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Introduction

What is ScanStar for Smartphones?

ScanStar for Smartphones is the logical extension of our existing ScanStar barcode acquisition and data manipulation application. The new smartphone version of ScanStar will introduce new technology and new functionality to a new set of popular platforms; iOS and Android OS. These operating systems are widely used on smartphones today and are being adopted by purpose-built scanner manufacturers as well (Android OS in the case of the later).

The existing ScanStar Integration Engine will remain the foundation of the set of integrations to ITSM and ITAM products supported today as well as a new JIRA integration. The mobile client portion of the application is the major focus of this update. ScanStar's existing three Modules are updated for the new client operating systems and are now referred to as “Workflows”. A new Audit Workflow has been added for the purposes of enhancing the current Verify workflow’s capabilities and ease of use.

Support for the following technologies has been added:

- On-board Camera - Allows capture of barcode tags as well as the acquisition of images to assign to assets.
- Zebra EMDK Integration for purpose built scanners

What's new

ScanStar Smartphone Version History

ScanStar v3.7.11
FAQs

ScanStar v3.7.x
Frequently Asked Questions (FAQ)

Q  Is this solution compatible with the iPhone?
   A  Yes

Q  Is a server required for ScanStar?
   A  The only requirement at this time is a smartphone with a camera running Android v4.4 or higher or iOS 9 and higher.

Q  How can I integrate this with my ITSM solution?
   A  We are currently working on a number of integrations at this time. Supported platforms include, but are not limited to:
      ▪  Riada Insight
      ▪  Atlassian JIRA
      ▪  BMC FootPrints v12 - Only Footprints 12 running against a Microsoft SQL Server 2008 or higher database is supported at this time.
      ▪  BMC Remedyforce Service Desk
      ▪  BMC Client Management
      ▪  BMC Remedy v9 and higher

Getting Started

System requirements

Server Requirements
A server is not required for the Smartphone version of ScanStar

Scanner Requirements
Minimum Requirements:
One smartphone running on Android v4.4 API level 19 or higher or iOS 9 and higher. Also referred as “the scanner” in this document. The smartphone also requires a camera with auto focus and at least 5 mega-pixels for optimal performance to scan the bar codes.

Installation
To understand the power of ScanStar workflows, it is important that you read the brief user guide and run through each demonstration scenario using the examples provided.

Please contact RightStar!
Sign In

Get Started / Sign In

The first time the application is run on the scanner, the welcome screen presents you with couple of options. Two dialogs to grant permissions to camera and storage are prompted consecutively. Click the 'Allow' button to continue using the application. Select the 'Accept and Get Started!' button when you are ready to begin. This will take you to the 'Sign In' screen where you are required to provide some basic information in order to continue. **Supply this basic information in order to login** into your CMDB. Choose the appropriate CMDB Provider that is applicable to you and select "Login" when you have completed the form.

![Figure 1](image1.png)

![Figure 2](image2.png)

For users already using the application, a 'Install New Config' button will appear above the 'Accept and Get Started!' button in the welcome screen (Figure 1) if a new ScanStar configuration file has been downloaded to your device. Users can opt to install the new file by clicking the 'Install New Config' button or from the 'Preferences' screen.

Preferences

This screen is presented either when a user signs into the app or from the work flow menu option. Here is
where a user can change the preferences or configure the app.

![Preferences](image)

*Note that the following entries are common to all platforms - please refer to provider specific content under the 'Provider Specific' section.*

**Name/User ID**: This is the platform specific login id for your account.

**Password**: This is the platform specific login password for your account.

**Remember Credentials**: Select "On" if you will be the only one using the scanner so as not to be prompted each time the application is started.

**Server**: This is the platform specific Server or IP:Port to your rest / soap API. Please refer to platform specific documentation under 'Getting Started'.

**Platform**: The target ITSM/ITAM application to which ScanStar will ultimately be integrated

**Project**: CMDB that you will be working with ScanStar

**Scan View (%)**: The amount of screen space used by the scanner (camera) view port.

**Login**: Begin using the ScanStar application

**Menus**

The are menu options that are accessible by selecting in the top right corner of the screen. Each of the menu options are detailed below.

**Apply License**: ScanStar license issued by RightStar sales can be applied here. Download the ScanStar.lic file to your mobile device first and then select this option.
**Configuration:** ScanStar can be configured to use specific CMDB and its CI Types. Each work flow (Receive, Track, and Verify) for a CI Type can further be configured to display desired fields for the available CI Type fields. Refer to the 'Configuration' section for details.

**Upload Configuration File:** In case of more than one ScanStar user, the user responsible to define the 'Configuration' can share the file with other users by uploading it via email or other options presented by your scanner device.

**Install Configuration File:** The Configuration file shared by the admin can be downloaded to users phone. Once downloaded, launch the ScanStar app, login and in the Preferences screen select the 'Install Configuration File'. The downloaded file will automatically be installed and will log off the user. The user can login and start using the application.

**Reset Configuration File:** Selecting this option will delete the existing configuration file. User will have to re-enter the credentials, login and either install the configuration file or reconfigure the app.

**Log Off:** This option will take the user back to the 'Getting Started' screen.

**Upload Error Log:** Errors are logged to a local folder in the application that can be shared with RightStar to help with troubleshooting issues.

After you have completed the initial registration process, you may return to the preferences screen at any time from the Workflow screen.

**Configuration**

ScanStar works with a single CMDB from the available list in your system. Here you will be able to pick the CTTypes and its fields to be used in ScanStar. You can also define field properties, barcode fields, and audit properties here in this section. ScanStar lets you configure multiple CMDBs and users can switch between them at any given point in the Preferences screen.

**CMDBs**

Selecting the 'Configuration' menu from the 'Preferences' screen launches the 'CMDBs' screen as seen in Figure 1a below. Click on the + to add a 'CMDB' to the 'CMDBs' list. A list of available CMDBs in your system that have not been added will be displayed as shown in Figure 1b. Check the ones you would like to add to ScanStar configuration and click 'Confirm'. The checked items will be added to the CMDB list.
CMDB

Selecting a CMDB in Figure 1a from the 'CMDBs' screen launches the 'CMDB' screen as seen in Figure 2a below. Here you can define the CITypes and ScanFields by further drilling down into them. You can also edit the Audit properties by selecting Audit that display the 'Update Audit Properties' dialog as shown in Figure 3a.
Figure 2a

**Audit Date** - A CIType date-time field in the CMDB that is used to track audited fields.

**Display Field 1** - Name of the field for which the field value is to be displayed as main text for each asset in the Audit screen list.

**Display Field 2** - Name of the field for which the field value is to be displayed as sub text for each asset in the Audit screen list.

---

**CITypes**

The CITypes screen can be accessed from the CMDB screen seen in Figure 2a. Here you can pick the CITypes to work with in the ScanStar application by clicking the icon on the top tool bar. The dialog will display all CITypes available in the CMDB provider that have not been already added to the ScanStar CITypes list.
There are three Workflows to each CIType selected in ScanStar. Drilling down into a CIType (Figure 3a) will display the three Workflows.

ScanFields
ScanFields can be defined in this screen and can be accessed from the CMDB screen (Figure 2a). The barcode data can automatically be populated into these fields by scanning the bar code. Each ScanField
defined here should be a valid field in each of the CITypes added to ScanStar (Figure 3a).

This screen can be accessed from the Workflows screen seen in Figure 3c. CIType fields can be added to each of the three Workflows (Receive, Track, and Verify). The field properties can be modified in the 'Modify Field Properties' dialog as in Figure 5c.

**Fields**

This screen can be accessed from the Workflows screen seen in Figure 3c. CIType fields can be added to each of the three Workflows (Receive, Track, and Verify). The field properties can be modified in the 'Modify Field Properties' dialog as in Figure 5c.
Figure 5a
Modify Field Properties

<table>
<thead>
<tr>
<th>Property</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name</td>
</tr>
<tr>
<td>Label</td>
<td>Name</td>
</tr>
<tr>
<td>Header</td>
<td></td>
</tr>
<tr>
<td>Default Value</td>
<td>(Asset Tag #)-{Model}</td>
</tr>
<tr>
<td>Required</td>
<td></td>
</tr>
<tr>
<td>ReadOnly</td>
<td></td>
</tr>
<tr>
<td>Hidden</td>
<td></td>
</tr>
<tr>
<td>Scan Order</td>
<td></td>
</tr>
</tbody>
</table>

Using ScanStar

Name - Name of the CMDB CIType field
Label - field text to be displayed in the Workflow form
Header - text to group fields. Displays the header above the field where it is specified.
Default Value - auto populates the field with text specified here.
A value from other fields on the form can also be populated with the following expression: \{Field Name\}
Required - This property setting is the one from the CMDB by default and can be overridden
ReadOnly - sets the field to be non-editable when enabled
Hidden - hides the field on the form when enabled
Scan Order - barcodes are populated into the ScanFields in the order specified in this property. Default order is the order in which the ScanFields are listed in the ScanFields screen (Figure 4a).
Overview

To understand the power of ScanStar workflows, it is important that you read this brief user guide and run through each demonstration scenario using the examples provided.

This document will cover all four ScanStar workflows. It will serve to guide the user through the trial application by way of common use scenarios. Users should follow the instructions in each scenario carefully for a complete understanding of the application.

Terminology

- **Workflow**: Previously known as a “Module” in ScanStar for Windows Mobile, a workflow is simply a process in ScanStar to address common use cases.
- **Session**: A session is defined as a contiguous set of actions inside of a Workflow. A session begins when you enter the Workflow and ends when you exit.
- **Scanner**: For the purposes of this document, a scanner is synonymous with an Android-based smartphone capable of running ScanStar.

Prerequisites

- One smartphone running the Android operating system v4.4 API level 19 or higher. Also referred to as “the scanner” in this document.
- Barcode tags. Sample barcodes are provided [here](#).

Scenarios Summary

Using the Receiving workflow, several assets will be created to work with throughout the demonstration. The Tracking workflow will be used to move those items to the staging area. The Verify workflow will be used to deploy some of the items. The Audit workflow will be used to perform an audit of items in a facility.

Setup

You may wish to use your own 1D barcodes or print the sample barcode sheets which are provided [here](#).

Installation

Please contact RightStar.

Notes

While ScanStar is capable of scanning 2D barcodes, it will be only supported on a custom basis per customer. Future functionality is being planned to take advantage of the extra capacity provided by these tags.

The Interface

An explanation of each major component of the user interface is outlined below using the Receive Workflow screen as an example.

Action Bar

The action bar, on the top of each screen, is used for navigation throughout the application.
From left to right, the icons provide the following functionality:

- Workflow indicator and back button. Shows the currently selected Workflow. Use this to return to the previous screen. Changes made to the current record will be saved.
- Photos button: The ability to view and/or add photos to the current record are located here.
- Menu button: Redundant access to the screens listed above. Future functionality will be placed here.

**Data View**

The Data View contains the basic attributes defined for each Workflow in the configuration section.

The required fields are marked with a red star next to the field.

Selecting a field referencing an object presents a pick list.

Selecting a date time field presents a calendar to pick a date.

**Scan Field**

A Scan Field is where the bar code data is stored with a bar code icon next to it. The current field to be scanned in is indicated with a blue border.

**Signature Pad**

A signature pad appears below the data view and can be scrolled into if hidden. A signature can be added just like editing any other field in the data view and saved along with the CI record. Signature is not supported for Footprints 12 and BMC Client Management providers at this time due to API limitation.

**Scan Button**
The Scan Button is used to invoke the camera view port as shown in the figure below and enable the ability to capture bar code data. The button text will change to “Stop” once the view port is enabled.

Point the blue line in the view port at a bar code to scan in the data into the applicable scan field.

The Save button can be used on demand. By default the current record is saved automatically when all the bar code fields have been populated. After saving, the bar code fields are cleared but retains the remaining data preparing the data view for the next asset to be scanned.

**Info Bar**

The Info Bar contains information about the current operation as well as additional functionality available for the currently selected Workflow.

The **CIType Type** is drop down containing the list of configured CITypes. Selecting a CIType from the drop down displays the associated fields in the data view.

The “light bulb” icon is shown in this example, during the scanning process. Tapping on the icon will toggle the camera’s LED ON/Off if present on your scanner in order to provide additional light for scanning.

Users can do a quick find of an asset by entering a bar code value like Asset Tag or Serial Number in the Last Scan field and tapping the search icon.

Tapping the **search** icon when the ‘Last Scan’ is empty presents a pick list shown below with the assets for the ScanStar configured CITypes. This is applicable only to the Track and Verify
workflows.

Attachments

This is the Info Bar which appears on the Photos screen.

Attachment can be added to an asset by clicking the photo icon and selecting an image / document. This is applicable only if the CMDB provider supports attachments via the API.

Workflows

There are primarily four Workflows Receive, Track, Verify, and Audit to work with when a user logs into the application. Each of the Workflows is explained in detail in the subsequent topics.
Users can access the Preferences, Documentation, or Log Off by selecting the icon.

Receiving

The organization receives most IT and Facilities inventory for company use through its warehouse. In the past, warehouse receiving personnel noted the receipts on company forms, and entered this data into Microsoft Excel later in order to keep a count of items available for distribution. Recordation of a typical shipment would usually take four to six hours.

With the implementation of ScanStar, the amount of time necessary to record large receipts has been drastically reduced. Now, receiving personnel simply scan each item received, recording important information about each shipment, the assets are automatically created, and the date and location of receipt is recorded in the system.

The use of barcode scanning technology which interfaces directly with the Asset Management system has reduced the time needed for data entry to less than an hour under the same circumstances.

Demonstration

A new shipment has arrived at the receiving dock; three laptops with docking stations have been delivered from Dell.

1. Log into ScanStar and select the Receiving workflow
2. First receive the laptops. Fill fields with data which is common to the items on the order:
   - Manufacturer: Dell
   - Model: Laptop or Docking Station
   - Lifecycle Status: Received
   - Received Date: current date/time
   - Purchase/Lease Cost: as appropriate for the items received
   - Building: HQ
   - Room: Warehouse
   - Organization: RightStar Systems
Location: **Receiving Dock**
- Select the back button to return to the main Receiving screen

3. Using the sample barcode sheet, begin scanning by tapping the “Scan” button. Scan the first barcode which represents the first scan field then scan the next barcode which represents the subsequent scan field if any. Notice how after all the scan fields are populated, the record is complete and the next scan will create a new record and save the previous record. This continues for each laptop on the order.

4. Select the Stop Scanning button when you have finished scanning the first sheet of tags.

5. Repeat actions in the previous step for the docking stations, changing the model and cost prior to scanning the second sheet.

6. Return to the main menu by tapping the back button in the app or on the device.

---

**Tracking**

The organization’s IT staff is tasked with configuration and delivery/movement of IT assets throughout the enterprise. Numerous items are distributed or recalled for repair or retirement throughout the organization on a daily basis.

Detailed records are desired to ensure accurate reporting of asset movement and assignment to the organization’s employees. The ScanStar Tracking workflow allows staff to pre-fill the location, ownership, and status information then simply scan all items participating in the action (move, reallocate, etc.). The time needed to record data for multiple asset transactions is greatly reduced and the accuracy is significantly increased with the use of ScanStar asset tracking.

**Demonstration**

The items just received must be moved to the staging area in preparation for deployment within the organization. The assets are temporarily assigned to you – the person performing the work. The location assignment is recorded and a photo is also assigned to each piece of equipment.

**Move items to the Staging area**

1. Log into ScanStar and select the Tracking workflow
2. Fill fields with data which is common to the items to be deployed, including:
   - Location: **Staging**
   - Status: **Staged**
   - Asset Owner: *[User which is currently logged in to ScanStar]*
   - Notice how the new (updated) information for each item is highlighted in red. The modified data is persistent for the session until user exits the workflow.
3. Add a photo for each model to be scanned:
   - Select the Photos button on the Action Bar.
   - Select the Add Photo button on the Info Bar.
   - Choose a photo representing the model you are about to scan from the available photos on the screen. You have the option of selecting images that are stored on the scanner or from a shared, online Google Drive.
   - Note that the first photo selected is the “default” photo. To add additional photos for an asset, repeat the actions of the previous step.
4. Return to the Tracking Workflow by selecting the Back button
5. Scan either the Asset Tag or Serial Number of each of the items previously received. The information provided (attribute values and image) will be applied to the scanned item.
6. Repeat these steps for each model, changing attribute values and images as appropriate for the assets to be scanned.
7. Return to the main menu by tapping the Back button in the app or on the device.
Verify

The IT staff at ABC, Inc. spend many hours in the field deploying new assets, moving or reassigning equipment, and collecting items in need of repair or disposal.

These processes require the recordation of each change to the asset's user, location, status, and other important attribute values. In the past, they manually recorded the asset information and then spent hours transcribing the collected data into the CMDB. The transcription process included verifying whether the asset existed in the CMDB. If it did, the staff member verified that the asset characteristics were correct before updating. If the asset did not exist, a new Inventory Item record was created in the CMDB.

With the implementation of ScanStar, the process is greatly simplified via ScanStar's Asset Verification workflow. Each asset's barcode label is scanned and a description of the asset, its owner/assignee, location, and any other pertinent information that has been configured for the workflow is displayed on the scanner's screen. If the information is correct, no action is necessary as a record of this verification is logged. Incorrect information can be changed in the field or, if the asset is not found in inventory, the asset data can be entered on the scanner and a new record is created.

Demonstration

You have been tasked with deploying a new Laptop and Workstation to Mary in accounting then pick up her old equipment from the satellite office downtown.

Deploy and pickup equipment

You have arrived at the 6th Street office and will record the deployment and retrieval of equipment for Mary:

1. Select the Verify workflow
2. Scan either tag on the new laptop you are issuing. Select “Stop Scanning” and note the information about its previous location and assignee. Update attribute values to reflect its new status:
   - Lifecycle Status: Deployed
   - Building: Walker Building
   - Room: Office 11A
   - Floor: 1st
   - Asset User: Mary Smith
   - And on the details screen...
     - Location: User's Desk
     - Department: Accounting
3. Select the Maps icon on the Action Bar. This will show your current location. You may now either select the “Map It” button from the Info Bar to set the asset's location to that shown on the screen or drag the location marker on the map to manually set to another location.
4. Return to the Verify Workflow screen by selecting the Back button
5. Repeat these steps to deploy a Laptop Docking Station and to pick up items for return.
6. Return to the main menu by tapping the back button in the app or on the device.

Audit

Field Audit
Prior to implementing ScanStar, IT resources were required to physically verify all of the IT related assets exceeding a specific value. This process required the dedicated effort of the entire IT staff for an extended period of time each year. They manually recorded the asset information and then spent hours reconciling the collected data with the CMDB.

With the implementation of ScanStar, the process is greatly simplified. ScanStar provides **Audit Sets** – collections of assets to be audited which share common characteristics such as location and cost. ScanStar allows the user to create and edit their own **Audit Sets**. Users can pick or add new **Audit Sets** by selecting the setting icon on the top right corner of the screen.

**Demonstration**

In this case, since we created and assigned assets to the Warehouse earlier, we will create a new Audit Set and perform an audit against these:

1. Select the Audit workflow
2. Select the preferences icon from the Action Bar
3. Note that one or more Audit Sets may already exist.
4. Create a new Audit Set by selecting the Add icon on the Action Bar
5. Use the following values for the new Audit Set:
   - Audit Set Name: **Warehouse Audit**
   - Filter: `Building='HQ' and Room='Warehouse'`
   - Default: check this box
   - Select OK
6. Now select this new Audit Set from the list
7. Notice the list of assets that were not deployed in the previous scenarios
8. To perform the audit and mark assets as found you can tap the check-box on any of the records shown or scan either the asset or serial number tag.
9. Audit a few items but leave a few unchecked.
10. Return to the Audit workflow and confirm that your audit results are consistent with your previous action

**Note:** scanning a barcode with camera to audit an asset displays only the single asset found for the
scanned data. Tap on 'Last Scan' to clear the last scanned data and display all applicable assets in the list view.

**Audit Sets**

Users can pick, add, edit, and delete Audit Set from the Audit Sets screen. Selecting the icon prompts a dialog as shown in Figure 2 to add a new Audit Set. Long click on a Audit Set in the list in Figure 1 to edit or delete an Audit Set. Selecting an Audit Set from the list in Figure 1 executes it and lists the CIs in the Audit screen.

- **Audit Set Name**: Name of Audit Set
- **Description**: Brief description
- **Filter**: criteria to limit the number CIs to audit. Please refer to CMDB provider specific documentation for appropriate syntax.
- **Default**: executes the Audit Set by default in the Audit screen when this option is enabled.

**Note**: some of the filters may require a single quote in the query string like in the Figure 2. Apple has introduced smart punctuation in iOS 11 and up that replaces the standard punctuations and does not work when used in these audit set filters. Disable this option as follows: Settings -> General -> Keyboard -> Smart punctuation

---

**Provider Specific**
Atlassian Jira

This page contains all Jira specific integration information.

Sign In

User: Jira user

Password: Jira user password

Url: Jira rest url
  Cloud version: http://[accountname]
  On premise version: http://[servername:port]

CMDB Provider: Jira

Figure 1

Audit Sets

This section explains how to configure filters that works with Atlassian's Jira
Filter: any where clause applicable to Atlassian's Jira [JQL] is supported here. Query on any Jira or custom field.

Here are a few examples

<table>
<thead>
<tr>
<th>Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>issuetype = &quot;Desktop&quot;</td>
<td>List desktop assets in Jira</td>
</tr>
<tr>
<td>status = &quot;Deployed&quot;</td>
<td>List assets that have been deployed</td>
</tr>
</tbody>
</table>

Figure 2

Naming Convention

Each CMDB provider has unique naming convention. Since ScanStar provides a common solution to each of these providers, it has proprietary terminology that closely aligns with ITAM. Following is the mapping between ScanStar and Jira

<table>
<thead>
<tr>
<th>ScanStar</th>
<th>Jira</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMDB</td>
<td>Project</td>
</tr>
<tr>
<td>CIType</td>
<td>IssueType</td>
</tr>
<tr>
<td>Field</td>
<td>Attribute</td>
</tr>
<tr>
<td>CI (configuration item)</td>
<td>Issue</td>
</tr>
<tr>
<td>Picklist</td>
<td>User pick list</td>
</tr>
</tbody>
</table>

Riada Insight

This page contains all Insight specific integration information.

Sign In
**Figure 1**

**Pick-list for Reference attributes**

The object pick-list on the Track and Verify workflows can be accessed by tapping on the magnifying glass icon in the bottom right of the screen. The pick-list can be sorted only on the 'Name' attribute at this time.

**Audit Sets**

This section explains how to configure filters that works with Riada Insight.
Filter: any where clause applicable to Riada Insight IQL is supported here. The field name is the name of the CI Type (objectType) attribute. The attribute should be available in all CI Types configured in ScanStar.

Here are a few examples

<table>
<thead>
<tr>
<th>Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>objectType=&quot;Desktop&quot;</td>
<td>List assets of objectType Desktop</td>
</tr>
<tr>
<td>Location=&quot;Dallas, TX&quot;</td>
<td>List assets assigned to the 'Dallas, TX' location</td>
</tr>
<tr>
<td>objectType=&quot;Desktop&quot; AND Status=&quot;Open&quot;</td>
<td>List Desktop assets with Open Status</td>
</tr>
</tbody>
</table>

Naming Convention

Each CMDB provider has unique naming convention. Since ScanStar provides a common solution to each of these providers, it has its proprietary naming that closely aligns with ITAM. Following is the mapping between ScanStar and Insight

<table>
<thead>
<tr>
<th>ScanStar</th>
<th>Insight</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMDB</td>
<td>Schema</td>
</tr>
<tr>
<td>CIType</td>
<td>ObjectType</td>
</tr>
<tr>
<td>Field</td>
<td>Attribute</td>
</tr>
<tr>
<td>CI (configuration item)</td>
<td>Object</td>
</tr>
<tr>
<td>Picklist</td>
<td>Reference object list</td>
</tr>
</tbody>
</table>

BMC FootPrints Service Core v12

This page contains all Footprints 12 specific integration information.

Note: Only Footprints 12 running against a Microsoft SQL Server 2008 or higher database is supported at this time.

Preferences
**User ID:** Footprints user

**Password:** Footprints user password

**Url:** Footprints external service endpoint - `{servername:port}`
e.g. `http://1.2.3.4:8080`

**CMDB Provider:** Footprints 12

**Data Source:** Footprints database server - `{server / IP}\{instance}`

**Database:** Footprints database name

**DB User:** Footprints database login id

**DB Password:** Footprints database login id password

**Table Prefix:** 'Tenant Id' can be found in the following file on the Footprints server - `C:\Program Files\BMC Software\FootPrints Service Core\conf\footprints-environment.properties`

**Address Books:** Footprints address book and items to be used in ScanStar. Enter the value in the following format: `{Address Book 1}:Item1#Item2, {Address Book 2}:Item1#Item2`

---

**Note:** for the security of your Footprints data, it is recommended to use a 'Database User' only with the following minimum rights.

1. A database login with Footprints database (e.g. fpscdb001 in Figure 1) as the default database and default schema as `{Table Prefix}_system`. Where `{Table Prefix}` is the value from Figure 1. The login should be mapped only to the Footprints database.
2. Add the following schema to the Footprints Securables list (database properties) with specified permissions

<table>
<thead>
<tr>
<th>Table Name</th>
<th>Select</th>
<th>Insert</th>
<th>Update</th>
<th>Delete</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>{Table Prefix}_cmdb_xxx</code></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>all CMDB tables configured in ScanStar</td>
</tr>
<tr>
<td><code>{Table Prefix}_ab_xxx</code></td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td>all address books to be used in ScanStar</td>
</tr>
<tr>
<td><code>{Table Prefix}_content_repository</code></td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><code>{Table Prefix}_system</code></td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Naming Convention**

Each CMDB provider has unique naming convention. Since ScanStar provides a common solution to each of these providers, it has its proprietary naming that closely aligns with ITAM. Following is the mapping between ScanStar and Footprints 12

<table>
<thead>
<tr>
<th>ScanStar</th>
<th>Footprints 12</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMDB</td>
<td>CMDB</td>
</tr>
<tr>
<td>CIType</td>
<td>CI Type</td>
</tr>
<tr>
<td>Field</td>
<td>Attribute</td>
</tr>
<tr>
<td>CI (configuration item)</td>
<td>CI</td>
</tr>
</tbody>
</table>

**Picklist**

Few of the properties for the CI picklist in workflows Track and Verify can be configured for each of the CMDB as shown in Figure 2. This screen can be accessed from the Preference's Configuration menu and
then selecting a CMDB.

**Sort Column**: Default sort column. Can be only either of the display fields.

**Display Field 1**: Field to be displayed as the main text for each CI in the picklist.

**Display Field 2**: Field to be displayed as the sub text for each CI in the picklist.

![Figure 2](image)

**Audit Sets**

This section explains how to configure a filter that works with Footprints 12.

**Filter**: anywhere clause applicable to Microsoft SQL Server database is supported here. The field name is the nice name of the CI Type attribute and should be enclosed in square brackets. The attribute should be available in all CI Types configured in ScanStar.

E.g.

\[Location\] = 'New York' and \[Building\] = 'HQ'
BMC Remedyforce Service Desk

This page contains all Remedyforce specific integration information. ScanStar integrates with Remedyforce with the Salesforce Rest API that uses OAuth 2.0 to authenticate the client. A new salesforce connected app is required that provides the Client Id and Client Secret to be able to authenticate and obtain a session token that is used to establish subsequent communication between ScanStar and Remedyforce. See instructions below on how to create a connected app.

Sign In

<table>
<thead>
<tr>
<th>User ID</th>
<th>Salesforce user</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password</td>
<td>Salesforce user password</td>
</tr>
<tr>
<td>Url</td>
<td>Salesforce url to the login console. E.g. - <a href="https://xxxx.salesforce.com">https://xxxx.salesforce.com</a></td>
</tr>
<tr>
<td>CMDB Provider</td>
<td>Remedyforce</td>
</tr>
<tr>
<td>CMDB</td>
<td>Remedyforce CMDB</td>
</tr>
<tr>
<td>Scan View (%)</td>
<td>40</td>
</tr>
<tr>
<td>Security Token</td>
<td>Salesforce security token if the instance is not whitelisted</td>
</tr>
<tr>
<td>Client Id</td>
<td>Client Id for the connected app created in salesforce</td>
</tr>
<tr>
<td>Client Secret</td>
<td>Client Secret for the connected app created in salesforce</td>
</tr>
</tbody>
</table>

Audit Sets

This section explains how to configure filters that works with Remedyforce.
Filter: anywhere clause applicable to Remedyforce SOQL is supported here. The field name is the Remedyforce field API name from the Base Element object.

Here are a few examples

<table>
<thead>
<tr>
<th>Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMCServiceDesk__PrimaryCapability__c in ('Desktop', 'Laptop')</td>
<td>List desktop and laptop assets</td>
</tr>
<tr>
<td>BMCServiceDesk__PrimaryClient__r.Name in ('Support', 'IT Ops')</td>
<td>List assets for specified primary clients</td>
</tr>
<tr>
<td>BMCServiceDesk__PrimaryCapability__c = 'Desktop' and BMCServiceDesk__Asset_Status__c = 'InProduction'</td>
<td>List desktop assets in production</td>
</tr>
</tbody>
</table>

Naming Convention

Each CMDB provider has unique naming convention. Since ScanStar provides a common solution to each of these providers, it has its proprietary naming that closely aligns with ITAM. Following is the mapping between ScanStar and Remedyforce:

<table>
<thead>
<tr>
<th>ScanStar</th>
<th>Insight</th>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMDB</td>
<td>CMDB</td>
<td>CIType</td>
</tr>
<tr>
<td>CT</td>
<td>Class</td>
<td>Field</td>
</tr>
<tr>
<td>Pick list</td>
<td>Lookups or Foreign Keys</td>
<td>CI (configuration item)</td>
</tr>
</tbody>
</table>

Remedyforce Configuration

Enabling IT Asset Management

ScanStar is a bar coding application and mostly deals with any physical inventory that can be tagged. ScanStar works best with IT Asset Management CIs in Remedyforce and it requires this option to be enabled. Here are the steps to enable the option.

1. In Remedyforce console navigate to the 'Remedyforce Administration' tab
2. Select 'Configure CMDB 2.0'
3. Select 'General CMDB Settings'
4. Check 'Enable IT Asset Management'

How to create a Connected App in Salesforce

Here are the steps to create a connected app in salesforce. Once created, the Client Id and Client Secret can be provided in the Figure 1 above to be able to login.
1. Login into Remedyforce console
2. Select 'Setup'
3. Select 'App' under the 'Build' section on the left navigator
4. Find the Connected Apps section and click New
5. Enter a unique Connected App name
6. Enter a contact email address
7. Check the 'Enable OAuth' settings under the 'API (Enable OAuth settings)' section
8. Enter a value in the Callback Url field: E.g. https://login.salesforce.com/services/oauth2/callback
9. Select the following options under the 'Selected OAuth Scopes'
   1. Access and manage your data (api)
   2. Provide access to your data via the Web (web)
   3. Perform requests on your behalf at any time (refresh_token, offline_access)
10. Save the changes

**How to create a Public Group and add Users**

A public group is required if your ScanStar license is based on number of users belonging to the specified group. Here is how to create the group and add users to it in salesforce.

1. Login into Remedyforce console
2. Select 'Setup'
3. Select 'Manage Users' under the 'Administer' section on the left navigator
4. Select 'Public Groups'
5. Click on the 'New' and follow instructions to create the new group
6. On the 'Public Groups' page, search for Users and add required users to the group.
7. Save and you are done

**BMC Client Management**

This page contains all BCM specific integration information. ScanStar works with BCM Devices and related object attributes for Financial Asset Management and Computer System.

**Sign In**

BCM specific information required to log into ScanStar.
**User ID**: BCM user  
**Password**: BCM user password  
**Url**: http://{servername:port}

This is the BCM REST API url. The placeholder, {servername:port} should be replaced with appropriate DNS / IP and port. A sample is shown in Figure 1.

**CMDB Provider**: BCM

---

**Audit Sets**

This section explains how to configure filters that works with BCM

*Filter*: anywhere clause applicable to BCM is supported here. The field name is the name of the CI Type (Device) attribute.

Filter in following E.g. lists all server devices

*Type*=`server`
Naming Convention
Each CMDB provider has unique naming convention. Since ScanStar provides a common solution to each of these providers, it has its proprietary naming that closely aligns with ITAM. Following is the mapping between ScanStar and BCM

<table>
<thead>
<tr>
<th>ScanStar</th>
<th>BCM</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMDB</td>
<td>Device</td>
</tr>
<tr>
<td>CIType</td>
<td>Type</td>
</tr>
<tr>
<td>Field</td>
<td>Attribute</td>
</tr>
<tr>
<td>CI (configuration item)</td>
<td>Device</td>
</tr>
<tr>
<td>Picklist</td>
<td>Reference object list</td>
</tr>
</tbody>
</table>

BMC Remedy
This page contains all Remedy specific integration information.

Sign In
Remedy specific information required to log into ScanStar.

User ID: Remedy user

Password: Remedy user password

Url: servername:port

The servername is the DNS or the IP of Remedy server. The port is the Jetty server's port number as configured in Remedy.
e.g. http://1.2.3.4:8443

CMDB Provider: BCM

Data Set Id: Remedy Data Set to be used in ScanStar

Classes: Classes to be used in ScanStar configuration

Figure 1

Best Practices to use ScanStar with Remedy CMDB
1. It is always recommended to create an Asset by scanning it to a non-production dataset and reconcile that dataset into production dataset (BMC.ASSET). Do not scan a new Asset into BMC.ASSET directly unless your Asset Management process demands it.
2. To scan into a non-production dataset, create a new dataset ID called SCAN.ASSET in the BMC Atrium CMDB. Login through "Preference" mode and set the Data Set Id to SCAN.ASSET. This
way the “Received Assets” get created in the SCAN.ASSET dataset. This is also a good practice for testing the Scan Start App for the first time.

3. In the Atrium CMDB, create a new “Reconciliation Rule” to reconcile the scanned Assets in SCAN.ASSET dataset into the production BMC.ASSET dataset.

4. If you try to scan an Asset into the BMC.ASSET dataset directly and it creates duplicates, then check the Asset in ITSM Asset Management to make sure that the Serial Number or Asset Tag are unique to an Asset.

5. If there are duplicate Assets in the BMC.ASSET dataset, then delete one of the duplicates by setting the Status to “Delete” and run a “Purge” reconciliation job to physically delete the duplicate Asset, so it does not interfere with production Assets.

6. Also if using SCAN.ASSET dataset to create new Assets, then periodically check any Assets in the SCAN.ASSET dataset that are already reconciled (Reconciliation ID ≠ “0” and same the Asset exists in the BMC.ASSET dataset), and create a new “Purge” reconciliation job to clean up the SCAN.ASSET dataset for old reconciled Assets.

7. If you want to preserve any scanned Assets for review later and do not want it to interfere with production Assets, then use a new Reconciliation job of Activity Type “Copy” to copy over the scanned assets into a temporary dataset like “REVIEW.ASSET”. You can also use the “Compare” Activity Type to compare a scanned Asset in SCAN.ASSET dataset with production dataset BMC.ASSET.

8. ScanStar will not “Receive” an Asset to create a duplicate Asset with same Serial Number and Asset Tag. If this happens, and it's reproducible, then it's a product defect. Please report the defect to RightStar.

9. “Verify” mode can be used to set additional fields or to change fields of a previously scanned Asset. It’s a powerful feature to use.

10. The “Owner” field has no validation rules behind it to verify that the person is a valid person in ITSM or CMDB.

11. In “Verify” mode, the “People” field displays the latest “Used By” People record related to the Asset in ITSM Asset Management -> People tab, if there are multiple People related to the Asset in the “Used By” role.

12. In “Verify” mode, when setting the “Received Date,” make sure the soft keypad is not visible on the smart phone screen before selecting (touching) the “Received Date” field to set it or change it.

13. In “Receive” or “Verify” mode, the Product Name, Manufacturer, Model, etc. will not display any drop down values unless they are configured in the ITSM Foundation data “Product Catalog” for a given “Product Categorization Tier 1, 2 and 3”. Configure them before use with ScanStar App.

People field in Workflows

This People field in each of the Receive, Track, and Verify workflow forms relates to the People tab in Remedy Asset Management's CI form. If missing, this field can be added to any of the workflow forms via the app configuration. Tapping on this field will list all the People records from which you can select a user to relate to the CI. Currently the CI / People relation created via ScanStar is assigned to the 'Used by' role by default and can be only modified from the Remedy console.

Audit Sets

This section explains how to configure filters that works with Remedy
Filter: any where clause applicable to Remedy is supported here. The field name is the Remedy field Label name in the CI Type (class).

Here are a few examples

<table>
<thead>
<tr>
<th>Filter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>'Class Id' = &quot;BMC_COMPUTERSYSTEM&quot;</td>
<td>List computer system assets</td>
</tr>
<tr>
<td>'AssetLifecycleStatus' = &quot;Deployed&quot;</td>
<td>List assets that have been deployed</td>
</tr>
</tbody>
</table>

Figure 2

Naming Convention

Each CMDB provider has unique naming convention. Since ScanStar provides a common solution to each of these providers, it has its proprietary naming that closely aligns with ITAM. Following is the mapping between ScanStar and Remedy

<table>
<thead>
<tr>
<th>ScanStar</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMDB</td>
<td>Remedy CMDB</td>
</tr>
<tr>
<td>CIType</td>
<td>Classes</td>
</tr>
<tr>
<td>Field</td>
<td>Attribute</td>
</tr>
<tr>
<td>CI (configuration item)</td>
<td>CI</td>
</tr>
<tr>
<td>Picklist</td>
<td>Reference object list</td>
</tr>
</tbody>
</table>

Sample Barcode Tags
## Sample Barcode Labels for Dell Laptops

<table>
<thead>
<tr>
<th>Asset Tag</th>
<th>Serial Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>121021</td>
<td>SN001151</td>
</tr>
<tr>
<td>121022</td>
<td>SN001152</td>
</tr>
<tr>
<td>121023</td>
<td>SN001153</td>
</tr>
</tbody>
</table>
Sample Barcode Labels for Dell Docking Stations

<table>
<thead>
<tr>
<th>Asset Tag</th>
<th>Serial Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>121024</td>
<td>SN001154</td>
</tr>
<tr>
<td>121025</td>
<td>SN001155</td>
</tr>
<tr>
<td>121026</td>
<td>SN001156</td>
</tr>
</tbody>
</table>

Contacting Technical Support

If you purchased your product from one of our distributors, you should contact that distributor for support assistance.

RightStar Technical Support is available from 8 a.m. to 6 p.m. Eastern Time, weekdays. You can contact Technical Support via telephone, Internet mail, and the World Wide Web home page. Outside of support hours, you may leave a voice message.

Before requesting support, check for known issues & FAQs. If you still cannot resolve the issue please have the following information available:

- CMDB Platform
- ScanStar version
- Mobile device manufacturer, model and operating system
- Specific steps to reproduce the problem
- All information about the environment

Support Email: scanstar@rightstar.com