

NETOP™

AssetControl™

IT Asset Management

Quick Guide

Version 1.2



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Please send any comments to:

Netop Business Solutions A/S

Bregnerodvej 127

DK-3460 Birkerød

Denmark

Fax: Int +45 45 90 25 26

E-mail: info@netop.com

Internet: www.netop.com

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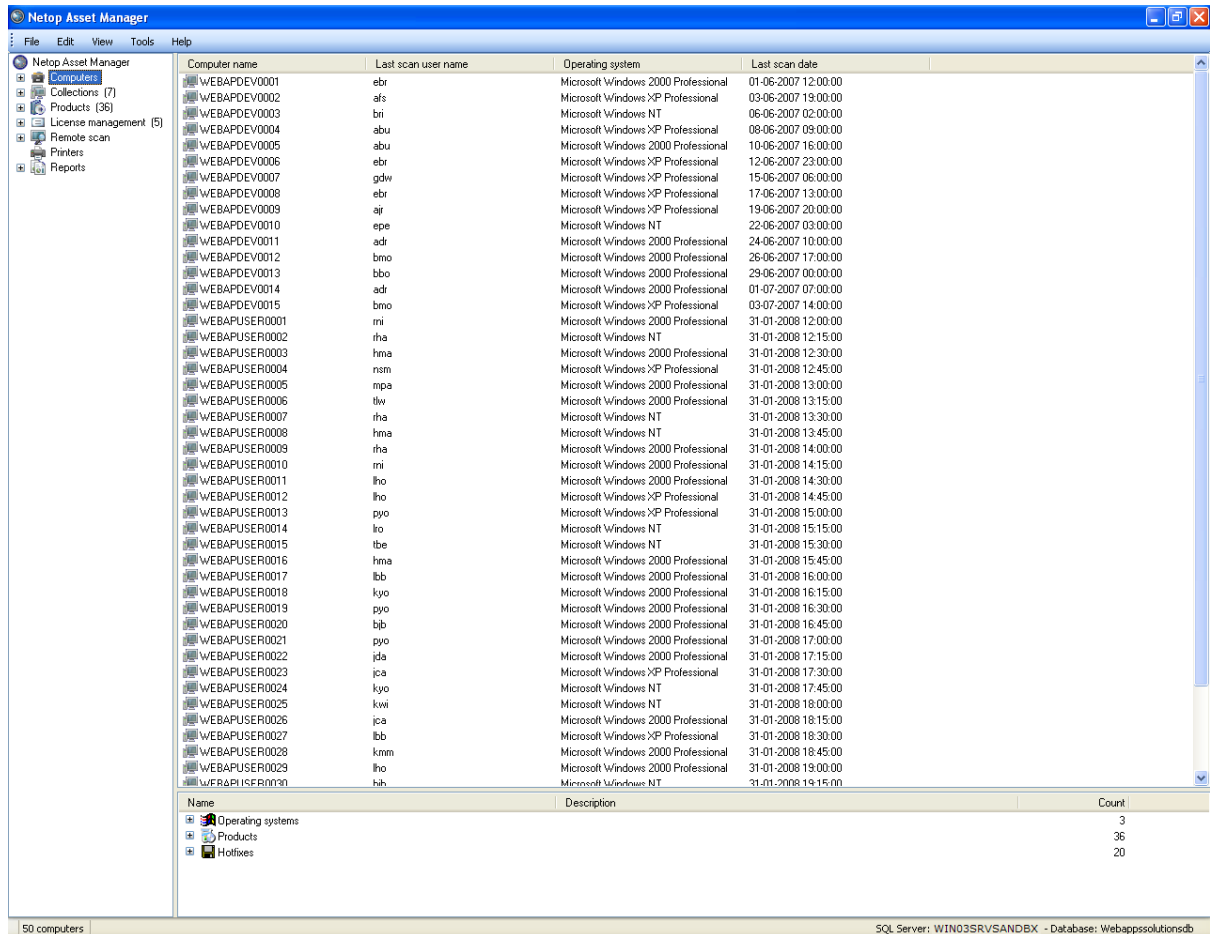
The document is optimized for double-sided printing.

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1 Netop Asset Control overview

Netop Asset Control collects information about hardware and software on your company network and provides comprehensive overviews of computers, printers and applications.



The screenshot shows the Netop Asset Manager application window. The main area displays a table of assets with columns for Computer name, Last scan user name, Operating system, and Last scan date. The table lists 30 assets, including various Windows operating systems and user names. A summary table at the bottom right shows counts for Operating systems (3), Products (36), and Hottfixes (20). The status bar at the bottom indicates '50 computers' and the database connection 'SQL Server: WIN03SRVINDEX - Database: Webappssolutionsdb'.

Computer name	Last scan user name	Operating system	Last scan date
WEBAPDEV0001	ebr	Microsoft Windows 2000 Professional	01-06-2007 12:00:00
WEBAPDEV0002	afs	Microsoft Windows XP Professional	03-06-2007 19:00:00
WEBAPDEV0003	bri	Microsoft Windows NT	06-06-2007 02:00:00
WEBAPDEV0004	abu	Microsoft Windows XP Professional	08-06-2007 09:00:00
WEBAPDEV0005	abu	Microsoft Windows 2000 Professional	10-06-2007 16:00:00
WEBAPDEV0006	ebr	Microsoft Windows XP Professional	12-06-2007 23:00:00
WEBAPDEV0007	gdw	Microsoft Windows XP Professional	15-06-2007 06:00:00
WEBAPDEV0008	ebr	Microsoft Windows XP Professional	17-06-2007 13:00:00
WEBAPDEV0009	ar	Microsoft Windows XP Professional	19-06-2007 20:00:00
WEBAPDEV0010	spe	Microsoft Windows NT	22-06-2007 03:00:00
WEBAPDEV0011	adi	Microsoft Windows 2000 Professional	24-06-2007 10:00:00
WEBAPDEV0012	bno	Microsoft Windows 2000 Professional	26-06-2007 17:00:00
WEBAPDEV0013	bbo	Microsoft Windows 2000 Professional	29-06-2007 00:00:00
WEBAPDEV0014	adi	Microsoft Windows 2000 Professional	01-07-2007 07:00:00
WEBAPDEV0015	bno	Microsoft Windows XP Professional	03-07-2007 14:00:00
WEBAPUSER0001	mi	Microsoft Windows 2000 Professional	31-01-2008 12:00:00
WEBAPUSER0002	rha	Microsoft Windows NT	31-01-2008 12:15:00
WEBAPUSER0003	hma	Microsoft Windows 2000 Professional	31-01-2008 12:30:00
WEBAPUSER0004	nmn	Microsoft Windows XP Professional	31-01-2008 12:45:00
WEBAPUSER0005	mpa	Microsoft Windows 2000 Professional	31-01-2008 13:00:00
WEBAPUSER0006	lhw	Microsoft Windows 2000 Professional	31-01-2008 13:15:00
WEBAPUSER0007	rha	Microsoft Windows NT	31-01-2008 13:30:00
WEBAPUSER0008	hma	Microsoft Windows NT	31-01-2008 13:45:00
WEBAPUSER0009	rha	Microsoft Windows 2000 Professional	31-01-2008 14:00:00
WEBAPUSER0010	mi	Microsoft Windows 2000 Professional	31-01-2008 14:15:00
WEBAPUSER0011	rha	Microsoft Windows 2000 Professional	31-01-2008 14:30:00
WEBAPUSER0012	rha	Microsoft Windows XP Professional	31-01-2008 14:45:00
WEBAPUSER0013	pyo	Microsoft Windows XP Professional	31-01-2008 15:00:00
WEBAPUSER0014	lo	Microsoft Windows NT	31-01-2008 15:15:00
WEBAPUSER0015	tbe	Microsoft Windows NT	31-01-2008 15:30:00
WEBAPUSER0016	hma	Microsoft Windows 2000 Professional	31-01-2008 15:45:00
WEBAPUSER0017	bb	Microsoft Windows 2000 Professional	31-01-2008 16:00:00
WEBAPUSER0018	kjo	Microsoft Windows 2000 Professional	31-01-2008 16:15:00
WEBAPUSER0019	pyo	Microsoft Windows 2000 Professional	31-01-2008 16:30:00
WEBAPUSER0020	bjb	Microsoft Windows 2000 Professional	31-01-2008 16:45:00
WEBAPUSER0021	pyo	Microsoft Windows 2000 Professional	31-01-2008 17:00:00
WEBAPUSER0022	jda	Microsoft Windows 2000 Professional	31-01-2008 17:15:00
WEBAPUSER0023	jca	Microsoft Windows XP Professional	31-01-2008 17:30:00
WEBAPUSER0024	kjo	Microsoft Windows NT	31-01-2008 17:45:00
WEBAPUSER0025	kwi	Microsoft Windows NT	31-01-2008 18:00:00
WEBAPUSER0026	jca	Microsoft Windows 2000 Professional	31-01-2008 18:15:00
WEBAPUSER0027	lbb	Microsoft Windows XP Professional	31-01-2008 18:30:00
WEBAPUSER0028	kmm	Microsoft Windows 2000 Professional	31-01-2008 18:45:00
WEBAPUSER0029	rha	Microsoft Windows 2000 Professional	31-01-2008 19:00:00
WEBAPUSER0030	hjh	Microsoft Windows NT	31-01-2008 19:15:00

Name	Description	Count
Operating systems		3
Products		36
Hottfixes		20

All details are presented in a central manager module that allows the IT administrator to filter, sort and group information according to his needs.

Advanced custom filtering mechanisms allow you to view exactly the computers that are relevant in a certain context, for example computers acquired within the last year or computers that match the Microsoft Vista operating system requirements.

Applications on networked Microsoft Windows computers are automatically analyzed and registered with information about publisher, version and installation path. The automatic product recognition is close to 100% and should an application not be recognized as such, information can be added manually. Four different categories for products support a company workflow where the IT administrator reviews and approves the applications that have been found automatically for use in a business environment.

Data about installed applications are tied together with information about the licenses that the company has acquired which makes the IT administrator able to document license compliance.

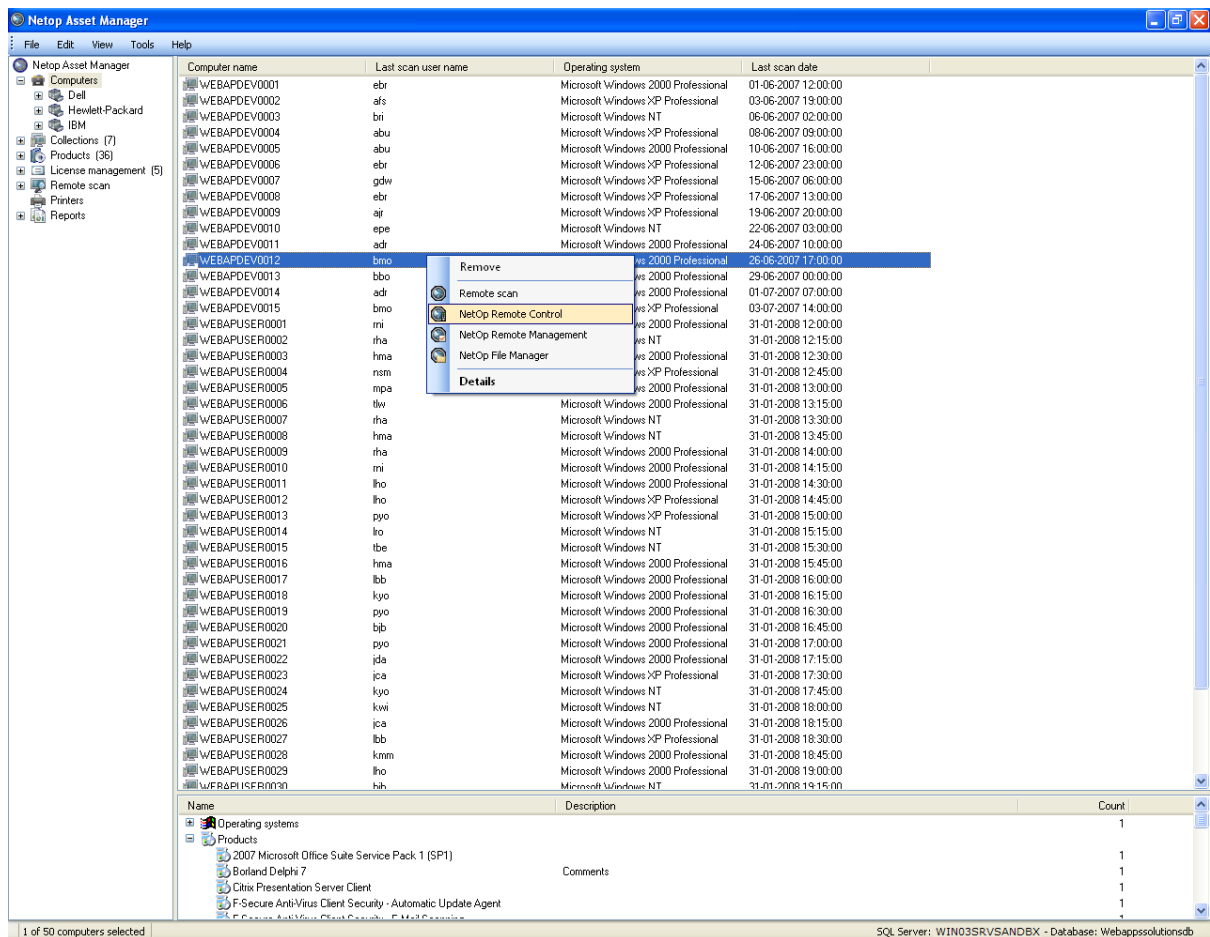
Using Netop Asset Control you can:

- Keep track of installed applications.
- Monitor use of applications.

Netop Asset Control overview

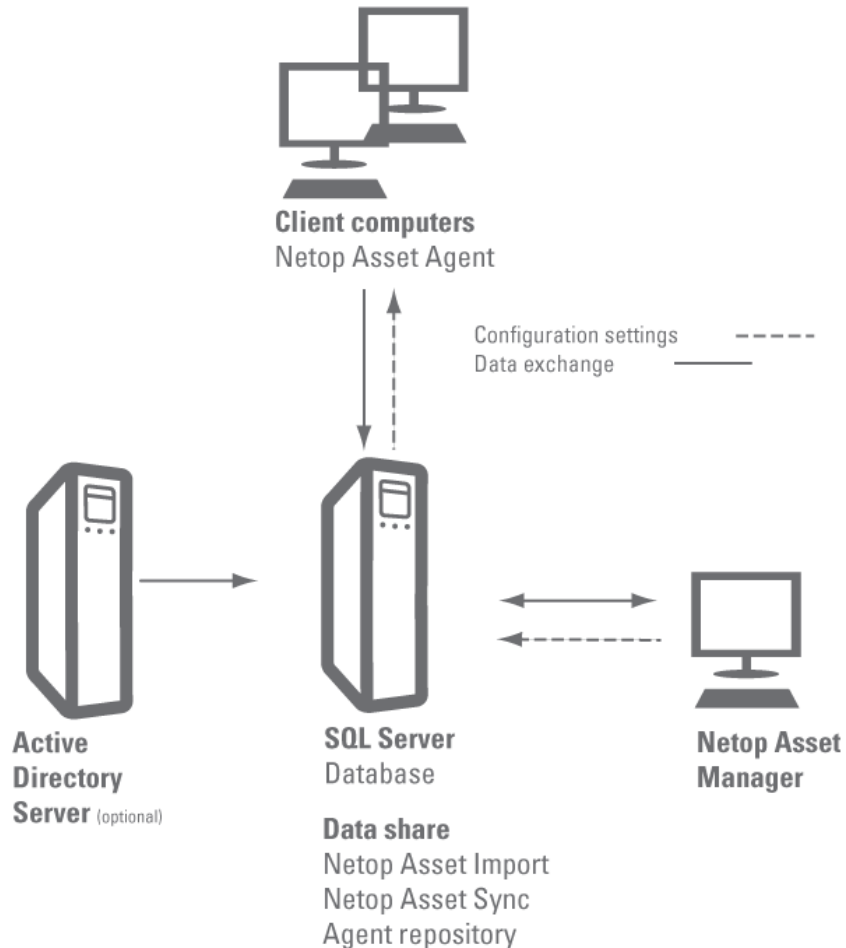
- Maintain an inventory of software licenses.
- Create reports.
- Use custom data to track or organize computers.
- Identify printers on your network.
- Scan the entire network automatically.
- Create custom scan settings to scan clients at predefined intervals.
- Generate inventory of all hardware components, including details about system BIOS, RAM, hard disk size and free space, graphics card, serial numbers, printers and more.
- Perform remote scanning, defined by IP ranges and performed without noticeable performance costs to the clients scanned and without leaving software on the scanned clients.

If the IT environment where Netop Asset Control is installed also uses other Netop products, the shortcut menu from Netop Asset Control computer overview offers easy access to **Netop Remote Control**, **Netop Remote Management** and **Netop File Manager**.



2 Netop Asset Control components

These are the components of a complete Netop Asset Control installation:



Netop Asset Agent

Netop Asset Agent is installed on all PCs and servers to be scanned regularly.

Note

Netop Asset Agent does not necessarily have to be *installed* on a computer for it to be included in an instant scan: a remote scan of a single computer based on computer name or of computers within an IP range can be initiated and run from the Manager without installing any software; refer to the Netop Asset Manager Help for details.

Netop Asset Agent can also be activated from a logon script and thus activated when a computer starts up.

The Agent runs as a service and users will not see the Agent nor experience any performance load on their computers.

Each Agent delivers scan data to the scan data folder on the data share. The scan data is subsequently imported from the data share to

the central data storage, the SQL Server.

Agents read their configuration settings like for example scan frequency, from the data share.

SQL Server and data share

The SQL Server is the central storage area and is where the Netop Asset Control database is installed.

The data share is a simple folder structure that contains the collected data from all Agents. In addition to the scan data, the data share also stores Agent configuration settings and log files.

The data share folder also contains the following Netop Asset Control components:

- Netop Asset Engine - service that controls various jobs including Import and Sync.
- Netop Asset Import - manages data import to the database on the SQL Server.
- Netop Asset Sync - handles the synchronization between the SQL Server and the Active Directory Server.

The data share must be located on the same server as the SQL Server.

Netop Asset Manager

Netop Asset Manager is the interface to data collected by the Agents.

The Manager imports the scan data from the Netop Asset Control database on the SQL Server and presents data about hardware and software.

The Manager is also the interface to configuring how the Agents work: scan frequency and other Agent settings are defined from the Manager, saved in the configuration folder and refreshed at a configurable interval.

Active Directory Server

An Active Directory (AD) Server is not required for running Netop Asset Control but if Active Directory has already been implemented and is operational on one or more servers in the company, Netop Asset Control can use the Active Directory information and offer, for example, data filtering on organizational unit.

3 Install Netop Asset Control

Installing Netop Asset Control is a simple process: on the computer you want to use as Netop Asset Manager, you start the installation program and follow the wizard page instructions. The only choices to make are program folders and whether the program is to be used by you only or by other users as well.

When the installation is complete, you start the Netop Asset Manager from Windows' **Start** menu. When Netop Asset Manager opens, a wizard to install the other Netop Asset Control components and to make the required setup automatically starts up. This wizard handles the installation of server components and database and ensures that the Netop Asset Manager is set up to use the newly installed database.

The Netop Asset Agent is a very small (less than 300 KB) program that you distribute to the computers to be included in regular scans. The agent can be distributed to the client computers in a logon script or any other way that you normally distribute software or updates on the company network. Once distributed, the Netop Asset Agent is installed and runs as a service, completely transparent for the computer user.

For installation details, refer to **Netop Asset Control Installation Guide**.

4 Use Netop Asset Control

The following sections give an introduction to the main tasks that Netop Asset Control can help you perform:

Configure Netop Asset Control to meet company requirements	When the installation is complete, Netop Asset Control is operational and the data collection from the client computers begins. However, the default settings can be changed to suit company needs and requirements, for example with respect to scan frequency and historical data storage.
Get an overview of computers and printers	<p>The comprehensive overview of computers gives easy access to filtering and sorting to provide an overview of exactly the information the IT administrator needs. For each computer, you can drill down and see all details about hardware components and installed software.</p> <p>The printer overview lists network printers as well a local printers.</p>
Get an overview of installed software	Almost 100% of software products on client computers will be recognized as such and presented in the products overview. The IT administrator can review the list for non-business related products or products that require no license.
Manage software licenses	<p>The list of products is an interpretation of the data found on computers where the Agent is performing its scan. The licenses on the other hand come from a database of all licenses that have been acquired by the company. When the two sets of information are tied together, license compliance can be verified and documented. This tying together is done as part of creating a license.</p> <p>Counting licenses can be done in a number of different ways; five of them are available out of the box and additional methods can be defined.</p>
Document hardware and software usage by creating reports	<p>A number of standard reports are included as samples of the reports that can be created. The reports can be generated from Netop Asset Manager or made accessible on a Web site also to users who do not use Netop Asset Control.</p> <p>You can define your own dynamic reports related to hardware and operating systems; these reports can be based on many different criteria, like for example operating system, hotfix, computer type, RAM and free disk space.</p>

If you want to learn details about each task and about how to use Netop Asset Control,

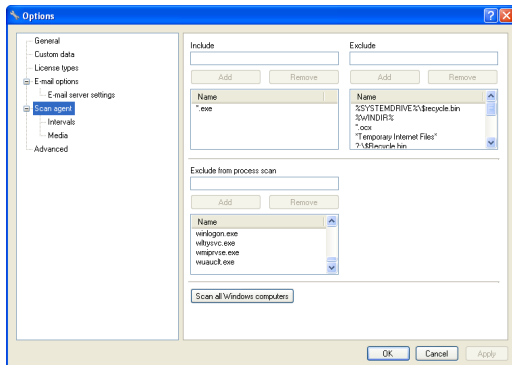
Use Netop Asset Control

refer to **Netop Asset Control User's Guide** and to the assistance available from the product **Help** menu.

4.1 Configure Netop Asset Control

Among the parameters you will likely want to review are the settings for the agent component that scans client computers.

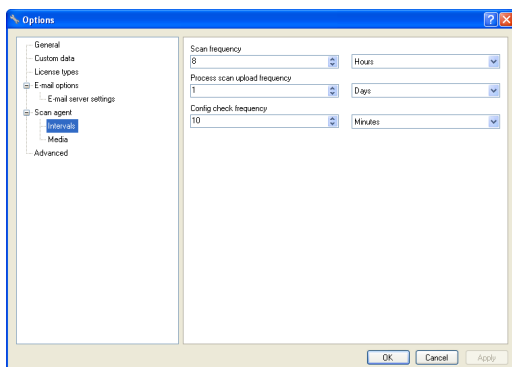
- On the **Tools** menu, click **Options** and then click **Scan agent**.



You can define the types of files to be included as part of the products scan; default is to scan for .exe files. To optimize the scan, you can choose to exclude certain folders, like for example the recycle bin or the folder where the operating system is installed, or to exclude certain file types from the scan.

How often the Agents on the client computers should run and deliver their results to be presented in the Manager is also configurable.

- On the **Tools** menu, click **Options** and then click **Intervals**.



The scan frequency can be in minutes, hours or days. Typically computers are scanned on a daily basis.

Counting product installations

One of the other parameters that you will want to review but not necessarily change are the ways that Netop Asset Control counts product installations. The way a product is licensed will typically vary for each license agreement and product count needs to be in accordance with the license terms. Netop Asset Control can examine all computers running a Microsoft Windows operating system, including servers and laptops.

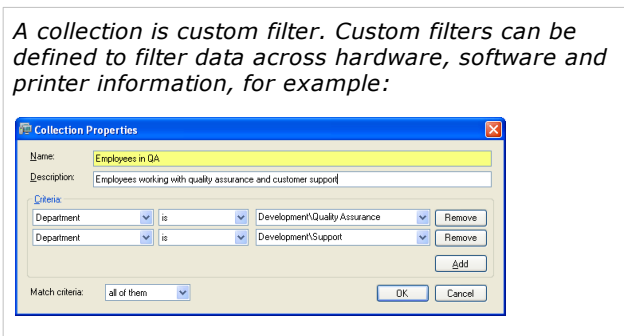
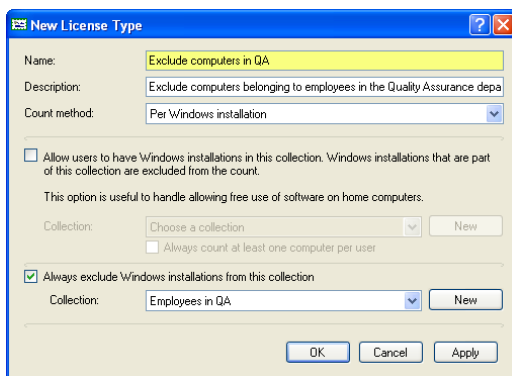
How many times any given product is installed can be counted in one of the following ways:

Per computer	The total number of product installations on all computers.
Per Windows installation	The total number of product installations on all computers but if one computer has multiple Windows installations and products installed on each installation, the product is counted multiple times.
Per user	The total number of product installations but if multiple computers have the same user, multiple product installations count as one installation.
Concurrent usage	The total number of product installations that are used simultaneously. This is to allow for products that can be installed any number of time but only have X number of concurrent usages.
Concurrent usage per Windows installation	The total number of product installations that are used simultaneously per Windows installation.

One of these five product count methods must be selected for each license created in Netop Asset Control. If the terms in a license agreement differ from what can be covered with the five count methods, a new license type can be defined. This could for example be a license type that is based on an existing license type, **Per Windows installation**, but *excludes* computers that belong to employees in the QA department. This would cover the situation when a license agreement stipulates that installations not used for business purposes do not require a license.

A new license type is defined from the dialog box that lists the built in types:

1. On the **Tools** menu, click **Options** and then click **License types**.
2. In the **Options** dialog box, click the **Add** button.
3. Type an appropriate name and a description, select the basic count method and the filter that selects all employees in the QA department.

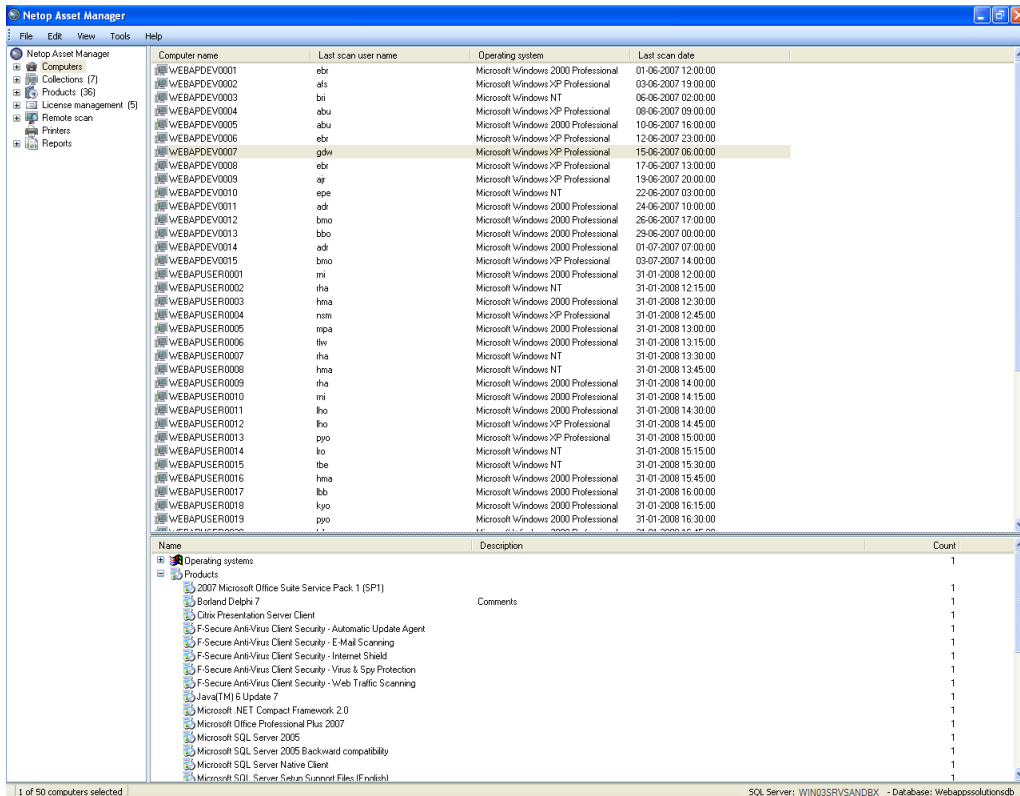
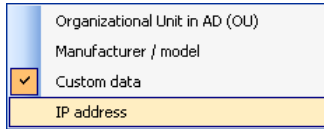


For details about configuration options, refer to the section entitled "Configuring Netop Asset Manager" in the Netop Asset Control User's Guide.

4.2 Overview of computers and printers

Use the **Computers** node to choose how to view the computers on the network. The standard filters let you view computers organized by Organizational Unit in Active Directory, by computer manufacturer, by IP addresses, or by custom data fields.

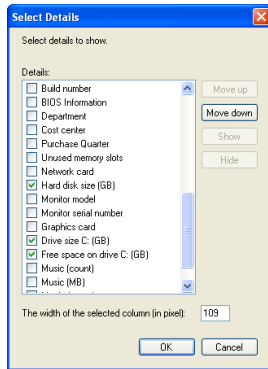
- Right-click the **Computers** node, and then click the appropriate filter criterion:



The presentation is based on information in the SQL database. For filtering by **Organizational Unit in AD (OU)**, the SQL database synchronizes with the Active Directory at a configurable frequency.

Sorting computer overview information

The computer overview information can be sorted, the column sequence can be changed and the information details can be modified.



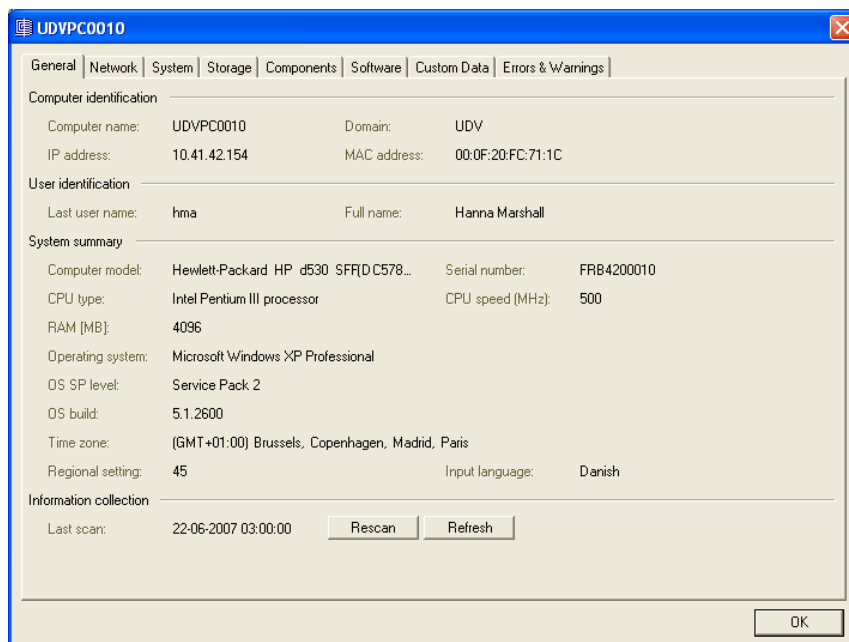
1. On the **View** menu, click **Show columns**.
2. In the **Select Details** dialog box, select the details to show from the list.

Use the **Move up** and **Move down** buttons to change the column sequence, and the width field to determine column width.

Alternatively, column sequence, column width and sort sequence can be changed by manipulating the column heading in the overview window.

View detailed information about each computer

- To view all details about one computer, right-click the relevant row and click **Details**.



Create and use collections

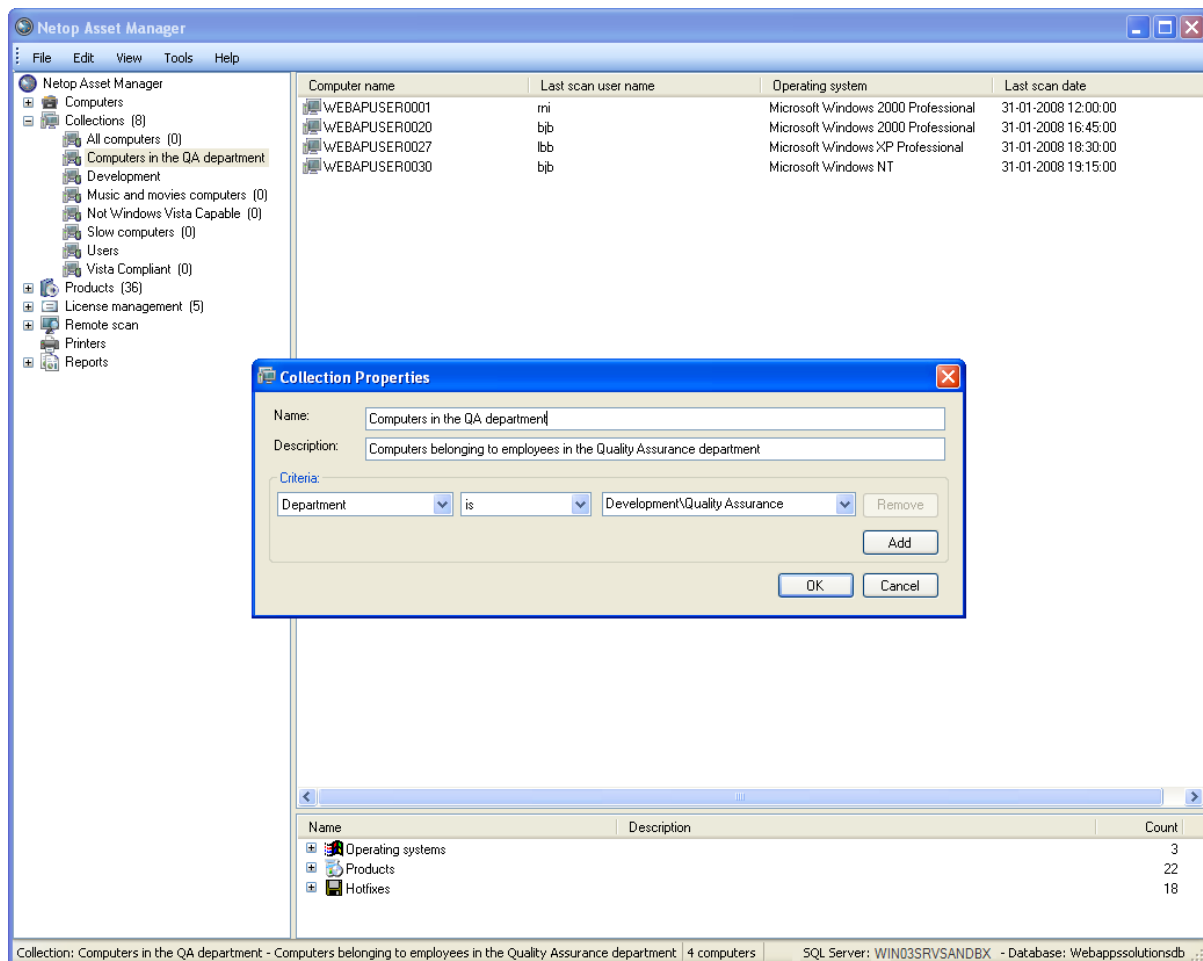
A collection is a custom filter that can be used when you want to view exactly the computers relevant in a certain context. This could for example be:

- Computers belonging to employees in the QA department.
- Computer belonging to employees who have left the company.
- Computers acquired within the last year.
- Computers with less than 512 MB RAM.
- Computers that match the Microsoft Vista operating system requirements.

Use Netop Asset Control

- Computers that are older than two years.

Collections are used to filter the total list of computers, as the basis for reports, and for defining license count principles.



When a collection has been defined, it can be used as a building block when creating new collections. For example, the collections

- Computers with CPU speed (MHz) less than 2.00 GHz and less than 512 MB RAM
- Computers running operating system Windows XP and computer name starts with "DEV"

could be combined to figure out whether the development department (assuming that their computers are named consistently, starting with the same letter combination) have slow computers running Windows XP.

Overview of all printers on the network

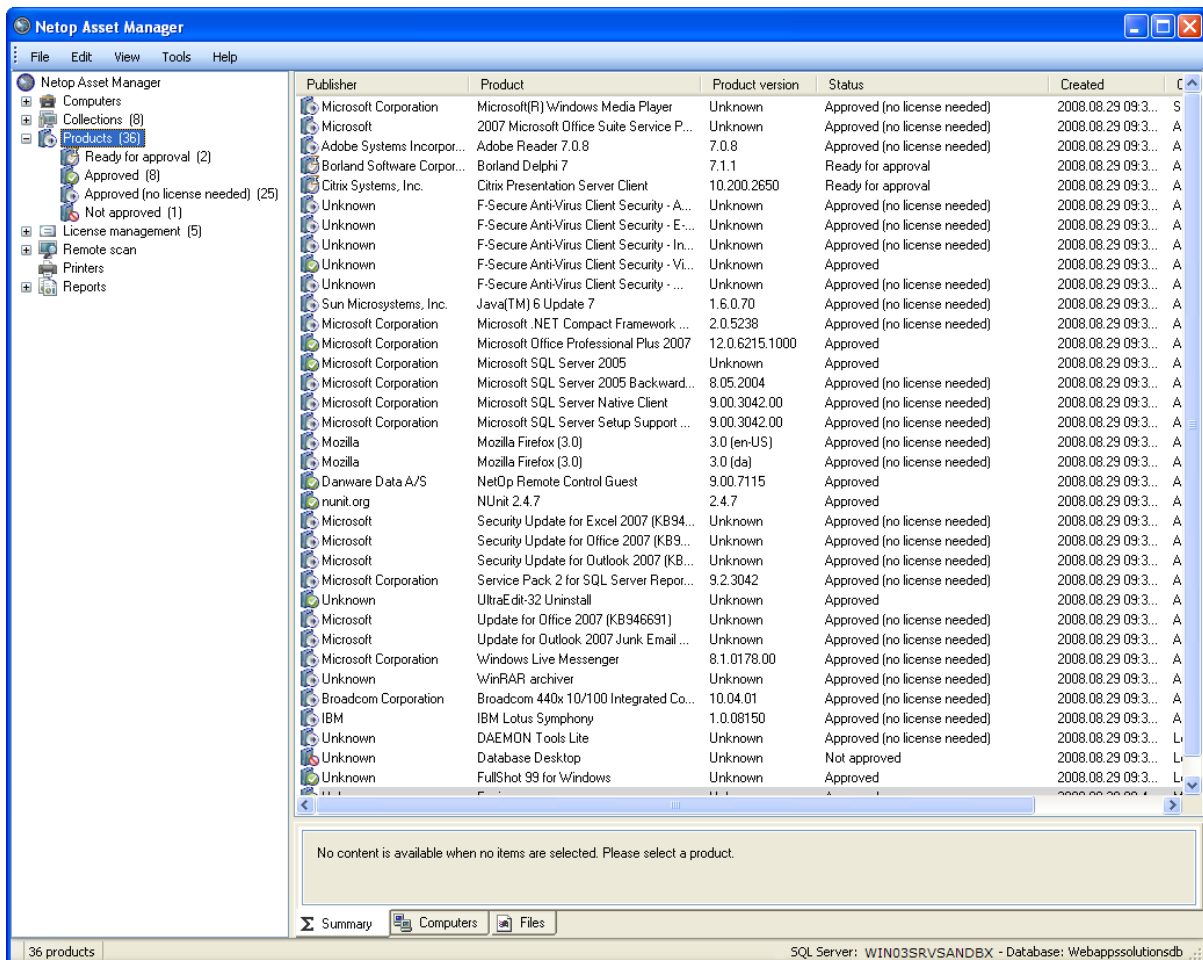
Click the **Printers** node to get an overview of all printers on the network.

Printer information is based on the printer drivers that are installed on the computers: Netop Asset Control deduces make and model of the physical device based on the printer drivers installed. When different drivers are used for the same physical device, the driver that is used the most frequently determines the make and model.

A printer is uniquely identified by its host and port combination.

4.3 Overview of installed software

Click the **Products** node for a list of the installed software products that the scan process has found on client computers.



Netop Asset Control scans for software information on client computers, interprets the information and lists the products that have been identified. The first scan lists all products and when subsequent scans find additional installations of existing products, the product count is updated. When a scan finds new products, the product is added to the list and the counter updated.

Approve products

New products initially have the status **Ready for approval**. This indicates that a product has been recognized and that no action has yet been taken as to whether the product is on the list of products approved and used by the company. For each product the system administrator or the IT person responsible for product licenses reviews and evaluates whether the product is among the ones that the company has a license to install and use. The next step is to review the list of products in the **Ready for approval list** and mark them as approved or not approved:

- Select one or more products in the **Ready for approval** list, right-click and under **Status** select **Approved** or **Not approved**.

When a product has been approved, it remains in the **Approved** list and the product count is just increased if additional installations are found later.

Use Netop Asset Control

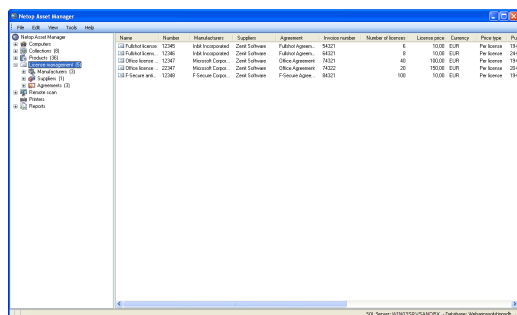
Depending on the nature of the software product and the licensing requirements, products may also be placed in the **Approved (no license needed)** list rather than the **Approved** list. Products in the **Approved (no license needed)** list are typically freeware products where a license is not required, like for example Messenger, Skype or Acrobat Reader.

If the company does not have a license for a product, the system administrator sets the status to **Not approved**. Additionally the system administrator will likely take action and figure out whether use of the product is in the interest of the company and acquire a license to be able to approve the product. Alternatively, the system administrator might use the **Computers** list to identify the computers and users using the products and ask them to remove the non-approved software.

Generally the **Not approved** list will require some sort of follow-up.

4.4 Managing licenses

Click the **License management** node for a complete list of licenses, regardless of the agreement they were acquired under.

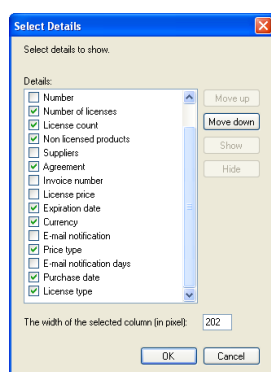


Name	Model	Manufacturer	Supplier	Agreement	Stock number	Number of licenses	License price	Currency	Purchase date
MS Office 2007	12345	Microsoft	Netop	Full Agreement	12345	1	100.00	EUR	2007-01-01
MS Office 2007	12345	Microsoft	Netop	Full Agreement	12345	1	100.00	EUR	2007-01-01
MS Office 2007	12345	Microsoft	Netop	Full Agreement	12345	1	100.00	EUR	2007-01-01
MS Office 2007	12345	Microsoft	Netop	Full Agreement	12345	1	100.00	EUR	2007-01-01
MS Office 2007	12345	Microsoft	Netop	Full Agreement	12345	1	100.00	EUR	2007-01-01

The **Manufacturers**, **Suppliers** and **Agreements** nodes constitute a non-hierarchical database. The nodes offer alternative views of licenses: for example, expanding the nodes beneath **Suppliers**, displays a list of licenses from the selected supplier only.

Sorting license overview information

Like the computer overview information, the license information can be sorted, the column sequence can be changed and the information details can be modified.



1. On the **View** menu, click **Show columns**.

2. In the **Select Details** dialog box, select the details to show from the list.

Use the **Move up** and **Move down** buttons to change the column sequence, and the width field to determine column width.

Alternatively, column sequence, column width and sort sequence can be changed by manipulating the column heading in the overview window.

Create a new license

Each license has a name and a set of properties like for example number of licenses, price, purchase date and expiration date.

Creating new licenses is most conveniently done when at least one scan of client computers has been executed. Among other things, scanning client computers builds up

the list of scanned products and this list can be used to associate the license with a scanned product.

Also, an agreement is a prerequisite for creating a license: Any license must be created on the basis of an existing agreement and one or more licenses can be based on the same agreement.

An agreement always includes this information:

- The software development company that created the product: the manufacturer - for example Microsoft Corporation.
- The software distributing company that sold the product: the supplier - for example buycheapsoftware.com

To create a new license:

1. Right-click the **License management** node and then click **New license**.

The screenshot shows the 'New License' dialog box with the following fields and values:

- Agreement name: Netop Software
- License name: Netop Remote Control Guest
- License number: guest 001
- Invoice number: INV007
- Number of licenses: 45
- Purchase date: 22-09-2008
- Price: 100 EUR
- Expiration: No expiration (selected)
- Maintenance: Maintenance date: 22-09-2009

2. On the **General** tab, select an agreement, type a suitable name for the license, specify how many licenses are covered, and select a purchase date.

The other fields on the **General** tab are optional and whether they are used typically differ in different companies.

3. On the **Licensed products** tab, select the product that the license was purchased for.
4. On the **License count** tab, select a license type to specify how licenses are counted. As mentioned in the [Configure Netop Asset Control](#) section, five built-in count methods are available and additional license count methods can be defined.

4.5 Reporting

Netop Asset Control includes a number of standard reports as samples of the reports that can be created.

Software not used	A list of software products that have been installed but are not used (= have not been started). The list includes information about software version and the names of the computers where the software is installed.
License compliance	<p>A list of the licenses that exist in the system and for each license:</p> <ul style="list-style-type: none">• The number of purchased licenses.• The number of actual product installations.• The number of licenses that can still be used for product installations. This number can be negative to indicate that more products installations have been made than the number of licenses warrants.• The date when the client computers were last scanned and the actual product installations number updated.
Hardware inventory	<p>A list of computers with details about each:</p> <ul style="list-style-type: none">• Computer name.• The user who last logged on.• Universally Unique Identifier (A 128-bit number used to uniquely identify the computer) (UUID) for the computer.• Basic Input Operating System (BIOS) version.• Central Processing Unit (CPU) details.• CPU speed.• Memory size in MB.• Number of unused memory slots.• Type of network card.• Type of graphics card.• Hard disk size in bytes.• Computer serial number.• Monitor serial number.• Operating system (OS).

By default these reports are based on all currently available data. To filter on the data that the report is based on, create a suitable collection to identify the relevant computers and select that collection when generating a report.

Examples

- A hardware inventory report listed by department might be useful in situations when

hardware updates are planned. In this scenario a collection filtering on department could be useful.

- In a company with multiple geographical locations, a report listing software not used in each location might be relevant. In this scenario a collection filtering on cost center or department - depending on the organization - could be used.

Also by default, the date used for a report is up to and including today's date. To select a different date interval, select a start date and end date. Filtering on date intervals could for example be relevant in an analysis of hardware and software purchase patterns, to cover a fiscal year, or to document license compliance in a specific period.

Ways to publish a report

The reports can be generated, viewed and saved in Netop Asset Manager. Available output formats include pdf, xls and csv.

For users, for example the CFO or the Finance Manager, who do not use Netop Asset Control in their daily work but who have an interest in viewing the data collected by Netop Asset Control, reports can be generated on-the-fly and published on a company intranet site. This is achieved by posting a link to the server where the reports are generated and saved.

Create your own reports

Using collections almost any data can be extracted from Netop Asset Control, exported to .csv format and presented in, for example, Excel. Collections work much like advanced filters in the sense that when a collection has been defined, it can be used as a building block when creating new collections.

The collections included in Netop Asset Control are examples of some of the reports you can create using collections, for example:

- Computers that have movie files or music files taking up more than X MB on the hard disk.
- Computers that cannot be upgraded to Windows Vista.
- Computers with a slow CPU and little RAM.
- Computers belonging to employees in a specific department.

The collections are defined by selecting one of more criteria from a list and choosing whether one or all of the criteria should be met.

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