

# SAMLite Version 5 Build 2.2 Release Notes

*New features and changes*

## What's New in SAMLite 5 Build 2.2.0.17 (17 July 2018)

- **SAMLite Web Service:** The SAMLite Scan Script can now submit results via HTTP/HTTPS to the SAMLite Web Service.

## What's New in SAMLite 5 Build 2.2.0.15 (23 May 2018)

- **Bulk Import Other Assets:** "Other Assets" can now be bulk imported using the CI Import Wizard.
- **CSV Support:** CSV files now supported for importing machine details and locations.
- **Machine Expiry:** Email notifications for Lease and Warranty Expiry.
- **Scan Script:** SAMLite Scan Script now can scan for running processes (Software Publisher = *ISA-Running-Processes*).

## What's New in SAMLite 5 Build 2.2.0.5 (18 May 2017)

- **Active Scan:** SAMLite Active Scan now has improved scanning for Windows updates.
- **Scan Script:** SAMLite Scan Script now has improved scanning for Windows updates.

## What's New in SAMLite 5 Build 2.2.0.1 (14 Apr 2017)

- **SSH Scan:** SAMLite Active Scan now supports SSH scanning of Linux, macOS/OS X, FreeBSD, AIX and Solaris machines.

## What's New in SAMLite 5 Build 2.1.0.5 (23 Nov 2016)

- **Bulk Import Locations:** Locations and IP range mappings can now be imported.
- **Report Settings:** Settings for Machine Software Summary reports can now be saved and restored.
- **Software Rules:** Software categories can now be automatically created by bulk uploads.

## What's New in SAMLite 5 Build 2.1.0.2 (6 Sep 2016)

- **GeoLocation:** machines can now be located from their WiFi information (if available)
- **Warranty Updater:** warranty details of (Lenovo, Dell, HP) machines can be automatically updated (Customers may need to apply for access keys from the relevant vendors).
- **Improved information gathering:** Scan Time, System SKU, DNS Servers, Default Gateway, Network Connection Metric, OS Architecture, and more.
- **New System Requirements:** .Net 3.5 is required (previously only .Net 2.0 was required). SQL Server 2008 or later required, SQL Server 2005 is no longer supported.

## What's New in SAMLite 5 Build 2.0.0.7 (28 Sep 2015)

- **Bulk Import Machine Details:** machine warranty dates, lease dates, custom fields and other machine details can be updated from tab-delimited text files.

## What's New in SAMLite 5 Build 2.0.0.4 (7 Jul 2015)

- **SAMLite License Manager:** SAMLite license files can now be uploaded and managed using the Web Dashboard.

## What's New in SAMLite 5 Build 2.0 (18 Feb 2015)

- **Software Categorization:** Software is now automatically categorized according to customizable rules.
- **Software Blacklist:** Software can be blacklisted and email notifications sent.
- **Software Summary:** filtering by categories and/or license types and grouping by software name is now possible. You will no longer see a huge list of all detected software by default. Only a smaller list of software known to require non-free licenses will be shown (unless other license types are selected).
- **Software Inventory:** if a software is added to a Software Inventory, new or different versions with the same software name will be automatically added to that Software Inventory. There is no longer a need to manually add each version nor a risk of missing any version out.
- **Software Inventory Auto-Creation:** Software Inventory groups can now be created by matching name and/or publisher patterns without having to add each software individually.

## What's New in SAMLite 5 Build 1.8 (23 Sep 2014)

- **Purchase Order - Adding Software with Expiry Information:** Users can add a parent purchase order (if any), choose a software category (License/Maintenance/Subscription) and also choose a license type (Lease/Permanent/Annual); fill in the renewal reminders section if renewal is applicable.
- **Purchase Order - Support Undeployed Machines:** SAMLite supports adding new machines that will be deployed in the future in Purchase Order. Fill in the Match Serial No. /Match Machine Name/Match Asset Tag column under the Identifiers section. When there is a matched case, where the serial number or machine name or asset tag of a machine detected is the same as the one inserted, the temporary machine name will be replaced by the detected machine name. The status of the machines will be changed from Undeployed to Active.
- **Software Expiry Summary:** Generate software summary expiry reports with purchase and renewal information. Clicking on the purchase order number open up the selected purchase order.
- **Software Expiry Notification:** User gets notified on software expiry by software monitor alerts (at overview page) or email or both.

## What's New in SAMLite 5 Build 1.7.3 (3 Apr 2014)

- **Enclosure Asset Tag:** SAMLite supports detection of enclosure asset tag.
- **Combined Hardware and Software reports:** SAMLite now can generate reports of machines and their installed software or number of installed software, amongst other possible reports.
- **Active Scan IP range Importing:** SAMLite Active Scan now supports IP ranges when importing list of machines to be scanned from a text file.

## What's New in SAMLite 5 Build 1.7.2 (25 Jul 2013)

### New Features:

- **Chassis types:** SAMLite detects more chassis types as listed below:-
  - Laptop
  - Desktop
  - Server
  - Virtual Machine
  - Tower
  - Mini Tower
  - Hand-held
  - Lunch box
- **Version and Edition of SQL Server:** SAMLite can now detect information about Microsoft SQL Server instances including the version and edition.

## What's New in SAMLite 5 Build 1.7 (16 Oct 2012)

### New Features:

- **New Skin:** We have made it more spaced out, clean and minimalist. This is the same skin that justSAMit (JSI) is using, our cloud-based IT Asset Management.
- **Updated Dashboard:** The new dashboard now will have an immediate prompt to the users when there's a new change to their environment for today, yesterday or for the past 60 days. Users will always get up-to-date information once he checks on the dashboard.
- **New roles:** Machine Department moderator and Location Moderator is added to the Custom Roles
- **Added Computer Model column:** Computer model column is added to Software Detail and Software Inventory Detail page.
- **Machine IP Address:** Improve system for determining which IP Address to show in Machine Page
- **Login Script collection enhancement:** The new script will be using VBS file type instead of KIX to determine the software installed in the machine more accurately.
- **Improved Import Service collection:** Improve import service and collection to better handle multiple concurrent transactions and accuracy.

## What's New in SAMLite 5 Build 1.6

### New Features:

- **User ID Management:** This new feature enables you as the administrator to find out users whom are inactive in the network. The system tells you who are the users by login name, the last login date and its group membership. You may then disable the user account remotely from SAMLite console. This operation is performed by Active Probe to reach the target machine and disable or enable a user account.
- **Manual asset entry:** This new feature enables you to manage network assets and non-windows devices that you have in your environment. SAMLite enables you to create asset category or type called configuration items and add asset that represents your real or physical item that you wish to manage. A configuration item can be associated to another asset type, creating a linkage or relationship between them. As well as maintaining history of changes on the details for each asset you have, giving you the ability to track changes that have occurred over time.
- **Upload credential mapping:** This new feature enables you to upload a mapping file of credentials for the active scan. The file will contain the mapping of machine and its username and password which have administrative rights to access and collect inventory data from the target machine. This feature is useful for environment in which every machine has its own set of administrator username and password. You do not have a single user account that can access all machines in your network.
- **Import list of machine to scan:** This new feature enables you to import a list of machine to be scanned by Active Probe. The machine can be identified by IP address or hostname.
- **Capture total CPU Cores:** SAMLite now collects total processor cores. You can see this information under No of Processor Cores from Machine Summary.

## What's New in SAMLite 5 Build 1.5

### New Features:

- **Auto Delete Inactive Machine:** This enables the system to automatically delete machine if the machine is not updated after a defined duration has past. This duration is configurable by administrator. This feature is disabled by default. Only applicable for active machines. Retired machines are not affected by this feature. This feature can be enabled or disabled from SAMLite dashboard. The system will run this check every 30 minutes by default. However it is configurable in Configuration page of SAMLite dashboard.
- **Auto Truncate Database Log:** This enables the system to automatically truncate SAMLite's database log file (.LDF) on a daily basis. There are occasions where the database log file grew bigger than the data file (.MDF) and deteriorate system performance. Truncating the log file will help to improve the system performance and reduce hard disk space usage.
- **Auto Re-Build Database Indexes:** This enables the system to automatically re-build SAMLite's database indexes on a daily basis. Rebuilding indexes helps to improve SAMLite page loading performance.
- **Software monitoring page:** There is now a dedicated page to configure software monitoring due to the new software inventory system.
- **Patch monitoring page:** There is now a dedicated page to configure patch monitoring.

- **Auto assign software to view by keyword:** This enables the system to automatically assign software to a view by keywords. These keywords are configurable by authorized user at Administration page. By default, SAMLite created a few pre-defined views and pre-defined keywords. The software is automatically assigned when a machine or a view is updated.
- **Hidden software view:** This enables the system to hide specific views from being displayed and used in software summary and pages that uses view filter. Hiding a view enables you focus on software that are of interest to you, by hiding the ones you are not interested in. This setting is configurable by the authorized user at Administration page.
- **New role “License Reporting User”:** This is a new role in the system. This role is a limited role that only allow user to view license management pages without being able to edit or delete any information.

## What’s New in SAMLite 5 Build 1.4 Special

A new authentication type is incorporated into SAMLite. User can now login using Active Directory user account into SAMLite. Login user will now authenticate himself/herself via LDAP to their organization’s Active Directory system before going into SAMLite report like usual. This feature however is not an integrated windows authentication whereby user’s AD role does not have an impact or rights inside SAMLite system. SAMLite still maintains its user role system and having the new AD authentication system in place, the user will still be abided by roles given by the SAMLite system administrator.

This feature can be turned on or off. One authentication mode can only be used at one time, which is either AD authentication or Form authentication. Form authentication is mode of authentication for user created using SAMLite administrator interface. If you choose to use AD authentication, you can login using your AD account and cannot use your existing users created inside SAMLite, and vice versa.

## What’s New in SAMLite 5 Build 1.3 Special

This is a special patch to fix minor bugs found in build 1.3. User who has upgraded to build 1.3 is required to update to this special patch.

## What’s New in SAMLite 5 Build 1.3

### New Features:

- **Auto change machine status:** This enable the system to automatically change machine status from active to inactive if the machine is not updated after a defined duration has past. This duration is configurable by administrator. By default, the duration is 90 days. Likewise, inactive machines’ status will return to active once the machine is updated again. Only applicable for active and inactive machines. Not applicable for retired as machine can only be set to retired status manually. This feature can be enabled or disabled from SAMLite dashboard. The system will run this check every 10 minutes by default. However it is configurable from import service’s configuration file.
- **Hard disk size changes will only be recorded if there’s 30% change involved:** For example, if today SAMLite detected that a machine’s total hard disk capacity changed from 100GB to 60GB, SAMLite will treat the change as a hardware change because total storage capacity has been decreased for more than 30% from previously known capacity. Likewise, if the

change happens to be from 10GB to 40GB, it will also be recorded as a hardware change as well due to increase of storage capacity by 40%. Total storage capacity is the total size of a collection of local hard disks found in a client machine. This is not about hard disk's free space. And it doesn't include network drives, floppy disk, external drives and CD/DVD.

- **Added Software Inventory at License Management page:** The purpose of this is to group the software with common names such as Microsoft Office into a single Software Inventory so to manage the license compliancy level easier. For example, SAMLite will capture Microsoft Office Word 2007 MUI, Microsoft Office Word 2007 and Microsoft Office Word 2007 (Chinese), where they are the same software. With Software Inventory, users can group these 3 office software into a group. Software Inventory feature is affected to Authorization page, Purchase Order, Software Reconciliation, Compliancy Level, Software Expiry details and Software Audit.

## Fixed Issues:

### Version 5.1.8

- User is allowed to configure their own password for Webdash login even if they don't have User Role Manager's privileges.
- Allowed adding of IP address ranges besides single IP address in hostname/ip address field for active scan.
- Latest import service gets latest setting by checking periodically, this fixed previous issue where it keep loop on one incorrect setting unless you restart the import service.
- User without "User Account Manager" or "User Role Manager" role can only see and edit own account.

### Version 5.1.7.3

- ImportService stops importing the scanned xml if license is not valid (Temporary/Evaluation license expired).
- Handle "special characters" in machine summary and also machine details page. Previously, SAMLite showed an error when encountering any of this "special characters".

### Version 5.1.7.2

- Supports evaluation and temporary license type.
- Fixed the issue where ImportService will stop responding when encountering corrupted scanned file (XML).
- Fixed the issue where SamScheduler will stop responding when encountering invalid information via SCCM collection.
- Ability to search by Gigabyte (GB) instead of bytes (B) for Memory/Harddisk size.
- ActiveScanFastCheck is set default to "True" in order to accelerate the active scan process in some cases.
- Fixed on the Configure Email Notification page where the settings for the content to notify can be saved correctly.
- Fixed the import IP addresses from file feature so that it works in Active Scan.

### Version 5.1.7

- Fixed the issue of user unable to export report in excel or PDF for Total Memory and Total Hard Disk size in G instead of MB in Machine Summary.
- Fixed the issue of user unable to export report in excel or PDF for special characters. This fix will need Arialuni.ttf exist under C:/Windows/fonts, else SAMLite will show an error saying the font does not exist.



- Fixed on UserFullName column empty for Active Probe collection.
- Fixed on Software Summary > Detected column disappeared after added to the Software Summary report.
- Fixed on Configure machine status and inactive machine deletion.
- Fixed on Active Probe Schedule Scan where the event log shows error when running active collection on scheduled time.
- Fixed on unable to auto assign IP address for Location IP Mapping.
- Fixed on Software Bind, where sometimes the machines cannot bind to the Purchase Order.
- Fixed on Software Bind, where the binding does not reflect in the Bound to purchase column. This happens when the same software was purchased in more than one Purchase Order.
- Fixed on BIOS Release Date format in Machine Summary.
- Fixed Discovered Date in Software Detail to show N/A instead of 1/01/1900 12:00:00 AM.
- Fixed in searching and sorting in Machine Summary page fails or very slow when there are many machines.
- Fixed the issue of Contact Person details not filled in license if First/LastName have special characters.
- Fixed on Import Service where some of machines has empty.
- Fixed the issue of Custom Field Names cannot contain special characters.
- Fixed the issue of user unable to use “\” in machine summary search.
- Fixed the issue in the Assign Machine to Department where the checkboxes will be cleared once you’ve assigned to the department to avoid confusion.
- Fixed on Department and Location dropdowns should only show department and locations that user can access.
- Fixed on Calendar button not visible for some browser when you click Edit in Machine Details.
- Fixed on “Invalid Column Name ‘User Name’ in Other Assets page.

#### **Version 5.1.6**

- Upgrade advisor will now provide results that satisfied all requirements, and the opposite results.
- Fixed the issue of non-functioning of automatic assignment of machine to location by IP address.

#### **Version 5.1.5**

- Fixed the issue of incorrect figure of purchased software at software monitoring web part.

- Fixed the issue of error being produced when a user re-order columns at software summary.
- Fixed the issue of occasional email notification system unable to send out email at the configured time.
- Fixed the issue of user able to create custom field using a reserved name. A page of reserved names is also available to let user see these reserved words.
- Fixed Software Reconciliation page cannot be filtered by text
- Fixed where Software Reconciliation cannot export to excel
- Fixed where SMS/SCCM collection did not run properly (non-scheduled)
- Fixed where SMS/SCCM collection did not capture Manufacturer properly
- Fixed where Collection did not capture Userfullname properly
- Fixed where Active Scan always gets username from credentials.
- Fixed where SMS/SCCM number of PC in configuration displayed wrongly
- Removed title from Export to Excel control
- Changed password layout for Active Scan Credential page
- Fixed where Scheduled Scan did not scan properly on First week day of week scan
- Fixed license page where cannot access purchase order page in Software Reconciliation panel
- Additional function where the network discovery will do 3 tries before escaping the problem of network discovery
- Login Script now will only run WOW64 tools (kixtart feature) by checking its system type. It will only run if is x64 machines.
- Added Network discovery page where users can add/remove computer when using network discovery on active scan
- Software Monitor page now is available in License Management page, and the monitoring software inventory, instead of detected software

### Version 5.1.3

- **MAJOR FIX:** Incoming machine is now being identified using a 3-tier inspection. On first tier, incoming machine is identified by its active and valid MAC address. If existing machine is found using the given MAC address, the system will update this existing machine instead of creating new machine. Else, the system will proceed to second tier, where machine is now identified by a combination of BIOS serial number and motherboard serial number. Likewise, if an existing machine is found with the combination serial number, the system will update that existing machine. However, there is a special rule with matching serial numbers. If more than one machine is found with this serial number combination, the system will not take this existing machine but will precede to the last tier. On third tier, a machine is now identified combination of by hostname and domain. This is the last option of recognizing an existing

machine in the system. Failing all tiers of inspection will lead the system to create new machine record based on the incoming machine data. This purpose of this 3-tier inspection is to accommodate various unique machine identification scenarios from the information collected from client machine based on feedbacks from current SAMLite users.

- **MAJOR FIX:** Custom fields are now selectable from machine summary and other related pages. This is similar to how we support this in SAMLite v4 or v4.5.
- Changed on how custom field are being implemented internally in the system. The change does not affect how user perceives and use custom field currently.
- Fixed on default creation of a history record for no. of partition and IP address on new machine.
- Expanded panels at machine details page will not be minimized if you sort the installed software list. Likewise for minimized panels.
- At machine details' installed software list, the "Detected" column has being removed.
- Newly created user will be assigned with the same locations and departments as the user who created this user.
- At find outdated machine, now if the user input 0 in the "stop updating for at least" box, it will show machines updated today.
- Fixed spelling error at assign user roles.
- Able to select custom field at machine summary and other related pages
- Drive type is now shown as brief description instead of code number.
- Software is now identified by its display name and version only. Previously, unique software is identified by display name, version and publisher.
- At machine summary and software summary page, whenever user want to see machine details, software details, machine installed and software installed, the result will be shown on another window to preserve user selections.
- After creating new user account, user will be automatically redirected to assign user role.
- Details in Software Audit and Machine Audit page are not accurate. This has been fixed with the newly implementation of Software Inventory
- Software Expiry Details now display purchased Software only.
- Simplified the description of Active Scan Event Log. Now most of log details are generated by .NET
- Reworked Schedule Scan for bug fixes and improvements. However, it might still cause the problem such as PCs not being scanned or not running well. This is still under investigation.
- Network Neighborhood is working properly for larger company environment.
- Standardized the data collection between passive and active collection such as Domain, Operating System and Hot fixes

- Fixed where unable to remove attachments from purchase orders.
- Fixed where unable to change the path for Login Scripts, where this is caused by the Windows Regional Language options. Now users do not need to change the language to English before editing the login scripts (sam.kix and samv3.kix)

### **Version 5.1.2**

- Fixed problem where renaming the username of user account to existing user account.
- Fixed problem where there is no license type when first time adding purchase order
- Fixed problem where Software Summary page is not filterable by Departments and Locations
- Fixed problem when editing company details that will move to root company when the editing a child company of a parent company
- Reworked the algorithm in identifying unique ID (MAC Address) of unique machines.
- Fixed problem where SAMLite did not import machine details that have no network devices
- Fixed where Machine Summary page displays IP Address incorrectly. Now it displays IP Address by the most active network card (Or selected IP Address/Hostname for Active Collection)
- SAMLite now will record date and time when new user account is created
- Users are now able to remove previously assigned machine warranty and lease date in machine detail page.
- Selected items (Company, users, departments, locations) under administration and configuration pages will be highlighted to indicate the selected item.
- Changed the charts of Machine Models where now it displays in vertical direction. (Previously was horizontal direction)
- Fixed problem where Operating System is not displayed properly.
- Fixed problem where Software and Hot fix details are not captured properly for 64-bit Operating System.

### **Version 5.1.1**

- Fixed various problems from collecting data from machines without WMI installed. This applies to Passive Collection only
- Fixed sam.kix file (login script) to capture properly on special symbols e.g. ™, some field collections for OS and BIOS and added file creation to support software in other languages.
- Import Service is now more stable than previous version
- Fixed Scheduler Service where it was not run properly.

- Fixed problems using many credentials when active collection
- Central Database Configurator now read the installed components properly.
- Fixed Scheduled Scan that would stop current schedule if other schedules start.
- Fixed Machine Reconciliation where it may display error page
- Fixed Software listing that now it can be filtered properly.
- Fixed Purchase Order to company assignment where sometimes the PO disappears.
- Fixed Software list that might capture “?” characters. (for latest scripts and next scan only)
- Fixed a various typo errors
- Fixed License Compliancy Level at Overview page that always display 1 row of records only
- Total Memory under Machine Details is displayed properly
- Fixed Purchase Order that will overlap with the lower panel
- Fixed Export to Excel cannot export Unicode characters properly
- Fixed displaying multiple IP addresses on a machine that uses many connections. Now it relies on Windows (.NET) to choose the active connection
- Fixed Administration page when creating/editing users

## Changes:

### Version 5.1.3

- For the next collection (Active or Passive), software with that classified as hot fixes will not be in the Software list, where the data is collected in the patch summary.
- Operating System name has been standardized

## Improvement:

### Version 5.1.5

- **Auto Change Machine Status:** The duration is now configurable at Configuration page instead of in import service configuration file in build 1.4.
- **Map IP Address to Location:** Now the user is able to create a mapping range that is not limited to the same third octet only. The range is open to any valid IP address ranges.

### Version 5.1.3

- Major Improvement: User can now select and personalize columns for machine summary, software summary and other pages that involve displaying list of machines.
- Search on machine summary, software summary and other related pages now can be more refined to search on specific column(s).
- Now user will be notified on any filter that is currently selected by the user. And has the option to reset the filters.
- User selection (check box selection) on machine and software summary are now retained across sorting and paging.
- Most of the panels under machine details page is display in table-column format.
- Added description at patch summary.
- Added description at find duplicated machines.
- Added description to find single and multiple instance.
- Added description to user login history.
- Fixed on bad layout of department and location filter when display using Internet Explorer 6.
- The time display under user defined fields at machine details is rounded up to day (discard time information). For example, 22 Feb 2009.
- Role is given description now at user role add and remove page.
- Added Pending Removal for Authorization page
- Added Machine Status filter in Authorization and Reconciliation page
- Added Description Column for Credential configuration (Active Scan)
- Users are now able to insert Active Probe Location value as Hostname, instead of IP Address only in previous version.
- Users are now able to begin discover the network, and then scan PCs at once, instead of scan the network manually. This applies to Scan Now and Scheduled Scan
- Improved the speed of loading first page. (For company that has more than 1000 PC records)

### **Version 5.1.2**

- Bulk assigning values for machine and software custom fields
- Optional registration page for users to register new user account by email address. It uses local SMTP server to relay email with configurable port number and sender email address. This feature can be turn on and off via site configuration (web.config)
- Certain sections under machine details are now AJAX-enabled to prevent minimized section from re-opened when user defined field is updated.

### Version 5.1.1

- Central Database Configurator now will create ASPNET or NETWORK SERVICE account automatically when using Windows Authentication, depending on the Operating System of the Server
- Improved the speed of active collection
- Improved loading speed of few pages

## System Requirements

Before installing, make sure your computer meets the system requirements and already have Version 5 installed and running

It is recommended to stop any other activities that running by SAMLite Server such as Anti-Virus scan or SAMLite is actively used by other users.

## Downloading

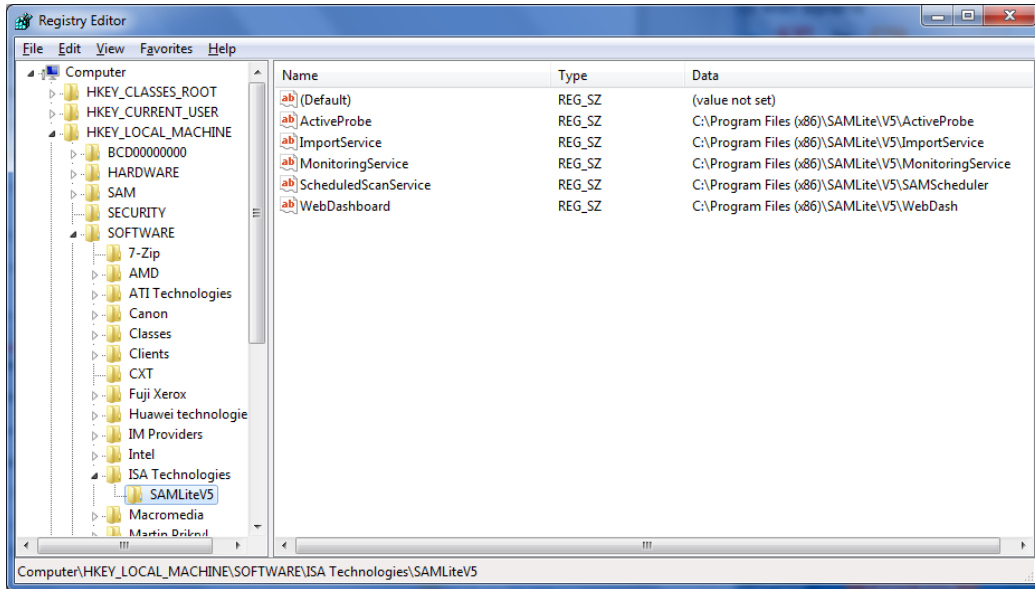
To download the patch, please contact your reseller or ISA Technologies ([samsupport@isatechnologies.com](mailto:samsupport@isatechnologies.com)). Only customers with active maintenance will be able to receive the patch from us.

## Installation

Things to be prepared before installation:

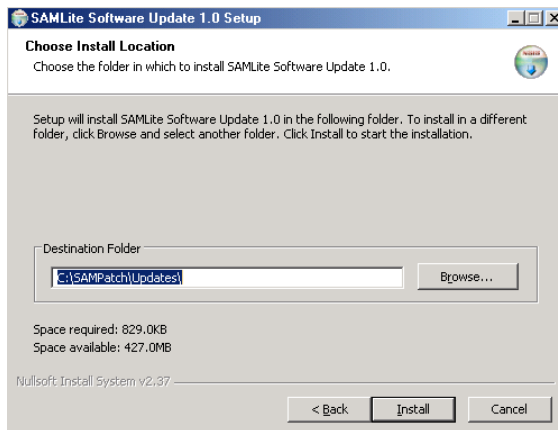
- 1) SSUSetup.exe (kindly request the patch file via [samsupport@isatechnologies.com](mailto:samsupport@isatechnologies.com))
  - a. Place this file into SAMLite server
- 2) SAMLite database settings (instance name, database name, credentials)
  - a. If the SAMLite web dashboard is working fine you may not need to know the database settings
- 3) Path of SAMLite Share folder (E.g.: [\\SERVER\SAMShare\\$](#))
  - a. You should be able to know the path from SAMLite Web Dashboard > Configuration > Configure Shared Folder > Path

- 4) Path of SAMLite installation folder (E.g.: C:\Program Files\SAMLite\V5)
- 5) **Important:** Please backup your database and all files in folder Program Files\SAMLite\V5 before you continue the installation
- 6) **Please make sure the installation directory exists in regedit as shown in figure below.**



Please follow the steps below:

- Installing patches for SAMLite Web dashboard, Import Service, Active Probe and scheduler
  - 1) Right click **SSUSetup.exe** and **Run as Administrator**
  - 2) Click **Next**



- 3) Provide the **path** to store the patch files. Click **Install**
- 4) **Tick** "Run SAMLite Software Update 1.0". Click **Finish**
- 5) Please wait until the updates finish. (**Important:** Please do not close the command prompt)
- 6) You have finished the patch.



- **Login Script**

- 1) Navigate SAMLite\V5\Webdash>LoginScripts\ LSPrepMgr.exe
- 2) Run LSPrepMgr.exe as administrator.
- 3) Type in the UNC path of samshare folder. Make sure the samshare folder has been shared out, and given read and write permission to user/everyone.
- 4) Click next/ok till the end of the wizard.
- 5) You will notice a folder is created with today's date(eg: 2012222) as its name. Inside that folder, it lays all the files that you need to deploy to AD.
- 6) You can copy that newly created folder, rename it to "sam". Then deploy it to the AD.

## Frequently Asked Questions

**1) Is this patch applicable for installation in many servers? (E.g.: Active Probe in one server, database in another server, web dashboard in third server)**

Yes, you can. You need to run the SAMLite Updater from all the servers that installed SAMLite 5. (Excluding Database Server)

**2) Would data such as departments, user accounts or custom fields that I have recorded previously get affected during the patch?**

No, updated SAMLite database will still keep the data that you have recorded.

We will inform you if the structure of database has changed, as it keeps your existing data

**3) How do I know which Build we are currently at?**

The Build no is written on the web dash login page. You should be able to see SAMLite version 5.0 build <No>

**4) Do I have to install all the previous patches before installing the new patch?**

No. You do not need to install the previous patch. SAMLite will detect your current patch and apply all the necessary patches.

**5) Who should I contact with if I have problem installing the patch?**

You can do so by contacting your reseller or report the issues to [samsupport@isatechnologies.com](mailto:samsupport@isatechnologies.com).

**6) How do I report any problem in the system?**

You can do so by contacting your reseller or report the problem to [samsupport@isatechnologies.com](mailto:samsupport@isatechnologies.com).

**7) I have some problems with the installation and functions in the system. Is there any documentation available?**

Yes. You can visit our website at <http://www.isainnovation.net/SAMLite/#FAQ> . Most of your questions will be answered.

**8) Why is there an error “Font arialuni.ttf does not exist in C:/Windows/fonts” after I launch SAMLite?**

This is to cater for special fonts e.g. Chinese/Japanese characters when exporting to excel or PDF format. We did not include this font in this patch because the size is too big. The font usually already exists in the system so you might not see this after all.

**9) Is there any user manual available e.g. Installation Guide and using SAMLite?**

Yes. There are several documentations available for you. Please visit our website at <http://www.isainnovation.net/samlite/index.html#Product5>.

**10) Where are you located?**

We have offices in Perth, Kuala Lumpur and Singapore. Feel free to contact us at the following <http://www.isainnovation.net/SAMLite/#Contacts>.