



**Altiris®**  
**Application Metering Solution™ 6.1**  
**SP1**  
**Help**

## Notice

Altiris® Application Metering Solution™ 6.1 SP1

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# Contents

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<b>Chapter 1: About Application Metering Solution</b> . . . . .	<b>4</b>
Terminology . . . . .	4
<b>Chapter 2: Application Metering Installation</b> . . . . .	<b>6</b>
Prerequisites . . . . .	6
Installing Application Metering Solution . . . . .	6
Installing the Application Metering Agent . . . . .	7
Upgrading the Application Metering Agent . . . . .	7
Uninstalling the Application Metering Agent . . . . .	8
Licensing . . . . .	9
<b>Chapter 3: Using Application Metering Solution</b> . . . . .	<b>10</b>
Configuring Application Metering Solution . . . . .	10
About Application Discovery . . . . .	11
About Monitoring Applications . . . . .	12
Creating an Application Monitor Policy . . . . .	13
Adding Application Definitions . . . . .	14
Guidelines for Creating Application Definitions . . . . .	15
Start, Stop, and Denial Events . . . . .	15
Denying the Use of Applications . . . . .	17
Variables for Denial Event E-mails . . . . .	17
Application Summary Data . . . . .	18
Forwarding Application Summary Data . . . . .	19
How Batches of Data Are Sent . . . . .	19
Generating Reports . . . . .	20
<b>Chapter 4: Application Metering Best Practices</b> . . . . .	<b>23</b>
Integration of Data with Inventory Solution Data . . . . .	23
Harvesting Unused Licenses . . . . .	23
<b>Index</b> . . . . .	<b>25</b>

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# Chapter 1

## About Application Metering Solution

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You can use Altiris® Application Metering Solution™ to do the following:

- **Discover applications**

Application Metering Solution records the first time an application starts. This lets you identify the software, including the version, that is used on managed computers. After applications are discovered, you can use this information when you create monitoring policies. See [About Application Discovery](#) (page 11).
- **Monitor applications**

You can create policies to monitor applications that do the following:

  - Record application summary data. See [Application Summary Data](#) (page 18).
  - Monitor when an application is started, stopped, or both and how long an application is used. See [Start, Stop, and Denial Events](#) (page 15).
  - Deny the use of the application and have a denial event sent to the Notification Server and an e-mail notification sent to whomever you designate. See [Denying the Use of Applications](#) (page 17).
- **Generate reports**

You can generate reports to view the data that Application Metering Solution gathers. These reports let you analyze application usage and cost; view start, stop, and denial events; and discover applications that are not being used. See [Generating Reports](#) (page 20).
- **Harvest unused software licenses**

If you use Application Metering Solution with Altiris® Inventory Solution® software, you can determine which applications are not being used so you can use their licenses elsewhere. See [Harvesting Unused Licenses](#) (page 23).

## Terminology

Before you work with Application Metering Solution, you should understand these terms.

### **application monitoring period**

Specifies how often Application Metering summary data is uploaded from the managed computers to the Notification Server. At the beginning of each application monitoring period, each application's usage counter is reset.

### **application summary data**

The data that is collected for each monitored application during the application monitoring period. For details, see [Application Summary Data](#) (page 18).

### **license harvesting**

The process of determining the applications that are installed on managed computers but are not used, removing those applications, and making their software licenses

available for use elsewhere. See the article [Managing Unused Software Licenses](#) in the Altiris Knowledgebase.

### **managed computer**

A computer on the network that is running the Altiris Agent and is managed by Notification Server.

### **managed package**

Any package in the Wise Software Repository whose resources are defined and whose status is set to Available. These packages are managed by the Wise Integration Component. This includes Altiris® Patch Management Solution™ and Altiris® Software Delivery Solution™ packages that are imported automatically from the Notification Server into the Wise Software Repository.

### **monitored application**

An application on a managed computer that is monitored by an Application Metering monitoring policy.

### **start event, stop event, denial event**

An event sent from a managed computer to the Notification Server in response to the starting or stopping of a monitored application. A denial event is when the user is denied the use of the application after attempting to start it. For information about events, see [Start, Stop, and Denial Events](#) (page 15).

### **Wise Software Repository**

The Wise Software Repository™, which is part of Wise Package Studio®, consists of a file share and databases. It is the centralized location for managing software packages at any stage of deployment. It contains information on a package's resources, dependencies, meta data, revision control, and relationships.

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## Chapter 2

# Application Metering Installation

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This section provides information on installing Application Metering Solution and the Application Metering Agent.

Topics include:

- [Prerequisites](#)
- [Installing Application Metering Solution](#) (page 6)
- [Installing the Application Metering Agent](#) (page 7)
- [Upgrading the Application Metering Agent](#) (page 7)
- [Uninstalling the Application Metering Agent](#) (page 8)
- [Licensing](#) (page 9)

## Prerequisites

### Notification Server

- Notification Server Version 6.0 SP3 or later

### Client Computer

- Windows 95, 98, Me, NT 4.0, 2000, XP, or 2003
- Altiris Agent 6.0 or later. For details, see the Notification Server Help.

## Installing Application Metering Solution

1. In the Altiris Console, select:
  - (Altiris Console 6.0) The **Configuration** tab
  - (Altiris Console 6.5) **Configure > Solution Center**
2. (Altiris Console 6.0 only) In the left pane, select **Configuration > Upgrade/Install Additional Solutions**.
3. Click the **Available Solutions** tab.
4. Click the **Solutions** tab.
5. Click the **Altiris Application Metering Solution** link.
6. Click **Start**.

When the installation is complete, the window closes.

# Installing the Application Metering Agent

Before you can use Application Metering Solution to discover and monitor applications, you must install the Application Metering Agent. The agent runs on managed computers and collects data about the applications that are used. The agent sends this data to the Notification Server for use by Application Metering Solution.

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**Note**

If you have a large number of managed computers, install the agent during off-peak hours to minimize network traffic.

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**Caution**

Do not install the agent on server operating systems. The default collection excludes server operating systems.

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## To install the Application Metering Agent

1. In the Altiris Console, select:
  - (Altiris Console 6.0) The **Configuration** tab
  - (Altiris Console 6.5) **Configure > Solutions > Application Metering**
2. In the left pane, select:
  - (Altiris Console 6.0) **Configuration > Solution Settings > Software Management > Application Metering > Application Metering Agent Rollout > Win32 Application Metering Agent Install/Upgrade**
  - (Altiris Console 6.5) **Application Metering > Application Metering Agent Rollout > Win32 Application Metering Agent Install/Upgrade**
3. In the right pane, configure the policy:
  - a. Select **Enable**.
  - b. In **Applies to collections**, select a collection.
  - c. In **Scheduling Options**, select when and how to install the agent.
4. Click **Apply**.
5. If you installed the agent on a Windows NT computer, restart the computer.

To verify that the Application Metering Agent is installed on your client computers, run the Application Metering Agent Install Summary report. See [Generating Reports](#) (page 20).

# Upgrading the Application Metering Agent

The policy that Application Metering Solution uses to install the Application Metering Agent also upgrades the agent. If this policy is enabled, your managed computers will receive the latest Application Metering Agent when it becomes available. For information on enabling the policy, see [Installing the Application Metering Agent](#) (page 7).

If you upgrade the agent on a Windows 9x/Me/NT computer, you must restart the computer before the agent will work.

When you install the latest version of Application Metering Solution, you get the latest version of the Application Metering Agent.

# Uninstalling the Application Metering Agent

If you will not be using Application Metering Solution for an extended period of time, uninstall the Application Metering Agent to eliminate unnecessary network traffic. (Example: Your organization might monitor a group of computers for a month, and then monitor another group for a month, and so on. To reduce network traffic, uninstall the agent from the first group before installing it to the second.)

## To uninstall the Application Metering Agent

1. In the Altiris Console, select:
  - (Altiris Console 6.0) The **Configuration** tab
  - (Altiris Console 6.5) **Configure > Solutions > Application Metering**
2. In the left pane, select:
  - (Altiris Console 6.0) **Configuration > Solution Settings > Software Management > Application Metering > Application Metering Agent Rollout > Win32 Application Metering Agent Install/Upgrade**
  - (Altiris Console 6.5) **Application Metering > Application Metering Agent Rollout > Win32 Application Metering Agent Install/Upgrade**
3. In the right pane, clear **Enable**.
4. In the left pane, select:
  - (Altiris Console 6.0) **Configuration > Solution Settings > Application Metering > Application Metering Agent Rollout > Win32 Application Metering Agent Uninstall**.
  - (Altiris Console 6.5) **Application Metering > Application Metering Agent Rollout > Win32 Application Metering Agent Uninstall**.
5. In the right pane, configure the policy:
  - a. Select **Enable**.
  - b. In **Applies to collections**, make sure **Clients with Application Metering Agent Installed** appears or specify a collection.
  - c. In **Scheduling Options**, select when and how to install the agent.
  - d. Click **Apply**.
6. Restart the managed computer after you uninstall the agent.

If you want to reinstall the agent at a later time, disable the policy.

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### Note

After you use the Win32 Application Metering Agent Uninstall policy to uninstall the agent from a managed computer, you cannot use the same policy with the Run once ASAP option to uninstall the agent again. You must schedule the running of the uninstall policy.

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# Licensing

Each Altiris product comes with a 7-day trial license that is installed by default. You can register and obtain a 30-day evaluation license through [www.altiris.com](http://www.altiris.com) or purchase a full-product license.

To view your current license, open the Altiris Console, select the Configuration tab (Altiris Console 6.0) or Configure > Licensing (Altiris Console 6.5), and select the License Status tab. For details, see "Licensing Altiris Software" in the Altiris Getting Started Guide on the product CD or on our Web site at [www.altiris.com/support/documentation](http://www.altiris.com/support/documentation).

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## Chapter 3

# Using Application Metering Solution

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After you install Application Metering Solution, you must first install the Application Metering Agent on your managed computers before you can discover and monitor applications (see [Installing the Application Metering Agent](#) on page 7). You should also configure how Application Metering Solution handles its data (see [Configuring Application Metering Solution](#) on page 10). You can then do the following:

- Discover applications the first time they run on managed computers. See [About Application Discovery](#) (page 11).
- Monitor applications. See [About Monitoring Applications](#) (page 12).
- Generate reports to view the data from discovered and monitored applications. See [Generating Reports](#) (page 20).
- Harvest unused licenses. See [Harvesting Unused Licenses](#) (page 23).

## Configuring Application Metering Solution

Use the Application Metering Solution Configuration page to configure the data to upload to the Notification Server and when to upload and purge it. This lets you control the data that is collected and how long it is stored. This page also lets you specify how Application Metering data is integrated with Inventory Solution data.

### To configure Application Metering Solution

1. In the Altiris Console, select:
  - (Altiris Console 6.0) The **Configuration** tab
  - (Altiris Console 6.5) **Configure > Solutions > Application Metering**
2. In the left pane, select:
  - (Altiris Console 6.0) **Configuration > Solutions Settings > Software Management > Application Metering > Application Metering Solution Configuration.**
  - (Altiris Console 6.5) **Application Metering > Application Metering Solution Configuration.**
3. Complete the configuration page:
  - a. In the **Data Purging** section, specify when to purge events and reports from the Notification Database.
  - b. Complete the **Summary Data** section.
    - ◆ **Purge when older than**  
If this option is selected, summary data older than the number of months specified will be purged.

- ◆ **Archive when older than**

If this option is selected, summary data older than the number of months specified will be archived.

- ◆ **Purge archives older than**

If this option is selected, archived summary data older than the number of months specified will be purged. Do not select this option unless you want to purge archived data.

- ◆ **Clients send summary data every**

If this option is selected, client summary data is sent at the specified interval.

For information about summary data, see [Application Summary Data](#) (page 18). For information on how to view archived summary data, see [Generating Reports](#) (page 20).

- c. In the **Discovery Policy** section, select whether to discover all Win32 applications the first time they are executed on managed computers. For details, see [About Application Discovery](#) (page 11).
- d. In the **Inventory Solution Integration** section, select how to integrate Application Metering data with Inventory Solution data.
  - ◆ Select **Standalone or non client-based Inventory Solution**, if you use Inventory Solution on computers that do not report data to the Notification Database.
  - ◆ Select **Client based Inventory Solution**, if you use Inventory Solution on computers that report data to the Notification Database.
  - ◆ Select **Alternate AuditPls.ini file location**, only if you cannot use one of the first three options. Then specify the location of the auditpls.ini file.

4. Click **Apply**.

## About Application Discovery

You can use Application Metering Solution to discover the first time a version of an application is used on a managed computer. When you create an application monitoring policy, you can then select from these discovered applications to create the policy (see [Creating an Application Monitor Policy](#) on page 13). Before you can discover applications, you must install the Application Metering Agent on managed computers (see [Installing the Application Metering Agent](#) on page 7). Application discovery is enabled by default. To disable or re-enable it, see [Configuring Application Metering Solution](#) (page 10).

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### Note

Application Metering Solution only discovers applications the first time they are used. To discover installed applications that are not used, use Altiris Inventory Solution®.

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Because many applications are discovered when the Application Metering Agent is first installed, many events are sent to the Notification Server. However, once frequently used applications are discovered, there is little system overhead.

Use the Application Discovery reports for information about discovered applications. See [Generating Reports](#) (page 20).

# About Monitoring Applications

You can use Application Metering Solution to monitor applications on managed computers. When you monitor an application, you can generate reports about its usage, deny users the ability to run the application, or harvest the applications license if it is not being used. To monitor applications, you use an application monitor policy. A policy can monitor one or more applications.

Application Metering Solution has several predefined monitor policies and some of these are enabled by default (example: The All Applications policy that records summary information for all .EXEs). To access the predefined policies, select the Tasks tab (Altiris Console 6.0) or View > Tasks (Altiris Console 6.5) and select Tasks > Software Management > Application Metering. You can also create your own policies or edit the predefined policies to meet your needs. See [Creating an Application Monitor Policy](#) (page 13).

By monitoring an application, you can do the following:

- Record application summary data.  
See [Application Summary Data](#) (page 18).
- Send application start, stop, and denial events to the Notification Server.  
See [Start, Stop, and Denial Events](#) (page 15).
- Deny the use of the application.  
See [Denying the Use of Applications](#) (page 17).

You can then generate reports to view this data. See [Generating Reports](#) (page 20).

## How Application Monitoring Works

When an application, which can contain multiple .EXEs, starts on a managed computer, the Application Metering Agent checks for an enabled policy monitoring the application. If it finds an enabled policy:

- It records the application summary data locally and sends this data to the Notification Server at the end of the application monitoring period.
- It sends event notifications to the Notification Server as specified in the monitoring policy. It can send application start, stop, or denial events. It can send this information in batches at a specified interval or immediately when the event occurs.
- It can deny the use of the application if the monitoring policy so specifies. When a user is denied the use of an application, you can have the denial event sent immediately to the Notification Server or sent in a batch at a specified interval. You can also display a denial message on the user's computer and have an e-mail notification sent to whomever you designate.

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### Note

If you upgrade the Application Metering Agent on a managed computer that is running Windows NT/2000/XP, you must restart the computer for denial messages to appear.

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### Caution

It is possible for multiple policies to monitor the same application, which might cause erroneous data in reports or trigger duplicate notification policy actions.

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## Applications You Can Monitor

Operating System	Win32 Applications	Win16 Applications
Windows NT/2000/XP	Yes	No
Windows 9x/ME	Yes	Yes

## Creating an Application Monitor Policy

An application monitor policy monitors applications on managed computers. For details, see [About Monitoring Applications](#) (page 12).

### To create an application monitor policy

1. In the Altiris Console, select:
  - (Altiris Console 6.0) The **Tasks** tab
  - (Altiris Console 6.5) **View > Tasks**
2. In the left pane, select **Tasks > Software Management > Application Metering**, right-click the **Application Monitors** group, and select **New > Application Monitor Policy**.
3. Complete the configuration page.
  - a. Select **Enable**.
  - b. In **Applies to collections**, select a collection.
  - c. In **Applications to Monitor**, do the following:
    - ◆ Select how to populate the application definition fields. If you have the Wise Integration Component, you can populate the fields from a managed package. For a definition of a managed package, see [Terminology](#) (page 4).
    - ◆ Click **Add Application Definition** to define an application to monitor. You can add multiple application definitions. The definition's name and description appear on the policy. For details, see [Adding Application Definitions](#) (page 14).
    - ◆ Select what you want the monitor policy to do. The policy can send events or deny the users the ability to run the applications in the policy. For details, see [Start, Stop, and Denial Events](#) (page 15) and [Denying the Use of Applications](#) (page 17). The options you select determine what additional options appear on the configuration page.
  - d. If you selected to send event data, **Scheduling Options for Sending Event Notifications** appears on the configuration page. In this section you can do the following:
    - ◆ Select to store the application event data locally and to send it as a batch at the specified interval. To prevent network overload, the event notification batches are sent during a time interval. (See [How Batches of Data Are Sent](#) on page 19.) If this option is not selected, the event data is sent immediately.
    - ◆ If you selected to send events in batches, you can select to send any denial events immediately instead of in batches.

- e. If you selected to deny users the ability to run the applications in this monitor policy, 3 additional sections appear where you can specify when the applications are to be denied, set options for sending an e-mail alert for the denial event, and specify the message that the user will see when an application is denied. For information on the variables you can use in the e-mail message, see [Variables for Denial Event E-mails](#) (page 17).

4. Click **Apply**.


You can also use predefined application monitoring policies to monitor games, the Microsoft Office Suite, and other applications.

## Adding Application Definitions

When you create an application monitor policy, you must add one or more application definitions to the policy to specify the applications to monitor. See [Creating an Application Monitor Policy](#) (page 13).

You add definitions by populating fields on the Application Definition Details dialog (see [Guidelines for Creating Application Definitions](#) on page 15). You can populate these fields manually, from a discovered application, or from a managed package (Wise Integration Component required). When you populate these fields from a managed package, an application definition is created for each executable in the managed package (for a definition of a managed package, see [Terminology](#) on page 4).

After you add a definition to a policy, it appears in the Applications to Monitor list on the

Application Monitor Configuration page. To edit an application definition, click  that precedes its name.

### To populate an application definition manually

1. Access the **Application Monitor Configuration** page. See [Creating an Application Monitor Policy](#) (page 13).
2. Select **Manually specify application definition fields**.
3. Click the **Add Application Definition** button.  
The **Application Definition Details** dialog appears.
4. In **Definition name**, enter a name for the application definition.
5. Enter criteria in one or more of the other fields.
6. Click **OK**.

### To populate an application definition from a discovered application

1. Access the **Application Monitor Configuration** page. See [Creating an Application Monitor Policy](#) (page 13).
2. Select **Manually specify application definition fields**.
3. Click the **Add Application Definition** button.  
The **Application Definition Details** dialog appears.
4. Click **Click here to populate fields from a discovered application**.

The **Discovered Software Applications** dialog appears. It lists applications that were discovered by the application discovery process and Inventory Solution (if it is installed).

5. Select an application.
6. Click **Apply**.  
The **Application Definition Details** dialog reappears.
7. In **Definition name**, enter a name for the application definition.
8. Click **OK**.

### To populate an application definition from a managed package

➤ *Wise Integration Component required*

1. Access the **Application Monitor Configuration** page. See [Creating an Application Monitor Policy](#) (page 13).
2. Select **Populate application definition fields from a managed package**.
3. Click the **Add Application Definition** button.  
The **Package Selection** dialog appears.
4. Select the managed package.
5. Click **OK**.

An application definition is added to the Applications to Monitor list for each executable file in the managed package. You can edit these definitions as needed.

## Guidelines for Creating Application Definitions

Use the following guidelines when completing the Application Definition Details dialog:

- For an application to be monitored, it must meet the criteria of all the fields. (Example: If you specify the File name and File version, only applications that meet both of these criteria are monitored.) Unspecified fields are ignored. You can use the \* wildcard in these fields to represent any number of characters.
- We recommend that you specify internal file properties because they are compiled into the file and cannot be changed by a user. The internal file properties are internal name, file version, company name, product name, and product version. If you monitor the file name and the user renames the file, your monitor policy will no longer work for that user. To view the properties of an application file, right-click the file, select Properties, and click the Version tab.
- The Known as field is the name assigned to the application in the auditpls.ini file.
- The Command line field contains the command line that the application must use to be monitored. Include an \* before and after the command line text to ensure that the entire command line is included.

## Start, Stop, and Denial Events

When a user of a managed computer starts or stops a monitored application, a start or stop event is generated. When a user tries to use an application whose monitoring policy denies its use, a denial event is generated. After events are sent to the Notification Server, you can generate reports to view this data. For details, see [Generating Reports](#) (page 20).

The Application Metering Agent can send these events to the Notification Server:

- Immediately after a monitored application starts, stops, or is denied
- In a batch at a specified interval

The event data is very small (a few thousand bytes). If the Altiris Agent cannot connect to the Notification Server, the managed computer saves the information locally and sends it later.

Every start event has a stop event or becomes a denial event. If a managed computer terminates abnormally, then the next time it starts, the Application Metering Agent determines which applications were running when the computer was terminated and generates the appropriate stop events.

The following table lists the data that is sent in a start, stop, or denial event.

<b>Field</b>	<b>Description</b>	<b>Example</b>
PID	Processor ID of the managed computer that is running the application.	804
Policy Name	Name of the application monitoring policy.	MS Word
Start Date	Date and time of the event.	9/03/2004 9:51:18 AM
Internal Name	Internal name of the application.	WinWord
File Name	Name of the application file.	winword.exe
File Version	Version of the application.	9.0.2717
Product Name	Name of the product.	Microsoft Word*
Product Version	Version of the product.	9.0.2717
Manufacturer	Application manufacturer.	Microsoft
File Path	Path to the application file on the managed computer.	C:\Program Files\Microsoft Office\Office\WINWORD.EXE
Language	Language of the application.	Language Neutral
User	User name of the last person who ran the application.	jsmith
Domain	Last domain in which the application was run.	ALTIRIS
Known As	Name by which the application is known.	Microsoft Word
Policy GUID	GUID of the policy that caused the event to be generated.	{CC1355B1-3993-4519-BB4C-8C41735E3825}
Command Line	Command line options used to start the application.	/n
Denied	Specifies whether this is a denial event. <ul style="list-style-type: none"> <li>• 0 = not a denial event</li> <li>• 1 = denial event</li> </ul>	0

## Denying the Use of Applications

You can use an application monitoring policy to deny the use of one or more applications at all times or at specific times (example: during business hours). You might use this to deny users the ability to run restricted applications or to play games. When a user tries to use an application that has a monitoring policy denying its use, the application starts and immediately stops.

You can configure the monitoring policy to display a denial message to the user when the application is denied. You can also have a denial event sent to the Notification Server or an e-mail notification sent to whomever you designate. For information on the variables you can use in the e-mail message, see [Variables for Denial Event E-mails](#) (page 17).

### To deny the use of an application

1. Create an application monitor policy. See [Creating an Application Monitor Policy](#) (page 13).
2. On the **Application Monitor Configuration** page, select **Deny users the ability to run the applications in this monitor policy**.

Additional policy options appear. For details, see [Creating an Application Monitor Policy](#) (page 13).

3. Click **Apply**.

## Variables for Denial Event E-mails

When you create a monitor policy that denies a user the ability to run an application, you can have it send an e-mail to whomever you designate. (See [Denying the Use of Applications](#) on page 17.) In the message of this e-mail, you can use variables to easily identify the application that was denied, when it was denied, and the user who was denied access to the application.

You can use the following case-sensitive variables in the e-mail message:

{Command Line}  
{Domain}  
{File Name}  
{File Path}  
{File Version}  
{Internal Name}  
{Known As}  
{Language}  
{Manufacturer}  
{PID}  
{Policy Guid}  
{Policy Name}  
{Product Name}  
{Product Version}  
{Start Date}  
{User}

Example: If you create a denial policy for an application and put the following in the e-mail message:

Policy Name: {Policy Name}  
Start Date: {Start Date}  
User: {User}

The e-mail would specify the name of the denial policy, when the application was denied, and the name of the user who tried to access the application.

## Application Summary Data

Each time a monitored application starts, the Application Metering Agent records the application's summary data. This data is stored on the managed computer and sent to the Notification Server at the end of the application monitoring period. If any data was sent during the monitoring period, it is replaced at the end of the monitoring period. For information on configuring the uploading and purging of data, see [Configuring Application Metering Solution](#) (page 10). For information on how summary data is sent, see [How Batches of Data Are Sent](#) (page 19).

The summary data is used by some of the Application Metering reports. See [Generating Reports](#) (page 20).

The following table lists the data that is recorded for each monitored application in the order in which it is stored in the data file.

Field	Description	Sample Data
Manufacturer	Application manufacturer.	Microsoft Corporation
Internal Name	Internal name of the application.	explorer
File Version	Version of the application.	5.00.315.2846
File Name	Name of the application file.	explorer.exe
Product Name	Name of the product.	Microsoft Windows* 2000 Operating System
Known As	Name by which the application is known.	Windows Explorer
User	User name of the person who last ran the application.	jsmith
Domain	Domain in which the application was last run.	ALTIRIS
Discovered	Date the application was discovered by Application Metering Solution.	6/03/2002 11:39:53 AM
Last Start	Date the application was last started.	11/13/2004 8:38:18 AM
Month Year (month we tracked it in)	Month and year of the monitoring period.	November 2004
Run Count	Number of times the application was started during the monitoring period.	3

Field	Description	Sample Data
Denial Count	Number of times the use of the application was denied during the monitoring period.  <b>Note</b> This applies only if you configure the monitoring policy to deny the use of the application.	0
Total Run Time	Total amount of time in seconds that the application was used during the monitoring period. When the application is monitored, this value is updated every 30 seconds.	188714.032
Peak Memory	Maximum amount of memory in bytes used by the application during the monitoring period. When the application is monitored, this value is updated every 30 seconds. This information is not available from managed computers that are running Windows 9x/Me.	7921664
Avg CPU Usage	Average CPU usage by the application during the monitoring period, where 100 equals 100 percent usage. When the application is monitored, this value is updated every 30 seconds. This information is not available from managed computers that are running Windows 9x/Me.	0.7652
Month End Summary	Specifies whether the current set of application summary data is the final set for the month.  <ul style="list-style-type: none"> <li>• 0 = not the final data</li> <li>• 1 = the final data</li> </ul>	0

## Forwarding Application Summary Data

You can forward application summary data from a Notification Server to another Notification Server or Microsoft SMS. You cannot forward start, stop, or denial event data. If you forward application summary data to Microsoft SMS, the data forwarding schedule is based on the SMS integration and forwarding settings. For information on forwarding data, see the *Altiris Notification Server Reference*.

## How Batches of Data Are Sent

Summary data is sent to the Notification Server in batches and you can also specify to send event data in batches when you create an application monitor policy. To prevent an overload to the system when this data is sent, the data is not all sent at the same time but is randomly sent over an interval of time. The length of the interval is determined by a value in the HKEY\_LOCAL\_MACHINE\SOFTWARE\Altiris\Application Metering registry key that is installed on each client computer. The name of the value is FuzzyFactor and its default value is 10.

This value specifies the time interval when the data can be sent as a percentage of the total batch creation time. Example: If the data is sent to the Notification Server every 7 days (168 hours) and the FuzzyFactor value is 10, then the length of the interval is 10% of 7 days or about 17 hours. Half of this interval precedes the specified send time and half of it follows. Thus the time interval in which the data is sent would start after about 159 hours and end after 177 hours.

To change the length of this time interval, you must change the value of this registry key on each client computer.

## Generating Reports

Reports organize your data using graphs and tables so it is easier to analyze. Application Metering Solution provides predefined reports that you can use to analyze its data.

The following table lists the Application Metering predefined report groups and the prerequisites for generating the reports for each group. These prerequisites include selecting specific options on the Application Metering Solution Configuration page or on application monitor policies. For details, see [Configuring Application Metering Solution](#) (page 10) and [Creating an Application Monitor Policy](#) (page 13).

Report Group	Prerequisites
Agent Status	
Application Discovery	On the Application Metering Solution Configuration page, select the option in the Discovery Policy section.
Application Usage	On the Application Metering Solution Configuration page, select the option in the Summary Data section to have clients send summary data.
Concurrent Usage	Create and enable monitor policies for the applications and on these policies select the options to send both application start and stop events.
Cost Analysis	Install Inventory Solution.
History and Trend	<ul style="list-style-type: none"> <li>Application Usage and Application Usage by Computer reports Create and enable monitor policies for the applications and on these policies select the option to send application start events.</li> <li>Application Usage - History and Application Usage by Computer - History reports On the Application Metering Solution Configuration page, select the options in the Summary Data section to archive summary data and to have clients send summary data.</li> </ul>

<b>Report Group</b>	<b>Prerequisites</b>
Installed vs. Used	Install Inventory Solution.  On the Application Metering Solution Configuration page, select the option in the Summary Data section to have clients send summary data.
Start-Stop-Denial Events	Create and enable a monitor policies for the applications and on these policies select the options to send the appropriate events. Example: For the Applications by Last Stop report, select the option to send stop events on the monitor policies of the applications.

### **Note**

If a report requires summary data and on the Application Metering Solution Configuration page you also select the option to purge summary data older than a specified number of months, the purged data does not appear in the report.

To view archived summary data, click the History and Trend report group, and select the Application Usage - History or Application Usage by Computer - History report. To view archived summary data for other reports that use summary data, clone the report and in the reports XML file change Inv\_AeX\_AM\_Monthly\_Summary to Inv\_AeX\_AM\_Monthly\_Summary\_Archive.

To generate an Application Metering report, you can manually run a report or you can use notification policy tasks to run and save reports.

### **To generate a report**

- In the Altiris Console, select:
  - (Altiris Console 6.0) The **Reports** tab
  - (Altiris Console 6.5) **Reports > By Solution > Application Metering**
- (Altiris Console 6.0 only) In the left pane, select **Reports > Software Management > Application Metering**.
- Select a report group and a specific report in that group.
- In the right pane, click **Run this report**.
- Specify the parameters for the report.
- Click **Refresh**.

### **To generate a report using a notification policy**

- In the Altiris Console, select:
  - (Altiris Console 6.0) The **Tasks** tab
  - (Altiris Console 6.5) **View > Tasks**
- In the left pane, select **Tasks > Software Management > Application Metering > Notification Policies**.
- Select and configure a notification policy.

The policy runs as scheduled and saves the report with the Application Metering reports. You can also create your own policies that run reports.

If the predefined reports do not meet your needs, you can create custom reports to leverage the extensive data that Application Metering Solution provides. For information on building custom reports, see “Using the Report Builder Wizard” in the *Notification Server Help*.

---

## Chapter 4

# Application Metering Best Practices

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You can integrate Application Metering Solution with Inventory Solution to enhance its functionality. This lets you generate additional reports and lets you harvest unused licenses.

Topics include:

- [Integration of Data with Inventory Solution Data](#)
- [Harvesting Unused Licenses](#)

## Integration of Data with Inventory Solution Data

Application Metering Solution lets you integrate Inventory Solution and Application Metering data. Inventory Solution determines which applications are installed on a computer, while Application Metering Solution determines which applications are run on a computer. By integrating the data, you can generate an Installed vs. Used report to determine which applications are installed but are not used. You can then use this information to harvest unused software licenses (see [Harvesting Unused Licenses](#) on page 23). This integration also lets you generate Cost Analysis reports.

Application Metering Solution and Inventory Solution use an auditpls.ini file to help normalize software installation data. By default, when the Application Metering Agent is installed on a managed computer, it uses the Application Metering Solution auditpls.ini file. To integrate Application Metering Solution data with Inventory Solution data, configure the Application Metering Agent to use the Inventory Solution auditpls.ini file (see [Configuring Application Metering Solution](#) on page 10). When Inventory Solution and Application Metering Solution use the same Auditpls.ini file, it is easier to correlate application summary data with inventory data, because the data is normalized to identical definitions. For details on the auditpls.ini file, see the [Inventory Solution Reference](#).

---

### Note

The value overrides that are defined in the auditpls.ini file are applied to all data that is reported to the Notification Server.

---

## Harvesting Unused Licenses

You can use Inventory Solution to identify applications that are installed on managed computers and Application Metering Solution to identify which of these applications are used. Then, run an Application Metering Solution report to identify applications that are installed but not used. Finally, you can uninstall and redistribute these unused licenses without purchasing additional software licenses. See the article [Managing Unused Software Licenses](#) in the Altiris Knowledgebase.

---

**Note**

To harvest unused licenses, you must first run the Software Inventory task that is part of the Inventory Solution. See *Inventory Tasks* in the Inventory Solution help.

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**To harvest unused licenses**

1. In the Altiris Console, select:
  - (Altiris Console 6.0) The **Reports** tab
  - (Altiris Console 6.5) **Reports > By Solution > Application Metering**
2. In the left pane, select:
  - (Altiris Console 6.0) **Reports > Software Management > Application Metering > Installed vs. Used > Installed vs. Used.**
  - (Altiris Console 6.5) **Application Metering > Installed vs. Used > Installed vs. Used.**
3. In the right pane, click **Run this report.**
4. Specify the parameters for the report.
5. Click **Refresh.**

The report lists all applications that are installed on client computers, and for each application, it lists the number of times it is installed and the number of times it is used. You can then easily determine which applications have unused installations.
6. Double-click an application to determine on which computers the application is installed but not used.
7. If you have Carbon Copy, you can use it to remotely uninstall unused applications. For details, see the *Carbon Copy Product Guide*.
8. After you have discovered and harvested an unused application license, you can use Software Delivery to install it on another computer.

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# Index

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## A

- application
  - discovering 11, 11
  - monitoring 12
  - preventing use 13, 17
- application definition
  - adding to a monitor policy 14
  - guidelines 15
  - populating from discovered application 14
  - populating from a managed package 15
  - populating manually 14
- Application Definition Details dialog 15
- application discovery 11
- Application Metering Agent
  - installing 7
  - uninstalling 8
  - upgrading 7
- application monitor policy
  - creating 12
  - predefined 14
- application monitoring
  - about 12
  - monitorable applications 13
  - period 4
- application summary data
  - about 18
  - archiving 10
  - deleting 10
  - forwarding 19
  - uploading 10
- archive data
  - purging 10
- archived summary data
  - viewing 21
- archiving summary data 10
- auditpls.ini file 11, 23

## B

- batches
  - sending data randomly 19
  - sending event data in 13
- blocking an application 13, 17

## C

- command line, monitoring applications with 15
- configuration
  - about 10
  - data purging 10
  - data uploading 10

- options 10

## D

- data
  - integrating with Inventory Solution data 23
  - normalizing 23
  - purging configuration 10
  - See application summary data 19
  - sending in batches randomly 19
  - uploading configuration 10
- denial event
  - about 15
  - e-mail options 14
  - e-mail variables 17
  - message options 14
  - sending immediately 13
  - sending to Notification Server 13, 16
  - time options 14
- denial message, not appearing 12
- denying use of an application 13, 17
- discovering, applications 11

## E

- e-mail variables 17
- event
  - data sent randomly 19
  - deleting data 10
  - sending data in batches 13
  - start, stop, denial 15

## F

- forwarding summary data 19

## G

- generating a report 21

## H

- harvest license 4, 4, 23, 23

## I

- installation
  - Application Metering Agent 7
  - Application Metering Solution 6
- integrating Inventory Solution data 11, 23

## L

- license harvesting 4, 4, 23, 23
- licensing 9

## M

- managed computer 5
- managed package 5
- monitor policy
  - about 12
  - adding application definition 14
  - creating 12
  - predefined 14
- monitorable applications 13
- monitored application 5
- monitoring an application 12

## N

- normalizing data 23
- notification policy 21

## P

- prerequisites
  - installation 6
  - report 20
- preventing, use of an application 13, 17
- purging
  - archive data 10
  - event data 10
  - reports 10
  - summary data 10

## R

- report
  - deleting 10
  - generating 21
  - Installed vs. Used 24
  - prerequisites 20
  - types 20

## S

- start event
  - about 15
  - sending to Notification Server 13, 16
- stop event
  - about 15
  - computer terminates abnormally 16
  - sending to Notification Server 13, 16
- stopping, use of an application 13, 17
- summary data
  - about 18
  - forwarding 19
  - See application summary data 10

sent randomly 19  
viewing 21

## **T**

terminology 4

## **U**

uninstall Application Metering Agent 8  
upgrade Application Metering Agent 7

## **V**

variables, in denial event e-mails 17

## **W**

Wise Software Repository 5