



Centrix WorkSpace iQ User's Guide

Version 5.2

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About This Guide

This guide describes how to install, configure and use Centrix WorkSpace iQ. It is intended for network administrators, consultants, analysts and any other IT professionals interested in installing Centrix WorkSpace iQ.

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Introduction to WorkSpace iQ

Centrix WorkSpace iQ is part of Centrix WorkSpace 5 Suite, an intelligence and aggregation application that enables organizations to reduce the cost of delivering applications and content whether physical, virtual, hosted, or Web-based. It does this by identifying:

- Servers and desktops that could be replaced using a virtualization platform
- Applications and their use, providing information that can be used to make cost savings by, for example, virtualizing a desktop estate

Overview

WorkSpace iQ audits the hardware and software within your organisation, enabling you to discover what hardware and software is present, and what is being used. It provides centralized monitoring of and reporting on the use of deployed hardware and software systems, enabling you to see trends in use.

The reports provided by WorkSpace iQ provide full cost analysis that can be used to:

- Create a business case for designing and implementing virtualization transformation solutions
- Help IT departments provision servers and software to meet business needs and be able to bill departments and users accordingly

Information is gathered by WorkSpace iQ's own software, but WorkSpace iQ can also use data provided by third-party systems such as desktop management, software asset management and virtualization monitoring.

Classifying and Set Up

WorkSpace iQ has, by default, no definition rules for what is to be transferred to the reporting database. To obtain the full benefits of WorkSpace iQ, you need to classify the relevant devices and applications, and specify the costs and tariffs for applications.

The general steps required in WorkSpace iQ to set up classifications are:

1. Classify the costs and tariffs for applications to enable cost quantifications of used and unused software.
2. Classify the application definitions. Define the specific executable files you are interested in and their relationship to software packages.
3. Assign the various device chassis types to device categories (standard, mobile, secure, special).
4. Classify the rules that define applicability for virtualization consideration.
5. Define the configuration settings for virtualization planning.
6. Define global configuration settings.
7. Define the groupings for users.

Classifying Costs and Tariffs

You should first classify the license models, costs, tariffs and entitlements for any applications you are interested in. This helps you to focus on the high-value application investments. The data collected is used to quantify the potential savings that can be made on applications.

By default all license types are set to free, which means that entitlement, cost and tariffs are ignored in WorkSpace iQ reports. Supported licensing models are:

- Device
- User
- Concurrent
- Per server
- Corporate

How to Classify Application (Software) Costs and Tariffs

To classify application costs and tariffs:

1. In the WorkSpace iQ Console, click **Classify** in the menu bar, and then click **Application Usage**.

The Classify - Application Usage dialog is displayed.

2. In the row containing the software package you are interested in, click the cell under the **License Type** heading.

A dropdown menu is displayed.

3. Select the license type from the menu by clicking it.

4. Click the cell under the **Annual License** heading.

The cell becomes editable.

5. Enter a value for the annual licence for the software package by typing into the cell, or use the up and down arrows to enter a value.

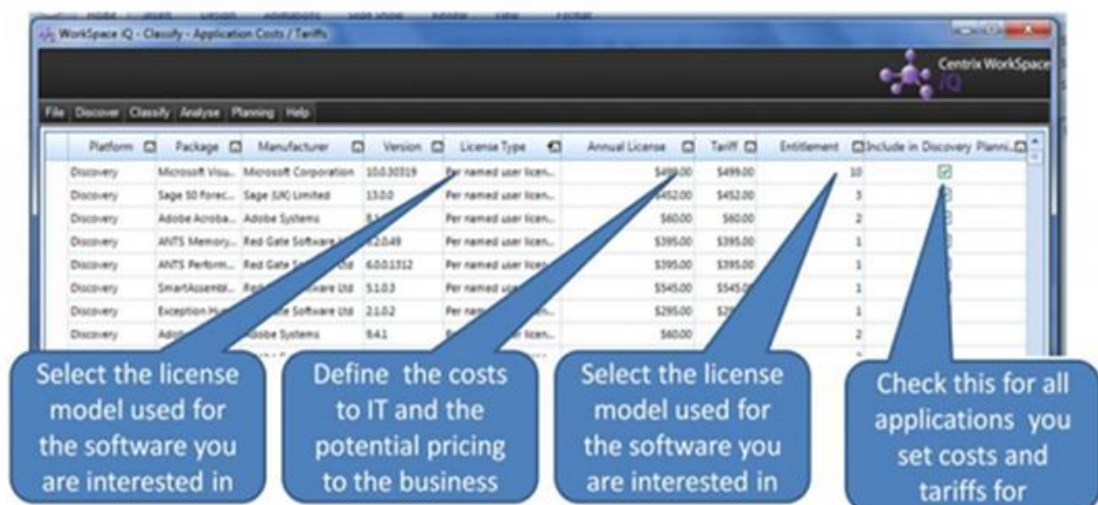
6. Click the cell under the **Entitlement** heading.

The cell becomes editable.

7. Enter a value for the entitlement for the software package by typing into the cell, or use the up and down arrows to enter a value.

By default, the checkbox **Include in Discovery Planning** is checked. This ensures that applications are included in discovery planning; this will be useful when you start to examine desktop transformation in more detail.

If you want to remove an application from discovery planning, click the **Include in Discovery Planning** checkbox to remove the check.



Classifying Applications

When you have identified the high-value software packages, you should classify the applications (executable files) within the package you are interested in. You can track the use of all executable files or a subset of them.

Many packages contain “helper” applications that are secondary to the core executable files for the applications in the package.

How to Classify Applications

To classify applications:

1. In the WorkSpace iQ Console, click **Classify** in the menu bar, and then click **Software Inventory**.

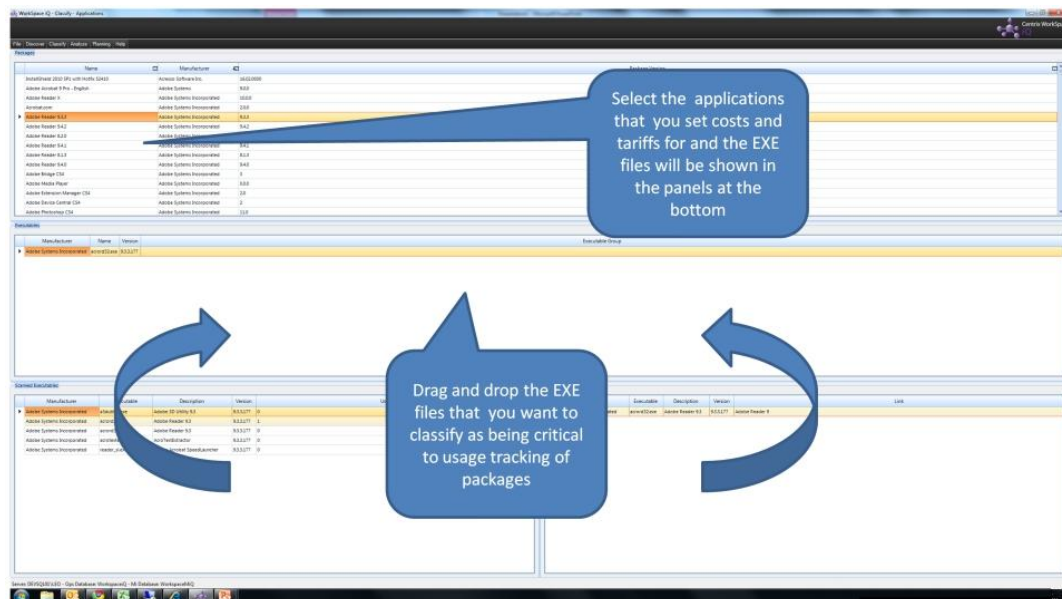
The Classify - Software Inventory dialog is displayed.

In the top pane is a list of application packages.

2. Click an application package.

The executable files associated with that package are shown in the panes at the bottom of the dialog.

3. Drag the executable files in which you are interested into the center pane.



When you drop the executable file in the centre pane, a check mark is placed in the **Classified** column in the top pane.

Classifying Devices

If you are particularly interested in assessing the possibilities for virtualization, you need to classify the attributes of hardware devices that determine the suitability of those devices for inclusion in virtualization planning. These include chassis type, graphics card type, NIC count, operating system version and USB device types.

The first step is to associate the list of chassis types (these are automatically collected) to the use models defined within WorkSpace iQ: structured, mobile, secure, and special hardware. This helps set the scope for reports.

For example, you might want to examine the viability and use of those devices assigned to the mobile use model to determine if they are ever used in a disconnected or internet-only connected state.

How to Classify Devices

To classify devices:

1. In the WorkSpace iQ Console, click **Classify** in the menu bar, and then click **Hardware Inventory**.

The Classify - Hardware Inventory dialog is displayed.

In the left-side pane is a list of devices by type.

2. Click a device classification in the Choose a Group pane.

The pane below is labelled with the group you have chosen.

3. Click on a device type in the left-side pane that you want to be a member of the group defined at step 3, and drag it to the bottom right-side pane.
4. Drop the device you are dragging, and it is added to the group.

Do this for each device and each group to which you want to add the device. A device can only be a member of one group.

For a graphical representation of this procedure, see Figure 1.

Classifying Other Devices

The Classify - Devices dialog has additional tabs:

Graphics Cards	Lists types of graphic cards
NICs	Lists types of network interface cards (NICs)
Operating System	Lists operating systems
USB Devices	Lists USB devices
Configuration	Enables you to view the configuration of a selected device

For these additional devices you can classify them into appropriate groups in the same way as you classify chassis to groups, as described above.

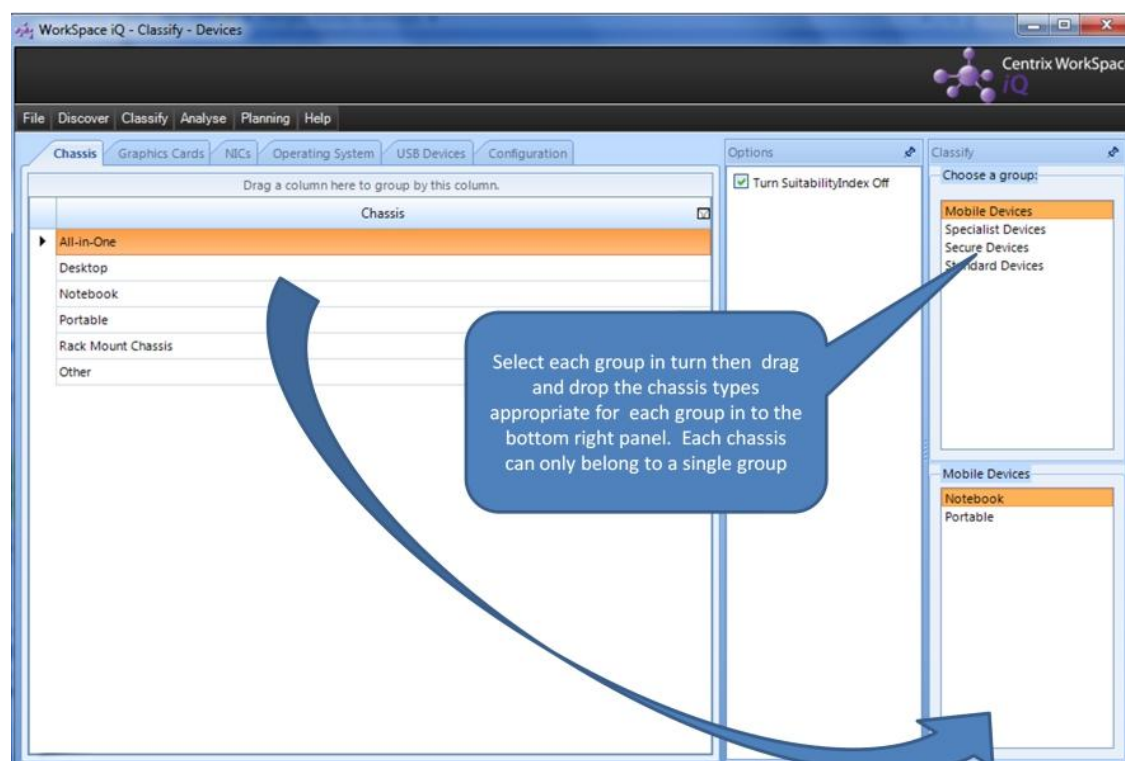


Figure 1 - Graphical Representation of Device Classification

Virtualization

If you are particularly interested in virtualization planning, you need to ensure that:

- The **Suitability Index** checkbox is checked for each tab in the Classify - Hardware Inventory dialog for the hardware you want to include in planning.
- You have selected all required attributes from each tab in the Classify - Hardware Inventory dialog for the hardware you want to include in planning
- You select the appropriate applications in the Classify - Application Usage dialog, and that the **Include in Discovery Planning** checkbox is checked.

Defining Planning Metrics

For virtualization planning, you can define key metrics for the planning assessment. These include:

- Server scalability (supported user count)
- Costs
- Application packaging costs
- Device replacement costs
- Metrics governing the degree of optimization in managing virtual environments

To define the metrics, click **File** in the WorkSpace iQ Console menu. On the menu, click **Settings > Planning Metrics**. The Planning Metrics window is displayed.

In the Planning Metric window, you can set various values that will be used to generate WorkSpace iQ reports. The metrics, and the values you can enter, are described in the following sections.

Business Case Costs Summary

The values you enter in the boxes in this section of the Planning Metrics window provides information that can be used to create WorkSpace iQ's Virtualization Business Case Report (described in the the section *Virtualizaton Business Case* in the chapter *Planning*).

The information you can enter is descrobed in the following sections.

Hosted Virtual Desktop Platform Direct Physical to Virtual Conversions Concurrent Sessions

Enables you to enter a value for the number of concurrent application sessions that will be handled in a virtualization context. Enter an integer value in the box. The default value is 48.

Hosted Virtual Desktop Platform Direct Physical to Virtual Conversions Application Packaging Cost

Enables you to provide a monetary value for the cost of providing access to applications through virtualization rather than through the desktop. Enter a value (in dollars) in the box. The default value is \$100.

Hosted Virtual Desktop Platform Optimized Conversion Concurrent Sessions

Enables you to provide a value for the optimal number of concurrent sessions if applications were moved from physical devices to a hosted vrtal desktop. Enter an integer value in the box. The default value is 100.

Hosted Virtual Desktop Platform Optimized Conversion Concurrent Sessions

Enables you to enter a cost to provide the optimal number of concurrent sessions if applications were moved from physical devices to a hosted vrtal desktop. Enter a value (in dollars) in the box. The default value is \$100.

Virtual Desktop Blended Virtualization Technologies Concurrent Sessions

Enables you to provide a value for the optimal number of concurrent sessions if applications were moved from physical devices to a solution that blended virtualization technologies (such as virtual desktop and Cloud). Enter an integer value in the box. The default value is 100.

Virtual Desktop Blended Virtualization Technologies Application Packaging Cost

Enables you to enter a cost to provide the optimal number of concurrent sessions if applications were moved from physical devices to a blended virtualiation solution involving virtual deskstops and Cloud technologies. Enter a value (in dollars) in the box. The default value is \$100.

Device TCO (Current Estate)

Enables you to enter the total cost of operation for the current estate in your organisation. Enter a value (in dollars) in the box. The default value is 5200.

Thin Client Replacement Cost

Enables you to enter the cost of replacing the thin clients in the current estate in your organisation.

Enter a value (in dollars) in the box. The default value is 250.

Fat Client Replacement Cost

Enables you to enter the cost of replacing the thin clients in the current estate in your organisation.

Enter a value (in dollars) in the box. The default value is 250.

Server Cost

Enables you to enter the cost of operation for the servers that service your organisation. Enter a value (in dollars) in the box. The default value is 10000.

Future

The controls in the Future section of the Planning Metrics window enable you to specify the level of conversion to alternative virtualization technologies:

- **Hosted Virtual Desktop Platform Direct Physical to Virtual Conversions**

Converting all desktop application to virtual environments

- **Hosted Virtual Desktop Platform Optimized Conversion**

Converting some desktop applications to virtuals environments, while leaving others on the desktop

- **Hosted Virtual Desktop Platform Blended Virtualization Technologies**

Converting some desktop applications to hosted virtual environments, and others to Cloud technologies

For each control there is drop-down menu that enables you to select the level of optimization required. You can select:

- Minimal Optimization - WorkSpace iQ creates reports using only minimal optimization
- Moderate Optimization - WorkSpace iQ creates reports using moderate optimization
- Maximum Optimization - WorkSpace iQ creates reports using maximum optimization

By default, WorkSpace iQ uses minimal optimization.

Energy

The controls in the Energy section of the Planning Metrics window enable you to specify the costs of running devices in the estate.

KWH use by Device

The **KWH use by Device** box enables you enter the average number of KWH (Kilowatt hours) used by an average device in your estate. Enter a numeric value.

Cost per KWH

The **Cost per KWH** box enables you enter the cost of a a KWH pf energy. Enter a value in dollars. This can be a fraction of a dollar (for example, 0.5).

Classifying Users and Business Groups

Some WorkSpace iQ reports provide information that correlates users and business groups with other information. Currently, there is no way to automatically correlate users with business groups by importing details from LDAP or other services.

If you want to use the information relating to business groups in reports, you will have to enter business group information for users manually.

You first have to set up the business groups, organizational units, and, if required, active directory groups. You then associate users with the business groups.

Entering Information About Business Groups

Information for business groups is set up using the **Classify** option of the WorkSpace iQ Console menu. To set up business groups, click **Classify > Users and Business Groups** in the WorkSpace iQ Console menu. The Users and Business Groups dialog is displayed.

If your business groups are arranged in organizational units or active directory units, or both, you first need to specify these.

To set up active directory groups names:

1. Click **AD Groups** in The Users and Business Groups dialog.
The Edit AD Groups dialog is displayed.
2. Click the highlighted row labelled **Click here to add a new row**.
The row becomes active.
3. Type in the name of the active directory group.
4. If you want to add another active directory group, click the highlighted row and type in another name. You can add as many rows as required.
5. When you have finished, click **Save**.
6. A pop-up dialog is displayed. Click **OK**.

Your active directory group names are saved.

To specify organizational unit names:

1. Click **Organizational Units** in The Users and Business Groups dialog.
The Edit Organizational Units dialog is displayed.
2. Click the highlighted row labelled **Click here to add a new row**.
The row becomes active.
3. Type in the name of the organizational unit name.

4. If you want to add another organizational unit, click the highlighted row and type in another name. You can add as many rows as required.
5. When you have finished, click **Save**.
6. A pop-up dialog is displayed. Click **OK**.

Your organizational unit names are saved.

When you have specified any required active directory and organisational unit names, you can specify the business groups.

Note: If do not create new organisational unit or active directory names while creating business group names. Only create new organisational unit and active directory names when the changes to business group names have been applied.

To specify business group names:

1. Click the **Business Groups** tab in the Users and Business Groups dialog.
The tab currently only has one business group defined, *Unassigned*, which is the default business group to which users are assigned.
2. Click the first cell in the highlighted row labelled **Click here to add a new row**.
The cell becomes active.
3. Type in a business group name.
4. If you want to add an associated active directory group name or organisational unit name, or both, click in the appropriate cells in the row.
The clicked cell become active.
5. You cannot type a new name directly into the empty text box; you must select an already existing active group name or organisational unit name. Click the arrow at the end of the box to display a dropdown menu.
6. Select the required active group or organisational unit name from the dropdown menu.
7. If you want this business group included in discovery planning (that is, included in planning reports), check the **Include in Discovery Planning** checkbox.
8. Click **Apply**.

The business groups you have specified are saved.

Correlating Users with Business Groups

The correlation between users and business group names is set up using the **Classify** option of the WorkSpace iQ Console menu. To specify the correlation, click **Classify > Users and Business Groups** in the WorkSpace iQ Console menu. The Users and Business Groups dialog is displayed.

1. Click the **Users** tab.

The Users dialog is displayed. This contains a list of all users discovered by WorkSpace iQ Agents.

2. For each user for which you want to apply a business group name, click the cell for that user in the **Business Group Name** column.

A dropdown menu is displayed that lists the business groups you have defined.

3. Click on a business group name.
4. When you have specified all the business group names for all the required users, click **Apply**.

The users and business group names you have specified are saved.

At the end of each row is the column **Is System**. The checkbox in the column is checked if WorkSpace iQ has determined that the user name is for a device rather than a user. WorkSpace iQ can make a relatively accurate determinations of devices versus users; however, if you see a check where there shouldn't be one, or an empty checkbox which should be checked, you can check or uncheck the box as required, either while you are specifying the users and business groups, or later. If you do it later, click **Apply**.

Specifying the Working Day

Various WorkSpace iQ reports provide information based on the working day. By default, WorkSpace iQ uses 08:30 to 17:00 as the default working day. You can, however, set the beginning and end time of the working to suit your organization's working practices. To do this:

1. Click **File** in the WorkSpace iQ Console menu. On the menu, click **Settings > General Settings**.

The General Settings window is displayed.

2. Click in the Start Time and End Time box for each day.

The box becomes editable.

3. Enter or edit a time. Use 24-hour clock format, and separate hours, minutes and seconds by a colon; for example, 09:30:00. You must enter all three groups, hours, minutes and seconds.
4. When you have made all the required changes, click **Apply**.

Common Console Functions

The WorkSpace iQ Console provides advanced functionality for sorting, grouping and filtering data in reports.

Arranging Tabs

Many of the WorkSpace iQ reports make use of tabbed panes. These have a default layout – that is, the layout as first presented to you. You can, however, rearrange the tabs to your liking.

There are three ways of arranging tabs:

- By ordering tabs within a tabbed group by dragging and dropping
- By moving a tab directly out of a group to its own tab in a new vertical or horizontal location
- By using a context menu to move the tab from group to group, or out of a group to its own tab in a new vertical or horizontal location

Ordering Tabs

You might want to move a tab in a row of tabs in a tabbed group to be in a different place in the row; for example, you might want a frequently used tab to be on the left side of the row.

The figure below shows a default row of tabs from the Analyze - Hardware window:



You might want to move the Device Users tab to the left end of the row, as you have been clicking it often. To do this:

1. Click on the tab, hold down the mouse and drag the tab to its new location
2. When you have placed the tab where you want it, release the mouse button to drop the tab.

Moving a Tab Directly Out of a Tabbed Dialog

You might want to give a tab you view often its own tab, separate from its current tabbed dialog (essentially making it a separate pane in the window).

To do this directly:

1. Click on the tab, hold down the mouse and drag the tab into the dialog. This can be the tab's own dialog, or another tab's dialog.

A control is displayed that enables you to specify where the new tab will be placed. The control has four arrows: up, down, left and right. As you move the dragged tab over the arrows, the position of the new tab, and how the current tab group will be positioned, is indicated by a blue box that shows the new tab's position in relation to the tab group's position.

If you move the cursor into a dialog other than the tab's own dialog, the icon contains a central point; this enables the tab to be placed as a new tab within that tab group.

2. When you are happy with the position the tab will occupy, release the mouse.

The pane of the tab or tab group splits either horizontally or vertically, depending on your choice, and the new tab is placed where you specified

Moving a Tab Indirectly Out of a Tabbed Dialog

You might want to give a tab you view often its own tab, separate from its group (essentially making it a separate pane in the window).

You can do this indirectly, by making choices from a pop-up menu. There is less flexibility with this method than with the method described in the previous section.

To do this:

1. Right click on the tab you want to move.

A pop-up menu is displayed. If the tab is in a tab group, the menu will contain the options **New Horizontal Tab Group** and **New Vertical Tab Group**.

2. Click the option you require.

If you click **New Horizontal Tab Group**, a new tab dialog is created below the current tabbed dialog. If you click **New Vertical Tab Group** a new tab dialog is created to the right of the current tabbed dialog.

Moving a Tab Between Tabbed Dialogs

You can move tabs from one dialog to another tabbed dialog. One way to do this is directly, as described in the section *Moving a Tab Directly Out of a Tabbed Dialog* above.

You can do this indirectly, by making choices from a pop-up menu. There is less flexibility with this method than with the method described in the previous section. To do this:

1. Right click on the tab you want to move.

A pop-up menu is displayed. If the tab is in a tab group, the menu will contain the options **Move to Previous Tab Group** and **Move to Next Tab Group**.

2. Click the option you require.

If you click **Move to Previous Tab Group**, the tab dialog is moved to the tabbed dialog group on the left. If the tab dialog you are moving is in the leftmost tabbed dialog and there is a row of one or more tabbed dialogs above, the tab dialog is moved to the rightmost tabbed dialog group in the row above.

If you click **Move to Next Tab Group**, the tab dialog is moved to the tabbed dialog group on the right. If the tab dialog you are moving is in the rightmost tabbed dialog, and there is a row of one or more tabbed dialogs in the row below, the tab dialog is moved to the leftmost tabbed dialog group in the row below.

Arranging Data in Tabs and Panes

Textual data is presented in tabs and panes in the form of grids. Where data is presented in dialogs or tables, the data can be arranged to suit your requirements.

Ordering Column Headings in Tabs and Panes

You can arrange the columns in the grids so that the information in which you are most interested is in whatever position you prefer.

To do this:

1. Click on the heading for a column, hold down the mouse and drag the heading left or right.

A black vertical line indicates, as you move the heading, where it can be dropped.

2. When you are happy with the position the heading will occupy, release the mouse. The heading is positioned where you dropped it.

Drag a Column to Group

Where present, this feature enables content within any column 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 pane, labelled **Drag a column here to group by this column**, above the report pane.

To remove the groups click the cross located in the top-right corner of the group's heading.

For example, if you are viewing the Device Summary report, you can drag the **Chassis Type**, then **OS**, and then **Memory** columns to provide a custom view that groups devices by desktop or notebook, then subgroups by operating system and so on. This enables you to quickly highlight groups of interest.

You can also access this function by right-clicking a data heading and selecting **Group by this column** from the pop-up menu.

Figure 2 shows an example of columns that have been dragged to groups.

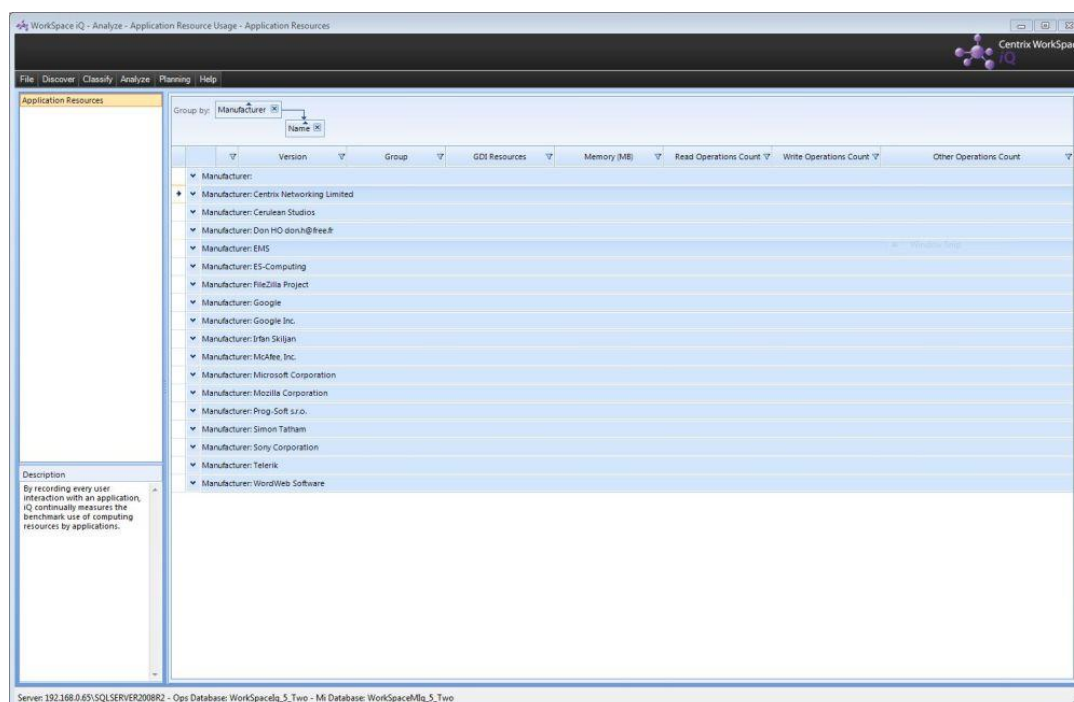



Figure 2 - Example of Drag a Column to Group

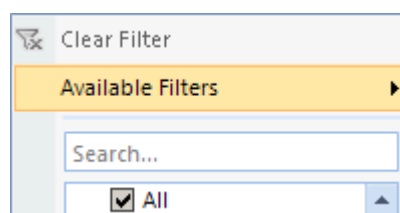
Sorting and Grouping

Right-clicking any column heading or data cell in most of the reports displays a similar pop-up 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 Drag a column to Group described above
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 pane
Best Fit	Automatically resizes columns to suit content
Export	Displays export options

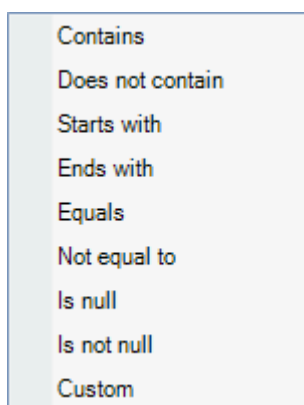
Filtering

Where enabled on a data column by the presence of the  icon, you can type free text into the cell; this produces a dynamic filter. The filter is case insensitive.

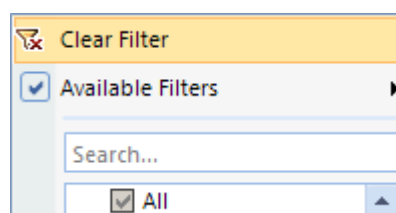


For example, if the Unused Software report is displayed (**Analyze > Applications Estate > Unused Software**), then by selecting this filter on the **Name** column and typing **a**, all applications beginning with the letter **a** would be listed. If you were to add an additional filter for the **Current Installs** column and type **1**, only those applications beginning with **a** that have had only one installation would be displayed.

Right-clicking the filter icon produces a context menu that provides additional filter functions:



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



Saving Window Layouts

By default:

- Changes to tabs and panes are saved when you move away from a report window, and between WorkSpace iQ sessions
- Changes to grid layouts (reordering and resizing of columns) are not saved when you move away from report window, or between WorkSpace iQ sessions

You can change the ways window layouts are saved if required.

Saving Tab and Pane Settings

By default, changes to the layout of tabs and panes are always saved. If you always want report windows to display the default layout when you return to a report window:

1. In WorkSpace iQ Console, click **File** in the menu, and then click **Settings > General Settings**.

The General Settings dialog is displayed.

2. Click the **Save Window Layout** checkbox to uncheck it.

Changes to the layout of tabs and panes in report windows will be undone as soon as you leave a report window, or when you close down WorkSpace iQ.

Saving Grid Layouts

By default, changes to the layout of grids in tabs and panes are not saved. If you always want report windows to display the last grid layout when you return to a report window, follow the procedure below.

Note: You are recommended to **not** save changes to grid layouts, as this can affect the speed of operation of WorkSpace iQ.

1. In WorkSpace iQ Console, click **File** in the menu, and then click **Settings > General Settings**.

The General Settings dialog is displayed.

2. Click the **Save Grid Layout** checkbox.

Changes to the layout of grids in tabs and panes in report windows will be saved when you leave a report window, and when you close down WorkSpace iQ.

Resetting Window Layouts

If you make changes to any of the report windows by moving headings or tabs, or creating groups, you can reset the layout of the window to that provided by Centrix when the WorkSpace iQ reports were installed.

Resetting Tabs and Panes

You can reset the tab and pane layout of the report you are currently viewing to the default layout. To do this:

1. In WorkSpace iQ Console, display the report you want to reset.
2. Click **File** in the menu bar, and then click **Rest Window Layout**.

You can reset the tab and pane layout of all reports to the default layout. To do this:

1. In WorkSpace iQ Console, click **File** in the menu, and then click **Settings > General Settings**.

The General Settings dialog is displayed.

2. Click **Reset Window Layout**.

All changes to all report windows are undone, and the default report layout is restored.

Resetting Grids

You can reset the:

- Column order of grids in tabs and panes
- Width of columns

to the order and sizes defined in the Centrix supplied reports. To do this:

1. In WorkSpace iQ Console, click **File** in the menu, and then click **Settings > General Settings**.

The General Settings dialog is displayed.

2. Click **Reset Grid Layout**.

All changes to all report windows are undone, and the default report layout is restored.

Exporting Charts and Data

Data in the **Analyze** report windows can be exported for use in other applications. Exporting is context sensitive; the format for exported data depends on the data being exported, and includes spreadsheet, PDF and image.

Note: Exporting data is still under development, and export functions do not currently exist for all reports, or data in reports.

To export data

1. Navigate to the report that displays the data you want to export.
2. Click the right mouse button on the report page, in the pane or tab from which you want to export data.

A pop-up menu is displayed. The options in the menu will depend on the data you are exporting.

3. Click on the required option (which might be, for example, **Print**, or **Export**). If there are further options, a fly-out menu might be displayed (if you are, for example, exporting a chart, **JPG** and **PNG** might be presented as additional options).

A dialog relevant to the option you have selected is displayed (a Save As dialog for example, or a Print dialog).

These are standard Windows dialogs.

Data panes enable you to export all the data in the pane, or to copy individual rows in the pane. To export all the data, you can right-click anywhere in the pane (in which case a row will be highlighted), and click **Export** in the pop-up window. To copy a row, right-click on the row you are interested in, and click **Copy** in the pop-

up menu. The data in the row is copied to the clipboard, and can be pasted into any application; in this case, the data is tab separated.

Example 1

To export the data displayed in the **Demand** tab, right-click when you click **Analyze > Applications**, click **File > Export**, and choose between **JPG** or **PNG** image formats. A **Save As** dialog is displayed; browse to the folder in which you want to save the file, name the file if required, and click **Save**.

Example 2

To export the chart displayed in the **Demand** tab when you click **Analyze > Applications**:

1. Right -click on the chart.

The pop-up menu is displayed.

2. On the pop-up menu click **Export**.

A Save As dialog is displayed.

3. Browse to the folder in which you want to save the chart, and provide a filename if you want to change it from the default.

4. Click **Save**.

Data is saved in comma separated values (**.csv**) files, which enables you to open the saved data in a variety of applications.

Agent Status Reports

When the WorkSpace iQ Agents are installed and running, and have made contact and registered with the WorkSpace iQ Server, you can display information about them.

Displaying Agent Status Reports

To display Agent status reports, click **Discover > Devices** in the **WorkSpace iQ** menu. A page is displayed that has three tabs on the left side, and three charts on the right side.

The three charts display the number of scans performed by Agents over the reporting period, which is the date at which the first Agent reported to the date an Agent last reported.

The tabs are described in the sections below.

Agent Status

Discover > Devices

The **Agent Status** tab displays information on the status of the Agent on a device.

The first column in the report displays the current active status of the Agent as an icon. If the icon is:

Green	The Agent reported to the WorkSpace iQ Server within the past twenty-four hours
Amber	The Agent last reported to the WorkSpace iQ Server at some time between the twenty-four hours ago and seven days ago
Red	The Agent last reported to the WorkSpace iQ Server over a week ago

The rest of the table contains information under the following headings:

Column	Description								
Device	The device on which the Agent is installed								
Status	The status of the Agent, for which a visual indication is given in the first column; can be: <table> <thead> <tr> <th>Status Message</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>OK</td> <td>Green</td> </tr> <tr> <td>last seen over a day ago</td> <td>Amber</td> </tr> <tr> <td>last seen over a week ago</td> <td>Red</td> </tr> </tbody> </table>	Status Message	Color	OK	Green	last seen over a day ago	Amber	last seen over a week ago	Red
Status Message	Color								
OK	Green								
last seen over a day ago	Amber								
last seen over a week ago	Red								


Column	Description
Description	A description for the device, taken from the information provided when the operating system was installed. Might be empty if no description was provided
IP Address	The name of the executable file that is linked to by the link; for example, outlook.exe
Last Seen	The date and time at which the Agent last reported to the WorkSpace iQ Server
Task Name	The task last performed by an Agent before reporting: MachineScan, SoftwareScan or ProcessScan

Device Status

Discover > Devices

When you click **Device Status**, a pane is displayed containing information on the activities of Agents. The following information is displayed for each device on which an Agent has been installed and registered with the WorkSpace iQ Server:

Column	Description
Device	The name or identifier of the device
Date Registered	The date and time at which the Agent on the device registered with the WorkSpace iQ Server
Description	A description for the device, taken from the information provided when the operating system was installed. Might be empty if no description was provided
Last Machine Scan	The date and time at which the Agent on the device last scanned the device for hardware information
Last Software Scan	The date and time at which the Agent on the device last scanned the device for information on installed applications
Last Process Scan	The date and time at which the Agent on the device last scanned the device for information on the processes running on the device
IP Address	The IP address of the device
Device Configuration Group	The configuration group to which the device belongs

If you click the  expansion button for a device in the list, a pane opens below the device you have selected that provides detailed information.

Eight tabs are available:

- System Scans
- Software Inventory Scans
- Software Usage Scans
- Full Scan History
- Current Installs - Packages
- Current Installs Executables
- Current System Configuration
- Current Start Menu Links

The tabs are described in the following sections.



Note: Because there are many tabs in this pane, you might need to click on the last or first tab to bring the subsequent or preceding tabs into view.

System Scans, Software Inventory Scans, Software Usage Scans, Full Scan History

Discover > Devices > Device Status +


The tabs **System Scans**, **Software Inventory Scans**, **Software Usage Scans** and **Full Scan History** display information under the same headings. When you click one of these tabs, the following information is displayed:

Column	Description
IP Address	The IP address of the selected device
Task Name	The name of the task the Agent performed
StartTask	The time at which the task was started
EndTask	The time at which the task ended. The time the task ends will depend on the type of task performed
UserName	The user name or identifier associated with the device
Domain	The network domain in which the device resides

For the System Scans tab and the Software Usage Scans tab the  expansion button is available. If you click the  expansion button for a device in the list, a pane opens below the device you have selected that provides detailed information.

System Scan Additional Information


Discover > Devices > Device Status + System Scan

If you click the  expansion button for a device in the list, the following additional information is provided:

Column	Description
Device Component	A component of the device. For example, ComputerSystem for the computer system, GraphicsInfo, for the graphics card, OperatingSystem for the operating system, and so on
Component	Information about the component in the device; for example, VideoProceessor for a GraphicsInfo device component, MaxClockSpeed for ComputerSystem, Manufacturer for USBinfo, and so on
Value	The value discovered by the Agent for the component. For example, for ComputerSystem, Component, the value might be x64; for GraphicsInfo, Name, the value might be ATI Radeon HD 4670

Software Usage Scans Additional Information

Discover > Devices > Device Status + Software Usage Scans

If you click the  expansion button for a device in the list, the following additional information is provided:

Column	Description
Path	The pathname of the folder in which the executable for an application was found
Manufacturer	The producer of the software
Executable	The executable file that starts the application
User	The name of the user who used the application
Version	The version number of the application
Description	A short description of the software
Start	The date and time at which the last session with the software started
End	The date and time at which the last session with the software ended

Current Installs - Packages

[Discover > Devices > Device Status +](#)

The **Current Installs - Packages** tab displays information on the software packages installed on the selected device:

Column	Description
Name	The name of the software package; for example, Microsoft Professional 2010
Manufacturer	The company that produced the software
Version	The version number of the software package
URLInfoAbout	The URL discovered by the Agent for information about the software package
InstallDate	The date the software was installed
Disk Usage	The amount of disk space used by the installed software

Current Installs - Executables

[Discover > Devices > Device Status +](#)

The **Current Installs - Executables** tab displays information on the executable files in the software packages installed on the selected device.

The following information is displayed:

Column	Description
Date Installed	The date on which the executable file was installed. If the executable is part of a software package, this will, in general, be the same date as the software package was installed
Manufacturer	The company that produced the software
Executable Name	The name of the executable file; for example, outlook.exe
File Description	A description for the executable, as discovered by the Agent; this might be the name of the application (for example, Microsoft Help Viewer), a description (for example, Microsoft 2010 component) or other text that helps identify the executable. If no information can be found, the cell is blank
FileVersion	The version number of the executable file
Pathname	The pathname for the folder on the device where the executable was installed

Current System Configuration

[Discover > Devices > Device Status +](#)

The **Current System Configuration** tab displays information about the configuration of the device on which the Agent has been installed.

The following information is displayed:

Column	Description
Device Component	A component of the device. For example, ComputerSystem for the computer system, GraphicsInfo, for the graphics card, OperatingSystem for the operating system, and so on
Component	Information about the component in the device; for example, VideoProceessor for a GraphicsInfo device component, MaxClockSpeed for ComputerSystem, Manufacturer for USBinfo, and so on
Value	The value discovered by the Agent for the component. For example, for ComputerSystem, Component, the value might be x64; for GraphicsInfo, Name, the value might be ATI Radeon HD 4670

Current Start Menu Links

[Discover > Devices > Device Status +](#)

The **Current Start Menu Links** tab displays information on the applications that have links in the Windows **Start** menu.

The following information is displayed:

Column	Description
LinkName	The text in the link for the application
DateDetected	The date and time at which the link was detected by the Agent
Manufacturer	The company that produced the software package that contains the application
ExecutableName	The name of the executable file that is linked to by the link; for example, outlook.exe
FileDescription	A description for the executable, as discovered by the Agent; this might be the name of the application (for example, Microsoft Help Viewer), a description (for example, Microsoft 2010 component) or other text that helps identify the executable. If no information can be found, the cell is blank
FileVersion	The version number of the executable file
Pathname	The pathname for the folder on the device where the executable was installed

Column	Description
Icon	The icon for the application that is used by the link, if available

MiQ Transfer Status

[Discover > Devices](#)

The **MiQ Transfer Status** tab displays information about the status of the WorkspaceMiQ database. Two items of information are displayed:

Last Transfer	The date and time at which data was last transferred from the WorkspaceMiQ database
Duration	The amount of time, in minutes, that the transfer took. A value of 0 indicates that the transfer took less than a minute.

Device Scans

[Discover > Devices](#)

The **Device Scans** tab provides a chart that shows the number of device scans over time.

Software Scans

[Discover > Devices](#)

The **Software Scans** tab provides a chart that shows the number of software scans over time.

Centrix Agents

[Discover > Devices](#)

The **Centrix Agents** tab displays information on the installed WorkSpace iQ Agents. The following information is displayed:

Column	Description
Executable Name	The text in the link for the application
Manufacturer	The company that produced Agent (normally Centrix Networking Limited)
File Description	A description for the executable. Normally Centrix Service
Version	The version number of the Agent
Installs	The number of installs of that version of the Agent

If you click on a particular version of the Agent to highlight it, that version becomes the focus of the **Machine Details** tab.

Machine Details

[Discover > Devices](#)

The **Machine Details** tab shows the devices on which the version of the Agent highlighted in the **Centrix Agents** tab is installed.

Invalid System Time

Discover > Devices

The **Invalid System Time** tab shows devices on which the system clock is wrong. Use this tab to find devices that might be returning spurious dates to WorkSpace iQ reports.

WorkSpace iQ Reports

Overview

WorkSpace iQ enables you to view a number of reports that provide the detailed information required to help you plan and optimize server and desktop services.

These reports are predefined to reduce administrative input. The following sections provide details of how to use and navigate through the reports. See the section *Common Functions* for details on how to view, filter and export report data.

If you are particularly interested in your exposure to Microsoft licensing, you can view licensing reports targeted specifically at Microsoft applications. See the section *Licensing Position* for details of these reports and how to view them.

Viewing WorkSpace iQ Reports

You can view WorkSpace iQ reports by clicking the **Analyze** option in the WorkSpace iQ Console menu. The reports available are:

Report	Summary Description
Hardware	Summarises the make-up of the physical estate and device use, changes to hardware configuration and details of operating systems deployed within the estate. See the section <i>Hardware</i> for more details
Software	Provides installation details for licensed software, use patterns of classified child applications, deployment history, and information on the licensing models associated with OS installations. See the section <i>Software</i> for more details
Trending	Reports software use and deployment over a specified time period. See the section <i>Trending</i> for more details
Physical Estate	Provides detailed information on the hardware in the estate. See the section <i>Physical Estate</i> for more details
Infrastructure	Provides information on concurrent use for both users and applications. See the section <i>Infrastructure</i> for more details
Applications	Provides detailed information on applications, including the applications in the estate, the users of the applications, and the demand for applications, and the concurrent use of applications. See the section <i>Applications</i> for more details

Report	Summary Description
Application Resource Usage	Provides information on resources used and operations performed by applications
Users	Provides software and hardware use patterns of user accounts within the estate and summarises the distinct combinations of packages in use. See the section <i>Users</i> for more details
Individuals	Provides detailed information on individual users and their use of applications, including shortcuts used, application plug-ins, and the business units to which users belong. See the section <i>Individuals</i> for more details
Savings	Provides information on the current costs of hardware and software, providing information on costs for future planning. See the section <i>Savings</i> for more details
Licensing	Provides information on licensing and license costs of applications. See the section <i>Licensing</i> for more details
Change Monitoring	Provides monitoring statistics for hardware and software adds and removes, along with daily change charts for user and application use. See the section <i>Change Monitoring</i> for more details
Add/Removes	Lists software and hardware that has been added to and removed from devices, and provides a software specific vendor audit to display license use and entitlements. See the section <i>Add/Removes</i> for more details
Green IT	Provides information on device use, enabling you to see areas in which the estate could be made greener. See the section <i>Green IT</i> for more details
USB Events	Provides information on the insertion and removal of USB devices, and identifies documents transferred and any other action that took place while the USB device was connected. See the section <i>USB Events</i> for more details

WorkSpace iQ includes an Update Service that is used to install new reports as they are published by Centrix Software. The reports are installed into the WorkSpace iQ database, where they become available for viewing on the WorkSpace iQ Console.

For more information on virtualization planning, see the chapter *Planning*.

When you display a report using the **Analyze** menu, the report might have options to display further reports. For example, if you select **Software** from the **Analyze** menu, the default report displays the Software Entitlement report. You can also select Licence Source - Full /OEM Splits, Application Identity or any other reports listed in a pane on the left side of the window. Most reports enable you to define a time period on which the report output is to be based.

The reports are described in the following sections.

Hardware

The information listed below is provided when you click the **Hardware** option in the **Analyze** menu. Information is displayed about the hardware in the monitored estate, including details of the operating systems and applications running on that hardware. You can define the start date and end date for the reports by clicking the **Start Date** and **End Date** dropdown boxes and selecting a date from the calendar.

Information is displayed in tabs. These tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Device Summary

Analyze > Hardware

The Device Summary tab lists the devices discovered by Agents, and provides additional information on the devices.

The following information is displayed:

Column	Description
Device Name	The computer name as listed in the operating system
Manufacturer	The device manufacturer; for example HP, Dell, Lenovo
Model	The manufacturer's model name for the device
Unique Users	The number of unique user accounts registered on the device
Registered	The date and time at which the device registered with WorkSpace iQ

When you click on a device name, that device is highlighted and the other tab panes display data related to the selected device. By default, the first device in the list is highlighted.

Operating System

[Analyze > Hardware](#)

The **Operating System** tab lists the operating system running on the device highlighted in the **Device Summary** tab.

The following information is displayed:

Column	Description
Operating System	The name of the operating system
Version	The version number of the operating system
Service Pack	The identifier of the service pack that has been applied to the operating system

Device Users

[Analyze > Hardware](#)

The **Device Users** tab lists the users that have used the device highlighted in the **Device Summary** tab.

The following information is displayed:

Column	Description
User Name	The account name of the user
Domain	The domain name of the device
Last Used	The date on which the user named in User Name last logged into the device

USB Devices

[Analyze > Hardware](#)

The **USB Devices** tab lists the USB devices installed on the device highlighted in the **Device Summary** tab.

The following information is displayed:

Column	Description
Manufacturer	The manufacturer of the installed USB device. Can also be Standard or Generic where manufacturer information is not supplied or available
Name	The name of the installed USB device. Can also be Standard or Generic where name information is not supplied or available

Graphic Cards

[Analyze > Hardware](#)

The **Graphics Cards** tab lists the graphics cards installed on the device highlighted in the **Device Summary** tab.

The following information is displayed:

Column	Description
Name	The manufacturer of the installed graphic
CPU	The make, manufacturer, model, or other identifying name for the CPU used on the graphic card
Memory	The amount of on-board memory available on the graphic card

NICs

[Analyze > Hardware](#)

The **NICs** tab shows how many Network Interface Cards (NICs) are connected to the device highlighted in the **Device Summary** tab.

Application Demand

[Analyze > Hardware](#)

The Application Demand tab provides a chart that shows the applications that have been used on the device highlighted in the **Device Summary** tab, and the number of times each application has been used.

Unused Packages

[Analyze > Hardware](#)

The **Unused Packages** tab lists the software packages that have been installed on the device highlighted in the **Device Summary** tab, but not used.

The following information is displayed:

Column	Description
Application	The name of the application; for example, Microsoft Outlook
Manufacturer	The manufacturer of the application
Version	The version of the application as identified by the operating system.
Installed	Date on which the software package was installed

Used Packages

[Analyze > Hardware](#)

The **Used Packages** tab lists the software packages on the device highlighted in the **Device Summary** tab.

The following information is displayed:

Column	Description
Manufacturer	The manufacturer of the software package; for example, Microsoft, Adobe
Name	The name of the software package; for example, Microsoft Office Professional Plus 2010
Version	The version of the software as identified by the operating system.
Installed	The date on which the software package was installed
Times Used	The number of times the software package has been used on this device

Used Applications - Package

[Analyze > Hardware](#)

The **Used Applications - Packages** tab lists the packaged applications that have been used on the device highlighted in the **Device Summary** tab.

The following information is displayed:

Column	Description
Application	The name of the application package; for example, Microsoft Outlook
Manufacturer	The manufacturer of the application
Version	The version of the application as identified by the operating system.
Usage Count	The number of times the application has been used
Earliest Usage Date	The earliest date on which the application was used
Last Usage Date	The last date on which the application was used
Days Used	The total number of days for which the application has been used

Chassis

[Analyze > Hardware](#)

The **Chassis** tab shows the chassis of the device highlighted in the **Device Summary** tab in terms of WorkSpace iQ classifications; for example, Notebook, All-in-One, and so on

Disk Usage

[Analyze > Hardware](#)

The **Disk Usage** tab lists the local disk space available to the device highlighted in the **Device Summary**, and the amount of used and free space.

The following information is displayed:

Column	Description
Size	The amount of disk space available locally
Used Space	The amount of disk space used
Free Space	The amount of free disk space

BIOS, Memory & CPU

[Analyze > Hardware](#)

The **BIOS, Memory & CPU** tab shows various details about the device highlighted in the **Device Summary** tab. The tab has the following headings:

Column	Description
System Type	The type of device; for example, x64-based PC
Description	Further details on the type of device
Total Memory	The total amount of memory installed in the device
Logical Processors	The total number of logical processors
Processors	The total number of physical processors
Install Date	The date on which the device was installed
Serial	The serial number of the device where available
Bios Date	The date of the installed BIOS version
Local Printers	The number of local printers attached to the device

Device Demand

Analyze > Hardware

The **Device Demand** tab displays in graphical format the number of:

- Application sessions run on the device highlighted in the **Device Summary** tab
- Unique users to have used the device highlighted in the **Device Summary** tab during the reporting period.

Software

The reports listed below are provided when you click the **Software** option in the **Analyze** menu. You can define the start date and end date for the reports by clicking the **Start Date** and **End Date** dropdown boxes and selecting a date from the calendar.

The reports available are listed in a pane on the left side of the Software window. Click one of the options to display a report. By default, the Software Entitlement report is displayed. The reports are grouped into functional areas.

Licensing Entitlement

Report Name	Description
Software Entitlement	Displays information on software entitlements along with installed numbers, concurrent use and licenses available
License Source - Full/OEM splits	Groups software into license sources. This may include Retail, Technet, volume licensing, and so on. Indicates the source license type for each device and shows those that are OEM and other types that cannot be used in a virtualized desktop deployment
Application Identity	Displays information about an application

Usage

Report Name	Description
Application Usage	Lists the numbers of unique users and number of times and days used for specified executable files
Unusual usage patterns	Lists applications that have been used outside of normal working hours
Unused Software	Lists software packages discovered on devices, and information about that software and the number of installations. Also displayed for comparison is the software packages used, unused and never used

Changes

Report Name	Description
Software - Adds/Removes	Lists software applications added to and removed from a device
Multiple Installs	Report duplicated installations of software by version

Software Entitlement

Analyze > Software

When you click **Software Entitlement**, a report is displayed that provides a software inventory list, and information on the level of entitlement and the level of use.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Software Entitlement

Analyze > Software > Software Entitlement

The **Software Entitlement** tab lists the software packages discovered on devices, and provides information on licensing for those packages.

The following information is displayed:

Column	Description
Package	The name of the software package. The package might contain other applications; for example, Microsoft Office Professional 2010 is a package that contains Word, PowerPoint, Outlook, and so on
Manufacturer	The company that produced the software package
Version	The version number of the software package
License Type	The type of license for the software package. License types for software packages must be defined in the WorkSpace iQ configuration. See the chapter <i>Classifying and Set Up</i> for information on how to configure license types for use by WorkSpace iQ. By default, every license is defined as free
Tariff	The tariff applied to the software license for the software package. Tariffs for licenses must be defined in the WorkSpace iQ configuration. See the chapter <i>Classifying and Set Up</i> for information on how to configure license tariffs for use by WorkSpace iQ. By default, the tariff for every license is defined as \$0.00
Annual License	The annual price applied to the software license for the software package. Annual prices for licenses must be defined in the WorkSpace iQ configuration. See the chapter <i>Classifying and Set Up</i> for information on how to configure license fees for use by WorkSpace iQ. By default, the annual price for every license is defined as \$0.00

Entitlement	The entitlement to the license. Entitlements to licenses must be defined in the WorkSpace iQ configuration. See the chapter <i>Classifying and Set Up</i> for information on how to configure entitlements for use by WorkSpace iQ. By default, entitlements are set to 0 (zero) users
Current Installs	The number of times the software package has been installed
User Count	The number of unique users associated with the software package
Max Concurrency	The maximum number of instances of the software package that have run concurrently
License Usage	The number of licenses that have been used
Liability	The number of users, uses, or installations over the licence limit

Package Component Use and Entitlement Assessment

Analyze > Software > Software Entitlement

The **Package Component Use and Entitlement Assessment** tab lists the components of the software package that have been used (for example, Word from Microsoft Office 2010).

The following information is displayed:

Column	Description
Name	The name of the application that is a component of the software package. Microsoft Office Professional 2010 is a package that contains Word, PowerPoint, Outlook, and so on
Version	The version number of the application
Manufacturer	The company that produced the software package
Current Installs	The number of installations of the application over the reporting period
Total Installation	The total number of installations over the life of the project
Unused Installations	The total number of unused instances of the installed application

Unused

Analyze > Software > Software Entitlement

The **Unused** tab lists, for the application highlighted in the **Software Entitlement** tab, devices on which the application has been installed but not used over the reporting period.

The following information is displayed:

Column	Description
Name	The name or identifier of the application
Version	The version number of the application
Manufacturer	The company that produced the software package
Device	The name or identifier of the device on which the software is installed

Never Used

Analyze > Software > Software Entitlement

The **Never Used** tab lists, for the application highlighted in the **Software Entitlement** tab, devices on which the application has been installed but never used.

The following information is displayed:

Column	Description
Name	The name or identifier of the application
Version	The version number of the application
Manufacturer	The company that produced the software package
Device	The name or identifier of the device on which the software is installed

License Source – Full/OEM splits

Analyze > Software

The License Source – Full/OEM report groups software into license sources. This may include Retail, Technet, volume licensing, and so on. It indicates the source license type for each device and shows those that are OEM and other types that cannot be used in a virtualized desktop deployment.

The following information is displayed:

Column	Description
License Source	The source of the license. Can be Unknown, OEM, OEM SLP, Retail, or the software with which the license is associated
Device	The device with which the license is associated
Chassis	The chassis type, as known to WorkSpace iQ; for example, All-in-One, Notebook, Other, and so on
Manufacturer	The company that produced the software package
Model	The model number or name of the device
OS	The operating system installed on the device
Bios Date	The date of the version of the installed BIOS
Memory	The amount of on-board memory available to the device

Application Identity

Analyze > Software

The Application Identity report lists all applications, and enables you to get information about the application using Web resources. This can be useful if you do not know the name or function of an application.

The window contains tabs that list the applications, and enable you to find more information about the application.

The tabs are described in the following sections.

Application List

Analyze > Software > Application Identity

The Application List tab lists the applications that WorkSpace iQ has found and provides details for those application.

The following information is displayed:

Column	Description
Name	The name of the application
Version	The version number of the application
Manufacturer	The producer of the application
User Count	The number of users that have been identified by WorkSpace iQ as using the application
Product ID Code	The globally unique identifier (GUID) stored in the Windows registry for the application

If you click an application to highlight it, that application becomes the focus for other tabs.

Web Resource 1

Analyze > Software > Application Identity

The **Web Resource 1** tab displays a Google search Web page containing hits for the product identifier code, enabling you to use the returned hits as an entry point to discovering more about the application selected in the **Application List** tab.

Web Resource 2

Analyze > Software > Application Identity

The **Web Resource 2** tab displays an AppDeploy search Web page containing hits for the product identifier code, enabling you to use the returned hits as an entry point to discovering more about the application selected in the **Application List** tab.

Application Usage

Analyze > Software

The Application Usage report displays information about applications and their use, and the users that used them.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Application Usage Monitoring List

Analyze > Software > Application Usage

The **Application Usage Monitoring List** tab lists the installed applications and details about application use.

The following information is displayed:

Column	Description
Manufacturer	The company that produced the software package
Name	The name of the application
Version	The version number of the application
Unique Users	The number of unique users who have run the application
Times Used	The number of times the application has been used
Cumulative Time Run (Days)	The total number of days the application has been run by all users

You can click on an application to highlight it. The highlighted application is then the subject of the information provided by the other tabs in the window.

User Details

Analyze > Software > Application Usage

The **User Details** tab provides details about the use of the application highlighted in the **Application Usage Monitoring List** tab.

The following information is displayed:

Column	Description
User	Lists the names of the users of the application
Business Group	If the user has been assigned to a business group in WorkSpace iQ configuration, the business group is listed
Times Used	The number of times this application has been used by the user identified by User
Days Used	The total number of days for which the application has

Column	Description
	been used by the user identified by User

Usage Details

[Analyze > Software > Application Usage](#)

The **Usage Details** tab provides details of the dates and times at which the application, highlighted in the **Application Usage Monitoring List** tab, was used.

The following information is displayed:

Column	Description
Start	The date and time at which the application was started
End	The date and time at which the application was stopped or closed

Unusual Usage Patterns

[Analyze > Software](#)

The Unusual Usage Patterns report displays information on applications used outside of office hours.

Working hours are days and times configured in WorkSpace iQ. See the section *Specifying the Working Day* in the chapter *Classifying and Set Up* for information on how to specify the normal working hours.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Applications Used Out of Hours [Patterns](#)

[Analyze > Software > Unusual Usage](#)

The **Applications Used Out of Hours** tab lists the applications that have been used out of hours, and information about the applications.

The following information is displayed:

Column	Description
Package	The name of the software package associated with the application. For example, the package might be Microsoft Office Professional Plus 2010, while the application identified under Name might be Microsoft PowerPoint
Manufacturer	The company that produced the software package
Name	The name of the application in the software package
Version	The version number of the application
Application Sessions	The number of times the application has been started

Column**Description**

and then closed or stopped.

You can click an application to highlight it. The highlighted application then becomes the focus for the **Detail** tab.

Detail

Analyze > Software > Unusual Usage Patterns

The Detail tab provides details on the application highlighted in the **Applications Used Out of Hours** tab.

The following information is displayed:

Column	Description
Start	The date and time at which an application session started
End	The date and time at which an application session ended
Name	The name of the application in the software package
User	The identifier of the user that started the session
Domain	The user's domain
Device	The device on which the application was run
Business Group	The business group to which the user belongs (if a business group has been defined for the user)

Unused Software

Analyze > Software

The Unused Software report provides details of the installed applications in the estate that have not been used during the reporting period, or have been never used.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Unused Software

Analyze > Software > Unused Software

The **Unused Software** tab lists all of the applications have been installed but not used.

The following information is displayed:

Column	Description
Manufacturer	The company that produced the software package
Name	The name of the application.
Version	The version number of the application
Current Installs	The number of instances of the installed application
Current Installs - Used	The number of instances of the installed application that have been used at any time
Current Installs - Unused	The number of instances of the installed application that have been unused during the reporting period
Current Installs - Never Used	The number of instances of the installed application that have never been used at any time

Current Installs - Used, Current Installs - Unused and Current Installs - Never Used

Analyze > Software > Unused Software

For the **Current Installs - Used**, **Current Installs - Unused** and **Current Installs - Never Used** tabs, each has the same format.

The following information is displayed:

Column	Description
Device Name	The name or identifier of the device for which information is being reported
Date Installed	The date on which the application was installed on the device identified by Device Name
Application Sessions	The number of times this application has been started during the reporting period on the device identified by Device Name (this column is displayed only on the Current Installs - Used tab)

Software – Adds/Removes

Analyze > Software

When you click **Software – Adds/Removes**, a report is displayed that provides information on installed and uninstalled applications on all devices across the estate.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Software – Adds/Removes

Analyze > Software > Software Adds/Removes

The **Software – Adds/Removes** tab lists all software that has been added to or removed from devices during the reporting period.

Information is displayed under the following headings:

Column	Description
Package	The name of the software package; for example, Microsoft Office Professional 2010
Manufacturer	The company that produced the software package
Version	The version number of the application
Current Installs	The number of installed instances of the software package
Install Events	The number of times the software package has been installed over the reporting period
Uninstall Events	The number of times the software package has been uninstalled over the reporting period
Net Change	A number representing the net difference in current installations of the software package during the reporting period. If there were three installations of the package before the reporting period, and an uninstall event during the reporting period, the net change would be -1

If you click on a software package, it is highlighted and becomes the subject of the **Detail** tab.

Detail

Analyze > Software > Software Adds/Removes

The **Detail** tab provides detailed information on the software package highlighted in the **Software – Adds/Removes** tab.

The following information is displayed:

Column	Description
Device	Lists the devices on which the software package has been registered
Current Installs	The number of installed instances of the software package
Install Events	The number of times the software package has been installed over the reporting period
Uninstall Events	The number of times the software package has been uninstalled over the reporting period
Net Change	A number representing the net difference in current installations of the software package during the reporting period. If there were three installations of the package before the reporting period, and an uninstall event during the reporting period, the net change would be -1
Date Registered	The date on which the software was registered by WorkSpace iQ

Multiple Installs

Analyze > Software

When you click **Multiple Installs**, a report is displayed that provides information on the different versions of the same software installed on devices in the organization.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Multiple Installs Summary Report

Analyze > Software > Multiple Installs

The **Multiple Installs Summary Report** tab lists all software in the estate and the versions of that software. The following information is displayed:

Column	Description
Group Name	A group name for a similar group of applications that might have different names or version numbers but which have been identified as WorkSpace iQ as similar; for example, <i>office</i> for the different versions of Microsoft Office. If you click this name, a pop-up window is displayed that provides detailed information on the software package encompassed by group name. The information provided by the pop-up window is: <ul style="list-style-type: none"> Group Name The name of the group you clicked Name The name of the software package for a particular version Manufacturer The manufacturer of the software package Version The version number of the software package

Name of Highest Version

The name of the software package for the highest installed version of that package

Highest Version Installed

The highest version number associated with that software

Version Sprawl

Analyze > Software > Multiple Installs

The **Version Sprawl** tab shows a chart that provides a visual indication of the number of applications installed and the number of different version of that software. If you hover the mouse over a bar in the chart, a pop-up shows the name of the software and the number of versions for that bar.

Trending

The Trending window displays information about trends in software acquisition, use and deployment, and in hardware use and user activity.

The reports available are listed in a pane on the left side of the Trending window. Click one of the options to display a report. By default, the Applications report is displayed. The reports are grouped into functional areas.

Applications

Report Name	Description
Applications	Displays information on application trends, and general information on Workspace iQ data collection
Software Acquisition Detail	Displays information on software acquisition, installations and uninstalls over time
Software Deployment Over Time	Displays information on software deployments over time
Software Usage Over Time	Displays information on software use over time

Demand

Report Name	Description
Infrastructure	Displays information on device use over time
Users	Displays information on user sessions over time

Applications

Analyze > Trending

When you click **Applications**, a report is displayed that provides summary information on software acquisition and deployment over time.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Software Acquisition

Analyze > Trending > Applications

The **Software Acquisition** tab charts the value of software acquired over time. It provides information on:

- The net value of all software that has been installed over time
 - The value of currently installed software
 - The value of uninstalled software
-

Package Count

Analyze > Trending > Applications

The **Package Count** tab charts the value of software packages acquired over time.

Application Count

Analyze > Trending > Applications

The **Application Count** tab charts the number of applications acquired over time.

Information

Analyze > Trending > Applications

Provides you with information on WorkSpace iQ, and the time at which WorkSpace iQ last transferred information between databases.

Duplicate Applications

Analyze > Trending > Applications

The **Duplicate Applications** tab charts the value of applications acquired over time that duplicate already existing applications.

Daily Applications Used

Analyze > Trending > Applications

The **Daily Applications Used** tab charts the number applications used over time.

Total Applications Used

[Analyze > Trending > Applications](#)

The **Total Applications Used** tab charts the total number of applications that are used over time.

Devices and Users

[Analyze > Trending > Applications](#)

The **Devices and Users** tab provides information on the number of devices, users and applications that WorkSpace iQ has discovered.

Software Acquisition Detail

Analyze > Trending

When you click **Applications**, a report is displayed that provides summary information on software acquisition and deployment over time.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Software Acquisition by Value

Analyze > Trending > Software Acquisition Detail

The **Software Acquisition by Value** tab charts the value, in dollars, of software acquired over time. It provides information on:

- The net value of all software that has been installed over time
- The value of currently installed software
- The value of uninstalled software

Application Installs

Analyze > Trending > Software Acquisition Detail

The **Application Installs** tab charts the value of software packages acquired over time.

The following information is displayed:

Column	Description
Quarter	Lists the year quarter.
Installs	The number of times the application shown in the Application column was installed in the quarter year shown in Quarter
Application	The name of the application installed
Version	The version of the application

Application Uninstalls

Analyze > Trending > Software Acquisition Detail

The **Application Installs** tab charts the value of software packages acquired over time.

The following information is displayed:

Column	Description
Quarter	Lists the year quarter.
Installs	The number of times the application shown in the Application column was installed in the quarter year shown in Quarter
Application	The name of the application installed
Version	The version of the application

Software Deployment Over Time

Analyze > Trending

The report described below is provided when you click **Software Deployment Over Time** in the Trending window. The report provides information on when software packages were installed.

The report contains the following information:

Column	Description
Date	The date on which the software package was installed
Manufacturer	The company that produced the software package
Package	The name of the software package
Version	The version of the software package

There will be in instance of the software in the table for each version, and for each date at which each version was installed.

Software Usage Over Time

Analyze > Trending

The report described below is provided when you click **Software Usage Over Time** in the Trending window. The report provides information on which users have used software, and the amount of time the software has been used for.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

These tabs are described in the following sections.

Software Usage Over Time

Analyze > Trending > Software Usage Over Time

The **Software Usage Over Time** tab contains the following information:

Column	Description
Device	Lists the devices on which software packages have been registered
Package	The name of the software package; for example, Microsoft Office Professional 2010
Manufacturer	The company that produced the software package
Name	The application within the software package; for example, Microsoft Office contains applications such as Word, Outlook and PowerPoint
Version	The version number of the application
Days Used	The cumulative number of days the application has been used within the reporting period.

You can click a device to highlight it. The highlighted application then becomes the focus for the **Detail** tab.

Detail

Analyze > Trending > Software Usage Over Time

The **Detail** tab provides more detailed information about the selected application on the selected device. The tab has the following headings:

Column	Description
User	The user name or identifier of the user who used the application at that device
Domain	The network domain for the device
Days Used	The total amount of time the application was used for each session on the device (expressed as fraction of a day)
Start	The date and time the application session started for that user on that device
End	The date and time the application session started for that user on that device

Infrastructure

Analyze > Trending

The Infrastructure report is displayed when you click **Infrastructure** in the Trending window. The report displays information on device use over time. The reporting period is from when Agents first started reporting to the last Agent report.

The window displays two tabs; the tabs show the following information:

Daily Peak Devices	The peak number of devices that are used each day
Powered On Devices	The number of devices that were powered on each day

Users

Analyze > Trending

The report described below is provided when you click **Users** in the Trending window. The report displays information on user sessions. The reporting period is from when Agents first started reporting to the last Agent report.

The window displays three tabs; the tabs show the following information:

Concurrent User Sessions	The number of concurrent users sessions each day
User Sessions	The number of user sessions each day
Total User Sessions	The total number of user sessions each day

Physical Estate

The Physical Estate window displays information about:

- Devices and other hardware
- Operating systems in use on those devices

The reports available are listed in a pane on the left side of the Physical Estate window. Click one of the options to display a report. By default, the Manufacturer report is displayed. The reports are grouped into functional areas.

Devices Break Down

Report Name	Description
Manufacturer	Provides information on the manufacturers of devices, in both summary and detailed form
Chassis Type	Provides information on the device chassis types (as known to WorkSpace iQ), in both summary and detailed form
Age	Provides information on the age of devices, in both summary and detailed form
User Count	Displays information on the number of users assigned to devices, in both summary and detailed form
Memory	Displays information on amount of memory devices have, in both summary and detailed form

Operating System Breakdown

Report Name	Description
Age	Displays information on the age of operating systems, in both summary and detailed form
Service Pack	Displays information on the service packs applied to operating systems, in both summary and detailed form
Exception Report on OS/SP Version	Displays information on exception reports generated for operating systems and service packs.

Printers

Report Name	Description
Local Printer Report	Displays details of the number of local printers connected to devices.
Printer Drivers	Displays the number of devices and the number of local printers

Mobile Devices

Report Name	Description
Mobile Device Assessment	Displays information on the number of mobile devices detected with a particular state

Compliance

Report Name	Description
Devices Used Out of Hours	Provides information on the devices used outside the hours, and applications being used at those times.
Hardware Add/Removes	Displays information on additions or removals of hardware at each listed device
Device Usage Profiling for Green IT	Provides information about the amount of time devices have spent powered on, and the days on which the devices were used

Manufacturer

Analyze > Physical Estate

The report described below is provided when you click **Manufacturer** in the Physical Estate window. The report provides information on the manufacturers of devices within the estate.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Devices by Manufacturer

Analyze > Physical Estate > Manufacturer

The **Devices by Manufacturer** tab contains the following information:

Column	Description
Manufacturer	A device manufacturer
Device Count	The number of devices in the estate manufactured by the manufacturer

You can click a device to highlight it. The highlighted device then becomes the focus for the **Device Detail** tab.

Device Detail

Analyze > Physical Estate > Manufacturer

The **Device Detail** tab provides more detailed information about the device highlighted in the **Devices by Manufacturer** tab. The tab has the following headings:

Column	Description
Device	The name or identifier of the device in the estate
Chassis	The form factor of device, as understood by WorkSpace iQ; for example, Desktop, Notebook, Portable
Model	The model number or name of the device
Bios Date	The date of the version of the installed BIOS
CPUs	The number of CPUs in the device
Cores	The number of cores in the CPU
OS	The operating system installed on the device
SP Major	The major version number of the latest software update pack on the device
Unique Users	The number of unique users on this device

Devices

Analyze > Physical Estate > Manufacturer

The **Devices** tab provides a chart that shows in graphical form the number of device manufacturers in the estate.

Chassis Type

Analyze > Physical Estate

The report described below is provided when you click **Chassis Type** in the Physical Estate window. The report provides information on the chassis type (for example, All-in-One or Desktop) of devices within the estate.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*. The information shown in each tab is described in the following sections.

Devices by Chassis Type

Analyze > Physical Estate > Chassis Type

The **Devices by Chassis Type** tab provides a list of chassis type, and the number of each chassis type in the estate.

The following information is displayed:

Column	Description
Chassis	The chassis type, as known to WorkSpace iQ; for example, All-in-One, Notebook, Other, and so on

Device Count The number of devices in the estate with that chassis type

You can click a device to highlight it. The highlighted device then becomes the focus for the **Device Detail** tab.

Device Detail

Analyze > Physical Estate > Chassis Type

The **Device Detail** tab provides detailed information under for the chassis type highlighted **Devices by Chassis Type** tab. The following information is displayed:

Column	Description
Device	Name or identifier of the device in the estate
Vendor	Manufacturer of the device
Model	Model number or name of the device
Bios Date	Date of the version of the installed BIOS
CPUs	Number of CPUs in the device
Cores	Number of cores in the CPU
OS	Operating system installed on the device
SP Major	Major version number of the latest software update pack on the device
SP Minor	Minor version number of the latest software update pack on the device

Devices

Analyze > Physical Estate > Chassis Type

The **Devices** tab provides a chart that shows in graphical form the number of chassis types in the estate.

Age

Analyze > Physical Estate

The report described below is provided when you click **Age** in the Devices Breakdown group in the Physical Estate window. The report provides information on the chassis type (for example, All-in-One or Desktop) of devices within the estate.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*. The information shown in each tab is described in the following sections.

Devices By Age

Analyze > Physical Estate > Age

The **Devices By Age** tab provides a list of years, and the number of devices of that year in the estate. The year is defined as the year of the BIOS installed in a device.

The following information is displayed:

Column	Description
Year	The year in which the BIOS was registered
Device Count	The number of devices in the estate registered in that year

You can click a year to highlight it. The highlighted year then becomes the focus for the **Device By Year** tab.

Device By Year

Analyze > Physical Estate > Age

The **Device By Year** tab provides detailed information for the year highlighted in the **Devices by Age** tab. The following information is displayed:

Column	Description
Device	The name or identifier of the device in the estate
Vendor	The manufacturer of the device
Model	The model number or name of the device
Bios Date	The date of the version of the installed BIOS
CPUs	The number of CPUs in the device
Cores	The number of cores in the CPU
OS	The operating system installed on the device
SP Major	The major version number of the latest software update pack on the device
SP Minor	The minor version number of the latest software update pack on the device

Devices

Analyze > Physical Estate > Age

The **Devices** tab provides a chart that shows in graphical form the number of devices in the estate that were registered in a particular year.

User Count

Analyze > Physical Estate

The report described below is provided when you click **Users** in the Physical Estate window. The report provides information on the number of unique users registered per device within the estate.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Users

Analyze > Physical Estate > Users

The **Users** tab lists the numbers of unique users registered on devices across the estate.

The following information is displayed for each chassis type:

Column	Description
Unique Users	A number of unique users for a device
Device Count	The number of devices having that number of unique users

For example, in the following **Users** tab:

	Unique Users	Device Count
→ ⊕ 0	2	
⊕ 1	15	
⊕ 2	3	

there are two devices with no unique users, fifteen devices that have one unique user, and three devices with two unique users.

You can click on a number for unique users to highlight it. The highlighted number then becomes the focus for the **Device By Users** tab.

Device By Users

[Analyze > Physical Estate > Users](#)

The **Device By Users** tab provides detailed information on the devices that have the number of unique users highlighted in the **Users** tab.

The following information is displayed:

Column	Description
Device	The name or identifier of the device in the estate
Chassis	The chassis type of the device, where the type is one of those known to WorkSpace iQ; for example, All-in-One, Notebook, Other
Vendor	The manufacturer of the device
Model	The model number or name of the device
Bios Date	The date of the version of the installed BIOS
Memory	The amount of installed memory
CPUs	The number of CPUs in the device
Cores	The number of cores in the CPU
OS	The operating system installed on the device
SP Major	The major version number of the latest software update pack on the device
SP Minor	The minor version number of the latest software update pack on the device

Devices by User Count

[Analyze > Physical Estate > Users](#)

The **Devices by User Count** tab provides a chart that shows in graphical form the total number of devices with that unique number of users.

Memory

Analyze > Physical Estate

The report described below is provided when you click **Memory** in the Physical Estate window. The report provides information on the size of memory in each device within the estate.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Memory

Analyze > Physical Estate > Memory

The **Memory** tab lists the numbers of devices that have a particular memory size installed.

The following information is displayed for each size of memory:

Column	Description
Memory	The size of memory, in 1GByte bands; for example, 0 to <1 GB, 1 to <2 Gb, and so on
Device Count	The number of devices having memory within that size band

For example, in the following **Memory** tab:

	Memory	Device Count
→ ⊕	0 to <1 GB	2
⊕	3 to <4 GB	15
⊕	5 to <6 GB	1
⊕	7 to <8 GB	2

there are two devices with installed memory up to 1GByte, fifteen devices that have memory in the range 3 - 4 GBytes, one device with memory in the range 5 - 6Gbytes, and one device with memory in the range 7 - 8 GBytes. There are, it can be seen, no devices with memory in the ranges 1 - 2 Gbytes or 6 - 7 Gbytes.

You can click on an installed memory range to highlight it. The highlighted memory then becomes the focus for the **Installed Memory List** tab.

Installed Memory List

Analyze > Physical Estate > Memory

The **Installed Memory List** tab provides detailed information on the devices that have the memory size highlighted in the **Memory** tab.

The following information is displayed:

Column	Description
Device	The name or identifier of the device in the estate
Vendor	The manufacturer of the device
Model	The model number or name of the device
Bios Date	The date of the version of the installed BIOS
Memory	The amount of memory installed in the device
CPUs	The number of CPUs in the device
Cores	The number of cores in the CPU
OS	The operating system installed on the device
SP Major	The major version number of the latest software update pack on the device

Devices by Memory

Analyze > Physical Estate > Memory

The **Devices by Memory** tab provides a chart that shows in graphical form the total number of devices with specific sizes of memory.

Age

Analyze > Physical Estate

The report described below is provided when you click **Age** in the Operating System Breakdown group in the Physical Estate window. The report provides information on the age of operating systems on devices in the estate.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Devices

Analyze > Physical Estate > Age

The **Devices** tab provides a list of years, the operating systems in the estate and the number of devices in the estate associated with the operating system installed in that year.

The following information is displayed:

Column	Description
Year	The year in which the BIOS was registered
OS	An operating system installed in the year specified by Year
Version	The version number of the operating system
Device Count	The number of devices in the estate with the operating system installed in the associated year

You can click a year to highlight it. The highlighted year then becomes the focus for the **Devices By Age By OS Detail** tab.

Devices By Age By OS Detail

Analyze > Physical Estate > Age

The **Devices By Age By OS Detail** tab provides detailed information for the devices with the operating system installed in the year highlighted in the **OS by Age** tab.

The following information is displayed:

Column	Description
Device	The name or identifier of the device in the estate
Vendor	The manufacturer of the device
Model	The model number or name of the device
Bios Date	The date of the version of the installed BIOS
Memory	The amount of memory installed in the device
CPUs	The number of CPUs in the device
Cores	The number of cores in the CPU
OS	The operating system installed on the device
Version	The version number of the operating system
SP Major	The major version number of the latest software update pack on the device
SP Minor	The minor version number of the latest software update pack on the device
SP Minor	The minor version number of the latest software update pack on the device

Service Pack

Analyze > Physical Estate

The report described below is provided when you click **Service Pack** in the Physical Estate window. The report provides information on the service packs applied to operating systems, and the number of devices with that service pack applied.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Operating Systems

Analyze > Physical Estate > Service Pack

The **Operating Systems** tab provides a list of operating systems and services packs installed on the devices in the estate.

The following information is displayed:

Column	Description
OS	The operating systems on devices in the estate
Service Pack	The major version number of any service pack applied to the operating system
Device Count	The number of devices in the estate with that operating system and service pack combination

You can click an operating system to highlight it. The highlighted operating system and service pack then becomes the focus for the **Devices By OS-SP** tab.

Devices By OS-SP

Analyze > Physical Estate > Service Pack

The **Devices By Age By OS-SP** tab provides detailed information for the devices that have the operating system and service pack installed that is highlighted in the **Operating Systems** tab.

The following information is displayed:

Column	Description
Device	The name or identifier of the device in the estate
Vendor	The manufacturer of the device
Model	The model number or name of the device
Bios Date	The date of the version of the installed BIOS
Memory	The amount of memory installed in the device
CPUs	The number of CPUs in the device
Cores	The number of cores in the CPU
OS	The operating system installed on the device
Version	The version number of the operating system
SP Major	The major version number of the latest software update pack on the device
SP Minor	The minor version number of the latest software update pack on the device

Operating Systems

Analyze > Physical Estate > Service Pack

The **Operating Systems** tab provides a chart that shows in graphical form the total number of devices that have the operating system and service pack combination installed.

Exception Report on OS/SP Version

Analyze > Physical Estate

The report described below is provided when you click **Exception Report on OS/SP Version** in the Physical Estate window. The report provides information for those devices that are identified as running an operating system or a level of service pack that was flagged as an exception during classification.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Exception Report on OS/SP Version

Analyze > Physical Estate > Exception Report on OS/SP Version

The **Exception Report on OS/SP Version** tab provides a list of installed operating systems and services packs for which exception reports have been generated.

The following information is displayed:

Column	Description
Manufacturer	The company that produced the operating system
OS	The operating system installed on the device
Version	The version number of the operating system
SP Major	The major version number of the latest service pack on the device
SP Minor	The minor version number of the latest service pack on the device
Devices	The devices on which the operating and service pack are installed

You can click an operating system to highlight it. The highlighted operating system then becomes the focus for the **Detail** tab.

Detail

Analyze > Physical Estate > Exception Report on OS/SP Version

The **Detail** tab provides detailed information for the operating system manufacturers highlighted in the **Exception Report on OS/SP Version** tab.

The following information is displayed:

Column	Description
Device	The name or identifier of the device in the estate
Manufacturer	The manufacturer of the device
Model	The model number or name of the device
Chassis	The chassis type of the device, where the type is one of those known to WorkSpace iQ; for example, All-in-One, Notebook, Other
Bios Date	The date of the version of the installed BIOS
Memory	The amount of memory installed in the device

Local Printer Report

Analyze > Physical Estate

The report described below is provided when you click **Local Printer Report** in the Physical Estate window. The report provides information on the number of local printers connected to devices.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Local Printer Report

Analyze > Physical Estate > Local Printer Report

The **Local Printer Report** tab provides a list of the numbers of printers connected to devices.

The following information is displayed:

Column	Description
No. of Local Printers	The specific number of local printers connected to devices
Devices	The number of devices connected to the number of printers specified in No. of Local Printers

For example, in the following **Local Printer Report** tab:

	No. of Local Printers	Device Count
0	19	
1	1	

there are 19 devices that have no local printers attached, and one device with one printer attached.

You can click on a number of local printers to highlight that value. The highlighted value then becomes the focus for the **Devices** tab.

Devices

Analyze > Physical Estate > Local Printer Report

The **Devices** tab provides detailed information for the devices that have the number of attached local printers highlighted in the **No. of Local Printers** tab.

The following information is displayed:

Column	Description
Device	The name or identifier of the device in the estate
Chassis	The chassis type of the device, where the type is one of those known to WorkSpace iQ; for example, All-in-One, Notebook, Other
Vendor	The manufacturer of the device with the selected chassis type
Model	The model number or name of the device
Bios Date	The date of the version of the installed BIOS
CPUs	The number of CPUs in the device
Cores	The number of cores in the CPU
OS	The operating system installed on the device
SP Major	The major version number of the latest software update pack on the device
SP Minor	The minor version number of the latest software update pack on the device

Local Printer Report

The **Local Printer Report** tab provides a chart that shows in graphical form the number of devices connected to a specific number of local printers.

Printer Drivers

Analyze > Physical Estate

The report described below is provided when you click **Printer Drivers** in the Physical Estate window. The report provides information for all printer drivers.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Printer Drivers

Analyze > Physical Estate > Printer Drivers

The **Printer Drivers** tab provides a list of the printer drivers installed on devices, and the number of devices the drivers are installed on.

The following information is displayed:

Column	Description
Printer Name	The name of the printer connected to a printer device
Port Name	The name or identifier of the port through which the driver is driving the printer
Number of Devices	The number of devices using this printer driver
Queued	Indicates whether documents have been queued on the printer
Direct	Indicates whether this printer is directly connected
Default	Indicates whether this printer is the default printer
Shared	Indicates whether this printer is shared with other devices
Network	Indicates whether this is a network printer
Hidden	Indicates whether this printer is hidden from other devices
Local	Indicates whether this is the local printer
Work Offline	Indicates whether this printer can operate offline
Published	Indicates whether the printer is published.

You can click on a printer name to highlight that printer. The highlighted value then becomes the focus for the **Detail** tab.

Detail

Analyze > Physical Estate > Printer Drivers

The **Detail** tab provides additional information for the printer highlighted in the **Printers Drivers** tab.

The following information is displayed:

Column	Description
Device	The name or identifier of the devices in the estate running to that printer driver

Print Drivers

Analyze > Physical Estate > Printer Drivers

The Print Drivers tab provides a chart that shows the different printer drivers and the number of devices those drivers are installed on.

Mobile Device Assessment

Analyze > Physical Estate

The report described below is provided when you click **Mobile Device Assessment** in the Physical Estate window. The report provides information on the mobile devices in the estate.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Mobile Devices Estimate

Analyze > Physical Estate > Mobile Device Assessment

The **Mobile Devices Estimate** tab provides a list of information on the number of mobiles powered on, connected and so on.

The following information is displayed:

Column	Description
Total No. of Mobiles Powered On	The total number of mobile devices used per day
No. of Mobiles Used - Unconnected	The number of mobile devices used offline
No. of Mobiles Used - Any Connected State	The number of mobile devices in any connected state
% of Mobiles Used - Unconnected	The percentage of mobile devices, of the total number, used in an unconnected state
% of Mobiles Used - Any Connected State	The percentage of mobile devices, of the total number, used in any connected state

Click on a mobile device to highlight it. The highlighted value then becomes the focus for the **Mobile Devices Use Detail** tab.

Mobile Devices Use Detail

[Analyze > Physical Estate > Printer Drivers](#)

The **Mobile Devices Use Detail** tab provides detailed information for the metric you highlighted in the **Mobile Devices Estimate** tab. For each metric, the same information is given:

Column	Description
Device	The name or identifier of the device in the estate
Vendor	The manufacturer of the device with the selected chassis type
Model	The model number or name of the device
Bios Date	The date of the version of the installed BIOS
Memory	The amount of memory installed in the device
CPUs	The number of CPUs in the device
Cores	The number of cores in the CPU
OS	The operating system installed on the device
Version	The version of the operating system installed on the device
SP Major	The major version number of the latest service pack on the device
SP Minor	The minor version number of the latest service pack on the device

Estimate of Mobile Devices Used

[Analyze > Physical Estate > Printer Drivers](#)

The **Estimate of Mobile Devices Used** tab provides a chart that gives a visual representation of the data shown in the **Mobile Devices Estimate** tab.

Devices Used Out of Hours

Analyze > Physical Estate

When you click **Devices Used Out of Hours**, a report is displayed showing the devices used outside the hours defined in the WorkSpace iQ configuration, and applications being used at those times.

Working hours are days and times configured in WorkSpace iQ. See the section *Specifying the Working Day* in the chapter *Classifying and Set Up* for information on how to specify the normal working hours.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Devices Used Out of Hours

Analyze > Physical Estate > Devices Used Out of Hours

The **Devices Used Out of Hours** tab provides a list of the devices used out of hours, and further information on those devices.

The following information is displayed:

Column	Description
Device	The name or identifier of the device
Manufacturer	The name of the company that manufactured the device
Model	The model name or number of the device
Application sessions	The number of times applications have been started on the device out of hours

You can click on a device name to highlight that device. The highlighted device then becomes the focus for the **Devices Used Out of Hours Detail** tab.

Devices Used Out of Hours Details

Analyze > Physical Estate > Devices Used Out of Hours

The **Devices Used Out of Hours Details** tab provides detailed information on the device highlighted in the **Devices Used Out of Hours** tab.

The following information is displayed:

Column	Description
Applications Used	The name of the application used out of hours
Manufacturer	The name of the company that produced the application
Version	The version of the application used
Start	The date and time at which the application was started
End	The date and time at which the application was closed

Hardware Add/Removes

Analyze > Physical Estate

When you click **Hardware Add/Removes** a report is displayed that identifies additions or removals of hardware at each listed device during the reporting period.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Hardware Add/Removes

Analyze > Physical Estate > Hardware Adds/Removes

The **Hardware Add/Removes** tab lists the devices on which hardware has been added or removed during the reporting period, and provides details on that hardware.

The following information is displayed:

Column	Description
Device	The device to which hardware has been added or removed
Manufacturer	The manufacturer of the device
Model	The model number or name of the device
Chassis	The chassis type of the device, where the type is one of those known to WorkSpace iQ; for example, All-in-One, Notebook, Other
OS	The operating system installed on the device
Version	The version number of the operating system
Bios Date	The date of the version of the installed BIOS

If you click a device to highlight it, the **Hardware Add/Remove Dates** tab lists the dates on which hardware was added to or removed from the selected device.

Elements Added and Elements Removed

Analyze > Physical Estate > Hardware Adds/Removes

The **Elements Added** tab lists the hardware added to the device highlighted in the **Hardware Add/Removes** tab on the date highlighted in the **Hardware Add/Remove Dates** tab. The **Elements Removed** tab lists the hardware added to the device highlighted in the **Hardware Add/Removes** tab on the date highlighted in the **Hardware Add/Remove Dates** tab.

Both tabs have the same format:

Column	Description
Name	The name or identifier of the hardware added (for the Elements Added tab) or removed added (for the Elements Added tab)
Detail	More detail on the hardware
Time	The date and time at which the hardware was removed or added

Device Usage Profiling for Green IT

Analyze > Physical Estate

When you click **Device Usage Profiling for Green IT** a report is displayed that provides information about the amount time a device has spent powered on, and the days on which the device was used.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Device Usage Profiling for Green IT

Analyze > Physical Estate > Device Usage Profiling for Green IT

The **Device Usage Profiling for Green IT** tab lists the devices for which detailed information on use is available, and provided details on those devices.

The following information is displayed:

Column	Description
Device	The device for which use information is available
Manufacturer	The manufacturer of the device
Model	The model number or name of the device
Chassis	The chassis type of the device, where the type is one of those known to WorkSpace iQ; for example, All-in-One, Notebook, Other
OS Install Date	The date on which the operating system was installed on the device
OS	The operating system installed on the device
Version	The version number of the operating system
Days On	The number of days on which the device has been switched on
Days Used	The number of days on which the device has been used
Usage %	The percentage of the switched-on days that the device has been used
Memory	The amount of memory installed in the device
CPU	The number of CPUs in the device
Cores	The number of cores in the CPU

If you click a device to highlight it, the **Green IT Detail** tab lists information for that device.

Green IT Detail

Analyze > Physical Estate > Device Usage Profiling for Green IT

The **Green IT Detail** tab lists the dates on which the device highlighted in the **Device Usage Profiling for Green IT** tab has been used, and the fraction of the working hours for which the device was used on that date. The hours in the working day is specified in the WorkSpace iQ configuration.

The following information is displayed:

Column	Description
Usage Date	The date on which the device was used and generated the Days Used figure
Days Used	<p>The amount the device has been used on the days it has been switched on, as fraction of the working hours defined in WorkSpace iQ configuration.</p> <p>For example, if the working day was defined as eight hours, and the device was used for eight hours, the value in this column for the highlighted device on the listed day would be 1.00. If the device was used for four hours, the value would be 0.5.</p>

Infrastructure

The Infrastructure window displays information about users and applications, and user concurrency.

The reports available are listed in a pane on the left side of the Infrastructure window. Click one of the options to display a report. By default, the Concurrent Users report is displayed.

Concurrent Users	The maximum number of concurrent users each day
Concurrent Sessions	The number of concurrent user sessions each day
Applications - Unique Users and Peak Concurrency	The number of unique users for applications, and the peak user concurrency for those applications

Concurrent Users

Analyze > Infrastructure

When you click **Concurrent Users**, a report is displayed that provides information about the number of applications run concurrently, and for selected applications the number of applications sessions for users and the maximum number of users.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Application Concurrency

Analyze > Infrastructure > Concurrent Users

The **Application Concurrency** tab lists the applications that have been used over the reporting period, the maximum number of concurrent sessions, and other details of the application.

The following information is displayed:

Column	Description
Name	The device for which use information is available
Version	The version number of the operating system
Manufacturer	The manufacturer of the device
Maximum Concurrency	The model number or name of the device
SourceId	The chassis type of the device, where the type is one of those known to WorkSpace iQ; for example, All-in-One, Notebook, Other

If you click an application to highlight it, that application becomes the focus for the **Maximum Users** and **Application Concurrency Sessions** tabs.

Maximum Users

Analyze > Physical Estate > Concurrent Users

The **Maximum Users** tab provides a chart that shows the maximum number of users of the application selected in the **Application Concurrency** tab on each day of the reporting period.

Sessions: Users

Analyze > Physical Estate > Concurrent Users

The **Sessions: Users** tab provides a chart that shows the maximum number of users of the application selected in the **Application Concurrency** tab on each day of the reporting period, and the number of sessions with that application, enabling you to compare the number of sessions started with the number of users of that application.

Application Concurrency Sessions

Analyze > Physical Estate > Concurrent Users

The **Application Concurrency Sessions** tab provides a chart that shows the maximum number of users that have concurrently run sessions for the application selected in the **Application Concurrency** tab on each day of the reporting period.

Concurrent Sessions

Analyze > Infrastructure

When you click **Concurrent Sessions**, a report is displayed that charts the maximum number of concurrent sessions across all applications.

Applications - Unique User and Peak Concurrency

Analyze > Infrastructure

When you click **Applications - Unique User and Peak Concurrency**, a report is displayed that details the session count, total use time and peak concurrency for each application used over the reporting period.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Application Grid

Analyze > Infrastructure > Applications - Unique User and Peak Concurrency

The **Application Grid** tab provides a list that shows, for the applications discovered during the reporting period, the maximum number of users, sessions and concurrent sessions.

The following information is displayed:

Column	Description
Application	The name of the application
Manufacturer	The company that produced the application
Version	The version number of the application
Users	The number of users who have used the application over the reporting period
Sessions	The number of times the application has been used (started and then shut down) over the reporting period
Concurrency	The number of times the application has been run concurrently

Application Concurrency

Analyze > Infrastructure > Applications - Unique User and Peak Concurrency

The **Application Concurrency** tab displays a chart that shows:

- The number of users for an application over the reporting period
- The number of sessions for an application
- The number of times an application was run concurrently

If the names of the applications at the bottom of the chart are too long to be displayed properly, you can hover your mouse over the name to display the full name.

While the bars are an indication of the numbers of users and sessions, you can get an accurate number by holding your mouse over a bar to display the application name and the number of users or sessions.

Applications

The Applications window displays information about the applications in the organization.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Application Summary

Analyze > Applications

The **Application Summary** tab lists the applications that have been used since the Agents first began reporting.

The following information is displayed:

Column	Description
Package Name	The name of the software package
Version	The version number of the application
Current Installations	The number of instances of the software package currently installed across all devices
Max Disk FootPrint	The total amount of disk space used by all installations of the software package
Unique Users	The number of unique users that have used the software package
Max Daily Uses	The maximum number of times in one day that the software package has been used
Total Usage (Hrs)	The total amount of time for which the software has been used

If you click an application to highlight it, that application becomes the focus for the other tabs on the screen.

Application Detail

[Analyze > Applications](#)

The **Application Detail** tab provides detail on the application highlighted in the **Application Summary** tab.

The following information is displayed:

Column	Description
Application Name	The name of the application
Version	The version of the application
Current Installations	The number of installations of this version of this package of the application
Max Daily Uses	The maximum number of uses the application has had during one day during the reporting period
Unique Users	The number of unique users the application has had during the reporting period
Last Used	The date on which the application was last used
Avg CPU	The average CPU utilisation by the application when run during the reporting period
Avg Peak Memory	The average peak memory used by the application when run during the reporting period
Peak Memory	The absolute peak memory used by the application when run during the reporting period

Users

[Analyze > Applications](#)

The **Users** tab provides more detail on the devices on which the application highlighted in the **Application Summary** tab has been used.

The following information is displayed:

Column	Description
Device Name	The name of the device on which an application session was started
Times Used	The number of times the application has been started on the device named in Device Name
Duration (Hrs)	The total number of hours for which the selected application has run on the device named in Device Name

Demand

[Analyze > Applications](#)

The **Demand** tab provides a chart that, for the application highlighted in the **Application Summary** tab, provides a visual representation of:

- The number of sessions in which the application was used
- The number of unique users of the application

Application Concurrency

[Analyze > Applications](#)

The **Application Concurrency** tab provides a chart that, for the application highlighted in the **Application Summary** tab, provides a visual representation of the total number of concurrent sessions per day.

Users

The Users window displays information about users and their relationship to devices, software, and documents. The options are grouped into functional areas.

The reports available are listed in a pane on the left side of the Usage window. Click one of the options to display a report. By default, the Usage report in the Hardware group is displayed. The reports are grouped into functional areas.

Hardware

Usage Lists the level of use for each device

Software

Usage Lists each software package and its level of use

Costs and Tariffs Lists the software inventory, use level, costs and tariffs for each application

Used Out of Hours Lists those users who are identified as using applications outside of normal working hours

User Summary Lists application and device information for individual users

Documents

Document Summary Lists the main documents used in your enterprise and the methods of storage/transmission

Usage (Hardware)

Analyze > Users

When you click Usage in the Hardware group, a report displays information about how devices are used within your organisation.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Summary

Analyze > Users > Usage (Hardware)

The **Summary** tab provides information on hardware discovered in the organisation.

The following information is displayed:

Column	Description
Device	The computer name as listed in the operating system
Manufacturer	The device manufacturer; for example HP, Dell, Lenovo
Model	The manufacturer's model name for the device
Chassis	The form factor of the device, as understood by WorkSpace iQ: for example, Desktop, Notebook, Portable
OS	The operating system installed on the device; for example, Microsoft Windows XP Professional, Microsoft Windows 7 Ultimate
Version	The version of the software as identified by the operating system.
Days Used	The cumulative number of days the application has been used within the reporting period.

If you click a device to highlight it, that device becomes the focus for the other tabs on the screen.

Detail

Analyze > Users > Usage (Hardware)

The **Detail** tab provides detail on the device highlighted in the **Summary** tab, including the users of the device, applications on the device, and so on.

The following information is displayed:

Column	Description
Package	The name of the software package; for example, Microsoft Office Professional 2010
Manufacturer	The company that produced the software package
Name	The application within the software package; for example, Microsoft Office contains applications such as Word, Outlook and PowerPoint
Version	The version number of the application
User	The user of the application
Domain	The network domain name of the device
Business Group	The business group to which the user is assigned, if one has been defined
Days Used	The cumulative number of days the application has been used within the reporting period.

Usage (Software)

Analyze > Users

When you click Usage in the Software group, a report displays information about how devices are used within your organisation.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Software Usage

Analyze > Users > Usage (Software)

The **Software Usage** tab provides detail on the software discovered in the organisation.

The following information is displayed:

Column	Description
Package	The name of the software package. The package might contain other applications; for example, Microsoft Office Professional 2010 is a package that contains Word, PowerPoint, Outlook, and so on
Manufacturer	The name of the software developer
Application	The name of the application used from within the software package. For example, the package might be Microsoft Office Professional Plus 2010, while the application identified here might be Microsoft PowerPoint
Version	The version number of the software
Days Used	The cumulative number of days the application has been used over the reporting period

If you click a package to highlight it, that package becomes the focus for the other tabs on the screen.

Detail

Analyze > Users > Usage (Software)

The **Detail** tab provides detail on the software package highlighted in the **Software Usage** tab.

The following information is displayed:

Column	Description
User	The user names of users who have used the software
Device	The devices on which the software package has been installed
Domain	The network domain name of the device
Business Group	The business group to which the user is assigned, if one has been defined
Days Used	The number of days the application has been used over the reporting period by that user

Costs and Tariffs

Analyze > Users

When you click Costs and Tariffs, a report is displayed that provides an inventory of software licenses, the level of entitlement, and the level of use.

The following information is displayed:

Column	Description
Application Package	The name of the software package. The package might contain other applications; for example, Microsoft Office Professional 2010 is a package that contains Word, PowerPoint, Outlook, and so on
Manufacturer	The company that produced the software package
Version	The version number of the software package
Annual License	The annual price applied to the license for the software package. Annual prices for licenses must be defined in the WorkSpace iQ configuration. See the chapter <i>Classifying and Set Up</i> for information on how to configure license fees for use by WorkSpace iQ. By default, the annual price for every license is defined as \$0.00
Tariff	The tariff applied to the software license for the software package. Tariffs for licenses must be defined in the WorkSpace iQ configuration. See the chapter <i>Classifying and Set Up</i> for information on how to configure tariffs for use by WorkSpace iQ. By default, the tariff for every license is defined as \$0.00.
Entitlement	The entitlement to the license. Entitlements to licenses must be defined in the WorkSpace iQ configuration. See the chapter <i>Classifying and Set Up</i> for information on how to configure entitlements for use by WorkSpace iQ. By default, entitlements are set to 0 (zero) users
License Type	The type of license for the software package. License types for software packages must be defined in the WorkSpace iQ configuration. See the chapter <i>Classifying and Set Up</i> for information on how to configure license types for use by WorkSpace iQ. By default, every license is defined as free.
No. of Installs	The number of devices on which the software package has been installed
Included in Discovery Planning	Identifies whether the software package has been defined (Yes) or not (No) in discovery planning in the WorkSpace iQ configuration

Users Used Out of Hours

Analyze > Users

When you click **Users Used Out of Hours**, a report is displayed showing the users who have used applications outside the hours defined in the Workspace iQ configuration, and the applications being used at those times.

Working hours are days and times configured in WorkSpace iQ. See the section *Specifying the Working Day* in the chapter *Classifying and Set Up* for information on how to specify the normal working hours.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Users Used Out of Hours

Analyze > Users > Users Used Out of Hours

The **Users Used Out of Hours** tab lists the users who have used applications out of hours, and some details for that user.

The following information is displayed:

Column	Description
User Name	The name or identifier of the user
Domain	The network domain in which the user was registered
Business Group	The business group to which the user is assigned, if one has been defined
Application Sessions	The number of times applications have been started by the user out of hours

If you click a user name to highlight it, that user name becomes the focus for the **Users used Out of Hours Detail** tab.

Users Used Out of Hours Detail

Analyze > Users > Users Used Out of Hours

The **Users Used Out of Hours Detail** tab provides details of the software used out of hours by the user highlighted in the **Users used Out of Hours** tab.

The following information is displayed:

Column	Description
Name	The name of the application used out of hours. There will be as many instances reported as there were sessions started.
Manufacturer	The name of the company that produced the application

Column	Description
Version	The version number of the application
Start	The date and time at which the application was started
End	The date and time at which the application was closed
Device	The name or identifier of the device on which the application was run

User Summary

Analyze > Users

When you click **User Summary**, a summary of user activity is displayed.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

User Summary

Analyze > Users > Users Summary

The **User Summary** tab lists all devices in the organisation, and provides details about those devices.

The following information is displayed:

Column	Description
Name	The name or identifier of the user
Domain	The network domain in which the device used by the user was registered
Business Group	The business group to which the user is assigned, if business groups have been defined
Machines Used	The number of devices to which this user has logged in
Application Used	The number of applications that have been started by the user

If you click a user name to highlight it, that user name becomes the focus for the **Used Applications** and the **Devices** tab.

Used Applications

Analyze > Users > Users Summary

The **Used Applications** tab provides more information on the applications used by the user selected in the **User Summary** tab.

The following information is displayed:

Column	Description
Name	The name of the application
Version	The version number of the application
Manufacturer	The company that produced the software

Devices

Analyze > Users > Users Summary

The Devices tab provides more information on the devices used by a user selected in the **User Summary** tab.

The following information is displayed:

Column	Description
Name	The name or identifier of the device
Description	The type of device; for example, Workstation

Document Summary

Analyze > Users

When you click **Document Summary**, a report is displayed that lists the main documents accessed by users in your organization, and the methods of storage and transmission.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Document Summary Report

Analyze > Users > Document Summary

The **Document Summary Report** tab lists the documents discovered on devices, and provides details about those documents. The following information is displayed:

Column	Description
Document	The name of the document
Path	The pathname of the folder in which the document is stored
First Used	The date and time at which the document was first used
Last Used	The date and time at which the document was last used
No of Users	The number of users to have used the document
No of Times Accessed	The number times the document has been accessed
Hours Used	The number of hours for which the document has been used
Consumption (Days)	The number of days on which the document has been accessed
Executable Name	The name of the executable used to open the document
File Extension	The filename extension for the file (for example, .docx , .ppt)
Access Method	The way in which the document was accessed; for example, it might have been opened from a local or mapped drive, or from an email
Location	The location of the document. For local or mapped drives, the drive letter; for Web documents, the URL

If you click a document name to highlight it, that document name becomes the focus for the **Detail** tab.

Detail

[Analyze > Users > Document Summary](#)

The Detail tab provides more information on the document highlighted in the **Document Summary Report** tab.

The following information is displayed:

Column	Description
User Name	Lists the users of the document
ConnectedStateDesc	The connection over which the document was delivered; can be Intranet, Internet, Both (Internet and intranet) or Unconnected
Device Name	The device on which the document was used
Transmission	How the document was received; by email, or from a Web page, for example
Access	The application through which the document was accessed; for example, through an email, Word, or Excel
HoursUsed	The number of hours the document has been used by the user identified in User Name
MinDate	The date on which the document was first accessed
MaxDate	The date on which the document was last accessed
CountId	Number of times the document has been accessed by the user identified by User Name

Individuals

The Individuals window displays information about the individuals in the organization, including the business groups they belong to (if defined), the applications they have used, the documents used, and so on.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Business Unit

Analyze > Individual

The **Business Unit** tab provides information on the business units in the organisation, if they are known to or have been configured into WorkSpace iQ.

The following information is displayed:

Column	Description
Business Group	The name of the business group
Organisation Unit	The organisation unit to which the business unit is assigned, if specified
No of Users	The number of users assigned to the business group

Users

Analyze > Individual

The **Users** tab provides information on the users in the organisation.

The following information is displayed:

Column	Description
User Name	The name of the users in the organisation
No of Uses	The number of times the devices listed in Devices Used has been use by the user
No of Days Seen	The cumulative number of days on which user activity has been recorded
DateRegistered	The first date on which the user was recorded as a user

If you click a user name to highlight it, that user name becomes the focus for the other tabs.

Devices Used

Analyze > Individual

The **Devices Used** tab provides information on the devices used by the user highlighted in the **Users** tab.

The following information is displayed:

Column	Description
Device Name	The devices used by the selected user
No of Uses	The number of times that device has been used

If you click the device name, a pop-up screen is displayed that contains information on the device. The pop-up screen displays the following information:

Column	Description
Description	The type of device (such as AT/AT Compatible for a PC)
Manufacturer	The manufacturer of the device
Model	The model number or name of the device
OS	The operating system installed on the device
Version	The version number of the operating system
Chassis	The chassis type of the device, where the type is one of those known to WorkSpace iQ; for example, All-in-One, Notebook, Other
Architecture	The architecture of the system; for example, X64 for a 64-bit system.
Memory	The amount of memory installed in the device, in Mbytes (4 GBytes of memory would, for example, be shown as 4021 MBytes)
No of Processors	The number of processors in the device
Bios Year	The year of the version of the installed BIOS
No of Local Printers	The number of printers attached locally to the device
CPU speed	The speed of the CPU installed in the device
Processor Family	The processor family of the CPU installed in the device; for example, Pentium 4, or K7

User Plug-Ins

Analyze > Individual

The **User Plug-Ins** tab provides information on the software plug-ins registered to the user highlighted in the **Users** tab.

The following information is displayed:

Column	Description
Plug-In Name	The plug-ins registered by the selected user
Manufacturer	The developer of the software
Used (No of times)	The number of times the user has used the plug-in

Web Applications Used

Analyze > Individual

The **Web Applications Used** tab provides information on the Web applications used by the user highlighted in the **Users** tab.

The following information is displayed:

Column	Description
Name	The name of the Web Application
Group	A group name for a similar group of applications that might have different names or version numbers but which have been identified as WorkSpace iQ as similar; for example, <code>firefox</code> for the different versions of Firefox

Short Cuts Used

Analyze > Individual

The **Short Cuts Used** tab provides information on the shortcuts used by the user highlighted in the **Users** tab.

The following information is displayed:

Column	Description
Name	The name of the shortcut
Version	The version of the software to which the shortcut applies

Applications Used

Analyze > Individual

The **Applications Used** tab provides information on the applications used by the user highlighted in the **Users** tab.

The following information is displayed:

Column	Description
Name	The name of the application
Manufacturer	The developer of the application
Version	The version of the software

Documents Used

Analyze > Individual

The **Documents Used** tab provides information on the documents used by the user highlighted in the **Users** tab.

The following information is displayed:

Column	Description
File Name	The name of the document
Device Name	The device on which the document was opened
Document Location	The location of the document; for example, a local hard drive, mapped drive, or the Web
Access	The way in which the document was accessed; for example, it might have been from a local or mapped drive, or opened from an email
Hours Used	The number of hours the document has been used by the user
First Accessed	The date and time at which the document was first accessed by the user
Last Accessed	The date and time at which the document was last accessed by the user
No of Times Accessed	The number of times the document has been accessed by the user

Savings

The reports listed below are provided when you click **Savings** in the **Analyze** menu. The reports provide a snapshot of savings that could be realized within the monitored estate for software, hardware, device types and Green IT.

The reports available are listed in a pane on the left side of the Software Savings Summary window. Click one of the options to display a report. By default, the Hardware report is displayed.

You can define the start date and end date for the reports by clicking the **Start Date** and **End Date** dropdown boxes and selecting a date from the calendar.

Report Name	Description
Hardware	Summary of hardware savings. Identifies the level of use of existing hardware enabling you to plan future capacity for desktop transformation
Software	Summary of software savings. Identifies and quantifies the unused software in your estate and its costs
Mobile	Summary of mobile computing savings. Identifies the level of offline and remote use of portable computing devices to help IT assess user needs and justifications
Green IT	Summary of Green IT savings. Quantifies the level of power consumption for used and unused devices and identifies the opportunities for power consumption savings

The reports are described in the following sections.

Hardware (Savings)

Analyze > Savings

When you click **Hardware**, a pane is displayed containing a report on the savings that can be realised through hardware rationalisation.

A graph shows, for the period specified for the report:

- The total number of registered devices in the estate
- The number of devices powered on per day
- The number of devices used per day
- The daily peak concurrent device use
- The daily average concurrent device use

Below the graph is a table showing the maximum, minimum and average values for:

- The total devices in the estate
- The savings per device used
- The savings per device concurrency

For example, WorkSpace iQ might have found that the:

- Total value of all devices is \$100,000
- Minimum number of devices used in a day has a value of \$4,000
- Value of the devices used concurrently is \$18,000

This report might indicate then that, while all devices in the estate are switched on, only a certain number of them are actually used concurrently. Thus, the estate might have too many devices, and hot-desking or virtualization strategies could be employed to reduce the value of the devices in the estate.

Software

Analyze > Savings

When you click **Software**, a pane is displayed containing a report on the savings that can be realised through software rationalisation.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Software Savings Summary - Count

Analyze > Savings > Software

The **Software Savings Summary - Count** tab identifies software in your estate, and displays a chart showing for each item of identified software:

- The number of installed software instances entitled by the license
- The number of software instances actually installed
- The number of licenses for that software currently assigned to users
- The number of licences for that software that have not been assigned to users

If the names of the applications at the bottom of the chart are too long to be displayed properly, you can hover your mouse over the name to display the full name. The bars are an indication of the numbers associated with them; you can get an accurate number by holding your mouse over a bar to display the application name and the number.

Software Savings Summary - Value

Analyze > Savings > Software

The **Software Savings Summary - Value** tab identifies and quantifies the costs of software in your estate and displays these costs as a chart, showing for each item of identified software:

- The value of entitlements to installed software
- The value of the installed software
- The value of the used license entitlement
- The value of the unused licence entitlement

If the names of the applications at the bottom of the chart are too long to be displayed properly, you can hover your mouse over the name to display the full name. The bars are an indication of the costs; you can get an accurate number by holding your mouse over a bar to display the application name and the number of users or sessions.

Top Level Savings Value

Analyze > Savings > Software

Lists the applications in the estate, the value of the installed software, the value of used licenses, and the value of unused licenses,

The following information is displayed:

Column	Description
Application Name	The name of the application
Installed Software Value	The value of the installed software
Used License Value	The cost of the used licenses
Unused License Value	The cost of unused licenses

Mobile

Analyze > Savings

When you click **Mobile**, a report is displayed that provides information on the savings that can be realised through the rationalisation of mobile devices.

A chart shows, for the period specified for the report:

- The number of mobile devices user per day
- The number of mobile devices that have been used off-line
- The number of mobile devices that have been used remotely

Below the graph is a table showing the maximum, minimum and average values for:

- The value of all mobile devices in the estate
- The savings per device used offline
- The savings per device used remotely

Green IT Savings Summary Software

Analyze > Savings

When you click **Green IT Savings Summary**, a report is displayed that provides information on the savings that can be made through a Green IT strategy.

A graph shows, for the period specified for the report:

- The total number of devices powered on per day
- The total number of days for which devices have been powered on

Below the graph is a table showing the maximum, minimum and average values for:

- The number of devices powered on
- The duration for which they were powered on
- The power consumed in kilowatts
- The cost of that energy consumption

For example, the data WorkSpace iQ provides might indicate that too many devices are left on overnight; or that devices are being left on at weekends; or that the cost of energy is too great.

Licensing

The reports listed below are provided when you click the **Licensing** option in the **Analyze** menu. The reports identify software specifically related to Microsoft.

The reports available are listed in a pane on the left side of the Licensing window. Click one of the options to display a report. By default, the MSDN Licensing report is displayed.

Report Name	Description
MSDN Licensing	Identifies software that is exclusively available to MSDN developers.
Licensing Position	Displays the licensing position of installed and used Microsoft applications
Microsoft Licensing Position	Displays the licensing position of installed and used MSDN applications

MSDN Licensing

Analyze > Savings

When you click **MSDN Licensing**, a report is displayed that identifies software that is available to MSDN developers. The following information is displayed:

Column	Description
User Name	The name or identifier of the user to whom the software packaged is registered
Device Name	The name or identifier of the device on which the software packaged is installed
Package Name	The name of the software package
Manufacturer	The name of the company that produced the software package
Version	The version of the software package
Annual License Cost	The cost of the license. License costs need to be configured in Workspace iQ; see the chapter <i>Classifying and Set Up</i> for information on how to configure license costs for use by Workspace iQ
No of Times Used	The number of times the software package has been used since it was installed
Date Last Used	The date on which the software package was last used

The report identifies the Microsoft software installed and used on devices to which only one person has access or use. By using your list of MSDN developers you can filter the report by user name to determine what software is covered by your license subscription, and therefore which software can be removed.

Licensing Position

Analyze > Savings

When you click **Licensing Position**, a report displays the licensing position of installed and used Microsoft applications. You can use the information in the report to identify unused software, develop remediation plans and account for software audits.

The report only shows software that has been assigned a license type and value. For information on assigning license types and values, see the chapter *Classifying and Set Up* for information on how to configure license types for use by Workspace iQ.

The following information is displayed:

Column	Description
Package	The name of the software package
Manufacturer	The name of the company that produced the software package
Version	The version number of the package
License Type	The type of license. License types need to be configured in Workspace iQ; see the chapter <i>Classifying and Set Up</i> for information on how to configure license types for use by Workspace iQ
License Cost	The cost of the license. License costs need to be configured in Workspace iQ; see the chapter <i>Classifying and Set Up</i> for information on how to configure license costs for use by Workspace iQ
Entitlement	The license entitlement. License entitlements need to be configured in Workspace iQ; see the chapter <i>Classifying and Set Up</i> for information on how to configure license entitlements for use by Workspace iQ. By default, entitlements are set to 0 (zero) users
Installations	The number of installations of the software package
Total Users	The total number of users to have used the package
Users > 90 Days	The number of users who used the software more than 90 days ago
Total Devices	The total number of devices on which the software package is installed
Devices	The devices on which the package is installed
Devices > 90 Days	The number of devices on which the software is installed that have not been used for more than 90 days

MSDN Licensing Position

Analyze > Savings

When you click **MSDN Licensing Position**, a report displays the licensing position of installed and used Microsoft MSDN applications. You can use the information in the report to identify unused software, develop remediation plans and account for software audits.

The report only shows software that has been assigned a license type and value. For information on assigning license types and values, see the chapter *Classifying and Set Up* for information on how to configure license types for use by Workspace iQ.

The following information is displayed:

Column	Description
Package	The name of the software package
Manufacturer	The name of the company that produced the software package
Version	The version of the software package
License Type	The type of license. License types need to be configured in Workspace iQ; see the chapter <i>Classifying and Set Up</i> for information on how to configure license types for use by Workspace iQ
License Cost	The type of license for the software package. License types for software packages must be defined in the WorkSpace iQ configuration. See the chapter <i>Classifying and Set Up</i> for information on how to configure license types for use by WorkSpace iQ. By default, every license is defined as free
Entitlement	The license entitlement. License entitlements need to be configured in Workspace iQ; see the chapter <i>Classifying and Set Up</i> for information on how to configure license entitlements for use by Workspace iQ. By default, entitlements are set to 0 (zero) users
Current Installations	The number of installations of the software package
Total Users	The total number of users to have used the package
Users > 90 Days	The number of users who used the software more than 90 days ago
Total Devices	The total number of devices on which the software package is installed
Devices	The devices on which the package is installed
Devices > 90 Days	The number of devices on which the software is installed that have not been used for more than 90 days

Change Monitoring

The reports listed below are provided when you click the **Change Monitoring** option in the Analyze menu. The reports provide information on daily changes in user and application use.

The reports available are listed in a pane on the left side of Change Monitoring window. Click one of the options to display a report. By default, the Daily Change in User Usage Levels report is displayed.

You can define the start date and end date for the reports by clicking the **Start Date** and **End Date** dropdown boxes and selecting a date from the calendar.

Report Name	Description
Daily Change in User Usage Levels	Charts the day-to-day change in user count across the estate
Daily Change in Application Usage Levels	Charts the day-to-day change in application use.

Daily Changes in User Usage Levels

Analyze > Change Monitoring

When you click **Daily Changes in User Usage Levels**, a chart is displayed that indicates the day-to-day change in users logging in to devices across the estate during the reporting period.

Daily Changes in Application Usage Levels

Analyze > Change Monitoring

When you click **Daily Changes in Application Usage Levels**, a chart is displayed that indicates the day-to-day change in the amount of time applications have been used across the estate during the reporting period.

Adds/Removes

The reports listed below are provided when you click the **Adds/Removes** option in the Analyze menu. The reports provide information on changes to hardware and software over the reporting period.

The reports available are listed in a pane on the left side of Change Monitoring window. Click one of the options to display a report. By default, the Software - Adds/Removes report is displayed. The reports are grouped into functional areas.

You can define the start date and end date for the reports by clicking the **Start Date** and **End Date** dropdown boxes and selecting a date from the calendar.

Software

Report Name	Description
Software - Adds/Removes	Charts the day-to-day change in user count across the estate
Software Vendor Audit - Summary	Charts the day-to-day change in application use.
Software Vendor Audit - Detail	Charts the day-to-day change in user count across the estate

Hardware

Report Name	Description
Hardware - Adds/Removes	Charts the day-to-day change in user count across the estate

Users

Report Name	Description
New Users	Charts the day-to-day change in application use.

The reports are displayed in the following sections.

Software – Adds/Removes

Analyze > Adds/Removes

When you click **Software – Adds/Removes**, a report is displayed of installed and uninstalled applications on all devices across the estate.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Software Adds/Removes

Analyze > Adds/Removes > Software - Adds/Removes

The **Software Adds/Removes** tab lists the software that has been added to or removed from the devices in the organisation over the reporting period.

The following information is displayed:

Column	Description
Package	The name of the software package
Manufacturer	The company that produced the software package
Version	The version number of the application
Current Installs	The number of installed instances of the software package
Install Events	The number of times the software package has been installed over the reporting period
Uninstall Events	The number of times the software package has been uninstalled over the reporting period
Net Change	A number representing the net difference in current installations of the software package in the reporting period. If there were three installations of the package before the reporting period, and an uninstall event during the reporting period, the net change would be -1

If you click an application to highlight it, that application becomes the focus for the **Detail** tab.

Detail

Analyze > Adds/Removes > Software - Adds/Removes

The Detail tab displays the detailed information on the application highlighted in the **Software Adds/Removes** tab.

The following information is displayed:

Column	Description
Device	Lists the devices on which the software package has been registered
Current Installs	The number of installed instances of the software package
Install Events	The number of times the software package has been installed over the reporting period
Uninstall Events	The number of times the software package has been uninstalled over the reporting period
Net Change	A number representing the net difference in current installations of the software package in the reporting period. If there were three installations of the package before the reporting period, and an uninstall event during the reporting period, the net change would be -1
Date Registered	The date and time at which the software was installed.

Software Vendor Audit - Summary

Analyze > Adds/Removes

When you click **Software Vendor Audit**, a report is displayed that provides information about software and the associated licenses, the level of entitlement, and the level of use.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Software Vendor Audit

Analyze > Adds/Removes > Software Vendor Audit - Summary

The **Software Vendor Audit** tab lists the developers of applications and provides license details for those vendors.

The following information is displayed:

Column	Description
Manufacturer	A company that has produced one or more software packages or applications that are installed on devices in your estate
Total Entitlement	The total entitlement to all licenses from that manufacturer. Entitlements to licenses must be defined in the WorkSpace iQ configuration; see the chapter <i>Classifying and Set Up</i> for information on how to configure entitlements for use by WorkSpace iQ. By default, entitlements are set to 0 (zero) users
Total License Usage	The total number of licenses from that manufacturer that have been used
Total Entitlement Cost	The total cost of entitlements allowed by the total number of licenses. Entitlements to licenses must be defined in the WorkSpace iQ configuration; see the chapter <i>Classifying and Set Up</i> for information on how to configure entitlements for use by WorkSpace iQ. By default, entitlements are set to 0 (zero) users
Total Usage Liability	The number of users, uses, or installations over the licence limit

Largest Entitlement

[Analyze > Adds/Removes > Software Vendor Audit - Summary](#)

The **Largest Entitlement** tab provides a chart that displays the software with the largest entitlement to use.

Largest License Consumption

[Analyze > Adds/Removes > Software Vendor Audit - Summary](#)

The **Largest License Consumption** tab provides a chart that displays the software with the largest license consumption.

Overlicensing Risk

[Analyze > Adds/Removes > Software Vendor Audit - Summary](#)

The **Overlicensing Risk** tab provides a chart that displays the software with the largest risk of being over-licensed; that is, software that is being used.

The chart shows, for each item of software:

- The cost of entitlement
- The cost of consuming the licences
- The difference between the cost of entitlement to licenses and the cost of consuming licenses

Underlicensing Risk

[Analyze > Adds/Removes > Software Vendor Audit - Summary](#)

The **Underlicensing Risk** tab provides a chart that displays the underlicensing risks for software; that is, software that is being used without adequate license entitlements.

The chart shows, for each item of software:

- The cost of entitlement
- The cost of consuming the licences
- The difference between the cost of entitlement to licenses and the cost of consuming licenses

Software Vendor Audit - Detail

Analyze > Adds/Removes

When you click **Software Vendor Audit**, a report is displayed that provides information about software and the associated licenses, the level of entitlement, and the level of use.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Software Vendor Audit

Analyze > Adds/Removes > Software Vendor Audit - Detail

The **Software Vendor Audit** tab lists the developers of applications and provides license details for those developers.

The following information is displayed:

Column	Description
Manufacturer	A company that has produced one or more software packages or applications that are installed on devices in your estate
Total Entitlement	The total entitlement to all licenses from that manufacturer. Entitlements to licenses must be defined in the WorkSpace iQ configuration; see the chapter <i>Classifying and Set Up</i> for information on how to configure entitlements for use by WorkSpace iQ. By default, entitlements are set to 0 (zero) users
Total License Usage	The total number of licenses from that manufacturer that have been used
Total Entitlement Cost	The total cost of entitlements allowed by the total number of licenses. Entitlements to licenses must be defined in the WorkSpace iQ configuration; see the chapter <i>Classifying and Set Up</i> for information on how to configure entitlements for use by WorkSpace iQ
Total Usage Liability	The number of users, uses, or installations over the licence limit

If you click on a manufacturer to highlight it, the highlighted manufacturer becomes the focus for the other tabs.

Current Installs

Analyze > Adds/Removes > Software Vendor Audit - Detail

The **Current Installs** tab lists all applications from the developer highlighted in the **Software Vendor Audit** tab, and the devices on which those applications are installed.

The following information is displayed:

Column	Description
Device Name	The name or identifier of the device on which software from the selected developer is installed
Name	The name of an application from the selected developer
Version	The version number of the application
Manufacturer	The developer of the software
Annual License	The cost of the license. License costs need to be configured in Workspace iQ; see the chapter <i>Classifying and Set Up</i> for information on how to configure license costs for use by Workspace iQ
Entitlement	The licensed entitlement to use of the software. By default, entitlements are set to 0 (zero) users
Date Installed	The date on which the software was installed on the device

Exposure

Analyze > Adds/Removes > Software Vendor Audit - Detail

The **Exposure** tab provides a chart, for all applications from the developer highlighted in the **Software Vendor Audit** tab, that shows the license liability for that developer.

Hardware Add/Removes

Analyze > Adds/Removes

When you click **Hardware Add/Removes** a report is displayed that identifies additions or removals of hardware at each listed device during the reporting period.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Hardware Add/Removes

Analyze > Adds/Removes > Hardware Adds/Removes

The **Hardware Add/Removes** tab lists the devices on which hardware has been added or removed during the reporting period, and provides details on that hardware.

The following information is displayed:

Column	Description
Device	The device to which hardware has been added or removed
Manufacturer	The manufacturer of the device
Model	The model number or name of the device
Chassis	The chassis type of the device, where the type is one of those known to WorkSpace iQ; for example, All-in-One, Notebook, Other
OS	The operating system installed on the device
Version	The version number of the operating system
Bios Date	The date of the version of the installed BIOS

If you click a device to highlight it, the **Hardware Add/Remove Dates** tab lists the dates on which hardware was added or removed to the selected device.

Elements Added and Elements Removed

Analyze > Adds/Removes > Hardware Adds/Removes

The **Elements Added** tab lists the hardware added to the device highlighted in the **Hardware Add/Removes** tab on the date highlighted in the **Hardware Add/Remove Dates** tab. The **Elements Removed** tab lists the hardware added to the device highlighted in the **Hardware Add/Removes** tab on the date highlighted in the **Hardware Add/Remove Dates** tab.

Both tabs have the same format:

Column	Description
Name	The name or identifier of the hardware added (for the Elements Added tab) or removed added (for the Elements Added tab)
Detail	More detail on the hardware
Time	The date and time at which the hardware element was added or removed

New Users

Analyze > Adds/Removes

When you click **New Users**, a report is displayed that provides information about the number of new users recorded by Agents since they were installed.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Users by Business Unit

Analyze > Adds/Removes > New Users

The **Users by Business Unit** tab lists business units if defined, and the number of users in those business units.

The following information is displayed:

Column	Description
Users	The number of users in the business group
Business Group Name	The name of the business group
Organisation Unit	The name of the organisation unit to which the business group belongs, if defined

User List

Analyze > Adds/Removes > New Users

The **User List** tab lists the users that are new to the user list since the start of the reporting period.

The following information is displayed:

Column	Description
User Name	The name of the new user
Date Registered	The date on which an Agent collected the new user's details

New Users

Analyze > Adds/Removes > New Users

The **New Users** tab provides a chart that shows the number of new users registered on each day in the reporting period.

Green IT

When you click **Green IT**, the Device Usage Profiling for Green IT report is displayed. The report provides information about the amount time a device has spent powered on, and the days on which the device was used.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Device Usage Profiling for Green IT Detail


Analyze > Green IT

The **Device Usage Profiling for Green IT** tab lists the devices in the organisation, and shows the amount of time devices have been powered on, and the percentage of that time the device has been used. The tab also lists information about the device.

The following information is displayed:

Column	Description
Devices	The name or identifier of the device to which hardware has been added or from which hardware has been removed
Manufacturer	The manufacturer of the device
Model	The model number or name of the device
Chassis	The chassis type of the device, where the type is one of those known to WorkSpace iQ; for example, All-in-One, Notebook, Other
OS Install Date	The date on which the operating system was installed on the device
OS	The operating system installed on the device
Version	The version number of the operating system
Days On	The number of days on which the device has been switched on
Days Used	The number of days on which the device has been used
Usage %	The percentage of the days that the switched-on device has been used
Memory	The amount of memory installed in the device
CPU	The number of CPUs in the device
Cores	The number of cores in the CPU

If you click a device to highlight it, that device is the focus for the **Usage** tab.

If you click the  expansion button for a device, a pane opens below the device you have selected that provides detailed information under the following headings:

Column	Description
Days Used	The amount the device has been used on the days it has been switched on, as fraction of the working hours defined in the WorkSpace iQ configuration
Usage Date	The date on which the device was used and generated the Days Used figure

Usage

Analyze > Green IT

The **Usage** tab charts the amount the device selected in the **Device Usage Profiling for Green IT** tab has been used on the days it has been switched on, as fraction of the working hours defined in the WorkSpace iQ configuration.

USB Events

When you click **USB Events**, a report is displayed that provides information about USB devices that have been connected to devices in the organization.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

USB Events

Analyze > USB Events

The **USB** tab lists the devices to which USB devices have been connected.

The following information is displayed:

Column	Description
User Name	Where available, the user name of the user logged-in to the device when the USB device was connected
Devices	The name or identifier of the device to which the USB device was connected
Domain	The device's domain
USB Device Name	Name of the USB device if known.
Inserted On	The date and time at which the USB device was connected
Removed On	The date and time at which the USB device was disconnected

If you click a device to highlight it, that device is the focus for the **Detail** tab.

Details

Analyze > USB Events

The **Detail** tab provides details of the USB events for the device name highlighted in the **USB Events** tab.

The following information is displayed:

Column	Description
Description	Description of the actions or events that occurred while the USB device was connected to the device
Start Time	The date and time at which the action or event described in Description started
End Time	The date and time at which the action or event described in Description ended

Word Clouds

When you click **Word Clouds** a report is displayed that provides a visual representation of your organizations most popular applications by users and sessions.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Users

Analyze > Word Clouds

The **Users** tab provides a visual representation of the applications most used by users. The application used most often by users will be displayed in the largest font, the next most used in the next largest font, and so on.

Sessions

Analyze > Word Clouds

The **Sessions** tab provides a visual representation of the applications that have been started in the most sessions. The application for which most sessions have been started will be displayed in the largest font, the next most often started in the next largest font, and so on.

Planning

Planning enables you to gather information that will help you decide IT strategies for your organization, including virtualization, for applications, users and devices in your estate.

Virtualization Planning

WorkSpace iQ uses the information it has gathered to create reports that provide you with the information required to make a business case for virtualization.

To view this information, click **Planning > Preparing to Virtualize** in the WorkSpace iQ Console menu.

The Preparing to Virtualize - Key Applications window is displayed.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

This report makes use of the concept of the *application tail*. The application tail indicates which applications are the most used, and by the most users. Typically, in a chart in which application tail data is shown, there are more users to the left where particular applications are more used than others. It is the most used applications you are most likely to be interested in virtualizing. Specialized application, used by a few users, might be better served from the desktop of those users.

Application Tail Detail

Planning > Preparing to Virtualize

The **Application Tail Detail** tab provides details of the tail for applications in the organisation.

The following information is displayed:

Column	Description
Name	The name of the application
Manufacturer	The name of the company that produced the application
Users	The number of users of the application
Usage Days	The number of days for which the application has been used
Sessions	The number of sessions for the application
Last Used	The number of days since the application was last used

Application Tail by No of Users

[Planning > Preparing to Virtualize](#)

The **Application Tail by No of Users** tab displays a chart that shows you the most popular applications with users. The vertical scale shows the number of users, the horizontal scale shows the ranking of the application. If you had 640 applications, and one of those applications was used once, while the others were used two or more times, the application used once would be the 640th application on the horizontal axis. The application used most would be first on the horizontal axis.

The chart shows which of the applications are the most used, and might be candidates for virtualization. The applications in the tail of the chart, where the numbers of users drop significantly might be better left on the users' desktops.

Application Tail by Time Used (Days)

[Planning > Preparing to Virtualize](#)

The **Application Tail by Time Used (Days)** tab displays a chart that shows you the most used applications in terms of number of days. The vertical scale shows the number of days the applications have been used; the horizontal scale shows the ranking of the application. If you had 640 applications, and one of those applications was used for only one day while the others had been used for two or more days, the application used for one day would be the 640th application on the horizontal axis. The application used for the most days would be first on the horizontal axis.

The chart shows which of the applications have been used for the most time, and might be candidates for virtualization. The applications in the tail of the chart, where the numbers of users drop significantly, might be better left on the users' desktops.

Application Tail by No of Sessions

[Planning > Preparing to Virtualize](#)

The **Application Tail by No of Sessions** tab displays a chart that shows you the most used applications in terms of application sessions. The vertical scale shows the number of sessions that have been started for applications; the horizontal scale shows the ranking of the application. If you had 640 applications, and one of those applications was used for only one session while the others had been used for two or more sessions, the application used for one session would be the 640th application on the horizontal axis. The application used for the sessions would be first on the horizontal axis.

The chart shows which of the applications have been used for the most sessions, and might be candidates for virtualization. The applications in the tail of the chart, where the numbers of sessions drop significantly, might be better left on the users' desktops.

Selection Criteria

Planning > Preparing to Virtualize

The **Selection Criteria** tab enables you to set for an application the minimum number of users and sessions, and the days since last used. This enables you to set criteria for inclusion in the application tail charts, as you might already know that you are not interested in applications that have been used only once, or outside of the last fifty days, and only want to concentrate on those applications to the left of the tail.

You to set criteria by clicking in the box beneath the following headings and entering the value you require:

Box	Description
> Sessions	Only include applications that have had greater than the number of sessions you specify. You do not have to enter a value. If you do not enter a value, the default is 0 (zero)
> Users	Only include applications that have been used by greater than the number of users you specify. You do not have to enter a value. If you do not enter a value, the default is 0 (zero)
< Last Used	Only include applications that were last used less than the number of days ago you specify. You do not have to enter a value. If you do not enter a value, the default is the number of days since Agents first started reporting.

Select Yes to Apply to Templates

Enables you to specify that the criteria you set here are also applied to the applications displayed in the User Templates (described in the section *User Templates*). If you click this, a dropdown menu is displayed. Click **Yes** to apply these criteria to User Templates, **No** otherwise. **No** is applied by default.

Application Tail Composite

Planning > Preparing to Virtualize

The Application Tail Composite tab displays a chart that is a composite of the **Application Tail by No of Users** chart and the **Application Tail by No of Sessions** chart. It enables you to correlate application sessions with numbers of users.

User Templates

The User Templates report provides information that enables you plan changes to your existing desktop infrastructure.

To display the User Templates report, click **Planning > User Templates** in the menu bar of the WorkSpace iQ Console.

A template is the unique set of applications used by a particular user. Before you can view user templates, you need to set up the filters that provide the data required for the report.

Setting Up User Template Filters

The Template Filter pane, on the left side of the WorkSpace iQ Console, enables you select which applications and business groups to include in the reports, and to additionally filter by a date range and suitability for virtualization of a user. The filters available for templates are:

Filter	Function
Applications	<p>Enables you to select only certain applications for the calculations. Selecting applications in this way is useful if you are considering virtualizing a subset of applications.</p> <p>To select an application, click the checkbox. The checkbox shows a green check in it. To deselect an application, click the checkbox. The green check mark is removed from the checkbox, and that application is no longer included in the filter.</p> <p>Click Recalculate to recalculate the numbers using the selected applications.</p>
Business Groups	<p>Enables you to select only particular business groups for the calculations. Selecting business groups in this way is useful if you are considering virtualizing a subset of the business groups.</p> <p>To select a business group, click the checkbox. The checkbox will show a green check in it. To deselect a business group, click the checkbox. The green check mark will be removed from the checkbox, and that business group is no longer included in the filter.</p> <p>Click Recalculate to recalculate the numbers using the selected business groups.</p>

Filter	Function
Virtualization Suitability	<p>The Virtualization Suitability filter enables you to select users that are suitable, possibly suitable, or unsuitable for virtualization. Selecting users in this way is useful if you want to view only subsets of the data based on virtualization suitability.</p> <p>To select a suitability option, click the checkbox. The checkbox will show a green check in it. To deselect a suitability option, click the checkbox. The green check mark will be removed from the checkbox, and that option is no longer included in the filter.</p> <p>You can select any combination of suitability options. You must, however, select at least one suitability option, otherwise no numbers will be displayed.</p> <p>Click Recalculate to recalculate the numbers using the selected suitability.</p>
Start Date End Date	Enables you to specify a date range for the report.
	<p>Click the Recalculate button to process the data using the template you have set, and generate the numbers for the report. By default, the calculation is for the specified date range. If you click the down arrow on the right side of the Recalculate button, a dropdown menu is displayed. You can select:</p>
Selected Date Range	The default. Data from the date range you selected using the Start Date and End Date filters is used.
Last 90 Days	Data from the last 90 days is filtered.

Information Displayed

The information on users and applications is displayed in tabs:

Any	Shows information for both the connected and disconnected states, as described below
Connected	Shows information for the filtered applications that were used while a user was connected to the domain
Disconnected	Shows information for the filtered applications that were used while a user was not connected to the domain; because, for example, they were using mobile devices




The connected state should be considered when analyzing different types of virtualization technology that might or might not allow the use of applications in a disconnected state.

Each tab has the same format. The following information is displayed:

Users	The total number of users who have used a particular set of those applications defined in the template
Session Concurrency	An indication of the peak number of sessions required to host all the applications in the template on an application virtualization platform, such as Citrix XenApp or Microsoft Terminal Services
Image Concurrency	An indication of the peak number of images required to host all the applications in the template on a desktop virtualization platform, such as VMware View, Citrix XenDesktop or Quest vWorkspace
<i>application</i>	For each application selected in the filter, there is one column, where <i>application</i> is the name of application. indicates the peak number of concurrent sessions that have been executed for a user for the application across the estate

When you click a row in a tab, the list of users associated with that particular set of applications is displayed in the table beneath the tabs.

This table shows the following information:

<i>icon</i>	A red, green, or yellow icon, indicating suitability for virtualization:
	Unsuitable
	Possibly suitable
	Suitable

The suitabilities shown depend on the settings in the **Virtualization Suitability** filter. If you have filtered the data for only those users unsuitable for virtualization, only those users will be displayed, and only the red icon will be shown, no matter which users are displayed.

User	Lists the users who have used a particular set of those applications defined in the template
Domain	The domain name of the device associated with the application and user
Business Group	The business group to which the user belongs


User Specific Application List

If you double-click a user name in the users table, an additional tab is opened for that user in the tab group at the top of the screen.

The tab is titled with the user name and domain name for that user.

Users	The total number of users who have used a particular set of those applications defined in the template
Session Concurrency	An indication of the peak number of sessions required to host all the applications in the template on an application virtualization platform, such as Citrix XenApp or Microsoft Terminal Services
Image Concurrency	An indication of the peak number of images required to host all the applications in the template on a desktop virtualization platform, such as VMware View, Citrix XenDesktop or Quest vWorkspace
State	The connection state for which the data in the row applies
<i>application</i>	For each application selected in the filter, indicates the peak number of concurrent sessions that have been executed concurrently across the estate. There is one column for each application, where <i>application</i> is the name of application.

The top two rows of this tab show the data displayed in the top row of the **Any** and **Connected** tabs. The bottom two rows of the tab show the data for the Any and Connected states for the user to which this tab applies.

You can open tabs for as many users as you require. Dismiss the tabs by clicking the  button on the tab.

Action List

A CSV *Action List* can be exported from User Templates. The *Action List* is made up of two tables: the first contains the template definitions for the currently selected connected state; the second lists all users in the estate and each user's application use.

User Experiences

To display User Experience reports, click **Planning > User Experience** in the menu bar of the WorkSpace iQ Console. The reports available are listed in a pane on the left side of the Planning - Modelling Reports window. Click one of the options to display a report. By default, the Batch File Dependencies report is displayed.

Report Name	Description
Batch File and Plug-In Dependencies	Identifies software that is exclusively available to MSDN developers
GDI Resources (Daily Peaks)	Models the concurrency of the GDI resources that your applications will put on your to-be infrastructure
IOPs (Daily Peaks)	Models the concurrency of the IOPs load that your applications will put on your to-be infrastructure
Network Traffic (Daily Peaks)	Models the concurrency of the Network Traffic load in Mbps that your applications will put on your to-be infrastructure
Application Usage	Shows the applications that are started when users first log in, and what the profile of applications looks like for first log-in across the organization

Batch File and Plug-In Dependencies

[Planning > User Experience](#)

When you click **Batch File Dependencies**, a report is displayed that identifies batch files and plug-ins, and their dependencies.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Batch File Dependencies

[Planning > User Experience > Batch File and Plug-in Dependencies](#)

The **Batch Files Dependencies** tab identifies batch files, programs, and their dependencies.

The following information is displayed:

Column	Description
Batch File	The name of the batch file
User Name	The name or identifier of the user who ran the batch file
Executable Name	The name the executable file executed to the batch file
Command Line	The command line used to run the executable
Application Name	The name of the application for that executable file
Manufacturer	The producer of the application/software package
Start Date	The date and time that the batch file started
End Date	The date and time that the batch file finished

Plug-ins

[Planning > User Experience > Batch File and Plug-in Dependencies](#)

The **Plug-Ins** tab identifies plug-ins for applications and shows the number of users of the plug-in.

The following information is displayed:

Column	Description
Name	The name of the plug-in
Manufacturer	The producer of the plug-in package
Number of Installations	The number of installations of the plug-in on devices in the organisation

Column	Description
No of Users	The number of users to have used the plug-in

Batch Group

[Planning > User Experience > Batch File and Plug-in Dependencies](#)

The **Batch Group** tab lists batch files, executable names in the batch files and the command line to run the executable.

The following information is displayed:

Column	Description
Batch File	The name of the batch file
Executable Name	An executable name in the batch file
Command Line	The command line in the batch file to that starts the executable

GDI Resources (Daily Peaks)

[Planning > User Experience](#)

When you click **GDI Resources (Daily Peaks)** a report is displayed, using a graphical representation, that models daily peaks of concurrency on future infrastructure.

IOPs (Daily Peaks)

[Planning > User Experience](#)

When you click **IOPs (Daily Peaks)** a report is displayed, using a graphical representation, that models the peak input and output loads that your applications will put on future infrastructure.

Network Traffic (Daily Peaks)

[Planning > User Experience](#)

When you click **Network Traffic (Daily Peaks)** a report is displayed, using a graphical representation, that models the concurrency of Network Traffic load that your applications will put on any future infrastructure.

Application Usage

Planning > User Experience

When you click **Application Usage** a report is displayed that lists those:

- Applications that are most often started on log-in
- Users that use the application
- The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.
- The information shown in each tab is described in the following sections.

Ranking of First Used Packages

Planning > User Experience > Application Usage

The **Ranking of First Used Packages** tab displays information on the first software packages that are opened when users log-in in the morning. WorkSpace iQ ranks the packages to show those opened most often.

The following information is displayed:

Column	Description
Group	A group name for a similar group of applications that might have different names or version numbers but which have been identified as WorkSpace iQ as similar; for example, <code>office</code> for the different versions of Microsoft Office
Package	The name of the software package
Manufacturer	The developer of the software
Ranking	The ranking of the application for log-in start-ups. The application that is started most times at log-in is ranked number one

When you click on an application and highlight it, that application becomes the focus of the **Detail** tab.

Detail

Planning > User Experience > Application Usage

The Detail tab provides more detailed information on the software package highlighted in the **Ranking of First Used Packages** tab.

The following information is displayed:

Column	Description
User Name	A user of the selected soft
Package	The name of the software package
Version	The version of the software package
Group	A group name for a similar group of applications that might have different names or version numbers but which have been identified as WorkSpace iQ as similar; for example, <code>office</code> for the different versions of Microsoft Office
On Event Date	The last time and date at which an application session was started for that user

Virtualization Business Case

The Virtualization Business Case provides reports that contain information to help you make a case (or not) for virtualizing your device and application estate.

You display the reports by clicking **Planning > Virtualization Business Case** in the WorkSpace iQ Console.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Business Case

Planning > Virtualization Business Case

The Business Case report is based on real-time data collection and analysis undertaken by WorkSpace iQ. This analysis focuses on determining where the economic benefits lie if virtualization technologies are implemented.

The analysis is vendor independent and can be used to convey the high-level economic argument for virtualization.

The Business Case is split into sections. Each section provides information based on the overall monitoring period.

Section Heading	Description
Executive Summary	Explains the report and how it was created
Estate Summary	Provides an overview of the monitored estate based on suitability selections
Application Rationalisation	Outlines the number of applications that are either unused or under-used
Impact on Annual TCO	Details the sample that has been monitored and analyzed
Server Costs	Provides an estimate of the required investment in server infrastructure based on the definition of server costs and supported users per server classified
Server Metrics	Provides a breakdown of the hardware costs required to host the target infrastructure
Application Packaging Costs	Provides a calculation of the costs for the capability required based on the number of users, number of applications and the maximum concurrent use of those applications
Application Packaging	Provides a breakdown of the costs that are likely to be incurred to move key business applications from the current estate to the target

Section Heading	Description
	infrastructure
Device Replacement Costs	Compares device replacement costs with alternative solutions
Endpoint Replacement Costs	Provides a breakdown of the costs that are likely to be incurred in replacing the endpoint devices that have been identified as being unsuitable in the classification phase
Total Costs	Shows the total costs that will be incurred in moving from the current state to the target infrastructure
Investment J-Curve	Graph showing the comparison of costs and savings over time for each solution

Business Case Summary

Planning > Virtualization Business Case

This report provides project costs and total cost of ownership (TCO) savings for different types of virtualization options.

Current State TCO

Provides an estimate of the total cost of ownership for the estate.

Hosted Virtual Desktop Platform – Direct Physical to Virtual Conversions

Provides an estimate of the total cost of ownership if all software elements of the estate were to be virtualized to the Cloud or to other virtual technologies.

Hosted Virtual Desktop Platform – Optimized Conversion

Provides an estimate of the total cost of ownership for an optimised conversion that recognises that some hardware and software assets need to remain in the estate.

Hosted Virtual Desktop Platform – Blended Virtualization Technologies

Provides an estimate of the total cost of ownership for a blended virtualization that recognises that some hardware and software assets need to remain in the estate, some tools needed by users can be accessed through the Cloud, and other tools can implemented on other hosted platforms.

Investment Graph

Planning > Virtualization Business Case

The Investment Graph report displays a graph that shows the cost/benefit for the hosted virtual desktop platform; the graph is split out by blended virtualization technologies, optimized conversion and direct physical to virtual conversions. An example of the Investment Graph is shown below.



Investment Case for Hosted Virtual Desktop Platform

Connected States Summary

Planning > Virtualization Business Case

The Connected States reports displays information, in graphical form, about the connected states of the following over the specified reporting period:

Users	The connection state of users. Shows the number of users connected, disconnected, and the total of both
Devices	The connection state of devices. Shows the number of devices connected, disconnected, and the total of both
Application use	The connection state of applications in days. Shows the number of days for which applications were connected, disconnected, and the total of both
Application sessions	The connection state of application sessions. Shows the number of application sessions that were connected, disconnected, and the total of both

Devices

Planning > Virtualization Business Case

The Devices report summarises the devices in the estate.

The list shown depends on the category of device selected in the **Please select type** dropdown. The device types are:

- Standard (the default)
- Mobile
- Specialist
- Secure

The report has the following headings:

Column	Description
Device Name	The name or identifier of the device
Manufacturer	The company that manufactured the device
Model	The model name or number of the device

Users

Planning > Virtualization Business Case

The User report summarises the users in the estate. The report shows a list of users.

The list can be restricted by device type in the **Please select type** dropdown. The device types are:

- Standard (the default)
- Mobile
- Specialist
- Secure

Applications

Planning > Virtualization Business Case

The Applications report summarises the applications in the estate.

The report has the following headings:

Column	Description
Manufacturer	The company that produced the software
Name	The name of the application; for example, Microsoft Word
Version	The version number of the application

The list can be sorted by device type in the **Please select type** dropdown. The device types are:

- Standard (the default)
- Mobile
- Specialist
- Secure

Windows 7 Migration

The Windows 7 migration reports provide information that enables you to plan for migrating your existing desktop infrastructure to Windows 7, and aids migration by generating add/remove lists for applications.

To display the Windows 7 migration reports, click **Planning > Windows 7** in the menu bar of the WorkSpace iQ Console.

The reports available are listed in a pane on the left side of the Windows 7 Migration window. The reports are presented as a series of steps you need to take in migrating applications to Windows 7. The report Step 2 - Select Versions enables you to enter a value identifying particular applications and versions of those applications as suitable for migration. The choices you make in this report effect the output of subsequent reports.

Click one of the options to display a report. By default, the Step 1 - Prepare for Windows 7 Migration report is displayed.

Report Name	Description
Step 1 - Prepare for Windows 7 Migration	You only need to worry about applications that are used. Determine the main applications used in your Enterprise
Step 2 - Select Versions	Standardise around compatible/latest versions of software
Step 3 - Generate Standardisation Add/Remove List	Generate the instruction set required to execute your application standardisation choices
Step 4 - Monitor Progress	Monitor your progress. See how many applications you have left to standardise.
Microsoft Compatibility List	Use these reports to determine the impact of moving to Windows 7

The reports are displayed in the following sections.

Step 1 - Prepare for Windows 7 Migration

This report makes use of the concept of the *application tail*. The application tail indicates which applications are the most used, and by the most users. Typically, in a chart in which application tail data is shown, there are more users to the left where particular applications are used more than others. It is the most used applications you are most likely to be interested in migrating.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Application Tail Detail

Planning > Windows 7 > Prepare for Windows 7 Migration

The **Application Tail Detail** tab provides details of the tail for applications in the organisation.

The following information is displayed:

Column	Description
Name	The name of the application
Manufacturer	The name of the company that produced the application
Users	The number of users of the application
Usage Days	The number of days for which the application has been used
Sessions	The number of sessions for the application
Last Used	The number of days since the application was last used

The data is sorted in descending order based on the Sessions column; that is, applications used most often are shown at the top of the list.

Selection Criteria

Planning > Windows 7 > Prepare for Windows 7 Migration

The **Selection Criteria** tab enables you to set for an application the minimum number of users and sessions, and the days since last used. This enables you to set criteria for inclusion in the application tail charts, as you might already know that you are not interested in applications that have been used only once, or outside of the last fifty days, and only want to concentrate on those applications to the left of the tail.

You to set criteria by clicking in the box beneath the following headings and entering the value you require:

Box	Description
> Sessions	Only include applications that have had greater than the number of sessions you specify. You do not have to enter a value. If you do not enter a value, the default is 0 (zero)
> Users	Only include applications that have been used by greater than the number of users you specify. You do not have to enter a value. If you do not enter a value, the default is 0 (zero)
< Last Used	Only include applications that were last used less than the number of days ago you specify. You do not have to enter a value. If you do not enter a value, the default is the number of days since Agents first started reporting.
Selector	Enables you to specify that the criteria you set here are also applied to the applications displayed in the Select Versions report (described below). If you click this, a dropdown menu is displayed. Click Yes to apply these criteria to Select Version report, No otherwise. No is applied by default.

Application Tail Composite

Planning > Windows 7 > Prepare for Windows 7 Migration

The Application Tail Composite tab displays a chart that is a composite of the **Application Tail by No of Users** chart and the **Application Tail by No of Sessions** chart. It enables you to correlate application sessions with numbers of users.

Step 2 - Select Versions

The Select Versions report enables you to standardise software during migration to the most compatible or latest versions of software.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.







Standardise Version





Planning > Windows 7 > Select Versions

The **Standardise Version** tab lists the applications discovered on devices in your organization, compares them to the Microsoft Compatibility list, and reports on the compatibility of the applications for Windows 7.

The following information is displayed:

Column	Description
Group	A group name for a similar group of applications that might have different names or version numbers but which have been identified as WorkSpace iQ as similar; for example, <code>office</code> for the different versions of Microsoft Office
Name	The name of the application; for example, Microsoft Word
Manufacturer	The company that manufactured the software
Version	The version number of the application
Standardised Version	The standardised version number for this application; this will be the same as the number shown in Version until you specify a version number on which to standardise the software (see Standardise below). For example, if FunkyWare was listed at versions 1.0, 2.0, 3.0 and 4.0, this column would also show 1.0, 2.0, 3.0, and 4.0. However, if you were to then set Standardise to Yes , as described below, for FunkyWare version 4.0 all four versions of FunkyWare would show 4.0 in this column.
	<p>Note: You will not see this change unless you refresh the page by click File > Refresh, or if you exit and re-enter the page.</p>
Users	The number of users of the application
Standardise	A control that enables you to add this application to the list of those you want to be a standard application for migration to Windows 7. Click the box to display a dropdown menu. Click Yes to

Column	Description
	include this application in the Generate Standardisation Add/Remove List. Click No if this application has been included in the list, but you no longer want it included. By default, blank cells (those that do not include a Yes or No) are set to No.
Core Package	Indicates that this is an application included in this report as a result of the selection criteria applied in the Selection Criteria tab of the Prepare for Windows 7 Migration report
MatchMS	<p>Indicates whether the application matches an application in the Microsoft Windows 7 Compatibility List.</p> <p>The latest version of the Microsoft Windows 7 Compatibility List is available at :</p> <p>http://www.microsoft.com/downloads/en/details.aspx?FamilyID=890e522e-e39e-4278-aebc-186f81e29173</p> <p>An icon is displayed:</p> <ul style="list-style-type: none">  The application is not listed  The application possibly matches an application in the list  The application is matched by a name in the list
Include in User Template	If you have defined User Templates (as described in the section <i>User Templates</i>), this column indicates whether applications have been included in the User Templates
Suitability Index	<p>Indicates whether the application is suitable for migration. A red, green, or yellow icon indicates suitability.</p> <ul style="list-style-type: none">  Unsuitable  Possibly suitable  Suitable
32 Bit Compatibility Status	Indicates whether the application is compatible with 32-bit Windows 7. WorkSpace iQ matches applications with the Microsoft Windows 7 Compatibility List. The same text is presented as in the Microsoft Compatibility list; see below for details
64 Bit Compatibility Status	Indicates whether the application is compatible with 64-bit Windows 7. WorkSpace iQ matches applications with the Microsoft Windows 7 Compatibility List. The same text is presented as in the list; see below for details

Column	Description
32 Bit Flag	<p>An icon providing a visual indication of 32-bit compatibility status:</p> <ul style="list-style-type: none">  Incompatible  Compatible
64 Bit Flag	<p>An icon providing a visual indication of 64-bit compatibility status:</p> <ul style="list-style-type: none">  Incompatible  Compatible

Windows 7 Compatibility Status

The statuses that can be displayed in the **32 Bit Compatibility Status** and **64 Bit Compatibility Status** columns are those used in the latest Microsoft Windows 7 Compatibility List:

Compatible The publisher has stated the product works with 32-bit and/or 64-bit Windows® 7. The application has not undergone Microsoft Windows Logo Program compatibility tests. Visit the publisher's website for more information

Compatible - Windows 7 Logo

The product has met Microsoft's testing requirements for compatibility with 32-bit and 64-bit Windows 7. The **Compatible with Windows 7** logo is only awarded to software and hardware that has passed Microsoft-designed installation, performance, reliability, and security tests

Free update required

The software publisher offers a free upgrade to a newer version that the software publisher states is compatible with 32-bit and/or 64-bit Windows 7. The application has not undergone Microsoft Windows Logo Program compatibility tests

Paid update required

The software publisher offers a fee-based upgrade to a newer version that the software publisher states is compatible with 32-bit and/or 64-bit Windows 7. The applications has not undergone Microsoft Windows Logo Program compatibility tests

Future compatibility

The software publisher plans to offer a compatible version of this product for 32-bit and/or 64-bit Windows 7 at a future date. Microsoft provides this information as a service for your information only. Since compatibility dates can change, please check back for updates and also visit the software publisher's website for more information

Not compatible

The software publisher states that this product is not compatible, or does not work with 32-bit and/or 64-bit Windows 7. Visit the publisher's website to check for updates and more information.

No information available

Microsoft are working with the software publisher to confirm whether this product works with Windows 7. You can visit the publisher's website to check for updates and more information.

Microsoft Compatibility Forum

The **Microsoft Compatibility Forum** tab displays the Web page for the Microsoft Compatibility Forum. When you click an application to highlight it in the **Application Compatibility** tab or **Microsoft Compatibility List** tab, WorkSpace iQ creates a search string for that application and automatically enters it in the Microsoft Compatibility Forum Web page, enabling you to read any information that page has for the application.

Application Detail Lookup

The **Application Detail Lookup** tab displays the Web page for AppDeploy. When you click an application to highlight it in the **Application Compatibility** tab or **Microsoft Compatibility List** tab, WorkSpace iQ creates a search string for that application and automatically enters it in the AppDeploy Web page. If that application is known to AppDeploy, the Web page will provide you with more information on the application.

This can be useful if you are unsure of the details of an application

Step 3 - Generate Standardisation Add/Remove List

The Generate Standardisation Add/Remove List report provides a list of software, based on your choices in the Step 2 - Select Versions report that need to be re-installed on your Windows 7 systems. The report indicates which versions need to be uninstalled, and which versions need to be installed.

The reports shows the following information:

The following information is displayed:

Column	Description
Device Name	The name of a device on which there is an application identified as a candidate for migration in the Select Versions report
Action	The action to be taken to migrate the application. This will typically be <code>Uninstall</code> for older versions, and <code>Install</code> for the latest version
Group	A group name for a similar group of applications that might have different names or version numbers but which have been identified by WorkSpace iQ as similar; for example, <code>office</code> for the different versions of Microsoft Office
Application Name	The name of the application for which action needs to be taken
Version	The version number of the application in Application Name

Step 4 - Monitor Progress

The Monitor Progress report provides a list of the software, based on your choices in the Step 2 - Select Versions report, that has been re-installed on your Windows 7 systems. For each item of software, the report shows the target number to be migrated, and the actual number.

The following information is displayed:

Column	Description
Target	The target number of instances of the application identified by Application that need to be reinstalled to the latest version number
Actuals	The actual number of instances of the application identified by Application to have been reinstalled to the latest version number
Group	A group name for a similar group of applications that might have different names or version numbers but which have been identified by WorkSpace iQ as similar; for example, <code>office</code> for the different versions of Microsoft Office
Application	The name of the application for which action needs to be taken
Version	The version number of the application in Application Name

Microsoft Compatibility List

Planning > Windows 7

The **Microsoft Compatibility List** tab provides the entire list of applications that have been tested for compatibility with Windows 7 by Microsoft.

The following information is displayed:

Column	Description
Application Name	The name of the application; for example, Microsoft Word
Major Version	The major version number of the application
Minor Version	The major version number of the application
Manufacturer	The company that manufactured the software
Home Page	The URL for the Web site of the application's manufacturer. If you click on the URL, the Web site is opened in your default browser
32 Bit Windows 7 Status	Indicates whether the application can be run on the 32-bit version of Windows 7
64 Bit Windows 7 Status	Indicates whether the application can be run on the 32-bit version of Windows 7

Clicking on one of the applications to highlight it will create a search in the Web pages displayed in the **Microsoft Compatibility Forum** and **AppDeploy** tabs.

The status shown for **32 Bit Windows 7 Status** and **64 Bit Windows 7 Status** is described in the subsection *Windows 7 Compatibility Status* in the section *Select Versions*, above.

Office Licensing and Right-Sizing

The Office Licensing and Right-Sizing report ensures that you are using the appropriate licensing model for Microsoft Office based on use of the application in the organisation.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the sections below.

The tabs contain no data until you specify the software packages you are interested in; this can be a selection of packages in the estate, or all packages.

To select the software packages:

1. Click **Manufacturer**.

A dropdown list is displayed that lists all software vendors discovered in the organisation.

2. Click the checkboxes to select one or more vendors, or click the **All** checkbox to select all vendors.

3. Click **Package**.

A dropdown list is displayed that lists all software packages in the organisation from the software vendors selected in the **Manufacturer** dropdown.

4. Click the checkboxes to select one or more vendors, or click the **All** checkbox to select all software packages.

5. Click **Executable**.

A dropdown list is displayed that lists all executables associated with the software package you selected in the **Package** dropdown.

6. Click the checkboxes to select one or more vendors, or click the **All** checkbox to select all executables.

7. Click **Apply**.

The tabs will be populated with the details for the software packages, vendors and executables you have selected.

Package Selection

[Planning > Office Licensing and Right-Sizing](#)

The **Package Selection** tab displays details of the software packages you have selected.

The following information is displayed:

Column	Description
Manufacturer	The producer of the software package
Executable Name	The name of the executable that starts the application
File Description	The name of the software, or other description of it
Install Count	The number of devices on which the software package is installed
Usage Count	The number of users that have used the software package

Detailed Component Usage

[Planning > Office Licensing and Right-Sizing](#)

The **Detailed Component Usage** tab lists the components associated with software packages, and the number of times they have been used.

Column	Description
No of Users	The number of users that have used the software components in the software listed in the Package Selection tab
executable	The rest of the columns list the executables you selected; for example, itunes.exe . For each executable, the number of times the executable has been used is listed.

Site Planning

The site planning report provides details on the number of users who actually use a site. This information might be helpful in site planning, enabling you to make, for example, judgements about your office space requirements.

The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Business Units

Planning > Site Planning

The **Business Units** tab provides information on the business units in the organisation, if they are known to or have been configured into WorkSpace iQ.

The following information is displayed:

Column	Description
Business Group	The name of the business group
Organisation Unit	The organisation unit to which the business unit is assigned, if specified
No of Users	The number of users assigned to the business group

User Details

Planning > Site Planning

The **User Details** tab provides information on the users in the organisation.

The following information is displayed:

Column	Description
User Name	A list of the users in the organisation
No of Times Used	The number of times a user has used a device
No of Days Seen	The number days on which an Agent collected data on a user

User Demand

Planning > Site Planning

The **User Demand** tab charts the users in the organisation, and shows the days the users were in.

Actionable Lists

The reports listed below are provided when you click the **Actionable Lists** option in the **Planning** menu. The reports provide information on software installation and use for Microsoft, Adobe and other vendors' software. The information in the reports can be used as a basis for reconciling license installation, usage and entitlement.

The reports available are listed in a pane on the left side of Actionable Lists window. Click one of the options to display a report. By default, the Licensing report is displayed.

Report Name	Description
Unused Software	Displays the licensing position of installed and used Microsoft applications
Duplicate Installs	Displays the licensing position of installed and used MSDN applications

Unused Software

Planning > Actionable Lists

The Unused Software report shows for devices and users all unused or underused software. The information is displayed in tabs. The tabs can be reorganised if required as described in the chapter *Common Console Functions*.

The information shown in each tab is described in the following sections.

Unused Software

Planning > Actionable Lists > Unused Software

The **Unused Software** tab lists the unused software on the system and, if specified, the annual license fee for the software.

The following information is displayed:

Column	Description
Device Name	The name of a device on which the application is installed
Application	The name of the application
Version	The version number of the application
Manufacturer	The application developer
Annual License	The cost of the license. License costs need to be configured in Workspace iQ; see the chapter <i>Classifying and Set Up</i> for information on how to configure license costs for use by Workspace iQ

If you click on a device to highlight it, that device becomes the focus for the **Software Not Used in the Last Quarter** tab.

Software Not Used in the Last Quarter

Planning > Actionable Lists > Unused Software

The **Software Not Used in the Last Quarter** tab lists the software not used in the last quarter software on the system selected in **Unused Software** tab. If configured, the annual license fee for the software is also shown.

The following information is displayed:

Column	Description
Device Name	The name of a device on which the application is installed
Last User	The name of the last user to use the application
Date Last Used	The date and time at which the application was last used
Application	The name of the application
Version	The version number of the application
Manufacturer	The application developer
Annual License	The cost of the license. License costs need to be configured in Workspace iQ; see the chapter <i>Classifying and Set Up</i> for information on how to configure license costs for use by Workspace iQ

Duplicate Installs

Planning > Actionable Lists

The Duplicate Installs report lists applications that have been installed more than once, and indicates whether they have been used.

The following information is displayed:

Column	Description
Device Name	The name of a device on which the application is installed
Application Group	The application group of the application
Application	The version number of the application
Version	The application developer
Used	A graphic is used to represent whether the program is used (a check mark) or not (a cross)

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