



Centrix WorkSpace iQ Administrator Guide

Version 5.1

If you have any feedback about the product or documentation, please submit to:
enquiries@centrixsoftware.com

© 2011 Centrix Software Ltd. All rights reserved. The Centrix logo and design are trademarks of Centrix Software Ltd. All other marks and names mentioned herein may be trademarks of their respective companies.

Copyright, design right and all other intellectual property rights of whatever nature in this document, its format, contents and attachments is owned by, or licensed to, Centrix and only persons explicitly authorised by Centrix in writing are permitted to possess, view, copy or otherwise utilise the same, or any part thereof and then only for the purposes of its evaluation by the intended receiver. Any unauthorised copying, editing or other application of this document, its format or contents, or of any part thereof, is strictly prohibited even for the purposes of evaluation and may give rise to legal liability. Please read the End User Software License Agreement before using the accompanying software program(s). Using any part of the software indicates that you accept the terms of the End User Software License Agreement.

CONTENTS

CONTENTS	3
ABOUT THIS GUIDE	5
Guide Overview	5
Document Feedback	5
Centrix Workspace iQ Documentation	5
Technical Support and Resources	5
OVERVIEW	6
Solution Architecture	6
iQ Databases	7
iQ Server	7
iQ Client	7
iQ Agent	8
Port Usage	8
WORKSPACE iQ CONFIGURATION	9
Overview	9
System Configuration	9
COMMAND LINE INSTALL PARAMETERS	19
IQ AGENT STATUS COMMANDS	20
WORKSPACE iQ DATABASE MAINTENANCE	22
Overview	22
Background	22
Recommended Maintenance Tasks	22
Additional Information	23
USING WORKSPACE iQ	24
Overview	24
Help and Registration	27
Online Support	27
Register License Key	27
About WorkSpace iQ	27

COMMON Client FUNCTIONS	28
REPORTING	31
Overview	31
Exporting Charts and Data	32
INDEX	33

ABOUT THIS GUIDE

The *Centrix WorkSpace iQ Administrator Guide* describes how to use and administer the Centrix WorkSpace iQ Client.

Guide Overview

This guide is intended for anyone wishing to use and administer Centrix WorkSpace iQ. It provides information about configuration and use of the software. The document is intended for network administrators, consultants, analysts and any other IT professionals using the product.

Document Feedback

Centrix welcomes any feedback for documentation improvement. Comments should be submitted to enquiries@centrixsoftware.com.

Centrix WorkSpace iQ Documentation

The Discovery documentation set consists of the following:

- *iQ Installation Guide* (PDF)
- *iQ Administrator Guide* (PDF)

Technical Support and Resources

Support is accessed in the following ways:

- Email support directly at support@centrixsoftware.com for automatic case creation.
- Contact Centrix Software support directly via our global and local telephone numbers.

View the Centrix Software Support Guide for a detailed explanation of support programs, online services, contact information, and policy and procedures. The guide is available at: <http://www.centrixsoftware.com/support>.

Product feedback and fault identification is welcomed, and comments should be submitted to enquiries@centrixsoftware.com.

OVERVIEW

Centrix Workspace iQ is part of *Centrix Workspace Suite*, an IT intelligence and aggregation platform which enables organizations to reduce the cost of delivering applications and content whether physical, virtual, hosted, or web.

The key deliverables are two-fold:

- To identify servers and desktops which are suitable for delivery via a virtualization platform
- To identify application auditing and usage information so that significant cost savings can be realized as part of virtualizing a desktop estate

Solution Architecture

The iQ solution runs as a client/server platform, consisting of the iQ Database server, the iQ Server (iQ, Collection and Configuration Services) and the iQ Client for reports and administration – see *Figure 1-1*.

The iQ Agent is a low touch client which scans and monitors data of the host device it is installed upon.

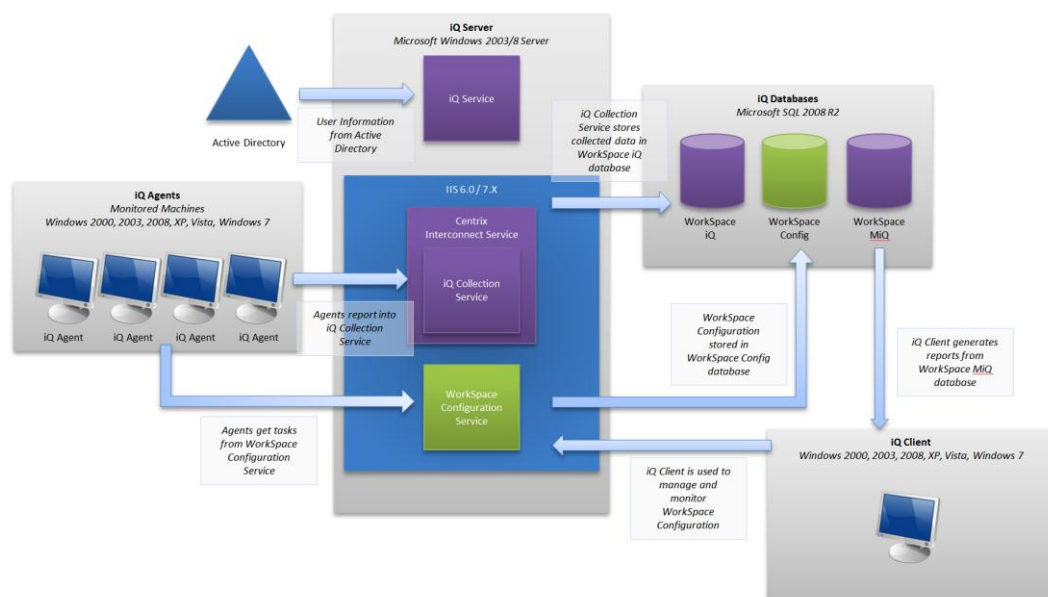


Figure 1-1: Solution architecture and data flows.

iQ Databases

Architecture

There are 3 iQ databases:

- **WorkspaceConfig Database** – the configuration database created on the Microsoft SQL Server 2008 platform. The configuration database stores the configuration for all the system components and is used by the configuration service.
- **WorkspaceiQ Database** – the OPS database created on the Microsoft SQL Server 2008 platform. The iQ database receives raw collection data from the Collection Service
- **WorkspaceMiQ Database** – the Mi database created on the Microsoft SQL Server 2008 platform which has a scheduled import from the main OPS database. This database is used to provide the report outputs made via the iQ Client. This is to reduce the processing required on the main database when running reports

iQ Server

Architecture

The iQ Server is comprised of 3 primary components:

- **Centrix Interconnect Platform** –hosts the iQ Collection Service. This service receives the iQ Agent data and queues it for delivery to the iQ Database.
- **iQ Service** – a Windows service that performs 2 system functions. On a scheduled interval the service initiates the transfer process between the iQ Database and the MiQ Database. Additionally this service automatically categorizes users into the relevant business group based on their Active Directory group or OU.
- **WorkSpace Configuration Service** –provides registration and configuration management services to all components of the system.

iQ Client

Overview

The iQ Client provides the user interface to the iQ reports and the WorkSpace Configuration Service.

iQ Agent

Overview

The iQ Agent is installed on each end device that requires monitoring.

The best practice method of deploying the iQ Agent is using a command line option, allowing for easy automatic deployment. Refer to the *Command Line Install Parameters* section below for further deployment information.

Deployed agents will make initial contact and register with the iQ Server within 15 minutes after initial deployment. An initial scan will be performed after registration and raw data is uploaded to the iQ server. On-going monitoring of application usage will continue, and data is uploaded to the server on an automated schedule.

What Information does the Agent gather?

The agent collects a range of data including:

- Hardware inventory
- Software inventory
- Installed applications
- Application Usage (when, how frequent, by whom)
- Green IT
- Change monitoring (software installation and hardware tracking)

No personal file data is gathered during scan and monitoring processes.

Port Usage

iQ Server

The following ports are used to communicate with the agents. Firewall exceptions are automatically created on the iQ Server as part of the installation process.

- Port used in IIS for the Centrix iQ Site (default web site, port 80)

iQ Agent

The iQ Agent communicates with the iQ Collection Server via the ports configured in IIS on the iQ Server (default 80). Direct communication can be made using the browser on the localhost only on port 8085 for agent status verification.

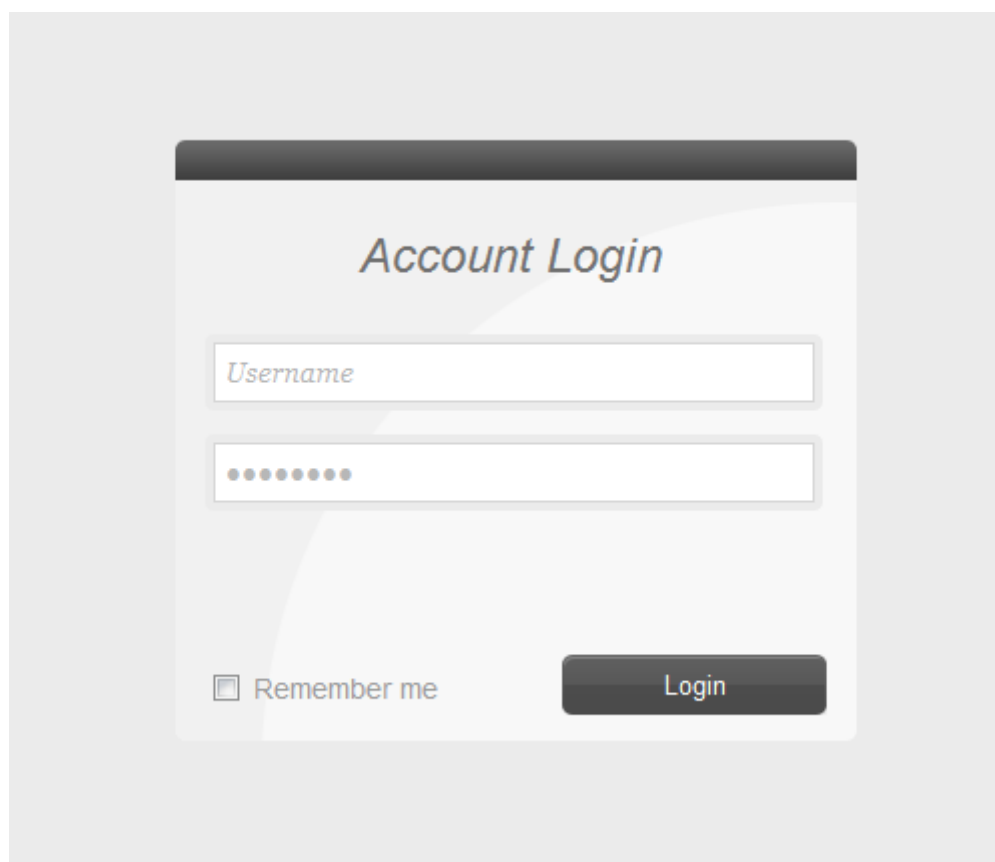
WORKSPACE iQ CONFIGURATION

Overview

This chapter describes the configuration tasks required by the WorkSpace iQ. The intended audience include general IT administrators. This should be performed before the iQ Agents are deployed.

System Configuration

System Configuration can be accessed via **File → Settings → Configuration Service**. You must login with the iQ configuration administrator username and password supplied during the iQ Server installation.



Agent Modules

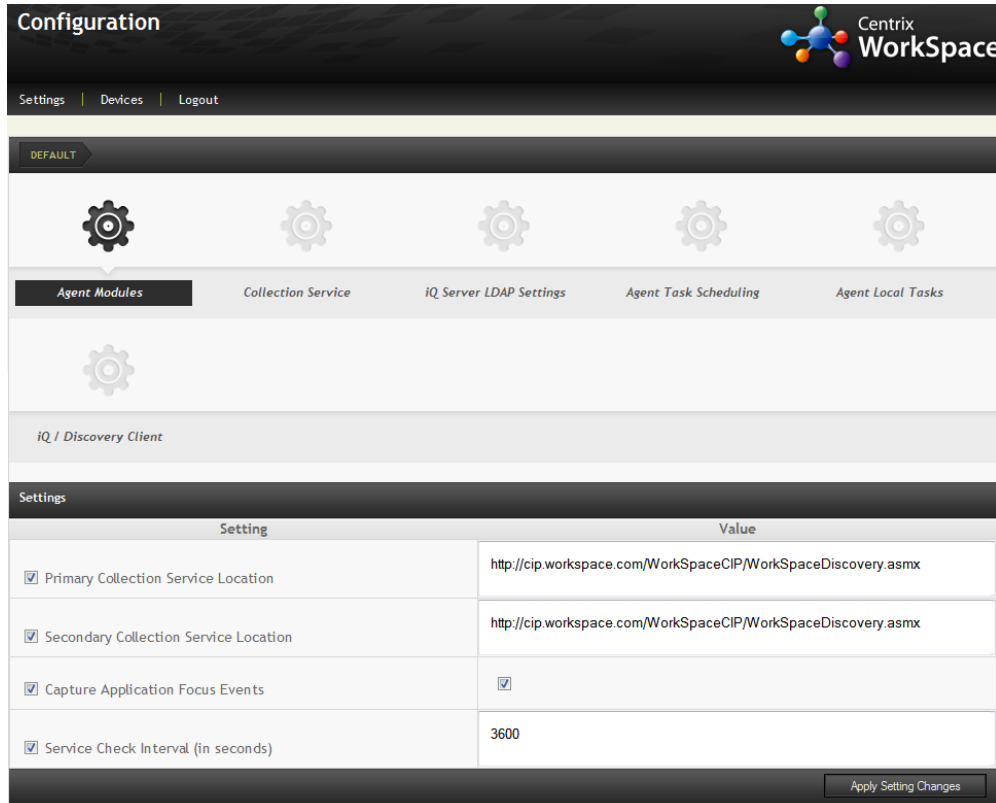
This section allows you to manage the settings for the modules installed with the iQ Agent.

Primary and Secondary Collection Service Locations should be configured with the URL to the WorkSpace iQ Collection Service available from the iQ Agent.

Capture Application Focus Events enables additional application session information detailing when active processes have user focus. This setting will generate additional

agent network traffic. **NOTE: For Application Focus Events to be captured successfully, this setting must be enabled in *Agent Local Tasks* and scheduled in *Agent Task Scheduling*.**

Service Check Interval sets the time in minutes that the agents check for configuration updates.



The screenshot shows the 'Configuration' page in Centrix Workspace. The top navigation bar includes 'Settings', 'Devices', and 'Logout'. Below this is a 'DEFAULT' section with five gear icons representing different configuration areas: 'Agent Modules', 'Collection Service', 'iQ Server LDAP Settings', 'Agent Task Scheduling', and 'Agent Local Tasks'. Below these is an 'iQ / Discovery Client' section. The main content area is titled 'Settings' and contains a table with the following data:

Setting	Value
<input checked="" type="checkbox"/> Primary Collection Service Location	http://cip.workspace.com/WorkSpaceCIP/WorkSpaceDiscovery.asmx
<input checked="" type="checkbox"/> Secondary Collection Service Location	http://cip.workspace.com/WorkSpaceCIP/WorkSpaceDiscovery.asmx
<input checked="" type="checkbox"/> Capture Application Focus Events	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Service Check Interval (in seconds)	3600

An 'Apply Setting Changes' button is located at the bottom right of the settings table.

Agent Task Scheduling

Each schedule can be enabled and configured for daily, weekly and minute intervals with a random setting. The random setting ensures that iQ Agent storms do not occur. The Capture Application Focus Events and the associated schedule is in minutes as this can generate considerable traffic.

The screenshot shows the 'Agent Task Scheduling' configuration page in the iQ Workspace. The page includes a navigation bar with 'Settings', 'Devices', and 'Logout'. Below the navigation, there are several tabs: 'Agent Modules', 'Collection Service', 'iQ Server LDAP Settings', 'Agent Task Scheduling' (which is active), and 'Agent Local Tasks'. Underneath, there is a section for 'iQ / Discovery Client' and a 'Settings' table.

Setting	Value
<input checked="" type="checkbox"/> Hardware Scan Schedule	Every <input type="text" value="hour"/> at <input type="text" value="0-59"/> minutes past the hour
<input checked="" type="checkbox"/> Software Scan Schedule	Every <input type="text" value="hour"/> at <input type="text" value="0-59"/> minutes past the hour
<input checked="" type="checkbox"/> Process Scan Schedule	Every <input type="text" value="minute"/>
<input checked="" type="checkbox"/> Capture Application Focus Events	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Application Focus Events Schedule	Every <input type="text" value="minute"/>

An 'Apply Setting Changes' button is located at the bottom right of the settings table.

The top screenshot shows a scheduling configuration interface. It includes a header 'Every at : '. Below this is a grid for selecting minutes. The grid has 16 rows (00-15) and 4 columns (16, 32, 48, 64). The '0-59' range is highlighted in the top right corner.

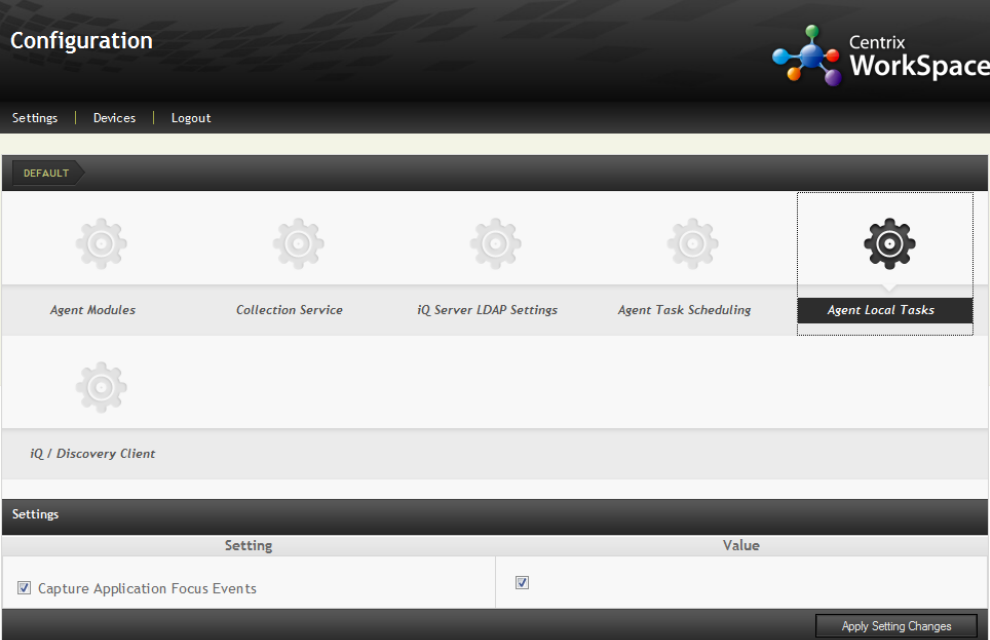
Time: Minute	16	32	48
00	16	32	48
01	17	33	49
02	18	34	50
03	19	35	51
04	20	36	52
05	21	37	53
06	22	38	54
07	23	39	55
08	24	40	56
09	25	41	57
10	26	42	58
11	27	43	59
12	28	44	0-59
13	29	45	
14	30	46	
15	31	47	

The bottom screenshot shows a similar interface for selecting hours. The header is 'Every at : '. Below is a grid for selecting hours. The grid has 7 rows (00-06) and 4 columns (07, 14, 21, 28). The '9-17' range is highlighted in the top right corner.

Time: Hour	07	14	21
00	07	14	21
01	08	15	22
02	09	16	23
03	10	17	9-17
04	11	18	0-23
05	12	19	
06	13	20	

Agent Local Tasks

The iQ Agent has a service and a user component, the user component runs when the user logs on and is used to record *Application Focus Events*. This must be enabled in conjunction with the *Agent Modules* (which manages the service component of the iQ Agent) and the *Agent Task Scheduling* to ensure successful operation.



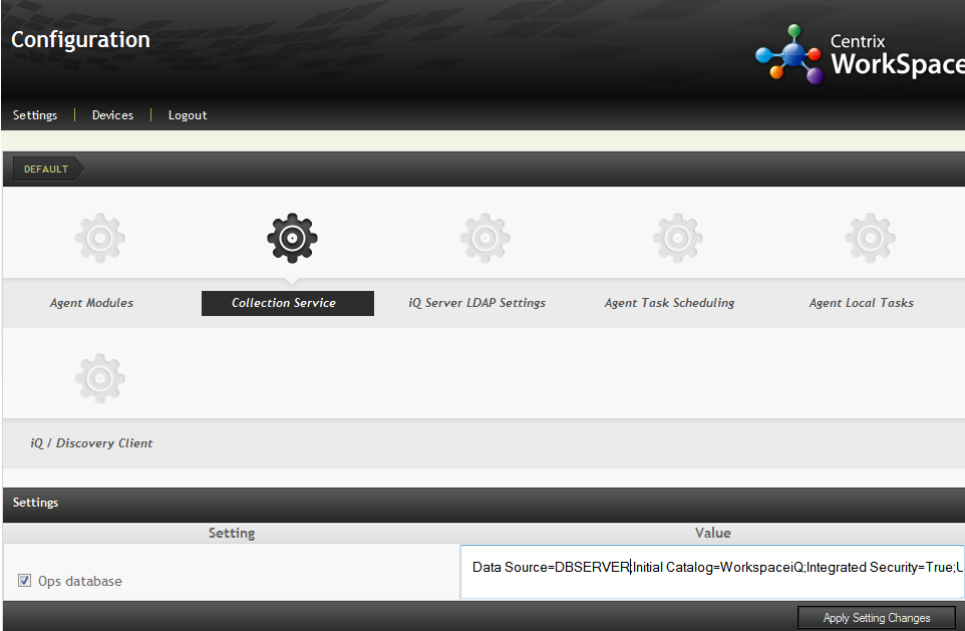
The screenshot shows the 'Configuration' page in Centrix WorkSpace. The page has a dark header with the 'Centrix WorkSpace' logo and navigation links for 'Settings', 'Devices', and 'Logout'. Below the header, there is a 'DEFAULT' tab and a row of five gear icons representing different configuration sections: 'Agent Modules', 'Collection Service', 'iQ Server LDAP Settings', 'Agent Task Scheduling', and 'Agent Local Tasks'. The 'Agent Local Tasks' section is selected and highlighted. Below this, there is a 'Settings' table with the following content:

Setting	Value
<input checked="" type="checkbox"/> Capture Application Focus Events	<input checked="" type="checkbox"/>

An 'Apply Setting Changes' button is located at the bottom right of the settings table.

Collection Service

The Collection Service collects data from the iQ Agents and queues the delivery into the iQ Database. The Connection String to the Workspace iQ Database should be configured here. More information can be obtained from the following web site (<http://www.connectionstrings.com/sql-server-2008>).



The screenshot shows the 'Configuration' page in the Centrix WorkSpace interface. The page has a dark header with the 'Centrix WorkSpace' logo and navigation links for 'Settings', 'Devices', and 'Logout'. Below the header is a 'DEFAULT' tab and a row of five gear icons representing different configuration sections: 'Agent Modules', 'Collection Service', 'iQ Server LDAP Settings', 'Agent Task Scheduling', and 'Agent Local Tasks'. The 'Collection Service' section is selected and highlighted. Below this is a section for 'iQ / Discovery Client' with a gear icon. The main content area is titled 'Settings' and contains a table with two columns: 'Setting' and 'Value'. The table has one row with the setting 'Ops database' (checked) and the value 'Data Source=DBSERVER|Initial Catalog=WorkspaceIQ;Integrated Security=True;L'. An 'Apply Setting Changes' button is located at the bottom right of the settings area.

Setting	Value
<input checked="" type="checkbox"/> Ops database	Data Source=DBSERVER Initial Catalog=WorkspaceIQ;Integrated Security=True;L

iQ Server LDAP Settings

The iQ Server transfers the captured data from the iQ Agents and automatically associates discovered users with Business Groups based on their Active Directory group or OU membership (configured in *Classify* → *Business Groups*). The LDAP setting is required for this operation.

Settings | Devices | Logout

DEFAULT

Agent Modules Collection Service **iQ Server LDAP Settings** Agent Task Scheduling Agent Local Tasks

iQ / Discovery Client

Setting	Value
<input checked="" type="checkbox"/> LDAP Connection String	LDAP://DCSERVER/DC-domain,DC-local
<input checked="" type="checkbox"/> LDAP Username	ldapadmin
<input checked="" type="checkbox"/> LDAP Password	••••••••

Apply Setting Changes

iQ / Discovery Client

In order for the iQ Client to successfully provide status and reports, the Connection Strings to the iQ and MiQ Databases must be supplied. More information can be obtained from the following web site (<http://www.connectionstrings.com/sql-server-2008>).

Settings | Devices | Logout

DEFAULT

Agent Modules Collection Service iQ Server LDAP Settings Agent Task Scheduling Agent Local Tasks

iQ / Discovery Client

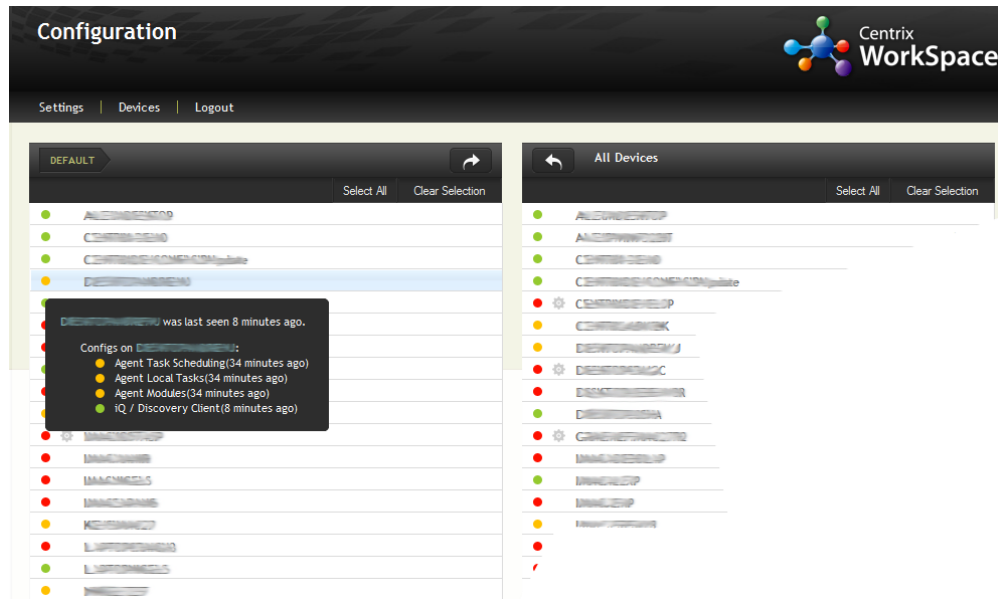
Settings

Setting	Value
<input checked="" type="checkbox"/> Ops database	Data Source=DBSERVER;Initial Catalog=WorkspaceIQ;User Id=SQLACCOUNT;P:
<input checked="" type="checkbox"/> Mi database	Data Source=DBSERVER;Initial Catalog=WorkspaceMiQ;User Id=SQLACCOUNT;

Apply Setting Changes

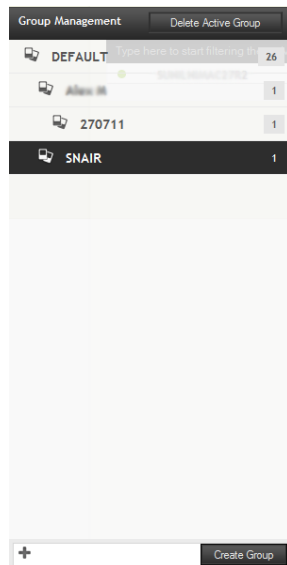
Device Status

To deployment of the configuration settings can be verified from the Devices menu. The devices will be listed along with their last known status. Hover over each status icon to get a detail of the status for each component installed on the device.



Grouping Devices

Devices can be grouped and independent configuration applied using the group slider found on the left.

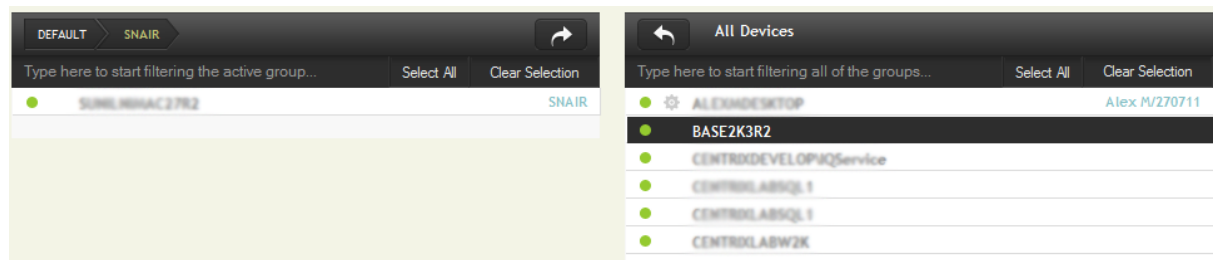


To create a group, enter a name for the group click Add Group.

To add a device to a group, select the group from the slider. Locate the required device from the All Devices list. Click the arrow next to the All Devices label to move the device into that group.

To remove a device from a group, select the group from the slider. Locate the device to be removed from the group list and click on the arrow above the Clear Selection label. The device will be returned to the default group.

To delete a group select the group to delete and click Delete Group. All devices in that group will be returned to the default group.



Group Configuration

To apply or view configuration that has been applied to a group, select the group from the slider and then select the configuration item. The currently selected group will be shown at the top of the configuration view along with the associated settings. Inherited settings are shown shaded with a label indicating the group that the setting has been inherited from. To override this setting for this group, tick the checkbox on the left of

the setting label to enable it and then enter the required setting. Click Apply to activate the setting.

The screenshot shows the iQ Administrator interface with the 'iQ Service' tab selected. Below the navigation tabs, there is a 'Settings' section with a table of configuration options. The table has two columns: 'Setting' and 'Value'. The settings listed are:

Setting	Value
<input type="checkbox"/> Ops database	Data Source=192.168.0.100/Prod/miql,Initial Catalog=WorkspaceIQ;User Id=sa;P Value inherited from DEFAULT.
<input type="checkbox"/> Mi database	Data Source=192.168.0.100/Prod/miql,Initial Catalog=WorkspaceMiQ;User Id=sa Value inherited from DEFAULT.
<input type="checkbox"/> LDAP Connection String	LDAP://CentralDC1/DC=CentralDC/DC=local Value inherited from DEFAULT.
<input type="checkbox"/> LDAP Username	Administrator Value inherited from DEFAULT.
<input type="checkbox"/> LDAP Password Value inherited from DEFAULT.

At the bottom right of the settings section, there is a button labeled 'Apply Setting Changes'.

COMMAND LINE INSTALL PARAMETERS

When installing the WorkSpace iQ Agent via the command line, the URL to the configuration server must be supplied as follows.

When using this for a silent install the /qn parameter should also be included. The following command line, which should be typed in one single line, will perform a silent install and set the configuration service location for an agent to the specified address.

```
workspace_iq_agent_setup.exe /qn CONFIG=http://<iqserver>/WorkSpaceConfig
```

Note: UAC (User Access Controls) may prevent the installation from being successful. If using an Operating System that uses UAC, ensure the installation is performed running as Administrator.

IQ AGENT STATUS COMMANDS

The iQ Agent status can be verified using the browser on the local machine. The supported commands are as follows:

<http://localhost:8085/Agent/Status>

Show the status of the agent registration and configuration

<http://localhost:8085/Agent/ServiceCheck>

Force the agent to register and update its configuration

<http://localhost:8085/Agent/MachineScan/Result>

Show the results of the last Machine Scan

<http://localhost:8085/Agent/MachineScan/Upload>

Force a Machine Scan and upload it to the Collection Service on completion

<http://localhost:8085/Agent/SoftwareScan/Result>

Show the results of the last Software Scan

<http://localhost:8085/Agent/SoftwareScan/Upload>

Force a Software Scan and upload it to the Collection Service on completion

IQ UPDATE SERVICE

WorkSpace IQ includes an Update Service that is used to install new reports as they are published by Centrix Software.

Configuration

Before the Update Service can be used, it must be configured with the database connection string.

To determine the correct parameters, first issue the following command in a web browser:

<http://localhost:8086/iQService/Configuration>

and search for the section `<module name="Updater" ... >`. Within this section, there are a number of `<configitem ...>` sections; look down the list and find the one that reads:

```
<configitem group="n" name="productId" value="iQService" type="String" />
```

and note the value *n* of the group.

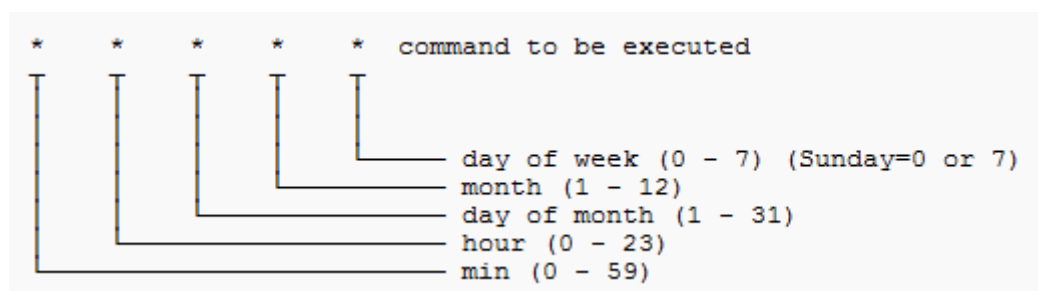
To set the connection string of the WorkSpaceMiQ database, issue the following command in a web browser, replacing *xxx* with the appropriate string and *n* with the value above.

<http://localhost:8086/iQService/SetConfigItem?Updater/connectionString/xxx/group=n>

Schedule

The Update Service runs on a schedule to deploy new updates, installing reports into the iQ Database. The schedule defaults to run every night at midnight. This default can be changed by issuing the following command in a web browser. The last section in the URL `0 0 ***` is the schedule in a crontab format

http://localhost:8086/iQService/SetConfigItem?Updater/Schedule/0 0 ***



Entry	Description
0 0 1 1 *	Run once a year, midnight, Jan. 1st
0 0 1 * *	Run once a month, midnight, first of month
0 0 * * 0	Run once a week, midnight on Sunday
0 0 * * *	Run once a day, midnight
0 * * * *	Run once an hour, beginning of hour

WORKSPACE iQ DATABASE MAINTENANCE

Overview

This chapter describes the maintenance tasks required by the WorkSpace iQ database(s). The intended audience include general IT administrators or those without access to a SQL specialist to assist with database maintenance.

Background

To ensure WorkSpace iQ delivers required performance, it is essential that basic maintenance of the supporting database(s) is performed. How often these tasks should be performed and their system impact is determined by the characteristics of the supporting hardware and volume of data captured by specific deployments.

WorkSpace iQ is tied to using Microsoft SQL 2008 which includes the *Maintenance Plan* features unlike the SQL Express version. Without access to this feature, maintaining the database requires more low-level knowledge than many non-SQL professionals possess.

To best to maintain the WorkSpace iQ database(s), an understanding of some key characteristics is required:-

- The databases by default are deployed using SQL's FULL recovery model. Consequently, unless the transaction log is backed up, this will continue to grow until it runs out of disk space
- On an estate where around 1,000 machines are reporting to WorkSpace iQ, it is reasonable to expect the main database file(s) to grow by at least 200-300Mb per week, and the transaction log to grow by several times of this amount
- The relatively high-volumes of transaction run against the WorkSpace iQ database will gradually degrade index health and query efficiency, unless corrective action is taken

The WorkSpace iQ database(s) requires basic maintenance to ensure effective functioning of both the Discovery Collection Service and the WorkSpace iQ Client.

Recommended Maintenance Tasks

Backup Schedule

Before determining the *correct* backup schedule for a particular environment, determine what the maximum tolerable amount of data loss the organisation can accept is and then work backwards to construct the desired backup schedule.

Given the above, a typical schedule may include the following:

1. Weekly Full database backup
2. Daily transaction log backup

To ensure system recoverability, database backup files should be copied onto to a different location (and set of physical drives) than that hosting the Workspace iQ database(s).

Index Maintenance

As a minimum, indexes should be rebuilt on a weekly basis where there is relatively little activity on the database. A more pro-active strategy may include rebuilding the indexes weekly, and re-organizing nightly.

In addition, database statistics should be refreshed on a regular basis. For most deployments, weekly is probably sufficient.

Database File Size

If transaction log backups are not taken regularly, then after each backup completes it is recommended the log file be shrunk. A minimum log file size of 100-200Mb is recommended.

If after a transaction log backup is performed, a shrink log task does not reduce the size of the log file, then a **CHECKPOINT** command should be issued against the database. To perform this open the SQL Manage Studio, connect to the SQL instance, open a query window and type **CHECKPOINT** and then execute the command through clicking the **!** in the menu-bar. Following this, take another transaction log backup and re-shrink the log file.

Additional Information

Database Common Language Runtime

The Common Language Runtime environment in SQL should be enabled prior to deploying the iQ databases. Further information on the CLR can be found here: <http://msdn.microsoft.com/en-us/library/ms131048.aspx>

Database Recovery Mode

By default, both the WorkspaceiQ and WorkspaceMiQ databases are deployed with the FULL recovery model. Consequently, the log files of each will continue to grow unless the log is backed up. Transaction logs will be useless for restoring the database, unless a full database backup is taken.

This can be avoided by switching the recovery model to SIMPLE, but full database backups should still be taken. See <http://msdn.microsoft.com/en-us/library/ms189275.aspx> for further guidance about selecting an appropriate recovery model.

USING WORKSPACE IQ

Overview

To assist administrators navigating the application initially the following is a recommended workflow for installation and first use. Each component is covered in greater detail in subsequent chapters.

For detailed information about WorkSpace iQ reports, see the [iQ Reporting Guide](#). Although this guide provides details about iQ usage, it is primarily aimed at key configuration settings to assist with enabling WorkSpace iQ data collection in order to produce reports.

1. Install iQ Databases

This is the first phase of deploying WorkSpace iQ, and the steps to install the databases are described in the [iQ Installation Guide](#). The default set up installs both the iQ and MiQ databases onto the chosen SQL server.

2. Install iQ Server

The second phase of deploying WorkSpace iQ is to install the iQ Server, and the steps to install the iQ Server are described in the [iQ Installation Guide](#). The default set up requires IIS as it will install the iQ Web Site which is responsible for communication with the iQ Agents to manage and collect monitoring data.

3. Install iQ Client

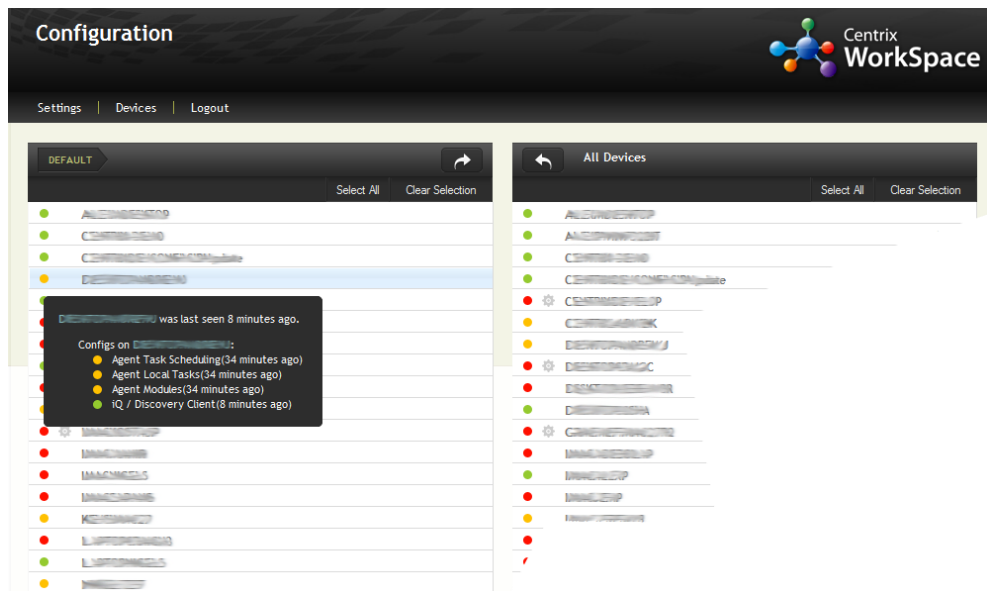
This component provides the user interface to the iQ product, and the steps to install the iQ Client are described in the [iQ Installation Guide](#). The iQ Client is used to control agent deployment and behaviour, set user-definable values for items such as scope of business case analysis, license entitlements and costs as well as to generate detailed analysis or planning reports on the collected agent data.

It is necessary to enter a registration key to enable the full functionality of WorkSpace iQ.

4. Deploy Agents

Once the iQ Server and iQ Client has been installed, the agent can be rolled out to target machines. The steps to installing agents are covered in the [iQ Installation Guide](#). The command line parameters which can be used for installation are outlined in the [Command Line Install Parameters](#) section above.

Deployment and configuration can be verified from the Configuration Service settings. This can be accessed via [File](#) → [Settings](#) → [Configuration Service](#) and selecting [Devices](#).



5. Configure Classification Metrics

The next step is to configure hardware and application filters through the **Classify** menu. This allows collections of machines/components/applications to be quickly designated into standard groups which reflect their role.

Example: A machine chassis type of **Notebook** would be classified as **Mobile**, which is then reflected in the overall results and may exclude it from being a suitable transformation candidate to a hosted desktop platform.

The **Classify** menu consists of **Devices**, **Apps**, **Application Costs / Tariffs** and **Business Groups** sub-menus.

Configuring these sections is key to generating reports which identify cost savings, and feed into capacity planning for hosted desktop and application virtualization solutions.

Selecting **Classify → Devices** is the starting point for the first configuration option. See the **Devices (Classify)** sub-section for detailed use information.

Typically, once an environment is being monitored and the classification metrics have been initially configured, the settings do not require to be modified.

However as this has a direct impact on the reporting, these configurations can be altered iteratively to see the impact of various scenarios.

6. View Reports

Once the classification metrics have been configured the next step is to view and generate reports. There are a number of built-in reports which analyze the data using different methods and provide varying levels of detail. These reports are detailed in the **iQ Reporting Guide**.

Workspace iQ provides an endpoint audit of client hardware and software estates and also identifies what is being used. It delivers centralized monitoring, reporting and trending on the usage of deployed systems and software based on collection from its own agents as well as from data in third party systems such as desktop management, software asset management and virtualization monitoring.

Workspace iQ can also help IT departments provision servers and software to meet business needs and be able to bill departments and users accordingly.

Metrics from *Workspace iQ* provide full cost analysis which may be used to form a compelling business case for designing and implementing virtualization transformation solutions.

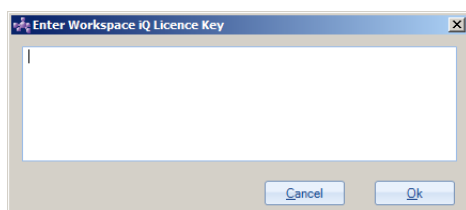
HELP AND REGISTRATION

Online Support

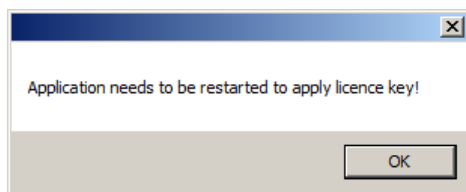
This option is accessible via the **Help → Online Support** menu. When selected this will open the Centrix WorkSpace iQ support page within the default Internet browser.

Register License Key

This configuration panel is accessible via the **Help → Register License Key** menu. When selected it opens a dialogue box where the WorkSpace iQ registration key can be entered.

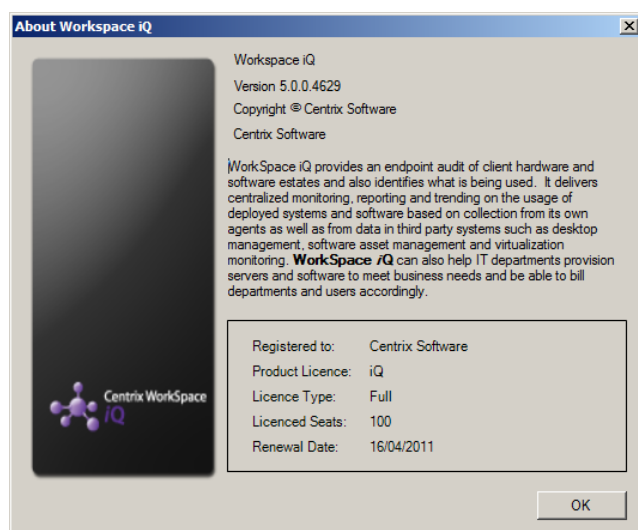


Once entered selecting OK will display a prompt that the application must be restarted to apply the license key.



About WorkSpace iQ

This configuration panel is accessible via the **Help → About WorkSpace iQ** menu. When selected a dialogue box will be displayed with information about WorkSpace iQ and also display the current registration information.



COMMON CLIENT FUNCTIONS

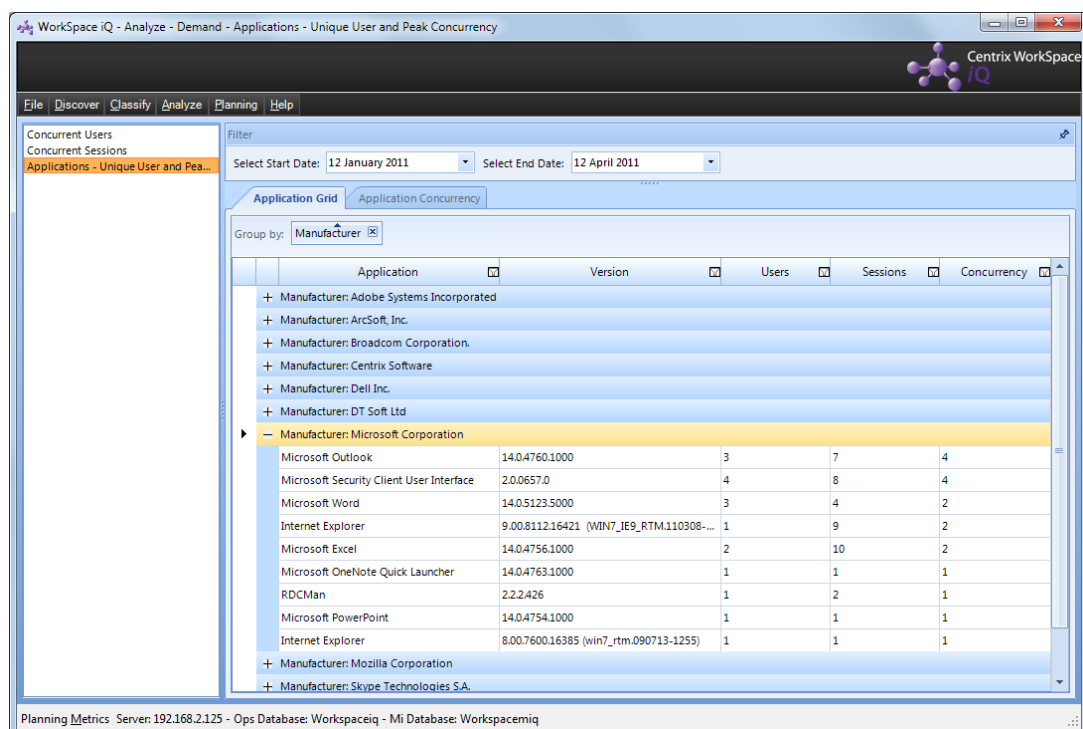
The iQ Client provides advanced functionality for sorting, grouping and filtering data.

Drag a Column to Group

Where present, this feature allows the listed content within any column heading to be grouped according to the column's content, thereby creating custom drilldown lists. Groups can also be nested in any order.

To use the feature, click and drag any column heading into the space above labelled *Drag a column here to group by this column*. To remove the groups simply click the cross located in the top-right corner of each heading group – see *Figure x-x*.

***Example:** Where viewing the device summary report, by dragging the Chassis Type, then OS, then Memory, provides a custom view which groups machines by Desktop or Notebook, then sub-groups by Operating System and so on. This allows dynamic granular analysis, quickly highlighting groups of interest.*




This function is also accessible by *right-clicking* data headings and selecting *Group by this column* from the context menu.

Sorting and Grouping

Right-clicking any column heading or data cell in most of the data tables produces a similar context menu with common functions for sorting and grouping.

Menu Option	Description
Sort Ascending	Sorts column from low to high
Sort Descending	Sorts column from high to low
Clear Sorting	Removes existing sorting criteria
Conditional Formatting	Enables advanced filtering of any column content
Group by this column	Similar to <i>Drag a column to Group</i>
Column Chooser	Displays hidden columns and allows additional columns to be hidden by drag and drop
Hide Column	Hides the column from the display
Pinned State	Expands to show Pin/Unpin option and allows any column to be fixed to the left or right side of the console
Best Fit	Automatically resizes columns to suit content
Export	Displays export options

Filtering

When enabled on a data column by the presence of the  icon, free text can be typed in the cell which produces a dynamic filter. The filter is case insensitive.

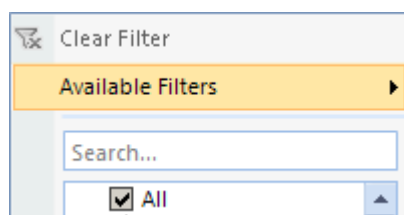


Figure x-x: Filter search function

Example: Within the **Analyze** → **Applications Estate** → **Unused Software** report, typing 'a' in the **Name** column filters all applications beginning with the letter 'a'. Adding a further filter by typing '1' in the **Current Installs** column will result in a list of all applications beginning with 'a' that have had one installation.

Right-clicking the filter icon produces a context menu which provides additional filter functions – see **Figure x-x**.

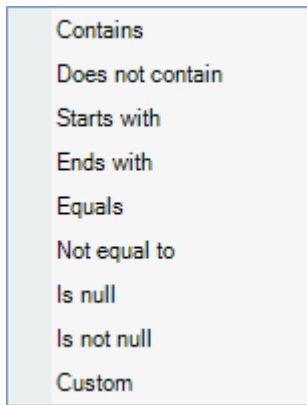
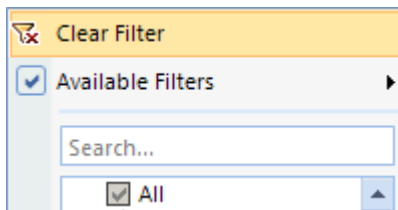


Figure x-x: Filter functions

To clear a filter, *right-click* the icon for an active filter and select *Clear filter*.



REPORTING

Overview

There are a number of built-in reports within WorkSpace iQ. Further detail about each report is contained in the *iQ Reporting Guide*. The table below summarises the report sections currently available. Reports are accessible via the *Analyze* menu.

Note: New reports will be made available at periodic times via the update process of the iQ Client.

Report Section	Summary Description
Savings Dashboard	<i>Provides a snapshot of savings that could be gained within the monitored estate for software, hardware, device type and Green IT</i>
Physical Estate	<i>Summarises the make-up of the physical estate and device usage, changes to hardware configuration and details of Operating Systems deployed within the estate</i>
Applications Estate	<i>Installation details of licensed software, usage patterns of classified child applications and deployment history. In addition details the licensing models associated with OS installations</i>
User Estate	<i>Software and Hardware usage patterns of user accounts within the estate and summarises the distinct combinations of packages in use</i>
Demand	<i>Statistics on concurrent usage for both users and applications</i>
Virtualization	<i>Provides details on device usage profiling for Green IT</i>
Loading	<i>Concurrent User and Application sessions</i>
Audit	<i>Software and hardware add and remove audit plus software specific vendor audit to display license usage and entitlements</i>
Trending	<i>Software usage and deployment over a specified time period</i>
Change Monitoring	<i>Monitoring statistics of hardware and software add and removes along with daily change charts for user and application usage</i>
Application Summary	<i>Summary statistics on licensed software and details about classified child applications</i>
Device Summary	<i>Detailed usage statistics and device information on a per device basis</i>

Exporting Charts and Data

Assessment and report data within the *Analyze* dialogues can be exported using the *File → Export* option. The Export function is context sensitive, and will display the relevant export format depending upon the data being exported, including spreadsheet, PDF and image.

To export data, navigate to the screen which displays the data you wish to export then click *File → Export* and select the available format which suits your requirement. Alternatively, the export options are available using the right mouse button.

*Example 1: export **Analyze → Application Estate → Unused Software** table data. Navigate to the **Unused Software** dialogue and then click **File → Export → Excel**. A **Save As** prompt will appear; choose a save location and click **Save**.*

*Example 2: export **Analyze → Savings Dashboard → Software Savings** chart. Navigate to the **Software Savings** dialogue and then click **File → Export** and choose between **JPG** and **PNG** image formats. A **Save As** prompt will appear; choose a save location and click **Save**.*

INDEX

Backup Schedule, 20

Clear a filter, 28

Command Line, 19

Database Maintenance, 9, 20

Database Recovery Mode, 21

Document Feedback, 5

Drag a Column to Group, 26

Exporting Charts and Data, 30

Filtering, 27

Index Maintenance, 21

iQ Agent, 7

iQ Application, 7

iQ Database, 6

iQ Server, 7

Port Usage, 8

Recommended Maintenance Tasks, 20

Reporting, 29

Solution Architecture, 6

Sorting and Grouping, 27

Technical Support, 5

User Access Controls, 19

What Information does the Agent Gather?, 8