><b>Note:</b> Care should be taken when selecting the Authorize Software by Device option. This controls how assets are reconciled and the way in which Business Rules are applied in the Compare Asset process. For example, when assets are designated as Authorize Software by Device, there is no primary user associated with those assets. For this reason, there is no way to perform comparisons of information derived by the user or custodian. It is important to complete the entire process for assets prior to making changes to this flag. After the flag is changed, the discovery data for that subtype should be loaded and processed through the Compare Asset process again. Running the Compare Asset process on the data prior to reprocessing the data from discovery may cause inconsistencies with the attributes reconciled. Additionally, after deselecting the Authorize Software by Device check box, you must review any business rules that reference the IT Subtype and adjust them accordingly.</p> <hr/> <p>See <a href="#">Business Rules – Definition Page</a>.</p>
<b>Last Request Date</b>	<p>Enter the date to begin inventory tracking of IT assets for this subtype.</p> <p>The <b>Last Request Date</b> is used to filter the data you are requesting from the third party. Only network IT devices that have had an inventory performed on them after the specified date are returned. For example, the Laptop IT Subtype has a Date of Last Inventory of 02/01/2005. When you request data from the third party, only laptops that have had a inventory performed on them since 02/01/2005 are "discovered and reconciled."</p>
<b>Active Status</b>	<p>Select <i>Active</i> to activate the IT subtype.</p> <hr/> <p><b>Note:</b> By selecting <i>Inactive</i>, you are inactivating the defined IT subtype and the grid below.</p> <hr/>

## Information

<b>Field or Control</b>	<b>Description</b>
<b>Third Party Value</b>	Enter the value the third-party database uses to define the associated IT subtype.

<b>Field or Control</b>	<b>Description</b>
<b>Active Status</b>	<p>Select <i>Active</i> to activate the third-party value defined. If you inactivate the Third Party value, the next time the Compare Asset Repositories is run it deletes the transaction data associated with this Third Party Value. It also removes the third-party value transactions from the metric pagelets and removes the transaction from the hardware cache tables where there are no software titles of interest for those assets.</p> <hr/> <p><b>Note:</b> You can inactivate the third-party value by selecting <i>Inactive</i>. This field affects the associated row only.</p> <hr/>

## Establishing Contract Types

To establish contract types, use the Contract Types component (IT\_CNTRCT\_TYPE).

This topic provides an overview of contract types and discusses how to establish contract types.

### Page Used to Establish Contract Types

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Contract Types Page</a>	IT_CNTRCT_TYPE	Define contract types.

## Understanding Contract Types

IT asset management uses contract types to categorize your software license contracts. When you define a software contract you associate the contract type with each software contract to help organize contract administration, assign permissions to end users, and anticipate contract expirations.

### Contract Types Page

Use the Contract Types page (IT\_CNTRCT\_TYPE) to define contract types.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM Contract Types**

This example illustrates the fields and controls on the Contract Types page.

## Contract Types

SetID: SHARE

Contract Type: MT

Description:

Short Desc:



# Setting Up PeopleSoft IT Asset Management Resource Settings

---

## Understanding PeopleSoft IT Asset Management Resource Settings

PeopleSoft IT Asset Management resource settings establish access levels for your users and user groups. You can link device serial IDs and network IDs to the Employee IDs (Empl IDs) stored on your system. By setting up device groups and employee groups, you reduce the amount of time it takes to assign permissions to each individual installing software applications on their computers. Common search configurations enable you to view the configuration of various PeopleSoft IT Asset Management search pages. Related links enable you to create links to third-party applications.

---

## Prerequisites

You must complete the following prior to setting up PeopleSoft IT Asset Management resource settings:

- Establish at least one PeopleSoft Asset Management business unit before you create your IT assets.
- Verify that the PeopleSoft IT Management Installed flag is selected on the Installation page.
- Integrate with PeopleSoft Human Capital Management.
- Integrate with your third-party discovery software.

For details on integration, refer to your third-party software documentation.

See “Creating PeopleSoft Asset Management Business Units” (Asset Lifecycle Management Fundamentals).

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## Defining Software Device Groups

To define device groups, use the Software Device Group component (IT\_SWGRP\_DEFN)

This topic provides an overview of Software Device Groups and discusses how to define device groups.

## Page Used to Define Device Groups

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<a href="#">Define Software Device Groups Page</a>	IT_SWGRP_DEFN	Define software device groups to associate devices (by Serial ID) to an administrator for the ultimate purpose of linking software licenses to assets rather than users.

## Understanding Software Device Groups

IT devices are often maintained by an IT administrator or a content manager rather than the primary user of the device. These devices may have multiple CPUs and may require more than one license to operate certain software, such as Microsoft MSSQL, for example. This is most commonly applicable to devices such as servers.

The software device group links the role of the content manager to these unique IT devices by associating their employee ID (Empl ID) with a Device Group. The Device Group definition contains the Serial IDs of the devices that are maintained by the content manager. This is known as the Serial ID-based Software Authorization model.

These devices or machines have a declared number of licenses required for a given software title. Once you have created the software device group (linking the administrator to the device), associate the device group to the appropriate software titles in the Define Software Titles/Users component, providing an Authorized Licenses value for the device group. The licenses required for each of these devices are counted and their summation is compared to the Authorized Licenses value that is specified for the device group.

To implement the Serial ID-based Software Authorization Model:

1. Select the **Authorize Software by Device** check box on the Define IT Subtypes page for a particular IT Subtype, such as SERVERS.

See [Defining IT Subtypes](#).

2. Supply the IT Asset Related Information (CPU) for the asset information within PeopleSoft Asset Management. This stores the number of CPUs that an IT hardware device has installed, physical and/or virtual.

See “Adding and Maintaining Asset Information” (PeopleSoft Asset Management).

3. (Optional) Select the **Source Device Groups from ARM** check box within PeopleSoft Asset Management Installation Options. The check box is selected as the default when IT Asset Management is installed.

See “Installation Options - Asset Management Page” (Application Fundamentals).

4. Define the Software Device Groups, linking administrator with devices.

5. Associate the device groups to software titles.

See [Define Software Titles/Users Page](#).



6. Select the Software Device Monitor check box on the Generate Metrics page. Run the metrics to update device group data for the Software Device Monitor pagelet. This pagelet reports the software titles that are installed, authorized, declared and unresolved for a given device group.

The Generate Metrics process produces and updates the associations and detail setup that allows you to declare licenses for groups and/or software relationships. Declared licenses should be equal to the number of CPUs the first time that the Metrics engine processes the associations.

7. Specify how many licenses of a particular software that a device requires using the Declare Device Licenses page. The Override check box indicates whether the number of declared licenses has been overridden. The value in the Declared Licenses field is the override value specified. It is considered overridden if the value is not zero and has been changed by the user.

See [Define Software Titles/Users Page](#).

8. After any change to the groups or additions to software relationships, the Generate Metrics process should be run to allow an update of declared licenses and unresolved software. This ensures that the Software Device Monitor pagelet always reports the most up-to-date software titles that are installed, authorized, declared and unresolved. Select the Software Device Monitor check box on the Generate Metrics page and run the metrics to update device group data for the Software Device Monitor pagelet.
9. Limit the device group that a user can access in the Software Device Monitor pagelet by specifying a device group within User Preferences for IT Asset Management.

See “User Preferences - IT Asset Management Page” (Application Fundamentals).

## Define Software Device Groups Page

Use the Define Software Device Groups page (IT\_SWGRP\_DEFN) to define software device groups to associate devices (by Serial ID) to an administrator for the ultimate purpose of linking software licenses to assets rather than users.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM Device Groups > Define Software Device Groups**

**IT Asset Management > IT Asset Definitions Center > Resource Settings > Device Groups > Define Software Device Groups**

This example illustrates the fields and controls on the Define Software Device Groups page. You can find definitions for the fields and controls later on this page.

**Define Software Device Groups**

**Device Group Attributes**

**Device Group Attributes**

Group Id VP  
 \*Description Vice President's Group  
 \*Group Owner Id IXHEEE168 Deindorfer, James

Source From ARM No Update ARM Custodian On Save  
 Fetch From ARM

**Group Members**

Find | View All First 1 of 2 Last  
 \*Software Device Group Type Device \*Member 5TY2J11 ITTAG144  
 Custodian SP106 Name Duncan, Tim  
 Business Unit US001 Asset ID ITZ144

**Group Members**


Personalize | Find | View All First 1 of 1 Last

Row	*Effective Date	*Status as of Effective Date	CPU	Add row	Delete row
1	10/02/2007	Active	4	+	-

[Declare Device Licenses](#) [Define Software Titles/Users](#)

<b>Field or Control</b>	<b>Description</b>
<b>Group Id</b>	Assign a software device Group Id.
<b>Group Owner Id</b>	Select the Employee ID of the device group administrator or content manager. The content manager controls the software contents of the machines in the device group.

<b>Field or Control</b>	<b>Description</b>
<b>Source From ARM</b>	<p>Select from the following values:</p> <ul style="list-style-type: none"> <li>• <i>Yes</i> - The Device Group is dynamically defined to include any asset with: <ul style="list-style-type: none"> <li>• IT Subtype that has the <b>Authorize Software by Device</b> attribute/flag selected, AND</li> <li>• The Group Owner ID is the Asset Custodian.</li> </ul> </li> <li>• <i>No</i> - The Members of the Group must be manually entered.</li> </ul> <hr/> <p><b>Note:</b> If the Asset Custodian field value is changed in the ARM, then the asset will no longer be included in the Software Device Group.</p> <hr/> <p>The page elements that are visible and active on this page depend upon your selection in this field. If you select <i>Yes</i> to populate the machines from the Asset Repository, the resulting grid is entitled <b>Group Owner's Devices in ARM</b> and the data appears as display-only. If you select <i>No</i> to add your own devices, the resulting grid is entitled <b>Group Members</b>.</p> <p>When accessing a software device group that has a Source From ARM value of <i>Yes</i>, the Group Members grid appears only in Include History or Correct History modes (if there is associated data in the device group).</p> <hr/> <p><b>Note:</b> If you change the <b>Source From ARM</b> field from <i>No</i> to <i>Yes</i>, a new effective-dated row for each active group member (groups included) is inserted with an effective date equal to the current date, a <b>Status as of Effective Date</b> equal to <i>Inactive</i>, and a row-level <b>Source From ARM</b> equal to <i>Yes</i>. Even though the row-level values are ignored due to the Device Group's Source From ARM value, the detail rows provide an audit trail showing the effective date that the group definition Source From ARM value was changed to <i>Yes</i>.</p> <p>If you change the <b>Source From ARM</b> field from <i>Yes</i> to <i>No</i>, a new effective-dated row is added in the Group Members grid for all assets of which the Group Owner is the custodian (all devices in the Group Owner's Devices in ARM grid). The <b>Status as of Effective Date</b> will be <i>Inactive</i>, and the <b>Source from ARM</b> will be equal to <i>No</i>.</p>
<b>Update ARM Custodian On Save</b>	<p>Select <i>Yes</i> to activate a Component Interface that, upon saving, changes the value of the Custodian field within the Asset Repository to this device group's owner for every Device line in the grid where the current effective dated row is Active. Select <i>No</i> to leave the Custodian field in the ARM unchanged.</p> <hr/> <p><b>Note:</b> This field is active only when you select <i>No</i> for the <b>Source from ARM</b> value and there are active devices in the Group Members grid.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Fetch From ARM</b>	<p>Click this button to retrieve the assets assigned to this content manager as custodian from the ARM. This is a one-time event and creates a static list. The difference between this and Source from ARM option is that the Source from ARM selection is dynamic and will continue to source from the ARM when the ARM changes. The Fetch from ARM is static and only retrieves the assets from the ARM at the instant it is invoked. You may also start with an empty list and build a Fetch from ARM group selecting asset by asset.</p> <p>The Fetch from ARM button inserts an effective-dated row for all assets of which the group owner is the custodian. . If you want to have assets sourced from the ARM and additional assets not associated with this custodian (content manager), select Fetch from ARM first, then manually add additional assets. Fetch from ARM has no impact on groups that have been added to the device group.</p> <hr/> <p><b>Note:</b> This field is active only when you select <i>No</i> for the <b>Source from ARM</b> value.</p> <hr/>
<b>Display Effective Date</b>	<p>Enter an effective date and click the <b>Display</b> button to view the current effective-dated rows as of the date supplied. The default value is the current date.</p> <hr/> <p><b>Note:</b> This field appears only when selecting <b>Include History</b> or <b>Correct History</b>.</p> <hr/>
	<p>Click this button to view all current effective-dated rows as of the date entered in the <b>Display Effective Date</b> field. Upon clicking the <b>Display</b> button, all data on the page is presented as display-only, the <b>Save</b> button is no longer effective, and all values are consolidated in the same grid.</p> <hr/> <p><b>Note:</b> Although this field appears only when selecting <b>Include History</b> or <b>Correct History</b>, it is used for query purposes and not for modifying data.</p> <hr/>

## Group Members

This grid appears when selecting *No* as the **Source From ARM** value. If the Source from ARM check box is deselected within Installation Options in Asset Management/IT Asset Management, this mode will be the default.

<b>Field or Control</b>	<b>Description</b>
<b>Software Device Group Type</b>	<p>Select the following options for inclusion in the device group:</p> <ul style="list-style-type: none"> <li>• <i>Device</i> - Select to include an individual machine in the device group.</li> <li>• <i>Group</i> - Select to include another device group as a subset (or child) within the device group.</li> </ul> <p>It is important to set the device group hierarchy carefully. A device can belong to many device groups; however, a device group can belong to only one parent device group and cannot be repeated in the hierarchy. Edits are in place to prevent a child group from being specified as a parent of its own parent; however, edits do not prevent the assignment of a device group as a parent of its own grandparent device group. This would be detected by the Software Device Monitor batch program and, as a result, processing is suspended until the group hierarchy is corrected.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Member</b> and ( <i>member description</i> )	<p>Select from a list of existing device group names or Serial IDs (if the asset is from the appropriate IT Subtype in the ARM.)</p> <p>The description is automatically supplied from the appropriate record based on the Group Value selection. If it is a device, the description is the tag number from the Asset table. If it is a Group, then the description from the Software Device Group definition is supplied.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Effective Date</b>	<p>Displays the effective date of a given row. When adding a new row, the current date is the default.</p> <hr/> <p><b>Note:</b> When a future-dated row is inserted and saved in the Group Members group box, the CPU field is set to zero. Once the future-dated row becomes the current row, the Software Device Monitor batch process updates the CPU field with the value from the asset as of that effective date.</p> <hr/>

<b>Field or Control</b>	<b>Description</b>
<b>Status as of Effective Date</b>	Displays the status of a given device or group member as of the effective date. The values are <i>Active</i> or <i>Inactive</i> .
<b>CPU</b>	<p>Displays the value from the Asset Repository CPU field for a device. Click this link to access the Basic Add - Operation/Maintenance page within Asset Management where you may change the CPU value, which updates the value in the ARM CPU field.</p> <hr/> <p><b>Note:</b> If you change the CPU field on the Basic Add - Operation/Maintenance page, a new effective-dated row is added within the Software Device Group definition for every group to which the device belongs and is currently active.</p> <hr/>
<b>Source From ARM</b>	Visible only in Include History or Correct History modes, this field provides an audit trail of the group Source From ARM state at a given time. When you change the header level Source From ARM value, a detail row is added to the Group Members group box to reflect the Source From ARM change with the effective date of the change. For new rows, the default value of this field is <i>No</i> .
<b>Empl ID and Name</b>	Displays the Employee ID and corresponding name of the group owner if the selection is a group. If the selection is a device, this column displays the Employee ID and name of the custodian within the asset repository. Click this link to access the Employee Detail page for more information.

## Group Owner's Devices in ARM

This grid appears when selecting *Yes* as the **Source From ARM** value. If the Source Device Groups from ARM check box is deselected within Installation Options in Asset Management/IT Asset Management, this mode is not available. When the Source Device Groups from ARM check box is selected in the Installation Options, it sets the default value of the Source from ARM flag when adding a device group. The default can be overridden.

<b>Field or Control</b>	<b>Description</b>
<b>Serial ID, Tag Number, CPU, Empl ID</b>	These fields are display-only and are populated from the information found within the Asset Repository. Click the <b>Empl ID</b> link to access the Employee Detail page for more information.

## Defining IT Role Access

To define IT role access, use the IT Role Access component (IT\_ROLE\_ASSET\_GRP) .

This topic provides an overview of IT role access and discusses how to define IT role access.

### Page Used to Define IT Role Access

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<u>IT Role Access Page</u>	IT_ROLE_ASSET_GRP	Define the level of access in IT Asset Management for an IT user.

### Understanding IT Role Access

To establish access within PeopleSoft IT Asset Management, you must decide which level of access to establish throughout the system; that is, which pages, components, and processes to secure. You implement IT Role Access to restrict individual users or roles to specific asset types, business units, departments, or locations. You can also grant access to all assets within the system for each user or a group of users.

Access to pages, components, and processes is driven by Tools security. IT Role Access defines the data (business units, departments, locations, asset subtypes) to which one has access within those pages and processes. Pagelets such as Inventory Exceptions or Hardware Inventory display different data to different users depending upon IT role access. However, pagelets such as Lease End Metrics are not based on IT Role Access and present the same data to all users that have access to it.

The Manage Exception page is also governed by IT Role Access and users are able to view and resolve only those exceptions as permitted by IT Role Access.

This table describes access for functional areas within PeopleSoft IT Asset Management:

<i>Functional Area</i>	<i>Access</i>
Inventory Exceptions	Controlled by IT Role Access
Hardware Inventory	Controlled by IT Role Access
Lease End Metrics	Not controlled by IT Role Access
Manage Exceptions	Controlled by IT Role Access
Financial Statistics	Controlled by User Preference
Software Report	Not controlled by IT Role Access

<b>Functional Area</b>	<b>Access</b>
Lease End Report	Not controlled by IT Role Access

## IT Role Access Page

Use the IT Role Access page (IT\_ROLE\_ASSET\_GRP) to define the level of access in IT Asset Management for an IT user.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM IT Role Access > IT Role Access**

**IT Asset Management > IT Asset Definitions Center > Resource Settings > IT Role Access**

This example illustrates the fields and controls on the IT Role Access page. You can find definitions for the fields and controls later on this page.

### IT Role Access

IT Asset Group ADMINISTRATOR Active Status Active

☐ All Assets

**Field Selection**

Find | View All    First 1 of 1 Last

\*Field Name Business Unit

**Specified as**

**Specified as**

☒ Selected Detail Values  
☐ Selected Tree Nodes  
☐ Range of Values

**Specify Values/Range of Values/Tree Nodes**

Personalize | Find | View All |     First 1 of 1 Last

Row	Select Value	Add row	Delete row
1	US001 <input type="button" value="Search"/>	<input type="button" value="+"/>	<input type="button" value="-"/>

**Note:** When creating IT Role Access, the access granted to a group should be a subset of operator security, as asset groups do not account for operator security. Care is required in creating roles in IT Role Access. Roles must be mutually exclusive. Different roles must administer different assets – assets should not be visible to more than one role. Any metric that depends on IT Role Access depends on the exclusive distribution of assets across roles, otherwise errors are likely in asset counts for those roles.



<b>Field or Control</b>	<b>Description</b>
<b>All Assets</b>	Select to enable the IT role access to all assets. Selecting <b>All Assets</b> effectively disables IT Role Access.

## Field Selection

Depending on the value you select in the **Field Name** field, the subsequent fields within that page may vary.

<b>Field or Control</b>	<b>Description</b>
<b>Field Name</b>	<p>Select the value to define the access parameters for the <b>IT Asset Group</b>. The values are:</p> <p><i>Asset Subtype</i>: Select to limit access for a specific category of assets. Asset Subtypes are limited to the subset beneath Asset Type of IT Hardware.</p> <p>See <a href="#">Defining IT Subtypes</a>.</p> <p><i>Business Unit</i>: Select to limit access for a specific business unit.</p> <p>The Business Unit defined in IT Role Access should be a subset of business units defined in PeopleTools level business unit security. The pages that use IT Role Access do not evaluate business unit security.</p> <p>See <i>Enterprise PeopleTools PeopleBook: Security Administration</i></p> <p><i>Department</i>: Select to limit access by department code.</p> <p><i>Location Code</i>: Select to limit access by location code.</p>

## Specified as

This group box enables you to set the parameters for the value defined in the **Field Name** field. Depending on your selection, the available fields within this group box may vary.

<b>Field or Control</b>	<b>Description</b>
<b>Selected Detail Value</b>	Select to define a specific value. You can limit user group access to a specific value you define.

<b>Field or Control</b>	<b>Description</b>
<b>Selected Tree Nodes</b>	Select to limit access to a specific table set. Using tree nodes limits the user access to a group of values within that tree node.
<b>Range of Values</b>	Enter the range of values to limit access.
<b>Tree SetID</b>	<p>Select to establish the available default set of tables for the IT asset group defined.</p> <hr/> <p><b>Note:</b> Used when <b>Department</b> or <b>Location Code</b> are selected. This value is the default SetID in the grid below.</p> <hr/>
<b>Tree Name</b>	Select to limit access within a tree. A tree provides a hierarchical view of data within the organization.
<b>Level Name</b>	Select to limit access to a level within the tree.

### Specify Values/Range of Values/Tree Nodes

This grid enables you to set the parameters for the radio button selected in the **Specified asgroup** box. Depending on your selection, the available fields within this grid may vary.

<b>Field or Control</b>	<b>Description</b>
<b>SetID</b>	Displays the value from the <b>Default SetID</b> field selected in the group box.
<b>Select Value</b>	Enter a value. This field works in conjunction with the <b>SetID</b> field. Only <b>Department</b> and <b>Location</b> codes require SetIDs.
<b>To Value</b>	Enter an end value. This field enables you to provide a range of values when used with <b>Select Value</b> field.

## Maintaining Employee Network Identifications

To define employee network identifications, use the Employee Network Identifications component (IT\_LDAP).

This topic provides an overview of employee network identifications and discusses how to maintain employee network identifications.

## Page Used to Maintain Employee Network Identifications

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<a href="#">Maintain Employee Network Identifications Page</a>	IT_MNT_LDAP	Associate primary user logon with employee identification number.

## Understanding Employee Network Identifications

All businesses need to associate IT devices like computers with the business units, departments, custodians, and managers who are responsible for those devices and computers. Who owns what? Who is using what? PeopleSoft human resources data includes an employee name, department information, and a unique identifier – the Employee ID. There is easy access to that data. On the other hand, PeopleSoft data does not include an employee's unique and mandatory network name. User domain and network name are attributes assigned by network administrators and stored with the Empl ID in a network-centric database called Active Directory.

Every time an employee uses a network device or computer, the employee's network name registers on that device. Because both databases store the personal identifiers, it's best to use the person as the common data element between HR-based business data and every network device that has recorded the presence of the employee's network name. The page below is used to use that common data element present in both databases to connect other information pertinent to that person. For example, you may easily gather all the network devices used by the employees in a specific department, even though no department information is stored on any network device.

## Maintain Employee Network Identifications Page

Use the Maintain Employee Network Identifications page (IT\_MNT\_LDAP) to associate primary user logon with employee identification number.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM Employee Network IDs > Maintain Employee Network Identifications**

**IT Asset Management > IT Asset Definitions Center > Resource Settings > Employee Network IDs**

This example illustrates the fields and controls on the Maintain Employee Network Identifications page. You can find definitions for the fields and controls later on this page.



The screenshot shows the 'Maintain Employee Network Identifications' page. It contains three fields: 'Primary Logon User' with the value 'IXHEEE102', 'Domain' with the value 'CORP', and '\*Empl ID' with the value 'IXHEEE102'. A magnifying glass icon is next to the '\*Empl ID' field.

<b>Field or Control</b>	<b>Description</b>
<b>Domain</b>	Displays the realm where the user is logged on. A domain and user name uniquely identify a logon user.
<b>Empl ID</b>	Select the employee identification number to associate to the primary logon user and domain.

## Creating Employee Groups

To define employee groups, use the Employee Groups component (IT\_EMPL\_GRP).

This topic provides an overview of employee groups and discusses how to create employee groups.

### Page Used to Create Employee Groups

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Employee Groups Page</a>	IT_EMPL_GRP	Specify employees to create an employee group.

## Understanding Employee Groups

Granting a large group of individuals access to specific software can become a long and tedious process. By setting up employee groups, you reduce the amount of time it takes to assign permissions to each individual installing software applications on their computers; all you need to do is select the group intended for the software, and every individual assigned to that employee group gains authorization to download the software. You also use employee groups to monitor installations of software against properly acquired inventory.

For example, creating an employee group called Microsoft Office XP, then providing the group permission to possess the Microsoft product called Microsoft Office XP causes the inventory process to ignore individuals of that group who possess Office XP. If an individual who is not a member of that group has Microsoft Office XP, PeopleSoft IT Asset Management raises an alert about that individual as soon as the information arrives.

## Employee Groups Page

Use the Employee Groups page (IT\_EMPL\_GRP) to specify employees to create an employee group.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM Employee Groups > Employee Groups**

**IT Asset Management > IT Asset Definitions Center > Resource Settings > Employee Groups**

This example illustrates the fields and controls on the Employee Groups page. You can find definitions for the fields and controls later on this page.

Employee Groups

Employee Group Id PHOTOSHOP

\*Group Owner Id KU0045 McCoy, Maria

Description May install PHOTOSHOP

Employee List

Find | View All

First 1 of 28 Last

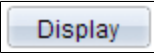
\*Employee ID IXHEEE207 Jaegar, Yuri

Employee Status

Personalize | Find | View All

First 1 of 1 Last

Row	*Effective Date	*Status as of Effective Date	Add row	Delete row
1	10/02/2007	Active		

Field or Control	Description
Group Owner Id	A required field, select the individual designated as the owner of this group. This can be a team lead, department manager, or another individual from the Personal Data (PERSONAL_DATA) table. Members of a group may have more copies of a software package installed than the group is allowed. The user may choose to email the Group Owner Id to initiate corrective measures.
Display Effective Date	Available only in Include History or Correct History modes, this field is used in conjunction with the <b>Display</b> button to view the current effective-dated rows as of the date provided. The default effective date is the current date.
 Display	<p>Click this button to view all current effective-dated rows as of the date entered in the <b>Display Effective Date</b> field. Upon clicking the <b>Display</b> button, all data on the page is presented as display-only, the <b>Save</b> button is no longer effective, and all values are consolidated in the same grid.</p> <p><b>Note:</b> Although this field appears only when selecting <b>Include History</b> or <b>Correct History</b>, it is used for query purposes and not for modifying data.</p>
Employee ID	Select the individual to assign to the employee group.
Effective Date	Enter the effective date of the employee status. This provides an audit trail of employee status changes.

<b>Field or Control</b>	<b>Description</b>
<b>Status as of Effective Date</b>	<p>Select a status as of the corresponding effective date as either <i>Active</i> or <i>Inactive</i>.</p> <hr/> <p><b>Note:</b> Although it is possible to change the status of a given row when in Correct History mode, it is recommended that you add a new effective-dated row for a valid change in status to maintain an accurate audit trail. The only time you might want to change the status within the same effective-dated row would be to correct an error.</p> <hr/>

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## Defining User Preferences

To define user preferences, use the User Preference component (OPR\_DEFAULT).

See “User Preferences - IT Asset Management Page” (Application Fundamentals).

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## Setting Up Common Search Configuration

To set up common search configuration, use the Common Search Configuration component (IT\_SEARCH\_CFG).

This topic provides an overview of common search configurations and discusses how to set up search configuration.

### Page Used To Set Up Common Search Configurations

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<u>Common Search Configuration Page</u>	IT_SEARCH_CFG	Define common search configuration for predefined search pages.

## Understanding Common Search Configurations

You can use the search configuration component to control the appearance and behavior of the search pages used in IT Asset Management. Additionally, you can give your users the ability to personalize the appearance and behavior of specific search pages.

Using the search configuration, you can:

- Alter the labels on the search pages.
- Inactivate search criteria.

- Simplify the appearance of the search page.

## Common Search Configuration Page

Use the Common Search Configuration page (IT\_SEARCH\_CFG) to define common search configuration for predefined search pages.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM Common Search Config > Common Search Configuration**

**IT Asset Management > IT Asset Definitions Center > Resource Settings > Common Search Configuration**

This example illustrates the fields and controls on the Common Search Configuration page: Field List tab. You can find definitions for the fields and controls later on this page.

**Common Search Configuration**

Search Name IT\_HRDWR\_DTL  
Description Hardware Inventory

**Filter Fields**

Personalize | Find | View All | First 1-5 of 9 Last

Field List | Field Control

Row	Field Number	Record (Table) Name	Record Alias	Field Name	Field Label ID	Edit Type	Prompt Table	Active Status	Add row	Delete row
1	1	IT_HRDWR_DTL		IT_SUBTYPE	IT_SUBTYPE	Prompt Table	IT_SUBTYPE_H	Active	+	-
2	2	IT_HRDWR_DTL		SERIAL_ID	SERIAL_NUMB	Prompt Table	IT_SERIAL_ID	Active	+	-
3	3	IT_HRDWR_DTL		BUSINESS_UNIT	BUSINESS_UN	Prompt Table	BUS_UNIT_TBL_AM	Active	+	-
4	4	IT_HRDWR_DTL		DEPTID	DEPTID	Prompt Table	DEPT_NS_VW	Active	+	-
5	5	IT_HRDWR_DTL		EMPLID	EMPLOYEE_ID	Prompt Table	PERSONAL_DATA	Active	+	-

**From Clause Records**

Personalize | Find | View All | First 1 of 1 Last

Row	Field Number	Record (Table) Name	Record Alias	Add row	Delete row
1	1	IT_HRDWR_DTL		+	-

### Filter Fields – Field List tab

<i><b>Field or Control</b></i>	<i><b>Description</b></i>
<b>Field Number</b>	Displays a number to define the order of the field.
<b>Record (Table) Name</b>	Displays the table name.
<b>Record Alias</b>	<p>Displays a record alias. The alias is used in the SQL query for the record name.</p> <hr/> <p><b>Note:</b> The record alias must match the value in the <b>From Clause Records – Record Alias</b> field.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Field Name</b>	Displays the field name associated with the <b>Record (Table) Name</b> field.
<b>Field Label ID</b>	<p>Select the field label ID associated with the <b>Record (Table) Name</b> field.</p> <hr/> <p><b>Note:</b> Use this field to rename the field label on the search page.</p> <hr/>
<b>Edit Type</b>	<p>Displays the type of edit to be used on the field. Values are:</p> <p><i>Currency Controlled:</i> The field is currency controlled.</p> <p><i>No Table Edit:</i> The system does not edit the data entered.</p> <p><i>Prompt Table:</i> The system uses a prompt table to display the values for that field.</p> <p><i>Translate Table:</i> The system displays a list of system defined values for that field.</p> <p><i>Yes/No:</i> The field is a radio button, select for yes, deselect for no.</p>
<b>Prompt Table</b>	<p>Displays the associated record name with a list of prompt values.</p> <hr/> <p><b>Note:</b> This field is only available when you select <i>Prompt</i> from the <b>Edit Type</b> field.</p> <hr/>
<b>Active Status</b>	Select <i>Active</i> or <i>Inactive</i> .

## From Clause Records

The From Clause Records section defines which records will be searched. The **Record Alias** defined in the Filter Field must match the Record Alias specified along with its record in the From Clause Records. The From Clause records, with their aliases, are used in the generation of the SQL at the search execution time.

## Filter Fields – Field Control tab

Select the **Field Control** tab.



This example illustrates the fields and controls on the Common Search Configuration page: Field Control tab.

Common Search Configuration

Search Name

IT\_HRDWR\_DTL

Description

Hardware Inventory

Filter Fields

Personalize

Find

View All

First 1-5 of 9 Last

Field List

Field Control

Row	Update SetID from field num	Update B.U. from field num	Update prompt key from field N	Update Currency CD from Fld	SetID Field	Set Id Record Name	Add row	Delete row
1							+	-
2							+	-
3							+	-
4							+	-
5							+	-

From Clause Records

Personalize

Find

View All

First 1 of 1 Last

Row	Field Number	Record (Table) Name	Record Alias	Add row	Delete row
1	1	IT_HRDWR_DTL		+	-

## Creating Related Links

To create related links, use the Related Links Definition component (IT\_THIRDLINK\_CFG).

This topic provides an overview and discusses how to create related links.

## Pages Used To Create Related Links

Page Name	Definition Name	Usage
<a href="#">Related Links Definition Page</a>	IT_THIRDLINK_CFG	Create a link to the third-party database.

## Understanding Related Links

The Related Links feature enables you to create links to access areas such as the roles, giving access to:

- The control page or console for the third-party application for IT Asset Management.
- Discovery and a Log View of the system activity.

- View inbound and outbound web services.

You may add other third-party links as necessary.

Related Links Definition Page

Use the Related Links Definition page (IT\_THIRDLINK\_CFG) to create a link to the third-party database.

Navigation:

Set Up Financials/Supply Chain > Product Related > IT Asset Management > ITAM Related Links Definition

This example illustrates the fields and controls on the Related Links Definition page. You can find definitions for the fields and controls later on this page.


Related Links Definition



3rd Party Link Third Party Console




Description Third Party Console

URL http://MachineName/Console.aspx

Roles

Personalize | Find | 

First  1 of 1  Last

Row	Role Name	Description	Add row	Delete row
1	ADMINISTRATOR 	Administrator		

Field or Control	Description
URL (Universal Record Locator)	Enter the URL for the third-party application.
Role Name	<div>Select the role name for which you want to grant access. You can also limit user access to the link through security by removing the Permission List containing the component from the Role Definition. You can also unauthorize the component or page in the Permission List.</div> <div><b>Note:</b> If you assign a role, only the role assigned has access to the link. If no Role Name is entered for the Related Link, the Link will <i>NOT</i> appear in the Related Links pagelet.</div>

## Chapter 6

# Working with the Asset Repository

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## Understanding IT Assets and the Asset Repository

This section discusses:

- IT assets.
- The asset repository.
- Assets, asset types, and asset subtypes.
- IT subtypes.

### IT Assets

PeopleSoft IT Asset Management (ITAM) compares the expected state of IT assets—the state reflected in the PeopleSoft Asset Management database (asset repository) - to the state reported by a third-party inventory process. PeopleSoft IT Asset Management integrates with a third-party application that performs the inventory, and reports the results to PeopleSoft IT Asset Management. PeopleSoft IT Asset Management posts the data to cache tables within ITAM.

This process provides two images of the IT assets within the enterprise:

- The IT assets that you add to the asset repository using PeopleSoft applications.

These assets reside in tables in the asset repository.

- The IT assets that are discovered and stored in the cache tables.

PeopleSoft IT Asset Management enables organizations to track their IT assets and reconcile discrepancies between the IT assets maintained in the asset repository and the actual IT assets discovered in the enterprise. Specifically, PeopleSoft IT Asset Management:

- Identifies the IT assets that exist in the enterprise (using a third-party search and inventory application).
- Compares the discovered IT assets to the IT assets stored in the asset repository.
- Provides financial impact analysis and an interface for addressing and reconciling asset discrepancies.

PeopleSoft software tracks IT assets in the same way that it tracks other assets: it stores the attributes of each asset as an entry in the asset repository.

## The Asset Repository

The majority of the transactions between PeopleSoft IT Asset Management and the asset repository occur as the result of scheduled PeopleSoft IT Asset Management processes that you define during setup. IT asset data is stored in the asset repository for both known IT assets and IT assets discovered by your third-party application. PeopleSoft IT Asset Management queries this data to report discrepancies. These discrepancies are then posted to **Manage Exceptions**, where you can reconcile them as appropriate for your enterprise.

Some of the identified discrepancies may require reconciliation; others may not. It is up to your organization to determine which discrepancies to reconcile and which (if any) to ignore.

The third-party inventory application periodically inventories IT assets (or their absence), and financial action may be necessary in order to reconcile discrepancies. For example, an asset listed in the asset repository may have been taken out of service or transferred from one business unit to another. If, after researching the discrepancy, the PeopleSoft IT Asset Management user determines that a financial attribute for an asset must be updated in the asset repository, they can issue a request for the update. This request becomes a worklist item that is routed to an appropriate PeopleSoft Asset Management user. These indirect changes to the asset repository can include moving an asset to inventory or requesting that an asset be retired. PeopleSoft IT Asset Management also facilitates direct changes to the Asset Repository for some reconciliation actions.

ITAM also provides a way to reconcile nonfinancial assets in the asset repository with those gathered by discovery. By assigning a physical use status for assets, ITAM reconciles the information stored in the asset repository with that gathered by the discovery application based on Serial Id, thus enforcing uniqueness of Serial Id across all hardware assets that are in physical use. Asset transactions such as Additions, Interunit Transfers, Retirements, and Reinstatements affect the asset's physical use status for comparison with discovery and an alert is provided to indicate a that there is a discrepancy.

The asset repository stores data about all known enterprise assets, including IT assets, and represents the most current information that exists about the IT assets present within the enterprise.

In addition to the asset tables, there are cache tables dedicated to IT assets. These tables provide a temporary storage space for IT asset data discovered and transmitted by your third-party inventory application. PeopleSoft IT Asset Management compares the data in these cache tables to the data stored in the asset tables, and identifies discrepancies. You can then use PeopleSoft IT Asset Management to reconcile these discrepancies and update the data stored in the asset tables.

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**Note:** The data in the cache tables is not persistent. Once PeopleSoft IT Asset Management has reconciled the data discrepancies, it empties the cache tables in preparation for the next inventory cycle.

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You can compare and reconcile the following attributes:

- Business Unit
- Department
- Custodian
- Location
- Manufacturer
- Model

- Serial Number
- Software
- User-defined fields

See “Understanding the Asset Repository” (Asset Lifecycle Management Fundamentals).

## Assets, Asset Types, and Asset Subtypes

The purpose of the asset repository is to store records of all enterprise assets. Enterprise assets include not only IT assets, but all items in the possession of the enterprise. These assets can include items as small as chairs and as large as buildings. Each is an asset, but a different kind or type.

The asset repository differentiates among the various types of assets by assigning them unique asset type and asset subtype attributes. PeopleSoft Asset Management includes a predefined set of asset types and each asset recorded in the asset repository has an asset type attribute. To support PeopleSoft IT Asset Management, the asset repository includes two asset types devoted to IT assets, IT Hardware and IT Software. Typically, a PeopleSoft Asset Management user would also create asset subtypes beneath the IT Hardware asset type to distinguish among different kinds of hardware. For example, the IT Hardware asset type might have asset subtypes of DESKTOP, LAPTOP, and SERVER. Asset subtypes provide a means to differentiate in the asset repository between different kinds of assets that fall under the same general asset type.

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**Note:** You predefine asset types in the asset repository, and you can only create asset subtypes using PeopleSoft Asset Management (as opposed to IT asset subtypes, which are discussed in the next section).

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See “Understanding Asset Processing” (Asset Lifecycle Management Fundamentals).

## IT Subtypes

IT asset subtypes differ from asset subtypes in where they are defined and how they are used:

- Asset subtypes are created within PeopleSoft Asset Management and describe assets recorded in the asset repository.
- IT asset subtypes are created within PeopleSoft IT Asset Management and are used to compare and reconcile the IT assets reported by the third-party inventory application with the assets stored in the asset repository.

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**Note:** The IT asset subtypes that you define in PeopleSoft IT Asset Management must match the asset subtypes defined within PeopleSoft Asset Management.

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See “Adding and Maintaining Asset Information” (PeopleSoft Asset Management).

See [Defining IT Subtypes](#).

## Setting Up Software in the Asset Repository

To set up software in the asset repository, use the Define Software Titles/Users (IT\_SFTWR\_DEFN) , Associate SKU with S/W Title (IT\_SFTWR\_SKU) , Define Software Contract (IT\_SFTWR\_CNTRCT) , Define Software Inventory (IT\_SFTWR\_ASSET) Declare Device Licenses (IT\_SWGRP\_LICENSE) Resolve Device Licenses (IT\_SWG\_UNRSLV\_LIC) components.

### Pages Used to Set Up Software in the Asset Repository

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Define Software Titles/Users Page</a>	IT_SFTWR_DEFN_01	Define new software titles to be recognized by PeopleSoft IT Asset Management.
<a href="#">Associate SKU to Software Title Page</a>	IT_SFTWR_SKU	Associate an SKU with one or more software titles, particularly in cases for which a single license applies to a software bundle.
<a href="#">Define Software Contract Page</a>	IT_SFTWR_CNTRCT	Add a new software contract or update an existing one.
<a href="#">SKU/Contract Page</a>	IT_SFTWR_ASSET	View and drill down into the list of IT software assets.
Software Title page	IT_SFTWR_TITLE	View software title details. <a href="#">SKU/Contract Page</a>
<a href="#">Declare Device Licenses Page</a>	IT_SWGRP_LICENSE	Search for software assets by Software Device Group ID, Group Owner ID, Software Title, or Machine Serial Number.
<a href="#">Resolve Device Licenses Page</a>	IT_SWG_UNRSLV_LIC	Displays all the machines that do not belong to a Software Device Group, are not in the ARM, or belong to a Group but do not have Confirmed licenses yet.

### Define Software Titles/Users Page

Use the Define Software Titles/Users page (IT\_SFTWR\_DEFN\_01) to define new software titles to be recognized by PeopleSoft IT Asset Management.

Navigation:

**IT Asset Management > Software Attributes > Define Software Titles/Users > Define Software Titles/Users**

This example illustrates the fields and controls on the Define Software Titles/Users page. You can find definitions for the fields and controls later on this page.

**Define Software Titles/Users**

**Software Attributes**

Software Title: Adobe Acrobat Professional

Software Publisher: TV0000045 Adobe Systems, Inc.

\*License Type: Installation

\*Installations Per User: 1

☐ Track Requisition

☒ Permission Required

**Software Authorization** Find | View All First 1 of 2 Last

\*Authorize: Device Group \*Value: CEO CEO's Group

**Software Authorization** Personalize | Find | View All First 1 of 1 Last


	*Effective Date	*Status as of Effective Date	Count Licenses	*Licenses Per User	Authorized Licenses
1	10/02/2007	Active		1	4

Field or Control	Description
<b>Software Title</b>	Displays the title of the software asset.
<b>Software Publisher</b>	<p>Enter the name of the software publisher or select a supplier ID from the supplier table.</p> <p>This value may be different from the Purchasing Supplier ID since the software may not have been purchased directly from the publisher. The publisher of the software may be a supplier as well.</p>
<b>License Type</b>	<p>Select either <i>Installation</i> or <i>User</i> to specify the license type.</p> <p>With a per-seat or per-device license, you pay for every machine on which the software is installed, regardless of how many people actually use the software. With a per-user license, a specific individual is allowed to use the software for each license you purchase. A restriction may exist as to the number of machines on which a user can install the software.</p>
<b>Installations Per User</b>	Enter the number of installations allowed per user. This field is required if <i>User</i> is selected for the license type.
<b>Track Requisition</b>	Tracks requests to install the software, and identifies how many licenses are required. If you select this option, the software title appears on the Pending Requisitions pagelet.

<b>Field or Control</b>	<b>Description</b>
<b>Permission Required</b>	<p>Select this check box if authorization is required for the title. If permission is no longer required, deselect the check box. Once deselected, a new effective-dated row appears (for currently active rows only) with an effective date equal to the current date and a Status as of Effective Date equal to <i>Inactive</i>. This provides an audit trail of software authorization for the software title. For rows that are inactive, no new row is inserted if this check box is deselected because it is already inactive.</p> <p>Only software that requires permission is tracked on the Software Inventory Monitor metric.</p>

**Note:** When both **Track Requisition** and **Permission Required** check boxes are deselected, the associated Software Title data will be deleted during the next Compare Asset Repositories process. The data associated with the Software Title will be removed from both the comparison error table (IT\_RECON\_SFTWR) and the software cache table (IT\_SFTWR\_CACHE).

<b>Field or Control</b>	<b>Description</b>
<b>Display Effective Date</b>	Available only in Include History or Correct History modes, this field is used in conjunction with the <b>Display</b> button to display a view of current rows based on the effective date provided. The default for the effective date field is the current date.

<b>Field or Control</b>	<b>Description</b>
 <b>Display</b>	Available only in Include History or Correct History modes, click the display button to display all current effective dated rows as of the date entered in the <b>Display Effective Date</b> field. Upon clicking the <b>Display</b> button, all data on the page is presented as display-only, the <b>Save</b> button is no longer effective and all authorization values are consolidated in the same grid. This functionality should be reserved to assist with querying the effective dated history of the Software Title and should not be utilized while making changes to the effective-dated rows.



## Software Authorization

<i><b>Field or Control</b></i>	<i><b>Description</b></i>
<b>Authorize</b>	<p>Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <i>Employee</i>: Only an individual user has authorization to install the software.</li> <li>• <i>Employee Group</i>: Any user in the employee group has authorization to install the software.</li> <li>• <i>Device Group</i>: The group owner or content manager of a group of machines (devices) has authorization to install the software. A device group associates a group owner or content manager (by Empl ID) to a group of machines (by their Serial ID.)</li> </ul> <hr/> <p><b>Note:</b> You must enter every Device Group with an associated Authorized License value into the software authorizations if you want to create summary level metrics for the Group Id. These summarized values are displayed in the Software Device Monitor pagelet and in the Software Device Inventory page once the Generate Metrics process is run.</p> <hr/> <p>See <a href="#">Defining Software Device Groups</a>.</p>
<b>Value</b>	Select or enter the Employee, Employee Group ID, or Device Group ID of the employee or group authorized to install the software.
<b>Effective Date</b>	Enter the effective date of activation or inactivation of authorized members for a software title. This provides an audit trail of authorization changes.
<b>Status as of Effective Date</b>	<p>Select a status as of the corresponding effective date as either <i>Active</i> or <i>Inactive</i>.</p> <hr/> <p><b>Note:</b> If the <b>Permission Required</b> check box was previously selected and then deselected, the new effective-dated rows are added with a status of <i>Inactive</i>.</p> <hr/> <p><b>Note:</b> Although it is possible to change the status of a given row when in Correct History mode, it is recommended that you add a new effective-dated row for a valid change in status to maintain an accurate audit trail. The only time you might want to change the status within the same effective-dated row would be to correct an error.</p> <hr/>

<b>Field or Control</b>	<b>Description</b>
<b>Count Licenses</b>	Select this check box to maintain the count of licenses that are inventoried or discovered to be in use on the machine or group of machines. This check box becomes visible when you select <i>Device Group</i> for authorization.
<b>Licenses Per User</b>	<p>Enter the maximum number of licenses authorized for the selected employee or for an individual employee within the selected group. The default is <i>1</i>.</p> <p>PeopleSoft IT Asset Management processing compares software installations reported from third-party inventory with PeopleSoft IT Asset Management software authorizations, first by individual employee, then by employee group, and finally by device group.</p> <p>The number of licenses per user is important information for both an individual employee and a group. Enter the number of licenses for a specific title that a user is allowed to have, either as part of a group or as an individual. If a user exceeds that license count on the same asset (for example, by installing the same product in multiple locations on the same computer), PeopleSoft IT Asset Management will detect the licenses and recommend a warning message. If a user has exceeded the license count by installing on multiple IT assets, PeopleSoft IT Asset Management identifies the IT Asset Serial ID that has the lowest software usage record, if software usage is tracked.</p> <p>Lowest software usage is also the metric by which PeopleSoft IT Asset Management selects machines to target when the number of licenses in a group exceeds the total allowed for the group. In the unlikely event of identical software usage data, PeopleSoft IT Asset Management makes a random selection from the identical set.</p> <p>For Software Authorization Groups, PeopleSoft IT Asset Management provides the ability to email the group owner with a request to initiate action.</p>
<b>Authorized Licenses</b>	<p>Enter the number of available licenses for the group. This field is a required field and appears only for employee groups and device groups.</p> <hr/> <p><b>Note:</b> If the <b>Count Licenses</b> check box is selected, then the <b>Authorized Licenses</b> column becomes disabled for Device Groups. Authorized Licenses cannot be zero.</p> <hr/>

**Note:** When an employee is neither authorized individually nor as a part of the group and has a Software Title installed, a warning message appears.

Associate SKU to Software Title Page

Use the Associate SKU to Software Title page (IT\_SFTWR\_SKU) to associate an SKU with one or more software titles, particularly in cases for which a single license applies to a software bundle.

Navigation:

**IT Asset Management > Software Attributes > Associate SKU/Software Title > Associate SKU to Software Title**

This example illustrates the fields and controls on the Associate SKU to Software Title page. You can find definitions for the fields and controls later on this page.

Associate SKU to Software Title

Stock Keeping Unit AD3333-73019470

Software Titles

Personalize | Find | View All | First 1 of 1 Last

Row	*Software Title	No of Licenses	Add row	Delete row
1	Adobe Photoshop	5	+	-

Field or Control	Description
Software Title	Enter the title of the software associated with the SKU.
No of Licenses (number of licenses)	Enter the number of licenses available for the SKU.

Define Software Contract Page

Use the Define Software Contract page (IT\_SFTWR\_CNTRCT) to add a new software contract or update an existing one.

Navigation:

**IT Asset Management > Software Attributes > Define Software Contract > Define Software Contract**

This example illustrates the fields and controls on the Define Software Contract page. You can find definitions for the fields and controls later on this page.

### Define Software Contract

Contract Number

Contract Number 5

Status Active

\*Contract Id ADO000001

Renewal Notice 60

\*Business Unit US001 US001

Inception Date 10/27/2004

Contract Type SW Per Machine Installed

Expiration Date 12/30/2011

Supplier ID ITV0000045 ADOBE-001

Field or Control	Description
<b>Contract Id</b>	Enter the unique identifier for this contract.
<b>Renewal Notice</b>	Enter the number of days in advance of contract expiration that PeopleSoft IT Asset Management should display the software title on the Software Renewal portlet.
<b>Business Unit</b>	Enter the business unit with which the contract has been made.
<b>Inception Date</b>	Specify the date on which the contract comes into force.
<b>Contract Type</b>	Select or enter the type of contract.
<b>Expiration Date</b>	Specify the date on which the contract expires. Expiration date is required if renewal notice days are not equal to zero.
<b>Supplier ID</b>	Select or enter the supplier ID for the contract. This value may be different from the software manufacturer or publisher.

## SKU/Contract Page

Use the SKU/Contract page (IT\_SFTWR\_ASSET) to view and drill down into the list of IT software assets.

Navigation:

**IT Asset Management > Software Attributes > Define Software Inventory > SKU/Contract**

This example illustrates the fields and controls on the Define Software Inventory - SKU/Contract page. You can find definitions for the fields and controls later on this page.

SKU/Contract

Software Title

Unit

US001

Asset ID

EX\_000000160

PeopleSoft 8.0 Financials



In Service



Stock Keeping Unit


SKU

Quantity

Contract Information

Personalize | Find | View All |  

First  1 of 1  Last

	Contract Number	Contract Id	Status	Eff Date	Contract Type	Expiration Date		
1	<div><div></div></div>						<div><div>+</div></div>	<div><div>-</div></div>

**Note:** The search dialog displays the complete inventory of your software titles.

Field or Control	Description
Asset ID	Displays the asset ID for the selected software asset.
SKU	Enter or select the SKU of the software asset in the inventory.
Quantity	Enter the number of items (one for each instance of the SKU) present in the inventory.

**Contract Information**

Select a contract to associate with the software title.

**Software Title**

Use the Software Title page (IT\_SFTWR\_TITLE) to view software title details.

Navigation:

**IT Asset Management > Software Attributes > Define Software Inventory > Software Title**

The Software Title page displays the Software Title and number of licenses.

**Declare Device Licenses Page**

Use the Declare Device Licenses page (IT\_SWGRP\_LICENSE) to search for software assets by Software Device Group ID, Group Owner ID, Software Title, or Machine Serial Number.

Navigation:

## IT Asset Management > Software Attributes > Declare Device Licenses

This example illustrates the fields and controls on the Declare Device Licenses page. You can find definitions for the fields and controls later on this page.

### Declare Device Licenses

Search

Use Saved Search

Save Search Criteria

Delete Saved Search

Group Id

=

CFO

Group Owner Id

=

Software Title

=

Serial Number

=

Search

Clear

When the Number of CPUs for the Asset has been updated after the Software Device Monitor batch process is executed, the CPU and Declared Licenses columns may have different values. This will be corrected the next time the batch process is executed.

Group Members		Personalize   Find   First 1-3 of 3 Last						
Serial ID	Group Id	Group Name	Group Owner Id	Software Title	CPU	Declared License	Override	
1 34NNG21	CFO	CFO's Group	IXHEEE160	Adobe Acrobat Professional	1			
2 34NNG21	CFO	CFO's Group	IXHEEE160	Adobe Photoshop	1			
3 34NNG21	CFO	CFO's Group	IXHEEE160	Microsoft Office 2003	1			

Save

Search for software assets by Software Device Group ID, Group Owner ID, Software Title or machine Serial Number. Enter one or more search criteria to limit the results of the search. The search returns all of the machines (by serial number) in the groups that match the criteria that was entered, as well as the confirmed licenses associated with those machines. The number of licenses required for a machine or device can be overridden when authorizing software by device (serial number) rather than by employee. The default for declared licenses is the number of CPUs that the asset has as defined in the asset repository. Any discrepancies that exist between the number of CPUs and the declared licenses can be obtained by running the delivered query, AM\_IT\_ASSETS\_SERIAL\_ID.

The data retrieved for this page is created during the execution of the Generate Metrics process. Devices are also added to device groups through the Resolve Licenses page. The Generate Metrics process generates data for declared licenses for every software title for which a device group is defined. It also calculates the number of installed and assigned licenses for the device. You can override the number of declared licenses from this page, if necessary.

Field or Control	Description
Use Saved Search	Select a saved search for efficiency with common queries.
Group ID	Select a Device Group ID to limit the results to a specific device group.
Group Owner ID	Select a device group owner to limit the results to a specific group owner.

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<b><i>Field or Control</i></b>	<b><i>Description</i></b>
<b>Software Title</b>	Select a software title to limit the result set to a specific software.
<b>Serial Number</b>	Select a serial number to limit the result set to a specific machine or device.

## Group Members

<b><i>Field or Control</i></b>	<b><i>Description</i></b>
<b>Serial ID</b>	Displays the Serial ID of the device.
<b>Group ID</b>	Displays the Group ID to which the listed Serial ID/device belongs.
<b>Group Name</b>	Displays the name or description of the Group ID to which the Serial ID/device belongs.
<b>Group Owner ID</b>	Displays the Group Owner Id of the Group ID to which the Serial ID/device belongs.
<b>Software Title</b>	Displays the name of the software with which the Group ID is associated. Device Groups can be associated with multiple software titles.
<b>CPU</b>	This column displays the number of physical CPUs in the machine by manufacturer's standard. This field is populated from the ASSET record.

<b>Field or Control</b>	<b>Description</b>
<b>Declared License</b>	<p>Enter the number of licenses (for a given software title) that the device actually needs to comply with the software agreement for that title and that particular machine configuration. If you enter a Declared License value that differs from the number in the CPU column, a check mark automatically appears in the <b>Override</b> column for that device. The override value that is entered on the Declare Device License page impacts the Installed and Declared License column on the Software Device Inventory page.</p> <hr/> <p><b>Note:</b> To report those assets that have a CPU number that differs from the declared licences, run the delivered query, AM_IT_ASSET_SW_LICENSE_DEVICES - (Software License for Devices.)</p> <hr/> <p>See <a href="#">Running Delivered Queries for Comparison to the Asset Repository</a>.</p>
<b>Override</b>	<p>This check box indicates that the <b>Declared License</b> field has been edited or overridden. When overridden, the Software Device Monitor derives its declared devices from the overridden value rather than the CPU value from the Asset Repository. If you deselect this check box, the declared license value resets to zero (displayed as a blank).</p> <hr/> <p><b>Note:</b> Any value that is entered in the <b>Declared License</b> column that differs from the value displayed in the CPU field is considered an override. If Zero is entered for Declared Licenses it will not display or trigger an override.</p> <hr/> <p><b>Note:</b> The explanatory text in bold on this page is displayed above the search results grid. It is also displayed below the grid if more than 10 rows are returned in the search results.</p> <hr/>

## Resolve Device Licenses Page

Use the Resolve Device Licenses page (IT\_SWG\_UNRSLV\_LIC) to displays all the machines that do not belong to a Software Device Group, are not in the ARM, or belong to a Group but do not have Confirmed licenses yet.

Navigation:

**IT Asset Management > Software Attributes > Resolve Device Licenses**

Alternatively, click the unresolved number link from the Software Device Monitor portal pagelet.



This example illustrates the fields and controls on the Resolve Device Licenses page. You can find definitions for the fields and controls later on this page.

### Resolve Device Licenses

▼ Search

Use Saved Search

Save Search Criteria

Delete Saved Search

Software Title =

Serial Number =

Search

Clear

Adding a machine/device to a Group Definition adds that device to every Software Title authorized for that Group, without regard for the title displayed on this page.

Group Members ?

Personalize | Find |

First 1-5 of 5 Last

	Serial ID	Software Title	Machine Name	In ARM	CPU	Declared License	Group Id
1	8Q9DW31	Adobe Acrobat Professional	ALI-SE2-02366	No			
2	9HKDW31	Adobe Acrobat Professional	ALI-SE2-02393	No			
3	BC73M41	Adobe Acrobat Professional	ALI-PR1-03183	Yes	6		<input type="text"/>
4	FT0K421	Adobe Acrobat Professional	RONPORTER	Yes	4		<input type="text"/>
5	JZBFD21	Adobe Acrobat Professional	ALI-PR1-00211	Yes	1		<input type="text"/>

Add Device To Group

Define Software Device Groups

This page displays the machines that do not belong to a Software Device Group, are not in the Asset Repository, or belong to a Device Group but the Group has not yet been authorized for the Software Title. (Groups are defined and authorized in the Software Title/Users page.) If they have controlled software titles associated with them, these machines appear in the **Unresolved** column in the Software Device Monitor. The Resolve Device Licenses page can be accessed from the link in the Software Device Monitor or by direct navigation.

You must run the Software Device Monitor to create the rows for the Resolve Device Licenses page.

Field or Control	Description
Use Saved Search	Select a saved search for efficiency with common queries.

<b>Field or Control</b>	<b>Description</b>
<b>Software Title</b>	Select a software title to limit the result set to a specific software.
<b>Serial Number</b>	Select a serial number to limit the result set to a specific machine.

## Group Members

<b>Field or Control</b>	<b>Description</b>
<b>Serial ID</b>	Displays the serial number of the device that needs resolution.
<b>Software Title</b>	Displays the software title that was discovered on the device that made the device eligible for this data set.
<b>Machine Name</b>	Displays the device network name obtained from the third-party discovery tool.
<b>In ARM</b>	Indicates whether the device is already in the Asset Repository. Devices already in the Asset Repository may be added to a Software Device Group. Assets not already in the Asset Repository must first be added as assets.
<b>CPU</b>	Displays the number of CPUs on the device from Asset Basic Information. This column displays as blank for assets that are not in the Asset Repository; however, it is considered to be 1 for processing and aggregation of total licenses.
<b>Declared License</b>	Select a Group ID to which to add the device and click the <b>Add Device to Group</b> button. The <b>CPU</b> field value then defaults from the Asset Repository as the <b>Declared License</b> value and the Group to which the device was added is displayed in the <b>Group ID</b> column.

<b>Field or Control</b>	<b>Description</b>
<b>Group ID</b>	<p>Select a group to which eligible machines may be added. This component includes explanatory text. Adding a machine to a group definition adds that machine to every software title authorized for that group, without regard for the title that appears here. You must then remove the machine from any group or groups to which it does not belong. Once you save the page, an active, effective-dated row is inserted for the Group Id provided. A row is also inserted into the Declared License table (IT_SWGRP_LIC) for every software title to which the Group belongs.</p> <hr/> <p><b>Note:</b> The explanatory text in bold on this page is displayed above the search results grid. It is also displayed below the grid if more than 10 rows are returned in the search results.</p> <hr/> <p><b>Note:</b> You may not add to a Source from ARM group using this method. Source from ARM groups do not appear in the prompt list.</p> <hr/>
<b>Add Device to Group</b>	<p>Click to add a device to the selected device group.</p> <hr/> <p><b>Note:</b> If the asset or device is already manually added to a Software Device Group, then if you try to add it again using the Resolve Device License page, you will receive the following message: "Serial Id xxxxxxx already exists in the Group Id zzzzzz. The asset/device has already been added to a Software Device Group".</p> <hr/>
<b>Define Software Device Groups</b>	<p>Access the Software Device Groups page from this link where you can define new device groups from which to select.</p>

## Comparing Asset Repositories

This topic provides overviews of the comparison process and the Compare Asset Repositories process, and discusses how to compare asset repositories.

Use the Compare Asset Repositories (IT\_RECON\_RUN) component to compare asset repositories.

See “Understanding the Asset Repository” (Asset Lifecycle Management Fundamentals).

## Pages Used to Compare Asset Repositories

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#"><u>Manage Physical Use Page</u></a>	IT_PHY_USE	View or modify the In Physical Use flag for hardware assets and resolve duplicate serial ID issues in ITAM
<a href="#"><u>Compare Asset Repositories Page</u></a>	IT_RECON_RUN	Compare discovered data with asset repository data.
<a href="#"><u>Running Delivered Queries for Comparison to the Asset Repository</u></a>	AM_IT_ASSETS_SERIAL_ID	Run the delivered query to detect duplicate and blank Serial IDs.

## Understanding the Comparison Process

The third-party integration process includes a run control page that enables you to request the data to be returned to PeopleSoft ITAM for comparison. This process may also be scheduled to run at specific intervals, for example, nightly. You can run the comparison process for all assets that you have already identified as reconcilable, or you can run the process by IT asset type—hardware or software. You can narrow the asset selection further by specifying asset subtypes for hardware or specific titles for software. In this way, you can structure the process to refresh the Manage Exceptions lists based on your business needs. For example, you might want to reconcile only those asset discrepancies that were created by a mass rebuilding of old laptops. Using the appropriate comparison setup, you can do this without running a complete asset comparison.

The comparison creates the initial discrepancy information that populates reconciliation transaction tables. A pagelet displays the comparison transaction summary by the business rules that you define. This high-level summary pagelet allows you to drill down to see the details of the comparison exceptions. The assets that are found to be in discrepancy based on your business rules will show as exceptions in the detail Manage Exceptions pagelet. To reconcile the differences generated by the comparison of the Asset Repository and the inventory tool, access Manage Exceptions.

If no differences are found between the asset repository and the third-party database, the asset is considered in balance and is not added to the reconciliation transaction tables. Assets found to have differences are grouped together with their counterpart from both the third-party database and the asset repository and added to a header reconciliation discrepancy table. The subcomponent or attribute with the discrepancy is added to a detail exceptions table that tracks the assets' individual comparison exceptions, including the comparison rule that was broken.

The comparison process is dependent on accurate and up-to-date information about an employee, such as job, department, supervisor, name, language, and email addresses. This information is brought into PeopleSoft IT Asset Management via a full-sync message from the PeopleSoft HCM application and the third-party applications. The employee information is not required for assets that are Authorize Software by Device. The comparison process is also dependent on definitions and the status of business rules. The Compare Asset Repositories process applies all active business rules to generate the list of exceptions.

As part of system data, business rules data has been delivered to identify exceptions for the following attributes:

- Business Unit.

- Department.
- Custodian.
- Location.
- Manufacturer.
- Model.
- Serial Number for assets that were not discovered by third-party software but exist in the Asset Repository.
- Serial Number for assets that were discovered by third-party software but do not exist in the Asset Repository.
- Software with Unauthorized Install and Over Limit Installs.

## Understanding the Compare Asset Repositories Process

The Compare Asset Repositories process, when run by itself, performs a portion of the Load process (IT\_LOAD\_PROC) to bring back assets that had validation or translation errors but have since been corrected. When the Compare Asset Repositories process is run as part of a streamlined process, immediately after the Load process, the portion of the Load process mentioned above is not performed.

This process cleans up previous exceptions for assets that were corrected and identifies new exceptions or previous exceptions that are yet to be corrected and records them. These transactions are referenced on the Manage Exception page. If this process is run as a part of a streamlined process, it initiates the Generate Metrics process to present the latest picture of inventory exceptions.

To process nonfinancial IT assets for comparison, a physical use flag is selected when adding, transferring, retiring or reinstating hardware assets within Asset Management. Only those assets that are selected for physical use are included in the comparison process. When an asset is partially transferred, the same serial ID can be in use across both assets. Only one should be selected for physical reconciliation.

It is also possible for assets to be in actual use, but for some reason the physical use flag is not selected. The Manage Exceptions page provides an alert that there is an asset in the asset repository that is not in physical use or has a duplicate serial ID and, therefore, is not included in the asset reconciliation set. It is very possible that the existing asset is a match for the asset that is found in the discovery system. The correct course of action is most likely to change the physical use flag associated with the asset that is already in the repository rather than to add a second asset. This can be done by accessing the Manage Physical Use page. Any changes made to this page are incorporated in the main asset record within the asset repository. The Manage Physical Use page provides a way to maintain the physical use for partially transferred assets as well as tracking assets that have duplicate serial IDs, regardless of their transfer history.

After identifying the exceptions for the assets, the comparison process evaluates the Business Rules. For those rules that have actions that are set to Execute, the associated corrective action automatically executes as part of the comparison process.

See [Business Rules – Definition Page](#).

**Note:** The Compare Asset Repositories process provides the ability to process multiple streams in parallel. You can divide the processing load among different IT subtypes so that one stream can process all desktops, a second can process all laptops, and a third can process all servers.

## Manage Physical Use Page

Use the Manage Physical Use page (IT\_PHY\_USE) to .

Navigation:

**IT Asset Management > Asset Discovery and Validation > Manage Physical Use.**

This page can be accessed from the portal menu or from the Exists column (duplicate serial ID) link on the Manage Exceptions page.

This example illustrates the fields and controls on the Manage Physical Use page. You can find definitions for the fields and controls later on this page.

The screenshot shows the 'Manage Physical Use' page. At the top, there is a search bar with a 'Search' button and a 'Use Saved Search' dropdown. Below this are links for 'Save Search Criteria' and 'Delete Saved Search'. The main section contains a list of search criteria, each with a dropdown menu and a search icon. The criteria are: Subtype (set to DESKTOP), Serial Number, Business Unit, Asset ID, Tag Number, Department, Employee ID, Location Code, Manufacturer Name (set to SUN), In Physical Use, and Duplicate Asset Switch. Below the criteria are 'Search' and 'Clear' buttons. At the bottom, there is an 'Assets' table with columns: Duplicate Asset, In Physical Use, Serial ID, Business Unit, Asset ID, Tag Number, Subtype, Manufacturer, Model, Empl ID, Department, and Location. The table shows one asset with a duplicate serial ID.

Duplicate Asset	In Physical Use	Serial ID	Business Unit	Asset ID	Tag Number	Subtype	Manufacturer	Model	Empl ID	Department	Location
No	<input checked="" type="checkbox"/>	146730817	US001	ITZ203		DESKTOP	SUN	Solaris i386pc	IXHEEE120		US003

Select desired criteria and click the **Search** button to retrieve the assets within the Assets result grid.

Field or Control	Description
Duplicate Asset	This field indicates whether an asset has a duplicate serial ID.

<b>Field or Control</b>	<b>Description</b>
<b>In Physical Use</b>	<p>Select or deselect this check box to resolve discrepancies between the asset repository and discovery. Changes made to this page are incorporated in the main asset record within the asset repository. When the page displays multiple rows of the same serial Id (duplicate assets) with the <i>In Physical Use</i> check box selected, deselect the duplicate(s) so that only one asset/serial Id remains in physical use. If the page displays multiple duplicate serial Ids and none are in physical use, select the one asset that is considered to be in physical use. This asset will be used in the Compare Asset Repository process.</p> <p>An edit exists to check that the serial ID of the asset that is either put in or taken out of <i>In Physical Use</i> has only one asset designated as <i>In Physical Use</i>. This edit will not occur unless one of those two assets (in the pair) has had its record modified; in other words, the <i>In Physical Use</i> value has changed.</p>

## Compare Asset Repositories Page

Use the Compare Asset Repositories page (IT\_RECON\_RUN) to compare discovered data with asset repository data.

Navigation:

**IT Asset Management > Asset Discovery and Validation > Compare Asset Repositories > Compare Asset Repositories**

This example illustrates the fields and controls on the Compare Asset Repositories page. You can find definitions for the fields and controls later on this page.

## Compare Asset Repositories

Run Control ID 1
Report Manager
Process Monitor
Run

### Run Control Options

☐ Streamline Batch Process

Process Frequency
Don't Run

Reconcile Delta Only
No

Asset Type

IT Subtype

Software Title

Metrics Run Control

Field or Control	Description
<b>Streamline Batch Process</b>	<p>Select this option to automatically create the run control for the Generate Metrics process. If you select this option, a dialog box gives you the choice of creating the run controls automatically or manually.</p> <p>If the run control for Generate Metrics is created automatically, it is created with the same <b>Run Control ID</b> shown previously: <i>ABC</i>. Conversely, if you choose to create the Generate Metrics run control manually, then for the Streamline Batch Process to work, the new run control for Metrics must have the same <b>Run Control ID</b>.</p>
<b>Process Frequency</b>	<p>Select the frequency for the process to be run. Select <i>Always</i> to allow the process to run every time it is called. Select <i>Once</i> to allow it to be run one time only, after which it resets to <i>Don't</i>, preventing restarts.</p>



<b>Field or Control</b>	<b>Description</b>
<b>Reconcile Delta Only</b>	<p>Select this option to reconcile delta discoveries only. During the comparison process, assets that have been processed are marked. When reconcile delta discoveries is selected, the comparison processes only the changes that were made in the Asset Repository. If changes have been made to assets or if mapping errors have been corrected, this option cleans up those items without doing a complete reconciliation.</p> <p>When <b>Reconcile Delta Only</b> is selected, the comparison process only processes rows that have never been processed before. When this option is not selected, the system processes both sets of rows; those that have been processed before as well as those never processed.</p>
<b>Asset Type</b>	<p>You can select <i>IT Hardware</i> or <i>IT Software</i> to narrow the reconciliation. If you select <i>IT Hardware</i>, the <b>IT Subtype</b> field is available. If you select <i>IT Software</i>, the <b>Software Title</b> field is available.</p> <p>If the <b>Asset Type</b> is left blank, the Compare Asset Repositories process reconciles all available IT assets in the cache tables. It evaluates both hardware and software-related business rules, which can greatly affect performance.</p> <p>When the <b>Asset Type</b> is <i>IT Hardware</i> and the <b>IT Subtype</b> is left blank, then all hardware assets are processed. All active business rules are applied to determine exceptions. When an IT subtype is specified, then all active business rules are applied to hardware assets belonging to the specified IT subtype. Software rows are not evaluated for possible exceptions.</p> <p>When the <b>Asset Type</b> is <i>IT Software</i> and <b>Software Title</b> is left blank, then all software rows that require permission or authorization to install are evaluated for exceptions. When a <b>Software Title</b> is specified, then all rows belonging to the specified software title are evaluated. When the asset type is <i>IT Software</i>, business rules for hardware attributes such as model, manufacturer, and so on are not evaluated.</p>
<b>IT Subtype</b>	Indicate which IT subtypes are to be processed. If you do not select a specific IT subtype, all hardware assets are processed.
<b>Software Title</b>	Indicate which software title should be processed. If you do not select a specific title, all software titles are processed.

After running the Compare Asset Repositories process (IT\_RECON\_RUN), you can review the message log in the Process Monitor to see what discrepancies were found (**PeopleTools** > **Process Scheduler** > **Detail** > **Message Log**) :

This example illustrates the fields and controls on the IT\_RECON\_RUN Message Log..

Process List										
Personalize   Find   View All   First 1-7 of 7 Last										
Row	Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
1	<input type="checkbox"/>	18350		Application Engine	IT_RECON_RUN	VP1	01/09/2014 6:47:27PM PST	Queued	N/A	<a href="#">Details</a>
2	<input type="checkbox"/>	18347		PSJob	APY1408	VP1	01/09/2014 6:46:04PM PST	Success	Posted	<a href="#">Details</a>
3	<input type="checkbox"/>	18346		BI Publisher	APX1408	VP1	01/09/2014 6:33:58PM PST	Success	Posted	<a href="#">Details</a>
4	<input type="checkbox"/>	18337		Application Engine	AP_APY2015	VP1	01/09/2014 6:39:24AM PST	Success	Posted	<a href="#">Details</a>
5	<input type="checkbox"/>	18332		Application Engine	PSXP_DIRCLN	VP1	01/09/2014 1:00:17AM PST	Success	Posted	<a href="#">Details</a>
6	<input type="checkbox"/>	18331		Application Engine	PSXPARCHATTR	VP1	01/09/2014 1:00:17AM PST	Success	Posted	<a href="#">Details</a>
7	<input type="checkbox"/>	18330		Application Engine	PRCSYSPURGE	VP1	01/09/2014 1:00:06AM PST	Success	Posted	<a href="#">Details</a>

## Running Delivered Queries for Comparison to the Asset Repository

PeopleSoft IT Asset Management delivers two queries for comparison to the Asset Repository:

- AM\_IT\_ASSETS\_SERIAL\_ID - (IT Assets Serial Id Correction) - This delivered query detects duplicate and blank Serial IDs.
- AM\_IT\_ASSET\_SW\_LICENSE\_DEVICES - (Software License for Devices) - This delivered query reports those assets that have a CPU number that is different than the declared licenses.

### Serial ID Query

Access the AM\_IT\_ASSETS\_SERIAL\_ID query from the Query Manager page (**Reporting Tools > Query > Query Manager**).

This example illustrates the fields and controls on the AM\_IT\_ASSETS\_SERIAL\_ID query.

Records	Query	Expressions	Prompts	Fields	Criteria	Having	Transformations	View SQL	Run
---------	-------	-------------	---------	--------	----------	--------	-----------------	----------	-----

Query Name AM\_IT\_ASSETS\_SERIAL\_ID Description IT Assets Serial Id Correction [Feed](#)

Working on selection Top Level of Query Subquery/Union Navigation

[Add Criteria](#)
[Group Criteria](#)
[Reorder Criteria](#)

Criteria					
Personalize   Find   First 1-4 of 4 Last					
Logical	Expression1	Condition Type	Expression 2	Edit	Delete
	A.ASSET_TYPE - Asset Type	equal to	010	<a href="#">Edit</a>	<a href="#">-</a>
AND	A.IN_PHY_USE - In Physical Use	equal to	Y	<a href="#">Edit</a>	<a href="#">-</a>
AND	(A.SERIAL_ID - Serial ID	equal to		<a href="#">Edit</a>	<a href="#">-</a>
OR		exists	SUBQUERY)	<a href="#">Edit</a>	<a href="#">-</a>

[Save](#)
[Save As](#)
[New Query](#)
[Preferences](#)
[Properties](#)
[Publish as Feed](#)
[New Union](#)
[Return To Search](#)

This example illustrates the fields and controls on the AM\_IT\_ASSETS\_SERIAL\_ID query result set.

Records

Query

Expressions

Prompts

Fields

Criteria

Having

Transformations

View SQL

Run

View All

Rerun Query

Download to Excel

Download to XML

First

1-48 of 48

Last

	Serial ID	Unit	Asset ID	Asset Subtype	Status	In Physical Use
1		AUS01	000000000001		I	Y
2		AUS01	AM326		I	Y
3		CAN01	000000000001		I	Y
4		CAN01	AM742		I	Y
5		FRAE1	000000000002		I	Y
6		GBR01	000000000001		I	Y
7		GBR01	AM952		I	Y
8		ITLE1	000000000002		I	Y
9		JPN01	JPN0001		I	Y
10		JPN01	JPN0002		I	Y

In addition to the alert provided on the Manage Exceptions page for duplicate serial IDs, you can run the query and review the detail results to verify duplicate or blank Serial IDs.

## Software License for Devices

Use the Query Manager page (AM\_IT\_ASSETS\_SERIAL\_ID) to run the delivered query to detect duplicate and blank Serial IDs.

Navigation:

### Reporting Tools > Query > Query Manager

This example illustrates the fields and controls on the AM\_IT\_ASSET\_SW\_LICENSE\_DEVICES query.

Records

Query

Expressions

Prompts

Fields

Criteria

Having

Transformations

View SQL

Run

Query Name

AM\_IT\_ASSET\_SW\_LICENSE\_DEVICES

Description

Software License for Devices

Feed

Working on selection

Top Level of Query

Subquery/Union Navigation

Add Criteria

Group Criteria

Reorder Criteria

Criteria

Personalize

Find

First1-5 of 5Last

Logical	Expression1	Condition Type	Expression 2	Edit	Delete
	A.BUSINESS_UNIT - Business Unit	equal to	B.BUSINESS_UNIT - Business Unit	Edit	
AND	A.ASSET_ID - Asset Identification	equal to	B.ASSET_ID - Asset Identification	Edit	
AND	C.SERIAL_ID - Serial ID	equal to	A.SERIAL_ID - Serial ID	Edit	
AND	C.DECLARED_LIC - Declared License	not equal to	A.NBR_OF_CPU - Number of CPUs	Edit	
AND		exists	SUBQUERY	Edit	

This example illustrates the fields and controls on the AM\_IT\_ASSET\_SW\_LICENSE\_DEVICES query result set.

Records Query Expressions Prompts Fields Criteria Having Transformations View SQL Run											
View All   <a href="#">Rerun Query</a>   <a href="#">Download to Excel</a>   <a href="#">Download to XML</a>										First 1-21 of 21 Last	
	Serial ID	Unit	Asset ID	Asset Subtype	Tag Number	Empl ID	Dept	Software Title	Group Owner Id	Number of CPUs	Declared License
1	583CX41	US001	ITZ 131	MULTI-CPU	ITTAG131	KUI016	13000	Adobe Acrobat Professional	IXHEEE161	5	0
2	583CX41	US001	ITZ 131	MULTI-CPU	ITTAG131	KUI016	13000	Adobe Photoshop	IXHEEE161	5	0
3	583CX41	US001	ITZ 131	MULTI-CPU	ITTAG131	KUI016	13000	Microsoft Office 2003	IXHEEE161	5	0
4	3M24221	US001	ITZ169	MULTI-CPU	ITTAG169	KU0029	11000	Adobe Acrobat Professional	IXHEEE201	1	0
5	3M24221	US001	ITZ169	MULTI-CPU	ITTAG169	KU0029	11000	Adobe Photoshop	IXHEEE201	1	0
6	3M24221	US001	ITZ169	MULTI-CPU	ITTAG169	KU0029	11000	Microsoft Office 2003	IXHEEE201	1	0

This delivered query reports those assets that have a CPU number that is different than the declared licenses.

# Working with the IT Asset Inventory Tool

## Understanding the IT Asset Inventory Tool

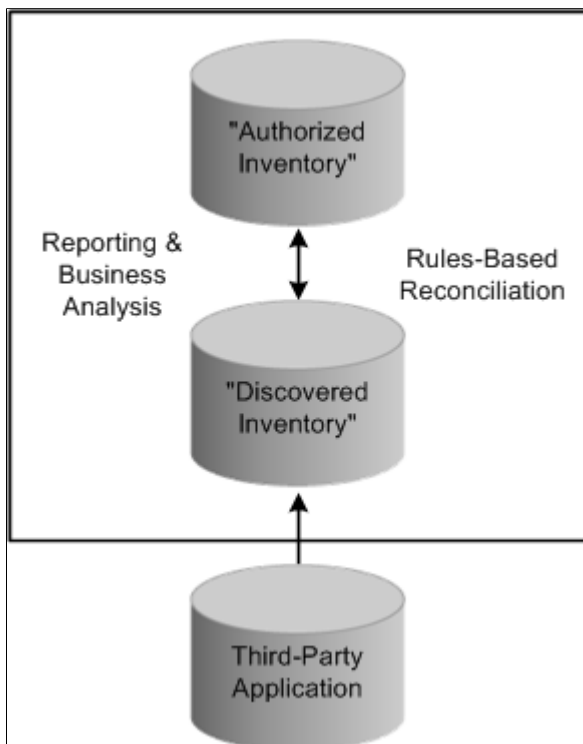
To manage your IT assets effectively, you need an accurate and comprehensive inventory of your hardware and software environments.

PeopleSoft IT Asset Management uses third-party software to discover and track hardware information and installed software packages. In addition to managing discoverable assets, the inventory tool, in conjunction with the PeopleSoft IT Asset Management solution, helps identify assets that are non-reporting (or non-discovered).

The information that the third-party software provides is the cornerstone of the asset management solution. PeopleSoft IT Asset Management takes the information and validates it against the asset repository, providing a high level of accuracy and authenticity to the repository. The reconciliation process enables you to synchronize your asset records with what actually exists on your network.

The third-party software collects inventory and usage data while the asset repository stores asset relationships. PeopleSoft IT Asset Management gives you the ability to reconcile and verify the relationships between your assets and users, locations, departments, cost centers, and associated contracts.

This diagram illustrates the process flow from the third-party software to the PeopleSoft IT Asset Management asset repository.



## Related Links

[Defining IT Subtypes](#)

## Understanding Data Integration

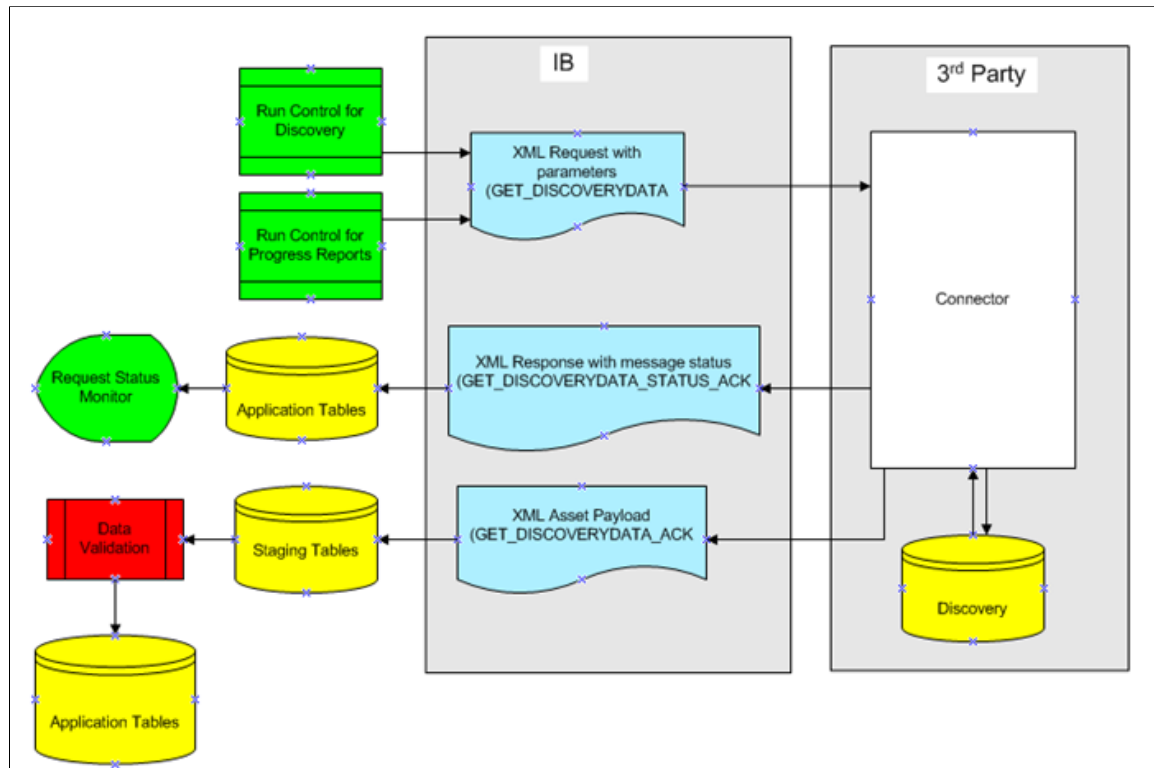
PeopleSoft IT Asset Management is set up to communicate with the third-party inventory database using XML messages. The XML messages are handled through Integration Broker. The process flow for requesting third party inventory data consists of the following steps:

1. PeopleSoft IT Asset Management sends an XML message to the third-party software requesting inventory data.
2. The third-party software returns an XML response message indicating that the request was received or if there was a problem processing the request in the third-party system.
3. The third-party software returns the requested data in an XML file formatted for PeopleSoft IT Asset Management.
4. Once that response is received, an application engine Load process, IT\_LOAD\_PROC, is initiated to process the data that is returned from the third party. The Load process validates the data and interprets the actual values converting them into meaningful values that the Asset Repository can understand.

There are alternatives to this Request/Response model to integrate data from third-party discovery applications into PeopleSoft ITAM. The Agnostic Integration model provides alternatives to integrate inventory data without employing the Request/Response model. Agnostic Integration is designed to leverage open interface tables called pre-staging tables. This eliminates the need to build a tightly-coupled XML connector, which is required for the Request/Response model. Agnostic Integration provides efficiency for those organizations that are implementing ITAM as well as flexibility for those who rely on a third party's connector. The data still needs to be integrated into a delivered web service or directly into the pre-staging tables.

See [Implementing Agnostic Integration](#).

The following diagram illustrates the process flow for requesting third party inventory data:



## Understanding the Load Process

Once all the requested data (Message GET\_DISCOVERYDATA\_ACK) has been received, the View Request Status page displays "Success". All of the data from the XML has been received and written to application staging tables during subscription. An Application Engine process (IT\_LOAD\_PROC) is automatically submitted and uses the staging tables as input to produce translated data in the cache and error tables.

This cache data is then used by the compare process.

**Note:** You can view the results of the data integration via PeopleSoft Integration Broker Message Details. Check the status of the following Messages: GET\_DISCOVERYDATA, GET\_DISCOVERYDATA\_STATUS\_ACK, GET\_DISCOVERYDATA\_ACK.

The Load Process validates and translates the third-party data, consisting of. Serial Number, Manufacturer, Computer Type (IT Resource), Model, Primary User, Primary User Domain, Machine Name, IP Address, Date of Last Inventory, Software Titles, and Total Run Time. The Load Process translates the data from the third-party into data that is familiar to the asset repository (for example, Primary User + Domain = Employee ID). When this translation is successful, data is inserted into the cache table. Errors occurring during these translation edits will prohibit the IT device or software title from being inserted into the cache tables. Instead errors encountered will be inserted into the error tables with the applicable error code as well as a table that preserves the original third-party values. This is done to allow later processing of the data either by the comparison process or again by Load once a valid translation for the data has been created.

You can view the errors produced by the load process for the latest discovery request from a high level pagelet and drill down to the details on the View Integration Data Load Errors page.

This table lists the order of processing the translation edits:

<b><i>Application Engine: IT_LOAD_PROC</i></b>	<b><i>IT_ERR_CODE</i></b>	<b><i>Comment</i></b>	<b><i>Reference</i></b>
Checks for Duplicate Serial Numbers	010	Duplicate Serial ID Error	ASSET
Checks for the existence of a mapping of the primary user and domain to an employee ID	050	Unmapped Primary User/ Domain - Empl ID	IT_LDAP
Retrieves Department and HR business unit for an Empl ID from the PS_JOB table for Employees "Primary Job".		HCM Integrated data	JOB
Retrieves the mapped GL Business Unit value for the HR Business Unit		HCM to GL Business Unit	BUS_UNIT_TBL_HR
Checks for unmapped/blank GL Business Unit value for the HR Business Unit	070	No GL BU Mapped to HR BU	BUS_UNIT_TBL_HR
Check for no HR Business Unit value in PS_JOB table	070	No GL BU Mapped to HR BU	BUS_UNIT_TBL_HR
Retrieves the max AM Business Unit value in the BU_BOOK_TBL table for the GL Business Unit			BU_BOOK_TBL
Retrieves the SetIDs for Asset Subtype (AM_SUBTYPE), Manufacturer (MANUFACTURER), Location (LOCATION_TBL) where there is a MFG_ID			SET_CNTRL_REC
Retrieves the SetIDs for Asset Subtype (AM_SUBTYPE), Manufacturer (MANUFACTURER), Location (LOCATION_TBL) where MFG_ID is blank.			SET_CNTRL_REC



<b>Application Engine: IT_LOAD_PROC</b>	<b>IT_ERR_CODE</b>	<b>Comment</b>	<b>Reference</b>
Retrieves the Manufacturer when provided. Error if provided value is not in mappings.	040	Unmapped Manufacturer Error	IT_MAP_CD
Retrieves the IT_SUBTYPE and AM_SUBTYPE from the 3rd party value. Error if no mapping.	060	Unmapped Asset Subtype	AM_SUBTYPE, IT_SUBTYPE_LN
Retrieves the Location for IP Addresses that are not VPN. Error if not in mapping.	030	Unmapped IP Address Error	IT_IP_ADDR, IT_IP_ADDR_MAP

When no MFG\_ID is returned from the third-party application , PeopleSoft IT Asset Management stores a blank MFG\_ID to the IT\_HRDWR\_CACHE table.

Once completed, the system sets the "Last Request Date" to the current date for the IT Subtypes and reprocesses errors from prior requests unless more current data comes from the third-party application.

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## Setting Up the Third-Party Integration

This section discusses how to set up the integration between the third-party inventory software and PeopleSoft IT Asset Management.

### Using the Data Discovery Integration Point

PeopleSoft IT Asset Management supports the Data Discovery integration point (GET\_DISCOVERYDATA), an application message that is used to request information about discovered IT hardware and IT software in an organization's network.

When implemented, the GET\_DISCOVERYDATA application messages send IT Subtypes and Software Titles to the third-party software when the Request Discovery Data process is submitted. IT subtypes are synonymous with the network devices, and represent items such as laptops, desktops, and servers. The Subtypes are mapped to values that exist in the third-party inventory database. For example, depending on the manufacturer of the device, the inventory information may indicate that the laptop is officially a "notebook". Therefore a laptop subtype could be defined to have third-party values of laptop, notebook, or portable.

#### Related Links

[Defining IT Subtypes](#)

## Using the Discovery Data Status Integration Point

PeopleSoft IT Asset Management supports the Discovery Data Status integration point (GET\_DISCOVERYDATA\_STATUS\_ACK), an application message that is used to monitor and display the status of the discovery request. The status can be viewed in the View Request Status page.

This table illustrates the steps in the process and the status displayed:

<b>Steps</b>	<b>Status</b>
Request is sent to the third-party system.	When the request is sent to the third-party system, the discovery request monitor displays the request with a status of <i>Request Sent</i> .
The third-party system returns a status acknowledgement of the request.	Once the acknowledgement is received, the request status is updated to <i>Request received</i> or <i>Third party error</i> . If the error code is returned, the error is displayed.
The third-party system processes the request and returns inventory data.	<p>The file size is specified in the sending request (the file size can be changed in People Tools Options page. The Navigation is: PeopleTools &gt; Utilities &gt; Administration &gt; PeopleTools Options). If the size of the xml response is greater than the value of the file size node in the xml Request, the inventory data is to be chunked and returned in one or more files. The FILE_CNT Node in the Response contains information regarding the total file count that is to be received for the request.</p> <p>While the files are being returned, the discovery request monitor displays a status of <i>Receiving</i>. The monitor updates the date and time to reflect when the last file was received.</p> <p>If the files are not transmitted, the status is updated to <i>Error in Transmission</i> after a user specified time period has elapsed.</p> <p>If the last file is received before all the other files are received, the request errors out. The monitor shows the status of <i>Error in Transmission</i> and the stage table is cleared.</p> <p>If the last file is received successfully, the status is updated to <i>Success</i>.</p>

## Using the Discovery Data Acknowledgement Integration Point

PeopleSoft IT Asset Management supports the Discovery Data Acknowledgement integration point (GET\_DISCOVERYDATA\_ACK), an application message that is used to receive the inventory data that you requested. The message consists of IT Hardware and IT Software data elements that are stored in the third-party database.

## Requesting Third Party Inventory Data

This topic discusses how to define PeopleSoft IT Asset Management options for discovery requests. It also discusses how to request discovery data, monitor discovery data requests, and view Integration Data Load Errors.

Use the Request Discovery Data (IT\_DISCO\_RUN) component to request third-party inventory data.

### Pages Used to Request Discovery Data

<i><b>Page Name</b></i>	<i><b>Definition Name</b></i>	<i><b>Usage</b></i>
<u>Installation Options — Asset Management Page</u>	INSTALLATION_AM	Define the timeout period for discovery requests.
<u>Request Discovery Data Page</u>	IT_DISCO_RUN	Set run control options to publish XML requests for inventory data.
<u>View Request Status Page</u>	IT_RQST_STATUS	View the status of the request made to the third-party application.
<u>View Integration Data Load Errors Page</u>	IT_LOAD_ERRORS	View the errors produced by the load process for the latest discovery request.

### Installation Options — Asset Management Page

Use the Installation Options — Asset Management page (INSTALLATION\_AM) to define the timeout period for discovery requests.

Navigation:

**Setup Financials/Supply Chain > Install > Installation Options**

Click the **Asset Management** link.

This example illustrates the fields and controls on the Installation Options - Asset Management page 1 of 2. You can find definitions for the fields and controls later on this page.

Installation Options		Asset Management	
<b>Transaction Types</b>			
*Add	ADD	*Lease Payment	LPY
*Book Change	BKS	*Budgeted Depr	BUD
*Adjustment	ADJ	*Lease Budget	LPB
*Transfer	TRF	*Depreciation	DPR
*Recategorize	RCT	*Prior Depreciation	PDP
*Retro Rate Chng	RRC	Inflation Trans	INF
Prior Lease Payment	PLP	Lease Expense	LEX
		*Reserve Adjustment	RAD
		*Retirement	RET
		*Reinstatement	REI
		*Suspend	SUS
		*Resume	RES
		Accretion Expense	ACR
<b>Features</b>		<b>System Wide Options</b>	
<input checked="" type="checkbox"/> Joint Venture <input checked="" type="checkbox"/> Group Asset <input checked="" type="checkbox"/> Child Inherits Parent's Life <input checked="" type="checkbox"/> Inflation <input checked="" type="checkbox"/> Impairment <input checked="" type="checkbox"/> Revaluation <input checked="" type="checkbox"/> Copy Zero Impair/Revalue Rows <input type="checkbox"/> Effective Rate <input checked="" type="checkbox"/> Trans Currency Translation <input checked="" type="checkbox"/> Capitalization Threshold <input checked="" type="checkbox"/> Asset Retirement Obligations  *Project Chartfield Detail <input type="text" value="Project ID Only"/>		Last Interface ID <input type="text" value="10000070"/> Last Pre-Interface ID <input type="text" value="38"/> Account Entry Template ID <input type="text" value="DEFAULT"/> <input type="button" value="Q"/> File Size for chunking (MB) <input type="text" value="8"/> Precision for ARO Calculations <input type="text" value="4"/> Federal Fund Attribute <input type="text" value="FEDERAL_FUND"/>	

This example illustrates the fields and controls on the Installation Options - Asset Management page 2 of 2. You can find definitions for the fields and controls later on this page.

**Depreciation Attributes**

☒ Current FY PDP for Reglr Asset  
☒ Current FY PDP for Grp Asset  
☒ Stop Depr when NBV < Salvage

**Solutions**

☒ Enter Property Details      ☒ IoT Installed  
☒ IT Asset Management Installed

**ITAM Options**

Discovery Request Timeout(Sec)

Batch Limit

☒ Source Device Groups from ARM

☒ Financial Impact

Default ITAM Currency

USD

Rate Type

CRRNT

**Asset Tracking Options**

Scan By Field

**Scan By Default**

☒ Tag Number  
☐ Serial ID

See “Installation Options - Asset Management Page” (Application Fundamentals).

## Solutions

<i><b>Field or Control</b></i>	<i><b>Description</b></i>
<b>IT Asset Management Installed</b>	Select if you have installed IT Asset Management. The ITAM Options group box is displayed.
<b>Discovery Request Timeout (Sec)</b>	Enter the number of seconds that processing will wait for a response from a request for inventory data from the third party. This interval applies to both the first response as well as subsequent responses in a single message transaction, in the case where the message contains more than one message file.
<b>Batch Limit</b>	Used for Manage Exceptions.  See <a href="#">Installation Options — Asset Management Page</a> .

<b>Field or Control</b>	<b>Description</b>
<b>Source Device Groups from ARM</b>	This option is used as a default for the Software Device Groups page. Newly created Device Groups will use this as the value for the Source From ARM field.

## Request Discovery Data Page

Use the Request Discovery Data page (IT\_DISCO\_RUN) to set run control options to publish XML requests for inventory data.

Navigation:

**IT Asset Management > Asset Discovery and Validation > Request Discovery Data > Request Discovery Data**

This example illustrates the fields and controls on the Request Discovery Data page. You can find definitions for the fields and controls later on this page.

Run Control ID ABTST
Report Manager
Process Monitor
Run

Generate Metrics

☐ Streamline Batch Process

Third Party Hardware
Personalize | Find | 
First 1-15 of 15 Last

Third Party Value	Last Request Date
Desktop	04/06/2006
Low Profile Desktop	04/06/2006
Mini Tower	04/06/2006
Space Saving	04/06/2006
Tower	04/06/2006
Laptop	11/03/2004
Notebook	11/03/2004
PowerMac G4 Cube	11/03/2004
XServe	11/03/2004
PowerMac G4 QuickSilver 2002	11/03/2004
PowerMac G4 QuickSilver	11/03/2004
Portable	04/06/2006
sparc	11/04/2004
NT-Server	11/04/2004
Unix-Server	11/04/2004

Third Party Software

<b>Field or Control</b>	<b>Description</b>
<b>Streamline Batch Process</b>	<p>Select to run Compare Asset Repository automatically after the third-party data is processed. If you select <b>Streamline Batch Process</b>, and a Run Control for Compare Asset Repository does not exist, a dialog gives you the choice of having the run controls created automatically or manually. If you choose to create the run controls manually, respond by clicking the <b>Cancel</b> button. This deselects the check box so that you can save the page. You can then navigate to the other Run Control pages to manually create them. Both run control pages can be accessed by using the links at the bottom of the page.</p> <p>When run controls are created automatically for the Compare Asset Repositories and Metrics processes, they are created with same Run Control ID. In the example above, the run controls will be created with Run Control ID of <i>ABC</i>. Conversely, if the user wants to create the run controls manually but wishes to streamline batch processes, the user needs to manually create two run controls with the same Run Control ID. Streamline Batch Process will not be implemented with run controls that have different Run Control IDs.</p> <hr/> <p><b>Note:</b> When the Compare Assets process is run, it may also perform actions to correct the exceptions. Business Rules can be defined to automatically execute actions. In this way, the Streamline Batch Process option can truly be a completely automated process without user intervention.</p> <hr/>
<b>Third Party Value</b>	<p><i>Third Party Hardware</i> displays all IT subtypes that have the <b>Discover/Reconcile</b> flag selected on the IT Subtypes page.</p> <p><i>Third Party Software</i> displays all software titles with <b>Track Requisition</b> or <b>Permission Required</b> selected on the Define Software Title page.</p>
<b>Last Request Date</b>	Displays the date of the last asset inventory data request for each third-party value.
<b>Compare Asset Repositories Run Control</b>	Click to view, create, or edit the Compare Asset Repositories run control.
<b>Metrics Run Control</b>	Click to view, create, or edit the Metrics run control.

**Note:** Remember to check Integration Broker for message details.

## View Request Status Page

Use the View Request Status page (IT\_RQST\_STATUS) to view the status of the request made to the third-party application.

Navigation:

## IT Asset Management > Asset Discovery and Validation > View Request Status > View Request Status

This example illustrates the fields and controls on the View Request Status page.

### View Request Status

#### Search Criteria

Process Instance   
Operator Id   
Run Control ID

#### Search Results

Personalize | Find | View All | 
First 1 of 1 Last

Instance	Operator Id	Run Control ID	Template ID	Status	Third Party Error	Last Change Date	
6705	DVP1	DEMO		Success		03/02/08 10:20:09PM	

The View Request Status page displays the status of requests for inventory data from the third-party system. All fields in the grid are display only.

## View Integration Data Load Errors Page

Use the View Integration Data Load Errors page (IT\_LOAD\_ERRORS) to view the errors produced by the load process for the latest discovery request.

Navigation:

IT Asset Management, Asset Discovery and Validation, View Integration Data Errors, View Integration Data Load Errors



This example illustrates the fields and controls on the View Integration Data Load Errors page.

View Integration Data Load Errors

Search

Use Saved Search

Save Search Criteria

Delete Saved Search

Serial Number

=

Network User Domain

=

Primary Logon User

=

Machine Name

=

IT Load Error Code

=

Third Party Device

=

Process Instance

=

Manufacturer ID

=

IP Address from Third Party

=

Search

Clear

Summary

Personalize

Load Error

Count

Duplicate Serial ID Error

9

Unmapped IP Address Error

23

Unmapped Primary User - EMPLID

10

No GL BU mapped to HR BU

2

The View Integration Data Load Errors page can be accessed directly or from links on the Integration Data Load Errors portal pagelet. This page displays errors detected from the latest successful completion of the ITAM Data Load process (IT\_LOAD\_PROC Application Engine).

See “Understanding Reporting Metrics” (PeopleSoft Financials, ESA, ALM, and SCM Portal Packs).

# Implementing Agnostic Integration

This topic provides an overview of Agnostic Integration and discusses how to set up the integration between the third-party inventory software and PeopleSoft IT Asset Management.

## Pages Used to Process Agnostic Integration

Page Name	Definition Name	Usage
<a href="#">Integrate Discovery Data run control Page</a>	IT_PLOAD_RUN	Set run control options to submit the IT_LOAD_PRE Application Engine process, Select to process all Batch IDs and all errors or specific Batch IDs and errors.
<a href="#">IT Assets Pre-load Errors Page</a>	AM_IT_PRE_LOAD_ERRORS	Run this query to identify errors from the IT_LOAD_PRE process. The query lists the Serial IDs of the devices that fail any of the pre-stage error edits.

## Understanding Agnostic Integration

The purpose of Agnostic Integration is to provide alternative options to integrate inventory data from third-party discovery applications to PeopleSoft ITAM without employing the Request/Response model. However, the Request/Response model remains an option for the integration and the functionality is not impacted by Agnostic Integration.

Agnostic Integration is designed to leverage open interface tables called pre-staging tables. This eliminates the need to build a tightly-coupled XML connector, which is required for the Request/Response model. Agnostic Integration provides efficiency for those organizations that are implementing ITAM as well as flexibility for those who rely on a third party's connector. The data still needs to be integrated into a delivered web service or directly into the pre-staging tables.

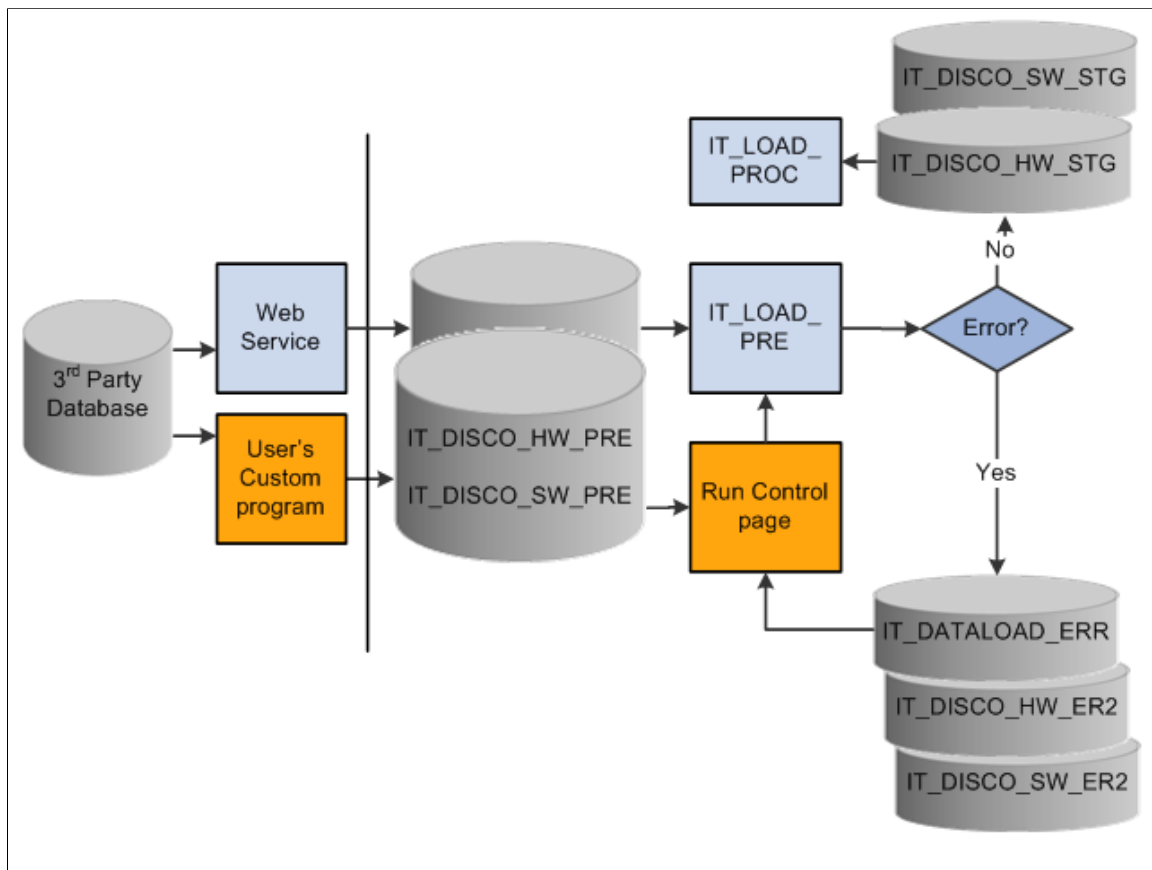
The pre-staging tables can be populated directly using a custom program or via a one-way asynchronous inbound web service. The agnostic approach assumes that a third party can already provide an export of the discovery data as part of their native product. In this case, the third party does not need to understand a request from PeopleSoft ITAM. The only requirement is to transform the data directly into the pre-staging tables or into the web service in order to populate the pre-staging tables. This integration model is more loosely coupled than the Request/Response model, which remains an option for integration.

The following describes terms that are commonly used when describing the Agnostic Integration framework:

<b>Term</b>	<b>Definition</b>
<b>Request/Response Model</b>	This is the asynchronous XML Request/Response integration option. A request is submitted using the Request Discovery Data run control page and a message is published by Integration Broker to the 3rd party. The request provides the parameters for the data from the discovery system. The response contains the assets matching those request parameters. Once the response is received, the IT_LOAD_PROC is automatically submitted to perform data translation and mapping edits. This integration is considered tightly coupled with the third party suppliers.
<b>Pre-Staging Tables</b>	The pre-staging tables are interface tables for the hardware and software attributes of the discovered IT assets. They are used to integrate discovery or inventory data from third-party discovery applications. They are IT_DISCO_HW_PRE and IT_DISCO_SW_PRE. One of the options available in the Agnostic Integration feature is to utilize these tables as the integration point. The tables can be populated manually through a custom program or through the a web service
<b>Web Service</b>	Web service, as used in this section, refers to the inbound asynchronous XML message. It is one of the two additional integration options made available by the Agnostic Integration framework.

<b>Term</b>	<b>Definition</b>
<b>Integrate Discovery Data</b>	This is the run control page that is used to submit the data load Application Engine process, IT_LOAD_PRE. Select to process all Batch IDs and all errors or specific Batch IDs and errors.

The following diagram represents the process flow for the Agnostic Integration framework:



This section discusses how to:

- Select an integration option.
- Run the data load process (IT\_LOAD\_PRE).
- Identify preload errors.
- View preload errors.

## Selecting an Integration Option

The following section discusses the two options for Agnostic Integration:

- Manual

- Web Service

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**Note:** The two options, Manual and Web Service, are processed as mutually exclusive tasks (TASK\_ID). If you elect to use both options to integrate discovery data, you may lose the ability to filter out duplicate Serial ID errors. Since the two sources of data are processed separately, the data validation performed by the IT\_LOAD\_PROC will only check for duplicate Serial IDs within the one source.

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## Manual Option

This option is selected when using a custom program to manually load the pre-staging tables for hardware and software discovery data (IT\_DISCO\_HW\_PRE and IT\_DISCO\_SW\_PRE). When using this method, keep in mind the following points:

- Create a custom program or use a third-party program to populate the pre-staging tables.
- Fix or remove duplicate or invalid Serial IDs before loading the pre-staging tables. An example of an invalid Serial ID might be a blank value.
- After ensuring that all discovery data is loaded to the pre-staging tables, use the run control page, Integrate Discovery Data, to submit the IT\_LOAD\_PRE Application Engine program, which processes data from the pre-staging tables and loads them to the staging tables. This process also calls the IT\_LOAD\_PROC Application Engine process to perform validations, translations, and transformations of the data.
- Ensure there is no orphan software data. All integrated software data (IT\_DISCO\_SW\_PRE) must have a parent record (IT\_DISCO\_HW\_PRE). This is consistent with the existing expectation of data that is provided to ITAM from third party systems.

## Web Service Option

The web service option uses an asynchronous inbound XML message to populate the pre-staging tables for hardware and software discovery data (IT\_DISCO\_HW\_PRE and IT\_DISCO\_SW\_PRE). When using this method, keep in mind the following points:

- This method does not require a tightly coupled XML connector or dependence upon a preexisting partnership with a particular discovery supplier to populate the pre-staging tables.
- The web service (PROCESS\_DISCOVERYDATA) populates the pre-staging tables and submits the IT\_LOAD\_PRE Application Engine process automatically; however, reprocessing of web service errors is submitted from the Integrate Discovery Data run control page.
- The web service implements an xml file-counting solution, which leverages the xml node FILE\_CNT. After receiving all of the xml files, the IT\_LOAD\_PRE process is submitted automatically.
- Do not introduce duplicate or invalid Serial IDs in the xml. An example of an invalid Serial ID might be a blank value.
- Ensure that the BATCH\_ID node value is the same throughout the XML file.

## Integrate Discovery Data run control Page

Use the Integrate Discovery Data run control page to submit the IT\_LOAD\_PRE Application Engine process when the pre-staging tables are populated manually by a custom program. Additionally, this page can be used to process pre-staging errors resulting from either method (manual or web service).

Use the Integrate Discovery Data page (IT\_PLOAD\_RUN ) to set run control options to submit the IT\_LOAD\_PRE Application Engine process, Select to process all Batch IDs and all errors or specific Batch IDs and errors.

Navigation:

**IT Asset Management > Asset Discovery and Validation > Integrate Discovery Data**

This example illustrates the fields and controls on the Integrate Discovery Data page. You can find definitions for the fields and controls later on this page.

The screenshot shows the 'Integrate Discovery Data' page. At the top, it displays 'Run Control ID 02' and navigation links for 'Report Manager', 'Process Monitor', and a 'Run' button. Below this is a section titled 'Generate Metrics' containing three checkboxes: 'Streamline Batch Process' (unchecked), 'Process All Batch IDs' (checked), and 'Process All Errors' (unchecked). Underneath is a 'Batch IDs' section featuring a table with two columns: 'Batch ID' and 'Process Errors'. The 'Batch ID' column is currently empty. The 'Process Errors' column contains a checkbox. To the right of the table, there are navigation controls including 'Personalize', 'Find', and 'First 1 of 1 Last'. At the bottom of the page, there are two links: 'Compare Asset Repositories Run Control' and 'Metrics Run Control'.

Field or Control	Description
<b>Streamline Batch Process</b>	Select to enable the option to automatically submit (streamline) the Compare Asset Repository and Generate Metrics processes.
<b>Process All Batch IDs</b>	Select to process all the unique Batch IDs in the pre-staging table. When selected, any existing rows in the grid are disabled. The IT_LOAD_PRE batch program processes all data in the pre-staging tables and overrides the Batch IDs that are specified in the grid. However, if there are rows in the grid where Process Errors is selected, the errors related to that Batch ID are also included as input for the IT_LOAD_PRE batch process.
<b>Process All Errors</b>	Select to process all the rows in the pre-staging error tables. When selected, the Process Errors check box is disabled in any existing grid row. The IT_LOAD_PRE batch program processes all data in the pre-staging error tables. It overrides the Process Errors option at the grid level.

## Batch IDs

<b>Field or Control</b>	<b>Description</b>
<b>Batch ID</b>	Select one or more specific BATCH_IDs for the IT_LOAD_PRE Application Engine program to process. If the Process All Batch IDs check box is selected, this field is disabled.
<b>Process Errors</b>	Select to specify if pre-stage errors are to be processed for the selected BATCH_ID. If Process All Batch IDs or Process All Errors is selected, this field is disabled.

<b>Field or Control</b>	<b>Description</b>
<b>Compare Asset Repositories Run Control</b> and Metrics Run Control	Click the links that are provided to access the Compare Asset Repository and Generate Metrics run control pages. Verify or change the run control parameters for the two automatically-created run controls.

**Note:** When using the web service to populate the pre-staging tables, the IT\_LOAD\_PRE process is launched automatically when all the xml files are received successfully by Integration Broker. The user ID that is used to automatically submit the process is the user ID that is specified by the publishing Integration Broker node (&From Message Credential). If the user ID that is defined on the external node is used to enter the run controls on the Integrate Discovery Data page, and if a Web Service is received that has the same RUN\_CNTL\_ID, it will take precedence over the one entered on the page. (The Web Service utilizes the same tables to store the run control parameters. In this example, the records that are entered on the page are replaced by the parameters in the Web Service. The records are then deleted when the Web Service is processed).

## Identifying Preload Errors

The following table provides a description of the preload errors that can result from the edits performed by the IT\_LOAD\_PRE Application Engine process:

<b>Preload Errors</b>	<b>Description</b>
Orphan Software error (100)	This is the first edit that is performed. It is only performed when directly populating the pre-staging tables using a custom program. This is done in order to validate the parent/child relationship for hardware and software data. To fix this error, a parent hardware record is needed. A record could be inserted in the IT_DISCO_HW_ER2 table; or, if resubmitting all of the data, the record should be inserted in the IT_DISCO_HW_PRE table.

<b>Preload Errors</b>	<b>Description</b>
Software Title/Known As Mapping error (090)	This is the next edit performed (first one for the Web Service option). To fix this error, ensure that the KNOWN_AS value in the xml is mapped on the ITAM Code Mappings page. Add the mapping and then use the run control page to reprocess the errors.
IT Resource Mapping error (080)	This is the third edit that is performed. To fix this error, ensure that you have the IT_RESOURCE value mapped on the IT Subtype page. It should be an active Third Party Value that is listed in the grid.

## IT Assets Pre-load Errors Page

Run the delivered query, AM\_IT\_PRE\_LOAD\_ERRORS, to retrieve a report that lists the Serial IDs of the devices that fail any of the preload (pre-stage) error edits resulting from the IT\_LOAD\_PRE process. ITAM requires that Serial IDs be unique in each application in order to successfully integrate the discovered assets into ITAM. This query identifies duplicate Serial IDs.

Use the IT Assets Pre-load Errors page (AM\_IT\_PRE\_LOAD\_ERRORS) to run this query to identify errors from the IT\_LOAD\_PRE process.

The query lists the Serial IDs of the devices that fail any of the pre-stage error edits.

Navigation:

**Reporting Tools > Query > Query Manager > AM\_IT\_PRE\_LOAD\_ERRORS**

This example illustrates the fields and controls on the AM\_IT\_PRE\_LOAD\_ERRORS query.

Records

Query

Expressions

Prompts

Fields

Criteria

Having

Transformations

View SQL

Run

Query Name

AM\_IT\_PRE\_LOAD\_ERRORS

Description

IT Assets Pre-load Errors

Feed

Working on selection

Top Level of Query

Subquery/Union Navigation

View field properties, or use field as criteria in query statement.

Reorder / Sort

Fields

Personalize

Find

View All

1-4 of 4

First

Last

Col	Record.FieldName	Format	Ord	XLAT	Agg	Heading Text	Add Criteria	Edit	Delete
1	A.SERIAL_ID - Serial ID	Char20				Serial ID		Edit	
2	A.IT_ERR_CODE - IT Load Error Code	Char3		N		Load Error		Edit	
3	B.IT_RESOURCE - Third Party Value	Char30				IT Resource		Edit	
4	B.SOURCE_ID - Source Key ID	Char25				Src ID		Edit	

The report provides the following fields Serial ID, IT Load Error Code, Third Party Value and Source Key ID.





# Managing Exceptions

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## Understanding Exception Management

Assets specific to Information Technology (IT), such as computers, are able to describe themselves via network messages. These messages are stored in the third-party inventory database. Matching these network messages to assets in the asset repository is a process that compares assets in the asset repository to inventory retrieved from the field. The comparison process (IT\_RECON\_RUN) generates a list of discrepancies or exceptions.

PeopleSoft IT Asset Management automates a portion of IT asset activity by comparing the databases, asset by asset, and determining which changes need to be brought to the attention of a manager. Many IT assets differ day by day and for asset management purposes, you compare a very small group of key attributes in each asset record. While some of the attributes you track can also change day by day, PeopleSoft provides business rules to manipulate what is compared and ultimately presented for reconciliation.

Exceptions between the asset repository and the third-party inventory database are stored in discrepancy transaction tables. The exceptions are displayed in a component that allows you to sort, display on certain assets, group, and act on the changes that are required for those assets to bring them into balance. There is a suggested action associated with each exception, as defined in the business rule, and that action is presented once you have defined the assets that should be corrected. Once that action set is submitted, online or batch processing applies the predefined actions, and routes, updates the ARM, or notifies persons of interest, or a combination of those actions.

To ensure that the most pressing exceptions are handled quickly, ITAM provides an automatic reconciliation option that allows you to customize the existing business rules at the action level to automatically execute. This alleviates the work required to review the exceptions with low impact while allowing the most important exceptions to receive immediate attention. Exceptions that are most suitable for auto-execute of an action are instances where there are no financial considerations, hence they require no intermediate further action.

See [Setting Up Business Rules](#).

Additionally, ITAM provides an option to ignore some exceptions for specified reasons until a given date, at which time they return to regular exception processing.

### Assets Not Reporting

To exercise tighter control over IT assets, the IT asset manager needs to track assets that have not reported an inventory for a user-defined time period. Associating these assets with their custodians, department managers or content managers can help the IT asset manager trace the location of these assets in a reasonable amount of time. The IT asset manager can also ensure that corporate IT governance policies are followed adequately in the enterprise. IT assets represent a significant number of assets, so by tracking them and their individual financial impact effectively, the enterprise can realize significant cost savings in terms of redeployment of the assets instead of new acquisitions. By retiring the appropriate assets, if they

have indeed been stolen and/or are missing, the accounting department may benefit as well by reflecting accurate asset value on the balance sheet.

You can select assets of interest from the Manage Exceptions search results or from the Manage Assets Not Reporting results and save them in Financial Lists. The lists simultaneously become available to the Financial List Inquiry search and detail pages. This presents the saved data through a simple and powerful format where you can sort, select, remove assets and refresh financial totals based on selection changes. Route the selections to the Finance worklist or retire financial assets using the Financial List Inquiry detail page, which provides a link to the PeopleSoft Asset Management Retire Assets page. This provides an added convenience that minimizes multiple reviews of the same data if there is a small number of assets on the list.

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## Accessing Exceptions

This topic discusses how to access exceptions.

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**Note:** You can also access exceptions through the Inventory Exceptions pagelet.

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### Page Used to Access Exceptions

<i><b>Page Name</b></i>	<i><b>Definition Name</b></i>	<i><b>Usage</b></i>
<u>Manage Exceptions Page</u>	IT_EXCPT_SEL	Access exceptions.

### Manage Exceptions Page

Use the Manage Exceptions page (IT\_EXCPT\_SEL) to access exceptions.

Navigation:

**IT Asset Management > Asset Discovery and Validation > Manage Exceptions > Manage Exceptions**

This example illustrates the fields and controls on the Manage Exceptions page. You can find definitions for the fields and controls later on this page.

**Manage Exceptions**

▼ Search

Use Saved Search

Save Search Criteria Delete Saved Search

Financial List	=	<input type="text"/>	
Business Rule	=	<input type="text"/>	
Financial Impact	=	<input type="text"/>	
Financial Status	=	<input type="text"/>	
Serial Number	=	<input type="text"/>	
Asset ID	=	<input type="text"/>	
Business Unit HR	=	<input type="text"/>	
Business Unit AM	=	<input type="text"/>	
Manufacturer ID Discovery	=	<input type="text"/>	
Manufacturer ID ARM	=	<input type="text"/>	
Model Discovery	=	<input type="text"/>	
Model ARM	=	<input type="text"/>	
Custodian Discovery	=	<input type="text"/>	
Custodian ARM	=	<input type="text"/>	
Department Discovery	=	<input type="text"/>	
Department ARM	=	<input type="text"/>	
Location Code Discovery	=	<input type="text"/>	
Location Code ARM	=	<input type="text"/>	
Exception Attribute	=	<input type="text"/>	
Exists Flag	=	<input type="text"/>	

## General Information on Searching for Exceptions

The system displays a list of all searchable fields. The available search options are displayed based on whether there are business rules for the criteria. Search options can include three user-defined fields if you have created them. For each field, you can enter a search operator and the search text.

The dataset returned by the search is limited by your asset group as defined in IT Role Access, as well as the search criteria provided. When you navigate to this page via the portal pagelet, the search options are populated, but do not display the results in the Assets with Rule Exceptions grid until you click the **Search** button. You have the option to further narrow the search by adding search criteria before clicking Search to display the data. Click the **Search** button to return all assets for the asset group and search criteria that have at least one attribute in exceptions.

When you have an asset group (role access) defined for an attribute, exceptions with null or blank values for that attribute are returned. For example, if the asset group is defined to include Business Unit *US001* and there are exceptions for either Business Unit HR or Business Unit AM with blank, those are returned as well. The search includes blank or null values because some users of the Manage Exceptions page might be looking for certain assets that should be in their result set. By including null or blank business units in the search criteria, they still appear as assets. This applies to business unit, location, and department values.

If you choose to show the financial impact of assets, the Search Results grid is altered to display financial information by asset, such as the asset cost, net book value (NBV) and fair value (FV), as well as the total financial impact of the assets that you select from the grid. You can create an asset list showing related financial information, sort, filter and delete rows and save the financial list for later use. As the IT Asset Manager, you also have the ability to send an automated notification to the Financial Asset Manager for

review of the proposed actions. The Financial Asset Manager is then able to initiate action by referring to the financial list, which contains the necessary summary and detailed financial information.

See [Setting Up Financial Impact Analysis](#).

When there are more than 300 rows to return in the result set, you are able to retrieve the next set of assets using **Search Next**. However, any selections or changes made to the current set will be lost upon clicking **Search Next**.

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**Note:** The Search only returns those assets that have attributes that are not in a *Processed* or *Reconciled* status.

---

This table lists the search operators that are available for field-level searching:

<b>Operator</b>	<b>Description</b>
<	The field value is less than the value you enter.
<=	The field value is less than or equal to the value that you enter.
<>	The field value is not equal to the value that you enter.
=	The field value is equal to the value that you enter.
>	The field value is greater than the value you enter.
>=	The field value is greater than or equal to the value that you enter.
Between	The field value is between the two values that you enter. You must enter two values. For example, suppose that you select <i>Between</i> and enter <i>100 and 200</i> , the search returns values between 100 and 200 inclusive.
Is Empty	The field value that you are asking the system to search is blank.
Like	The field value is like the value that you enter.
No between	The field value is not between the two values that you enter. You must enter two values. For example, suppose that you select <i>No between</i> and enter <i>100 and 200</i> , the search returns values below 100 and above 200.
Not like	The field value is not like the value that you enter.

**Note:** The search options Business Rule and Exception Attribute can only be used with the = operator. Both of these options are deciphered behind the scenes and only one value can be understood.

## Searches

<i>Field or Control</i>	<i>Description</i>
<b>Use Saved Search</b>	Provides access to all saved searches.
<b>Save Search Criteria</b>	Click to save the current search criteria as a saved search (either as a new saved search or as a modification to an existing saved search), enter the name of the saved search in the <b>Save Search As</b> field, and click <b>Save Search</b> .
<b>Delete Saved Search</b>	Click to delete a saved search, select the name of the search that you want to delete, and click <b>Delete</b> .

## Search Criteria Fields

The search criteria fields on the Manage Exceptions page are dynamic. An attribute will be hidden if there is no active business rule associated with that attribute. User-defined fields must have an attribute created and must have an active rule to display. The label of a user-defined field is based on the value in the **Long Name** field on the User Defined Fields page.

## Financial Search Criteria Fields

<i>Field or Control</i>	<i>Description</i>
<b>Financial List</b>	<p>Search for an existing Financial List to retrieve, review or edit. You can also enter a name in the field. If the Financial List name already exists, upon saving, you are asked if you want to overwrite the existing list or choose a new name. If the name you supply is new, you can create and save a new Financial List based on the assets you select.</p> <hr/> <p><b>Note:</b> This field is visible only if the <b>Financial Impact</b> check box is selected within the Installation Options - Asset Management page.</p> <hr/> <p><b>Note:</b> Validation occurs when a Financial List is selected as a search option. A list can only be retrieved without additional search refinement. All other search options are deselected.</p> <hr/>

<b>Field or Control</b>	<b>Description</b>
<b>Financial Impact</b>	<p>Select <i>Yes</i> to filter the result set to include only assets that exhibit Financial Business Rule exceptions. This selection may be used independently of the <b>Financial Status</b> value that you select. The system automatically checks to see if a Financial List is selected as well.</p> <hr/> <p><b>Note:</b> This field is visible only if the <b>Financial Impact</b> check box is selected within the Installation Options - Asset Management page.</p> <hr/>
<b>Financial Status</b>	<p>Select to retrieve <i>Financial Assets</i> or <i>Non-Financial Assets</i>. This selection may be used independently of the Financial Impact selection. The difference between <b>Financial Status</b> and <b>Financial Impact</b> is that the Financial Status may be used to select all Financial Assets that have exceptions, including Financial Business Rule exceptions. This value defaults to <i>Financial Assets</i> if either <b>Financial List</b> or <b>Financial Impact</b> is selected.</p> <hr/> <p><b>Note:</b> When <b>Financial Impact</b> is set to <i>Yes</i>, a search validation is executed upon clicking the <b>Search</b> button. As part of this validation, search options may be populated or cleared. This is done to assist you in making searches that are meaningful. For example, when the <b>Financial Impact</b> value is <i>Yes</i> but you select a <b>Financial Status</b> of <i>Non-financial</i>, the search yields no results. Nonfinancial assets, by definition do not have financial impact. Additionally when Financial Impact is set to <i>Yes</i>, the only business rules that can be selected are those for Financial Impact Analysis and the only rule attributes that are allowed are Serial ID.</p> <hr/>

## Search Commands

<b>Field or Control</b>	<b>Description</b>
<b>Search</b>	Click to perform a search. The system searches for all possible matches and displays the results in the Assets with Rule Exceptions grid.
<b>Clear</b>	Click to clear data from the search criteria fields.

<i><b>Field or Control</b></i>	<i><b>Description</b></i>
<b>Search Next</b>	When there are more than 300 rows to return in the result set, you can retrieve the next set of assets using <b>Search Next</b> . However any selections or changes made to the current set will be lost upon clicking <b>Search Next</b> .

## Managing Exceptions

### Pages Used to Manage Exceptions

<i><b>Page Name</b></i>	<i><b>Definition Name</b></i>	<i><b>Usage</b></i>
<u>Installation Options — Asset Management Page</u>	INSTALLATION_AM	Set the batch limit for PeopleSoft IT Asset Management and choose whether to display the financial impact of assets within PeopleSoft IT Asset Management.
<u>Manage Exceptions Page</u>	IT_EXCPT_SEL	Search for exceptions and perform reconciliations on the displayed exception list.
<u>Select Actions Page</u>	IT_EXCPT_ACTN	Select actions and scope for specific business rules. Preview the scope for the action and scope combination.
<u>Sort Page</u>	IT_EXCPT_SORT	Configure sort parameters to be used on the Manage Exceptions page.
<u>Manage Exceptions Over Time Page</u>	IT_CHART	View a graphical representation of the number of business rule exceptions over time.

### Understanding Exceptions

The reconciliation process between the third-party inventory database and the asset repository generates a list of exceptions. The list of exceptions allows sorting and filtering in numerous ways, enabling the investigation of exceptions and eventual reconciliation of databases.

The list shows attributes that exist in the third-party inventory database as well as the asset repository, such as serial numbers, for a group of assets, plus other important attributes where differences may be found. A shared serial number means the databases are talking about the same asset, so values in discovery (those values copied directly from the device) should match some of the values in the asset repository. Asset repository data may have typos or other errors, while automated device readings do not have typos. The attribute columns are sortable and there are filter parameters in the top half of the screen. The Advanced Sort Option leads to an additional sort page.

You can select one, many, or all rows of data using buttons or the check boxes at the left edge of the display. You can then choose to act upon the selected data.

## Identifying Exceptions

The system displays disabled rows when an action on the asset is in process. This prevents assets that are currently being worked by the exception action process from being displayed and worked again. There is one row for each asset with all exceptions for that asset displayed in the row. For each exception there is a visual flag to identify it as a discrepancy.

Each attribute has its own status. Each status is associated with an icon so that you can visually identify the problem. Status columns are not sortable. Use advanced sort and sort by the exception of interest, for example "Department Exception."

## Action Settings

The Select Actions page displays all the rules and actions that are associated with the selected assets from the Manage Exceptions page. The purpose of this page is to show the actions that are available to be processed for the assets selected and to define the scope of the action the user is about to submit. The available action set can be optionally applied to a scope larger than the rows than were selected. The selected rows simply allow you to select the attributes you want to reconcile. Once you are on the Select Actions page, you select the individual actions for the attributes and the asset set (scope) for which you want the action to apply.

The display shows the rule description and the action associated with the rule. Where the actions are email, they are shown as links.

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**Note:** Actions that are set to automatically execute will not display on the Select Actions page unless they ended in error. Errors for actions can occur at the asset level; therefore, an auto-execute action may show for some assets and not for others.

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**Note:** When a search is executed with Financial Impact selected, the only available action that will be displayed is *Route to Finance*. Route to Finance must also be included on the business rule in order for this action to display.

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## Understanding Batch Limits

Batch limits are established to determine whether to process the exception actions online (launches processing of the actions immediately), or in a batch process (starts the transactions in the background and returns control to the user before waiting for the process to complete). The high volume decision is made by counting the total number of actions that apply to the total number of assets that were selected by the user on the Manage Exceptions page. The default value is 100. Adjust this number higher or lower as your processing system performance requires or allows. Batch limit is set within the Installation Options - Asset Management page.

This table shows the exception actions and related processing (the related processing that is shown in this table applies whether the action is processed in batch or online, except where specifically noted).



<b><i>Exception Action</i></b>	<b><i>Processing</i></b>
Update ARM	Set processing
Add	Online – row by row Batch – set processing
Retire	Row by row
Email	Row by row
Route to Finance	Row by row
Move to Inventory	Row by row

## Installation Options — Asset Management Page

Use the Installation Options — Asset Management page (INSTALLATION\_AM) to set the batch limit for PeopleSoft IT Asset Management and choose whether to display the financial impact of assets within PeopleSoft IT Asset Management.

Navigation:

**Set Up Financials/Supply Chain > Install > Installation Options**

Click the **Asset Management** link.

This example illustrates the fields and controls on the Installation Options - Asset Management page. You can find definitions for the fields and controls later on this page.

Installation Options	Asset Management
<b>Transaction Types</b>	
*Add	ADD
*Book Change	BKS
*Adjustment	ADJ
*Transfer	TRF
*Recategorize	RCT
*Retro Rate Chng	RRC
Prior Lease Payment	PLP
*Lease Payment	LPY
*Budgeted Depr	BUD
*Lease Budget	LPB
*Depreciation	DPR
*Prior Depreciation	PDP
Inflation Trans	INF
Lease Expense	LEX
*Reserve Adjustment	RAD
*Retirement	RET
*Reinstatement	REI
*Suspend	SUS
*Resume	RES
Accretion Expense	ACR
<b>Features</b>	
<input checked="" type="checkbox"/> Joint Venture <input checked="" type="checkbox"/> Group Asset <input checked="" type="checkbox"/> Child Inherits Parent's Life <input checked="" type="checkbox"/> Inflation <input checked="" type="checkbox"/> Impairment <input checked="" type="checkbox"/> Revaluation <input checked="" type="checkbox"/> Copy Zero Impair/Revalue Rows <input type="checkbox"/> Effective Rate <input checked="" type="checkbox"/> Trans Currency Translation <input checked="" type="checkbox"/> Capitalization Threshold <input checked="" type="checkbox"/> Asset Retirement Obligations  *Project Chartfield Detail <input type="text" value="Project ID Only"/>	
<b>System Wide Options</b>	
Last Interface ID <input type="text" value="10000070"/>	
Last Pre-Interface ID <input type="text" value="38"/>	
Account Entry Template ID <input type="text" value="DEFAULT"/> <input type="button" value="Q"/>	
File Size for chunking (MB) <input type="text" value="8"/>	
Precision for ARO Calculations <input type="text" value="4"/>	
Federal Fund Attribute <input type="text" value="FEDERAL_FUND"/>	

This example illustrates the fields and controls on the Installation Options - Asset Management page. You can find definitions for the fields and controls later on this page.

**Depreciation Attributes**

☒ Current FY PDP for Reglr Asset  
☒ Current FY PDP for Grp Asset  
☒ Stop Depr when NBV < Salvage

**Solutions**

☒ Enter Property Details  
☒ IT Asset Management Installed  
☒ IoT Installed

**ITAM Options**

Discovery Request Timeout(Sec)

300

Batch Limit

100

☒ Source Device Groups from ARM  
☒ Financial Impact

Default ITAM Currency

USD

Rate Type

CRRNT

**Asset Tracking Options**

Scan By Field

Tag Number Only

**Scan By Default**

☒ Tag Number  
☐ Serial ID

Select the IT Asset Management Installed check box to access the ITAM Options group box.

Field or Control	Description
Batch Limit	<p>Run Manage Exceptions in either a batch or online mode. Batch mode is the appropriate choice for large numbers of exception transactions. The batch limit specifies the threshold for switching from online to batch processing. In this example, if there are 100 or more transactions to process, the processing will occur in batch; if there are fewer than 100, processing will occur online.</p> <p>Enter the threshold to determine whether or not to process the exception actions online or in a batch process.</p>
Financial Impact	<p>Select this check box to display the financial search options and financial information within Manage Exceptions.</p> <p>When this check box is selected, the <b>Financial List</b> and <b>Financial Impact</b> appear on the Manage Exceptions and the Manage Assets Not Reporting pages as search criteria fields. Additionally, when there are assets that have exceptions, there is an additional tab that appears in the components called Financial Information.</p>

See “Installation Options - Asset Management Page” (Application Fundamentals).

## Manage Exceptions Page

Use the Manage Exceptions page (IT\_EXCPT\_SEL) to search for exceptions and perform reconciliations on the displayed exception list.

Navigation:

**IT Asset Management > Asset Discovery and Validation > Manage Exceptions > Manage Exceptions**

This example illustrates the fields and controls on the Assets with Rule Exceptions - Device Data page. You can find definitions for the fields and controls later on this page.

**Manage Exceptions**

Search

Search Results

☒ Select All ☐ Clear All

Assets with Rule Exceptions ? Personalize | Find | View 100 | First 1-10 of 161 Last


Device Data		Business Data		Serial Number		Manufacturer		Model		Log	
Select	Exists	!	Discovery	ARM	!	Discovery	ARM	!	Discovery	ARM	
1	<input type="checkbox"/>		!	000000000000							
2	<input type="checkbox"/>		!	109RMP2AY		TOSHIBA CORPORATION				TECRA M1	
3	<input type="checkbox"/>		!	1107124003							
4	<input type="checkbox"/>		!	12763700		IBM				RS6000	
5	<input type="checkbox"/>		!	146730817		SUN				Solaris i386pc	
6	<input type="checkbox"/>		!	1762345265		SGI				Power Indigo2	
7	<input type="checkbox"/>		!	185271		IBM				RS6000	
8	<input type="checkbox"/>		!	1920379990		SUN				SPARCstation-20	
9	<input type="checkbox"/>			1920487407	1920487407	SUN	SUN	!	SUNW,SPARCstation-20	SPARCstation-20	
10	<input type="checkbox"/>			1920684859	1920684859	SUN	SUN	!	SUNW,SPARCstation-20	SPARCstation-20	

☒ Select All ☐ Clear All

Select Actions Ignore Exceptions Advanced Sort

Review Action Errors

Field or Control	Description
Exception	The system displays the exception icon beside each discrepancy that is found for the asset.
Ignored Exception	This icon appears when a Business Rule exception has been designated as an ignored exceptions for an attribute for a given asset and if the ignore exception is current. That is, the icon appears if the ignored exception <b>Begin Date</b> is less than or equal to today's date and the <b>Expiration Date</b> is greater than or equal to today's date. This icon displays until the next run of the comparison process. Ignored exception actions are not included for selecting actions.

Field or Control	Description
<div>Exception - action performed</div>	<p>This icon appears if an action has already been performed for that attribute. Once an attribute for the asset has been processed, it cannot be processed again. This is true even if there is more than one action to take for that attribute. Once the first action has been applied in a session, a second action cannot be applied for that attribute in a subsequent session. In order to apply further actions, a new Asset Comparison must take place.</p>


Device Data Tab

Access the Device Data tab.

**Note:** The following definitions apply specifically to the business rules delivered with the system. The suggestions for reconciling this information may be different in your environment.

<b>Field or Control</b>	<b>Description</b>
<b>Exists</b>	<p>Displays alert when there is a duplicate serial ID for those assets that have an "Asset Not in ARM" exception. The Exists column is irrelevant (blank value) if the asset does not have an "Asset Not In ARM" exception. Click the link to access the Manage Physical Use page. The values that display in this column are:</p> <ul style="list-style-type: none"> <li>• <i>D</i>: (duplicate serial ID) - an asset exists with the same serial number in the ARM that is also designated as being in physical use (IN_PHY_USE = Yes). (Only one of these assets should be enabled as in physical use.)</li> <li>• <i>E</i>: (exists) - an asset exists with the same serial number in the ARM but it is NOT in physical use (IN_PHY_USE = No).</li> </ul> <p>An <i>Asset Not in ARM</i> exception can result from three different scenarios:</p> <ul style="list-style-type: none"> <li>• Asset not in ARM exception (with no duplicate indicator in the Exists column) - the asset should be added using the Manage Exceptions page functionality. Manage Exceptions generates workflow to add the asset.</li> <li>• Asset not in ARM exception (with D in the Exists column) - the asset should NOT be added using the Manage Exceptions page functionality, as there are already more than one asset with this serial number. One of these existing assets should have the In Physical Use flag enabled. This will remove the duplicate and allow one of the assets to be reconciled. A decision should be made as to which of the duplicates should be removed from physical use.</li> <li>• Asset not in ARM exception (with E in the Exists column) - the asset should NOT be added using the Manage Exceptions page functionality. An asset already exists in the Asset Repository with the same Serial ID. It is probable that the existing asset is the same asset that is found from discovery. To fix the problem, the existing asset in the Asset Repository should have the In Physical Use enabled.</li> </ul> <p>See <a href="#">Understanding the Compare Asset Repositories Process</a>.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Serial Number Discovery and Serial Number ARM</b>	<p>Displays the serial number of the asset found in third-party inventory and the serial number of the asset in the asset repository.</p> <p>If the serial numbers match, you do not need to take any action regarding the serial number, so investigate the exception(s) that caused the asset to appear in Manage Exceptions.</p> <p>If the serial number (asset) appears in discovery, but not in the asset repository, the appropriate action choice might be Add Asset. If investigation reveals that an asset already in ARM is the same as that asset in third-party inventory, reconciliation allows you to update the serial number in the asset repository through the Manage Exceptions grid. Typos are not uncommon in Serial Numbers. Manage Exceptions deals with them effectively.</p> <p>In this scenario, there should also be an entry where the serial number appears in the asset repository, but not in the third-party database, and it is at that entry where you can update the ARM number on the grid to match the correct asset from the third-party inventory. If the new serial ID is updated, the exception associated with the third-party asset which is to be reconciled is removed from reconciliation because the updated serial id exception replaces the exception for the asset found in discovery, not found in the ARM. If you have also selected the third-party asset for processing, it will not be processed.</p> <hr/> <p><b>Note:</b> The system displays only those assets that are in your asset group.</p> <hr/>
<b>Manufacturer Discovery and Manufacturer ARM</b>	<p>Displays the manufacturer of the asset found in the third-party database and the manufacturer of the asset in the asset repository.</p> <p>If the manufacturers match, you do not need to take any action.</p> <p>If the manufacturer appears in third-party data, but not in the asset repository, or there is a difference in the values, the default reconciliation action is to update the manufacturer in the asset repository.</p> <p>The values that are displayed are the descriptions of the Manufacturer field. Both the manufacturer description and the manufacturer ID will be updated in the ARM, if that action is executed.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Model Discovery and Model ARM</b>	<p>Displays the model designation of the asset found in the third-party database and the model designation of the asset in the asset repository.</p> <p>If the model designations match, you do not need to take any action.</p> <p>If the model designation appears in third-party data, but not in the asset repository, or there is a difference in the values, the default reconciliation action is to update the model designation in the asset repository.</p>
<b>Select Actions</b>	<p>Click this button to display the actions you may take on the selected assets. For each selected row, all of the asset's discrepancies and the rules and actions associated with those discrepancies are determined. Once determined, the rules and actions are presented on the Select Actions page.</p>
<b>Ignore Exceptions</b>	<p>Click this button to ignore exceptions for the selected assets. You are directed to the Ignore Exceptions page where you can add the selected exceptions to an ignore list.</p> <hr/> <p><b>Warning!</b> You should not ignore software exceptions. If the software exceptions are ignored, it could present you with a lower count of the licenses that you have distributed, thereby subjecting you to potential license compliance issues.</p> <hr/> <p>See <a href="#">Managing Ignored Exceptions</a>.</p>
<b>Advanced Sort</b>	<p>The assets are sortable with the delivered grid sort (using the header column name.) so you can sort on all columns other than the exception flag columns. The advanced sort allows you to define a sort order by field hierarchy.</p>
<b>Review Action Errors</b>	<p>Click to view any action errors that may have occurred during the reconciliation. Action errors will show from previous reconciliations as well as from this reconciliation after the Submit Actions button is pressed on the Select Actions page.</p> <p>There may be some delay in generating action errors when processing in batch mode.</p>
 Log	<p>Click the <b>Log</b> icon to access the Asset Comment page. Add relevant comments regarding the exception.</p>



Business Data Tab

Access the Business Data tab

This example illustrates the fields and controls on the Manage Exceptions - Assets with Rule Exceptions page: Business Data tab. You can find definitions for the fields and controls later on this page.

Manage Exceptions

Search

Search Results

☒ Select All

☐ Clear All

Assets with Rule Exceptions

PersonalizeFindView 100First1-10 of 161Last

Device Data

Business Data

	Select	Business Unit HR	Business Unit AM	Asset Identification	Department Discovery	Department ARM	Location Code Discovery	Location Code ARM	Custodian Discovery	Custodian ARM	Software
1	<input type="checkbox"/>		US001	000000000001				US001			
2	<input type="checkbox"/>		US001	ITZ065		11000		US001		DXHEEE111	
3	<input type="checkbox"/>		WF1	000000001038				US003		SP102	
4	<input type="checkbox"/>		US001	ITZ201				US003		123456	
5	<input type="checkbox"/>		US001	ITZ203				US003		DXHEEE120	
6	<input type="checkbox"/>		US001	ITZ204				US003		KUJ017	
7	<input type="checkbox"/>		US001	ITZ202				US003		DXHEEE118	
8	<input type="checkbox"/>		US001	ITZ205				US003		KUTZ485	
9	<input type="checkbox"/>	US002	US001	ITZ206	22000		US003	US003	KU0022	KUTZ486	
10	<input type="checkbox"/>	US002	US001	ITZ207	22000		US003	US003	KU0022	KUTZ487	

☒ Select All

☐ Clear All

Select Actions

Ignore Exceptions

Advanced Sort

Review Action Errors

**Note:** Resolving the custodian exceptions through your standard asset transfer processes for the Asset Repository may resolve department or business unit issues during the next asset comparison process.

Field or Control	Description
Business Unit HR and Business Unit AM	<p>The system displays the business unit associated with the primary user of the asset found in the third-party database and the business unit of the asset in the asset repository.</p> <p>If the business units match, you do not need to take any action.</p> <p>If the business unit appears in third-party data, but not in the asset repository, or there is a difference in the values, the default reconciliation action is to route the transaction to a financial asset manager for transfer.</p>
Asset Identification	<p>The asset ID displays when the asset exists in the Asset Repository.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Department Discovery</b> and <b>Department ARM</b>	<p>The system displays the department of the primary user of the asset found in the third-party database and the department of the custodian of the asset in the asset repository.</p> <p>If the departments match, you do not need to take any action.</p> <p>If the department appears in third-party data, but not in the asset repository, or there is a difference in the values, the default reconciliation action is to update the department in the asset repository, where the new department resides in the assets current SetID, or route the transaction to a financial asset manager for transfer.</p>
<b>Location Code Discovery</b> and <b>Location Code ARM</b>	<p>The system displays the location code that is derived from the IP address of the asset found in the third-party database and the location code of the asset in the asset repository.</p> <p>If the location codes match, you do not need to take any action.</p> <p>If the location code appears in third-party data, but not in the asset repository, or there is a difference in the values, the default reconciliation action is to update the location code in the asset repository.</p>
<b>Custodian Discovery</b> and <b>Custodian ARM</b>	<p>The system displays the custodian (also known as the primary user) of the asset found in the third-party database and the custodian of the asset in the asset repository.</p> <p>If the custodians match, you do not need to take any action.</p> <p>If the custodian appears in third-party data, but not in the asset repository, or there is a difference in the values, the suggested reconciliation action is to update the custodian in the asset repository, email the custodian, or email the primary user.</p>
<b>Software</b>	<p>If there is a software exception on the asset, the system displays a link to the details of the exception. Click <b>Details</b> to access the Software Exceptions page. The suggested reconciliation actions are to email the custodian, email the custodian manager, email the primary user, email the primary user manager, or email software group owner.</p>

## Financial Information Tab

Select the Financial Information tab.

This example illustrates the fields and controls on the Assets with Rule Exceptions page - Financial Information tab. You can find definitions for the fields and controls later on this page.

Manage Exceptions							
Search							
Search Results							
<input checked="" type="checkbox"/> Select All <input type="checkbox"/> Clear All							
Assets with Rule Exceptions <span>Personalize   Find   View All    </span> First 1-10 of 54 Last							
Device Data	Business Data	Financial Information					
	Select	In List	Asset Identification	Custodian ARM	Net Book Value	Cost	Fair Value
1	<input type="checkbox"/>	<input type="checkbox"/>	000000000001				
2	<input type="checkbox"/>	<input type="checkbox"/>	ITZ065	Unger,Randy		3,399.000	700.000
3	<input type="checkbox"/>	<input type="checkbox"/>	000000001038	Wine,Georgia			
4	<input type="checkbox"/>	<input type="checkbox"/>	ITZ087	Requester,Ray		2,675.000	555.000
5	<input type="checkbox"/>	<input type="checkbox"/>	ITZ014	Zarate,Susan		2,775.000	700.000
6	<input type="checkbox"/>	<input type="checkbox"/>	ITZ008	Requester,Rene		2,775.000	750.000
7	<input type="checkbox"/>	<input type="checkbox"/>	ITZ034	James,Sarah		1,444.000	400.000
8	<input type="checkbox"/>	<input type="checkbox"/>	ITZ077	ServiceCoordinator,Sam		2,150.000	445.000
9	<input type="checkbox"/>	<input type="checkbox"/>	ITZ043	Silvers,Ruth		2,300.000	618.000
10	<input type="checkbox"/>	<input type="checkbox"/>	ITZ053	Crawford,William		1,555.000	300.000
<input checked="" type="checkbox"/> Select All <input type="checkbox"/> Clear All							
Select Actions		Ignore Exceptions		Advanced Sort			

This example illustrates the fields and controls on the Assets with Rule Exceptions page - Financial Information tab. You can find definitions for the fields and controls later on this page.

Financial Impact

Total Net Book Value Selected

Total Cost Selected

Total Fair Value Selected

Currency Code USD

Rate Type CRRNT

Financial List

Description

Update Totals

Save

Notify Finance

Archive

[Review Action Errors](#)

The Financial Information tab is displayed when the Financial Impact check box is selected in Installation Options and one or more of the financial search criteria are selected.

<i><b>Field or Control</b></i>	<i><b>Description</b></i>
<b>In List</b>	This check box indicates that this asset has been saved to any financial impact list

<b>Field or Control</b>	<b>Description</b>
<b>Select</b>	This check box indicates that the asset is a target for action on the Manage Exceptions page or for addition to a Financial List. If you click the <b>Save</b> button in the Financial Impact section, and this box is checked, another check will appear in the In List column beside the existing check. At this point, you can take action on the asset from either the Assets with Rule Exceptions grid or the Financial Impact section, if the Financial List is not yet saved.
<b>Net Book Value (NBV)</b>	Net book value is calculated by obtaining the asset cost and the associated accumulated depreciation from the current effective row of the PeopleSoft Asset Management record, PS_DEPR_RPT. The calculated NBV is original asset cost less life-to-date depreciation (COST – DEPR_LTD.)
<b>Cost</b>	Asset cost is derived from the PeopleSoft Asset Management record, PS_DEPR_RPT.
<b>Fair Value</b>	Fair value is derived from the PeopleSoft Asset Management record, PS_AM_FMV_DTL, accessing the current effective row.
<b>Total Net Book Value Selected , Total Cost Selected and Total Fair Value Selected</b>	Respective totals are displayed when you select one or more assets from the Assets with Rule Exceptions grid.
<b>Currency Code and Rate Type</b>	Values default from those values supplied within User Preferences.  See “User Preferences - IT Asset Management Page” (Application Fundamentals).
<b>Save List As and Description</b>	Supply a name and description for the newly created Financial List, which includes the selected assets and their corresponding financial information.
<b>Update Totals</b>	Select to calculate or recalculate the NBV, Cost and FV totals after selecting or altering the assets for inclusion in the list.
<b>Save</b>	Click to save the Financial List once you have provided a name and description and updated financial totals.
<b>Notify Finance</b>	Displays a notification page to alert the Financial Asset Manager that there is a Financial List in need of attention.

<b>Field or Control</b>	<b>Description</b>
<b>Archive</b>	Select to archive the selected Financial List, along with Business Unit, Asset ID, and header information. You may select to archive a financial list when it becomes obsolete. The list then becomes a read-only document.

## User-Defined Data Tab

Select the User Defined tab.

User-defined exceptions are displayed on the User-Defined tab. If you have no active user-defined rules, this tab is not displayed.

## Select Actions Page

Use the Select Actions page (IT\_EXCPT\_ACTN) to select actions and scope for specific business rules.

Preview the scope for the action and scope combination.

Navigation:

Click the **Select Actions** button on the Manage Exceptions page.

This example illustrates the fields and controls on the Select Actions page. You can find definitions for the fields and controls later on this page.

**Select Actions**

1. Verify the actions.  
2. Determine the target size by selecting the scope.  
3. Preview scope to check the number of assets.  
4. Submit actions when selections verified.

**Action Settings** [?](#) [Personalize](#) | [Find](#) | [List](#) | [First](#) | [1-4 of 4](#) | [Last](#)

	Rule Description	Available Action	Set Scope	Scope	Comments
<input type="checkbox"/>	1 Asset not in Discovery	Update Serial ID in ARM	No Action	0	
<input type="checkbox"/>	2 Asset not in Discovery	Retire Asset	No Action	0	
<input type="checkbox"/>	3 Asset not in Discovery	Move to Inventory	No Action	0	
<input type="checkbox"/>	4 Asset not in Discovery	Route to Finance	No Action	0	

[Preview Scope](#) [Submit Actions](#)

[Return to Manage Exceptions](#)

## Action Settings

<b>Field or Control</b>	<b>Description</b>
<b>Rule Description</b>	This field displays the rule exceptions found in the comparison process with the available actions for each exception.

<b>Field or Control</b>	<b>Description</b>
<b>Available Action</b>	<p>Actions associated with email show as enabled links. Click the link to view the message associated with the email. The message is display-only and will include sample data also stored in the message catalog. This preview message shows you what email string will be generated when the emails are sent out, once the actions are submitted. The messages will contain these parameters: <b>Machine Name</b>, <b>Serial Number</b>, <b>Primary User Name</b>, and <b>Primary User Empl ID</b>. The software email includes those fields plus the software title.</p> <p>Available action values are:</p> <p><i>Update Asset Repository:</i> This action generates simple updates or inserts into the Asset tables for the following attributes in exception:</p> <ul style="list-style-type: none"> <li>• Model</li> <li>• Manufacturer</li> <li>• User-defined fields</li> <li>• Serial ID</li> <li>• Custodian</li> <li>• Department</li> <li>• Location</li> </ul> <hr/> <p><b>Note:</b> Because Department and Location are SetID controlled fields, the Business Unit associated with the asset may need to be updated prior to updating these attributes. If the Business Unit HR, which is derived from discovery, is associated with a different SetID than the department and location, then they can't be changed until the Business Unit is changed, otherwise the department and location would not be valid. If the update action is applied to these assets, it results in an action error.</p> <hr/> <p><i>Retire Asset:</i> This action only applies to nonfinancial transactions. These transactions are processed on a row-by-row basis and passed through the RETIRE_NF component interface.</p> <p><i>Add Asset:</i> This action adds an asset and sets it ready to be capitalized. These transactions are executed row-by-row, through the BASIC_CI component interface, while processing online and in set based processing when handled in batch mode.</p>

<b>Field or Control</b>	<b>Description</b>
	<p><b>Note:</b> When assets are added from the Add Asset action, they are added with an acquisition date, location effective date, and custodian effective date equal to the discovery date, which is the last inventory date from the discovery system.</p> <hr/> <p><i>Email Person:</i> For each person action, create a message to be sent to that person.</p> <p><i>Route to Finance:</i> Each asset that has routing as an action will be added to the worklists based on how the asset is to be worked.</p> <p><i>Update Serial ID in ARM:</i> Update the Serial ID in the Asset Repository.</p>
<b>Set Scope</b>	<p>Select the scope of the action to be taken. Values are:</p> <p><i>No Action:</i> The system does nothing.</p> <p><i>Selected Assets:</i> The system performs the selected action only against those assets that were selected on the previous page.</p> <p><i>Assets from Search Criteria:</i> The system performs the selected action against all the assets that match the search criteria from the previous page. This action allows the system to perform the action against not only what could be selected with the select all functionality on the previous page, but also what may be outside of the component buffer. Since it is possible to have more rows match the search criteria than can fit in the buffer, this action allows them to act against the entire set.</p> <p><i>All Unreconciled ARM Assets:</i> The system performs the action selected against all the assets that are in exception for the rule associated with this action in the ARM.</p> <hr/> <p><b>Note:</b> The system displays only those assets that are in your asset group.</p> <hr/> <p><b>Note:</b> When financial impact is set to yes, the Set Scope option of All Unreconciled ARM Assets is disabled.</p> <hr/>
<b>Scope</b>	<p>Displays the count of assets that would be affected in each action row and by the action scope. The default value in the Scope column is zero. The sum of the scope count determines whether the actions are performed online or in batch.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Comments</b>	Click the <b>Comments</b> icon to access the Action Comments page where you can add pertinent details about the action. You can view all comments that are added here within the Action Log as well as the Asset Log. The comments for each of the actions should be added by the same user. When an asset has multiple actions, each with a comment, the comments are concatenated and entered as one entry to allow an audit trail of which actions were applied at once. The system takes only one user for adding comments as it is assumed that the person who is executing the actions is the same for all the actions that are submitted together.
<b>Preview Scope</b>	<p>Click this button to apply the search criteria defined by the scope of the action and display the number of rows to be affected by the scope in the <b>Scope</b> field.</p> <hr/> <p><b>Note:</b> <b>Preview Scope</b> generates counts and financial information totals if applicable, based on assets that are not <i>in process</i>. It is possible that the batch or online process can pick up additional assets that become available if they are in process at the time of previewing scope or at the time that the processing begins.</p> <hr/> <p>The Preview Scope functionality takes into account the financial status of the asset as well as the Apply To value for the action as set on the Business Rule. The Apply To setting is not evaluated for the scope set until the Preview Scope button is invoked. For this reason, it is possible for the scope of the action to return a value of zero. If you suspect that there are assets that should be included in the scope, you should review the assets financial status as well as the business rule to make sure that the action is set to act upon that status (financial or nonfinancial)</p>
<b>Submit Actions</b>	Click this button to launch the actions specified. The system will choose to run the actions online or in batch, according to ITAM options, and display a message to let you know which processing avenue was taken.

## Sort Page

Use the Sort page (IT\_EXCPT\_SORT) to configure sort parameters to be used on the Manage Exceptions page.

Navigation:

Click the **Advanced Sort** link on the Manage Exceptions page.



This example illustrates the fields and controls on the Sort page.

Sort

Select Fields to Sort by

Sort by Business Unit Exception ☒ Ascending ☐ Descending

Then by Custodian ARM ☒ Ascending ☐ Descending

Then by Serial Number ARM ☒ Ascending ☐ Descending

Then by  ☒ Ascending ☐ Descending

Then by  ☒ Ascending ☐ Descending

OK Cancel

The system displays the fields that are available for sorting. The sort order is returned to the exceptions page and the values are sorted.

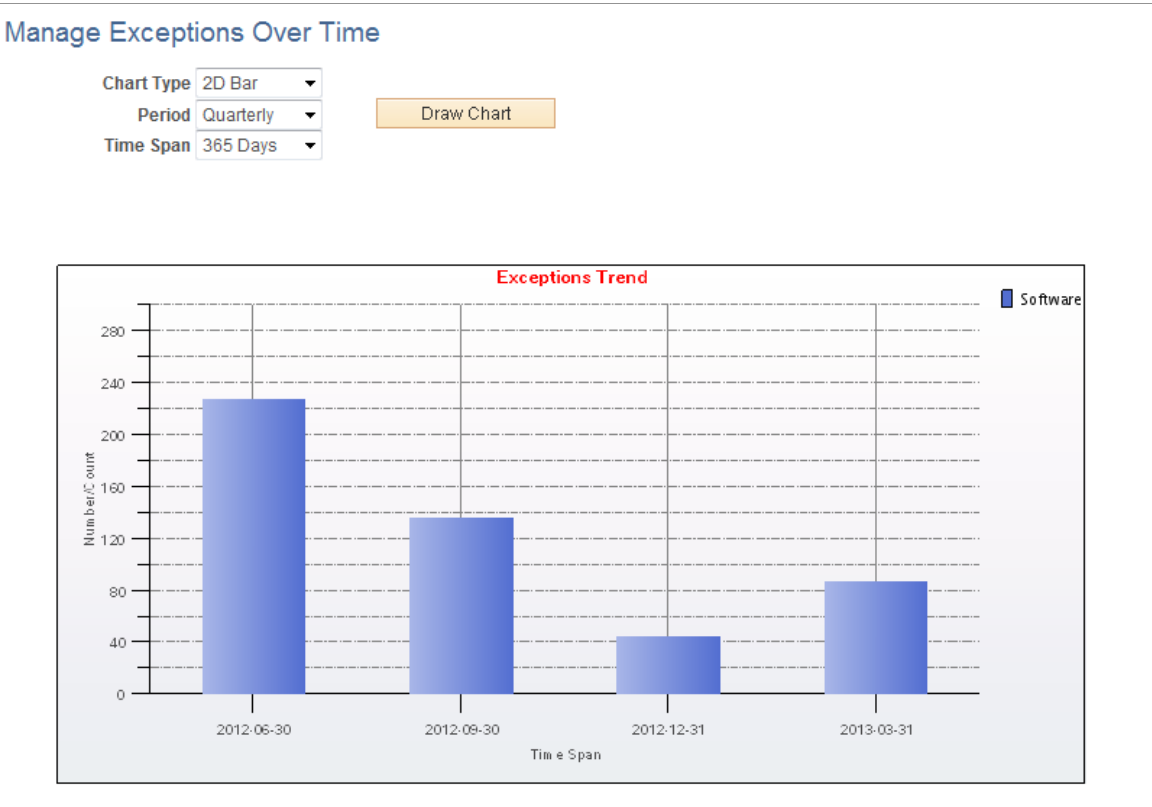
## Manage Exceptions Over Time Page

Use the Manage Exceptions Over Time page (IT\_CHART) to view a graphical representation of the number of business rule exceptions over time.

Navigation:

IT Asset Management, Manage Exception Trend Chart, Manage Exceptions Over Time


This example illustrates the fields and controls on the Manage Exceptions Over Time page. You can find definitions for the fields and controls later on this page.



The Manage Exceptions Over Time page provides the ability to graph Manage Exceptions trends over a rolling twelve-month period. As you resolve the Business Rule exceptions from the Manage Exceptions page, the number of exceptions are recorded for each Business Rule where Trend Analysis is enabled.

**Note:** If the Metrics process is run multiple times during a day, exception counts for that day are recorded from the latest run. They are counted every time and the most recent counts are recorded. Average exception counts for a month and a quarter are calculated only once (when the Metrics process is run for the first time after end of the month or the end of the quarter). Once the counts for a month and a quarter are calculated, they are never calculated again.

Field or Control	Description
Chart Type	Select either <i>2D Bar</i> or <i>2D Line</i> to view trend data as either a two dimensional bar graph or two dimensional line graph. The default value is 2D Bar.
Period	Select to present totals as <i>Daily</i> , <i>Monthly</i> , or <i>Quarterly</i> trends for business rule exceptions (for those business rules enabled for trend analysis). The default value is Quarterly.

<b>Field or Control</b>	<b>Description</b>
<b>Time Span</b>	<p>Select the period over which to graph trend data:</p> <ul style="list-style-type: none"> <li>• 7 days</li> <li>• 30 days</li> <li>• 90 days</li> <li>• 180 days</li> <li>• 365 days (default value)</li> </ul> <p><b>Note:</b> Variances from the same period in the prior year appear when placing the cursor on a data point, if applicable.</p>
	Click to plot the data points based upon the criteria selections that are made for chart type, period and time span.

**Note:** If you want to exclude certain trend data, you can archive the data.

## Managing Assets Not Reporting

This topic provides an overview of assets not reporting and discusses how to define inventory age, IT subtypes, and manage assets not reporting.

### Pages Used to Manage Assets Not Reporting

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<u>Inventory Age Page</u>	IT_TSPAN_DEFN_01	Associate the inventory age with the userID.
<u>Defining IT Subtypes</u>	IT_MNT_IT_SUBTYPE	Define IT subtypes.
<u>Managing Assets Not Reporting Page</u>	IT_UNDISC_DTL	View assets with overdue inventory reports and specify resolutions.

## Understanding Assets Not Reporting

The ability to track assets not reporting enables the IT Asset Manager to audit IT devices for reporting failures. This feature provides tighter control over the organization's equipment.

Non-reporting asset audit reports are based on the user-defined inventory age; that is the age of the last report that the asset made to the third-party inventory system. For example, an inventory age of three

weeks may be defined for desktops. This means that if a desktop has not reported to the third-party inventory system for three weeks or more, it appears on the audit report. A different inventory age can be specified for each type of equipment, if necessary.

The system displays audit reports in two formats:

- The online reporting page **Manage Assets Not Reporting**, where you can view assets with overdue inventory reports and specify resolutions.
- The **Assets Not Reporting** portal pagelet, which provides counts of reporting failures for each type of device.

Using the online reporting page, you can choose from a number of available actions:

- Send detailed email notifications to the custodian or the user, or both, or their managers.

The email addresses prompt from the emails that exist for the associated role. The email subject line and default text are predefined messages stored in the message catalog.

- Route a proposed retirement transaction to Finance for financial assets.

This requires approval from the Financial Asset Manager, so choosing this action creates a worklist item for a finance user. Finance users click on this item in their worklists to bring up the **Retirements** page. This action is only available for financial assets.

- Complete a retirement transaction for nonfinancial assets.

Nonfinancial retirement is triggered immediately. These transactions are processed on a row-by-row basis and passed through the RETIRE\_NF component interface. This action is only available for nonfinancial assets.

- Move to inventory.

This triggers a transfer into inventory for nonfinancial assets. This action is unavailable for financial assets.

## Inventory Age

Inventory age is the age of last inventory beyond which the device requires investigation or action. The inventory age can be defined differently for different types of devices. For example, laptops may report inventory less often as they are physically connected to the network less often, so the age of the last inventory will often be higher than that of servers which are always reporting.

Inventory age time periods accrue, so longer time periods are included in shorter time periods. A device that has an inventory age of nine weeks will be included in six and three week sequences as well.

The inventory age sequence includes all discovered devices unless the IT Subtype is specified. Reporting on specific subtypes is only done if the Aging Inventory check box is selected on the **Define IT Subtypes** page.

## Inventory Age Page

Use the **Inventory Age** page (IT\_TSPAN\_DEFN\_01) to associate the inventory age with the userID.

Navigation:

**Setup Financials/Supply Chain > Product Related > IT Asset Management > Inventory Age**

See [Setting Up Inventory Age](#).

## Defining IT Subtypes

Use the IT Subtypes page (IT\_MNT\_IT\_SUBTYPE) to define IT subtypes.

Navigation:

**Set Up Financials/Supply Chain > Product Related > IT Asset Management > IT Subtypes > Define IT Subtypes**

See [Defining IT Subtypes](#).

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**Note:** Reporting will only be done on subtypes with the Aging Inventory check box selected.

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## Managing Assets Not Reporting

This section discusses how to:

- Search for assets not reporting.
- Review machine information.
- Review responsible parties.
- Review location information.
- Review financial information.
- Work with actions.
- Add retirement comments.

### Searching for Assets Not Reporting Page

Use the Manage Assets Not Reporting page (IT\_UNDISC\_DTL) to view assets with overdue inventory reports and specify resolutions.

Navigation:

**IT Asset Management > Asset Discovery and Validation > Manage Assets Not Reporting > Manage Assets Not Reporting**

See [Manage Exceptions Page](#).

This example illustrates the fields and controls on the Manage Assets Not Reporting page.

### Manage Assets Not Reporting

▼ Search

Use Saved Search

Save Search Criteria

Delete Saved Search

Financial List	=	▼	<input type="text"/>
Financial Impact	=	▼	<input type="text"/>
Financial Status	=	▼	<input type="text"/>
IT Subtype	=	▼	<input type="text"/>
ARM Location Code	=	▼	<input type="text"/>
Business Unit	=	▼	<input type="text"/>
Serial ID	=	▼	<input type="text"/>
Department	=	▼	<input type="text"/>
IP Address	=	▼	<input type="text"/>
Manufacturer Name	=	▼	<input type="text"/>
Model	=	▼	<input type="text"/>
Discovery Date	=	▼	<input type="text"/>
Inventory Age	=	▼	<input type="text"/>
Inventory Age Seq	=	▼	<input type="text"/>

Search

Clear

## Reviewing Machine Information

Access the Machine Information tab on the Manage Assets Not Reporting page.

This example illustrates the fields and controls on the Assets Not Reporting - Machine Information. You can find definitions for the fields and controls later on this page.

### Manage Assets Not Reporting

☒ Select All
 ☐ Clear All
 Action

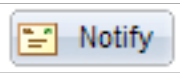
**Assets Not Reporting**
Personalize | Find | View All | 
First 1-10 of 57 Last

Machine Information | Responsible Party | Location Information | Action

	Select	Inventory Age	Serial ID	Manufacturer Name	ARM Model	Tag Number	Last Inventory Date	Log
1	<input type="checkbox"/>	3,6,9 WEEKS	00C0D010401F	Dell Computer Corporation	Latitude C400	ITTAG132	03/16/2005	
2	<input type="checkbox"/>	3,6,9 WEEKS	1920487407	SUN	SPARCstation-20		03/16/2005	
3	<input type="checkbox"/>	3,6,9 WEEKS	1920684859	SUN	SPARCstation-20		03/16/2005	
4	<input type="checkbox"/>	3,6,9 WEEKS	1J1CJMWZM276	Hewlett-Packard	Evo N400c		03/16/2005	
5	<input type="checkbox"/>	3,6,9 WEEKS	1J23JMWZT2L6	Compaq	Evo N400c		09/28/2004	
6	<input type="checkbox"/>	3,6,9 WEEKS	2UA403P15R	Hewlett-Packard	HP Compaq nc6000		03/16/2005	
7	<input type="checkbox"/>	3,6,9 WEEKS	34NNG21	Dell Computer Corporation	Latitude C400	ITTAG129	03/16/2005	
8	<input type="checkbox"/>	3,6,9 WEEKS	3HLD051	Dell Computer Corporation	Latitude D600		12/14/2004	
9	<input type="checkbox"/>	3,6,9 WEEKS	3J13FMPZDM58	Compaq	Armada M700		09/29/2004	
10	<input type="checkbox"/>	3,6,9 WEEKS	3J13FMPZDM5F	Hewlett-Packard	Armada M700		03/16/2005	

☒ Select All
 ☐ Clear All

Field or Control	Description
<b>Select</b>	Select the check box to perform the selected <b>Action</b> to the selected assets, ignore selected exceptions, or add assets to a financial impact list.
<b>Inventory Age</b>	Displays the Inventory Age from the asset repository.
<b>Serial ID</b>	Displays the Serial ID from the asset repository.
<b>Manufacturer Name</b>	Displays the name of the manufacturer from the asset repository.
<b>ARM Model</b>	Displays the ARM model from the asset repository.
<b>Tag Number</b>	Displays the tag number from the asset repository.
<b>Last Inventory Date</b>	Displays the date of the last inventory report that the asset sent.
<b>Log</b>	Click the <b>Log</b> icon to access the Asset Comment page and add relevant details. These comments can be viewed from the View Asset Log page.

<b>Field or Control</b>	<b>Description</b>
<b>Submit Actions</b>	Click this button to launch the actions specified.
<b>Ignore Exceptions</b>	<p>Click this button to ignore exceptions for the selected assets. You are directed to the Ignore Exceptions page where you can add the selected exceptions to an ignore list.</p> <hr/> <p><b>Warning!</b> You should not select to ignore software exceptions. If the software exceptions are ignored, it could present you with a lower count of the licenses that you have distributed, thereby subjecting you to potential license compliance issues.</p> <hr/> <p>See <a href="#">Managing Ignored Exceptions</a>.</p>
	Click the <b>Notify</b> icon to send email notification to appropriate personnel.

## Reviewing Responsible Parties

Access the Responsible Party tab on the Manage Assets Not Reporting page.

This example illustrates the fields and controls on the Manage Assets Not Reporting page: Responsible Parties tab.

**Manage Assets Not Reporting**

Search

☒ Select All ☐ Clear All Action

**Assets Not Reporting** Personalize | Find | View All |  First 1-10 of 57 Last

Machine Information	Responsible Party	Location Information	Action				
Select	Inventory Age	Serial ID	Department	Custodian (ARM)	Custodian Phone	Custodian Manager	Manager's Phone
1 <input type="checkbox"/>	3,6,9 WEEKS	00C0D010401F	41000	James,Sarah		Schumacher,Kenneth	888/555-1212
2 <input type="checkbox"/>	3,6,9 WEEKS	1920487407		Reynolds, Frank	888/555-1212	Schumacher,Kenneth	888/555-1212
3 <input type="checkbox"/>	3,6,9 WEEKS	1920684859		Carson, John	888/555-1212	Schumacher,Kenneth	888/555-1212
4 <input type="checkbox"/>	3,6,9 WEEKS	1J1CJMWZM276	11000	Robson, Paul	888/555-1212	Schumacher,Kenneth	888/555-1212
5 <input type="checkbox"/>	3,6,9 WEEKS	1J23JMWZT2L6	11000	Carwright, Bo	888/555-1212	Schumacher,Kenneth	888/555-1212
6 <input type="checkbox"/>	3,6,9 WEEKS	2UA403P15R		Taylor, Nichole	888/555-1212	Schumacher,Kenneth	888/555-1212
7 <input type="checkbox"/>	3,6,9 WEEKS	34NNG21	13000	Zarate, Susan		Sherwood, Fred	888/555-1212
8 <input type="checkbox"/>	3,6,9 WEEKS	3HLD051	41000	Requester, Ray	888/555-1212	Scott, William	888/555-1212
9 <input type="checkbox"/>	3,6,9 WEEKS	3J13FMPZDM58	22000	Turner, Cornelia	888/555-1212	Schumacher,Kenneth	888/555-1212
10 <input type="checkbox"/>	3,6,9 WEEKS	3J13FMPZDM5F	11000	Silvers, Ruth	888/555-1212	Schumacher,Kenneth	888/555-1212

☒ Select All ☐ Clear All

Click the **Custodian (ARM)** and **Custodian Manager** links to access custodian detail information.

## Reviewing Location Information

Access the Location Information tab on the Manage Assets Not Reporting page.



This example illustrates the fields and controls on the Manage Assets Not Reporting page: Location Information tab. You can find definitions for the fields and controls later on this page.

Manage Assets Not Reporting

Search

Select All

Clear All

Action

Email Custodian's manager

Apply

Assets Not Reporting

PersonalizeFindView All

First1-10 of 57Last

Machine Information

Responsible Party

Location Information

Action

	Select	Inventory Age	Serial ID	ARM Location Code	Location	IP Address
1	<input checked="" type="checkbox"/>	3,6,9 WEEKS	00C0D010401F	US002	USA - New Jersey	172.17.35.153
2	<input checked="" type="checkbox"/>	3,6,9 WEEKS	1920487407	US003	USA - California	172.16.8.253
3	<input type="checkbox"/>	3,6,9 WEEKS	1920684859	US003	USA - California	172.16.8.252
4	<input type="checkbox"/>	3,6,9 WEEKS	1J1CJMWZM276	US002	USA - New Jersey	172.17.35.144
5	<input type="checkbox"/>	3,6,9 WEEKS	1J23JMWZT2L6	US004	USA - Illinois	172.17.33.136
6	<input type="checkbox"/>	3,6,9 WEEKS	2UA403P15R	QUEBEC	Quebec	172.16.18.12
7	<input checked="" type="checkbox"/>	3,6,9 WEEKS	34NNG21	US002	USA - New Jersey	172.17.35.145
8	<input type="checkbox"/>	3,6,9 WEEKS	3HLD051	US006	USA - Oregon	172.17.21.117
9	<input type="checkbox"/>	3,6,9 WEEKS	3J13FMPZDM58	QUEBEC	Quebec	172.16.18.1
10	<input type="checkbox"/>	3,6,9 WEEKS	3J13FMPZDM5F	US004	USA - Illinois	172.17.32.58

Select All

Clear All

Submit Actions

Ignore Exceptions

Field or Control	Description
ARM Location Code and Location	Displays the location shown in the asset repository.
IP Address	Displays the last logged IP address reported by the third-party inventory database.

Working with Financial Information

Access the Financial Information tab on the Manage Assets Not Reporting page.

**Note:** The Financial Information tab is displayed when the Financial Impact check box is selected from the Installation Options - Asset Management page *and* one or more of the financial search criteria are selected.

This example illustrates the fields and controls on the Manage Assets Not Reporting page - Financial Information tab 1 of 2.

### Manage Assets Not Reporting

☒ Select All
 ☐ Clear All
 Action

Assets Not Reporting

Personalize | Find | View All | 
First 1-10 of 46 Last

Machine Information		Responsible Party		Location Information		Financial Information		Action
Select	Inventory Age	Serial ID	In List	Net Book Value	Cost	Fair Value		
1	<input type="checkbox"/>	3,6,9 WEEKS	00C0D010401F	<input type="checkbox"/>		2,750.000	750.000	
2	<input type="checkbox"/>	3,6,9 WEEKS	1J1CJMWZM276	<input type="checkbox"/>		1,375.000		
3	<input type="checkbox"/>	3,6,9 WEEKS	1J23JMWZT2L6	<input type="checkbox"/>		1,375.000		
4	<input type="checkbox"/>	3,6,9 WEEKS	2UA403P15R	<input type="checkbox"/>		2,650.000	2,650.000	
5	<input type="checkbox"/>	3,6,9 WEEKS	34NNG21	<input type="checkbox"/>		2,750.000		
6	<input type="checkbox"/>	3,6,9 WEEKS	3HLD051	<input type="checkbox"/>		1,750.000		
7	<input type="checkbox"/>	3,6,9 WEEKS	3J13FMPZDM58	<input type="checkbox"/>		2,250.000		
8	<input type="checkbox"/>	3,6,9 WEEKS	3J13FMPZDM5F	<input type="checkbox"/>		2,250.000	400.000	
9	<input type="checkbox"/>	3,6,9 WEEKS	3J15JMXZS30B	<input type="checkbox"/>		2,250.000	400.000	
10	<input type="checkbox"/>	3,6,9 WEEKS	3J19KBSZHD46	<input type="checkbox"/>		999.000		

☒ Select All
 ☐ Clear All

This example illustrates the fields and controls on the Manage Assets Not Reporting page - Financial Information tab 2 of 2.

Financial Impact

Total Net Book Value Selected

Total Cost Selected

Total Fair Value Selected

Currency Code USD

Rate Type CRRNT

Financial List

Description

See [Managing Exceptions](#).

## Working with Actions

Access the Action tab on the Manage Assets Not Reporting page.

This example illustrates the fields and controls on the Manage Assets Not Reporting page: Action tab. You can find definitions for the fields and controls later on this page.

### Manage Assets Not Reporting

Search

☒ Select All
☐ Clear All

Action

Assets Not Reporting

[Personalize](#) | [Find](#) | [View All](#) | |

First 1-10 of 57 Last

[Machine Information](#) | [Responsible Party](#) | [Location Information](#) | **Action** |

	Select	Inventory Age	Serial ID	Financial Asset	Action	Preview Email
1	<input checked="" type="checkbox"/>	3,6,9 WEEKS	00C0D010401F	<input checked="" type="checkbox"/>	Email Custodian's manager	<a href="#">Preview Email</a>
2	<input checked="" type="checkbox"/>	3,6,9 WEEKS	1920487407	<input type="checkbox"/>	Email Custodian's manager	<a href="#">Preview Email</a>
3	<input type="checkbox"/>	3,6,9 WEEKS	1920684859	<input type="checkbox"/>		
4	<input type="checkbox"/>	3,6,9 WEEKS	1J1CJMWZM276	<input checked="" type="checkbox"/>		
5	<input type="checkbox"/>	3,6,9 WEEKS	1J23JMWZT2L6	<input checked="" type="checkbox"/>		
6	<input type="checkbox"/>	3,6,9 WEEKS	2UA403P15R	<input checked="" type="checkbox"/>		
7	<input checked="" type="checkbox"/>	3,6,9 WEEKS	34NNG21	<input checked="" type="checkbox"/>	Email Custodian's manager	<a href="#">Preview Email</a>
8	<input type="checkbox"/>	3,6,9 WEEKS	3HLD051	<input checked="" type="checkbox"/>		
9	<input type="checkbox"/>	3,6,9 WEEKS	3J13FMPZDM58	<input checked="" type="checkbox"/>		
10	<input type="checkbox"/>	3,6,9 WEEKS	3J13FMPZDM5F	<input checked="" type="checkbox"/>		

☒ Select All
☐ Clear All

Field or Control	Description
<b>Financial Asset</b>	This field indicates if an asset is a financial asset. If the asset is marked as a financial asset, the <i>Retire a Non-Financial Asset</i> action is not available. If the asset is not a financial asset, the <i>Route to Finance</i> action is not available. This prevents users from trying to retire a financial asset or routing a nonfinancial asset to the Finance department through workflow.
<b>Action</b>	<p>When you select an action that sends an email, the system displays the <b>Preview Email</b> link. Click this link to view the email content.</p> <p>When you select <i>Retire a Non-Financial Asset</i>, the <b>Retirement Type</b> and <b>Reference Code</b> fields become visible for entry, as does the Retirement Comments tab.</p>
<b>Preview Email</b>	This column is displayed with links when an email action is selected. Click the link to preview the email content.
<b>Retirement Type</b>	Select a retirement type. Values are: <i>Abandoned</i> , <i>Auto-Ret</i> , <i>Cannibal</i> , <i>Casualty</i> , <i>Disappear</i> , <i>Donated</i> , <i>Inventory</i> , <i>Like Kind</i> , <i>Missing</i> , <i>Sale</i> , <i>Scrap</i> , <i>Theft</i> , and <i>Trade-In</i> .

<b>Field or Control</b>	<b>Description</b>
<b>Reference Code</b>	Enter a reference code for the retirement, if applicable.

## Adding Retirement Comments

Access the Retirement Comments tab on the Manage Assets Not Reporting page.

The Retirement Comments page is available only if *Retire a Non-Financial Asset* is selected on the Action page.

This example illustrates the fields and controls on the Manage Assets Not Reporting page: Retirement Comments tab. You can find definitions for the fields and controls later on this page.

### Manage Assets Not Reporting

☒ Select All
 ☐ Clear All
 Action: Retire a Non-Financial Asset Apply

Assets Not Reporting

Personalize | Find | View All |

First 1-10 of 57 Last

Machine Information

Responsible Party

Location Information

Action

Retirement Comments

	Select	Inventory Age	Serial ID	Comments
1	<input checked="" type="checkbox"/>	3,6,9 WEEKS	00C0D010401F	
2	<input checked="" type="checkbox"/>	3,6,9 WEEKS	1920487407	<input type="text"/>
3	<input type="checkbox"/>	3,6,9 WEEKS	1920684859	
4	<input type="checkbox"/>	3,6,9 WEEKS	1J1CJMWZM276	
5	<input type="checkbox"/>	3,6,9 WEEKS	1J23JMWZT2L6	
6	<input type="checkbox"/>	3,6,9 WEEKS	2UA403P15R	
7	<input type="checkbox"/>	3,6,9 WEEKS	34NNG21	
8	<input type="checkbox"/>	3,6,9 WEEKS	3HLD051	
9	<input type="checkbox"/>	3,6,9 WEEKS	3J13FMPZDM58	
10	<input type="checkbox"/>	3,6,9 WEEKS	3J13FMPZDM5F	

☒ Select All
 ☐ Clear All

Submit Actions
Ignore Exceptions

<b>Field or Control</b>	<b>Description</b>
<b>Apply</b>	<p>Click to apply the selected action to each row that is selected in the grid. The system intelligently applies actions to assets based off of the financial status of the asset and the financial implication of the action selected for application. For example, <i>Retire a Non-Financial Asset</i> will not be applied to a financial asset.</p> <hr/> <p><b>Note:</b> The <b>Submit Actions</b> button must be invoked in order to execute the actions that are associated with each line in the grid.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Submit Actions</b>	Click to submit all selected assets' actions.  <b>Note:</b> This action saves the changes.
<b>Ignore Exceptions</b>	Click to ignore exceptions for selected assets.  <b>Warning!</b> You should not select to ignore software exceptions. If the software exceptions are ignored, it could present you with a lower count of the licenses that you have distributed, thereby subjecting you to potential license compliance issues.

Add retirement specific comments for any assets that are being retired.

## Managing Ignored Exceptions

This topic provides an overview of ignored exceptions and discusses how to manage ignored exceptions.

### Pages Used to Manage Ignored Exceptions

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Ignore Exceptions Page</a>	IT_IGN_SEL	Select exceptions from the Manage Exceptions component or from the Assets Not Reporting component for which to ignore exception processing.
<a href="#">View Ignored Exceptions Page</a>	IT_IGN_INQ	Review ignored exceptions, modify the expiration and begin dates or remove ignored exceptions from the ignore list for inclusion in routine exception processing.

### Understanding Ignored Exceptions

ITAM provides the option to ignore exceptions for a specified time to lessen the workload and place focus on those exceptions that need more immediate attention. For example, a financial asset manager may not want to continue to see exceptions that require their attention while they are on vacation. Additionally, some exceptions may not have a high priority, especially at implementation time. Those asset exceptions can be ignored, placed on an "ignore list" until a given date, at which time they are dropped from the ignore list and returned to the regular presentation of exceptions. This option is available for exceptions that are generated from Inventory Exceptions (Manage Exceptions page) as well as Assets Not Reporting.

**Warning!** You should not ignore software exceptions. If the software exceptions are ignored, it could present you with a lower count of the licenses that you have distributed, thereby subjecting you to potential license compliance issues.

Ignore Exceptions Page

Use the Ignore Exceptions page (IT\_IGN\_SEL) to select exceptions from the Manage Exceptions component or from the Assets Not Reporting component for which to ignore exception processing.

Navigation:

Click the **Ignore Exceptions** button from either the Manage Exceptions page or the Assets Not Reporting page.

This example illustrates the fields and controls on the Ignore Exceptions page. You can find definitions for the fields and controls later on this page.

Ignore Exceptions

Expiration Date

☒ Select All ☐ Clear All

Exceptions to Ignore

Personalize | Find | View All | First 1-3 of 3 Last

	Select	Begin Date	Expiration Date	Serial ID	ARM Manufacturer	ARM Model	Custodian EmpID	Log
1	<input type="checkbox"/>	01/09/2014	01/10/2014	1920487407	SUN	SPARCstation-20	KUTZ486	
2	<input type="checkbox"/>	01/09/2014	01/15/2014	1920684859	SUN	SPARCstation-20	KUTZ487	
3	<input type="checkbox"/>	01/09/2014	01/22/2014	1J23JMWZT2L6	Compaq	Evo N400c	KUTZ499	

☒ Select All ☐ Clear All

Added By VP1

**Note:** When the Ignore Exceptions page is launched from Manage Exceptions, the page displays the selected asset or assets and associated rules for the exception. You can choose which asset/rule combinations to ignore. When the Ignore Exceptions page is launched from Assets Not Reporting, the page displays the selected assets.

**Warning!** You should not select to ignore software exceptions. If the software exceptions are ignored, it could present you with a lower count of the licenses that you have distributed, thereby subjecting you to potential license compliance issues.

Field or Control	Description
Expiration Date and Set button	Enter the date with which you want to populate the <b>Expiration Date</b> for the selected assets or rules and click the <b>Set</b> button;
Select	Select the check box for the asset or asset/rule combinations that you want to add to the ignore list or that you want to set the Expiration Date.

<b>Field or Control</b>	<b>Description</b>
<b>Begin Date</b>	Enter the date that you want the selected exceptions to be added to the ignore list. The default value is the current date. If you blank out the begin date, the system will still populate the begin date with today.
<b>Expiration Date</b> (row level)	Enter the date that you want the selected exceptions to be removed from the ignore list. The ignored exceptions are then returned to the regular presentation of exceptions for processing on the expiration date.
<b>Custodian EmplID</b>	Click this link to access the Custodian Information page for custodian details.
<b>Log</b>	Click the <b>Log</b> icon to access the Asset Comment page. Include any relevant comments, such as the reason this exception is added to the ignore list. Comments that are saved using this page can be viewed from the View Asset Log page (IT Asset Management, Asset Discovery and Validation, View Asset Log.)  See <a href="#">Working with the Asset Log</a> .

## View Ignored Exceptions Page

Use the View Ignored Exceptions page (IT\_IGN\_INQ) to review ignored exceptions, modify the expiration and begin dates or remove ignored exceptions from the ignore list for inclusion in routine exception processing.

Navigation:

**IT Asset Management > Asset Discovery and Validation > View Ignored Exceptions**

Search for ignored exceptions by entering search criteria or leave the criteria blank to retrieve all of the exceptions that are on the ignore list.

This example illustrates the fields and controls on the Ignore Exception Inquiry - Detail page. You can find definitions for the fields and controls later on this page.

**Ignore Exception Inquiry**

**Search**

Use Saved Search

[Save Search Criteria](#) [Delete Saved Search](#)

Serial ID =

Business Unit =

Asset ID =

ITAM Source =

Manufacturer Name =

Custodian EmpID =

Expiration Date =

Last Updated By =

**Search Results**

**Ignore Exceptions** [Personalize](#) | [Find](#) | [View All](#) | [Print](#) | [Refresh](#) First 3-5 of 5 Last

**Detail** | **Device Data** | [PDF](#)

Serial ID	ITAM Source	Rule Description	Begin Date	Expiration Date	Last Updated	Last Updated By	Log	
3 3J13FMPZDM5F	Manage Exceptions	Model Differ	08/20/2005	12/31/2011	08/20/09 9:29AM	TKENDALL		
4 2009802911	Manage Exceptions	Asset not in Discovery	08/27/2005	12/31/2011	08/27/09 1:35PM	TKENDALL		
5 1920379990	Manage Exceptions	Asset not in Discovery	01/09/2014	01/10/2014	01/09/14 9:12PM	VP1		

Field or Control	Description
<b>Search</b>	Click to access the Ignored Exceptions - Detail based on the search criteria you enter on the Ignore Exceptions Inquiry.

## Ignored Exceptions - Detail

Field or Control	Description
<b>Serial ID</b>	Click to access the Printable View of Asset page.
<b>ITAM Source</b>	Displays the source component where the exception occurred and was added to the ignore list: from Manage Exceptions or from Assets Not Reporting.
<b>Rule Description</b>	Displays the rule that was ignored. This appears from Manage Exceptions only and is blank for Assets Not Reporting.
<b>Begin Date</b> and <b>Expiration Date</b>	Modify the begin date and expiration date for the ignored exceptions.



<b>Field or Control</b>	<b>Description</b>
<b>Log</b>	Click the <b>Log</b> icon to access the Asset Comment page. Include any relevant comments, such as the reason for modification of this exception. Comments that are saved using this page can be viewed from the View Asset Log page (IT Asset Management, Asset Discovery and Validation, View Asset Log.)  See <a href="#">Working with the Asset Log</a> .

## Ignored Exceptions - Device Data

View device details for ignored exceptions: business unit, asset ID, manufacturer name, device model and custodian employee ID. Click the **Custodian Empl ID** link to access custodian detail.

This example illustrates the fields and controls on the Ignore Exceptions Inquiry - Device Data page.

Search Results

Ignore Exceptions

Personalize | Find | View All | First 3-5 of 5 Last

Detail

Device Data

Business Unit	Asset Identification	Manufacturer Name	Model	Custodian EmplID	
3 US001	ITZ108	Compaq	Armada M700	KUTZ489	
4 US001	ITZ200	Hewlett-Packard	HP9000	KUTZ490	
5 US001	ITZ205	SUN	SPARCstation-20	KUTZ485	

Save

## Viewing Action Errors

This topic provides an overview of action errors and discusses how to review action errors.

## Page Used to View Action Errors

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">View Action Errors Page</a>	IT_ACTN_ERR	View action errors created during exception or non-reporting asset processing.

## Understanding Action Errors

When you work with exceptions and assets not reporting, you select actions to perform on specific assets.

Actions that cannot be executed are stored so that information that is missing can be corrected. Actions that are prerequisites for other actions may need to be executed first, and therefore, may generate errors. If an action fails for any reason during either online or batch processing, the transaction is added to the error table.

## View Action Errors Page

Use the Business Rule tab on the View Action Errors page(IT\_ACTN\_ERR) to view action errors created during exception or non-reporting asset processing.

Navigation:

**IT Asset Management > Asset Discovery and Validation > View Action Errors > View Action Errors**

This example illustrates the fields and controls on the View Action Errors - Business Rule page. You can find definitions for the fields and controls later on this page.

### View Action Errors

Error Source [Manage Exceptions](#)

User ID [VP1](#)

Error Code

[Search](#) [Purge](#)

Action Errors				Personalize	Find	View All	First	1-2 of 71	Last	
Business Rule				Error Detail						
Serial ID	Date/Time Stamp	Rule ID	Action							
1 0000000000001	01/09/14 10:42:01PM	Serial ID-ARM	Update ARM							
2 109RMP2AY	01/09/14 10:42:01PM	Serial ID-ARM	Update ARM							

**Note:** The **Rule ID** and **Action** columns are not displayed for non-reporting asset errors.

Field or Control	Description
<b>Error Code</b>	<p>You can refine your search to display specific error codes. Error codes are available in the drop-down list. Values are:</p> <p><i>Business Unit in another SetID</i></p> <p><i>Component Interface Failed</i></p> <p><i>Duplicate Serial Number</i></p> <p><i>Financial Asset Retirement</i></p> <p><i>New Serial Number not provided</i></p> <p><i>No Email Address</i></p> <p><i>No Employee ID</i></p> <p><i>Route Non-Financial Asset</i></p> <p><i>Worklist Creation Failed</i></p> <p>Error codes are specific to the asset source.</p>

<i>Field or Control</i>	<i>Description</i>
<b>Purge</b>	Because Manage Exception cleans up the asset errors when any action is executed for that asset, the only time that there will be rows remaining for an asset are when the asset had a previous error, and then on a subsequent reconciliation was found to have broken no rules. For assets not reporting, you will need to select the rows to purge since the actions are not rule based.

## View Action Errors — Error Detail Page

Use the View Action Errors page (IT\_ACTN\_ERR) to view action errors created during exception or non-reporting asset processing.

Navigation:

**IT Asset Management > Asset Discovery and Validation > View Action Errors > View Action Errors**

Review the details of the error.

This example illustrates the fields and controls on the View Action Errors - Error Detail page.

**View Action Errors**

Error Source: Manage Exceptions

User ID: VP1

Error Code:

**Action Errors** Personalize | Find | View All |  First 1-2 of 71 Last

Serial ID	Error Detail
1 000000000001	The asset was selected for a serial number update, but no new serial number was provided.
2 109RMP2AY	The asset was selected for a serial number update, but no new serial number was provided.

## Viewing the Action Log

This topic provides an overview of the action log and discusses how to review action history.

## Page Used to View the Action Log

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<u>Action Log Inquiry Page</u>	IT_ACTN_INQ	Review a comprehensive history of actions executed from Manage Exceptions and Assets Not Reporting.

## Understanding the Action Log

The Action Log provides a comprehensive audit trail for actions that are executed in the system from Manage Exceptions and Assets Not Reporting. The Action Log is an inquiry-only page that supports review of historical actions that cannot be modified. Actions that complete successfully will be stored in the Action Log. Actions that end completely in error will not be added to the action log. It is possible, however, for an action to end in success and failure. For example, when an action attempts to email more than one person, if one person has an email defined and one does not, then part of the actions completes, while part does not. In that case, a row would exist in the error log as well as the action log.

## Action Log Inquiry Page

Use the Action Log Inquiry page (IT\_ACTN\_INQ) to review a comprehensive history of actions executed from Manage Exceptions and Assets Not Reporting.

Navigation:

**IT Asset Management > Asset Discovery and Validation > View Action Log > Action Log Inquiry**

This example illustrates the fields and controls on the Action Log Inquiry page. You can find definitions for the fields and controls later on this page.

The screenshot displays the 'Action Log Inquiry' page. At the top, there is a 'Search' section with a 'Use Saved Search' dropdown and a search icon. Below this are links for 'Save Search Criteria' and 'Delete Saved Search'. The main search area contains several filters: 'Serial ID', 'ITAM Source', 'Business Unit', 'Asset ID', 'Executed By', 'Processed On', and 'Rule Action'. Each filter has a dropdown menu and a search icon. Below the filters are 'Search' and 'Clear' buttons. The 'Search Results' section shows a table of results. The table has columns for 'Serial ID', 'Business Unit', 'Asset Identification', 'Tag Number', 'ITAM Source', 'Rule Description', and 'Rule Action'. The first row of data shows '15XKDW31' for Serial ID, 'Manage Exceptions' for ITAM Source, 'Asset not in ARM' for Rule Description, and 'Route to Role' for Rule Action. There are also links for 'Personalize', 'Find', 'View All', and pagination controls showing 'First 1 of 1 Last'. A 'Notify' button is located at the bottom left.

Serial ID	Business Unit	Asset Identification	Tag Number	ITAM Source	Rule Description	Rule Action
15XKDW31				Manage Exceptions	Asset not in ARM	Route to Role

<b>Field or Control</b>	<b>Description</b>
<b>Serial ID</b>	Click the <b>Serial ID</b> link to access the Printable view of Asset page.
<b>Log</b>	Click the <b>Log</b> icon to access the Asset Comment page. Enter relevant details. You can view these comments from the View Asset Log page.

## Managing Financial Lists

This topic discusses how to manage financial lists.

### Pages Used to Manage Financial Lists

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Financial List Inquiry Page</a>	IT_FIA_INQ	Retrieve and update existing financial lists that were created from either Manage Exceptions or Manage Assets Not Reporting.
<a href="#">Financial List Archive Page</a>	IT_FIA_ARCH	Retrieve archived financial lists for review.

### Financial List Inquiry Page

Use the Financial List Inquiry page (IT\_FIA\_INQ) to retrieve and update existing financial lists that were created from either Manage Exceptions or Manage Assets Not Reporting.

Navigation:

**IT Asset Management > Financials and Leases > Financial List Inquiry**

The Financial list inquiry page is designed primarily to allow financial managers access to the financial lists without the need for security setup to ITAM pages. Managers are able to deselect assets from the list as well as retire assets on a line by line basis.

This example illustrates the fields and controls on the Financial List Inquiry page (1 of 2).

Financial List Inquiry

Financial List:SEPT09

ITAM Source:Assets Not Reporting

Last Saved By:DVP1

Last Saved:09/24/09 8:59PM

Description:Sept09

Created By:DVP1

Last Updated By:

Last Update:

☒ Select All

☐ Clear All

Assets

Customize | Find | View All | 1-10 of 26 | Last

Select	Serial ID	Business Unit	Asset Identification	Net Book Value	Cost	Fair Value	Routed	Action	Log
1 <input checked="" type="checkbox"/>	00C0D010401F	US001	ITZ132		2750.000	750.000	<input type="checkbox"/>	<a href="#">Retire</a>	
2 <input checked="" type="checkbox"/>	34NNG21	US001	ITZ129		2750.000		<input type="checkbox"/>	<a href="#">Retire</a>	
3 <input checked="" type="checkbox"/>	3M24221	US001	ITZ169	2000.000	2000.000		<input type="checkbox"/>	<a href="#">Retire</a>	
4 <input checked="" type="checkbox"/>	406YD21	US001	ITZ133		2750.000	900.000	<input type="checkbox"/>	<a href="#">Retire</a>	
5 <input checked="" type="checkbox"/>	4FHLLF11	US001	ITZ154		2750.000		<input type="checkbox"/>	<a href="#">Retire</a>	
6 <input checked="" type="checkbox"/>	583CX41	US001	ITZ 131	2000.000	2000.000		<input type="checkbox"/>	<a href="#">Retire</a>	
7 <input checked="" type="checkbox"/>	5TY2J11	US001	ITZ144		2750.000	900.000	<input type="checkbox"/>	<a href="#">Retire</a>	
8 <input checked="" type="checkbox"/>	6RR7M21	US001	ITZ136		2750.000		<input type="checkbox"/>	<a href="#">Retire</a>	
9 <input checked="" type="checkbox"/>	6VFRM21	US001	ITZ134		2910.000		<input type="checkbox"/>	<a href="#">Retire</a>	
10 <input checked="" type="checkbox"/>	7C73M41	US001	ITZ150		2950.000		<input type="checkbox"/>	<a href="#">Retire</a>	

☒ Select All

☐ Clear All

This example illustrates the fields and controls on the Financial List Inquiry (2 of 2). You can find definitions for the fields and controls later on this page.

Financial Impact

Total Net Book Value Selected4000.000

Total Cost Selected65325.000

Total Fair Value Selected8700.000

Currency CodeUSD

Rate TypeSPOT

Financial ListSEPT09

DescriptionSept09

Update Totals

Save

Send to worklist

Archive

Field or Control	Description
Routed	Indicates that the asset has already been sent to a worklist in an action either in Manage Exceptions or in Manage Assets Not Reporting or from the current context.
Retire	Click this link to initiate direct retirement of an asset from the Asset Repository. You are transferred to the Retire Assets page. One the retirement is complete, upon returning to the financial list, the retired asset is unavailable for further action.
Send to Worklist	Delegate selections to an existing PeopleTools Finance worklist.

Financial List Archive Page

Use the Financial List Archive page (IT\_FIA\_ARCH) to retrieve archived financial lists for review.

Navigation:

IT Asset Management > Financials and Leases > Financial List Archive

Retrieve archived financial lists for review.

This example illustrates the fields and controls on the Financial List Archive page.

Financial List Archive

Financial List:

ANR

ITAM Source

Assets Not Reporting

Archived By

VP1

Archived

06/05/06 10:52AM

Description


Assets Not Reporting



Created By

VP1

Last Updated By

Last Update

Customize | Find | View All | 

First  1-10 of 10  Last

	Serial ID	Business Unit	Asset Identification
1	00C0D010401F	US001	ITZ132
2	1J23JMWZT2L6	US001	ITZ112
3	1J28KVBZJ21D	US001	ITZ118
4	34NNG21	US001	ITZ129
5	3J13FMPZDM58	US001	ITZ105
6	3J13FMPZDM5F	US001	ITZ108
7	3J22KBSZM042	US001	ITZ106
8	406YD21	US001	ITZ133
9	4FHLEF11	US001	ITZ154
10	5TY2J11	US001	ITZ144

Working with the Asset Log

This topic discusses how to work with the asset log.

Page Used to Work with the Asset Log

Page Name	Definition Name	Usage
<a href="#">View Asset Log Page</a>	IT_ASSET_LOG	Review the comments that have been added from Manage Exceptions, Assets Not Reporting, Ignored Exceptions or Ignore Exceptions Inquiry.

## View Asset Log Page

Use the View Asset Log page (IT\_ASSET\_LOG) to review the comments that have been added from Manage Exceptions, Assets Not Reporting, Ignored Exceptions or Ignore Exceptions Inquiry.

Navigation:

**IT Asset Management > Asset Discovery and Validation > View Asset Log > View Asset Log**

This example illustrates the fields and controls on the View Asset Log page (1 of 2).

### View Asset Log

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Business Unit:

=

US001

Asset Identification:

begins with

ITZ108

Serial ID:

begins with

3J13FMPZDM5F

Search

Clear

Basic Search

Save Search Criteria

### Search Results

View All First 1 of 1 Last

Business Unit	Asset Identification	Serial ID
US001	ITZ108	3J13FMPZDM5F

Search for ITAM actions performed on an asset by business unit, asset ID or serial ID.

This example illustrates the fields and controls on the View Asset Log page (2 of 2).

### View Asset Log

Business Unit US001

Asset ID ITZ108

Compaq Armada M700

Serial ID 3J13FMPZDM5F

Tag

In Service

View Asset Log

Personalize | Find | View All |

First 1 of 1 Last

Date/Time	Name	Comment
1 08/20/09 9:32:14AM	Kendall,Thomas	Comment



## Chapter 9

# Using Inventory for IT Assets

## Adding and Maintaining Assets

This topic provides an overview of adding and maintaining assets and discusses how to add asset information, add IT asset related information, use ExpressAdd, print an asset view, view the asset component hierarchy, and use workflow when adding an asset.

### Pages Used to Add and Maintain Assets

<i><b>Page Name</b></i>	<i><b>Definition Name</b></i>	<i><b>Usage</b></i>
<u>General Information Page</u>	ASSET_GENERAL_01	Add and maintain hardware or software assets.
<u>Operation/Maintenance Page</u>	ASSET_GENERAL_02	Add or update IT asset-related information.
<u>Definition Page</u>	ASSET_LEASE_01	Create capital or operating leases with appropriate payment and depreciation schedules.
<u>Printable view of Asset Page</u>	AM_LOOKUP_PRINT	Print basic asset information.
<u>Asset Component Hierarchy Page</u>	AM_HGRID	View asset hierarchy in a grid. Move assets within the asset hierarchy.
<u>Add Asset Page</u>	AM_ADD_E_LINK_WL	Approve or deny a request from Manage Exceptions to add an asset, identified on the worklist as Worked by Activity AM_RTF_ADD_BASIC and specified in a link described as <b>Asset added from Manage Exceptions, Route to Finance</b> .

### Understanding Adding and Maintaining Assets

The PeopleSoft Asset Management application is used to add and maintain all assets, including IT assets. When you are adding IT assets on the General Information page, select an asset type of *Hardware* or *Software* and select the appropriate subtype. For hardware assets to be processed through the Compare Asset Repositories process and metrics, select the In Physical Use check box. Assets that are designated to be in physical use are tracked in ITAM irrespective of financial status.

See [Understanding the Compare Asset Repositories Process](#).

See “General Information Page” (PeopleSoft Asset Management).

On the Operation/Maintenance page, you can enter an Internet Protocol (IP) address and add additional information in user-defined fields. Additionally, IT Hardware assets are required to have a serial number. Provide the serial number for the asset on the Operations/Maintenance tab.

Software assets have a SKU that must be populated. You can do this in the Basic Add component for individual assets. You can add the SKU to the Item master so that when the assets are acquired through PO/AP integration, they automatically inherit the SKU from the Item master.

See “Understanding Adding and Maintaining Assets” (PeopleSoft Asset Management).

## General Information Page

Use the General Information page (ASSET\_GENERAL\_01) to add and maintain hardware or software assets.

Navigation:

**Asset Management > Asset Transactions > Owned Assets > Basic Add > General Information**

---

**Note:** You should enter an asset subtype and select the In Physical Use check box for each IT hardware asset, if applicable. Assets without subtypes supersede IT role access are viewable by all users.

---

See “Understanding Adding and Maintaining Assets” (PeopleSoft Asset Management).

## Operation/Maintenance Page

Use the Operation/Maintenance page (ASSET\_GENERAL\_02) to add or update IT asset-related information.

Navigation:

**Asset Management > Asset Transactions > Owned Assets > Basic Add > Operation/Maintenance**

This example illustrates the fields and controls on the Operation/Maintenance page.

General InformationOperation/MaintenanceAsset InformationAsset Acquisition DetailLocation/Comments/AttributesManufacture/License/Custodian

Unit US001Asset ID 000000000001SOLARIS WORKSTATIONTagIn Service

Asset Structure

Asset Type IT HardwareClustered AssetAsset SubtypeComponent ofWork Order Options for Components

Asset Resource Information

SchedulableCharge Back DefaultWO UnitShopCrewAllow OverbookingUse As Tool

Other Information

Hazardous AssetNon-Owned AssetReplacement AssetAsset is AvailableLinear AssetHazardous Code Info...Asset IDContactPhone #

Manufacturer Information

Serial ID000000000001Mfg IDModelVersionMore Manufacturer Info...

Maintenance Information

RepairableRepair Status NoneParts ListWO LocationCriticality 02MediumOffline

IT Asset Related information

IP AddressCPU1

**Note:** IT Hardware assets are required to have a Serial ID.

IT Asset Related Information

The fields in the **IT Asset Related Information** group box are available only if you select an asset type of *Hardware* or *Software* on the General Information page.

Field or Control	Description
IP Address	Enter an IP address, if applicable.
CPU	<p>Enter the number of CPUs that an IT hardware device has installed, physical and/or virtual. When the CPU field value is updated in Basic Add, if the asset IT Subtype is <i>Authorize Software by Device</i>, for any Software Device Group of which the asset is a member (when the current effective row has an active status), a new row with the updated CPU value is inserted into the Software Device Group definition. The CPU value is also the source for the Declared Device Licenses. For any asset that is not overridden, the change in the CPU value is used in calculating the consumption of licenses for the asset software combination.</p> <p>See <a href="#">Defining Software Device Groups</a>.</p>

Definition Page

Use the Definition page (ASSET\_LEASE\_01) to create capital or operating leases with appropriate payment and depreciation schedules.

Navigation:

**Asset Management > Asset Transactions > Leased Assets > Express Add > Definition**

See “Adding Assets with the Asset ExpressAdd Component” (PeopleSoft Asset Management).

## Printable view of Asset Page

Use the Printable view of Asset page (AM\_LOOKUP\_PRINT) to print basic asset information.

Navigation:

**Asset Management > Print an Asset**

See “Printing Asset Information” (PeopleSoft Asset Management).

## Asset Component Hierarchy Page

Use the Asset Component Hierarchy page (AM\_HGRID) to view asset hierarchy in a grid.

Navigation:

**Asset Management > Asset Transactions > Owned Assets > View Component Hierarchy**

See “Viewing and Managing the Component Asset Hierarchy” (PeopleSoft Asset Management).

## Add Asset Page

Use the Add Asset page (AM\_ADD\_E\_LINK\_WL) to approve or deny a request from Manage Exceptions to add an asset, identified on the worklist as Worked by Activity AM\_RTF\_ADD\_BASIC and specified in a link described as Asset added from Manage Exceptions, Route to Finance.

Navigation:

**Worklist > Worklist**

Use this interim page to add additional information about the asset prior to adding it. Use the **EmplID** link to view basic employee information.

When you have verified that the asset values are correct, click the **Add Asset** link. This transfers you to the Basic Add component in PeopleSoft Asset Management. If the asset has already been added prior to accessing this page, the Asset ID appears only; the Add Asset link changes to Capitalize Asset. Clicking the link transports you to the Basic Add pages in PeopleSoft Asset Management for capitalization. If the asset is in the Transaction Loader process, the page appears only and a Hold check box appears. The asset must be completely loaded before you attempt to capitalize the asset (or add) through workflow.

To deny the workflow, click **Deny** and provide a reason for the denial.

## Working with Hardware Inventory

This topic provides an overview of hardware inventory and discusses how to work with hardware inventory.

### Page Used to Work with Hardware Inventory

<i>Page Name</i>	<i>Definition Name</i>	<i>Usage</i>
<u>Hardware Inventory — Assets Page</u>	IT_HRDWR_DTL	View assets that are found in the third-party inventory database, the asset repository, or both.

### Understanding Hardware Inventory

PeopleSoft IT Asset Management monitors constantly changing IT assets in the field to ensure that financially significant changes to those assets are actually on the books. Hardware inventory is a simple metric: the count of all IT hardware, by subtype, that appears in the third-party inventory database and asset repository. It also provides a summary count of IT hardware (that is in physical use) that appears in one database but not the other.

PeopleSoft ITAM provides hardware inventory metrics that you can access through the IT Portal. Users can see a summary-level report on their dashboard, and then can drill down to detail information by accessing the Hardware Inventory Detail page. You can view a detailed list of the assets, or click a serial ID (where the asset exists in the repository) to get a printable view of a single asset.

PeopleSoft ITAM provides hardware inventory metrics that you can access through the IT Portal. You can see a summary report.

#### Related Links

“Hardware Inventory Pagelet” (PeopleSoft Financials, ESA, ALM, and SCM Portal Packs)

### Hardware Inventory — Assets Page

Use the Assets page (IT\_HRDWR\_DTL) to view assets that are found in the third-party inventory database, the asset repository, or both.

Navigation:

**IT Asset Management > Inventory Views > Hardware Inventory > Assets**

This example illustrates the fields and controls on the Hardware Inventory page. You can find definitions for the fields and controls later on this page.

### Hardware Inventory

Search

Use Saved Search

Save Search Criteria

Delete Saved Search

IT Subtype

=

LAPTOP

Serial Number

=

Business Unit

=

Department

=

Employee ID

=

Location Code

=

QUEBEC

Manufacturer ID

=

HP

Model

=

Source Database

=

Search

Clear

Assets

Personalize | Find | View All | 1-2 of 2 | First | 1-2 of 2 | Last

Serial ID	Manufacturer ID	Model	Empl ID	Department	Location	Source DB
<a href="#">2UA403P15R</a>	HP	HP Compaq nc6000	<a href="#">KUTZ494</a>		QUEBEC	Both
<a href="#">CNU4140CY9</a>	HP	HP d330 ST(DC581AV)	<a href="#">SP110</a>		QUEBEC	Both

Field or Control	Description
<b>Serial ID</b>	<p>Displays the unique serial ID of the device (in physical use). Click the link to access the Printable view of Asset page.</p> <hr/> <p><b>Note:</b> No link appears if the grid displays hardware inventory in the third-party inventory database.</p> <hr/> <p><b>Note:</b> Run the delivered query, AM_IT_ASSETS_SERIAL_ID to detect duplicate and blank Serial IDs.</p> <hr/> <p>See <a href="#">Running Delivered Queries for Comparison to the Asset Repository</a>.</p>
<b>Empl ID</b>	<p>Displays the custodian's employee ID. Click the link to access the Employee Detail page providing employee name, email address and phone number.</p>
<b>Source DB</b>	<p>Displays whether the asset was found in the third-party inventory database, the asset repository, or both.</p>

## Working with Progress Reports

This section discusses how to work with progress reports.

## Pages Used to Work with Progress Reports

<i><b>Page Name</b></i>	<i><b>Definition Name</b></i>	<i><b>Usage</b></i>
Add/Update Progress Report page	IT_PRGS_TMPL	Create or update a progress report template to define selection criteria and group progress report details by business unit, department or location
Progress Report page	IT_PRGS_RUN	Run the progress report.
Progress Report Detail page	IT_PRGS_DTL	View progress report details including report parameters, serial ID, IT Subtype, model, custodian name and employee ID, as well as the IP address from third party.

## Understanding Progress Reports

The Progress Report displays details for the Hardware or Software Progress Reports metric. The Progress Report Details page is accessible from the ITAM menu or from the Hardware or Software Progress Report metrics pagelets.

---

**Note:** Only those hardware assets that are in physical use are analyzed (processed via the progress report.)

---

To create progress reports:

1. Create or edit a progress report template to group the results by business unit, department or location and define the selection criteria.
2. Run the progress report.
3. View progress report details.

---

## Working with Software License Inventory

This topic discusses how to work with software license inventory.

## Page Used to Work with the Software License Inventory

<i><b>Page Name</b></i>	<i><b>Definition Name</b></i>	<i><b>Usage</b></i>
<u>Software License Inventory Page</u>	IT_SFTWR_ASTQTY	View the number of licenses for specific software titles.

## Software License Inventory Page

Use the Software License Inventory page (IT\_SFTWR\_ASTQTY) to view the number of licenses for specific software titles.

Navigation:

**IT Asset Management > Inventory Views > Software License Inventory > Software License Inventory**

This example illustrates the fields and controls on the Software License Inventory page. You can find definitions for the fields and controls later on this page.

Software License Inventory		
Software Title Adobe Photoshop		Total Number of Licenses 250
Software License Inventory		Personalize   Find   View All     First 1-4 of 5 Last
Business Unit	Asset Identification	Number of Licenses
1 US001	000000000099	50
2 US001	000000000100	50
3 US001	ITZ00000110	50
4 US001	ITZ00001001	50

Field or Control	Description
<b>Asset Identification</b>	Displays the Asset ID that is associated with a specific purchase of licenses that are defined by this software title.
<b>Number of Licenses</b>	Specifies the total count of licenses that are granted in the transaction that is specified under the asset ID. This count is calculated from the Software Attributes page as the product of the quantity (number of units (SKUs) purchased) for the asset and the number of licenses per purchasing unit (SKU).

See [Setting Up Software in the Asset Repository](#).

## Working with Software Inventory

This topic discusses how to work with software inventory.

Use the Software Device Inventory page (IT\_SWGRP\_DTL) to view assets by software device group and the confirmed licenses that are associated with those assets for a specific software title.

Navigation:

**IT Asset Management > Inventory Views > Software Device Inventory > Software Device Inventory**



## Pages Used to Work with Software Inventory

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Discover Software Inventory Page</a>	IT_SFTWR_USER	View software inventory with specific parameters.
Authorize Software License page	IT_SFTWR_USER_AUTH	Authorize employees for access or removal from access to specific software titles.  <a href="#">Discover Software Inventory Page</a>
<a href="#">Software Device Inventory Page</a>	IT_SWGRP_DTL	View assets by software device group and the confirmed licenses that are associated with those assets for a specific software title.

### Related Links

“Software Inventory Monitor Pagelet” (PeopleSoft Financials, ESA, ALM, and SCM Portal Packs)

## Discover Software Inventory Page

Use the Discover Software Inventory page (IT\_SFTWR\_USER) to view software inventory with specific parameters.

Navigation:

**IT Asset Management > Inventory Views > Discovered Software Inventory > Discover Software Inventory**

This example illustrates the fields and controls on the Discover Software Inventory page. You can find definitions for the fields and controls later on this page.

**Discover Software Inventory**

Search

Use Saved Search

[Save Search Criteria](#) [Delete Saved Search](#)

Business Unit =

Software Title =

Department =

Permission Required =

Track Requisition =

Authorized =

Authorization Type =

---

**Employee Authorization** Personalize | Find | View All | | First 1 of 1 Last

	Update Authorization	Empl ID	Software Title	Serial ID	Permission Req	Authorized	Track Req	Total Run Time in Seconds	Software Exception
1	<input type="checkbox"/>	SP101	Adobe Acrobat Professional	3J22KBSZM060	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

☒ Select All ☒ Clear All [Authorize](#)

---

**Device Authorization** Personalize | Find | View All | | First 1 of 1 Last

Serial ID	Group Owner Id	Group Id	Software Title	Counted Licenses	Permission Required	Authorized	Track Requisition	Total Run Time in Seconds
1583CX41	IXHEEE161	DIR	Adobe Acrobat Professional	5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

[Define Software Titles/Users](#) [Add/Update Software Requisition](#)

## Search

Field or Control	Description
<b>Business Unit</b>	Enter the business unit. If you leave this field blank, the search returns all business units that you have access to.
<b>Software Title</b>	Enter the software title to narrow the search. If you leave this field blank, the search returns all software titles.
<b>Department</b>	Enter the department to narrow the search. If you leave this field blank, the search returns all departments that you have access to.
<b>Permission Required</b>	<p><b>Permission Required</b> indicates that the software user must be authorized to install the software title. This option is selected on the Define Software Titles page.</p> <p>Select <i>Yes</i> or <i>No</i>. If you leave this field blank, the search returns all software titles regardless of authorization requirements.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Track Requisition</b>	<p><b>Track Requisition</b> indicates that a count of installed copies of this software will be subtracted from the count of purchased licenses. If the result is a negative number, it appears as a request to create requisitions. This option is selected on the Define Software Titles page.</p> <p>Select <i>Yes</i> or <i>No</i>. If you leave this field blank, the search returns all software titles regardless of tracking requirements.</p>
<b>Authorized</b>	<p>Select <i>Authorized</i> or <i>Unauthorized</i>. If you leave this field blank, the search returns both authorized and unauthorized installations.</p>
<b>Authorization Type</b>	<p>Select to limit the search. Values are:</p> <ul style="list-style-type: none"> <li>• <i>Employee</i>: For retrieval of those devices that use the employee-based authorization model. These assets appear in the <b>Employee Authorization</b> result grid.</li> <li>• <i>Device</i>: For retrieval of those devices that use the serial ID-based authorization model. These assets appear in the <b>Device Authorization</b> result grid.</li> </ul> <hr/> <p><b>Note:</b> If this field is blank, the search returns both device and employee information.</p> <hr/> <p>See <a href="#">Defining Software Device Groups</a>.</p>

## Employee Authorization

<b>Field or Control</b>	<b>Description</b>
<b>Update Authorization</b>	<p>Select the grid row for inclusion. Change the authorization status of selected users to add or remove authorizations without leaving the Discover Software Inventory page. Select the <b>Update Authorization</b> check box for the appropriate employee or employees, and click the <b>Authorize</b> button to update their status.</p> <hr/> <p><b>Note:</b> This column is visible only when the <b>Allow Authorization</b> check box is selected for a given user within User Preferences - IT Asset Management.</p> <hr/>

<b>Field or Control</b>	<b>Description</b>
<b>Empl ID</b>	Click to access employee details about the employee who has installed the software, such as name, employee ID, email address, and telephone number.
<b>Software Title</b>	Click to access a list of all employee groups that are authorized to use this title.
<b>Serial ID</b>	Displays serial ID of the asset.
<b>Permission Req'd</b> (Permission Required)	Displays whether permission is required to install the software.
<b>Authorized</b>	Displays whether this installation is authorized.
<b>Track Req</b> (track requisition)	Displays whether the system tracks installed or acquired licenses of this software and display deficits.
<b>Total Run Time in Seconds</b>	Displays the total time the software has been run by that user on the machine. It is a monthly aggregate. When no monthly value is available, the aggregate value for the previous month is returned for total run time (in all conditions). Total run time is returned only when third-party application metering is installed and reporting application inventory.
<b>Software Exception</b>	Specifies whether the user has installed more copies of an application than authorized or is not authorized to install the application. Delivered values are <i>Over the Limit</i> and <i>Unauthorized Install</i> . This field is blank if <b>Permission Req'd</b> is not selected.
<b>Select All</b> and <b>Clear All</b>	<p>Select to perform mass selection or clearing of all items in the <b>Employee Authorization</b> grid.</p> <hr/> <p><b>Note:</b> These actions are visible only when the <b>Allow Authorization</b> check box is selected for a given user within User Preferences - IT Asset Management.</p> <hr/>

<b>Field or Control</b>	<b>Description</b>
<b>Authorize</b>	<p>Click to update authorization status of the selected employees. This link accesses the Authorize Software License page.</p> <hr/> <p><b>Note:</b> This link is visible only when the <b>Allow Authorization</b> check box is selected for a given user within User Preferences - IT Asset Management.</p> <hr/>
<b>Define Software Titles/Users</b>	Click to add authorizations for software titles. You are directed to the Define Software Titles/Users page.

<b>Field or Control</b>	<b>Description</b>
<b>Add/Update Software Requisition</b>	Click to launch the eProcurement menu and choose between continuing work on a requisition in progress or create a new requisition to obtain software. This opens a new menu to facilitate the software inventory detail. Obtaining software with this approach meets the obligations of some software contracts. If this approach does not meet the conditions of the contract, use the software authorization method.

---

**Note:** All software metrics and related details do *not* use IT Role access.

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## Authorize Software Licenses

Use the Authorize Software License page (IT\_SFTWR\_USER\_AUTH) to authorize employees for access or removal from access to specific software titles.

Navigation:

Click the **Authorize** link from the Discover Software Inventory page.

This example illustrates the fields and controls on the Authorize Software License page. You can find definitions for the fields and controls later on this page.

Authorize Software License

Action Settings

☒ Add to Employee Group

☐ Add Employee Authorization

☐ Remove Employee Authorization

☐ Remove Group Authorization

☐ Remove all Authorizations

Adding an employee to an Employee Group definition adds that employee to every software title authorized for that group.  
"Add employee authorizations" grants one license for the title(s) on the selected line(s).  
"Remove employee authorizations" inactivates every authorization for the emplid to the title (s) on the selected line(s).  
"Remove group authorizations" inactivates the employee from every employee group associated with the title(s) on the selected line(s).  
"Remove all authorizations" combines the other 2 removals.

Update Authorizations

Employee Groups

Close

Field or Control	Description
Update Authorizations	Depending on the group option selected, the Update Authorizations action adds an active or inactive effective-dated row for Employee or Employee Group as the text on the page indicates for each option.

See [Creating Employee Groups](#).

See [Define Software Titles/Users Page](#).

Device Authorization

This grid displays the devices that use the Serial ID-based software license model instead of the Employee-based model. The devices that use the employee-based software license model are displayed in the first grid of the Discover Software Inventory page.

See [Defining Software Device Groups](#).

<b>Field or Control</b>	<b>Description</b>
<b>Group Owner ID</b>	Displays the employee ID of the group owner who controls the software contents of the machines in the device group and subgroups. Click to view employee details such as name, email address, and telephone number.
<b>Group ID</b>	Displays the device group ID
<b>Counted Licenses</b>	Displays the declared number of licenses that are required for each of the devices. Their summation is compared to the <b>Authorized Licenses</b> value that is specified for the device group.

## Software Device Inventory Page

Use the Software Device Inventory page (IT\_SWGRP\_DTL) to view assets by software device group and the confirmed licenses that are associated with those assets for a specific software title.

Navigation:

**IT Asset Management > Inventory Views > Software Device Inventory > Software Device Inventory**

This example illustrates the fields and controls on the Software Device Inventory page. You can find definitions for the fields and controls later on this page.

### Software Device Inventory

Search

Use Saved Search

Save Search Criteria

Delete Saved Search

Group Id = CEO

Group Owner Id =

Software Title = Adobe Photoshop

Serial Number =

Search

Clear

Group Members									
	Value	Software Device Groups	Software Title	Alert	Installed	Authorized	Total Declared License	Override	Email
1	00C0D010401F	Dell Latitude C400	Adobe Photoshop				3	<input type="checkbox"/>	
2	CFO	CFO's Group	Adobe Photoshop			0	1		
3	CIO	CIO's Group	Adobe Photoshop			50	14		

[Declare Device Licenses](#)

## Search

<b>Field or Control</b>	<b>Description</b>
<b>Group Id</b>	Select the device group ID to return the assets and groups that are included in the selected software device group.

<b>Field or Control</b>	<b>Description</b>
<b>Group Owner Id</b>	Select the employee ID of the group owner who controls the software contents of the machines in the device group or subgroup.

<b>Field or Control</b>	<b>Description</b>
<b>Software Title</b>	Select a specific software title of interest to limit the search results.

<b>Field or Control</b>	<b>Description</b>
<b>Serial Number</b>	Select the serial ID of the machine to limit the search results to a particular device.

## Group Members

This grid displays the devices by software device group and the confirmed licenses that are associated with those assets for a specific software title.

<b>Field or Control</b>	<b>Description</b>
<b>Value</b>	Provides the device serial number or the device group name that is part of the result set. This column provides a hyper link to the Define Software Device Group page for either the device group that the single asset is a member of for this software title, or for the group itself.
<b>Software Device Groups</b>	Provides the actual asset description for the asset or description of the device group.
<b>Software Title</b>	Displays the software titles associated with the device or device group.



<b>Field or Control</b>	<b>Description</b>
<b>Alert</b>	<p>Displays an alert symbol for device groups if a given group has an installed license count that is greater than what is authorized for the group.</p> <hr/> <p><b>Note:</b> If a device group is defined with the Count Licenses flag selected on the Define Software Title/Users page, the alert symbol does not display here.</p> <hr/>
<b>Installed</b>	<p>Displays the total number of licenses installed on devices for a given device group and software title. This column is valid only for device groups.</p>
<b>Authorized</b>	<p>Displays the total number of licenses that are authorized to be installed by member devices of the given device group. The link transfers you to the Define Software Titles/Users page. This column is valid only for device groups.</p> <hr/> <p><b>Note:</b> If a device group is defined with the Count Licenses flag selected on the Define Software Title/Users page, this column does not display.</p> <hr/>
<b>Total Declared License</b>	<p>Displays the number of declared or overridden licenses for a given device and provides a link to the Declare Device License page. The override value that is entered on the Declare Device License page impacts the Installed and Declared License column on the Software Device Inventory page. For a device group, the sum of all declared licenses displays for devices within that group or in member groups and the link is disabled.</p>
<b>Override</b>	<p>Indicates that the <b>Declared License</b> value overrides the number of CPUs from the asset definition. This column displays only for individual assets.</p>
<b>Email</b>	<p>Send an email to alert the group owner of a give device group when the installed licenses exceed the authorized amount for the group.</p>

## Related Links

[Defining IT Subtypes](#)

[Defining User Preferences](#)

[Defining Software Device Groups](#)

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## Working with Asset Financials

This topic provides an overview of asset financials and discusses how to work with asset financials.

### Page Used to Work with Asset Financials

<i><b>Page Name</b></i>	<i><b>Definition Name</b></i>	<i><b>Usage</b></i>
<u>Financial Statistics Detail Page</u>	IT_FIN_STAT_COMP	View a snapshot of enterprise IT asset current valuation.

### Understanding Asset Financials

IT Asset Management provides financial statistics metrics that you can access through the IT portal. You can drill down to a more detailed summary component from the portal.

The metrics include cost and depreciation information about IT hardware and software assets and can be grouped by user-defined department tree or user-defined business unit tree. The grouping of the financial data is defined on the user preferences setup page in IT Asset Management. If the setup is changed, the metrics are reset and new metrics are posted when the IT Financial Report process is run.

#### Related Links

“Asset Financial Statistics Pagelet” (PeopleSoft Financials, ESA, ALM, and SCM Portal Packs)

### Financial Statistics Detail Page

Use the Financial Statistics Detail page (IT\_FIN\_STAT\_COMP) to view a snapshot of enterprise IT asset current valuation.

Navigation:

**IT Asset Management > Financials and Leases > View IT Financial Statistics > Financial Statistics Detail**

This example illustrates the fields and controls on the Financial Statistics Detail page. You can find definitions for the fields and controls later on this page.

### Financial Statistics Detail

**Selection Criteria**

Tree Name DEPARTMENTS
As Of Date 10/15/2009

Level Name DIVISION
Currency Code USD

Tree Node 
Rate Type CRRNT

Amount in 1000's

Cost and Depreciation							Personalize	Find	View All	First	1 of 1	Last
Department	Avg Life Remaining	Units	Cost	Salvage Value	Year to Date Depreciation	Life to Date Depreciation	Net Book Value					
	49.6	100	223.76			218.01	5.75					

Field or Control	Description
<b>Tree Name</b>	Defines the group by criteria such as business unit or department.
<b>As Of Date</b>	Displays the date that the process was run.
<b>Level name</b>	Displays the level that is included in the report.
<b>Currency Code</b>	Displays the currency code that is selected on the ITAM User Preference page.
<b>Tree Node</b>	Displays the current tree node. Selecting a different tree node automatically refreshes the data for the new tree node. You do not need to go back to the portal.
<b>Rate Type</b>	Displays the rate type that is selected on the ITAM User Preference page.

## Cost and Depreciation

Field or Control	Description
<b>Avg Life Remaining</b> (average life remaining)	<p>This field is calculated based on the following algorithm: Sum of (Useful life - Life to Date life) ÷ Quantity of assets with useful life available.</p> <p>Depending upon the depreciation method, some assets may not have a useful life attached. In those cases, the asset is not computed for the algorithm. If quantity equals zero, a not applicable (N/A) legend appears in the field.</p>

<b>Field or Control</b>	<b>Description</b>
<b>Units</b>	Displays the algebraic addition of quantity field for every asset ID to be included in the statistics.
<b>Cost</b>	Displays the cost that is defined in Asset Management.
<b>Salvage Value</b>	Displays the salvage value, if applicable.
<b>Year to Date Depreciation</b>	Displays the depreciation from the beginning of the year for the report up to the date when the report has been run.
<b>Life to Date Depreciation</b>	Displays the depreciation along the entire asset useful life to the date when the report has been run.
<b>Net Book Value</b>	Displays the algebraic addition of net book value for every asset that is included in the statistics.

See “Understanding Depreciation Processing” (PeopleSoft Asset Management).

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## Working with Leases

This section discusses how to view lease summaries by lessor and view lease details.

### Pages Used to Work with Leases

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<u>Lease Summary by Lessor Page</u>	LEASE_SUMMARY	View a list of all active leases with a specific supplier, the number of assets, the lease end date, and the lease owner.
<u>Lease Details Page</u>	LEASE_DETAIL	View a list of all assets that are covered by a specific lease and information about location, department, custodian, and status.

### Related Links

“Lease End Metrics Pagelet” (PeopleSoft Financials, ESA, ALM, and SCM Portal Packs)

## Lease Summary by Lessor Page

Use the Lease Summary by Lessor page (LEASE\_SUMMARY) to view a list of all active leases with a specific supplier, the number of assets, the lease end date, and the lease owner.

Navigation:

**IT Asset Management > Financials and Leases > Lease Summary by Lessor > Lease Summary by Lessor**

This example illustrates the fields and controls on the Lease Summary by Lessor page.

Lease Summary by Lessor				
Lessor <input type="text" value="DELL-001"/>				
Leases				
Personalize   Find   View All     First 1 of 1 Last				
Lease ID	Description	Count	Lease End Date	Responsibility
<a href="#">DELL_L001</a>	Dell laptop lease	2	12/31/2009	Owner,Lease

This page displays a list of all leases that are held with the supplier. It includes a count of the assets in the lease, the lease end date, and the lease owner.

Click a lease ID to access the Lease Details page for that lease.

## Lease Details Page

Use the Lease Details page (LEASE\_DETAIL) to view a list of all assets that are covered by a specific lease and information about location, department, custodian, and status.

Navigation:

**IT Asset Management > Financials and Leases > Lease Details > Lease Details**

This example illustrates the fields and controls on the Lease Details page.

Lease Details

Lease ID

DELL\_L001

Responsibility

Owner,Lease

Lessor

DELL-001

Lease End Date

12/31/2009

Assets

Personalize

Find

First

1-2 of 2

Last

Serial ID	Model	Location	Department	Custodian	Asset Status	In Physical Use
D1X0J11	C610	US002		Bendetto,Jessica	In Service	<input checked="" type="checkbox"/>
JZBFD21	C610	US002		Dickenson,Emily	In Service	<input checked="" type="checkbox"/>

This page displays a list of all IT assets that are associated with a lease. Click any serial ID in the list to display a printable view of that asset.

### Related Links

[Understanding IT Assets and the Asset Repository](#)

“Understanding Leased Assets” (PeopleSoft Asset Management)



# Configuring Batch Processes

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## Configuring Temporary Tables for Batch Processing

When you run batch processes in parallel, you risk data contention and deadlocks on temporary tables. To avoid this, PeopleTools enables you to dedicate specific instances of temporary tables for each process. When PeopleSoft Application Engine manages a dedicated temporary table instance, it controls the locking of the table before use and the unlocking of the table after use.

When you decide how many temporary table instances to dedicate for a process, consider the number of temporary tables that the process uses. More instances result in more copies of the temporary tables on the system. For example, if a process uses 25 temporary tables and you have 10 instances for a process, you will have 250 temporary tables on the system.

If you run processes in parallel and all of the dedicated temporary table instances are in use, the performance of the process decreases. You need to find a balance that works for your organization.

---

**Note:** When you specify the number of instances, PeopleSoft Application Designer displays a list of the temporary tables for the process. Use the list to determine how many temporary tables each process uses.

---

Specify how many temporary table instances to dedicate for the following batch Application Engine process that can run in PeopleSoft IT Asset Management: Asset Comparison (IT\_RECON\_RUN)

The PeopleTools documentation discusses the usage of temporary tables in detail and describes how to specify the number of instances.

See the product documentation for *PeopleTools: Application Engine*





# Delivered Workflows for PeopleSoft IT Asset Management

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## Delivered Workflows for PeopleSoft IT Asset Management

This section discusses PeopleSoft IT Asset Management workflows. The workflows are listed alphabetically by workflow name.

### Assets Not Reporting Retirements

<i>Information Type</i>	<i>Description</i>
Event	A user initiates the action of Retire an Asset from the Manage Assets Not Reporting page for financial assets.
Action	The system routes the request to a Financial Asset manager for approval or denial. The workflow request is worked through the standard AM page, Retire/Reinstate Asset.
Notification Method	Workflow

### Financial List Inquiry Retirements

<i>Information Type</i>	<i>Description</i>
Event	A user initiates the action of Send to the worklist from the Financial List Inquiry page to add the assets on the list to the retirement workflow.
Action	The system routes all the assets included in the financial list to a Financial Asset manager for approval or denial. The workflow request is worked through the standard PeopleSoft Asset Management page, Retire/Reinstate Asset.
Notification Method	Workflow

## Manage Exception Additions

<b>Information Type</b>	<b>Description</b>
Event	A user initiates the action of Route to Finance from the Manage Exceptions page. The action has to be executed for assets that have exceptions for a rule that is set to Found in System: Discovery Only for the Serial Number attribute.
Action	The system routes the request to the Role Name defined in the Route to Role Action for the business rule in exception. The workflow request is worked through a specific page for adding assets through Manage Exceptions.
Notification Method	Workflow

## Manage Exception Retirements

<b>Information Type</b>	<b>Description</b>
Event	A user initiates the action of Route to Finance from the Manage Exceptions page. The action has to be executed for financial assets that have exceptions for a rule that is set to Found in System: Repository Only for the Serial Number attribute.
Action	The system routes the request to the Role Name defined in the Route to Role Action for the business rule in exception. The workflow request is worked through the standard PeopleSoft Asset Management page, Retire/Reinstate Asset.
Notification Method	Workflow

## Manage Exception Transfers

<b>Information Type</b>	<b>Description</b>
Event	A user initiates the action of Route to Finance from the Manage Exceptions page. The action has to be executed for assets that have exceptions for the Business Unit or Department attribute.

<b><i>Information Type</i></b>	<b><i>Description</i></b>
Action	The system routes the request to the Role Name defined in the Route to Role Action for the business rule in exception. The workflow request is worked through a standard PeopleSoft Asset Management page, Cost Adjust/Transfer Asset.
Notification Method	Workflow



# Integrating PeopleSoft IT Asset Management with PeopleSoft CRM HelpDesk

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## Understanding the Integration between IT Asset Management and CRM HelpDesk

This section provides an overview of the integration between ITAM and CRM.

The Integration between PeopleSoft IT Asset Management/Asset Management and PeopleSoft CRM HelpDesk provides the ability to audit and keep track of assets. Asset-related information provides the baseline data for effective troubleshooting of a HelpDesk problem. Asset Lifecycle Management (ALM) expands agent and administrator asset management business capabilities through integration with PeopleSoft Financials and third-party asset discovery and control systems. The Asset Management application keeps the Total Cost of Ownership (TCO) down as employees do not have to perform a manual inventory; the application performs the inventory and updates the Asset Repository Manager (ARM). PeopleSoft delivers web services whereby CRM HelpDesk installed assets are published to the Asset Repository (COPY\_AM\_SUBTYPE, MANUFACTURER\_FULLSYNC, and COPY\_IT\_ASSET service operations). Conversely, IT assets that are created in Asset Management are published to CRM HelpDesk. IT asset information from PeopleSoft Financials (FSCM) is published to PeopleSoft CRM in an initial full data synchronization (full sync). Subsequent changes that are made to IT assets in the ARM trigger an incremental synchronization that is published to update installed product information. Likewise, any changes that are made to installed product asset data in PeopleSoft CRM triggers an incremental synchronization to update the PeopleSoft Financials IT asset information. The system evaluates data coming from PeopleSoft Financials to PeopleSoft CRM to determine if a corresponding installed asset already exists, or if it represents a new asset. If there is a definitive match, the CRM installed asset entry is automatically updated with the information from the corresponding Financials entry. If there is a possible, but not definite match, the result is sent to a reconciliation table for analysis by an agent, who decides to either update an existing PeopleSoft CRM entry or to create a new entry. If the data represents a new asset, a new entry is created in PeopleSoft CRM. All Financials entries of Asset Type 010 (IT Hardware) are added to the CRM installed asset table when the full sync is performed (COPY\_IT\_ASSET). Subsequent additions and updates to the Financials asset repository data for Asset Type 010 entries are thereafter sent to CRM for incremental synchronization (SYNC\_IT\_ASSET service operation).

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**Note:** PeopleSoft HelpDesk does not currently provide any mechanisms to detect hardware and software assets from within its CRM applications. You must integrate with a third-party application for asset discovery or remote control of technology assets. CRM can, however, leverage the asset discovery from IT Asset Management. For more information, see:

- PeopleSoft CRM Call Center Applications PeopleBook, Understanding Asset Lifecycle Management (ALM) for CRM HelpDesk.

- PeopleSoft CRM Call Center Applications PeopleBook, Managing Assets.
- PeopleSoft CRM Product and Item Management PeopleBook, Tracking Installed Products: Understanding Installed Assets.
- PeopleSoft CRM Product and Item Management PeopleBook, Tracking Installed Products: Mapping and Reconciling Asset Information.

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## Assumptions and Prerequisites

The following assumptions apply to this document:

- Scope of this document is limited to the integration between CRM and FSCM (required synchronization between HRMS/FSCM and HRMS/CRM is not discussed).
- Information in this document applies to both Releases 9.0 and 9.1, unless otherwise specified
- Scope of this document is limited to the integration between CRM and FSCM (required synchronization between HRMS/FSCM and HRMS/CRM is not discussed).
- Information in this document applies to both Releases 9.0 and 9.1, unless otherwise specified

The following prerequisite setup within CRM is required:

- Enable the PeopleSoft CRM application for Asset Integration.

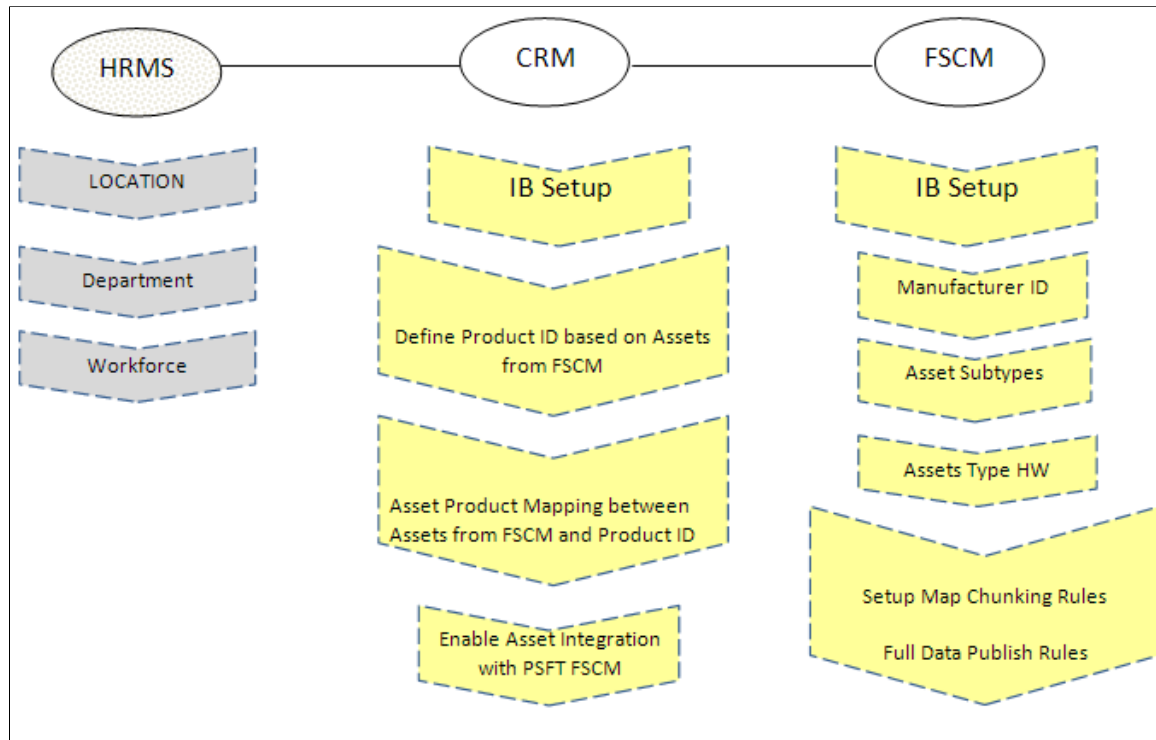
See Enabling PeopleSoft CRM for HelpDesk Integration with PeopleSoft IT Asset Management

- Set up the Product Mapping table that associates combinations of Financials (FSCM) data (Asset Subtype, Manufacturer, and Model) with a Product ID that can be used for the CRM Installed Product entry if no Product ID is provided by FSCM. Product ID is a required field for CRM Installed Assets, but not for Financials assets.

See Setting Up CRM Application for Asset Integration.

- Synchronize additional data required for asset integration, including: Asset Subtype, Manufacturer, Location, Department, and Employee.
- After synchronizing this data between the two systems, the actual initial one-time loading of asset data from Financials (FSCM) to CRM can be initiated using the COPY\_IT\_ASSET service operation.
- Once these steps have been performed, the CRM system should have all asset data with an Asset Type of 010 (IT-Hardware) from the Financials system. At that point, the individual asset synchronization steps using the SYNC\_IT\_ASSET service operation can be performed.

The following diagram illustrates the required setup activities by application:



Following are the data synchronization services that are provided:

DATA SYNCHRONIZATION
Full Data Publish AE (EOP_PUBLISHT):
<ul style="list-style-type: none"> <li>Manufacturer ID (MANUFACTURER_FULLSYNC)</li> <li>Asset Subtypes (COPY_AM_SUBTYPE)</li> <li>Asset Type HW (COPY_IT_ASSET)</li> </ul>
Incremental Asset Load - (SYNC_IT_ASSET)

## Enabling PeopleSoft CRM for HelpDesk Integration with PeopleSoft IT Asset Management

This section discusses the following:

- Setting Up CRM Application for Asset Integration
- Setting Up CRM Integration Broker for Asset Integration

## Setting Up CRM Application for Asset Integration

The following topic details the application setup that is required within CRM for asset integration.

## Pages Used in CRM Application Setup for Integration

<b><i>Page Name</i></b>	<b><i>Definition Name</i></b>	<b><i>Usage</i></b>
<u>Product Definition Page</u>	PROD_DEFN	Create Product IDs in the CRM database to match the asset hardware information from the FSCM database.
<u>Product Mapping for Hardware Assets Page</u>	RF_PROD_MAP	Map asset information to Product ID in CRM database.
<u>Set Up Options Page</u>	RF_IPRD_CONFIG	Enable asset integration between CRM and FSCM.  This is for CRM 9.0 only.
<u>Configuration Options Page</u>	RF_IPRD_CONFIG	The system delivers a template family for asset integration (RC_HELPDESK).  This is for CRM 9.1 only.
<u>Display Template Page</u>	RDT_TMPL_PAGE	Enable Display Template, CORE_IP_ASSET, for asset integration between CRM and FSCM.  This is for CRM 9.1 only.
<u>Installed Products - Display Template Page</u>	RDT_TMPL_SECTN	Enable Asset Type, Validated, Asset Subtype, and Transfer.  This is for CRM 9.1 only.

## Product Definition Page

The following section details the Integration Broker setup and discusses the following:

Use the Product Definition page (PROD\_DEFN) to create Product IDs in the CRM database to match the asset hardware information from the FSCM database.

Navigation:

**Products CRM > Product Definition > Definition**



This example illustrates the fields and controls on the Product Definition page.

Save Refresh

**Product** Men's Long Sleeve Bike Jersey **Product ID** 10000  
**Product Type** Standard **SetID** SHARE

Definition External Description Attributes Attachments Installed Product Product Groups Images Branch Scripts Regions

**Product Details**

\*Description Men's Long Sleeve Bike Jersey \*Status Active  
 Transfer Model Nbr Brand  
 Catalog Number Category  
 Long Description PeopleGear is excited to offer the Men's Long Sleeve Bike Jersey for the first time. This is the latest available and is loaded with new features. Order one today during our special limited time offer. They last long at this price!

**Order Standalone By**  
☒ Business ☒ Consumer

**Lead Time**  
 Lead Time 0

**Inventory**  
 Item ID 10000  
 Description Long Sleeve

Go to: Product Relationships

Add new product IDs to match those in the FSCM database. You could run a query in FSCM to get a listing of the hardware assets in the Asset Repository as shown below:

This example illustrates the fields and controls on the Query hardware assets.

Assets Hardware in FSCM DB.

ASSET_ID	SERIAL_ID	MFG_ID	MANUFACTURER	MODEL	ASSET_SUBTYPE
0000000000001	0000000000001				
ITZ 131	583CX41	DELLCOMP	Dell Computer Corporation	Latitude D600	MULTI-CPU
ITZ008	3027PK9UT	TOSHIBA	TOSHIBA CORPORATION		LAPTOP
ITZ160	CNU34609F7	HP	Hewlett-Packard	HP Compaq nc6000	LAPTOP

Use the Product Mapping for Hardware Assets page (RF\_PROD\_MAP) to map asset information to Product ID in CRM database

## Product Mapping for Hardware Assets Page

Use the Product Mapping for Hardware Assets page (RF\_PROD\_MAP) to map asset information to Product ID in CRM database.

Navigation:

**Set Up CRM > Common Definitions > Integration Rules > Integration Defaults > Asset Product Mapping**

This example illustrates the fields and controls on the Product Mapping for Hardware Assets page.

**Product Mapping for Hardware Assets**

SetID SHARE

Asset Mapping to Product Personalize Find View All First 1-10 of 52 Last

Asset Subtype	Manufacturer ID	Model	*Product ID	Product Description
			USA100	Computer Package
DESKTOP	COMPAQ	Armada M700	ARM100	Compaq Armada M700
DESKTOP	COMPAQ	Compaq Deskpro	ARM101	Compaq Deskpro
DESKTOP	COMPAQ	Compaq Evo D510 CM	ARM102	Compaq Evo Series
DESKTOP	COMPAQ	Deskpro	ARM101	Compaq Deskpro
DESKTOP	COMPAQ	Deskpro EN Series	ARM101	Compaq Deskpro
DESKTOP	COMPAQ	EVO D510 CMT	ARM102	Compaq Evo Series
DESKTOP	COMPAQ	Evo D510 SFF	ARM102	Compaq Evo Series
DESKTOP	COMPAQ	Evo N400c	ARM102	Compaq Evo Series
DESKTOP	COMPAQ	Evo N410c	ARM102	Compaq Evo Series

Add Product Mapping Entry

The Asset Subtype and Manufacturer ID should have been synchronized between CRM as part of the integration with HRMS.

## Set Up Options Page

Use the Set Up Options page (RF\_IPRD\_CONFIG) to enable asset integration between CRM and FSCM.

Navigation:

**Set Up CRM > Product Related > Installed Product > Configuration**

This example illustrates the fields and controls on the Set Up Options page.

**Set Up Options**   Define Status Translates

**SetID SHARE**

**Set Up Options**

**Products**

☐ Check All / Clear All

☐ Allow Installed Product Creation for Site Without a Customer

☐ Show Asset Tag      ☒ Show Operating System Section

☒ Show Preventive Maintenance      ☐ Show Price Information

☒ Show Serial Number      ☒ Show Warranty Information

☐ Show Account Information

**Services**

☐ Check All / Clear All

☒ Allow Installed Service Creation for Site Without a Customer

☒ Show Change Order Pushbutton      ☐ Show Price Information

☐ Show Account Information

**Assets**

☐ Check All / Clear All

☒ Show Serial Number      ☐ Show Price Information

**Integration Options**

☒ Enable Asset Integration with PeopleSoft Financials

▶ **Audit History**

Select the Enable Asset Integration with PeopleSoft Financials check box to enable the integration between CRM and FSCM.

**Note:** This step is only applicable for CRM 9.0. Steps for enabling the integration in 9.1 are presented in the following steps.

## Configuration Options Page

Enable the integration in Release 9.1 between CRM and FSCM by using the delivered template. Access the Configuration Options page to verify the delivered template family (Set Up CRM, Common Definitions, Installed Product, Configuration Options):

This example illustrates the fields and controls on the Configuration Options page.

**Configuration Options**   **Define Status Translates**

SetID	SHARE	Description	SHARE
<b>Configuration Options</b> Associate the Display Template with the product type. This Display Template will be used to configure the Installed Product Component for this SETID.			
<b>Products</b>			
Template Family	CORE_IP	Display Template ID	CORE_IP_PRODUCT
<b>Services</b>			
Template Family	CORE_IP	Display Template ID	CORE_IP_SERVICE
<b>Assets</b>			
Template Family	RC_HELPDESK	Display Template ID	CORE_IP_ASSET
<b>Agreements</b>			
Template Family	CORE_IP	Display Template ID	CORE_IP_AGREEMENT
<b>Commitments</b>			
Template Family		Display Template ID	
<b>Audit History</b>			

Verify that the Template Family and the Display Template ID for the Assets product type are shown as delivered. Then use the Display Template page (RDT\_TMPL\_PAGE) to enable Display Template, CORE\_IP\_ASSET, for asset integration between CRM and FSCM.

## Display Template Page

Use the Display Template page to display the template.

Navigation:

**Set Up CRM > Common Definitions > Component Configuration > Display Templates > Display Template Details**

This example illustrates the fields and controls on the Display Template page.

### Display Template

<b>Template ID</b>	CORE_IP_ASSET	<b>Family</b>	HelpDesk Family
<b>Description</b>	Installed Assets	<b>Component</b>	RF_INST_PRODUCT

#### Pages

Enable	Page	Add Mode Default	Update Mode Default	Comments
<input checked="" type="checkbox"/>	<a href="#">Installed Product</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Installed Product Main Page
<input type="checkbox"/>	Preventive Maintenance Detail	<input type="checkbox"/>	<input type="checkbox"/>	Installed Product Preventive Maintenance Details
<input checked="" type="checkbox"/>	<a href="#">Attributes</a>	<input type="checkbox"/>	<input type="checkbox"/>	Installed Product run page of Attribute Runtime
<input checked="" type="checkbox"/>	<a href="#">History</a>	<input type="checkbox"/>	<input type="checkbox"/>	Installed Product History
<input type="checkbox"/>	Links Summary	<input type="checkbox"/>	<input type="checkbox"/>	Installed Product Links Summary

#### General Options

Option	Value	Comments
360 Version	Worker	Choose the 360 type to use for this template.
Application Set Extension	Installed Product Classes	This contains functions to handle additional business logic to be performed when the user clicks on selected tabs, hyperlinks, etc. Do not change this value unless you are familiar with this Application Class Extension.
BO Search Adapter Name	FS Installed Asset	Choose the Adapter to use for this template on this component
Asset Integration	Yes	Select Yes to Enable Asset Integration with PeopleSoft Financials.
Toolbar	Installed Assets Toolbar	Select the Toolbar definition to use for this template.

[Template Page](#) | [Order Capture Options](#)

Select *Yes* to enable Asset Integration between CRM 9.1 and FSCM 9.1. You will be unable to save this page after selecting *Yes* for Asset Integration if the required fields are not already enabled (Serial ID, Asset Type and Asset Subtype).

To enable these required fields, click the [Installed Product](#) link from the Display Template page and then click the [Show Section Details](#) link. Scroll to the **PRODUCT** section and select to enable the Serial ID, Asset Type, Asset Subtype, Validated, and Transfer, if not already enabled:

## Installed Products - Display Template Page

Use the [Product Mapping for Hardware Assets](#) page (RF\_PROD\_MAP) to map asset information to Product ID in CRM database

This example illustrates the fields and controls on the Installed Products - Display Template page.

MAIN	MORE	Label	Field Name	Comments
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Product ID	PRODUCT_ID	Product ID
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Description	DESCR	Product Description
<input type="checkbox"/>	<input type="checkbox"/>	View Configuration	CP_CONFIG_CODE_PB	View Configuration Link
<input type="checkbox"/>	<input type="checkbox"/>	Product Category	DESCR	Product Category
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Parent Product	PARENT_INST_PRODID	Parent Product
<input type="checkbox"/>	<input type="checkbox"/>	No Label	RF_SEPERATOR_2	Line Separator 2
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Item ID	INV_ITEM_ID	Item ID
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Item Description	DESCRSHORT	Item Description
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Serial ID	SERIAL_ID	Serial ID
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Asset Tag	ASSETTAG	Asset Tag
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Asset Type	AM_ASSET_TYPE	Asset Type
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Validated	VALIDATED	Validated
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Asset Subtype	ASSET_SUBTYPE	Asset Subtype
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transfer	TRANSFER_PB2	Transfer
<input type="checkbox"/>	<input type="checkbox"/>	No Label	RF_SEPERATOR_3	Line Separator 3

Modify Embedded Tabs

If you select the Main check box to enable any of the required fields, save the page and then return to the Display Template page to enable the Asset Integration. You should be able to save the Display Template after the required fields are enabled.

## Setting Up CRM Integration Broker for Asset Integration

### Pages Used to Set Up CRM Integration Broker

Page Name	Definition Name	Usage
<a href="#">Node Definitions Page</a>	IB_NODE	Create a remote node for the Financials database (for example, E920P41) in your CRM database (if it does not yet exist). Set up default local CRM node (for example, C920P20).
Connectors page	IB_NODECONN	Enter the default Gateway ID and the Connector ID. Ping remote node.  <a href="#">Node Definitions Page</a>

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
Node Definitions page (FSCM) page	SINGLE_SIGNON	Add the FSCM remote node (E920P41, for example) to the Single Signon setup.  <a href="#">Node Definitions Page</a>
Gateways page	IB_GATEWAY	Select the Local Gateway for the Financials database.  <a href="#">Node Definitions Page</a>
Gateway Properties page	IBGWSIGNON	Access the IntegrationGateway.properties file.  <a href="#">Node Definitions Page</a>
<a href="#">Activating and Configuring the Service Operations for Asset Integration in CRM</a>	IB_SERVICE	Activate the service operations.
Service Operations - Handlers page	IB_SERVICEHDLR	Activate the handlers for the service operations.  <a href="#">Activating and Configuring the Service Operations for Asset Integration in CRM</a>
Service Operations - Routings page	IB_SERVICERTNGS	Add and configure the routings needed for the service operations.  <a href="#">Activating and Configuring the Service Operations for Asset Integration in CRM</a>
Queue Status page	IB_MONITOR_QUEUES	Confirm that the queues that are used in the Asset Integration are running.  <a href="#">Activating and Configuring the Service Operations for Asset Integration in CRM</a>

## Node Definitions Page

Follow the steps below for setting up CRM Integration Broker

1. Sign on to the CRM database and access the Node Definitions page (IB\_NODE)
  - Create the CRM Default Local Node if not already defined (C920P20, for example): (Navigation: PeopleTools, Integration Broker, Integration Setup, Nodes, Node Definitions.

This example illustrates the fields and controls on the Node Definitions page.

The screenshot shows the 'Node Definitions' page with the following fields and controls:

- Node Name:** C920P20
- \*Description:** PSFT CRM - Local Node
- \*Node Type:** PIA (dropdown)
- \*Authentication Option:** Password (dropdown)
- Node Password:** Masked with three dots
- \*Default User ID:** VP1
- Hub Node:** Empty field
- Master Node:** Empty field
- Company ID:** Empty field
- IB Throttle Threshold:** Empty field
- Image Name:** Empty field
- Codeset Group Name:** Empty field
- Checkboxes:**
  - ☐ Default Local Node
  - ☒ Local Node
  - ☒ Active Node
  - ☐ Non-Repudiation
  - ☐ Segment Aware
- Action Buttons:** Copy Node, Rename Node, Delete Node, Save
- Links:** Contact/Notes, Properties

- Create a Node for the Financials database as pictured (for example, E920P41):



This example illustrates the fields and controls on the Node Definitions page (FSCM).

The screenshot displays the 'Node Definitions' page with the following fields and controls:

- Node Name:** E920P41
- \*Description:** E920P41 - FSCM Remote Node
- \*Node Type:** PIA (dropdown menu)
- \*Authentication Option:** Password (dropdown menu)
- Node Password:** Masked with dots
- Confirm Password:** Masked with dots
- \*Default User ID:** VP1 (text field with a search icon)
- Hub Node:** (text field with a search icon)
- Master Node:** (text field with a search icon)
- Company ID:** (text field)
- IB Throttle Threshold:** (text field)
- Image Name:** (text field with a search icon)
- Codeset Group Name:** (text field with a search icon)
- Default Local Node:** ☐
- Local Node:** ☐
- Active Node:** ☒
- Non-Repudiation:** ☐
- Segment Aware:** ☐
- Buttons:** Contact/Notes, Properties, Save

- Default User ID should be the same as the User ID used by the Default Local Node.
- The User ID is also the same as the one used in the setup of the Gateway Properties for this Node (VP1).

2. Use the Connectors page (IB\_NODECONN) to enter the default Gateway ID and the Connector ID  
Ping remote node.

Navigation:

**PeopleTools > Integration Broker > Integration Setup > Nodes > Connectors**

This example illustrates the fields and controls on the Connectors Page.

Node Definitions **Connectors** Portal WS Security Routings

Node Name E920P41 Ping Node

**Details**

Gateway ID LOCAL PeopleSoft Nodes are configured via the Gateway Setup Properties

Connector ID PSFTTARGET

\*Delivery Mode Guaranteed Delivery

This connector does not have properties. Use Gateways Page to setup.

Save

Select the following:

- Gateway ID = the local default Gateway (for example, LOCAL)
- Connector ID = PSFTTARGET

3. Use the Gateways page (IB\_GATEWAY) to select the Local Gateway for the Financials database.

Navigation:

**PeopleTools > Integration Broker > Configuration > Gateways**

This example illustrates the fields and controls on the Gateways Page.

**Gateways**

Gateway ID LOCAL Inbound Gateways

☒ Local Gateway ☐ Load Balancer JMS Administration

URL http://EDVMR1P0.us.oracle.com:8020/PSIGW/PeopleSoftListeningConn Ping Gateway

**Gateway Setup Properties**

Load Gateway Connectors

Connectors			Personalize   Find	First	1-12 of 12	Last
	*Connector ID	Description	*Connector Class Name	Properties		
1	AS2TARGET		AS2TargetConnector	Properties	+	-
2	EXAMPLETARGETCONN		ExampleTargetConnector	Properties	+	-
3	FILEOUTPUT		SimpleFileTargetConnector	Properties	+	-
4	FTPTARGET		FTPTargetConnector	Properties	+	-
5	GETMAILTARGET		GetMailTargetConnector	Properties	+	-
6	HTTPTARGET		HttpTargetConnector	Properties	+	-
7	JMSTARGET		JMSTargetConnector	Properties	+	-
8	PSFT81TARGET		ApplicationMessagingTargetConnector	Properties	+	-
9	PSFTTARGET		PeopleSoftTargetConnector	Properties	+	-
10	RIDCTARGET		RIDCTargetConnector	Properties	+	-
11	SFTPTARGET		SFTPTargetConnector	Properties	+	-
12	SMTPTARGET		SMTPTargetConnector	Properties	+	-

Press CTRL + J and confirm the AppServer URL value. Then click the continue link.

4. Once you are returned to the Gateways page, click the Gateway Setup Properties link:

This example illustrates the fields and controls on the Gateway Setup Properties.

**Gateway Properties**

Sign on to access integrationGateway.properties file.

The default user ID is 'administrator'.

User ID

Password

☐ Change Password

OK Cancel

Gateway Properties page

Log in with UserID and Password.

1. Once you click OK, you are directed to the PeopleSoft Node Configuration page.
2. Find the Node Names for the Default Local Node (C920P20, for example) and the Financials database node (E920P41, for example). Confirm the App Server URL values. Click the Ping Node button to confirm each node. (If you receive No Success, log in to the Financials database (E920P41, in our example) and press CTRL+J to confirm the Application Server URL).
3. Add the FSCM remote node (E920P41, for example) to the Single Signon setup. Access the Single Signon page (PeopleTools, Security, Security Objects, Single Signon).

## Activating and Configuring the Service Operations for Asset Integration in CRM

Activate and configure the following service operations:

- COPY\_AM\_SUBTYPE
- MANUFACTURER\_FULLSYNC
- COPY\_IT\_ASSET

- INSTALLED\_PRODUCT\_FULLSYNC
  - INSTALLED\_PRODUCT\_SYNC
  - SYNC\_IT\_ASSET
1. Access the Domain Status page and confirm that your Domain is Active (PeopleTools, Integration Broker, Service Operations Monitor, Administration, Domain Status).
  2. Activate the COPY\_AM\_SUBTYPE service operation. In the CRM database, access the Service Operations - General page (PeopleTools, Integration Broker, Integration Setup, Service Operations. Find the COPY\_AM\_SUBTYPE service operation):

This example illustrates the fields and controls on the Service Operations — General Page (COPY\_AM\_SUBTYPE).

The screenshot displays the 'General' tab of the Service Operations configuration page for 'COPY\_AM\_SUBTYPE'. The 'Service Operation' is set to 'COPY\_AM\_SUBTYPE' and the 'Operation Type' is 'Asynchronous - One Way'. The '\*Operation Description' is 'Copy Asset Management Subtypes'. The 'Object Owner ID' is set to 'Asset Management'. The 'Operation Alias' is empty. The 'Default Service Operation Version' section shows 'VERSION\_1' as the version, with the same description. The 'Routing Status' table shows 'Any-to-Local', 'Local-to-Local', and 'Local-to-Atom' all as 'Does not exist'. The 'Runtime Schema Validation' section has 'Request Message' and 'Non-Repudiation' checked. The 'Routing Actions Upon Save' section has 'Generate Any-to-Local' and 'Generate Local-to-Local' checked. The 'Message Information' section shows 'Type' as 'Request', 'Message.Version' as 'COPY\_AM\_SUBTYPE.VERSION\_1', and '\*Queue Name' as 'AM\_SETUP'. At the bottom, there are buttons for 'Save', 'Return to Service', and 'Add Version'.

Select the Active check box to activate the service operation. Access the Handlers page and make sure that the Status is Active. Access the Routings page and add a new routing that reflects the integration:

This example illustrates the fields and controls on the Activate a Service Operation.

Supply the new Routing Name and click the Add button.

You will be directed to the Routing Definitions page for the routing name that you just added:

This example illustrates the fields and controls on the Routing Definitions Page (COPY\_AM\_SUBTYPE).

Make sure the Active check box is selected, supply a description and make sure the Sender Node is the defined FSCM remote node and the Receiver Node is the default local node.

3. Activate the MANUFACTURER\_FULLSYNC service operation. In the CRM database, access the Service Operations – General page (PeopleTools, Integration Broker, Integration Setup, Service Operations. Find the MANUFACTURER\_FULLSYNC service operation):

This example illustrates the fields and controls on the Service Operations — General Page (Activate MANUFACTURER\_FULLSYNC).

GeneralHandlersRoutings

Service OperationMANUFACTURER\_FULLSYNC

Operation TypeAsynchronous - One Way

\*Operation DescriptionManufacturer message

Operation Comments

Object Owner IDInventory

Operation Alias

☐ User/Password Required

\*Req VerificationNone

Service Operation Security

Default Service Operation Version

\*VersionVERSION\_1

Version DescriptionManufacturer message

Version Comments

☒ Default☒ Active

Routing Status

Any-to-LocalDoes not exist

Local-to-LocalDoes not exist

Local-to-AtomDoes not exist

Runtime Schema Validation

☐ Request Message

☐ Non-Repudiation

Routing Actions Upon Save

☐ Generate Any-to-Local

☐ Generate Local-to-Local

Message Information

TypeRequest

Message.VersionMANUFACTURER\_FULLSYNC.VERSION

\*Queue NameAM\_SETUP

View Message

View Queue

Add New Queue

Save

Return to Service

Add Version

Select the Active check box. Access the Handlers page and activate the delivered handlers.

Access the Routings page and add a new routing that reflects the integration:

This example illustrates the fields and controls on the Routings Page (MANUFACTURER\_FULLSYNC).

GeneralHandlersRoutings

Service OperationMANUFACTURER\_FULLSYNC

Default VersionVERSION\_1

Routing NameMANUFACTURER\_FULLSYNC

Add

Routing Definitions

Selected	Name	Version	Operation Type	Sender Node	Receiver Node	Direction	Status	Results
<input type="checkbox"/>	~GEN-UPG-26969	VERSION_1	Asynch	PSFT_EP	CR920MST	Inbound	Inactive	

Inactivate Selected Routings

Activate Selected Routings

Save

Return to Service

Supply the new Routing Name and click the Add button. You will be directed to the Routing Definitions page for the routing name that you just added:

This example illustrates the fields and controls on the Add Routing Name (MANUFACTURER\_FULLSYNC).

The screenshot shows the 'IB Routing Definitions' window with the 'Routing Definitions' tab selected. The form contains the following fields and controls:

- Routing Name:** MANUFACTURER\_FULLSYNC
- \*Service Operation:** MANUFACTURER\_FULLSYNC
- Version:** VERSION\_1
- \*Description:** Manufacturer Message
- Comments:** (Empty text area)
- \*Sender Node:** E920P41
- \*Receiver Node:** C920P20
- Operation Type:** Asynchronous - One Way
- Object Owner ID:** (Dropdown menu)
- Active:** ☒ Active
- System Generated:** ☐ System Generated
- Graphical View:** (Link)
- Buttons:** Save, Return

Make sure the Active check box is selected, supply a description and make sure the Sender Node is the defined FSCM remote node and the Receiver Node is the default local node.

4. Activate the COPY\_IT\_ASSET service operation. In the CRM database, access the Service Operations – General page (PeopleTools, Integration Broker, Integration Setup, Service Operations):

This example illustrates the fields and controls on the Service Operations — General Page (COPY\_IT\_ASSET).

**General** | Handlers | Routings

Service Operation: COPY\_IT\_ASSET

Operation Type: Asynchronous - One Way

\*Operation Description: Asset Full Synchronization

Operation Comments:

Object Owner ID: FieldService

Operation Alias:

☐ User/Password Required

\*Req Verification: None

[Service Operation Security](#)

**Default Service Operation Version**

\*Version: VERSION\_1

Version Description: Asset Full Synchronization

Version Comments:

☒ Default ☐ Active

**Routing Status**

Any-to-Local	Does not exist
Local-to-Local	Does not exist
Local-to-Atom	Does not exist

**Runtime Schema Validation**

☐ Request Message

☐ Non-Repudiation

**Routing Actions Upon Save**

☐ Generate Any-to-Local

☐ Generate Local-to-Local

**Message Information**

Type: Request

Message.Version: COPY\_IT\_ASSET.VERSION\_1 [View Message](#)

\*Queue Name: AM\_SETUP [View Queue](#) [Add New Queue](#)

[Save](#) [Return to Service](#) [Add Version](#)

Select the Active check box. No need to activate handlers or routings for this service operation. Once the COPY\_IT\_ASSET message is subscribed, it is transformed to INSTALLED\_PRODUCT\_FULLSYNC.

5. Activate the INSTALLED\_PRODUCT\_FULLSYNC service operation. Access the Service Operations – General page (PeopleTools, Integration Broker, Integration Setup, Service Operations):



This example illustrates the fields and controls on the Service Operations — General Page (Activate INSTALLED\_PRODUCT\_SYNC).

GeneralHandlersRoutings

Service OperationINSTALLED\_PRODUCT\_SYNC

Operation TypeAsynchronous - One Way

\*Operation DescriptionInstalled Product Sync

Operation Comments

Object Owner IDFieldService

Operation Alias

User/Password Required

\*Req VerificationNone

Service Operation Security

Default Service Operation Version

\*VersionVERSION\_1

Version DescriptionInstalled Product Sync

Version Comments

Runtime Schema Validation

Request Message

Non-Repudiation

Default

Active

Routing Status

Any-to-LocalDoes not exist

Local-to-LocalDoes not exist

Local-to-AtomDoes not exist

Routing Actions Upon Save

Generate Any-to-Local

Generate Local-to-Local

Message Information

TypeRequest

Message.VersionINSTALLED\_PRODUCT\_SYNC.VERSION

\*Queue NameASSET\_MANAGEMENT

View Message

View Queue

Add New Queue

Save

Return to Service

Add Version

Select the Active check box. Access the Handlers page and activate its handler. Access the Routings page and add a new routing that reflects the integration:.

This example illustrates the fields and controls on the Routings page.

GeneralHandlersRoutings

Service OperationINSTALLED\_PRODUCT\_FULLSYNC

Default Versionv1

Routing NameINSTALLED\_PRODUCT\_FULLSYNC

Add

Routing Definitions

PersonalizeFindView All

First1 of 1Last

Selected	Name	Version	Operation Type	Sender Node	Receiver Node	Direction	Status	Results
<input type="checkbox"/>	INST_PROD_FULLSYNC_FROM_EP	v1	Asynch	PSFT_EP	CR920MST	Inbound	Inactive	

Inactivate Selected Routings

Activate Selected Routings

Save

Return to Service

Supply the new Routing Name and click the Add button. You are directed to the Routing Definitions:

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This example illustrates the fields and controls on the Add Routing Name (INSTALLED\_PRODUCT\_FULLSYNC).

The screenshot shows the 'IB Routing Definitions' window with the 'Routing Definitions' tab selected. The fields are as follows:

- Routing Name:** INSTALLED\_PRODUCT\_FULLSYNC
- \*Service Operation:** INSTALLED\_PRODUCT\_FULLSYNC
- Version:** v1
- \*Description:** Full Synchronization
- Comments:** (Empty text area)
- \*Sender Node:** E920P41
- \*Receiver Node:** C920P20
- Operation Type:** Asynchronous - One Way
- Object Owner ID:** (Dropdown menu)
- Active:** ☒ Active
- System Generated:** ☐ System Generated
- Graphical View:** (Link)
- Buttons:** Save, Return

Make sure the Sender Node is the FSCM remote node and the Receiver Node is the CRM default local node.

Access the Parameters page and complete the Parameters as follows:

This example illustrates the fields and controls on the Parameters page.

The screenshot shows the 'IB Routing Definitions' window with the 'Parameters' tab selected. The fields are as follows:

- Routing Name:** INSTALLED\_PRODUCT\_SYNC
- Service Operation:** INSTALLED\_PRODUCT\_SYNC
- Service Operation Version:** VERSION\_1
- Sender Node:** E920P41
- Receiver Node:** C920P20
- Parameters Section:**
  - Type:** Inbound Request
  - External Alias:** INSTALLED\_PRODUCT\_SYNC.VERSION\_1
  - Alias References:** (Link)
  - Message.Ver into Transform 1:** (Text field with search icon)
  - Transform Program 1:** RF\_AM\_IN
  - Transform Program 2:** (Text field with search icon)
  - Message.Ver out of Transforms:** INSTALLED\_PRODUCT\_FULLSYNC.VERSION (Text field with search icon)

Make sure that the External Alias, messages and transform program read as they are pictured here (the Message.Ver out of Transforms is "INSTALLED\_PRODUCT\_FULLSYNC.VERSION\_1")

6. Activate the INSTALLED\_PRODUCT\_SYNC service operation. Use the Service Operations - General page (IB\_SERVICE) to activate service operations. (Navigation: PeopleTools, Integration Broker, Integration Setup, Service Operations)

This example illustrates the fields and controls on the Service Operations - General Page (Activate INSTALLED\_PRODUCT\_SYNC).

The screenshot displays the 'General' tab of the Service Operations configuration page. The 'Service Operation' is set to 'INSTALLED\_PRODUCT\_SYNC' with an 'Asynchronous - One Way' type. The description is 'Installed Product Sync'. The 'Object Owner ID' is 'FieldService'. The 'Default Service Operation Version' section shows 'VERSION\_1' as the default and active version, with the description 'Installed Product Sync'. Under 'Runtime Schema Validation', 'Request Message' and 'Non-Repudiation' are unchecked. The 'Routing Status' table shows 'Any-to-Local', 'Local-to-Local', and 'Local-to-Atom' all as 'Does not exist'. The 'Routing Actions Upon Save' section has 'Generate Any-to-Local' and 'Generate Local-to-Local' unchecked. The 'Message Information' section shows a 'Request' type, 'Message.Version' of 'INSTALLED\_PRODUCT\_SYNC.VERSION\_1', and a 'Queue Name' of 'ASSET\_MANAGEMENT'. Navigation buttons at the bottom include 'Save', 'Return to Service', and 'Add Version'.

Select the Active check box. On the Handlers page, activate the handler. On the Routings page, add a new routing as in previous steps (call it INSTALLED\_PRODUCT\_SYNC, for example). Click the Add button:

You will be directed to the Routing Definitions page:

This example illustrates the fields and controls on the Routing Definitions page.

The screenshot shows the 'IB Routing Definitions' window with the 'Routing Definitions' tab selected. The form contains the following fields and controls:

- Routing Name:** INSTALLED PRODUCT SYNC
- \*Service Operation:** INSTALLED\_PRODUCT\_SYNC
- Version:** VERSION\_1
- \*Description:** Installed Product Sync
- Comments:** (Empty text area)
- \*Sender Node:** E920P41
- \*Receiver Node:** C920P20
- Operation Type:** Asynchronous - One Way
- Object Owner ID:** (Dropdown menu)
- Active:** ☒ Active
- System Generated:** ☐ System Generated
- Graphical View:** (Link)
- Buttons:** Save, Return

Make sure the Active check box is selected. The Sender Node should be the FSMC remote node and the Receiver Node should be the CRM default local node.

Navigate to the Parameters page and complete the Parameters section as follows

This example illustrates the fields and controls on the Parameters page.

IB Routing Definitions

Routing Definitions

Parameters

Connector Properties

Routing Properties

Routing Name

INSTALLED PRODUCT SYNC

Service Operation

INSTALLED\_PRODUCT\_SYNC

Service Operation Version

VERSION\_1

Sender Node

E920P41

Receiver Node

C920P20

Parameters

Type

Inbound Request

External Alias

SYNC\_IT\_ASSET.VERSION\_1

Alias References

Message.Ver into Transform 1

SYNC\_IT\_ASSET.VERSION\_1

Transform Program 1

RF\_AM\_IN

Transform Program 2

Message.Ver out of Transforms

INSTALLED\_PRODUCT\_SYNC.VERSION\_1

7. Activate the SYNC\_IT\_ASSET service operation. In the CRM database, access the Service Operations – General page (PeopleTools, Integration Broker, Integration Setup, Service Operations):

This example illustrates the fields and controls on the Service Operations - General page (CRM database).

**General** | Handlers | Routings

Service Operation: SYNC\_IT\_ASSET  
 Operation Type: Asynchronous - One Way  
 \*Operation Description: Asset install product message  
 Operation Comments:   
 Object Owner ID: FieldService  
 Operation Alias:   
 \*Req Verification: None  
 User/Password Required: ☐  
 Service Operation Security

**Default Service Operation Version**

\*Version: VERSION\_1  
 Version Description: Asset install product message  
 Version Comments:   
 Runtime Schema Validation: ☐ Request Message ☐ Non-Repudiation  
 Default: ☒ Active: ☐  
**Routing Status**  
 Any-to-Local: Does not exist  
 Local-to-Local: Does not exist  
 Local-to-Atom: Does not exist  
**Routing Actions Upon Save**  
☐ Generate Any-to-Local ☐ Generate Local-to-Local

**Message Information**

Type: Request  
 Message.Version: SYNC\_IT\_ASSET.VERSION\_1 [View Message](#)  
 \*Queue Name: ASSET\_MANAGEMENT [View Queue](#) [Add New Queue](#)

[Save](#) [Return to Service](#) [Add Version](#)

You should not have to activate the handler. Navigate to the Routings page, supply a new Routing Name, INSTALLED\_PRODUCT\_SYNC\_CRM and click the Add button.

You will be directed to the Routing Definitions page:

This example illustrates the fields and controls on the Routing Definitions page.

The screenshot shows the 'IB Routing Definitions' window with the 'Routing Definitions' tab selected. The form contains the following fields and controls:

- Routing Name:** INSTALLED\_PRODUCT\_SYNC\_CRM
- \*Service Operation:** SYNC\_IT\_ASSET
- Version:** VERSION\_1
- \*Description:** Asset Install product message
- Comments:** (Empty text area)
- \*Sender Node:** C920P20
- \*Receiver Node:** E920P41
- Operation Type:** Asynchronous - One Way
- Object Owner ID:** (Dropdown menu)
- Active:** ☒ Active
- System Generated:** ☐ System Generated
- Graphical View:** (Link)
- Buttons:** Save, Return

As pictured, click the Active button. The Sender Node should be the CRM default local node and the Receiver Node should be the FSCM remote node.

Navigate to the Parameters page and supply the parameters as pictured:

This example illustrates the fields and controls on the Parameters page.

**IB Routing Definitions**

Routing Definitions | **Parameters** | Connector Properties | Routing Properties

Routing Name INSTALLED\_PRODUCT\_SYNC\_CRM  
 Service Operation SYNC\_IT\_ASSET  
 Service Operation Version VERSION\_1  
 Sender Node C920P20  
 Receiver Node E920P41

**Parameters**

Type Inbound Request  
 External Alias SYNC\_IT\_ASSET.VERSION\_1  
 Alias References

Message.Ver into Transform 1

Transform Program 1

Transform Program 2

Message.Ver out of Transforms

8. Use the Queue Status page (IB\_MONITOR\_QUEUES) to confirm that the queues that are used in the Asset Integration are running. (Navigation: PeopleTools, Integration Broker, Service Operations Monitor, Administration, Queue Status)

This example illustrates the fields and controls on the Queue Status page.

**Queue Status**

User ID: VP1 Refresh

Queues Personalize | Find | View 100 | First 1-100 of 151 Last

Queue Name	Status	
ADVANCED_SHIPPING_NOTICE	Running	<span>Pause</span>
AGREEMENT	Running	<span>Pause</span>
AM_SETUP	Running	<span>Pause</span>
AR_360	Running	<span>Pause</span>
AS2_CHANNEL	Running	<span>Pause</span>
ASSET_MANAGEMENT	Running	<span>Pause</span>
BI_EIP360	Running	<span>Pause</span>



If the status is Paused (as is the AM\_SETUP as pictured), click the Run button.

## Setting Up PeopleSoft FSCM for the Integration

### Pages Used in Financials to Set Up Integration Broker

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Setting Up CRM Integration Broker for Asset Integration</a>	IB_NODE	Create a remote node for the CRM database (C920P20, for example) in your Financials database (if it does not yet exist).
Connectors page	IB_NODECONN	Enter the default Gateway ID and the Connector ID.  <a href="#">Setting Up CRM Integration Broker for Asset Integration</a>
Domain Status page	AMM_MULTIDOM	Confirm that the domain is active.  <a href="#">Setting Up CRM Integration Broker for Asset Integration</a>
Queue Status page	IB_MONITOR_QUEUES	Confirm the Asset Management queue is active.  <a href="#">Setting Up CRM Integration Broker for Asset Integration</a>
Gateways page	IB_GATEWAY	Select the Local Gateway for the Financials database.  <a href="#">Setting Up CRM Integration Broker for Asset Integration</a>
Gateway Properties page	IBGWSIGNON	Access the IntegrationGateway.properties file.  <a href="#">Setting Up CRM Integration Broker for Asset Integration</a>
PeopleSoft Node Configuration page	PSGTWPROPS_SEC	Confirm Application Server URLs for CRM and Financials nodes and ping them.  <a href="#">Setting Up CRM Integration Broker for Asset Integration</a>

<b>Page Name</b>	<b>Definition Name</b>	<b>Usage</b>
<a href="#">Activating and Configuring the Service Operations for Asset Integration in FSCM</a>	IB_SERVICE	Activate service operations.
Service Operations - Handlers page	IB_SERVICEHDLR	Activate the handlers for the service operations.  <a href="#">Activating and Configuring the Service Operations for Asset Integration in FSCM</a>
Service Operations - Handlers page	IB_SERVICERTNGS	Verify that the ITAM routing definition that you created displays for the service operation.  <a href="#">Activating and Configuring the Service Operations for Asset Integration in FSCM</a>
Queue Status page	IB_MONITOR_QUEUES	Verify that the Asset Management queue is active  <a href="#">Setting Up CRM Integration Broker for Asset Integration</a>

## Setting Up CRM Integration Broker for Asset Integration

The following are the appropriate steps :

1. Set up the FSCM Default Local Node. Use the Node Definitions page (IB\_NODE) to create a remote node for the CRM database (C920P20, for example) in your Financials database (if it does not yet exist).

Navigation: PeopleTools, Integration Broker, Integration Setup, Nodes, Node Definitions.

This example illustrates the fields and controls on the Node Definitions page (set up FSCM node).

Node Definitions		Connectors	Portal	WS Security	Routings
Node Name	E920P41				Copy Node
*Description	PS FSCM - FIN, Supply Chain				Rename Node
*Node Type	PIA	<input type="checkbox"/> Default Local Node <input checked="" type="checkbox"/> Local Node <input checked="" type="checkbox"/> Active Node <input type="checkbox"/> Non-Repudiation <input type="checkbox"/> Segment Aware			Delete Node
*Authentication Option	Password				
Node Password	...				
*Default User ID	VP1				
Hub Node					
Master Node					
Company ID					
IB Throttle Threshold					
Image Name					
Codeset Group Name					
		Contact/Notes	Properties		
Save					

- Also, create the CRM remote node (for example, C920P20):

This example illustrates the fields and controls on the Node Definitions page (set up CRM node).

The screenshot shows the 'Node Definitions' page for a CRM node. The page has a tabbed interface with 'Node Definitions' selected. The fields are as follows:

- Node Name:** C920P20
- \*Description:** EIP
- \*Node Type:** External (dropdown)
- \*Authentication Option:** Password (dropdown)
- Node Password:** Masked with three dots
- \*Default User ID:** VP1
- WSIL URL:** Empty text field
- Hub Node:** Empty text field
- Master Node:** Empty text field
- Company ID:** Empty text field
- IB Throttle Threshold:** Empty text field
- Image Name:** Empty text field
- Codeset Group Name:** Empty text field
- External User ID:** Empty text field
- External Password:** Empty text field
- External Version:** Empty text field

On the right side, there are checkboxes for:

- ☐ Default Local Node
- ☐ Local Node
- ☒ Active Node
- ☐ Non-Repudiation
- ☐ Segment Aware

At the top right, there are three buttons: Copy Node, Rename Node, and Delete Node. At the bottom left is a Save button. At the bottom center are two links: Contact/Notes and Properties.

The Default User ID should be the same as the User ID for the FSCM node in CRM (for example, E920P41).

The User ID is also the same as the one used in the Gateway Properties for this Node (VP1). Save.

3. Click the Connectors tab:

This example illustrates the fields and controls on the Node Definitions Page (Connectors Tab).

The screenshot shows the 'Node Definitions' page with the 'Connectors' tab selected. The 'Node Name' is 'E920P41' and there is a 'Ping Node' button. Below the 'Details' section, there are three input fields: 'Gateway ID' with the value 'LOCAL', 'Connector ID' with the value 'PSFTTARGET', and '\*Delivery Mode' with a dropdown menu set to 'Guaranteed Delivery'. To the right of these fields, a note states: 'PeopleSoft Nodes are configured via the Gateway Setup Properties'. Below the fields, a message says: 'This connector does not have properties. Use Gateways Page to setup.' At the bottom left is a 'Save' button.

Supply a name for the default Gateway (for example: LOCAL). Enter a Connector ID of PSFTTARGET and save your changes.

4. Use the Gateway Properties page (IBGWSIGNON) to access the IntegrationGateway properties file.

**Navigation:** PeopleTools, Integration Broker, Configuration, Gateways, Gateway Setup Properties.

This example illustrates the fields and controls on the Gateway Setup Properties Page.

The screenshot shows a dialog box titled 'Gateway Properties'. It contains the text: 'Sign on to access integrationGateway.properties file.' and 'The default user ID is 'administrator'.' Below this text is a form with two input fields: 'User ID' and 'Password'. There is a checkbox labeled 'Change Password' below the password field. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Gateway Properties page

Log in with UserID and Password.

Once you click OK, you are directed to the PeopleSoft Node Configuration page:

Find and confirm the App Server URL values for both Node Names: Default Local Node (E920P41 used in this example) and the CRM database node (C920P20, used in this example). Click the Ping Now button to confirm each node. (If you receive No Success, log in to the CRM database (C920P20, for example) and press CTRL+J to confirm the Application Server URL).

5. Add the CRM remote node (C920P20, for example) to the Single Signon setup. Use the Single Signon page (SINGLE\_SIGNON) to add the FSCM remote node (E920P41, for example) to the Single Signon setup.

**Navigation:** PeopleTools, Security, Security Objects, Single Signon.

## Activating and Configuring the Service Operations for Asset Integration in FSCM

Activate and configure the following service operations:

- COPY\_AM\_SUBTYPE
- MANUFACTURER\_FULLSYNC
- COPY\_IT\_ASSET
- SYNC\_IT\_ASSET

1. Use the Domain Status page (AMM\_MULTIDOM) to confirm that the domain is active.

**Navigation:** PeopleTools, Integration Broker, Service Operations Monitor, Administration, Domain Status.

2. Activate the COPY\_AM\_SUBTYPE service operation. In the FSCM database, Use the Service Operations - General page (IB\_SERVICE) to activate the service operations.

**Navigation:** PeopleTools, Integration Broker, Integration Setup, Service Operations

This example illustrates the fields and controls on the Service Operations - General Page (Activate COPY\_AM\_SUBTYPE).

GeneralHandlersRoutings

Service OperationCOPY\_AM\_SUBTYPE

Operation TypeAsynchronous - One Way

\*Operation DescriptionCRM integration of IT Assets

Operation Comments

Object Owner IDAsset Management

Operation Alias

User/Password Required☐

\*Req VerificationNone

Service Operation Security

Default Service Operation Version

\*VersionVERSION\_1

Version DescriptionCRM integration of IT Assets

Version Comments

Runtime Schema Validation

☐ Request Message

☐ Non-Repudiation

☒ Default☒ Active

Routing Status

Any-to-LocalDoes not exist

Local-to-LocalExists

Local-to-AtomDoes not exist.

Routing Actions Upon Save

☐ Generate Any-to-Local

☐ Regenerate Local-to-Local

WarningRegenerating sets all routing field values to their initial state.

Message Information

TypeRequest

Message.VersionCOPY\_AM\_SUBTYPE.VERSION\_1

\*Queue NameAM\_SETUP

View Message

View Queue

Add New Queue

Save

Return to Service

Add Version

Select the Active check box to activate the service operation. Access the Handlers page and make sure that the Status is Active.

Access the Routings page and add a new routing that reflects the integration. This service operation (COPY\_AM\_SUBTYPE) is for Full Sync from FSCM to CRM as part of the initial setup for the integration:

This example illustrates the fields and controls on the Adding a Routing (Routings Page — COPY\_AM\_SUBTYPE).

GeneralHandlersRoutings

Service OperationCOPY\_AM\_SUBTYPE

Default VersionVERSION\_1

Routing NamePUBLISH\_AM\_SUBTYPE

Add

Routing Definitions

Selected	Name	Version	Operation Type	Sender Node	Receiver Node	Personalize	Find	View All	Status	First	1-3 of 3	Last
<input type="checkbox"/>	COPY_AM_SUBTYPE	VERSION_1	Asynch	EP920MST	PSFT_XOUTBND	Outbound	Inactive					
<input type="checkbox"/>	COPY_AM_SUBTYPE_CR	VERSION_1	Asynch	EP920MST	PSFT_CR	Outbound	Inactive					
<input type="checkbox"/>	COPY_AM_SUBTYPE_LCL	VERSION_1	Asynch	EP920MST	EP920MST	Local	Inactive					

Inactivate Selected Routings

Activate Selected Routings

Save

Return to Service

Supply the new Routing Name, PUBLISH\_AM\_SUBTYPE, (for example) and click the Add button.

You will be directed to the Routing Definitions page for the routing name that you just added:

This example illustrates the fields and controls on the Routing Definitions page.

The screenshot shows the 'IB Routing Definitions' window with the 'Routing Definitions' tab selected. The fields and controls are as follows:

- Routing Name:** PUBLISH\_AM\_SUBTYPE
- \*Service Operation:** COPY\_AM\_SUBTYPE
- Version:** VERSION\_1
- \*Description:** Copy Asset Management subtypes
- Comments:** (Empty text area)
- \*Sender Node:** E920P41
- \*Receiver Node:** C920P20
- Operation Type:** Asynchronous - One Way
- Object Owner ID:** (Dropdown menu)
- Active:** ☒ Active
- System Generated:** ☐ System Generated
- Buttons:** Save, Return
- Graphical View:** (Link)

Make sure the Active check box is selected, supply a description and make sure the Sender Node is the defined FSCM local node and the Receiver Node is the CRM remote node.

Access the Parameters page and check the External Alias. In FSCM, the routing type should be Outbound and in CRM, it should be Inbound:



This example illustrates the fields and controls on the Parameters page.

**IB Routing Definitions**

Routing Definitions | **Parameters** | Connector Properties | Routing Properties

Routing Name PUBLISH\_AM\_SUBTYPE  
 Service Operation COPY\_AM\_SUBTYPE  
 Service Operation Version VERSION\_1  
 Sender Node E920P41  
 Receiver Node C920P20

**Parameters**

**Type** Inbound Request

External Alias COPY\_AM\_SUBTYPE.VERSION\_1

Alias References

Message.Ver into Transform 1

Transform Program 1

Transform Program 2

Message.Ver out of Transforms

---

**Type** Outbound Request

External Alias COPY\_AM\_SUBTYPE.VERSION\_1

WS Security

Alias References

Message.Ver into Transform 1

Transform Program 1

Transform Program 2

Message.Ver out of Transforms

Save Return

3. Activate the MANUFACTURER\_FULLSYNC service operation. In the FSCM database, access the Service Operations – General page (PeopleTools, Integration Broker, Integration Setup, Service Operations. Find the MANUFACTURER\_FULLSYNC service operation):

This example illustrates the fields and controls on the Service Operations — General Page (Activate MANUFACTURER\_FULLSYNC).

General Handlers Routings

Service Operation MANUFACTURER\_FULLSYNC

Operation Type Asynchronous - One Way

\*Operation Description Manufacturer message

Operation Comments

Object Owner ID Inventory

Operation Alias

Service Operation Security

☐ User/Password Required

\*Req Verification None

Default Service Operation Version

\*Version VERSION\_1

Version Description Manufacturer message

Version Comments

Runtime Schema Validation

☐ Request Message

☐ Non-Repudiation

☒ Default ☒ Active

Routing Status

Any-to-Local	Does not exist
Local-to-Local	Does not exist
Local-to-Atom	Does not exist

Routing Actions Upon Save

☐ Generate Any-to-Local

☐ Generate Local-to-Local

Message Information

Type Request

Message.Version MANUFACTURER\_FULLSYNC.VERSION

\*Queue Name AM\_SETUP

View Message

View Queue

Add New Queue

Save

Return to Service

Add Version

Select the Active check box. Access the Handlers page and activate the delivered handlers.

Access the Routings page and add a new routing for the integration:

This example illustrates the fields and controls on the Routings page.

General Handlers Routings

Service Operation MANUFACTURER\_FULLSYNC

Default Version VERSION\_1

Routing Name PUBLISH\_MFG\_SYNC

Add

Routing Definitions

Selected	Name	Version	Operation Type	Sender Node	Receiver Node	Direction	Status	Results
<input type="checkbox"/>	MANUFACTURER_FULLSYNC_CR	VERSION_1	Asynch	EP920MST	PSFT_CR	Outbound	Inactive	
<input type="checkbox"/>	MANUFACTURER_FULLSYNC_OUT	VERSION_1	Asynch	EP920MST	PSFT_XOUTBND	Outbound	Inactive	

Inactivate Selected Routings

Activate Selected Routings

Save

Return to Service

Supply the new Routing Name, PUBLISH\_MFG\_SYNC, (for example) and click the Add button. You will be directed to the Routing Definitions page for the routing name that you just added:

This example illustrates the fields and controls on the Routing Definitions page.

The screenshot shows the 'IB Routing Definitions' window with the 'Routing Definitions' tab selected. The window has a title bar with a close button. Below the title bar are four tabs: 'Routing Definitions', 'Parameters', 'Connector Properties', and 'Routing Properties'. The 'Routing Definitions' tab contains the following fields and controls:

- Routing Name:** PUBLISH\_MFG\_SYNC
- \*Service Operation:** MANUFACTURER\_FULLSYNC
- Version:** VERSION\_1
- \*Description:** CM Integration of IT Assets
- Comments:** A large text area for comments.
- \*Sender Node:** E920P41
- \*Receiver Node:** C920P20
- Operation Type:** Asynchronous - One Way
- Object Owner ID:** A dropdown menu.
- Active:** A checked checkbox.
- System Generated:** An unchecked checkbox.
- Graphical View:** A blue link.
- Buttons:** 'Save' and 'Return' buttons at the bottom.

Make sure the Active check box is selected, supply a description. Make sure that the Sender Node is the FSCM local node and the Receiver Node is the CRM remote node.

Access the Parameters page and review the External Alias:

This example illustrates the fields and controls on the Parameters page.

IB Routing Definitions

[New Window](#) | [Help](#) | [Personalize Page](#) |

[Routing Definitions](#) | **[Parameters](#)** | [Connector Properties](#) | [Routing Properties](#)

Routing Name

PUBLISH\_MFG\_SYNC

Service Operation

MANUFACTURER\_FULLSYNC

Service Operation Version

VERSION\_1

Sender Node

E920P41

Receiver Node

C920P20

Parameters

Type

Inbound Request

External Alias

MANUFACTURER\_FULLSYNC.VERSION\_1

Alias References

Message.Ver into Transform 1

Transform Program 1

Transform Program 2

Message.Ver out of Transforms

Type

Outbound Request

External Alias

MANUFACTURER\_FULLSYNC.VERSION\_1

WS Security

Alias References

Message.Ver into Transform 1

Transform Program 1

Transform Program 2

Message.Ver out of Transforms

Save

Return

4. Activate the COPY\_IT\_ASSET service operation. In the FSCM database, access the Service Operations - General page (PeopleTools, Integration Broker, Integration Setup, Service Operations):

This example illustrates the fields and controls on the Service Operations — General Page (Activate COPY\_IT\_ASSET).

General Handlers Routings

Service Operation COPY\_IT\_ASSET

Operation Type Asynchronous - One Way

\*Operation Description CRM integration of IT Assets

Operation Comments

Object Owner ID Asset Management

Operation Alias

User/Password Required ☐

\*Req Verification None

Service Operation Security

Default Service Operation Version

\*Version VERSION\_1

Version Description CRM integration of IT Assets

Version Comments

Default ☒ Active ☒

Routing Status

Any-to-Local	Does not exist
Local-to-Local	Exists
Local-to-Atom	Does not exist

Runtime Schema Validation

☐ Request Message

☐ Non-Repudiation

Routing Actions Upon Save

☐ Generate Any-to-Local

☐ Regenerate Local-to-Local

Warning Regenerating sets all routing field values to their initial state.

Message Information

Type Request

Message.Version COPY\_IT\_ASSET.VERSION\_1

\*Queue Name AM\_SETUP

View Message

View Queue

Add New Queue

Save Return to Service Add Version

Select the Active check box. No need to activate handlers. Access the Routings page:

This example illustrates the fields and controls on the Routings page.

General Handlers Routings

Service Operation COPY\_IT\_ASSET

Default Version VERSION\_1

Routing Name PUBLISH\_ITAM\_SYNC

Add

Routing Definitions

Selected	Name	Version	Operation Type	Sender Node	Receiver Node	Direction	Status	Results
<input type="checkbox"/>	COPY_IT_ASSET	VERSION_1	Asynch	EP920MST	PSFT_XOUTBND	Outbound	Inactive	
<input type="checkbox"/>	COPY_IT_ASSET_CR	VERSION_1	Asynch	EP920MST	PSFT_CR	Outbound	Inactive	
<input type="checkbox"/>	COPY_IT_ASSET_LCL	VERSION_1	Asynch	EP920MST	EP920MST	Local	Inactive	

Inactivate Selected Routings

Activate Selected Routings

Save Return to Service

Add a new Routing Name, PUBLISH\_ITAM\_SYNC, (for example) and click the Add button.

You will be directed to the Routing Definitions page of the routing that you just added:

This example illustrates the fields and controls on the Routing Definitions page.

The screenshot shows the 'IB Routing Definitions' page with the following fields and controls:

- Routing Name:** PUBLISH\_ITAM\_SYNC
- \*Service Operation:** COPY\_IT\_ASSET
- Version:** VERSION\_1
- \*Description:** CRM Integration with IT Assets
- Comments:** (Empty text area)
- \*Sender Node:** E920P41
- \*Receiver Node:** C920P20
- Operation Type:** Asynchronous - One Way
- Object Owner ID:** (Dropdown menu)
- Active:** ☒ Active
- System Generated:** ☐ System Generated
- Graphical View:** (Link)
- Buttons:** Save, Return

Make sure that the Active check box is selected, supply a description and supply the Sender Node (FSCM local node) and the Receiver Node (CRM remote node).

5. Activate the SYNC\_IT\_ASSET service operation. Access the Service Operations – General page (PeopleTools, Integration Broker, Integration Setup, Service Operations):

This example illustrates the fields and controls on the Service Operations — General Page (Activate SYNC\_IT\_ASSET).

GeneralHandlersRoutings

Service Operation

SYNC\_IT\_ASSET

Operation Type

Asynchronous - One Way

\*Operation Description

CRM integration of IT Assets

Operation Comments

Object Owner ID

Asset Management

Operation Alias

☐ User/Password Required

\*Req Verification

None

Service Operation Security

Default Service Operation Version

\*Version

VERSION\_1

Version Description

CRM integration of IT Assets

Version Comments

☒ Default

☒ Active

Routing Status

Any-to-Local

Exists

Local-to-Local

Does not exist

Local-to-Atom

Does not exist

Runtime Schema Validation

☐ Request Message

☐ Non-Repudiation

Routing Actions Upon Save

☐ Regenerate Any-to-Local

☐ Generate Local-to-Local

Warning Regenerating sets all routing field values to their initial state.

Message Information

Type

Request

Message.Version

SYNC\_IT\_ASSET.VERSION\_1

View Message

\*Queue Name

ASSET\_MANAGEMENT

View Queue

Add New Queue

Save

Return to Service

Add Version

Select the Active check box. Access the Handlers page and activate its handler. Access the Routings page and add new routings for the integration:

This example illustrates the fields and controls on the Routings page.

GeneralHandlersRoutings

Service Operation

SYNC\_IT\_ASSET

Default Version

VERSION\_1

Routing Name

INCREMENTAL\_PUBLISH\_CRM

Add

Routing Definitions

Selected	Name	Version	Operation Type	Sender Node	Receiver Node	Direction	Status	Results
<input type="checkbox"/>	SYNC_IT_ASSET	VERSION_1	Asynch	~~ANY~~	EP920MST	Inbound	Inactive	
<input type="checkbox"/>	SYNC_IT_ASSET_CR	VERSION_1	Asynch	EP920MST	PSFT_CR	Outbound	Inactive	

Inactivate Selected Routings

Activate Selected Routings

Save

Return to Service

Add the Routing Name of INCREMENTAL\_PUBLISH\_CRM (outbound routing) and click the Add button. You will be directed to the Routing Definitions page:

This example illustrates the fields and controls on the Routing Definitions page.

The screenshot shows the 'IB Routing Definitions' window with the 'Routing Definitions' tab selected. The window has a title bar with a close button and a 'Help' link. Below the title bar are four tabs: 'Routing Definitions', 'Parameters', 'Connector Properties', and 'Routing Properties'. The main content area contains the following fields and controls:

- Routing Name:** INCREMENTAL\_PUBLISH\_CRM
- \*Service Operation:** SYNC\_IT\_ASSET
- Version:** VERSION\_1
- \*Description:** CRM Integration of IT Assets
- Comments:** (Empty text area)
- \*Sender Node:** EP920MST
- \*Receiver Node:** C920P20
- Operation Type:** Asynchronous - One Way
- Object Owner ID:** (Dropdown menu)
- Active:** ☒ Active
- System Generated:** ☐ System Generated
- Graphical View:** (Link)
- Buttons:** Save, Return

Supply a description. The Sender Node is the FSCM node and the Receiver Nodes is CRM node.

Access the Parameters page:

This example illustrates the fields and controls on the Parameters page.

The screenshot shows the 'IB Routing Definitions' window with the 'Parameters' tab selected. The window has a title bar with a close button and links for 'New Window', 'Help', and 'Personalize Page'. Below the title bar are four tabs: 'Routing Definitions', 'Parameters', 'Connector Properties', and 'Routing Properties'. The main content area contains the following fields and controls:

- Routing Name:** INCREMENTAL\_PUBLISH\_CRM
- Service Operation:** SYNC\_IT\_ASSET
- Service Operation Version:** VERSION\_1
- Sender Node:** EP920MST
- Receiver Node:** C920P20
- Parameters Section:**
  - Type:** Outbound Request
  - External Alias:** SYNC\_IT\_ASSET.VERSION\_1
  - WS Security:** (Link)
  - Alias References:** (Link)
  - Message.Ver into Transform 1:** (Text field with search icon)
  - Transform Program 1:** (Text field with search icon)
  - Transform Program 2:** (Text field with search icon)
  - Message.Ver out of Transforms:** (Text field with search icon)
- Buttons:** Save, Return

Add inbound routing, INCREMENTAL\_SUBSCRIBE\_CRM (for example):



This example illustrates the fields and controls on the Routing Definitions page.

The screenshot shows the 'IB Routing Definitions' window with the 'Routing Definitions' tab selected. The window has a title bar with a close button and a 'Help' link. Below the title bar are four tabs: 'Routing Definitions', 'Parameters', 'Connector Properties', and 'Routing Properties'. The main content area contains the following fields and controls:

- Routing Name:** INCREMENTAL\_SUBSCRIBE\_CRM
- \*Service Operation:** SYNC\_IT\_ASSET
- Version:** VERSION\_1
- \*Description:** CRM integration of IT Assets
- Comments:** A large text area for additional notes.
- \*Sender Node:** C920P20
- \*Receiver Node:** E920P41
- Operation Type:** Asynchronous - One Way
- Object Owner ID:** A dropdown menu.
- Active:** A checked checkbox.
- System Generated:** An unchecked checkbox.
- Graphical View:** A blue link.
- Buttons:** 'Save' and 'Return' buttons at the bottom.

Sender Node should be the CRM remote node and the Receiver Node is the FSCM local node.

Access the Parameters page:

This example illustrates the fields and controls on the Parameters page.

**IB Routing Definitions**

Routing Definitions | **Parameters** | Connector Properties | Routing Properties

New Window | Help | Personalize Page

Routing Name INCREMENTAL\_SUBSCRIBE\_CRM  
 Service Operation SYNC\_IT\_ASSET  
 Service Operation Version VERSION\_1  
 Sender Node C920P20  
 Receiver Node E920P41

**Parameters**

Type Inbound Request  
 External Alias SYNC\_IT\_ASSET.VERSION\_1  
 Alias References

Message.Ver into Transform 1  
 Transform Program 1  
 Transform Program 2  
 Message.Ver out of Transforms

Type Outbound Request  
 External Alias SYNC\_IT\_ASSET.VERSION\_1  
 WS Security  
 Alias References

Message.Ver into Transform 1  
 Transform Program 1  
 Transform Program 2  
 Message.Ver out of Transforms

Save Return

- Use the Queue Status page (IB\_MONITOR\_QUEUES) to confirm the Asset Management queue is active.

**Navigation:** PeopleTools, Integration Broker, Service Operations Monitor, Administration, Queue Status.

This example illustrates the fields and controls on the Queue Status page.

Queue Status

User ID: VP1 Refresh

Queues Personalize | Find | View 100 | First 1-100 of 250 Last

Queue Name	Status	
ACTION_REASON	Paused	<span>Run</span>
ACTUAL_TIME	Paused	<span>Run</span>
ADVANCED_SHIPPING_NOTICE	Paused	<span>Run</span>
AIRLINE_TICKET_LOAD	Paused	<span>Run</span>
AM_SETUP	Paused	<span>Run</span>
AP_PAY_TERMS	Paused	<span>Run</span>

If the status is Paused, (as the AM\_SETUP queue pictured), click the Run button.

## Setting Up and Running Full Synchronization

Follow the below mentioned steps to setup and run a full synchronization:

1. From the FSCM database, set up the Full Data Publish Rules for the COPY\_ASSET\_SUBTYPE message (Enterprise Components, Integration Definitions, Full Data Publish Rules, Full Table Publish Rules):

This example illustrates the fields and controls on the Full Table Publish Rules page (COPY\_AM\_SUBTYPE). You can find definitions for the fields and controls later on this page.

The screenshot shows the 'Full Table Publish Rules' page for the 'COPY\_AM\_SUBTYPE' service operation. The 'Operation Description' is 'CRM integration of IT Assets' and the 'Message.Version' is 'COPY\_AM\_SUBTYPE.VERSION\_1'. The 'Publish Rule Definition' section includes the following fields and controls:

- \*Publish Rule ID:** Text field containing 'ASSET SUBTYPE'.
- \*Description:** Text field containing 'Copy Asset Subtype'.
- \*Status:** Dropdown menu set to 'Inactive'.
- Chunking Rule ID:** Text field with a search icon.
- Chunk Table:** Text field.
- Message Options:**
  - ☒ Create Message Header
  - ☒ Create Message Trailer
- Output Format:**
  - ☒ Message
  - ☐ Flat File
  - ☐ Flat File with Control Record

Complete Publish Rule ID, supply a description and activate as pictured.

- From the FSCM database, set up the Full Data Publish Rules for the MANUFACTURER\_FULLSYNC message (Enterprise Components, Integration Definitions, Full Data Publish Rules, Full Table Publish Rules):

This example illustrates the fields and controls on the Full Table Publish Rules page (MANUFACTURER\_FULLSYNC).

The screenshot shows the 'Full Table Publish Rules' page for the 'MANUFACTURER\_FULLSYNC' service operation. The 'Operation Description' is 'CRM integration of IT Assets' and the 'Message.Version' is 'MANUFACTURER\_FULLSYNC.VERSION\_1'. The 'Publish Rule Definition' section includes the following fields and controls:

- \*Publish Rule ID:** Text field containing 'MANUFACTURER\_FULLSYNC'.
- \*Description:** Text field containing 'Manufacturer full sync'.
- \*Status:** Dropdown menu set to 'Active'.
- Chunking Rule ID:** Text field with a search icon.
- Chunk Table:** Text field.
- Message Options:**
  - ☒ Create Message Header
  - ☒ Create Message Trailer
- Output Format:**
  - ☒ Message
  - ☐ Flat File
  - ☐ Flat File with Control Record

Complete Publish Rule ID, supply a description and activate as pictured.

- From the FSCM database, set up the Full Data Publish Rules for the COPY\_IT\_ASSET message (Enterprise Components, Integration Definitions, Full Data Publish Rules, Full Table Publish Rules):

This example illustrates the fields and controls on the Full Table Publish Rules page (COPY\_IT\_ASSET).

The screenshot shows the 'Full Table Publish Rules' page for the service operation 'COPY\_IT\_ASSET'. The page has tabs for 'Full Table Publish Rules', 'Record Mapping', and 'Languages'. The 'Service Operation' is 'COPY\_IT\_ASSET' and the 'Message.Version' is 'COPY\_IT\_ASSET.VERSION\_1'. The 'Operation Description' is 'CRM integration of IT Assets'. The 'Publish Rule Definition' section includes fields for '\*Publish Rule ID' (COPY\_IT\_ASSET), '\*Description' (Copy IT Asset), and '\*Status' (Active). There is also a 'Chunking Rule ID' field and a 'Chunk Table' dropdown. The 'Message Options' section has checkboxes for 'Create Message Header' and 'Create Message Trailer', both of which are checked. The 'Output Format' section has radio buttons for 'Message' (selected), 'Flat File', and 'Flat File with Control Record'.

Complete Publish Rule ID, supply a description and activate as pictured.

- From FSCM, set up Map Chunking Rules for the business unit (Enterprise Components, Integration Definitions, Map Chunking Rules, Business Units):

This example illustrates the fields and controls on the BusUnit Mapping page.

The screenshot shows the 'BusUnit Mapping' page. The 'Chunking Rule ID' is 'BUSINESS\_UNIT' and it is 'Chunk by Business Unit'. The 'Effective Date' is '01/01/1900' and the '\*Status' is 'Active'. The 'Message Node' is 'E920P41' and the description is 'PS FSCM - FIN, Supply Chain'. The 'Business Unit' section shows a table with one entry: '1 US001' with the description 'US001 NEW YORK OPERATIONS'.

*Business Unit	Description
1 US001	US001 NEW YORK OPERATIONS

Supply the FSCM local node and add the business unit or units that are involved.

- Review association of Chunking Rule to the business unit (Enterprise Components, Integration Definitions, Map Chunking Rules, BU to Chunk Rule/Node, Quick Map):

This example illustrates the fields and controls on the Quick Map page.

Quick Map

Chunking Rule ID: BUSINESS\_UNIT

Effective Date: 01/01/1900

Message Node Name: E900P41

Select All

Deselect All

Select Business Unit			Customize	Find	View 100		First	119-128 of 168	Last
Add	Business Unit	Description							
<input type="checkbox"/>	SPN01	SPAIN OPERATIONS							
<input type="checkbox"/>	SPN02	SPAIN - EURO BASE CURRENCY							
<input checked="" type="checkbox"/>	US001	US001 NEW YORK OPERATIONS							
<input type="checkbox"/>	US002	US002 MASSACHUSETTS OPERATIONS							
<input type="checkbox"/>	US003	US003 CALIFORNIA OPERATIONS							
<input type="checkbox"/>	US004	US004 ILLINOIS OPERATIONS							
<input type="checkbox"/>	US005	US005 FLORIDA OPERATIONS							
<input type="checkbox"/>	US006	US006 OREGON OPERATIONS							
<input type="checkbox"/>	US007	US007 OPERATIONS							
<input type="checkbox"/>	US008	COLORADO BIKE MFG/OUTDOOR							

Make sure your business unit is selected.

- Run the full synchronization of Asset Subtypes, launch the Full Table Data Publish Application Engine program, EOP\_PUBLISHT (Enterprise Components, Integration Definitions, Initiate Processes, Full Data Publish):

This example illustrates the fields and controls on the Full Data Publish (AMFULLSYNC).

Full Data Publish

Run Control ID AMFULLSYNC Report Manager Process Monitor Run

Process Request Find | View All First 1 of 1 Last

\*Request ID AMFULLSYNC

Description AM Subtype Full Sync

Process Frequency

☒ Once ☐ Always ☐ Don't Run

Parameters

\*Service Operation COPY\_AM\_SUBTYPE CRM integration of IT Assets

Create a Run Control ID and complete as pictured. Save and run.

- Run the full synchronization of Manufacturer IDs, launch the Full Table Data Publish Application Engine program, EOP\_PUBLISHT (Enterprise Components, Integration Definitions, Initiate Processes, Full Data Publish):

This example illustrates the fields and controls on the Full Data Publish page (MFG\_FULLSYNC).

Full Data Publish

Run Control ID MFG\_FULLSYNC Report Manager Process Monitor Run

Process Request Find | View All First 1 of 1 Last

\*Request ID MFG\_FULLSY

Description MFG ID Full Sync

Process Frequency

☒ Once ☐ Always ☐ Don't Run

Parameters

\*Service Operation MANUFACTURER\_FULLSYNC

Create a Run Control ID and complete as pictured. Save and run.

- Run the full synchronization of IT Assets, launch the Full Table Data Publish Application Engine program, EOP\_PUBLISHT (Enterprise Components, Integration Definitions, Initiate Processes, Full Data Publish):

This example illustrates the fields and controls on the Full Data Publish page (HW\_ASSETS).

Create a Run Control ID and complete as pictured. Save and run.

## Verifying and Troubleshooting Synchronization Results

1. Once you have run the full synchronization, verify the status of the processes.

Access the Service Operations Monitor in CRM after first full synchronization (Integration Broker, Service Operations Monitor, Monitoring, Asynchronous Services, Monitor Overview):

This example illustrates the fields and controls on the Service Operations Monitor in CRM.

Service Operation	Error	New	Started	Working	Done	Retry	Timeout	Edited	Canceled	Hold	Submit	Done/NoAck
COPY_AM_SUBTYPE	0	0	0	0	1	0	0	0	0	0	0	0
PSRF_REPORT_CREATE	0	0	0	0	1	0	0	0	0	0	0	0
MANUFACTURER_FULLSYNC	0	0	0	0	1	0	0	0	0	0	0	0

Notice that the service operations will show up in the Done column once they are run.

Access the Service Operations Monitor in FSCM after first full synchronization (Integration Broker, Service Operations Monitor, Monitoring, Asynchronous Services, Monitor Overview):



This example illustrates the fields and controls on the Service Operations Monitor in FSCM.

**Monitor Overview** | Operation Instances | Publication Contracts | Subscription Contracts

Publish  ☐ Archived

\*Queue Level: Pub Contract \*Group By: Service Operation ☐ User Level View

**Time Period**

From Date: 01/01/2013 To Date: 01/23/2014  
 From Time: 12:00:01AM To Time: 11:59:59PM

**Result** Personalize | Find | View All | First 1-3 of 3 Last

Service Operation	Error	New	Started	Working	Done	Retry	Timeout	Edited	Canceled	Hold	Submit	Done/NoAck
MANUFACTURER_FULLSYNC	0	0	0	0	1	0	0	0	0	0	0	0
COPY_AM_SUBTYPE	0	0	0	0	1	0	0	0	0	0	0	0
COPY_IT_ASSET	0	0	0	0	1	0	0	0	0	0	0	0

- Spot check details of synchronized assets between CRM and FSCM. In CRM, access the Installed Assets page of one of the assets:

This example illustrates the fields and controls on the Install Assets page in CRM.

**Installed Assets**

Save | Search | Add Install Product | Next | Previous | 360-Degree View | 360-Degree Search | >> Personalize

SetID SHARE  
 Installed Product ID 300033  
 Product Toshiba Tecra Series  
 Employee John Baker  
 Asset Department Information Systems  
 Asset Location USA - New York

Installed Product | Attributes | History

**Owner Information**

Asset Owner  
☒ Employee ☐ Department ☐ Location ☐ None  
 Employee John Baker  
 Asset Department Information Systems  
 Asset Location USA - New York  
 Asset Contact  
 Show Details

**Status**

*Status	*Quantity	UOM
Installed	1.0000	EA

Add Status

**Asset Information**

Main | More

Product Group  
 \*Product ID ARM114  
 Description Toshiba Tecra Series  
 Item ID ARM114  
 Item Description Toshiba Te  
 Serial ID 83974PUMVQ  
 Asset Tag  
 Install Type Sold  
 Date Installed 03/14/2005

The asset information between two applications should reflect the same data. Navigate to the History tab and review results:

This example illustrates the fields and controls on the Installed Assets page - History tab.

**Installed Assets**

Save | Search | Add Install Product | Next | Previous | 360 360-Degree View | 360-Degree Search | >> | Personalize

SetID SHARE  
 Installed Product ID 300033  
 Product Toshiba Tecra Series

Employee John Baker  
 Asset Department Information Systems  
 Asset Location USA - New York

Installed Product | Attributes | **History**

Events | Related Transactions | Interactions | Audits

**Event History** | Personalize | Find | 1-2 of 2 | First | Last

Policy Name	Details	Date/Time Created	Created By
Installed Product Status Change	Installed Product Status changed from (no prior value) to Installed	03/14/2005 4:38PM	
Installed Product Creation	Installed Asset created from Online Transaction	03/14/2005 4:38PM	

- In FSCM, compare the Asset – General Information page (Asset Management, Asset Transactions, Owned Assets, Basic Add, General Information):

This example illustrates the fields and controls on the Asset - General Information page (FSCM database).

**General Information** | Operation/Maintenance | Asset Information | Asset Acquisition Detail | Location/Comments/Attributes | Manufacture/License/Custodian | ▶

Unit US001 | Asset ID 00000000116 | Building | Tag | In Service

**Asset Information**

Description Building | Short Desc Building | CAP # | Seq # | Tag Number |

☐ Taggable Asset

Asset Class BUILDING | BUILDING | Auction Status Allowed to be Auctioned

Asset Type Property | ☒ Capitalized Asset

Asset Subtype | ☒ New Asset

\*Asset Status In Service | ☐ Available For Use

Acquisition Date 11/19/2012 | ☐ In Physical Use

Placement Date 11/19/2012 |

Collateral Asset |

\*Acquisition Code Purchased |

FERC Code |

Financing Code |

Fair Value 0.000 | Appraisal Date |

Replacement Cost | Last Update |

Index Name |

SubIndex Name |

Parent/Child None | Parent ID |

Profile ID BLDG | Region Code |

☐ Composite Asset | Composite Asset ID |

Book Page | Set R and D Info... |

Asset Warehouse Mapping | Attachments (0) |

Fair Value Details |

Review asset details on all pages of the Asset component. Compare the asset detail information between two applications; it should reflect the same data. Navigate to the Operation/Maintenance page, and so on):

This example illustrates the fields and controls on the Operation Maintenance page.

#### 4. Troubleshoot any errors:

Access the Integration Broker Asynchronous Monitor (Service Operations Monitor, Monitoring, Asynchronous Services, Detail of Transaction). Click the Error link to view error messages:

This example illustrates the fields and controls on the Instance Error Messages page.

Instance Error Messages				
Errors				
Error Timestamp	Segment Index	Error Message	Description	
01/19/2011 2:18:26.756665AM	0	Transaction ----> 1 <BusinessUnit>US001<AssetId>000000000001 (0,0)		
01/19/2011 2:18:27.570666AM	0	Transaction ----> 2 <BusinessUnit>US001<AssetId>ITZ 131 (0,0)		
01/19/2011 2:18:28.858108AM	0	Error Message = No Valid Location found in CRM system for QUEBEC (17832,1554) in Transaction #2 (0,0)		
01/19/2011 2:18:28.859364AM	0	Transaction ----> 3 <BusinessUnit>US001<AssetId>ITZ008 (0,0)		
01/19/2011 2:18:28.919116AM	0	Transaction ----> 4 <BusinessUnit>US001<AssetId>ITZ160 (0,0)		
01/19/2011 2:18:28.927019AM	0	Error Message = No Valid Location found in CRM system for US004 (17832,1554) in Transaction #4 (0,0)		
01/19/2011 2:18:28.928172AM	0	Transaction ----> 5 <BusinessUnit>US001<AssetId>ITZ161 (0,0)		
01/19/2011 2:18:28.935775AM	0	Error Message = No Valid Location found in CRM system for QUEBEC (17832,1554) in Transaction #5 (0,0)		
01/19/2011 2:18:28.936925AM	0	Transaction ----> 6 <BusinessUnit>US001<AssetId>ITZ162 (0,0)		
01/19/2011	-	Error Message = No Valid Location found in		

After performing the full synchronization of Assets, if some of the pre-required values like Location or Employee ID are not in Sync between CRM and FSCM, the Integration Broker Transaction will end with status of ERROR. The detail will display unmapped values.

If using the delivered system sample data, the process on the CRM side will end in an error due to a mismatch of values of Location and Employee ID. The following steps could then be used as a work around :

- Create those values in CRM before running the full synchronization process and resubmit.
  - The unmapped EMPLIDs are mostly those that start with "KU" and "RS".
  - The unmapped Locations are likely QUEBEC and US005, among others.
- Modify the XML. Edit the message, copy it to any editor and identify the values, then replace. Resubmit.
- After the successful completion of the process, `INSTALLED_PRODUCT_FULLSYNC`, if some assets from FSCM do not appear as part of the Help Desk's Installed Assets, it would likely be caused by mapping-related setup that did not included the specific combination of Manufacturer ID, Asset Subtype, Model ID, and Product ID.

---

## Installed Assets and Incremental Synchronization

The following section discusses:

- Example: Entering an Installed Asset from CRM HelpDesk
- Example: Integrating an asset from FSCM to CRM

### Example: Entering an Installed Asset from CRM HelpDesk

The following presents an example of entering an installed asset from CRM HelpDesk:

1. Log on to the CRM database. Access the Installed Products Configuration – Set Up Options page (Set Up CRM, Product Related, Installed Product, Configuration.)

This example illustrates the fields and controls on the Installed Products Configuration - Set Up Options page (CRM).

**Set Up Options** | **Define Status Translates**

**SetID SHARE**

**Set Up Options**

**Products**

☐ Check All / Clear All

☐ Allow Installed Product Creation for Site Without a Customer

☐ Show Asset Tag

☒ Show Preventive Maintenance

☒ Show Serial Number

☐ Show Account Information

☒ Show Operating System Section

☐ Show Price Information

☒ Show Warranty Information

**Services**

☐ Check All / Clear All

☒ Allow Installed Service Creation for Site Without a Customer

☒ Show Change Order Pushbutton

☐ Show Price Information

☐ Show Account Information

**Assets**

☐ Check All / Clear All

☒ Show Serial Number

☐ Show Price Information

**Integration Options**

☒ Enable Asset Integration with PeopleSoft Financials

Select the Show Serial Number check box and the Enable Asset Integration with PeopleSoft Financials check box. Save.

2. Enter an asset. Access the Installed Assets page (HelpDesk, Installed Assets):

This example illustrates the fields and controls on the Installed Assets page.

**Installed Assets**

**Search**

Use Saved Search

\*SetID =

Installed Asset ID begins with

Asset Owner =

Installed Asset Status =

Employee Name =

Employee ID begins with

Asset Department =

Product Group =

Product ID =

Item ID =

Asset Tag =

Serial ID =

[Basic Search](#) [Save Search Criteria](#) [Delete Saved Search](#) [Personalize Search](#)

- Click the Add Installed Asset button and enter the following information:

This example illustrates the fields and controls on the Add Installed Asset Button Page.

- Select the SetID from the list, enter the Installed Asset ID, and click the *Add Installed Asset* button:

This example illustrates the fields and controls on the Installed Assets (Installed Product) Page.

- Enter a First Name value (*Ryan, in this example*) and click the Search button. Enter data as shown below:

This example illustrates the fields and controls on the Installed Assets (Installed Product) Page with data. You can find definitions for the fields and controls later on this page.

**Installed Assets**

Save | Search | Add Install Product | 360-Degree View | 360-Degree Search | Hierarchy | Personalize

SetID SHARE  
Installed Product ID ASSET  
Product Desktop CPU 450Mhz, 128 Mb RAM

Contact  
Asset Department  
Asset Location

Installed Product | Attributes | History

**Owner Information**

Asset Owner  
Employee Department Location None  
Employee RYAN  
Asset Department  
Asset Location  
Asset Contact  
Show Details

**Asset Information**

Main More  
Product Group  
\*Product ID IUT-01  
Description Desktop CPU 450Mhz, 128 Mb RAM  
Item ID IUT-01  
Item Description Desktop CP  
Serial ID SERIAL123  
Asset Tag SERIAL123  
Install Type Sold  
Date Installed

**Status**

*Status	*Quantity	UOM
Installed	10000.0000	EA

Add Status

Enter the following values:

- Product ID = IUT-01
- Serial ID and Asset Tag = SERIAL123
- Asset Type = IT Hardware
- Asset Subtype = DESKTOP
- Status = Installed; Quantity = 1.0000

Click the Save button.

6. Access the Integration Broker Asynchronous Services – Monitor Overview page (PeopleTools, Integration Broker, Service Operations Monitor, Monitoring, Asynchronous Services, Monitor Overview):

This example illustrates the fields and controls on the Asynchronous Services Monitor Overview Page.

**Monitor Overview** | Operation Instances | Publication Contracts | Subscription Contracts

Publish

☐ Archived

\*Queue Level: Oper Instance \*Group By: Service Operation ☐ User Level View

**Time Period**

From Date: 01/01/2013 To Date: 01/23/2014

From Time: 12:00:01AM To Time: 11:59:59PM

**Result** Personalize | Find | View All | First 1-4 of 4 Last

Queue Name	Queue Status	Error	New	Started	Working	Done	Retry	Timeout	Edited	Canceled	Hold	Submit	Done/NoAck
CASE_EIP	Running	0	0	0	0	4	0	0	0	0	0	0	0
PSRF_REPORTING_FOLDERS	Running	0	0	0	0	405	0	0	0	0	0	0	0
SYNC_IT_ASSET	Running	0	0	0	0	7	0	0	0	0	0	0	0
USER_PROFILE	Running	0	0	0	0	3	0	0	0	0	0	0	0

Click the Done hyperlink for the Service Operation, SYNC\_IT\_ASSET:

This example illustrates the fields and controls on the Asynchronous Serious — Operation Instances Page.

**Gateway Properties** [Help](#)

Sign on to access integrationGateway.properties file.

The default user ID is 'administrator'.

User ID

Password

☐ Change Password

- Click on Details link and ensure that the Publication Contract has a Status of Done.



This example illustrates the fields and controls on the Asynchronous Details (SYNC\_IT\_ASSET) Publication Contracts Subscriber Node.

**Asynchronous Details**

Transaction ID: b370e3a6-7024-11e3-a7f7-b9a08f86d930

External Service Name: SYNC\_IT\_ASSET.VERSION\_1

Publishing Node: C920P20 \*Segment: 1 Refresh

Queue Name: PSRF\_REPORTING\_FOLDERS View XML Archive

Queue Status: Running

Queue Sequence ID: 13

Sub Queue

Original Publishing Node: C920P20

Status: DONE Uncompressed Data Length: 4560

Data Length View Limit: 100000

View IB Info

Subscription Contracts Personalize Find First 1 of 1 Last

Action Name	*Segment	Status	View XML	Resubmit	Cancel	View Error/Info	View IB Info	Handler Tester
E920P41	1	Done	View XML	Resubmit	Cancel	View Error/Info	View IB Info	Handler Tester

- Click on View XML link and confirm that this is the Installed Asset that you entered by scrolling through the XML and finding your Serial ID.

This example illustrates the fields and controls on the Asynchronous Details (IB XML) Publication Contracts.

**View IB Info**

```

de><![CDATA[]]></RequestingNode><RequestingNodeDescription><![CDATA[]]>
</RequestingNodeDescription><NodePassword><![CDATA[***deleted for security purposes****]]>
</NodePassword><ExternalUserName><![CDATA[]]></ExternalUserName><ExternalUserPassword><![CDATA[***deleted for security purposes****]]>
</ExternalUserPassword><AuthToken><![CDATA[***deleted for security purposes****]]>
</AuthToken><WS-Security><WSTokenType><![CDATA[]]>
</WSTokenType><WSTokenEncryptLevel><WSTokenEncryptLevel><WSRequestAliasName><![CDATA[]]>
</WSRequestAliasName><WS-Security><URIResource><![CDATA[]]>
</URIResource><HttpMethod><HttpMethod><URIResourceIndex><NodeDN><![CDATA[]]>
</NodeDN><OrigUser><![CDATA[]]></OrigUser><OrigNode><![CDATA[]]></OrigNode><OrigProcess><![CDATA[]]>
</OrigProcess><OrigTimeStamp><OrigTimeStamp><DirectGatewayRequest></DirectGatewayRequest><SyncServiceTimeout>
</SyncServiceTimeout><ExternalMessageID><![CDATA[]]>
</ExternalMessageID><SegmentsUnOrder>N</SegmentsUnOrder><ConversationID><![CDATA[]]></ConversationID><WSA-ReplyTo>
<![CDATA[]]></WSA-ReplyTo><WSA-MessageID><![CDATA[]]></WSA-MessageID><WSA-RelatesTo><![CDATA[]]>
</WSA-RelatesTo><WSA-To><![CDATA[]]></WSA-To><WSA-Action><![CDATA[]]></WSA-Action><WSA-FaultTo><![CDATA[]]>
</WSA-FaultTo><Protocol><Protocol><WS-RM><Action><![CDATA[]]></Action><SequenceID><![CDATA[]]>
</SequenceID><MessageNumber>0</MessageNumber><Duration><![CDATA[]]>
</Duration><LastMessageNumber>0</LastMessageNumber><WS-RM><SAML-CertAlias><![CDATA[]]></SAML-CertAlias>
<SAML-QualifierName><![CDATA[]]></SAML-QualifierName><SAML-SubjectName><![CDATA[]]></SAML-SubjectName>
<SAML-Issuer><![CDATA[]]></SAML-Issuer><SAML-Signature><![CDATA[***deleted for security purposes****]]>
</SAML-Signature><SAML-TokenData><![CDATA[***deleted for security purposes****]]></SAML-TokenData><InReplyToID>
<![CDATA[]]></InReplyToID><DataChunk><![CDATA[]]></DataChunk><DataChunkCount><![CDATA[]]>
</DataChunkCount></From><To><DestinationNode><![CDATA[]]></DestinationNode><FinalDestinationNode><![CDATA[]]>
</FinalDestinationNode><AppServerDomain><![CDATA[]]></AppServerDomain></To><Cookies><![CDATA[]]>
</Cookies><PathInfo><![CDATA[]]></PathInfo><HttpSession><SessionID><![CDATA[]]>
</SessionID></HttpSession><QStrArgs></ContentSections><PublishNode><![CDATA[]]></PublishNode><Queue><![CDATA[]]>

```

Return

The Done status indicates that it published the XML successfully.

- Log into the Financials database and confirm that the asset was integrated and added successfully. Access the Asynchronous Services page in PeopleTools Integration Broker (PeopleTools, Integration Broker, Service Operations Monitor, Monitoring, Asynchronous Services, Monitor Overview):

This example illustrates the fields and controls on the Asynchronous Services Page in PeopleTools Integration Broker.

**Monitor Overview** | Operation Instances | Publication Contracts | Subscription Contracts

Publish

☐ Archived

\*Queue Level: Oper Instance \*Group By: Service Operation ☐ User Level View

**Time Period**

From Date: 01/01/2013 To Date: 01/23/2014

From Time: 12:00:01AM To Time: 11:59:59PM

**Result** Personalize | Find | View All | First 1-4 of 4 Last

Queue Name	Queue Status	Error	New	Started	Working	Done	Retry	Timeout	Edited	Canceled	Hold	Submit	Done/NoAck
CASE_EIP	Running	0	0	0	0	4	0	0	0	0	0	0	0
PSRF_REPORTING_FOLDERS	Running	0	0	0	0	405	0	0	0	0	0	0	0
SYNC_IT_ASSET	Running	0	0	0	0	7	0	0	0	0	0	0	0
USER_PROFILE	Running	0	0	0	0	3	0	0	0	0	0	0	0

- Click on the link in the Done column of the SYNC\_IT\_ASSET Service Operation. Confirm that the Status = Done.

Click on View XML link:

This example illustrates the fields and controls on the Service Operation (IB XML SYNC\_IT\_ASSET) Subscription Contracts Page.

**IB XML Page**

XML

```
<PUBLISH_RULE_ID type="CHAR"/>
<MSGNODENAME type="CHAR"/>
</PSCAMA>
</FieldTypes>
<MsgData>
  <Transaction>
    <IT_ASSET_TMP class="R">
      <CRM_IPROD_ID IsChanged="Y">300113</CRM_IPROD_ID>
      <CRM_IPROD_SETID IsChanged="Y">SHARE</CRM_IPROD_SETID>
      <CRM_DEPT_SETID IsChanged="Y">SHARE</CRM_DEPT_SETID>
      <TAG_NUMBER IsChanged="Y">SERIALID123</TAG_NUMBER>
      <ASSET_ID/>
      <BUSINESS_UNIT/>
      <SERIAL_ID IsChanged="Y">SERIALID123</SERIAL_ID>
      <COMPONENT_OF_ID/>
      <ASSET_SUBTYPE IsChanged="Y">DESKTOP</ASSET_SUBTYPE>
      <CRM_IPROD_STATUS IsChanged="Y">INS</CRM_IPROD_STATUS>
      <EMPLID IsChanged="Y">SP109</EMPLID>
```

**Return**

Scroll through the XML and verify that it is the Installed Asset entered in the CRM database (C920P20 in this example).

- Find the asset in PeopleSoft Asset Management. Access the Search for an Asset page (Asset Management, Search for an Asset):

This example illustrates the fields and controls on the Search for an Asset Page.

**Search for an Asset**

Asset Search Criteria

Unit US001 Book Location Parent ID Area ID Impairment Processing Group ID

Category Asset ID Asset Status In Service Profile ID Threshold ID

Tag Number Serial ID

Additional Search Criteria Chartfield Search Criteria

Acquisition Details

PO Unit Receipt Unit AP Unit PC Bus Unit PO No Receipt No Voucher Project ID

Retrieve

Cost Information Acquisition Information Location Non Capital Asset Custodian Lease

Search Clear Drill-Down To: Select Component GO

Search Results - Select One Asset to Continue Personalize Find First 1-300 of 300 Last

Unit	Asset ID	Description	Asset Type	Asset Subtype	Tag Number	Serial ID	Status
US001	000000000001	SOLARIS WORKSTATION	IT Hardware			000000000001	In Service
US001	000000000002	Gas/elec SUV - Fleet vehicle 1	Fleet	AUTO	P00000009001	666345234567	In Service

Enter the Serial ID of the Installed Asset that was created in C920P20 (in this example) and click on Search button. If the asset was created successfully, you should see it in the Search Results section.

## Example: Integrating an Asset from Financials to CRM

Assumption: Integration Broker Nodes for the Financials and CRM database are already created (previous steps).

1. Add a new routing to the service operation, SYNC\_IT\_ASSETS. Access the Service Operations - Routings page for the SYNC\_IT\_ASSETS service (PeopleTools, Integration Broker, Integration Setup, Service Operations. Find the SYNC\_IT\_ASSETS service operation and click the Routings tab):

This example illustrates the fields and controls on the Service Operations (SYNC\_IT\_ASSET) Routings Page.

Service Operation: SYNC\_IT\_ASSET  
 Default Version: VERSION\_1  
 Routing Name:

Selected	Name	Version	Operation Type	Sender Node	Receiver Node	Direction	Status	Results
<input type="checkbox"/>	~GEN-UPG-29500	VERSION_1	Asynch	CR920MST	PSFT_EP	Outbound	Inactive	
<input type="checkbox"/>	~GEN-UPG-26282	VERSION_1	Asynch	PSFT_EP	CR920MST	Inbound	Inactive	
<input type="checkbox"/>	INSTALLED_PRODUCT_SYNC_CRM	VERSION_1	Asynch	E920P41	C920P20	Hub	Active	

[Return to Service](#)

Create a Routing called ITAM2 (for example) from the Financials to the CRM database. Enter ITAM2 for the Routing Name field and click the Add button (ITAM2 pictured as already created above):

This example illustrates the fields and controls on the Create Routing (Financials to CRM) Page. You can find definitions for the fields and controls later on this page.

The screenshot shows the 'IB Routing Definitions' form with the following fields and controls:

- Routing Name:** ITAM2
- \*Service Operation:** SYNC\_IT\_ASSET
- Version:** VERSION\_1
- \*Description:** (empty field)
- Comments:** (empty text area)
- \*Sender Node:** E920P41
- \*Receiver Node:** C920P20
- Operation Type:** Asynchronous - One Way
- Object Owner ID:** (empty dropdown menu)
- Active:** ☒ Active
- System Generated:** ☐ System Generated
- Graphical View:** (link)
- Buttons:** Save, Return

Enter the following information:

- Service Operation = SYNC\_IT\_ASSET
  - Sender Node = E920P41 (in this example)
  - Receiver Node = C920P20 (in this example)
  - Save
2. Log in to the CRM database and add a new Routing from E920P41 to C920P20 (values in this example) for the SYNC\_IT\_ASSET Service Operation:
- Access the Service Operations - Routings page for the SYNC\_IT\_ASSETS service (PeopleTools, Integration Broker, Integration Setup, Service Operations.)
  - Find the SYNC\_IT\_ASSETS service operation and click the Routings tab):

This example illustrates the fields and controls on the Routings (SYNC\_IT\_ASSET) Page.

General | Handlers | **Routings**

Service Operation: SYNC\_IT\_ASSET  
 Default Version: VERSION\_1  
 Routing Name: IT\_ASSETS\_FROM\_FSCM Add

**Routing Definitions**

Selected	Name	Version	Operation Type	Sender Node	Receiver Node	Direction	Status	Results
<input type="checkbox"/>	~GEN-UPG~29500	VERSION_1	Asynch	CR920MST	PSFT_EP	Outbound	Inactive	
<input type="checkbox"/>	~GEN-UPG~26282	VERSION_1	Asynch	PSFT_EP	CR920MST	Inbound	Inactive	
<input type="checkbox"/>	INSTALLED_PRODUCT_SYNC_CRM	VERSION_1	Asynch	E920P41	C920P20	Hub	Active	
<input type="checkbox"/>	ITAM2	VERSION_1	Asynch	E920P41	C920P20	Hub	Active	

Inactivate Selected Routings Activate Selected Routings  
Save [Return to Service](#)

Enter a Routing Name (for example, IT\_ASSETS\_FROM\_FSCM) and click the Add button (shown above as already created):

This example illustrates the fields and controls on the Add Routing Name (IT\_ASSETS) on Routing Definitions Page

**IB Routing Definitions**

**Routing Definitions** | Parameters | Connector Properties | Routing Properties

**Routing Name** IT\_ASSETS\_FROM\_FSCM ☒ **Active**  
**\*Service Operation** SYNC\_IT\_ASSET ☐ **System Generated**  
**Version** VERSION\_1  
**\*Description** Asset Install Product Message [Graphical View](#)  
**Comments**  
 \*Sender Node E920P41  
 \*Receiver Node C920P20  
**Operation Type** Asynchronous - One Way  
**Object Owner ID** ▼  
Save Return

Click the Save button.

3. Click on the Parameters tab

This example illustrates the fields and controls on the Parameters (INST\_PROD\_SYNC) Page. You can find definitions for the fields and controls later on this page.

**IB Routing Definitions**

Routing Definitions
Parameters
Connector Properties
Routing Properties

Routing Name INST\_PROD\_SYNC\_FROM\_FSCM  
Service Operation INSTALLED\_PRODUCT\_SYNC  
Service Operation Version VERSION\_1  
Sender Node E920P41  
Receiver Node C920P20

**Parameters**

Type Inbound Request  
External Alias SYNC\_IT\_ASSET.VERSION\_1  
Alias References  
Message.Ver into Transform 1 SYNC\_IT\_ASSET.VERSION\_1  
Transform Program 1 RF\_AM\_IN  
Transform Program 2  
Message.Ver out of Transforms INSTALLED\_PRODUCT\_SYNC.VERSION\_1

Enter the following information:

- External Alias: SYNC\_IT\_ASSET.VERSION\_1
- Message.Ver into Transform 1: SYNC\_IT\_ASSET.VERSION\_1
- Transform Program 1: RF\_AM\_IN
- Message.Ver out of Transforms: INSTALLED\_PRODUCT\_SYNC.VERSION\_1

4. Test the integration by entering a new asset in the Financials database:

- Access the Asset Management Basic Add page and add a new value (Asset Management, Asset Transactions, Owned Assets, Basic Add). Enter an Asset Identification (for example: TEST\_1) and click the Add button:

This example illustrates the fields and controls on the Asset Management — Basic Add Page. You can find definitions for the fields and controls later on this page.

The screenshot displays the 'Asset Information' tab of the 'Asset Management — Basic Add Page'. The page is organized into several sections:

- General Information:** Unit US001, Asset ID TEST\_1, Tag TEST\_1, In Service.
- Asset Information:**
  - Description: TEST\_1
  - Short Desc: TEST\_1
  - CAP #: [Field]
  - Seq #: [Field]
  - Tag Number: TEST\_1
  - Auction Status: [Field]
  - Asset Class: [Field]
  - Asset Type: IT Hardware
  - Asset Subtype: DESKTOP
  - \*Asset Status: In Service
  - Acquisition Date: 01/22/2014
  - Placement Date: 01/22/2014
  - Collateral Asset: [Field]
  - \*Acquisition Code: Purchased
  - FERC Code: [Field]
  - Financing Code: [Field]
  - Fair Value: 0.00 USD
  - Replacement Cost: [Field]
  - Index Name: [Field]
  - SubIndex Name: [Field]
  - Parent/Child: None
  - Profile ID: [Field]
  - Composite Asset: [Field]
  - Capitalized Asset: [Field]
  - New Asset: [Field]
  - Available For Use: [Field]
  - In Physical Use: [Field]
  - Appraisal Date: [Field]
  - Last Update: [Field]
  - Parent ID: [Field]
  - Region Code: [Field]
  - Composite Asset ID: [Field]

At the bottom of the page, there are links for 'Book Page', 'Asset Warehouse Mapping', 'Set R and D Info...', and 'Attachments (0)'.

Enter the following information:

- Description: TEST\_1
- Short Description: TEST\_1
- Tag Number: TEST\_1
- Asset Type: Hardware
- Asset Subtype: DESKTOP

Click the Operation/Maintenance tab:



This example illustrates the fields and controls on the Asset Management Operations Maintenance Page.

Enter a Serial ID value (ex: TEST\_1) and save the asset.

5. Access the Asynchronous Services - Publication Contracts page (PeopleTools, Integration Broker, Service Operations Monitor, Monitoring, Asynchronous Services, Publication Contracts):

Enter SYNC\_IT\_ASSET and click the Search button:

Click the Details link for your transaction:

This example illustrates the fields and controls on the Asynchronous Details (SYNC\_IT\_ASSET) Publication Contracts Subscriber Node C920P20.

Action Name	*Segment	Status	View XML	Resubmit	Cancel	View Error/Info	View IB Info	Handler Tester
C920P20	1	Done	<a href="#">View XML</a>	<a href="#">Resubmit</a>	<a href="#">Cancel</a>	<a href="#">View Error/Info</a>	<a href="#">View IB Info</a>	<a href="#">Handler Tester</a>

The Publication Contract status should be Done.

Click the View XML link:

This example illustrates the fields and controls on the Asynchronous Details (IB XML) Asset ID Page.



Scroll through the XML and locate the ASSET\_ID tag. Verify the Asset ID value.

6. Log in to the CRM database and access the Asynchronous Services - Subscription Contracts page (PeopleTools, Integration Broker, Service Operations Monitor, Monitoring, Asynchronous Services, Subscription Contracts):

On the Subscription Contracts page, click the Details link.

Verify that the transaction status is Done.

Click the View XML link:

This example illustrates the fields and controls on the Asynchronous Details (SERIAL\_ID) IB XML Page.

**IB XML Page**

XML

```
<RF_INST_PROD class="R">
  <SETID>SHARE</SETID>
  <INST_PROD_ID>NEXT</INST_PROD_ID>
  <INST_PROD_TYPE>001</INST_PROD_TYPE>
  <AM_ASSET_TYPE>010</AM_ASSET_TYPE>
  <ASSET_SUBTYPE>DESKTOP</ASSET_SUBTYPE>
  <BO_ID_CUST>0</BO_ID_CUST>
  <ROLE_TYPE_ID_CUST>0</ROLE_TYPE_ID_CUST>
  <BO_ID_CONTACT>0</BO_ID_CONTACT>
  <ROLE_TYPE_ID_CNTCT>0</ROLE_TYPE_ID_CNTCT>
  <PRODUCT_ID>USA100</PRODUCT_ID>
  <INV_ITEM_ID/>
  <SERIAL_ID>TEST_1</SERIAL_ID>
  <ASSETTAG>TEST_1</ASSETTAG>
  <ORDER_DATE/>
  <SHIP_DATE/>
  <INSTALLED_DATE/>
  <SITE ID/>
</RF_INST_PROD>
```

Return

Scroll through the XML and find the Asset ID/Serial ID that was created in the Financials database.

7. Search for the Asset by Serial ID (TEST\_1 for the SHARE SetID) from the Installed Assets page (HelpDesk, Installed Assets):

This example illustrates the fields and controls on the Search for Asset on Installed Assets Page.

**Installed Assets**

Save Search Add Install Product 360 360-Degree View Hierarchy Personalize

**Installed Product ID 300121** **SetID SHARE**  
**Department** **Location**  
**Contact** **Description Computer Package**

**Installed Product** Attributes History

**Administration Information**

First Name Last Name  
Phone Location  
Search Advanced Search  
Address  
Department Location  
Location Details

**Asset Information**

\*Product ID USA100  
Description Computer Package  
Item ID  
Serial ID TEST\_1  
Asset Type IT Hardware  
☒ Validated  
Manufacturer  
Install Type Sold  
Date Ordered  
Date Installed 05/14/2010  
Product Category  
Item Description  
Asset Tag TEST\_1  
Asset Subtype DESKTOP  
Transfer  
Model  
Parent Product  
Date Shipped

Note that the check mark in the Validated check box on this page indicates that the displayed CRM installed asset has been validated (synchronized) with the data from the Financials asset system.