

Zipperase Enterprise Connector

QUICK START GUIDE

In ServiceNow

Tested on the
Zurich release

IT Asset Management
with Hardware Asset
Management or
HAM Professional

System
Administrator access

In Zipperase

Active Zipperase
Enterprise account

Access to the [Zipperase
Customer Portal](#)

Group Manager role

Good to Know

Erase runs in Zipperase.
The connector sends the
results into ServiceNow.

New erase records arrive
with each hourly sync.

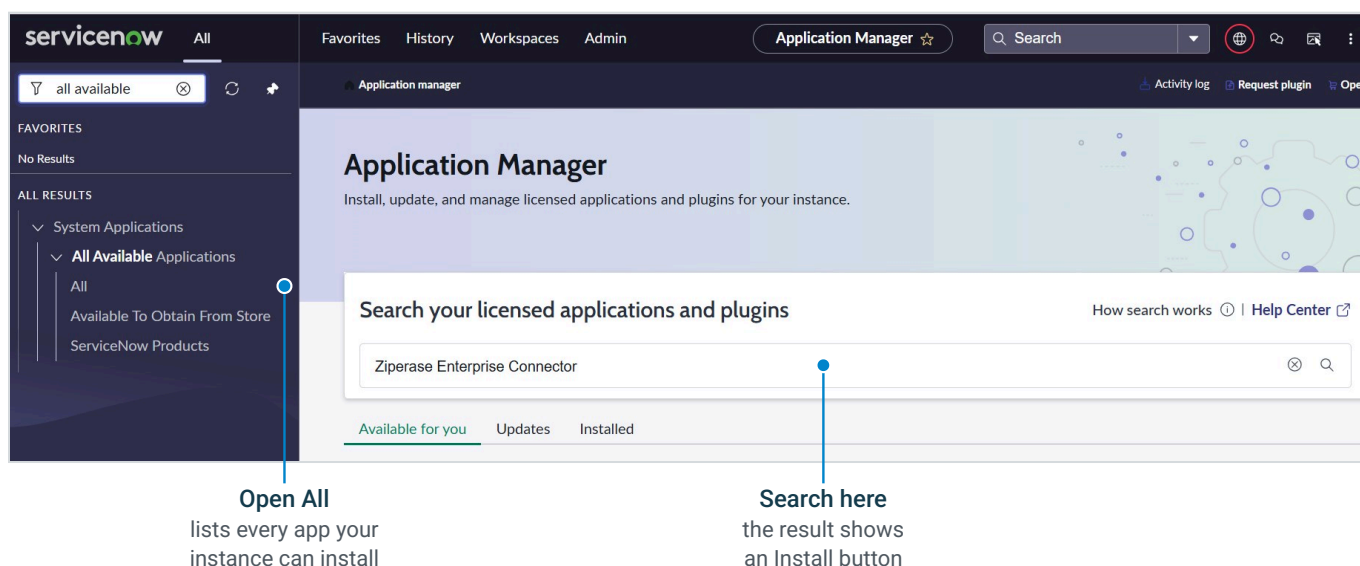
Records match hardware
assets by serial number.

Contents

Install the App	2
Add Erase Records to Hardware Forms · Turn On the Client Credentials Grant	3
Create the Integration User · Give Your Team Access	4
Generate the Client ID & Client Secret	5
Connect Your Zipperase Account	6
Check the Connection · Erase Records in ServiceNow	7
Set Up the HAM Asset Lookup · Fix a Serial Number Mismatch	8

Install the App

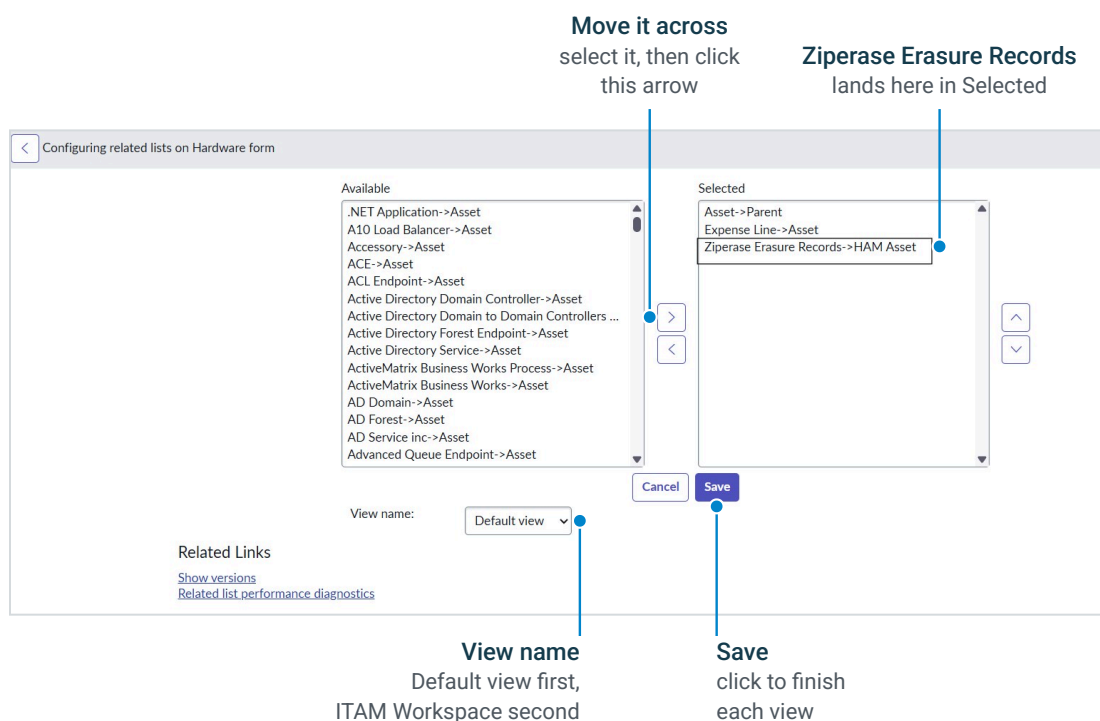
- 1 **Check your plugins.** Your instance needs IT Asset Management with Hardware Asset Management (`com.snc.asset_management` , `com.sn_itam_workspace`), or HAM Professional (`sn_hamp`).
- 2 **Find the connector.** Log in as System Administrator. Go to System Applications → All Available Applications → All and search for ZiperaSe Enterprise Connector.
- 3 **Install it.** Click Install and wait for it to finish.



- 4 **Switch the application scope.** Switch the scope to ZiperaSe Enterprise Connector, so every setup record in the next steps is created inside the app.

Add Erasure Records to Hardware Forms

- 1 **Open a hardware record.** Go to Hardware [alm_hardware], open any record, click Additional Actions (≡) and choose View → Default.
- 2 **Add the related list.** Click Additional Actions again and choose Configure → Related Lists. Move Zipperase Erasure Records → HAM Asset to Selected and click Save.
- 3 **Repeat for ITAM Workspace.** Choose View → ITAM Workspace and add the same related list.



Turn On the Client Credentials Grant

- 1 **Set the property to true.** Go to System Properties → All Properties and search for `glide.oauth.inbound.client.credential.grant_type.enabled`. Open it, set Value to true and click Update.

Property not listed. Create a new system property with that name, Type True/False and Value true, then click Submit.

Create the Integration User

- 1 **Create the user.** Go to User Administration → Users and click New. Fill in the details below, tick Internal Integration User and click Submit.

User ID	Ziperase Integration User
First & last name	Ziperase Integration

- 2 **Add its roles.** Open the new user, click Edit in the Roles list and add `rest_service` and `x_zipper_ziperase_0.Ziperase Integration User`. Click Save.

Give Your Team Access

Open each user in User Administration → Users, click Edit in the Roles list, add their Ziperase role and click Save.

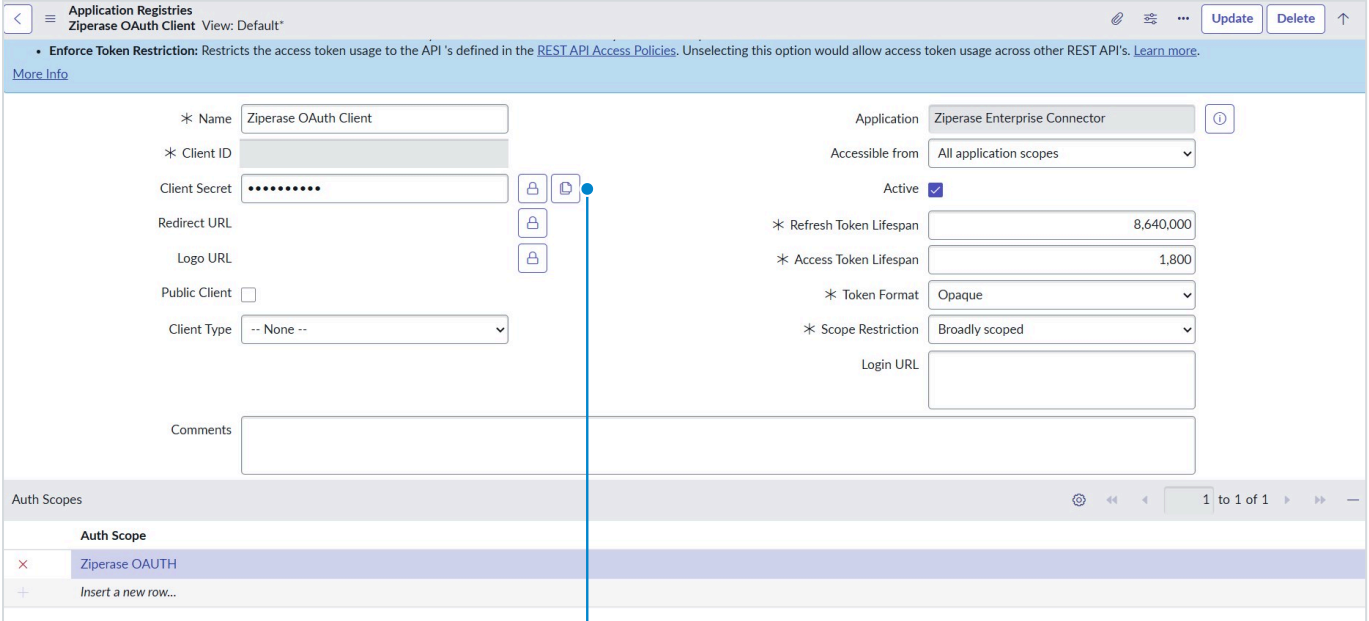
Ziperase Viewer	Read-only access to erasure records.
Ziperase Resolver	Everything a Viewer has. Also updates mismatched or failed erasure records and links them to the right asset.
Ziperase Admin	Everything a Resolver has, with full read, update and delete access to erasure records.

Generate the Client ID & Client Secret

- 1 **Start a new integration.** Go to Application Registry and click New Inbound Integration Experience. Click New Integration and choose OAuth Client Credentials Grant.
- 2 **Fill in the details.** Enter the values below and click Submit.

Name	ZiperaSe OAuth Client
OAuth Application User	ZiperaSe Integration
Auth Scope	ZiperaSe OAUTH
Limit authorization to these APIs	SN-ZiperaSe

- 3 **Copy the Client ID & Client Secret.** Store them securely. You enter them in the [ZiperaSe Customer Portal](#) in the next step.



Application Registries
ZiperaSe OAuth Client View: Default

Enforce Token Restriction: Restricts the access token usage to the API 's defined in the [REST API Access Policies](#). Unselecting this option would allow access token usage across other REST API's. [Learn more.](#)

More Info

* Name: ZiperaSe OAuth Client

* Client ID: [Empty field]

Client Secret: [Masked field] [Copy] [Paste]

Redirect URL: [Empty field] [Copy] [Paste]

Logo URL: [Empty field] [Copy] [Paste]

Public Client: ☐

Client Type: -- None --

Comments: [Empty text area]

Application: ZiperaSe Enterprise Connector

Accessible from: All application scopes

Active: ☒

* Refresh Token Lifespan: 8,640,000

* Access Token Lifespan: 1,800

* Token Format: Opaque

* Scope Restriction: Broadly scoped

Login URL: [Empty field]

Auth Scopes

Auth Scope
ZiperaSe OAUTH
Insert a new row...

Client ID & Client Secret
 copy both for the
 ZiperaSe Customer Portal

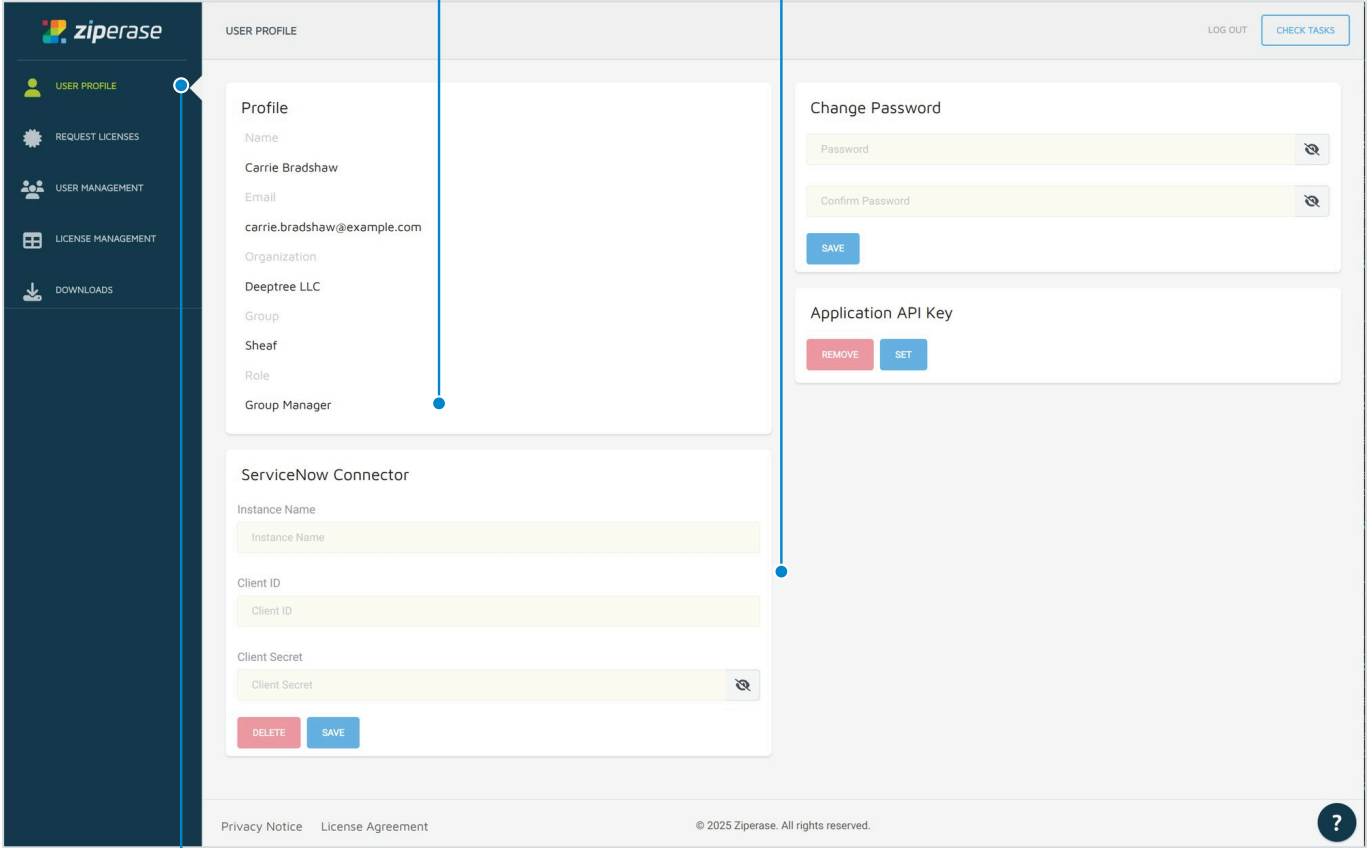
Connect Your ZiperaSe Account

A user with the Group Manager role for your organization finishes the setup.

- 1 **Open User Profile.** Log in to the [ZiperaSe Customer Portal](#) and go to User Profile.
- 2 **Enter your ServiceNow details.** In the ServiceNow Connector panel, enter your instance name, Client ID and Client Secret, then click Save. The integration then runs on its own.

Group Manager
the role you need to
set up the connector

ServiceNow Connector
paste the Client ID &
Client Secret from ServiceNow



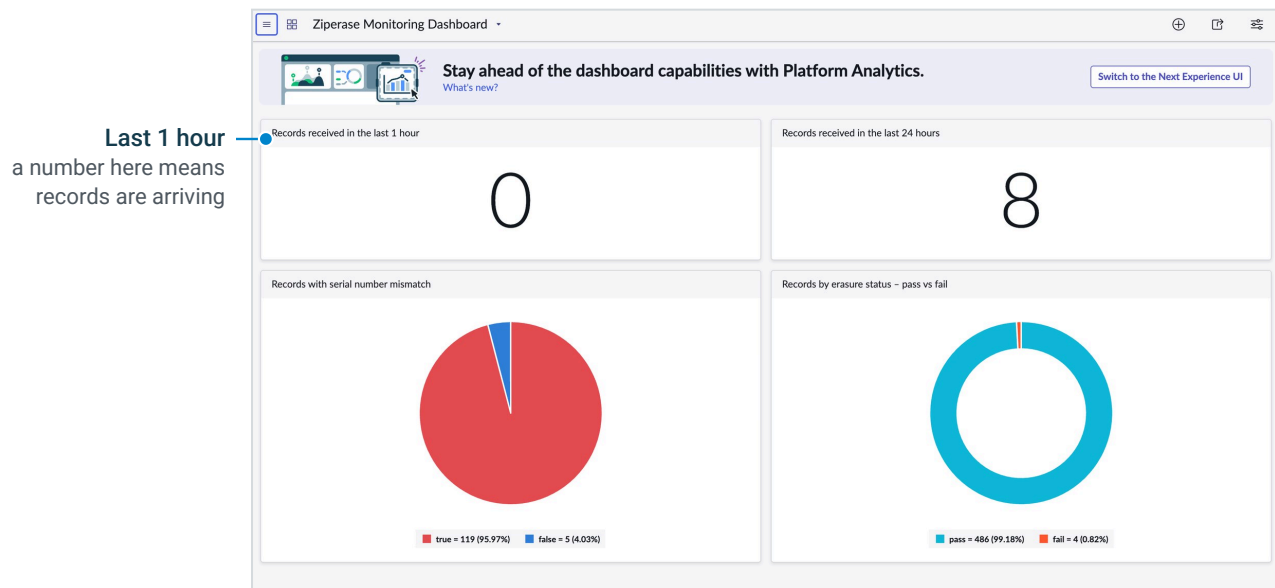
The screenshot shows the ZiperaSe User Profile page. On the left is a dark blue sidebar with navigation links: USER PROFILE (highlighted), REQUEST LICENSES, USER MANAGEMENT, LICENSE MANAGEMENT, and DOWNLOADS. The main content area is titled 'USER PROFILE' and contains two sections. The 'Profile' section shows user details for Carrie Bradshaw, including Name, Email (carrie.bradshaw@example.com), Organization (Deeptree LLC), Group (Sheaf), and Role (Group Manager). The 'ServiceNow Connector' section has input fields for Instance Name, Client ID, and Client Secret, with DELETE and SAVE buttons. To the right of the main content is a 'Change Password' section with Password and Confirm Password fields and a SAVE button, and an 'Application API Key' section with REMOVE and SET buttons. At the top right are LOG OUT and CHECK TASKS links. At the bottom are links for Privacy Notice and License Agreement, a copyright notice for 2025 ZiperaSe, and a help icon.

User Profile
where the connector
settings live

Check the Connection

Erasure records reach ServiceNow with each hourly sync, so they appear after a device has been erased in Zipperase and the next sync has run.

- 1 **Open the dashboard.** Go to My Company Applications → Zipperase Enterprise Connector → Zipperase Integration Monitoring Dashboard.



Nothing arriving. Platform admins can open the Zipperase Integration Error Log, which shows integration messages from the last 24 hours.

Erasure Records in ServiceNow

ServiceNow matches each incoming serial number to a hardware asset and adds the record to that asset's Zipperase Erasure Records tab. The latest erasure always stays on the asset. Each record carries:

- Serial Number
- Vendor
- Model
- Erasure Status
- Erased At
- Erasure Method
- Zipperase URL

Set Up the HAM Asset Lookup

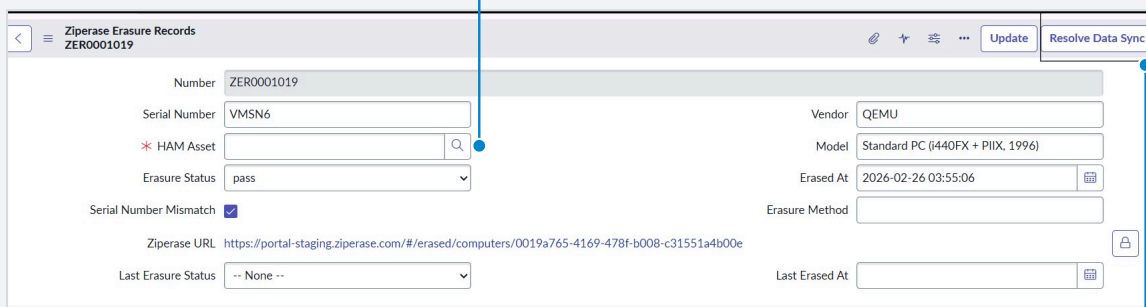
- 1 **Open the lookup.** Once the first records have arrived, open any Ziperase Erasure Record and click the magnifying glass beside HAM Asset.
- 2 **Set the columns.** Right-click a column header and choose Configure → List Layout. Move these fields to Selected, in this order, and click Save: Display Name, Serial number, Location, Substate, Model Category, Vendor, Model, State, Assigned to.

Fix a Serial Number Mismatch

A record whose serial number matches no hardware asset still arrives. It is marked Serial Number Mismatch and every Ziperase Resolver gets an email with a link to it.

- 1 **Open the record.** Click the record link in the email.
- 2 **Choose the asset.** Click the magnifying glass beside HAM Asset and select the right hardware asset.
- 3 **Click Resolve Data Sync.** The record links to the asset, the mismatch clears and the asset shows the erasure details.

Find the asset
click and pick the
right hardware asset



Resolve Data Sync
links the record
to the asset

The screenshot shows the 'Ziperase Erasure Records' interface for record ZER0001019. The form includes fields for Number (ZER0001019), Serial Number (VMSN6), Vendor (QEMU), Model (Standard PC (i440FX + PIIX, 1996)), Erased At (2026-02-26 03:55:06), Erasure Method, and Last Erased At. The HAM Asset field has a magnifying glass icon. The Serial Number Mismatch checkbox is checked. The Ziperase URL is https://portal-staging.ziperase.com/#/erased/computers/0019a765-4169-478f-b008-c31551a4b00e. The Last Erasure Status is -- None --. The 'Resolve Data Sync' button is located at the top right of the form.

Get help. Email support@ziperase.com or visit support.ziperase.com.