

Getting Started SiteMeter

McAFEE

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Chapter 1 Introducing SiteMeter

Welcome to SiteMeter—the enterprise metering solution that gives you complete control over software usage on your network!

SiteMeter is a member of McAfee's family of powerful network management support tools, a unique group of network applications designed to reduce the cost and complexity of network ownership.

About SiteMeter

Because McAfee has been perfecting software metering since 1988, SiteMeter is the most comprehensive package available. For example, in addition to standard IPX communications, SiteMeter uses leading-edge technology to support wide area network software metering using the TCP/IP protocol. SiteMeter also provides detailed reports with all the management information you need to make informed decisions about your network software.

By using SiteMeter's enterprise metering, you can ensure the legality of your currently installed software as well as reduce your network software expenditures – both locally and globally. Its host of features offers advanced metering capabilities that allow you to track, manage and analyze the usage of your DOS, Windows, Windows95, OS/2 and Macintosh applications. In addition, SiteMeter's security features and numerous configuration options ensure that ultimately you, as the network administrator, retain control over application metering across your network.

Metering Overview

Managing network software usage is critical to maximizing network productivity. By maintaining control over your network applications, you can ensure the legality and efficiency of your currently installed network software. SiteMeter provides this level of software control for your DOS, Windows, Windows95, OS/2 and Macintosh applications without requiring a workstation agent for server-based applications.

Effective network software management requires controlling and tracking the number of simultaneous users of each software application. The maximum number of users differs with each software package and, most likely, with the number of

licenses your company has purchased. SiteMeter keeps track of this information, which is particularly useful in determining the need for additional licenses of a particular software application.

With software metering you purchase only the number of application licenses you need, reducing unnecessary software expenditures. For example, assume that you have purchased 5 licenses of a word processing package. The metering reports indicate that all 5 copies are in constant use with 3 users waiting in the queue for this application daily. This data demonstrates the need to purchase additional licenses for this application.

How SiteMeter Works

Think of SiteMeter as a public library. You go to the library to check out a copy of a book (i.e., software). The library only has two copies of this book, and they are both checked out. The other libraries in the same system also do not have copies of that book on the shelf.

The library places your name on a waiting list (i.e., queue), giving you the option to check out the book once it becomes available. When the copy does become available, the first person on the waiting list is notified. The library holds this book exclusively for this person for a predetermined amount of time (i.e., queue back time). If after that time the person has not checked out the book, the next person on the list is notified of the book's availability. If no one else is waiting for the book, it is returned to the shelf for anyone's use.

SiteMeter works in much the same way. Users request to run applications through the license server by simply attempting to run applications in the normal fashion. SiteMeter checks for the application's availability; if it is available, the user is allowed to run the program. If that server does not have an available copy of the application (and the application is a globally shared license), SiteMeter will check other servers for an available license.

Once the maximum number of simultaneous users is reached (as set by the network administrator), any further attempts to access the software can be prevented. SiteMeter then places all other potential users on a waiting list (queue), unless otherwise specified by the network administrator.

Users who are placed in the queue are notified when a free license of the application is available. The application is held for the exclusive use of the notified user for a specified number of minutes. If the user does not access the application within this time period, it is offered to the next user in the queue.

What is Network-Based Metering?

SiteMeter's metering offers a high level of software control using an NLM-based process that both eliminates workstation configuration and improves security. Before a user fully loads an application, SiteMeter intercepts the request and verifies that the application requested is available. If SiteMeter grants permission, the user can access the application. This NLM-based process is the least intrusive method of software metering and consumes no workstation memory.

Using SiteMeter's server-based metering you can:

- Configure network server-based metering for DOS, Windows (including Windows95), OS/2 and Macintosh programs
- Define license sharing and balancing over IPX and TCP/IP
- Centralize enterprise administration
- Generate enterprise metering reports
- View application usage.

Local Metering

SiteMeter's enterprise metering has been enhanced to include local metering. Local metering allows you to monitor network users' local, Windows software execution. For example, perhaps a small percentage of your users need to install a popular graphics application on their hard drives for better performance; this does not negate your responsibility for metering those licenses. Using SiteMeter's Windows-based workstation agent, WINMETR.EXE, you can meter the graphics application just as if it was part of your server's metered applications!

NOTE: In general, SiteMeter does *not* require workstation agents for metering across your wide area network (WAN). However, Windows executables launched from local hard drives can be metered using the workstation agent WINMETR.EXE. For more information, refer to "Configuring Local Metering" in Chapter 3 and "Loading the Windows Workstation Agent" in Chapter 2.

Additional SiteMeter Features

The following lists key SiteMeter features and the scenarios in which they can help you control network software usage:

- **Enhanced Group Metering**

Assign, enforce and monitor licenses based on a group-by-group basis. Also, configure multi-server load balancing and borrowing on a restricted group basis. For further information, refer to Chapter 5, "Setting Up Metered Applications" in your *Using SiteMeter* manual.

- **Authorized File Registration**

Prevent the execution of unauthorized files on your wide area network. For further information, refer to Chapter 8, "Configuring Authorized Files" in your *Using SiteMeter* manual.

- **Suite Metering**

Enforce concurrent software license agreements for suite applications (such as Microsoft Office). For further information, refer to Chapter 6, "Enterprise Metering" in your *Using SiteMeter* manual.

- **Metering Alerts**

Notify selected administrators of key licensing activity through SNMP (Simple Network Management Protocol) traps. For further information, refer to "Configuring Metering Alerts" in Chapter 3.

- **Detailed Reporting**

Generate reports containing critical information pertaining to your local and wide area networks' application usage and SPA compliance. For further information, refer to Chapter 9, "Generating SiteMeter Reports" in your *Using SiteMeter* manual.

- **Queuing**

Reserve licenses for users by instructing SiteMeter to queue users for requested metered applications. For further information, refer to Chapter 5, "Setting Up Metered Applications" in your *Using SiteMeter* manual.

- **Rights Mask**

Control access to sensitive or critical network applications by granting real-time trustee rights tied to application usage (masking). For further information, refer to Chapter 5, "Setting Up Metered Applications" in your *Using SiteMeter* manual.

- **VIP Usage**

Allow special VIP users to access applications regardless of license availability. For further information, refer to Chapter 5, "Setting Up Metered Applications" in your *Using SiteMeter* manual.

- **Improved Graphic Interface**

Retrieve current and queued user information from the application usage window quickly and easily. For further information, refer to Chapter 3, "Using the SiteMeter Console."

The SiteMeter Modules

SiteMeter contains four modules:

- The SiteMeter Console
- The SiteMeter NLMs
- The SiteMeter Workstation Agent
- The Usage Monitor.

The following sections briefly describe these four modules.

The SiteMeter Console

SITEMETR.EXE is the SiteMeter administrative program which provides configuration of all metering features. This main module is a Windows-based program (Windows 3.1 in enhanced mode is required) and is intended to be used by the network administrator to perform all software metering functions.

The software metering features available from the SiteMeter console include:

- Metered application definition and management
- License activity monitoring and metering
- Authorized file definition and management
- Pre-defined and custom report generation.

Refer to "Manual Organization" on [page 12](#) for the list of chapters and their descriptions located throughout this *Getting Started: SiteMeter* manual.

The SiteMeter NLMs

SiteMeter is shipped with the following product NLMs:

- **The SiteMeter NLM**

Loaded first, SITEMETR.NLM handles all license metering, load balancing and enterprise metering performed by SiteMeter.

- **The Proxy NLM**

Loaded after the SITEMETR.NLM, SMRPROXY.NLM works in conjunction with the SITEMETR.NLM by detecting program executions and terminations.

- **The Reporting NLM**

BWSRPT.NLM gathers data from multiple servers to a central location for enterprise-wide reporting purposes.

For information on loading the product NLMs refer to Chapter 2, "Installing SiteMeter;" for further information regarding the NLMs refer to Chapter 3, "Using the SiteMeter Console."

The SiteMeter Workstation Agent

SiteMeter's enterprise metering has been enhanced to include local metering — allowing administrators to monitor network users' local, Windows software execution. Local metering is an added feature and is the *only* one requiring a workstation agent. SiteMeter's Windows workstation agent is WINMETR.EXE and can be found in your SiteMeter Program directory and your server's Public directory.

WINMETR.EXE must be loaded in order to meter network users' local application executions. For further information, refer to "Configuring Local Metering" in Chapter 3 and "Loading the Windows Workstation Agent" in Chapter 2.

The Usage Monitor

USAGE.EXE allows your network users to monitor application usage and view user activity. These features enhance the users' ability to work effectively with the network's licensed software. The software metering features available to users include:

- Viewing application usage and activity
- Viewing current and queued application users
- Sending and receiving messages to current and queued users.

For further information regarding the Usage Monitor, refer to Chapter 7, "Enterprise Monitoring" in your *Using SiteMeter* manual.

Viewing the Manuals

McAfee now ships its manuals electronically and can be viewed using the Adobe Acrobat Reader. The Adobe Acrobat Reader allows the users to view the documentation on-screen as well as print out as much or as little of the documentation they wish. Other features of the Adobe Acrobat Reader include commands such as: cut, copy, paste, search and zoom.

NOTE: ACROREAD.EXE is located <cddrive>:manuals. The manual files are located <cddrive>:manuals\<file name>.

Use the following procedure to view your electronic documentation.

1. Install the Adobe Acrobat Reader by double-clicking on ACROREAD.EXE from within File Manager.
2. Launch the Adobe Acrobat Reader.
3. Choose File | Open.

The Open dialog box is displayed.

4. Locate the manual files.

The manual file names and descriptions are listed in the table below.

File Name	Description
G_SMR510.PDF	<i>Getting Started: SiteMeter</i>
SMR510.PDF	<i>Using SiteMeter</i>

5. Browse for the desired manual and choose OK.

Note: The size of the documentation PDF files can be as large as 2 MG. Ensure that there is sufficient space available before copying the files. The files do not have to reside in the same directory as the Adobe Acrobat Reader and it is recommended that CD users access the files from the CD drive when needed.

Manual Organization

The table below lists the chapters and their descriptions.

Chapter	Description
Chapter 1: Introducing SiteMeter	Provides product description and features.
Chapter 2: Installing SiteMeter	Provides instructions for installing SiteMeter.
Chapter 3: Using The SiteMeter Console	Provides a description of the SiteMeter console, online help and product NLMs.
Chapter 4: A SiteMeter Case Study	Presents a user scenario created to familiarize you with SiteMeter's major benefits.

Chapter 2 *Installing SiteMeter*

Chapter 1 described SiteMeter and its features. This chapter provides the installation procedures for SiteMeter.

Before Installation

To install SiteMeter, you must:

- Ensure that you have all environmental requirements

NOTE: For a complete listing of environmental requirements, refer to Appendix A, "Troubleshooting" in your *Using SiteMeter* manual.

- Log in to the network as a SUPERVISOR or equivalent.
- Run Windows 3.1X (Enhanced mode) or Windows for Workgroups 3.11 or later.
- Have the following line in the [386Enh] section of your SYSTEM.INI file:

```
network=*vnetbios, vnetware.386, vipx.386
```
- Have a drive mapped to your SYS volume.
- Have approximately 3.5 MB of temporary space on the local drive of the installation PC.
- Have a valid Windows temporary drive.
- Have the NOVDB.INI located in the Windows directory

If you are installing from diskettes, use the DOS DISKCOPY command to make a working copy of the SiteMeter distribution diskettes.

NOTE: The upgrade installation requires that BREQUEST be loaded on the destination server as well as the workstation for Upgrade Installs.

BREQUEST has been provided with your installation program. Exit Windows and copy BREQUEST.EXE to your Windows system directory. At the destination server console type BSTART and at the workstation console type BREQUEST /d:17000. Restart Windows.

Installing SiteMeter

Installing SiteMeter is quick and simple, requiring minimal user input.

During installation, SiteMeter modifies your existing WIN.INI file and backs up the old file as WIN.MCF. This change does not affect your Windows performance.

NOTE: If you are currently running a previously installed version of SiteMeter, the product NLMs must be unloaded on the server. At the server console, type:

```
UNLOAD SMRPROXY
and
UNLOAD SITEMETR
or
STOPMETR
```

Use the following procedure to install SiteMeter on your network. You can exit the installation at any time by choosing Exit in the lower right corner of the installation screen.

1. Verify that you have a drive letter mapped to the SYS volume for the server on which you are installing SiteMeter.
2. Launch Windows or Windows for Workgroups.
3. Place the first distribution diskette in your floppy drive if you are installing from diskettes.
 - If you are installing from a CD ROM place the CD in your CD drive.
 - If you are installing the BBS release, decompress the zipped files into a directory on your local or network drive.
4. Choose File | Run from your Windows Program Manager.

The Run dialog box is displayed.

5. At the prompt, enter the drive letter of the floppy, CD, or hard drive where you inserted the distribution diskette, CD, or where you unzipped the program files from the BBS and then type SETUP.

For example, type:

```
A:\SETUP <ENTER>
or
<DRIVE>:\SITEMETR\SETUP <ENTER>
```

At this point, a message is displayed informing you that "Setup is initializing."

NOTE: The log file INS510.LOG is created and placed in your WINDOWS directory. The log file is an ASCII file listing the location of the SiteMeter installation. The log file also lists any errors that occurred during installation. If an error that prevents completion of the installation process occurs, the log file will display automatically.

The Welcome dialog box is displayed.

6. Choose Continue.

The Installation Configuration dialog box is displayed.

Figure 2-1: The Installation Configuration dialog box

NOTE: The Installation Configuration dialog box displays the required space and the suggested space needed to run the SiteMeter install as well as the available space on the selected volume of the current server. If there is insufficient space, you need to choose a new destination (i.e., volume or server).

7. Type your company name in the Company Name text box.

8. Select one of the following install options:

Option	Description
New Install	Copies SiteMeter files to the network and automatically creates the Program Manager group McAfee (if not found) containing the SiteMeter program, the Crystal Reports program and all associated Read Me file icons.
Upgrade	In addition to New Install features, it allows you to automatically upgrade from previous versions of SiteMeter or SiteLock with minimal user input.

9. Select a server from the server drop-down list box.

The drop-down list box displays all the servers to which you are currently attached and have a drive mapped. SiteMeter verifies that you have SUPERVISOR rights on the selected server.

10. Confirm the directory in the Directory text box.

The drive letter and full directory must coincide with the server you selected earlier. SiteMeter creates the directory if it does not exist. The default drive letter is the first one mapped to the server you specified. SITEMETR is the default directory.

11. If you want to change the directory, choose Change Directory.

The Change Directory dialog box is displayed.

Select the desired directory and path and choose OK to return to the Installation Configuration dialog box.

12. If desired, deselect the Configuration Options.

By default, the install procedure configures both your workstation and server. Simply select the check box to disable these settings.

If you select the Workstation Options button, the Workstation Configuration Options dialog box is displayed.

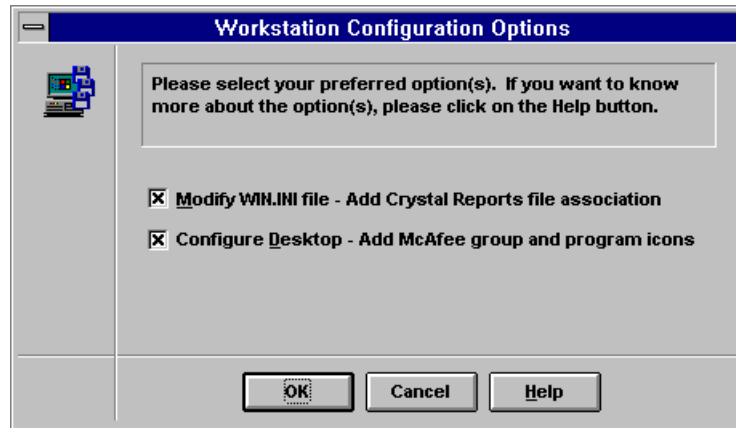


Figure 2-2: Configuring the workstation

If you select the Server Options button, the Server Configuration Options dialog box is displayed.

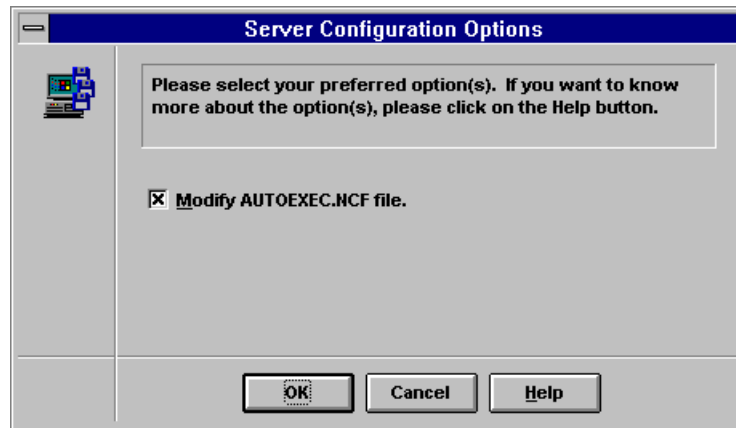


Figure 2-3: Configuring the server

Select the desired options in either dialog box and choose OK. The options for both dialog boxes are listed below.

Option	Description
Modify WIN.INI file	Adds the following: [EXTENSIONS] RPT=CRW.EXE^.RPT
Configure Desktop	Updates icon properties of previously installed McAfee products.
Modify AUTOEXEC.NCF file	Adds the following lines to the file: LOAD SITEMETR LOAD SMRPROXY LOAD BWSRPT

13. Choose Continue to proceed with the installation.

A dialog box is displayed with a percent completed bar.

NOTE: If you selected the Upgrade option, refer to "Upgrade Installation" on [page 19](#) for additional instructions.

14. If prompted, insert the remaining disks to complete the installation.

The Setup Information dialog box is displayed.

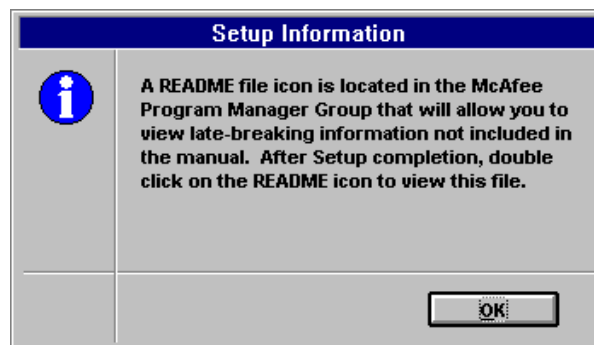


Figure 2-4: The Setup Information dialog box

15. Choose OK.

View the Read Me file for any updated product information.

The installation is complete. Refer to Chapter 3, "Using the SiteMeter Console" for a description of SiteMeter's console and tutorials introducing SiteMeter's metering capabilities.

Upgrade Installation

The Upgrade option installs into a new SiteMeter directory and imports data from an old version of metering software. The term “migration” refers to the process of upgrading previous metering software with this version of SiteMeter.

NOTE: The upgrade installation requires that BREQUEST be loaded on the destination server as well as the workstation for Upgrade Installs.

BREQUEST has been provided with your installation program. Exit Windows and copy BREQUEST.EXE to your Windows system directory. At the destination server console type BSTART and at the workstation console type BREQUEST /d:17000. Restart Windows.

Continue with the following steps to complete the Upgrade Install procedure:

14. After choosing Continue, a Change Directory dialog box is displayed prompting you to enter the full path name where your previous copy of SiteMeter is located.

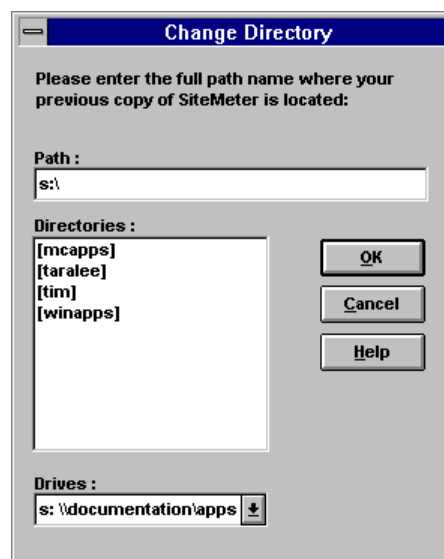


Figure 2-5: Changing directories

Choose OK.

15. If prompted, insert the remaining disks to complete the installation.

The Confirm Migration dialog box is displayed.

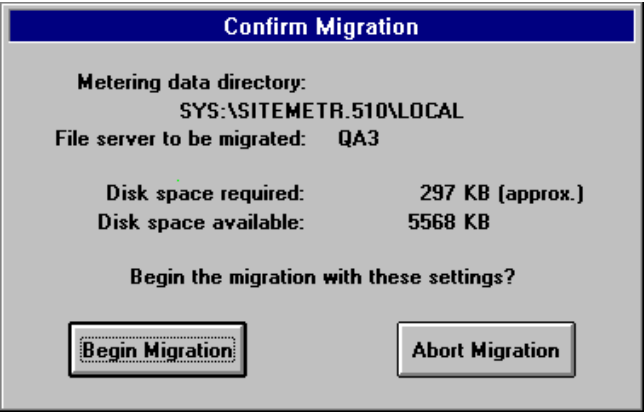


Figure 2-6: The Confirm Migration dialog box

The Confirm Migration dialog box contains the following information:

Option	Description
Metering data directory	Displays the directory path where metering files are located.
File server to be migrated	Displays the server that you entered in the Installation Configuration dialog box.
Disk space required	Displays the estimated amount of disk space needed to achieve a successful migration.
Disk space available	Displays the amount of disk space available on the selected server.

16. Choose Begin Migration to transfer the metered applications from previous copies to the selected server.

The Migration Status dialog box is displayed.

NOTE: If you do not want to transfer the existing metered applications to the selected server, choose Abort Migration. Your upgrade will install successfully, but no metered applications will be transferred from previous copies of McAfee software metering products.

17. View the migration program.

The Success dialog box is displayed.

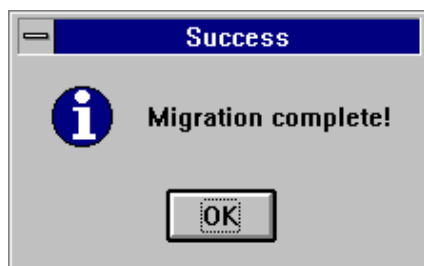


Figure 2-7: The Success dialog box

18. Choose OK.

The Setup Information dialog box is displayed as in Figure 2-4.

19. Choose OK.

The installation is complete. Refer to Chapter 3, “Using the SiteMeter Console” for a description of SiteMeter’s console and tutorials introducing SiteMeter’s metering capabilities.

Loading NLMs

Both the SITEMETR.NLM and the SMRPROXY.NLM need to be loaded. To do this, at the server type:

```
LOAD SITEMETR.NLM
LOAD SMRPROXY.NLM
```

NOTE: The SITEMETR.NLM must be loaded before any other NLMs.

If you want to perform enterprise metering reporting, you need to:

```
LOAD BWSRPT.NLM
```

To unload the product NLMs type:

```
STOPMETR
```

at your server console before shutting down.

NLM Switches

Use the following switches, as necessary, when loading your product NLMs.

Switch	Description
-g	Use this switch with the SITEMETR.NLM to display only licenses granted and returned to\from the NLM. The default is to display all activity.
-i	Use this switch if using enterprise metering in an IP only environment. It will force an UDP\IP message on the first query request.
-n	Use this switch if you do not want to load NWSNUT.NLM. By doing so, memory will be saved on the server without affecting the performance of metering. This switch is available for the SITEMETR and BWSRPT NLMs.
-s	Use this switch to prevent loading the DSAPI.NLM. DSAPI is a Novell 4.X NLM that provides function calls to SiteMeter.
-v	Use this switch to suppress warnings concerning previously installed (and active) versions of SITEMETR on the network.

-d#

In addition to the above switches, use the -d# switch to increase the delay for SMRPROXY to notify SITEMETR on application closes. When launching a DOS application or a Macintosh application a series of open and closes occurs on the server. The multiple open and closes may deny multiple queued users access to the application. The queued user will receive a message of the application's availability and once launched, the user will be placed back in the queue.

By default, when SMRPROXY is loaded, there is a 3-second delay before SMRPROXY will notify SITEMETR of application usage. If you experience the scenario mentioned above, unload SMRPROXY from the server and reload using the -d# switch (where # is the amount of seconds for the delay).

Loading the Windows Workstation Agent

SiteMeter's enterprise metering has been enhanced to include local metering. Using SiteMeter's workstation agent, WINMETR.EXE, you can meter your users' local, Windows executions just as if they were part of your server's metered applications!

For best results, add the following line to your users' WIN.INI file:

LOAD WINMETR

For your convenience, SiteMeter is shipped with SYSMOD, a McAfee utility designed to aid network administrators in editing user files. SYSMOD is located in your server's Public directory. To load, or update a previous version SiteMeter's Windows workstation agent using SYSMOD, add the following line to the users' login scripts:

**<DRIVE>:\PUBLIC\SYSMOD C:\WINDOWS\WIN.INI REPLACEKEY
LOAD SMRAGENT WINMETR.EXE**

where <DRIVE>:\PUBLIC\ is the path to your server's Public directory and C:\WINDOWS\WIN.INI is the path to your users Windows directory and WIN.INI file.

NOTE: When using the REPLACEKEY command, SYSMOD will search for an agent to replace; if it does not find the agent specified, SYSMOD will write the appropriate line as requested. In the above example SYSMOD is requested to replace SMRAGENT, a previous SiteMeter workstation metering agent; with WINMETR, a more recent SiteMeter workstation metering agent.

For more information regarding local metering, refer to "Configuring Local Metering" in Chapter 3 and "Using SYSMOD" in Appendix B of your *Using SiteMeter* manual.

Chapter 3 *Using the SiteMeter Console*

Chapter 2 described the SiteMeter installation process. This chapter introduces and discusses the SiteMeter console window.

Overview

All of SiteMeter's functions are configured from the SiteMeter console; however, SiteMeter is more than just its Windows interface. The following sections describe the SiteMeter console and its components as well as the product NLMs. The table below lists this chapter's main topics and their descriptions.

Topic	Description	Refer to...
Navigating the Console	Discusses launching and exiting the SiteMeter console as well as discusses and defines key Windows terms.	Page 25
Accessing SiteMeter Features	Discusses SiteMeter's menu bar, toolbar and online help.	Page 28
Configuration Options	Discusses several options available to administrators including configuring toolbar button launches and NDS login passwords and local metering.	Page 30
Monitoring the NLMs	Discusses the product NLMs as well as how to view their status from the Windows and server consoles.	Page 40

Navigating the Console

All metering and reporting functions are configured from the SiteMeter console. This section discusses how to launch and exit the SiteMeter console as well as defines key Windows terms. This section discusses the following topics:

- Launching SiteMeter ([page 25](#))
- Exiting SiteMeter ([page 26](#))
- Windows Terms ([page 27](#))
- Using the Keyboard ([page 27](#)).

Launching SiteMeter

After successfully installing SiteMeter, a McAfee group with the SiteMeter and Crystal Reports program icons is created on your desktop. Also included are the Read Me and Crystal Reports Help icons. SiteMeter is executed from this program group. Use the following procedure to launch the SiteMeter console.

1. Run Windows.
2. Choose the SiteMeter program icon from the McAfee group.

The SiteMeter console is displayed.

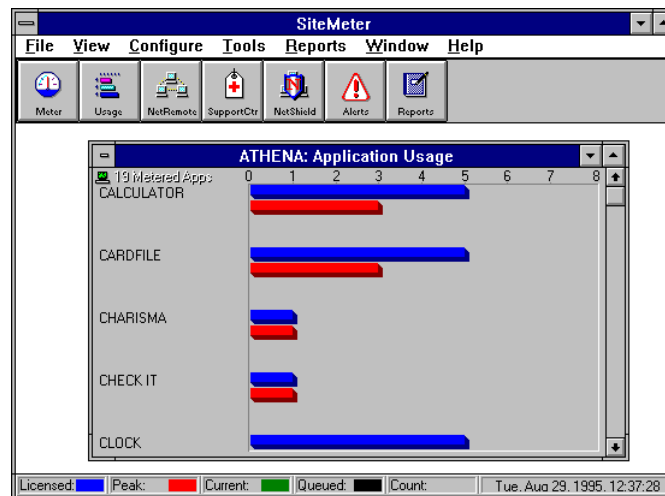


Figure 3-1: The SiteMeter console

In Figure 3-1 the SiteMeter console is displayed with the Application Usage for the server Athena. When first launched, SiteMeter is not displayed with any server usage windows.

Exiting SiteMeter

Use the following procedure to end a SiteMeter session.

1. Choose File | Exit.

A dialog box is displayed prompting you to confirm the exit action.



Figure 3-2: Exiting SiteMeter

2. To save your monitor configuration, select the provided check box.

Selecting this option will save the configuration of any metering windows that are currently open in your SiteMeter application window. All open metering windows will be automatically restored upon launching your next SiteMeter session.

3. Choose OK to close the SiteMeter application.

Windows Terms

McAfee recommends using SiteMeter with a mouse (refer to “Using the Keyboard” on [page 27](#) for instructions on using SiteMeter without a mouse). The table below briefly defines several Windows terms regarding the use of the mouse and product windows.

Term	Description
Button 1	The selection or primary mouse button (usually the left button, but can be switched using the Control Panel).
Cancel	Choose Cancel to exit the current dialog box without saving any of the changes you made in the dialog box or without executing a command chosen in the dialog box.
Choose	Double-click the mouse button on an item to initiate an action. For example, “Choose the SiteMeter icon” should be interpreted as a double-click on the SiteMeter icon.
Click	Press the mouse button once.
Double click	Press the mouse button twice in quick succession.
Icon	A graphic representation of an executable or function.
Point	Position the cursor on the screen to rest on the desired item.
Property Page	Windows tab metaphor that locates related information in a single dialog box and allows easy navigation from tab to tab.
Spin Control	Arrows that increase or decrease the value displayed in the accompanying text box.
Scroll	Use the scroll bars and buttons to move through a list of items.
Select	Mark an item by clicking on it or by highlighting it with either key combinations or the mouse. For example, “Select the Include Path option” should be interpreted as click or highlight the Include Path item.

Using the Keyboard

Each menu item on the SiteMeter menu bar has a keyboard mnemonic. Press the ALT key in combination with the keyboard mnemonic key to choose a menu and cause the menu to drop down. For example, press the **[ALT+F]** keys to choose the File menu and display its commands.

Each submenu item also has a keyboard mnemonic. Once the submenu is displayed (i.e., “dropped down”), press the keyboard mnemonic of the command you want to choose. For example, from the File menu, press **[X]** to choose the Exit command. You can also use the up/down arrow keys to move the highlight to a desired command and press **[Enter]** to select the command.

The remainder of this manual assumes that you are familiar with Windows. Refer to your Microsoft Windows manual for information on the fundamental operating conventions of the Windows environment.

NOTE: Some SiteMeter console features require the use of a mouse and cannot be accessed with the keyboard.

Accessing SiteMeter Features

SiteMeter's console offers you several alternatives in accessing SiteMeter's main features including the use of menu and tool bars. This section discusses the following topics:

- The SiteMeter Menu Bar ([page 28](#))
- The SiteMeter Toolbar ([page 29](#))
- SiteMeter's Online Help ([page 30](#)).

The SiteMeter Menu Bar

SiteMeter's menu bar consists of the File, View, Configure, Tools, Reports, Window and Help menus. To choose a menu item using your mouse, point to the menu name and click mouse button 1. To choose a menu using keystrokes, press **[ALT]** and the underlined letter (e.g., for File, press **[ALT+F]**). The menu is displayed. The menus and their commands are listed in the table below.

Menu	Commands
File	Print Setup, Exit
View	NLM Status, Refresh, Hide/Show Status Bar
Configure	Alerts, Reporting, Prepare Report Data, Server System Settings, NDS Login, File Authorization Policy, Security Scan Intervals, Set Refresh Timer, Edit Usage View, Launch Item Properties
Tools	Metered Applications, Replicate, Application Usage, Authorized Files, NetRemote, LAN Support Center, NetShield.

Reports	Choose Report, Edit Reports
Window	Cascade, Tile Vertically, Tile Horizontally, Arrange Icons, Close All
Help	Contents, How to Use Help, About

Holding down mouse button 1 over a menu command displays a description of the command in SiteMeter's title bar at the top of the application window.

The SiteMeter Toolbar

SiteMeter's toolbar buttons provide alternatives for accessing the most frequently used SiteMeter functions. Rather than choosing commands from the drop-down menus, you can choose the toolbar buttons to perform the same tasks. For example, to define applications to be metered, you can either choose Tools | Metered Applications or simply choose the Meter toolbar button. Both actions display the Define Metered Applications dialog box.



Figure 3-3: The SiteMeter toolbar

Holding down mouse button 1 over a toolbar button displays a description of the button in SiteMeter's title bar at the top of the application window. Each toolbar button, its description and its related menu commands are listed below.

Button	Menu Command	Description
Meter	Tools Metered Applications	Displays the Define Metered Applications dialog box from which you can add, modify and delete metered applications.
Usage	Tools Application Usage	Displays the View Application Usage dialog box from which you can determine which applications are being used and by whom.
NetRemote	Tools NetRemote	Provides access to optional McAfee software for automated user support.
SupportCtr	Tools LAN Support Center	Provides access to optional McAfee software for help desk automation.

NetShield	Tools NetShield	Provides access to optional McAfee software for uninterrupted server-based virus protection. NetShield is a Novell NetWare Loadable Module (NLM).
Alerts	Configure Alerts	Displays the Alerts dialog box from which you can enable SNMP notification.
Reports	Reports Choose Reports	Displays the Choose Report dialog box from which you can run reports on metered application activity.

Using SiteMeter's Online Help

SiteMeter's help provides online assistance with SiteMeter. Choosing Help | Contents displays the Contents panel of SiteMeter's product-specific help. SiteMeter's online help uses the Windows hypertext format, allowing you to jump from one topic to another by choosing topic names from a list. Several buttons display across the top of the Help dialog box allowing you to search for topics as well as to view a list of the topics you have visited.

For detailed information on using Windows online help, refer to your Microsoft Windows manual.

Configuration Options

SiteMeter's console offers you several administrative configuration options. This section discusses the following administrative configuration options:

- Configuring NDS Login ([page 31](#))
- Configuring Metering Alerts ([page 32](#))
- Configuring Local Metering ([page 35](#))
- Printer Setup and Administration ([page 37](#))
- Changing Current Servers ([page 38](#)).

Configuring NDS Login

In order to take full advantage of SiteMeter's NDS group metering features, the SiteMeter NLM must be logged in to the NDS tree. Use the following procedure to provide a user account for the NLM to log in to Directory Services. If no Username and/or NDS Password is entered, you will be unable to view user and group objects in the Group, VIP and Queued Users property pages. For more information regarding these property pages or the Defined Metered Application dialog box, refer to Chapter 5, "Setting Up Metered Applications."

NOTE: McAfee recommends that you create a specific login for SiteMeter (must be a user object). Ensure that the User ID is in the same context as the server which is running SiteMeter.

Use the following procedure to provide a login for the SiteMeter NLM.

1. Choose Configure | NDS Login.

The Username and Password dialog is displayed.

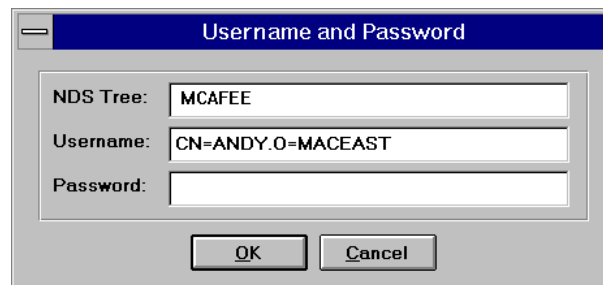


Figure 3-4: Logging into an NDS Server

2. Enter in the desired NDS Tree, Username and Password.
3. Choose OK.

Toolbar Button Launches

Your SiteMeter toolbar contains individual buttons for Crystal Reports, NetRemote, LAN Support Center and NetShield. Similarly, your BWORKS.INI file contains individual sections for these buttons as well. Use the following procedure to edit these sections through the SiteMeter console.

1. Choose Configure | Launch Item Properties.

The Launch Item Properties dialog box is displayed.

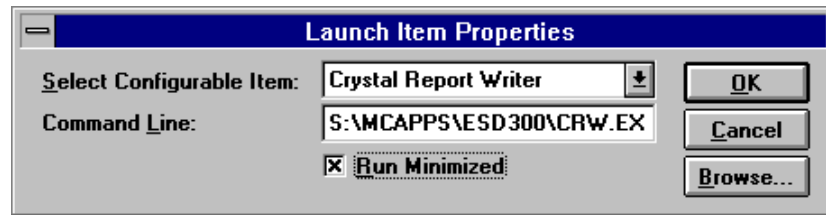


Figure 3-5: Configuring toolbar launches

2. Select a Configurable Item from the provided list box.

Choose from:

- Crystal Report Writer
- LAN Support Center
- NetRemote
- NetShield.

3. Enter a command line in the provided text box or choose Browse to locate the desired executable.

Choosing Browse produces a common Windows dialog box for locating files.

4. To run the item minimized, select the corresponding check box.
5. Choose OK to save the configuration.

Changes made are saved to the BWORKS.INI file.

Configuring Metering Alerts

SiteMeter offers an alerting capability for administrators who want to be notified of significant SiteMeter events via Simple Network Management Protocol (SNMP) traps. By using SiteMeter's alerting feature, SNMP users can send a trap to their SNMP systems based on criteria chosen in the Alerts dialog box. For any SiteMeter events that are selected for remote notification, you are alerted of their occurrence anywhere on your network where your SNMP management station is installed. The communications can be transmitted via either IPX or TCP/IP, depending upon how your network and servers are configured.

NOTE: To take advantage of the Alerts feature, users must have access to an SNMP management system such as HP OpenView or Novell NetWare Management System.

The following steps are required in order to activate SiteMeter alerting via SNMP:

- Select events within SiteMeter for remote notification.
- Configure the NetWare server for the address(es) of the remote SNMP network management console(s).
- Copy the SiteMeter MIB into the management console's MIB directory and compile it.

Use the following procedure to configure your system to successfully transmit and receive SNMP alerts.

1. Choose the Alerts toolbar button.

The Alerts dialog box is displayed.

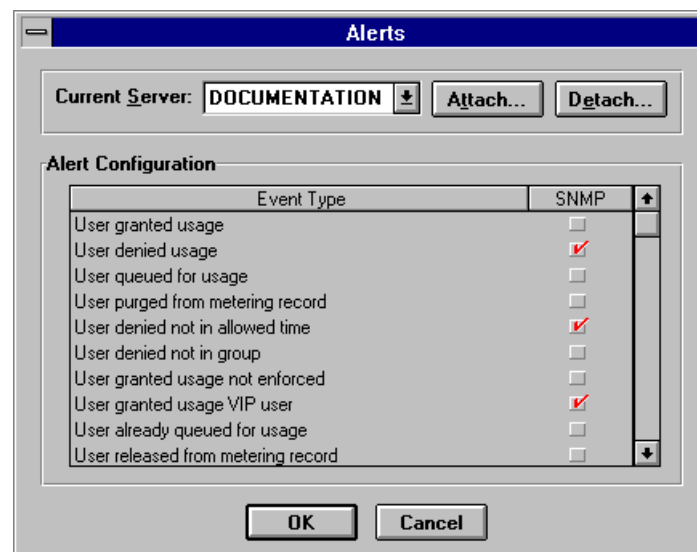


Figure 3-6: Configuring SNMP alerts

2. Select a server from the drop-down list box or choose Attach to attach to a server not listed.

Refer to "Changing Current Servers" on [page 38](#) for more details.

3. Select one or more of the listed events for which you want to be remotely notified by selecting the accompanying box in the SNMP column.

Choose from the following:

License usage events/interactions between SiteMeter and end users:

- User granted usage
- User denied usage
- User queued for usage
- User purged from metering record
- User denied not in allowed time
- User denied not in group
- User granted usage not enforced
- User granted usage VIP user
- User already queued for usage
- User released from metering record

Load balancing/Server-to-server license sharing events

- Licenses query
- License available
- License requested
- License granted
- License denied
- License returned
- License not available
- License not returned

Authorized file/Security events

- File added to authorized list
- File removed from authorized list
- File checksum updated
- File failed checksum test
- File denied execution.

4. Choose OK.
5. Configure your NetWare server to send the alerts to your SNMP network management console.

SiteMeter utilizes the Novell NetWare supplied SNMP.NLM to actually generate the SNMP traps. The SiteMeter NLM autoloads the SNMP NLM on behalf of the server administrator when it is needed. The SNMP NLM is able to transport SNMP traps to both IPX addresses and to TCP/IP addresses. In order to configure the NetWare SNMP NLM to send the traps to your management console, you must edit a NetWare system file.

Using a text editor, edit the following file: SYS:\ETC\TRAPTARG.CFG. If this file does not exist, you will need to create it with your text editor. Refer to your operating system's *User Manual* for a list of available text editors.

Enter the addresses of your management console in the proper format as shown in the example below:

TRAPTARG.CFG:

```
-----
PROTOCOL IPX
    00000011:XXXXXXXXXXXX
PROTOCOL IP
    123.11.2.34
```

where the addressing format conforms to standard IPX and TCP/IP nomenclature, respectively.

6. Copy the SiteMeter MIB to the SNMP management console's MIB directory and compile the MIB.

As an example, the steps required to complete this task for Novell's NMS are described in steps 7 and 8. Similar steps are required for HP OpenView or any other SNMP management station.

7. Copy the file SMR_TRAP.MIB from the SiteMeter program directory to NMS' current MIB directory.

For example, the directory may resemble:

```
C:\NMS\SNMP\MIB\CURRENT.
```

8. Within the NMS console, choose Tools | Compile MIBs to compile the MIB into the NMS database.

Note that the SiteMeter MIB provided has been annotated so as to provide support for readable event listings within the NMS Fault monitor.

Your system is now ready to send traps to your management console.

Configuring Local Metering

SiteMeter's network-based metering now includes local metering. Local metering allows you to monitor network users' local, Windows software execution. For example, perhaps a small percentage of your users need to install a particular graphics application on their hard drives for better performance. This does not negate your responsibility for metering those licenses. By requiring those users to load SiteMeter's Windows-based workstation agent, WINMETR.EXE, you can meter the graphics application just as if it was part of your server's metered applications! Local metering is an added feature and is the only one requiring a workstation agent.

NOTE: In general, SiteMeter does *not* require workstation agents for metering across your wide area network (WAN). However, Windows executables launched from local hard drives can be metered using WINMETR.EXE.

Follow the tasks below to configure local metering across your network.

Task	Refer To...
Define your metered applications for local metering.	Chapter 5, "Setting Up Metered Applications" in your <i>Using SiteMeter</i> manual for further information regarding the General property page. NOTE: When adding files for local metering ensure that the Include Path option is <i>not</i> selected.
Configure your Systems Settings for local metering.	Chapter 6, "Enterprise Metering" in your <i>Using SiteMeter</i> manual for further information regarding the Systems Setting dialog box. NOTE: You will be unable to meter locally unless the Enabled check box is selected in the Server Systems dialog box.
Load WINMETR.EXE at all participating workstations.	Chapter 2, "Installing SiteMeter" for further information on loading the Windows workstation agent. NOTE: You will be unable to meter locally unless WINMETR.EXE is loaded on the participating workstations.

Printer Setup and Administration

Before printing SiteMeter reports, review the global print parameters to ensure that they reflect the printer settings that you require.

Printer settings include:

- Printer destination
- Page orientation (portrait/landscape)
- Paper size and source
- Graphics resolution.

Chapter 9, "Generating SiteMeter Reports" in your *Using SiteMeter* manual discusses the procedures for customizing the contents of individual SiteMeter reports.

NOTE: Please refer to your Microsoft Windows manual for detailed procedures on modifying the Windows print settings.

Changing Print Settings

Use the following procedure to review and change your print settings.

1. Choose File | Print Setup.

The Print Setup dialog box is displayed.

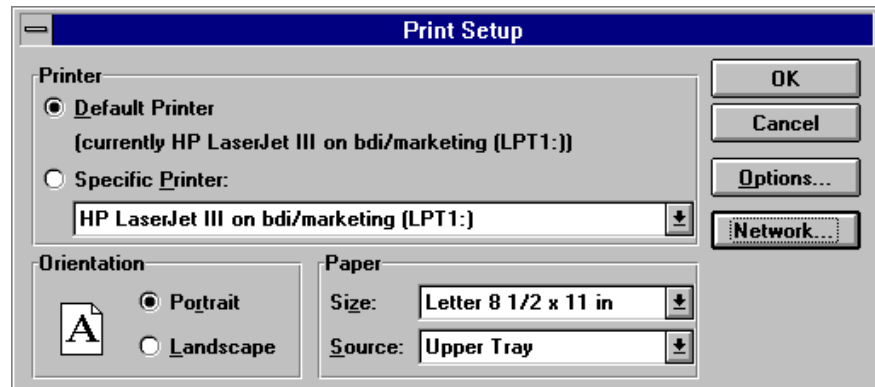


Figure 3-7: Setting print parameters

2. Select the printer you want to use for printing SiteMeter reports.

The printer selected from your Windows printer control is selected as the default. To use another printer, select a Specific Printer from the drop-down list associated with this field.

NOTE: Choosing a specific printer does not permanently change your printer setting.

3. Select the desired orientation and paper parameters.
Choose either the Portrait (long) or Landscape (wide) Orientation radio button. Use the drop-down lists to define the Paper Size and Paper Source settings.
4. To make additional changes to the selected printer configuration, choose Options.
Additional settings include dithering and intensity control.
5. Choose OK in the Print Setup dialog box to save the print settings.

Changing Current Servers

SiteMeter offers flexibility in managing your network applications. Many of the configuration dialog boxes allow you to attach to and detach from servers in a multi-server environment on your network.

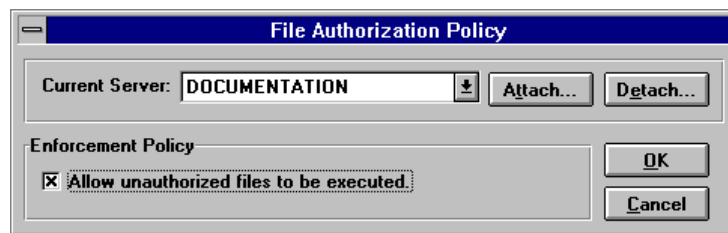


Figure 3-8: Sample dialog box with Attach and Detach buttons

Using the Attach and Detach buttons, you can change servers quickly and easily. In doing so, you can control software usage on any server you want. This tool is particularly useful when registering applications for software metering and configuring your network for enterprise metering.

The following sections describe the attach and detach procedures. Once you attach to a new server, it becomes the current server for the console until you change servers again.

Attaching to a Server

Use the following procedure to attach to a server.

NOTE: The steps outlined below assume you have displayed a dialog box with the Attach and Detach features; the procedures are the same for any dialog box with these features.

1. Choose Attach.

The Attach to Server dialog box is displayed.

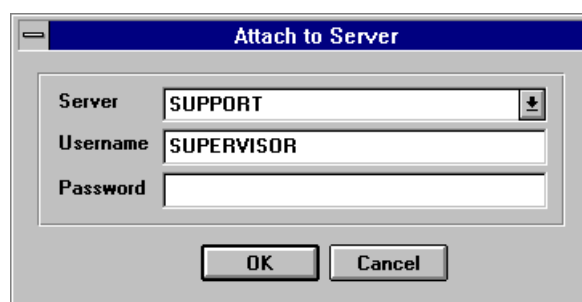


Figure 3-9: Attaching to a server

2. From the drop-down list box, select the server to which you want to attach.
3. Enter your user name and password in the provided text boxes.
4. Choose OK to attach to the selected server.

NOTE: When you attach to a server using the Attach button in the Define Metered Applications dialog box you cannot browse for files on that server unless you have a drive mapped. The Browse For Files To Meter dialog box includes a Network button that allows you to map a drive from within SiteMeter.

Detaching from a Server

Use the following procedure to detach from the current server.

NOTE: The steps outlined below assume you have displayed a dialog box with the Attach and Detach features; the procedures are the same for any dialog box with these features.

1. Choose Detach.

The Detach From Server dialog box is displayed.

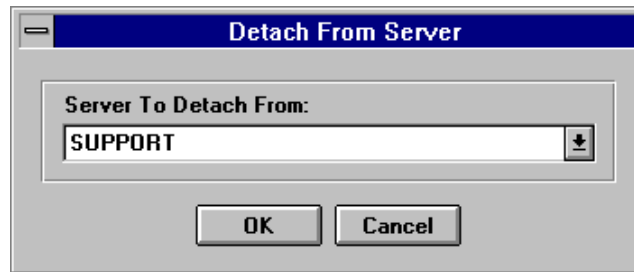


Figure 3-10: Detaching from a Server

2. From the drop-down list box, select the server from which you want to detach.
3. Choose OK to detach from the selected server.

NOTE: You cannot detach from the server where the SiteMeter console was launched.

Monitoring the NLMs

SiteMeter gives you extensive control over monitoring each NLM as well as the servers running the metering, proxy and reporting NLMs. This section discusses the following topics:

- Viewing the NLM Status ([page 40](#))
- Viewing Server Console NLM Messages ([page 42](#)).

Viewing the NLM Status

SiteMeter provides a quick and easy means of determining the status of all the product NLMs. Use the following procedure to view the current NLM settings.

1. Choose View | NLM Status.

The View NLM Status dialog box is displayed.

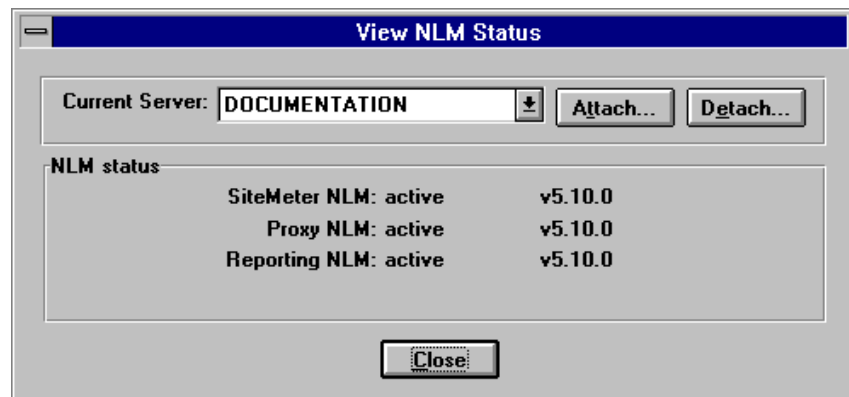


Figure 3-11: Viewing NLM status

If you are not attached to the desired server, choose Attach (refer to “Changing Current Servers” on [page 38](#) for further instructions).

The current server displays automatically; you can view the settings for other servers by choosing the desired server from the list box.

This dialog box indicates whether each NLM is active (loaded) or inactive (unloaded) and shows the version number for each. The following table describes each NLM.

NLM	File Name	Description
License NLM	SITEMETR.NLM	Loaded first, it handles all the license metering and application restriction performed by SiteMeter as well as all enterprise metering and load balancing.
Proxy NLM	SMRPROXY.NLM	Loaded after the SITEMETR.NLM, it works in conjunction with the SITEMETR.NLM by detecting the current program executions and forwarding that information.
Reporting NLM	BWSRPT.NLM	It gathers the data from multiple servers to a central location for enterprise-wide reporting purposes.

2. Choose Close to exit this dialog box.

Viewing Server Console Messages

SiteMeter displays numerous messages at the server to notify you of the NLMs' status and of the product in general. These messages appear in a standard DOS screen. These screens are information-only and are not configured from the server. These screens include:

Screen	Description
SiteMeter Enterprise Monitor	Displays license queries and availability data from the SITEMETR.NLM.
SiteMeter License Server Monitor	Displays license activity throughout the network including license locks/releases and queued user status from the SITEMETR.NLM.
SiteMeter Proxy	Displays the status of the SMRPROXY.NLM connections. Metering cannot occur if these connections are not established.
BrightWorks Enterprise Reporting	Displays data collection and consolidation throughout your domains from the BWSRPT.NLM.

Figure 3-12 displays the SiteMeter License Server Monitor screen with messages describing license activity. As shown, each message is accompanied by the date and time.

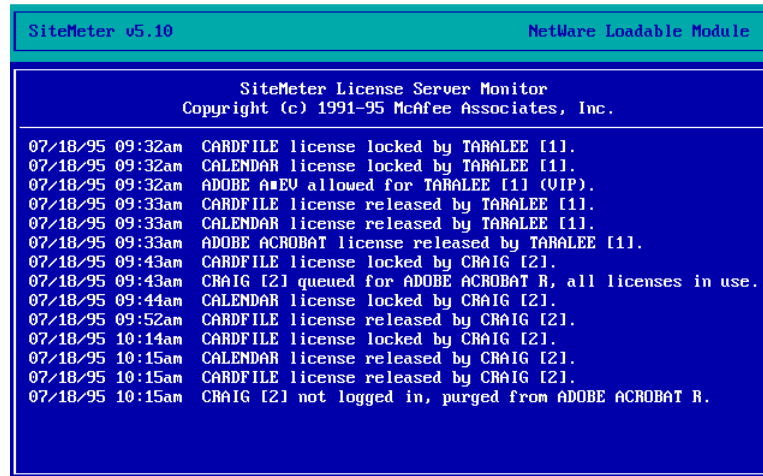


Figure 3-12: The SiteMeter License Server Monitor screen

Figure 3-13 displays the BrightWorks Enterprise Reporting screen with messages describing collection and consolidation report activity. As shown, each message is accompanied by the date and time.

BrightWorks Enterprise Reporting v5.10		NetWare Loadable Module
BrightWorks Enterprise Reporting v5.10 Copyright (c) 1994-95 McAfee Associates, Inc.		
07/18/95 03:18pm	[CONFIGURATION] Product	: SITEXPRS
07/18/95 03:18pm	Collecting data from DOCUMENTATION	completed.
07/18/95 03:23pm	Collecting data from DOCUMENTATION	started.
07/18/95 03:23pm	[CONFIGURATION] Product	: SITEMETER
07/18/95 03:23pm	Collecting data from DOCUMENTATION	completed.
07/18/95 03:24pm	Collecting data from DOCUMENTATION	started.
07/18/95 03:24pm	[CONFIGURATION] Product	: SITEXPRS
07/18/95 03:24pm	Collecting data from DOCUMENTATION	completed.
07/18/95 03:30pm	Collecting data from DOCUMENTATION	started.
07/18/95 03:30pm	[CONFIGURATION] Product	: SITEMETER
07/18/95 03:30pm	Collecting data from DOCUMENTATION	completed.
07/18/95 03:30pm	Collecting data from DOCUMENTATION	started.
07/18/95 03:30pm	[CONFIGURATION] Product	: SITEXPRS
07/18/95 03:30pm	Collecting data from DOCUMENTATION	completed.
07/18/95 03:33pm	Collecting data from DOCUMENTATION	started.
07/18/95 03:33pm	[CONFIGURATION] Product	: SITEMETER
07/18/95 03:37pm	Collecting data from DOCUMENTATION	completed.

Figure 3-13: The BrightWorks Enterprise Reporting screen

Chapter 4 *A SiteMeter Case Study*

Chapter 3 introduced and discussed the SiteMeter console. This chapter presents a user scenario created to familiarize you with SiteMeter's major benefits.

Overview

Unfortunately, most administrators first learn about metering software the hard way—in connection with stories about Federal marshals and the Software Publishers Association (SPA) raiding a company for illegal software use. That's exactly the case with our sample Chief Information Officer (CIO) Kris. While at a conference, Kris listened sympathetically as a colleague, Will, relayed a story about how the SPA raided his company confiscating computer equipment and software. In addition, Will's company received hefty fines for illegal software use. What disturbed Kris the most was that her colleague had no idea that he or his company was doing anything illegal!

As a result of her meeting, Kris met with Joe, her network administrator, and stressed the importance of software license compliance. In a panic Kris instructed Joe to review license usage across their wide area network (WAN) and resolve any and all non-compliance issues. In other words, Kris told Joe to purchase the difference in licenses they needed against the number of their employees to become compliant for fear of another SPA raid! Having recently downloaded an evaluation copy of McAfee's award-winning metering software, SiteMeter, Joe was well prepared to address Kris' concerns – by working smarter – not harder.

Follow along as Joe uses SiteMeter to alleviate Kris' compliance concerns and justify the purchase of McAfee's SiteMeter for their network. To do so, Joe will perform the following steps:

Step	Description
Step One	Register applications for software metering
Step Two	View application usage
Step Three	Determine software compliance
Step Four	Estimate cost savings and purchasing requirements

Joe's Background

Joe's company is an international software publishing house with 5 sites in 3 different countries. Although all sites need to be compliant in their software usage, Joe decided that the first step in ensuring compliance (and evaluating SiteMeter) should be done at his local, New York site. Joe's New York site has 700 user workstations (a combination of DOS, Windows, Windows 95, Macintosh and OS/2) in 3 different departments: Documentation, Quality Assurance (QA) and Development. Each department has its own server. In managing his network, Joe relies heavily on the concept of Novell groups, using group restrictions to enhance the security of his network.

Step One: Registering Applications for Software Metering

After investigating his company's past software purchases, Joe finds that his site owns 700 copies of a word processor; 500 copies of a data base application; 500 copies of project management software; 600 copies of a popular spreadsheet package; and 500 copies of a graphics package.

In an effort to control and track the number of simultaneous users of any given application, Joe must first register them with SiteMeter.

Use the following procedure to register a "Word Processor" with SiteMeter.

1. Choose Tools | Metered Applications.

The Define Metered Applications dialog box is displayed.

2. Select a server from the provided list box.

Joe selected the server, Documentation.

3. Choose Add to register a metered application.

The New Metered Application dialog box is displayed.

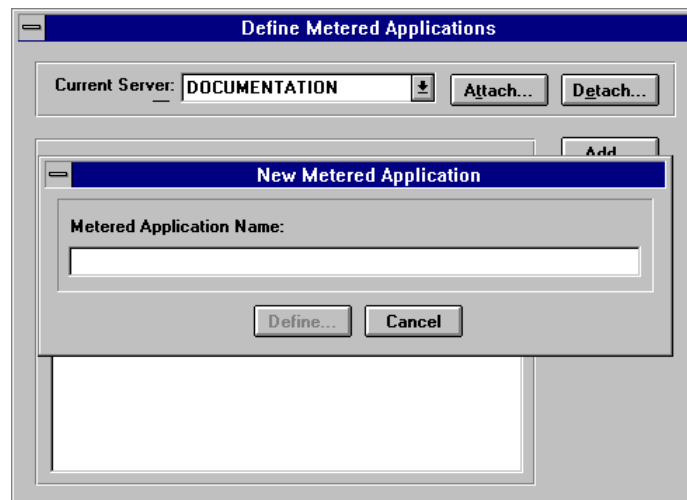


Figure 4-1: Defining a metered application

4. Type “Word Processor” in the Metered Application Name text box and choose Define.

The Define Metered Application: Word Processor dialog box is displayed.

5. Select the Files property page.
6. Choose Add.

The Browse For Files To Meter dialog box is displayed. This is a standard Windows dialog box for searching for files.

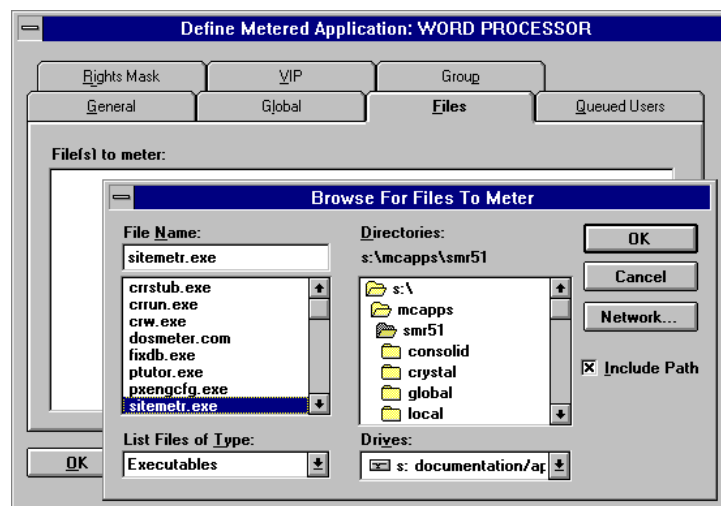


Figure 4-2: Browsing for files to meter

7. Locate your directory and select the desired executable.

8. Select the Include Path option and choose OK.

You are returned to the Files property page in the Define Metered Application: Word Processor dialog box.

9. Select the General property page.

10. Type in a full name in the text box provided.

11. Use the spin control to set the desired Maximum concurrent usage.

Joe entered 700.

12. Use the spin control to set the Queue back Time to 10 minutes.

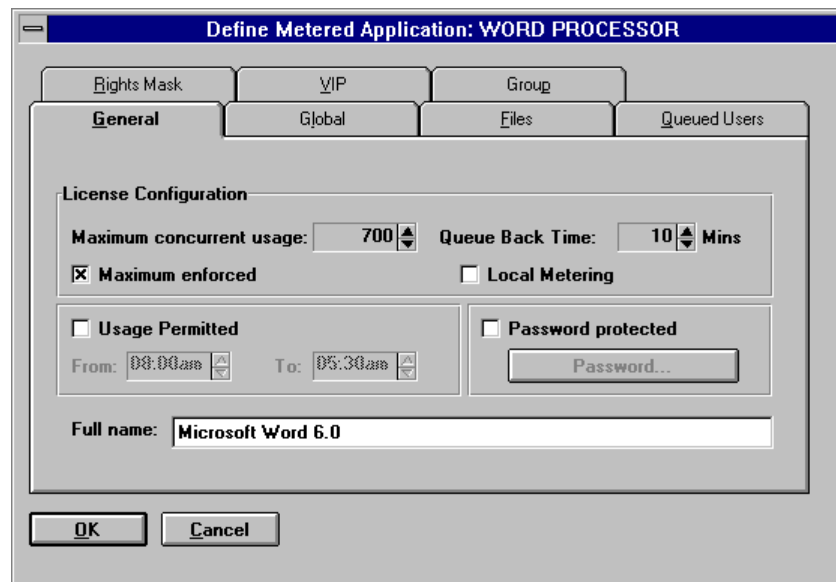


Figure 4-3: Joe's defined metered application general details

13. Choose OK to return to the Define Metered Applications dialog box.

14. Choose Close to exit this dialog box.

NOTE: This procedure outlined some of the basic steps necessary to register an application for metering with SiteMeter. In fact, to meter an application, only the application files need to be specified, as in Steps 1 through 6.

Joe repeated the above procedure for each of his applications.

For further information, refer to Chapter 5, "Setting Up Metered Applications" in your *Using SiteMeter* manual.

Step Two: Viewing Application Usage

Next, Joe wanted to verify that the metering was indeed working. To do this, he viewed application usage in real-time.

SiteMeter's Usage window provides a summary of the current, peak, license and queue information for each application that you are metering.

NOTE: If you have SiteMeter set up to meter applications on multiple servers taking advantage of its enterprise features, you'll be able to choose to view usage by application or by server.

Before monitoring or viewing application usage, run your "Word Processor" application(s) from your Windows workstation. (This will ensure that at least one copy of the application is running.)

Use the following procedure to view application usage.

1. Choose Tools | Application Usage.

The View Application Usage dialog box is displayed.

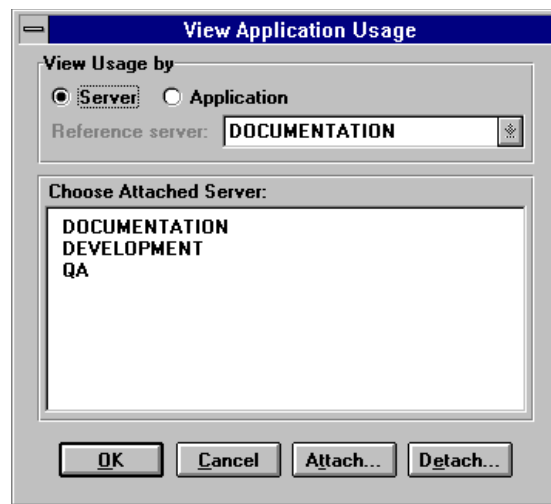


Figure 4-4: The View Application Usage dialog box

2. Select the desired server from the provided list box.

Joe selected Documentation.

3. Choose OK.

The Application Usage window for the server you have selected is displayed.

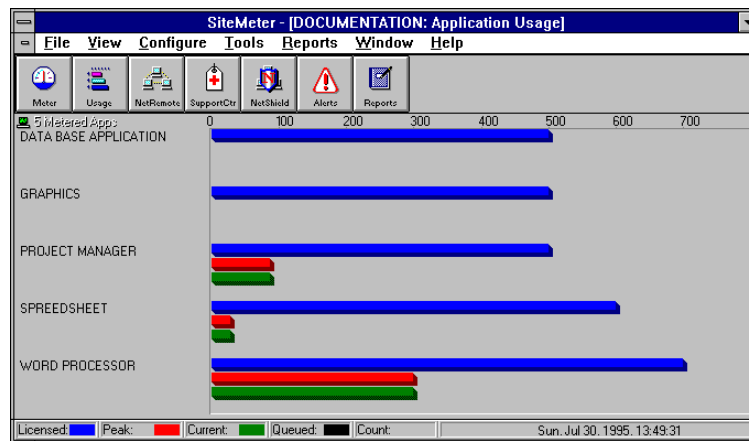


Figure 4-5: The Application Usage window

NOTE: Joe later selected the Application radio button displaying a list of metered applications in the list box. Joe then selected "Word Processor" and the Enterprise Usage window was displayed as in Figure 4-6.

From Figure 4-5 Joe learned that of all the Documentation users no one ever ran the database application or the graphics application. Further, after reviewing the Word Processor Application Enterprise Usage (Figure 4-6), the Development department never used the Word Processor and QA only did so minimally.

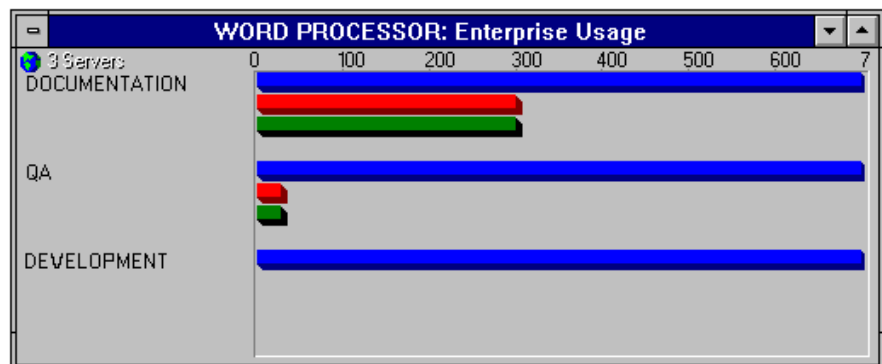


Figure 4-6: Enterprise Usage for Word Processor

For further information, refer to Chapter 7, "Enterprise Monitoring" in your *Using SiteMeter* manual.

Step Three: Determining Compliance

Monitoring a network to determine software usage can take as little as a week or as many as 30 days, depending on the size and usage patterns of the organization. Choose a period of time that is representative of your organization's overall software usage patterns. Joe chose a 3-week period.

From the usage windows (both server and application) Joe was able to see that he was in compliance with all license agreements — in fact, he was being overly compliant. Kris, however, needed proof. Over a period of time, Joe was able to observe the license activity; but, because of her day-to-day responsibilities Kris could not. Joe needed a way to document his compliance.

As Joe was quick to learn, SiteMeter is not just a premiere metering product, but the leader in reporting capabilities as well. SiteMeter offers a variety of intuitive reports which display network activity in minutes! Joe printed SiteMeter's pre-defined SPA Compliance report detailing their network license compliance for Kris.

Use the following procedure to generate and print a pre-defined report.

1. Choose Reports | Choose Report.

The Choose Report dialog box is displayed.

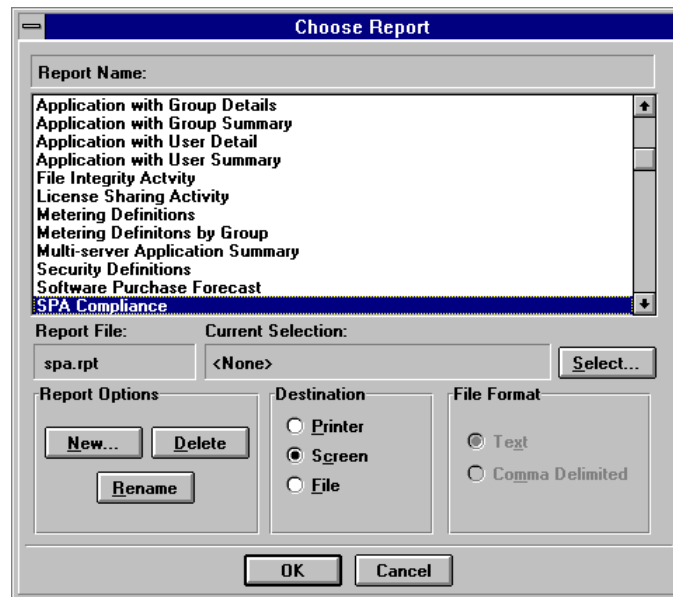


Figure 4-7: Choosing a report

This window contains the following information:

- Report Name
- Report File
- Current Selection
- Report Options
- Report Destination
- File Format.

The following steps describe the functionality of each of these.

2. Select the report you want to generate from the list of Report Names.

Joe selected the SPA Compliance report.

Your selection is highlighted. The default selection is the first report name in the list.

3. Select the report's Destination.

Joe selected Screen as shown in Figure 4-7.

4. Choose OK to initiate report creation.

Once the report is complete, it is displayed in a report window which has extensive navigation options.

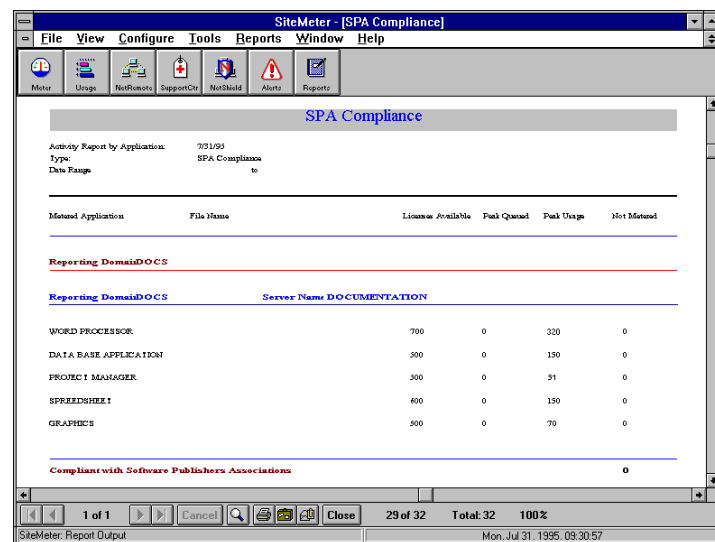


Figure 4-8: The SPA Compliance report

5. Select the Printing button to print your report.



Figure 4-9: The print button

For further information, refer to Chapter 9, "Generating SiteMeter Reports" in your *Using SiteMeter* manual.

Step Four: Estimating Cost Savings and Purchasing Requirements

SiteMeter allows companies to tailor purchasing decisions according to the pattern of license use at the organization. Armed with this knowledge and the SPA Compliance report, Joe still wanted more information. Joe knew that software related purchases did not end with simply purchasing the products – but maintaining them as well. As such, Joe needed to know how many licenses he would need to upgrade for each application in the New York office (and later, the remaining company offices).

Joe followed the above procedures and generated SiteMeter's Upgrade Purchase Forecast report as shown in Figure 4-10.

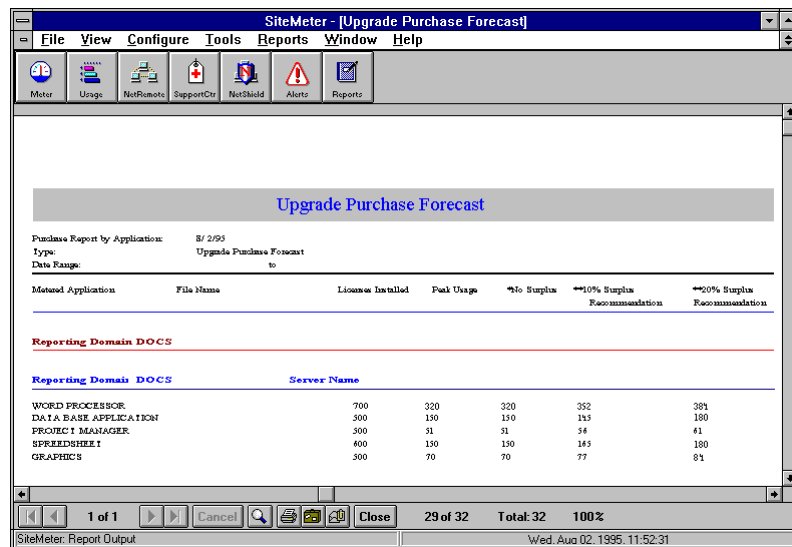


Figure 4-10: The Upgrade Purchase Forecast report

From this report, Joe was able to see the following for each application:

- Metered application and file names

- Number of licenses installed
- Peak usage
- Number of licenses needed to avoid surplus licenses
- 10 and 20 percent license recommendations.

NOTE: File Names have been left out of the above examples because they are the executable names for your specific software.

After reviewing his situation and using the SiteMeter reports as references; Joe has prepared the following tables for his presentation with Kris. Specifically, Joe plugged in the numbers from the 10% Surplus Recommendation column (in Figure 4-10) into the SiteMeter Upgrade Amount column in Table 2.

Software Purchase Projection

Software Applications	Quantity		Cost	
	Original Purchase	Difference Purchase	Software Price	Purchase Cost
Word Processor	700		250.00	---
Spread Sheet	600	100	250.00	25,000.00
Data Base	500	200	335.00	67,000.00
Proj. Management	500	200	335.00	67,000.00
Graphics	500	200	165.00	33,000.00
Total Cost				192,000.00

Table 1: Table reflecting the purchase of additional software

Kris' Proposal

Table 1 represents Kris' original proposal for purchasing the difference between the number of licenses and the number of users – for total license compliance. For example, in the above table, Kris proposes to purchase an additional 100 copies of their Spread Sheet application:

$$\text{<ORIGINAL PURCHASE>} + \text{<DIFFERENCE PURCHASE>} = 700$$

where 700 = the number of users in New York.

This purchase alone will cost Kris \$25,000.00!

$$\text{<DIFFERENCE PURCHASE>} * \text{<SOFTWARE PRICE>} = \text{<PURCHASE COST>}$$

The Total Cost of Kris' proposal is nearly \$200,000!

Joe's Proposal

Joe, on the other hand, does not view Table 1's Total Cost column as a loss, but as a savings. Using the SPA Compliance report, Joe learned that the peak usage (the largest number of concurrent users utilizing an application simultaneously) for each application was much lower than the current license count – let alone Kris' proposed 700 license count per application.

Only with SiteMeter was Joe able to show Kris that purchasing licenses would be a significant waste of money and valuable resources. Furthermore, with the end of their company fiscal year upon him, Joe was preparing his budget for the upcoming year. Knowing that he would have to upgrade each of his applications and their respective licenses, Joe prepared Table 2.

Upgrade Purchase Projection

Software Applications	Quantity		Cost		
	Current Amount	SiteMeter Upgrade Amount**	Upgrade Price	Current Purchase Upgrade	SiteMeter Upgrade
SiteMeter	N/A	700	11.25	N/A	7,875.00
Word Processor	700	352	90.00	63,000.00	31,680.00
Spread Sheet	600	145	110.00	66,000.00	15,950.00
Data Base	500	56	125.00	62,500.00	7,000.00
Proj. Management	500	165	125.00	62,500.00	20,625.00
Graphics	500	77	75.00	37,500.00	5,775.00
Total Cost				291,000.00	88,905.00
Total Savings				\$202,595.00	

Table 2: Table reflecting the purchase of upgrade software

** These values were taken from the 10% Surplus Recommendation column of the Upgrade Purchase Forecast report (see Figure 4-10.)

Joe's Upgrade Purchase Budget Proposal

Table 2 represents Joe's proposal for upgrading only the licenses utilized by the users, receiving the most usage for their money. Knowing that he does not need even half of the total number of licenses that he currently owns, Joe refers to the Upgrade Purchase Forecast report for an estimation *based on his own network license activity* of how many licenses per application he should upgrade. For example, using Figure 4-10 and Table 2, Joe knows that he has 500 current licenses of his Graphics application, but only a peak usage of 51, meaning 449 licenses are never used.

In Table 2 the SiteMeter Upgrade Amount column is equal to the 10% Surplus Recommendation column of the Upgrade Purchase Forecast report. Joe plugged in these numbers as opposed to the Peak Usage numbers anticipating an approximate 8 - 10 percent employment increase in his New York office. For example, using the following equation:

$$\text{<ORIGINAL AMOUNT> * <UPGRADE PRICE> = <COST>}$$

Without SiteMeter:

$$500 \text{ copies} * \$75.00 = \$37,500.00$$

With SiteMeter:

$$77 \text{ copies} * \$75.00 = \$5,775.00$$

subtracting the difference leaves us with \$31,725.00 in savings!

Conclusion

Kris listened to everything Joe had said and was very impressed with SiteMeter and the resulting reports. She was impressed with Joe's initiative of waiting on her proposal until he could gather more information. Kris was pleased to see that the money she originally proposed to spend (**\$192,000.00**) was being saved; and, in addition, they were also slated to save money next year in upgrade purchases (**\$202,595.00**). Kris approved the SiteMeter purchase for all five company sites.

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