

## Asset management: Discovery and classification

**Q: What is the best way to import assets from a current Management software such as WASP or Spiceworks?**

A. ServiceDesk Plus supports the import of asset information from a CSV file. If you can export the asset details from the current system into a CSV file, that can be used.

**Q: What type of barcode scanners are supported in ServiceDesk Plus?**

A. Any keyboard event-driven barcode scanner will work with ServiceDesk Plus. Also, the iPhone and Android mobile applications support the barcode scanning.

**Q: How I prevent the scanning of expired assets?**

A. Assets in Expired or Disposed state will not be managed assets, therefore no scan will be performed.

**Q: Will the user-asset relationship be affected in a DHCP environment?**

A: No, change of an asset's IP address in a DHCP environment doesn't affect the user-asset relationship.

**Q: What is the difference between Workstation/Server Detected and Workstation/Server Inventoried?**

A: When a new workstation is added to your domain, ServiceDesk Plus will simply detect the asset. Only if you scan the asset using any of the Discovery methods, the asset will be added to the inventoried assets list with all its hardware and software details.

**Q: Does Network scan overload the network?**

A: The application will scan only ten assets at any point in time. This applies even when you specify the entire network range to be scanned.

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**Q: Is reporting done on client or server side?**

**A:** The reporting can be done only on the server side in ServiceDesk Plus. The client can only scan the devices and send the data to the server.

**Q: When DC is integrated with SDP, which application is ideal for scanning the assets?**

**A:** For workstation data, it is best to use DesktopCentral agent for scanning as it brings detailed information on software usage. Once Desktop Central and ServiceDesk Plus are integrated, the data will be synced.

**Q: Can a helpdesk technician with access to only requests see the asset information?**

**A:** If the technician is assigned with a role that has view permission to the assets module along with the existing privileges.