



cockpit
IT Service Manager

Infrastructure - Inventory management

FAQ document

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Introduction

I. Objectives

- To plan inventories of equipment and SAP system
- To monitor correct execution of the inventories

II. Principles

- The system inventories list:
 - The hardware items (network card, physical memory, disk, etc.) of the server equipment.
 - The software installed on server equipment.
- The inventories of SAP System identify the SAP components (component, version, package support level, etc.).
- The inventories are executed by the inventory engines set at organization and equipment level. The selected engine must be able to access the equipment and/or SAP system.

III. Prerequisites

- For system inventories of equipment:
 - System access must be configured
 - The RPC connection between the inventory engine and the equipment must be configured
 - The software inventories work on server equipment with the following operating systems:
 - Linux with either rpm or dpkg
 - BSD with pkg_info
 - Windows WinRm
 - Windows WMI, in this case only the software installed via Windows Installer is inventoried
 - VMware ESX / ESXi
- Inventories of SAP system:
 - Access to the SAP system must be configured

Inventory management

I. Planning

Menu: Infrastructure > Configuration > Inventory schedules

Objective: To plan automatic inventories by organization.

Principle: All automatic inventories (system, SAP) of an organization are executed at the same time according to a weekly schedule.

Setting:

From the organization inventories display menu, click on the "Edit" button of an organization.

Main fields	
Fields	Information
Inventory status	Active: All automated inventories of the organization are executed according to the schedule. Inactive: No automatic inventory of the organization is executed. However, inventories can be run manually.
Time	Time of execution of the automated organization inventories
Days of the week	Check the days when automatic inventories should run

II. Inventory status

A. Manual verification

Menu: Infrastructure > Equipment > Inventory status

Objective: To check the status of the latest inventory executions

Operation:

From the search inventory menu, select the following criteria:

- Type (System, SAP)
- Status (with error or successful)
- Period (from 1 to 7 days)

Enter the search by clicking on "Refresh" and the inventories appear in a list:

- Each line corresponds to an inventory that ran during the selected period.
- Each inventory appears once only, the field "Date run" indicates the most recent date of execution.

Example: A hardware inventory scheduled every day, will appear only once in a 7-day search.

- Click the "View" button to view the item's details (device, SAP instance, etc.).
- The "Run by" indicates the user who performed the inventory:
 - "KOALY SERVICE": the inventory was executed automatically according to the schedule
 - "Operator": the inventory was executed manually by the operator

- The "Status" field indicates the status of the last execution of the inventory:
 - OK: The inventory ran successfully
 - Error: The inventory failed to run successfully

In the list, click on the "Information" button to see the error message.

| Note: Inventories not executed do not appear in the list. |

B. Notifications

Two notifications provide information on the status of the inventories:

- When the inventory of an organization has been performed: a message warns that the planned inventory of an organization has been performed, regardless of the result of the different inventories.
- When the inventory of equipment has failed.

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