



versaAssets Manual



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versaAssets Overview

versaAssets is an add-on Windows application that is available for versaSRS Pro, versaSRS Business and versaSRS Enterprise editions.

The versaAssets Agent is used to scan hardware and software of the assets within the computer network that are discoverable. The versaAssets will then return the results of the managed assets and populate that information into versaSRS. Unmanaged assets are entered into the system manually.

The data recorded via versaAssets Agent provides a snap shot of the network infrastructure. The results of the scan can be used to identify legacy items on the network or outdated software. Reports can also be created within versaSRS to retrieve an overview of asset status or for detailed CMDB purposes.

This document outlines the versaAssets Agent module and how to install and configure the module for viewing results in versaSRS. Also included is the definition of the screens that you can use to manage the assets within versaSRS.

Download and Installation

The download link to the versaAssets installer is contained within the [versaSRS homepage](#) under the Overview Menu is a link to the Companion Tools & Modules.

The versaAssets Agent can be downloaded and installed, however functionality is not enabled unless the module is activated in versaSRS via the Pro, Business or Enterprise edition license key.

There are two ways in which to configure versaAssets - either as an Agent or Agentless. Information on how to configure for either appears in the section on *Config File Settings – Scan Mode*.

An **Agent** mode requires that the application is installed and run in each discoverable asset on the network. This requires additional effort to setup and may not be satisfactory for remote networks. The Agent will then push the information back to versaSRS.

An **Agentless** mode requires the application to be installed on a server as a single instance. The Agentless application will then, when started, go out to all discoverable assets and return the values into versaSRS. This is in effect a pull strategy where the information is pulled from each discoverable asset. The server where versaSRS is installed is suitable for Agentless configuration.

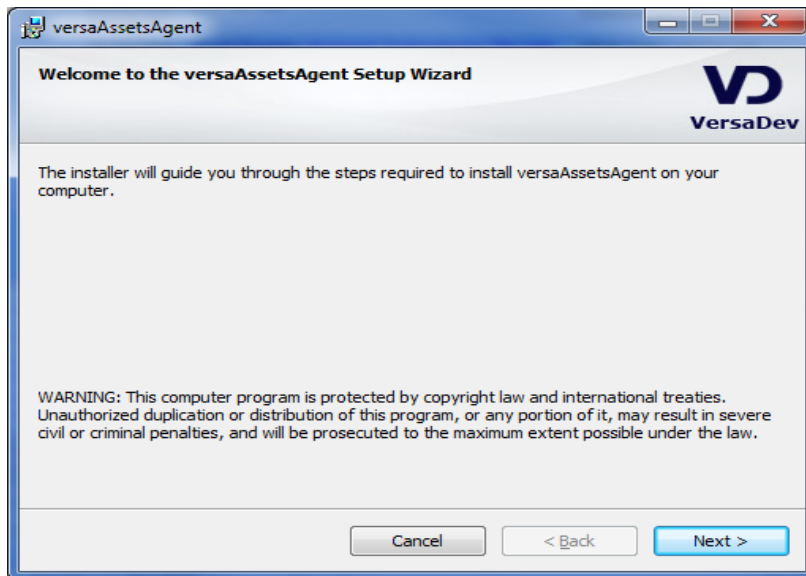
Setting up versaAssets Web Service in versaSRS

versaAssets Agent is dependent upon the versaAssets Web Service, included as a part of versaSRS by default. *No configuration of this Web Service should be required.* If configuration of versaAssets Web Service **is** required then see below:

1. In IIS, where versaSRS is installed, create a new Application Pool, Set Identity to "Network Service".
2. Create a Web Site pointing to the location where the VersaAssets web service is located.
3. Set Authentication to "Anonymous"

Installing versaAssets


Once downloaded and unzipped the installer is available to run. The following dialogue box appears when the setup is double clicked.



Fill out the following screen with the administrative account details.

versaAssetsAgent

Domain Account Information



Please enter the administrative account details to access your hardware and software information.

Username

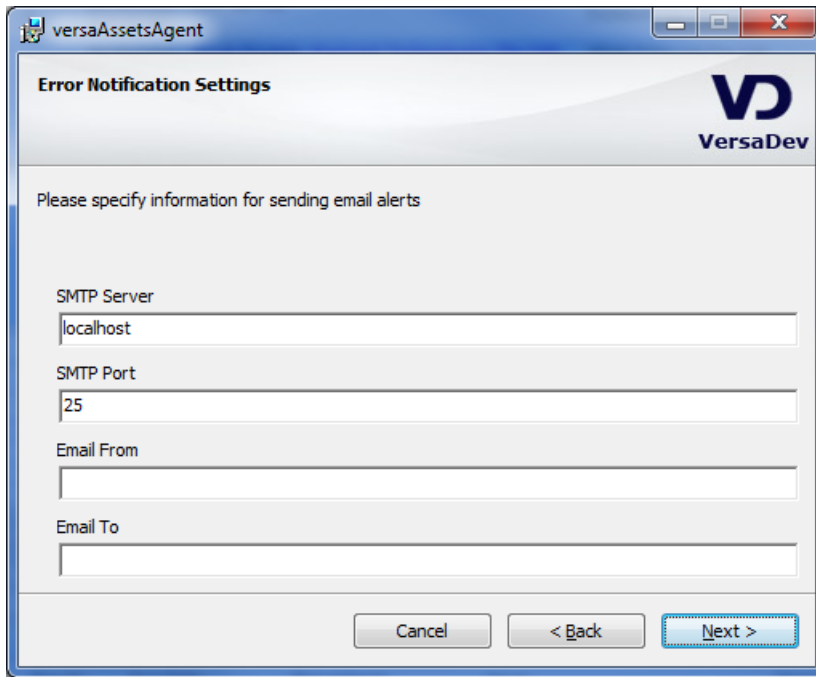
Password

Log File Path

Max Log File Size (in KB)

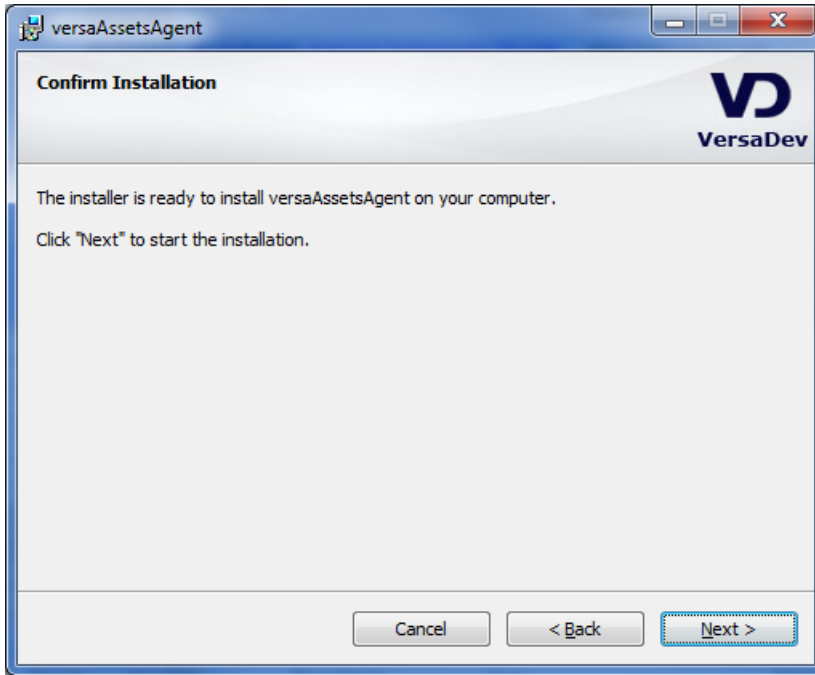
The domain account entered must have access to the workstations/servers that are to be scanned.

Complete the below dialogue box with the desired email details. Emails will be sent to recipients if alerts are raised by the versaAssets. (Optional)

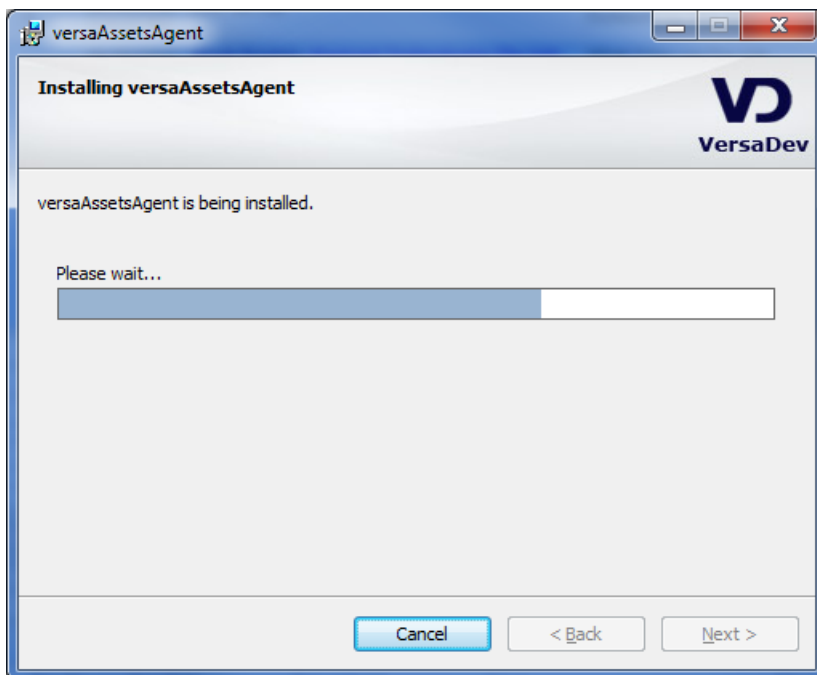


The image shows a Windows-style dialog box titled "versaAssetsAgent" with a subtitle "Error Notification Settings". The VersaDev logo is in the top right corner. The main text reads "Please specify information for sending email alerts". There are four input fields: "SMTP Server" containing "localhost", "SMTP Port" containing "25", "Email From" (empty), and "Email To" (empty). At the bottom are three buttons: "Cancel", "< Back", and "Next >".

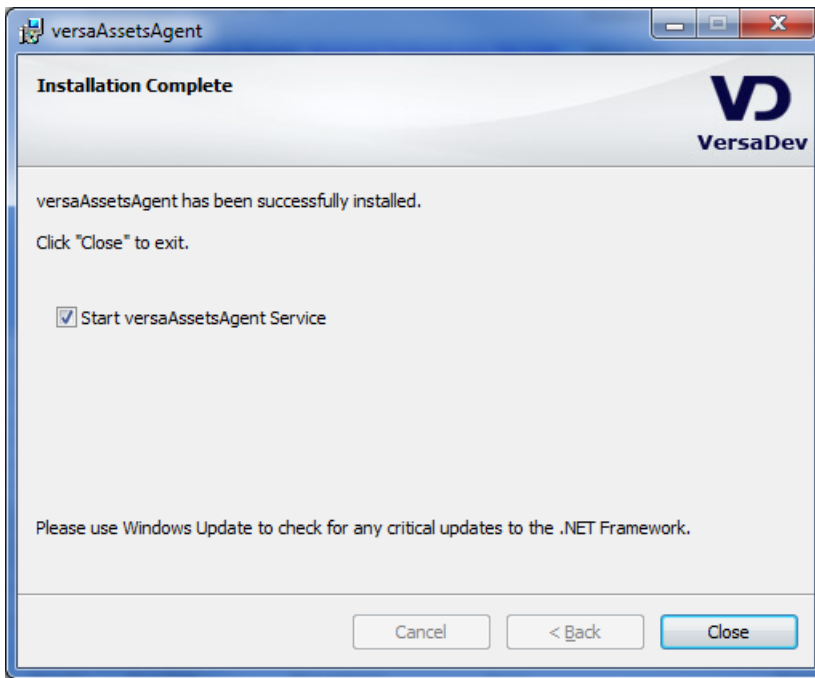
Click Next



Installation will occur



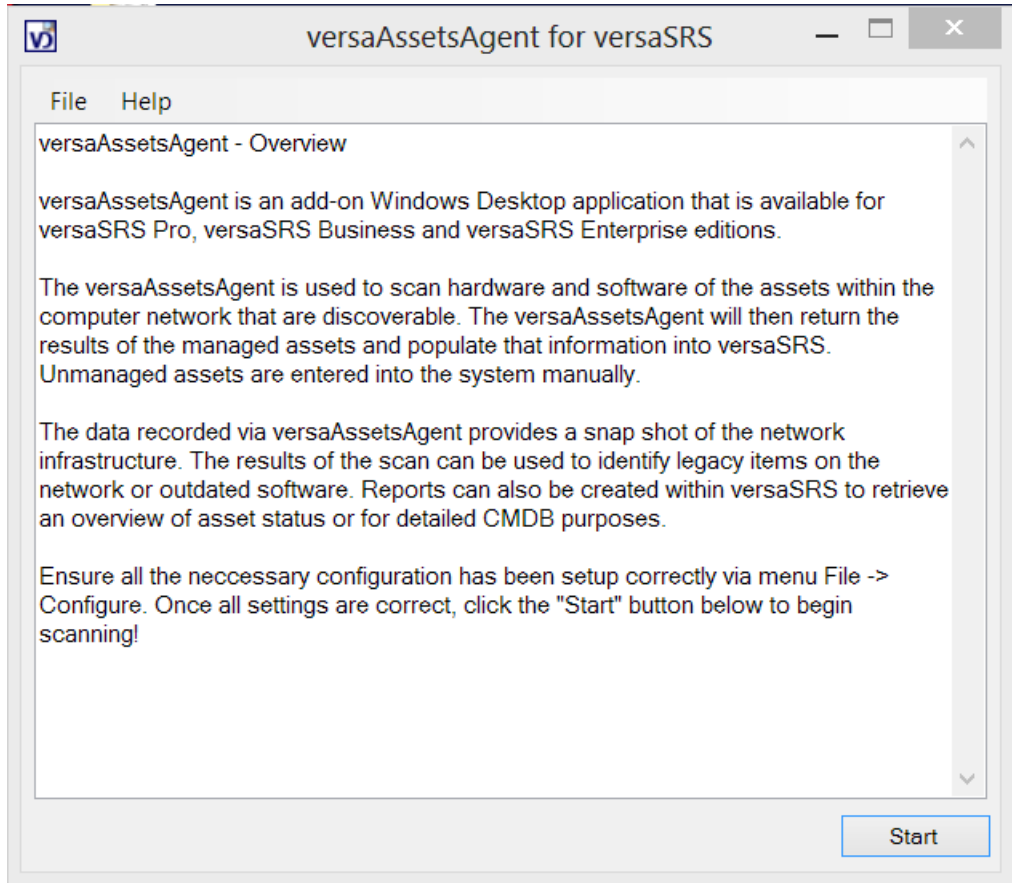
You may see a dialogue box flash on the screen as the process finalises.



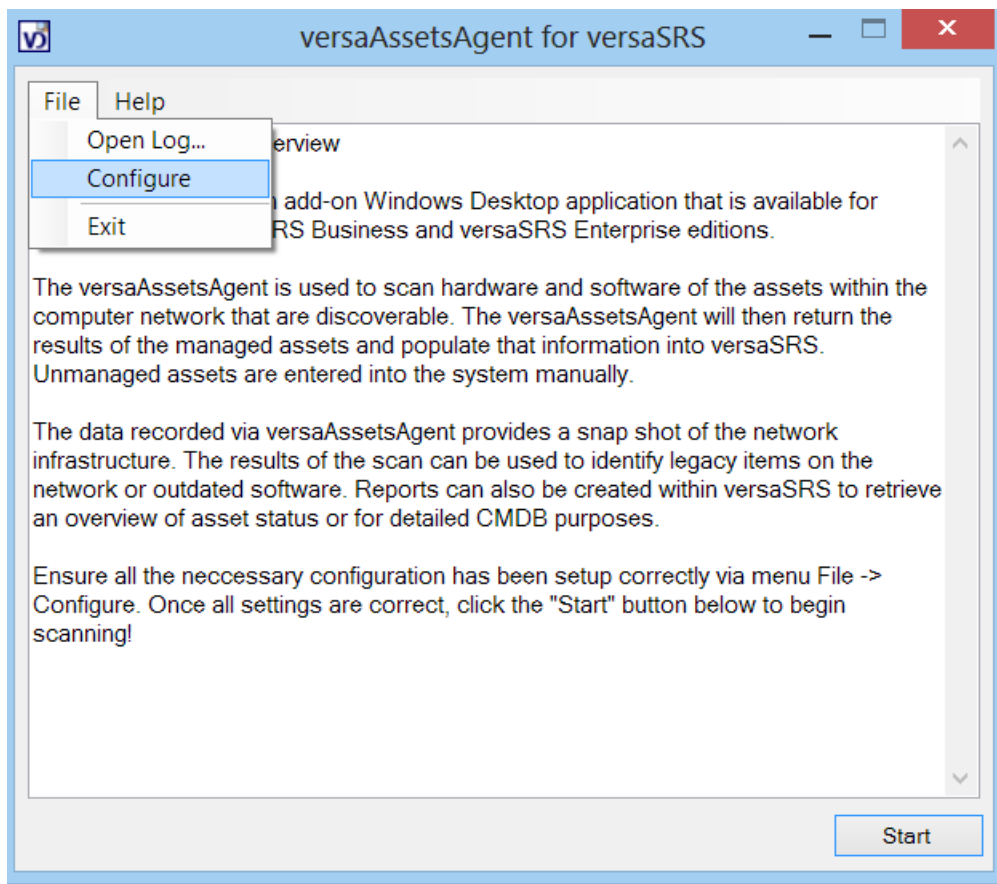
The module is now installed.

Running versaAssets

The following screen shot shows versaAssets when it is run.



Go to the File > Configure to set the application for your system as shown below



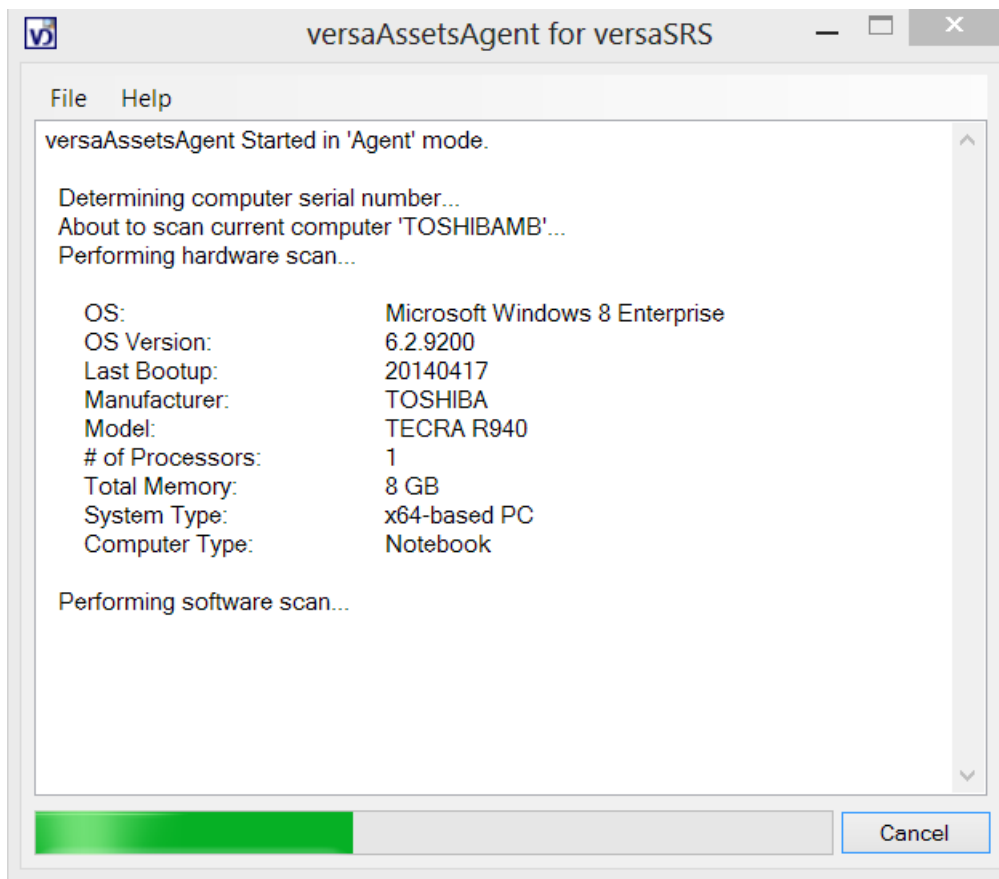
This will bring the following configuration page

The image shows a Windows-style configuration window titled "ConfigurationForm". It contains a list of settings, each with a label and a corresponding input field or dropdown menu. The settings are as follows:

Label	Value
Admin Username	ADMINISTRATOR
Admin Password	••••••••
Domain Name	YOURDOMAIN
Scan Mode	Agent
Use IP Range	False
IP Range Start	192.168.100.100,192.168.3.1
IP Range End	192.168.100.255,192.168.3.10
Use NetView	False
Email On Error	True
SMTP Account	
SMTP Password	
SMTP SSL	False
SMTP Server	localhost
SMTP Port	25
Email From	VersaAssetScanError@yourdomain.com
Email To	emailto@yourdomain.com
Max Node To Scan	0 (Unlimited)
Log Directory	C:\Temp
Use DB Log Path	False
Asset WebService	http://localhost/versaAssetsWebService/AssetsWebSer

At the bottom of the window, there are two buttons: "Apply" and "Cancel".

Set the Administrator name and its password, your domain, and desired mode of scan (Agent or Agentless). Then press start on the main page as shown below:



Important Consideration

All Computers in the domain need to have:

1. Remote Procedure Call (RPC) service running
2. Remote Registry service running
3. On Windows Firewall settings, enable Windows Management Instrumentation pass through for both in and out of the computer.

You can run the following commands to achieve the above:


```
net start "RpcSS"  
net start "RemoteRegistry"  
netsh advfirewall firewall set rule group="windows management  
instrumentation wmi" new enable=yes
```

versaAssets Log File Location

Ensure that the path 'C:\Temp' exists on the local machine or the server. This is the location to where the LogFilePath will be updated and you can see when the asset was last scanned. As required you can change the setting in the Config file by changing the following line.

```
<add key="LogFilePath" value="C:\Temp" />
```

How Does versaAssets Integrate With versaSRS?


Once the versaAssets module has been purchased via Service Desk or ITSM editions and the new license key has been installed then the Search Asset icon in versaSRS  will now function.

You will now be able to scan for the set amount of discoverable nodes (workstations/servers) based on your purchased edition of versaSRS.

Please Note:

If you have used the versaAssets service that values will only be returned if the asset has the versaAssets service installed. For Agentless the Server will be able to pull the information to versaSRS for all discoverable nodes (workstations/servers).

Asset Search

In versaSRS the asset search  allows you to search for an asset based on a number of selectable criteria or by free-form entry.

||||| New Asset { Select Below } ▼

Asset Search

Search for Search

Using Any Words ▼

Search within Asset Tag ▼

Status In Storage ▼

Asset Type Doesn't Matter ▼

100% ▼

By pressing the asset search button the results will be returned.

The assets may span additional pages and the pages can be scrolled to by using the clickable buttons shown as forward and back buttons.

Stored Information

You can edit Asset Manufacturers, Product, Supplier, Sold To and Product Type via Administrator > System Tools > Systems Table:

System Tables

Available Tables

Asset Manufacturers

Current Records

Add

Record ID	Record Value	Edit	Delete
-1	990Cxi	Edit	Delete
-2	Abbey	Edit	Delete
-3	Allied Telesym Int	Edit	Delete
-4	Apple	Edit	Delete
14	Apple Inc.	Edit	Delete
-5	Avtek	Edit	Delete
-6	Bay	Edit	Delete
3	Billion	Edit	Delete
-7	Brother	Edit	Delete
-8	Canon	Edit	Delete
-9	Cisco	Edit	Delete
-10	Citizen	Edit	Delete
-11	Clever	Edit	Delete
-12	Colorprocad	Edit	Delete
-13	Compaq	Edit	Delete

Refresh

Close

Further changes can be made to Asset-related system labels under Administrator > System Tools > System Labels.

System Labels

15	SysLabel15	Division	Division	Edit
16	SysLabel16	Department	Department	Edit
17	SysLabel17	Location	Location	Edit
18	SysLabel18	Computer	Computer	Edit
19	SysLabel19	Username	Ticket Status	Edit
20	SysLabel20	Owner	Owner	Edit
21	SysLabel21	Calls	Cases	Edit
22	SysLabel22	Queues	Queues	Edit
23	SysLabel23	Skill Groups	Groups	Edit
24	SysLabel24	Task Custom 1	Task Custom 1	Edit
25	SysLabel25	Task Custom 2	Task Custom 2	Edit
26	SysLabel26	Task Custom 3	Task Custom 3	Edit

Close

General Tab

The general tab allows you to assign the information of the asset. This includes:-

Asset ID	The assigned asset id – must be entered
Type	If managed will be populated If unmanaged it will appear grey as you have selected the asset type
Serial #	The manufacturers Serial # - to be entered
Model	To be entered
Location	To be entered
Manufacturer	Details of the manufacturer of the product.
Status	Is the asset in use, not in use etc
Quantity	# of units
Asset Tag	Asset Tag # assigned to the asset
Configuration / Installation Details	Enter any details in relation to the install that may be relevant to the asset.
History	Records all changes in any tab

Details Tab

The details tab allows you to assign the information of the asset. This includes:-

Details	Any associated details
History	Records all changes in any tab

Purchase / Sale Tab

The purchase /sale tab allows you to assign the information of the asset. This includes:-

Purchase Date	Selectable by pressing he calendar icon
Purchase Price	Value of the asset
Sale Date	Selectable by pressing he calendar icon
Sale Price	The price realized for the asset upon sale
Supplier	Selectable list
Purchase Invoice	The purchase invoice number form the supplier
Sold to	Who the asset was sold to
Current Value	The value associated with the asset
Total Service Cost	Any maintenance costs can be recorded here
Total Depreciation	Depreciation of the asset – to be entered
History	Records all changes in any tab

Lease Tab

The lease tab allows you to assign the information of the asset. This includes:-

Leased From	Who is the lease provider
Schedule	Details of the schedule from the lease
Start Date	Select a start date for the lease
Expiry Date	Select an expiry date for the lease
History	Records all changes in any tab

Warranty Tab

The warranty tab allows you to assign the information of the asset. This includes:-

Warranty Type	Select the period of the warranty
Under Warranty	Tick box to quickly show if the asset is under warranty
Start Date	Select a start date for the warranty
Expiry Date	Select an expiry date for the warranty
Warranty Details	Any specific details in relation to the warranty
Notify	Press to receive a notification for when the asset warranty expires
History	Records all changes in any tab

Assigned To Tab

The assigned to tab allows you to assign the information of the asset. This includes:-

Title	Salutation of the asset owner if required
First	First Name
Middle	Middle Name
Last	Last Name
Known As	Name known as if different from first name
Phone	Phone contact details
Fax	Fax contact details
Mobile	Mobile phone details
Company	Company associated to
Position	Employees current position
Division1	Which division does the employee sit in
Department	Which department are they in
Location	Where is the department located
Ext.	Phone extension number if applicable
Email	Enter an email address, if needed to email the owner of the asset then please press the email button which will open an Outlook email
History	Records all changes in any tab

Links Tab

The Links tab allows you to assign linked assets to this asset. Here you can link a group of assets together for example: monitors, keyboard, mouse, VOIP phone, etc to the asset. Grouping assets can be beneficial for CMDB display via a report.

History	Records all changes in any tab
---------	--------------------------------

Record History Tab

The Record History tab of any changes to the asset over the life of the asset.

History	Records all changes in any tab
---------	--------------------------------

Notes Tab

The Notes tab allows a free form text box to be used to record additional information around the asset.

History	Records all changes in any tab
---------	--------------------------------

Attachments Tab

The Attachments tab allows you to upload any copies of the warranty, purchase order, or any other document that is associated with the asset.

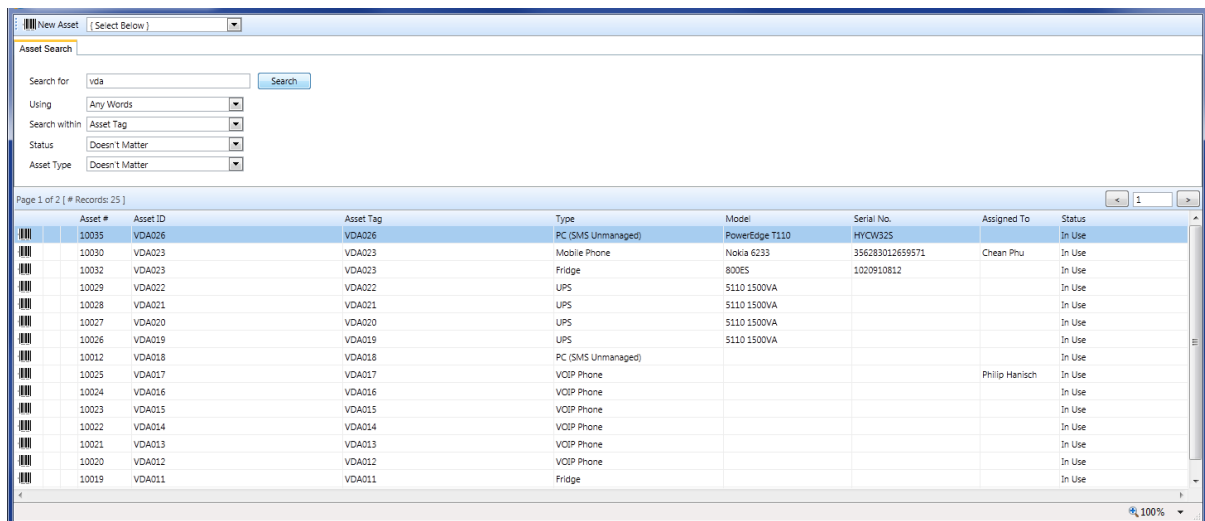
History	Records all changes in any tab
---------	--------------------------------

Managed Assets

Managed assets are the assets on the Network that have been scanned by versaAssets Service. The scanned assets can then be 'searched for' by typing in a description and pressing the search button.

All assets that have been scanned and are now contained within versaSRS are suffixed by "(versaAssets Agent)".

In the following screen print we have searched For 'VDA' and pressed search the function has then returned the below.



The screenshot shows a web application interface for managing assets. At the top, there is a search bar with the text 'vda' entered. Below the search bar are several dropdown menus for filtering: 'Using' (Any Words), 'Search within' (Asset Tag), 'Status' (Doesn't Matter), and 'Asset Type' (Doesn't Matter). A 'Search' button is located to the right of the search bar. Below the search bar, there is a table with 25 records. The table has columns for Asset #, Asset ID, Asset Tag, Type, Model, Serial No., Assigned To, and Status. The records are sorted by Asset # in descending order. The first record is Asset # 10035, Asset ID VDA026, Asset Tag VDA026, Type PC (SMS Unmanaged), Model PowerEdge T110, Serial No. HVCW325, Assigned To, and Status In Use. The second record is Asset # 10030, Asset ID VDA023, Asset Tag VDA023, Type Mobile Phone, Model Nokia 6233, Serial No. 356283012659571, Assigned To Chean Phu, and Status In Use. The third record is Asset # 10032, Asset ID VDA023, Asset Tag VDA023, Type Fridge, Model 800ES, Serial No. 1020910812, Assigned To, and Status In Use. The fourth record is Asset # 10029, Asset ID VDA022, Asset Tag VDA022, Type UPS, Model 5110 1500VA, Serial No., Assigned To, and Status In Use. The fifth record is Asset # 10028, Asset ID VDA021, Asset Tag VDA021, Type UPS, Model 5110 1500VA, Serial No., Assigned To, and Status In Use. The sixth record is Asset # 10027, Asset ID VDA020, Asset Tag VDA020, Type UPS, Model 5110 1500VA, Serial No., Assigned To, and Status In Use. The seventh record is Asset # 10026, Asset ID VDA019, Asset Tag VDA019, Type UPS, Model 5110 1500VA, Serial No., Assigned To, and Status In Use. The eighth record is Asset # 10012, Asset ID VDA018, Asset Tag VDA018, Type PC (SMS Unmanaged), Model, Serial No., Assigned To, and Status In Use. The ninth record is Asset # 10025, Asset ID VDA017, Asset Tag VDA017, Type VOIP Phone, Model, Serial No., Assigned To Philip Hanisch, and Status In Use. The tenth record is Asset # 10024, Asset ID VDA016, Asset Tag VDA016, Type VOIP Phone, Model, Serial No., Assigned To, and Status In Use. The eleventh record is Asset # 10023, Asset ID VDA015, Asset Tag VDA015, Type VOIP Phone, Model, Serial No., Assigned To, and Status In Use. The twelfth record is Asset # 10022, Asset ID VDA014, Asset Tag VDA014, Type VOIP Phone, Model, Serial No., Assigned To, and Status In Use. The thirteenth record is Asset # 10021, Asset ID VDA013, Asset Tag VDA013, Type VOIP Phone, Model, Serial No., Assigned To, and Status In Use. The fourteenth record is Asset # 10020, Asset ID VDA012, Asset Tag VDA012, Type VOIP Phone, Model, Serial No., Assigned To, and Status In Use. The fifteenth record is Asset # 10019, Asset ID VDA011, Asset Tag VDA011, Type Fridge, Model, Serial No., Assigned To, and Status In Use. The table is displayed on page 1 of 2, with 25 records in total. The search results show a mix of managed and unmanaged assets.

Asset #	Asset ID	Asset Tag	Type	Model	Serial No.	Assigned To	Status
10035	VDA026	VDA026	PC (SMS Unmanaged)	PowerEdge T110	HVCW325		In Use
10030	VDA023	VDA023	Mobile Phone	Nokia 6233	356283012659571	Chean Phu	In Use
10032	VDA023	VDA023	Fridge	800ES	1020910812		In Use
10029	VDA022	VDA022	UPS	5110 1500VA			In Use
10028	VDA021	VDA021	UPS	5110 1500VA			In Use
10027	VDA020	VDA020	UPS	5110 1500VA			In Use
10026	VDA019	VDA019	UPS	5110 1500VA			In Use
10012	VDA018	VDA018	PC (SMS Unmanaged)				In Use
10025	VDA017	VDA017	VOIP Phone			Philip Hanisch	In Use
10024	VDA016	VDA016	VOIP Phone				In Use
10023	VDA015	VDA015	VOIP Phone				In Use
10022	VDA014	VDA014	VOIP Phone				In Use
10021	VDA013	VDA013	VOIP Phone				In Use
10020	VDA012	VDA012	VOIP Phone				In Use
10019	VDA011	VDA011	Fridge				In Use

The results display both managed and unmanaged assets.

If you wish to bring back all records, keep the search for field blank and select "Workstation (versaAssetsAgent)" for Asset Type, if you wish to see all Workstations discovered by the versaAssets Service.

The Details tab

The details tab contains extra information in relation to the assets scanned. It shows the computer name, physical memory, processors, adapters, device id and display settings.

General **Details** Purchase / Sale Lease Warranty Assigned To Links Record History Notes Attachments

Computer No. Software Inventory

Physical Memory (MB)

Sound Card

Last Logged On User

Processors

Current Clock Speed	Device ID	Name	Manufacturer	Version
2394	CPU0	Intel(R) Core(TM)2 Quad CPU @ 2.40GHz	GenuineIntel	Model 15, Stepping 7

Network Adapters

IP Address	IP Subnet	MAC Address	Default IP Gateway	DHCP Server	DHCP Enabled
192.168.100.7 - fe80::c03d:857a:8cd0:aba3 -	255.255.255.0 - 64	00:15:5D:64:08:07	192.168.100.254 -		0

Device ID	Interface Type	Size (MB)
\\.\PHYSICALDRIVE0	IDE	130042
\\.\PHYSICALDRIVE1	IDE	409595
\\.\PHYSICALDRIVE2	SCSI	409595

Display Settings

Description	Memory (MB)	Video Mode
Microsoft Virtual Machine Bus Video Device	0	

When the Software Inventory button is pressed additional information in relation to the assets software is presented. You can scroll through the pages using the navigation buttons.

Software Product

Page 1 of 3 [# Records: 37]

Software	Company	Version
Configuration Manager Client	Microsoft Corporation	4.00.6221.1000
Microsoft .NET Framework 4 Client Profile	Microsoft Corporation	4.0.30319
Microsoft .NET Framework 4 Extended	Microsoft Corporation	4.0.30319
Microsoft Application Error Reporting	Microsoft Corporation	12.0.6015.5000
Microsoft Office 2003 Web Components	Microsoft Corporation	12.0.6213.1000
Microsoft SQL Server 2008 BI Development Studio	Microsoft Corporation	10.0.1600.22
Microsoft SQL Server 2008 Browser	Microsoft Corporation	10.0.1600.22
Microsoft SQL Server 2008 Browser	Microsoft Corporation	10.1.2531.0

Software Product Components

Page 1 of 1 [# Records: 1]

File Name	Description	Version	Size	Path

Un-Managed Assets

Un-Managed assets are those assets that cannot be scanned by the versaAssets service (see list in the appendices). It may be that you wish to add a new asset to the system that has been newly purchased also and the asset scan has yet to be performed. When there is a need to do this then you can add the asset by following the steps below:-

1. Using the Select Below dropdown box select the type of asset you wish to register, in the example below we will select a fridge to register as an asset.

New Asset

Asset Search

Search for: [Select Below]

Using: [Select Below]


Search within: [Select Below]

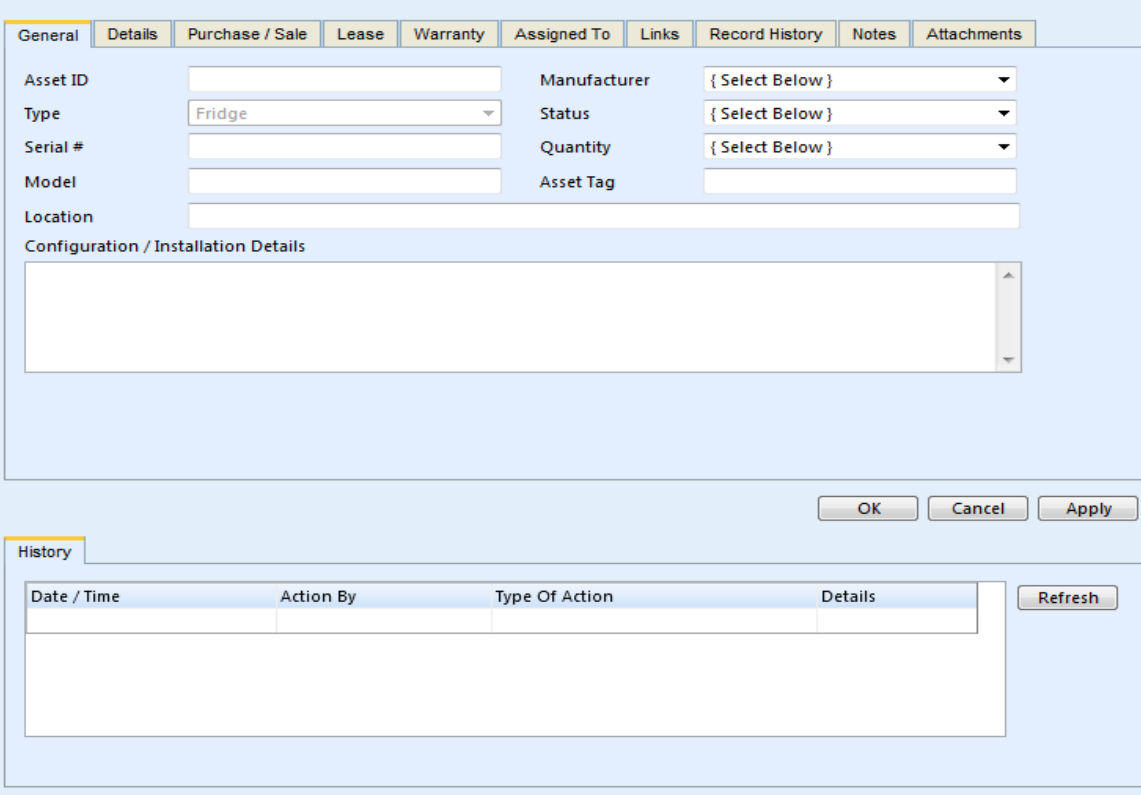
Status: [Select Below]

Asset Type: [Select Below]

Page 1 of 2 [# Records: 1]

Asset Tag	Type	Model	Serial No.	Assigned To	Status
VDA026	PC (SMS Unmanaged)	PowerEdge T110	HYCW325		In Use
VDA023	Mobile Phone	Nokia 6233	356283012655571	Chean Phu	In Use
VDA023	Fridge	800ES	1020910812		In Use
VDA022	UPS	S110 1500VA			In Use
VDA021	UPS	S110 1500VA			In Use
VDA020	UPS	S110 1500VA			In Use
VDA019	UPS	S110 1500VA			In Use
VDA018	PC (SMS Unmanaged)				In Use
VDA017	VOIP Phone			Philip Hanisch	In Use
VDA016	VOIP Phone				In Use
VDA015	VOIP Phone				In Use
VDA014	VOIP Phone				In Use
VDA013	VOIP Phone				In Use
VDA012	VOIP Phone				In Use
VDA011	Fridge				In Use

- Press the  New Asset button now to bring up the below window for registering the details about the asset. Fill in all the relevant tabs.



The screenshot shows a software window for adding a new asset. The 'General' tab is active, displaying various input fields for asset information. The 'Type' field is set to 'Fridge'. Below the main form is a 'History' section containing a table with columns for 'Date / Time', 'Action By', 'Type Of Action', and 'Details'. A 'Refresh' button is located to the right of the table. At the bottom right of the main form area, there are 'OK', 'Cancel', and 'Apply' buttons.

Asset Scanning Limitations

The asset scanner cannot currently scan the following asset types, due to not conforming to Microsoft standards:-

Linux (any assets using Linux)	Can be added as unmanaged
Unix	Can be added as unmanaged
Printers	Can be added as unmanaged
MFD's	Can be added as unmanaged
VOIP Phones	Can be added as unmanaged
Routers/Switches	Can be added as unmanaged
UPS Devices	Can be added as unmanaged
Monitors	Can be added as unmanaged
Non-Network enabled assets (eg; vehicles, furniture, etc)	Can be added as unmanaged