

ZENworks Asset Inventory - Viewing Reporting Sources for Installed Software Products

When scanning devices, ZENworks Inventory uses three sources to discover installed software products:

- ♦ **Fingerprint:** The ZENworks product Knowledgebase contains information about thousands of software products. ZENworks Inventory tries to match a discovered software product's Fingerprint to an entry in the Knowledgebase in order to standardize the product entries in the inventory report. When a discovered product is fingerprinted, the inventory report records the product's source as Fingerprint.
- ♦ **Add/Remove Programs:** ZENworks Inventory uses the Windows Add/Remove Programs (ARP) list to identify installed software products. When an inventory scan discovers a product through this list, the inventory report records the product's source as Add/Remove Programs.
- ♦ **MSI:** If the Collect MSI Information option is enabled for inventory scans, ZENworks Inventory uses installed Microsoft Installer (MSI) files to discover installed software products. This option is checked by default. When an inventory scan discovers an installed product through a standalone MSI file, the inventory report records the product's source as MSI.

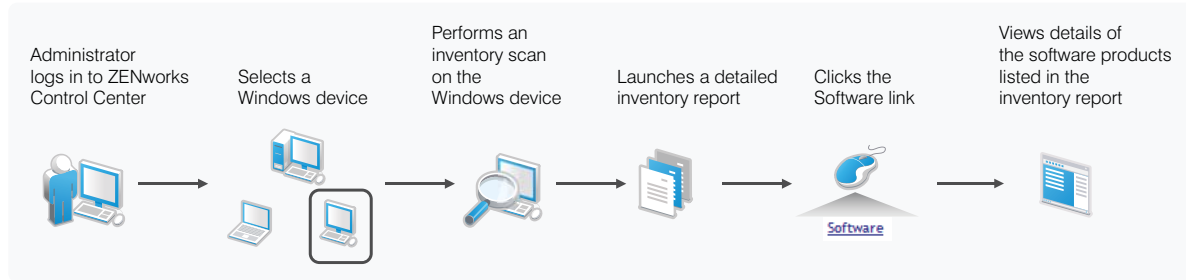
This workflow shows how you can use the detailed inventory report to view the sources that reported a device's installed software products.

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Prerequisites

- ♦ Ensure that you have the View Detailed Inventory right to view software/ hardware details in the inventory report.

Workflow Diagram



Procedure

- 1 Perform a scan on any Windows managed device.
After upgrading to ZENworks 2017, we recommend that you run a full scan to get complete information about the Add/Remove Programs (ARP) that are installed on the device.
- 2 After the scan is finished, open the inventory report for the device in ZENworks Control Center and check to see if all ARP products installed on the Windows device are listed:
 - 2a Click **Devices >Workstations**.
 - 2b Select the device, then click **Inventory**.
 - 2c Click **Detailed Hardware/Software Inventory**.

The inventory report is launched for the selected device. You can identify and differentiate the software programs reported from ARP, FP, or MSI through the check boxes in the detailed inventory report. For example, ARP check boxes are selected for all software products that are reported from the Add/Remove Programs list.

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