

Asset management: Software management and CMDB

Q: Please discuss user specific licensing of software.

A: You can achieve user specific licensing with named user license model. Go to **Assets > Software Licenses** and click **Add New**. Select the license type as **Named User License**, choose the users covered by the license, and click **Save**.

Q: Can I reconcile two software entries?

A: For now ServiceDesk Plus doesn't support reconciliation of software.

Q: How do I view the assets associated with a change as I add an IT or business service to the affected services?

A: Create Business or IT services in CMDB. Go to **Relationship** of the service and associate the servers. When this relationship is established, you can view the associated assets by clicking the service added to a change/problem.

Q: How do I remove a relationship between assets?

A: To delete a relationship between two CIs, open one of the CIs, go to the **Relationship** page > **List View**, select the other CI, and click **Delete**.

Q: How do I view just the managed software list?

A: Go to **Scanned Software** list view and select the filter as **Managed Software**.

Q: How do I remove scanned assets/software from CMDB?

A: Go to **Scanned Software** list view, select the software, and click **Delete**.

Q: When I remove an asset from ServiceDesk Plus, will the associated software licenses be

Asset management: Software management and CMDB

deallocated?

A: Yes. When an asset is expired or disposed or deleted, the license allocated to the software in the asset will automatically be deallocated.

Q: What is the difference between Software License and License Agreement?

A: Software license is the key to unlock and use the software in a machine. It's recorded under the **Software License** section from where you can allocate it to a machine. Software license agreement, on the other hand, provides the terms and conditions that are applicable to software usage.