

## PRODUCT FAQ

### Typical questions

- 1. How do I access AssetGen Connect from my workstation?**  
AssetGen Connect is a fully web enabled application. The user needs only a standard browser (e.g. Microsoft Explorer) to access it.
- 2. What audit capabilities do I have?**  
The application maintains a comprehensive audit log. All database changes are recorded (with before and after looks) and can be reported on by user, site, building, location, cabinet or equipment. User login/logout records are also maintained. The audit log can be exported to a text file and purged if required.
- 3. Am I limited to a fixed list of device types to represent my infrastructure?**  
No. The list of equipment types is completely user definable.
- 4. Is AssetGen Connect limited to structured cabling, or can it also do power, WAN, SAN and other types of physical connectivity?**  
Any type of connection is supported. The program differentiates only between 'interlinks' – connecting the rear of patch panel ports, 'connections' – the cables between the front of ports and 'fixed links' – multi-way cables that connect the rear of patch panels to front ports (normally switches).
- 5. Am I limited to a fixed list of port types for my equipment?**  
No. The list of port types is completely user definable.
- 6. Is there a limitation on the number of sites, buildings, cabinets that I should be aware of?**  
Yes, this is dependant on the type of licence purchased. Product upgrades are achieved by simply issuing a new licence number.

Enterprise	Multi-site, multi-building, multi-location
Campus	Single Site, multi-building, multi-location
Standard	Single Site, single building, multi-location
- 7. Can devices have both common and unique attribute fields?**  
Yes. Attributes (information fields) are assigned to an equipment (device) type by means of a template so that each type need only have a sub set of the total number of attributes defined in the database. The data type for each attribute is defined (text, number, currency or date) and can be assigned to a fixed list of values (to ensure data integrity). When defining the template an attribute can be assigned a default value which is propagated when new equipment is defined. Equipment can also be cloned, providing a rapid way of creating a new record, copying port configuration and attribute data from an existing item.

8. [What levels of access control are within AssetGen Connect?](#)

AssetGen Connect contains its own list of users with validation at the initial login page. Each record contains the user number, name, encrypted password and one of four authorisation levels controlling the actions the user is permitted to perform:

Level/ Process	Users	Hierarchy *	Connections	Work Orders
Administrator	Edit	Edit	Edit	Edit
Builder	n/a	Edit	Edit	Edit
Operator	n/a	View	Edit	Edit
Viewer	n/a	View	View	View

\*Hierarchy – Sites, Buildings, Locations, Equipment, Ports, Contractors, Contacts

9. [How do I represent virtual servers as well as physical servers?](#)

Any device can be specified as being 'virtual' and is assigned to a parent device. Parent-child relationships can be nested to any depth to accommodate chassis devices, cards, daughter boards and so on.

10. [Can you have devices in both the front and back of a rack?](#)

Yes. The equipment record contains field for size in U, rack start position and a front/back flag. This helps with understanding both usable rack space as well as hot/cold aisle facing.

11. [How can I create custom reports?](#)

AssetGen Connect allows some user definition of reports. A template is provided to list equipment with up to three selected attributes. In addition, customised reports can be provided on an ad-hoc basis and the program incorporates a simple screen to include them into the reports list.

12. [How would I reserve space, power and switch ports in a rack for a future project?](#)

You would use the Work Order process, a standard part of the application. This allows the user to create new cabinet, equipment, port and connection records which are then designated as 'reserved'. Marking the work order as completed then updates the status in the database. In the meantime cabinet/equipment reports will show the expected changes.

13. [How do I associate existing documents or data such as floor plans, build documents, projects, router configuration files, etc. with devices?](#)

Each item in the AssetGen Connect hierarchy (sites, buildings, locations, cabinets and equipment) can have documents assigned to it. A document is any file that can be viewed in a browser window (Word or PDF documents, images, spreadsheets, URLs, etc). As long as the user has read access to the file, it can be viewed.

14. [Does AssetGen Connect support colour coding of cables?](#)

Yes. A fixed attribute of a connection is the cable colour. The colour range is user definable.

15. [Can I search across devices attributes such as IP addresses, operating system, etc?](#)

Yes. A comprehensive search page allows filtering by any level in the hierarchy, by equipment name, reference, type or status and by filters on one or more attributes.

16. [How do I trace connectivity at a local cabinet level and from end to end?](#)

Several options are available, some of which are context sensitive. If an item of equipment is selected in the viewer the quick report (a feature of each page) will list all immediate port connections, unless it is a patch panel when the report will show the ultimate end points of the connections passing through each port.

At port level a trace is produced showing the end to end connectivity from the selected port (e.g. a server port may be connected to a switch port via a number of patch panels). The user can drill down into individual device or connection records from this page.

17. How can I use AssetGen Connect to automatically produce rack diagrams?

This is provided by means of a utility program (run on a desktop or server) which manipulates the database data to produce views which can be linked to the netViz visualisation software. Given that the equipment parameters for size and position are completed, netViz will produce rack layout diagrams. netViz can also be used to produce physical and logical connection diagrams from the AssetGen database. The utility program is included with all versions of AssetGen Connect but a separate licence is required for netViz.

18. How do I get electronic output from AssetGen Connect to update a spreadsheet?

AssetGen Connect uses the Crystal Reports engine to display its reports. A standard function on the report viewer page is the ability to export the report to a number of target file types, including Excel spreadsheets where the data can be manipulated and merged with existing sheets.

19. Can I use external data sources such as audit tools or monitoring systems to update device information in AssetGen Connect?

Yes. The Utility program includes an attribute import facility which can read data from text files. A data map is defined for each import type which relates fields in the source data to attribute templates. During import any data changes are written to the audit log. By this means output from a discovery tool can be used to bulk update device attributes.

20. If a project team don't follow a planned AssetGen Connect work order and put equipment in a different rack, how would I complete the work order?

The work order can be amended up until the point it is set as completed. The changes can thus be incorporated so the work order reflects the 'as built' situation, then completed to update the database.