



# MobileFront for Service Manager Deployment Guide

Gridpro AB

Rev: 2.0.6082 (System Center 2012) & 3.0.6088 (System Center 2016)

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# Prerequisites

MobileFront for Service Manager is designed for personnel on the move who need mobile access to Microsoft System Center Service Manager™.

**Important:** If you are installing or upgrading MobileFront for Service Manager in a Service Manager 2012 environment, please make sure you use a version that is lower than 3.0. If you are on Service Manager 2016, please make sure you use an installer with a higher version number than 3.0. If you have any questions, please contact [support@gridprosoftware.com](mailto:support@gridprosoftware.com).

## Certificates

MobileFront setup creates and adds a binding to a self-signed certificate during installation. This self-signed certificate should only be used for evaluation/test/verification environments. For production environments an SSL Certificate issued by an internal/public PKI infrastructure must be used.

## Server Platform Requirements

User experience has been greatly improved when

- At least **Windows Server 2012** or higher
- Windows features according to table below must be installed

Windows Server Features
<b>.NET Framework 4.5 Features</b> .NET Framework 4.5 ASP.NET 4.5 WCF Services HTTP Activation

- **Web Server (IIS)** role must be added with role services shown in table below

Windows Server Web Server (IIS) Role Services					
<b>Common HTTP Features</b> Default Document Directory Browsing HTTP Errors Static Content	<b>Health and Diagnostics</b> HTTP Logging	<b>Performance</b> Static Content Compression	<b>Security</b> Request Filtering	<b>Application Development</b> .NET Extensibility 4.5 ASP.NET 4.5 ISAPI Extensions ISAPI Filters	<b>Management Tools</b> IIS Management Console*

*\*Not required but recommended*

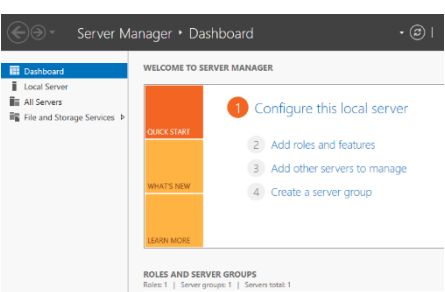
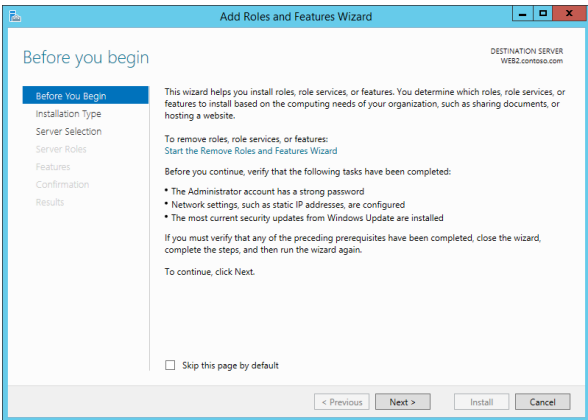
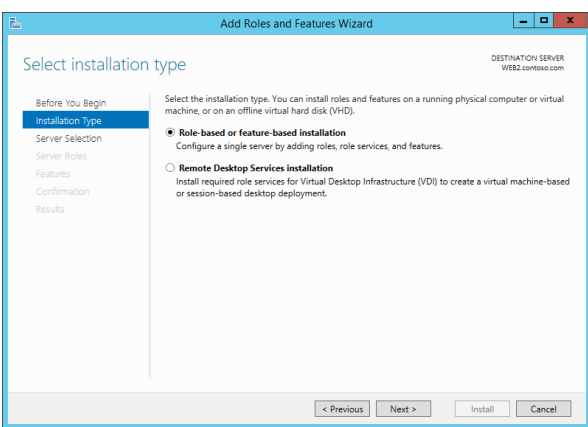
- **Microsoft System Center Service Manager Console**

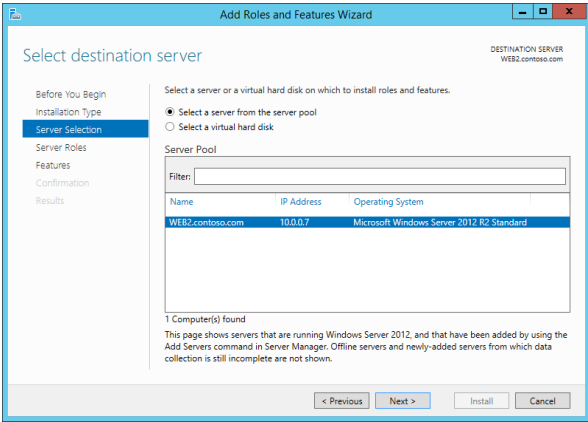
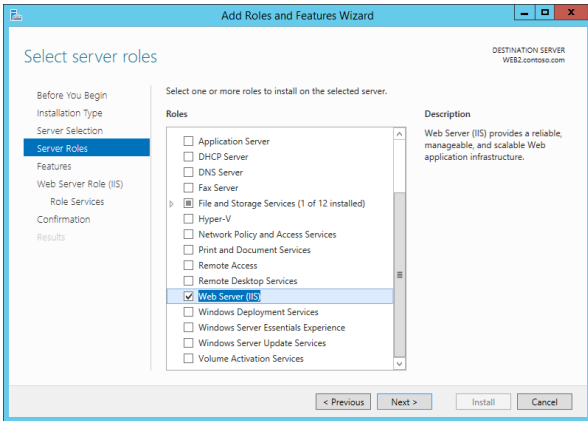
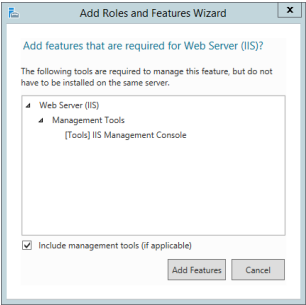
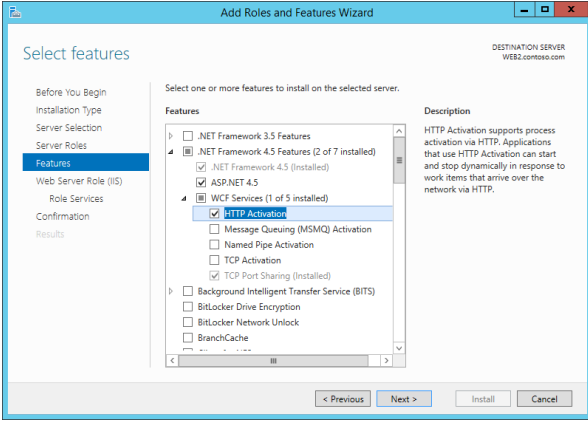
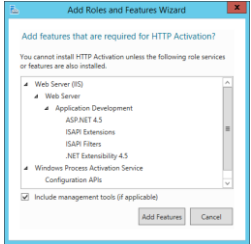
## Client Platform Requirements

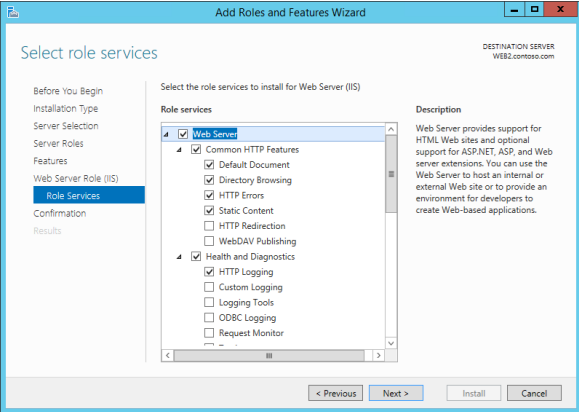
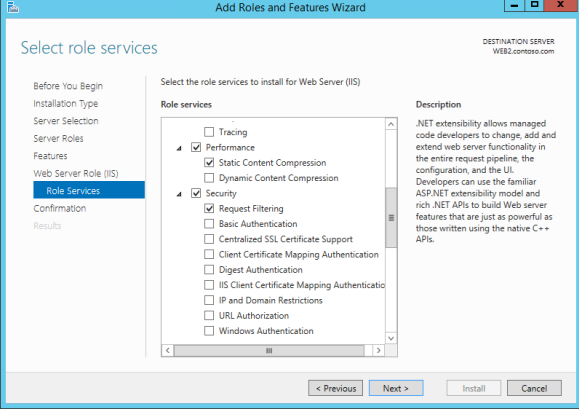
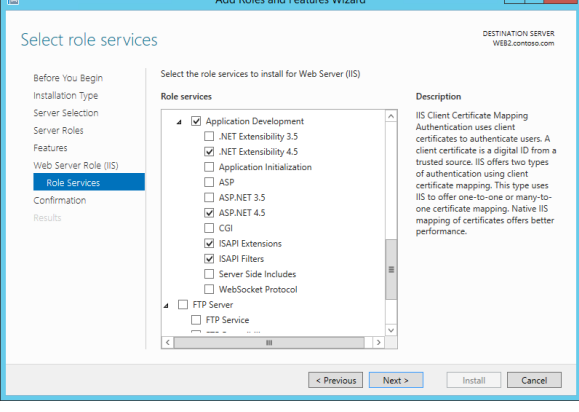
- HTML5 Standards Compliant Browser

## Windows Server Configuration

The following section will describe the minimum Software/Web Server Role Services/Windows Features that need to be installed to enable MobileFront to work correctly. On the server that will host MobileFront for Service Manager, perform the following steps.

<input type="checkbox"/>	Install <b>System Center Service Manager Console</b> with prerequisites according to Microsoft documentation
<input type="checkbox"/>	Click <b>Start – Server Manager</b>
<input type="checkbox"/>	<div data-bbox="316 629 762 920">  </div> <div data-bbox="778 629 1134 663">Click <b>Add Roles and features</b></div>
<input type="checkbox"/>	<div data-bbox="316 965 906 1384">  </div> <div data-bbox="927 965 1059 999">Click <b>Next</b></div>
<input type="checkbox"/>	<div data-bbox="316 1413 906 1839">  </div> <div data-bbox="927 1413 1059 1447">Click <b>Next</b></div>

<input type="checkbox"/>		<p>Click <b>Next</b></p>
<input type="checkbox"/>		<p>Check <b>Web Server (IIS)</b> role Click <b>Add Features</b> in popup, then click <b>Next</b></p> 
<input type="checkbox"/>		<p>Check/Verify the following Windows Features</p> <p><u><b>.NET Framework 4.5 Features</b></u></p> <ul style="list-style-type: none"> <li>- <b>ASP.NET 4.5</b></li> <li>- <b>HTTP Activation</b></li> <li>- <b>TCP Port Sharing</b></li> </ul> 
<input type="checkbox"/>	<p>Click <b>Next</b></p>	

<input type="checkbox"/>		<p>Check/Verify the following Web Server (IIS) Role Services</p> <ul style="list-style-type: none"> <li>- Default Document</li> <li>- Directory Browsing</li> <li>- HTTP Errors</li> <li>- Static Content</li> <li>- HTTP Logging</li> </ul>
<input type="checkbox"/>		<p>Check/Verify the following Web Server (IIS) Role Services</p> <ul style="list-style-type: none"> <li>- Static Content Compression</li> <li>- Request Filtering</li> </ul>
<input type="checkbox"/>		<p>Check/Verify following Web Server (IIS) Role Services</p> <ul style="list-style-type: none"> <li>- .NET Extensibility 4.5</li> <li>- ASP.NET 4.5</li> <li>- ISAPI Extensions</li> <li>- ISAPI Filters</li> </ul> <p>Then click <b>Next</b></p>
<input type="checkbox"/>	<p>Click <b>Install</b></p>	

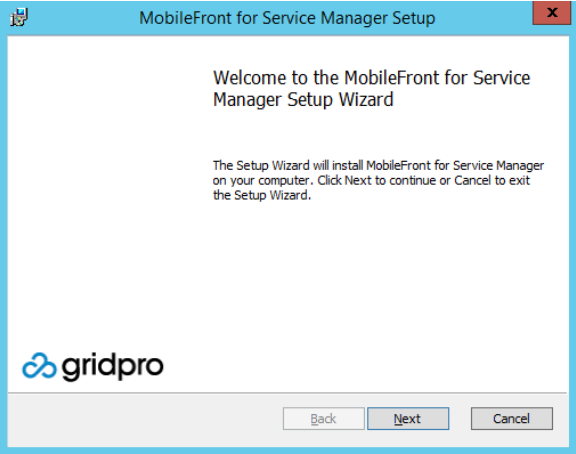
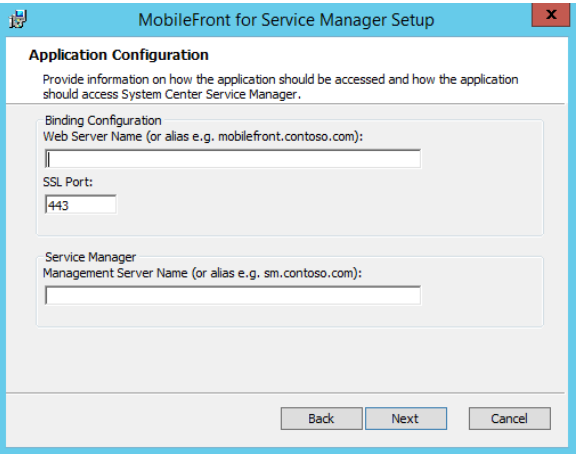
<input type="checkbox"/>	<div data-bbox="325 309 911 721"> </div> <div data-bbox="935 309 1278 376"> <p>Wait until the installation is completed, then click <b>Close</b></p> </div>
<input type="checkbox"/>	<p>Exit Server Manager</p>

# Installation

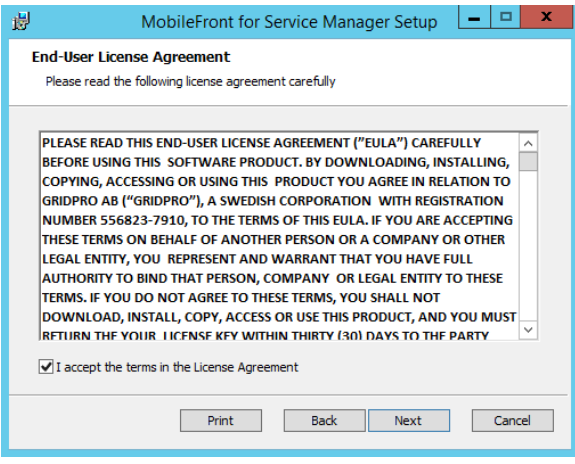
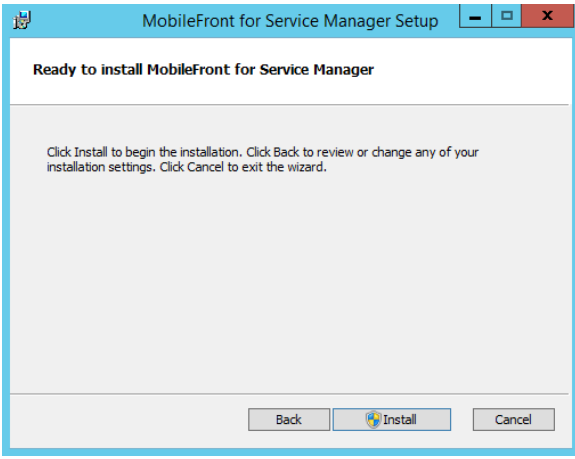
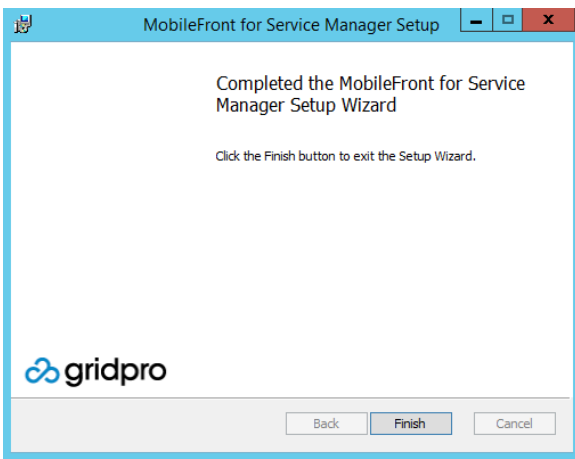
This section is a basic step-by-step instruction how to install the MobileFront for Service Manager software.

## MobileFront for Service Manager

MobileFront for Service Manager setup checks prerequisites, if you get an error during setup please verify that you have fulfilled the prerequisites.

<input type="checkbox"/>	<b>IMPORTANT:</b> Login using a user account that is a member of the local server administrator group and has been assigned the SCSM Administrator role in System Center Service Manager.	
<input type="checkbox"/>	Run MobileFront for Service Manager vX.X.XXXX.msi	
<input type="checkbox"/>		Click <b>Next</b>
<input type="checkbox"/>		Type <b>Web Server Name*</b> that will be used to access MobileFront and <b>Port number</b> , also specify the <b>Service Manager Management Server name</b> , then click <b>Next</b>  *Used as CN for Self-Signed Certificate  <b>Important:</b> Specified port number may <u>not</u> already be in use. If it is already used in a binding the setup will fail.

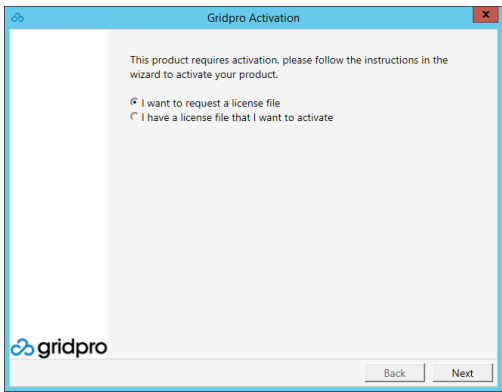
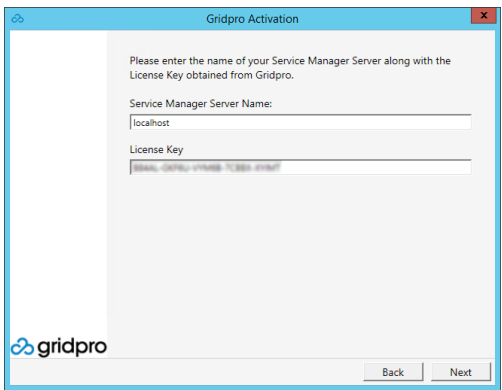
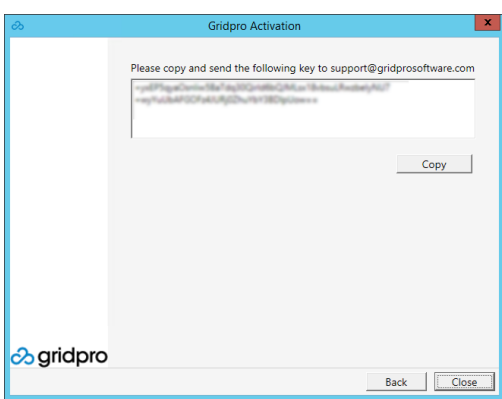


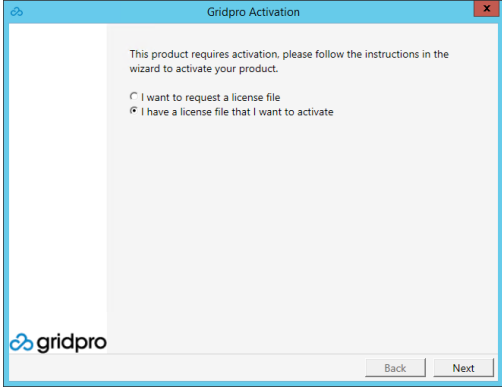
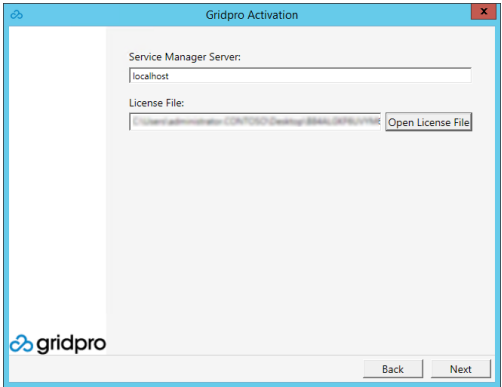
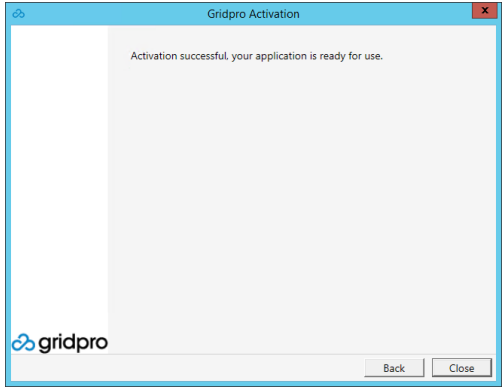
<input type="checkbox"/>		<p>Read Software License Agreement carefully and if you accept the terms check <b>I accept the terms in the License Agreement</b>, then click <b>Next</b></p>
<input type="checkbox"/>		<p>Click <b>Install</b></p>
<input type="checkbox"/>		<p>Click <b>Finish</b></p>

## License Activation

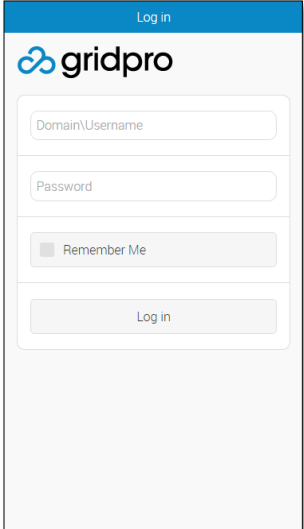
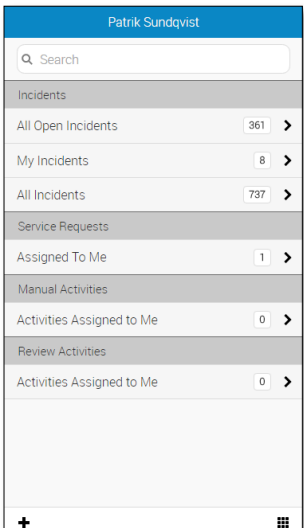
The section below shows a step-by-step instruction how license activation is accomplished. It is the same procedure for evaluation activation and commercial registration. When performing a commercial activation any active evaluation licenses will be automatically removed and replaced by the commercial license.

### MobileFront License Activation Process



<input type="checkbox"/>	Click Apps – MobileFront for Service Manager – MobileFront License Activation Wizard
<input type="checkbox"/>	<div data-bbox="320 658 823 1048">  </div> <div data-bbox="842 658 1343 723"> Select <b>I want to request a license file</b>, then click <b>Next</b> </div>
<input type="checkbox"/>	<div data-bbox="320 1088 823 1476">  </div> <div data-bbox="842 1088 1343 1187"> Specify <b>Service Manager Server Name</b> and <b>License Key</b> provided by Gridpro, then click <b>Next</b> </div>
<input type="checkbox"/>	<div data-bbox="320 1518 823 1915">  </div> <div data-bbox="842 1518 1343 1617"> Click <b>Copy</b> and paste the information into a text file. Save the text file for later use. Then click <b>Close</b> </div>


<input type="checkbox"/>	Send the text file saved earlier as an attachment together with your Company Name and License Key to: <a href="mailto:support@gridprosoftware.com">support@gridprosoftware.com</a> . You should expect to receive a response within 24 hours (Business days).
	<i><u>When you receive a response email containing a license file you can continue to the next step.</u></i>
<input type="checkbox"/>	Click Apps – Gridpro – MobileFront License Activation NOTE: Be patient
<input type="checkbox"/>	 <p>Select I have a license file I want to activate, then click Next</p>
<input type="checkbox"/>	 <p>Specify Service Manager Server Name. Click Open License File and browse to the license file received from Gridpro, and click Open</p> <p>Click Next</p>
<input type="checkbox"/>	 <p>Click Close</p>
<input type="checkbox"/>	Your license has now been activated and MobileFront is ready

## Verify Installation

<input type="checkbox"/>	<p>Open a browser and navigate to MobileFront using the Web Server Name and port entered during the installation. Example: <a href="https://web2.contoso.com/MobileFront">https://web2.contoso.com/MobileFront</a></p> <p><b>NOTE:</b> Depending on the url and your security settings you might need to add the site to the browser's Trusted Sites zone.</p>
<input type="checkbox"/>	<div data-bbox="320 589 624 1115"></div> <p>Type <b>Domain\Username</b> and <b>Password</b> Then click <b>Log in</b></p>
<input type="checkbox"/>	<div data-bbox="320 1149 624 1675"></div> <p>When you have sucessfully logged on you can now start exploring MobilFront functionality</p>

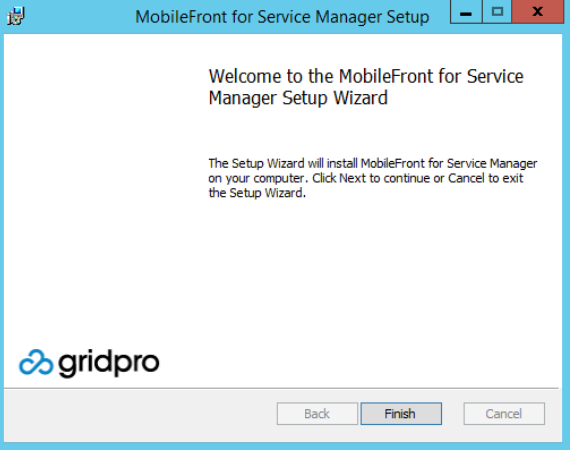
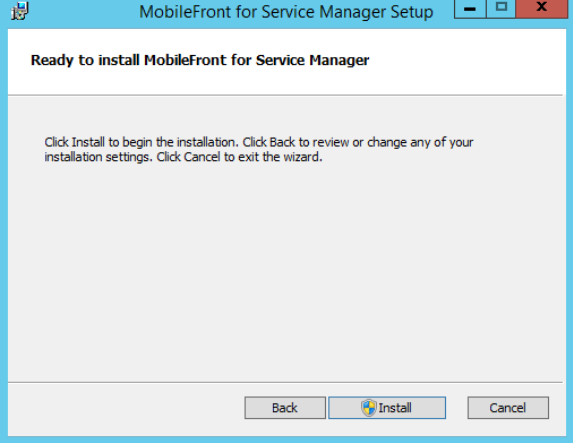
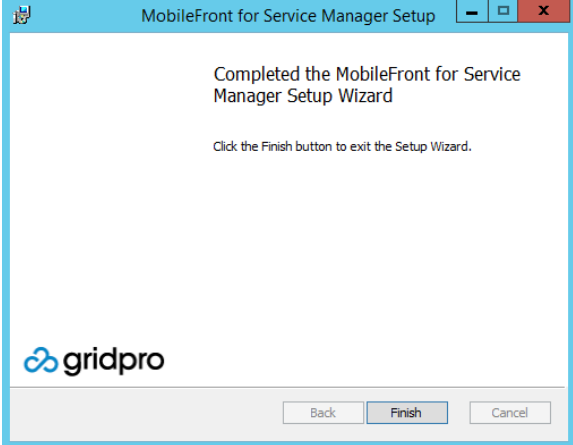
## Add MobileFront to the Home Screen on your device

How to Add a Link Button to the Start Screen of a Windows Phone Device	
Windows Phone 7/8	
<input type="checkbox"/>	Open <b>Internet Explorer</b> 
<input type="checkbox"/>	Navigate to the <b>MobileFront</b> website (Example: <a href="https://web2.contoso.com/MobileFront">https://web2.contoso.com/MobileFront</a> )
<input type="checkbox"/>	Tap <b>More</b>  , then tap <b>Pin to Start</b>
<input type="checkbox"/>	You now have a <b>MobileFront</b> icon on your Start Screen

How to Add a Link Button to the Home Screen of an iOS Device	
For iOS 7 and later	
<input type="checkbox"/>	Open <b>Safari</b>
<input type="checkbox"/>	Navigate to the <b>MobileFront Login Page</b> (Example: <a href="https://web2.contoso.com/MobileFront">https://web2.contoso.com/MobileFront</a> )
<input type="checkbox"/>	Tap on the <b>Share</b>  icon at the bottom
<input type="checkbox"/>	Select the <b>Add to Home Screen</b> icon
<input type="checkbox"/>	Name your Link Button, for example: <b>MobileFront</b>
<input type="checkbox"/>	Tap the <b>Add</b> button in the upper right corner
<input type="checkbox"/>	You now have a <b>MobileFront</b> icon on your Home Screen
For iOS 6 and before	
<input type="checkbox"/>	Open <b>Safari</b>
<input type="checkbox"/>	Navigate to the <b>MobileFront Login Page</b> (Example: <a href="https://web2.contoso.com/MobileFront">https://web2.contoso.com/MobileFront</a> )
<input type="checkbox"/>	Tap the center button in the lower part on the touch-screen (It looks like a box with an arrow popping out of it. This is the same option you would press to add a bookmark to your iOS device.)
<input type="checkbox"/>	Tap the <b>Add to Home Screen</b> button
<input type="checkbox"/>	Name your Link Button, for example: <b>MobileFront</b>
<input type="checkbox"/>	Tap the <b>Add</b> button in the upper right corner
<input type="checkbox"/>	You now have a <b>MobileFront</b> icon on your Home Screen

How to Add a Link Button to the Home Screen of an Android Device	
Android	
<input type="checkbox"/>	Open your favorite browser
<input type="checkbox"/>	Navigate to the <b>MobileFront Login Page</b> (Example: <a href="https://web2.contoso.com/MobileFront">https://web2.contoso.com/MobileFront</a> )
<input type="checkbox"/>	Bookmark the <b>MobileFront</b> website and name it, for example: <b>MobileFront</b>
<input type="checkbox"/>	On your <b>Home Screen</b> , long-press and hold unoccupied space with your finger for about 2 seconds
<input type="checkbox"/>	On the <b>Add to Home Screen</b> menu, tap <b>Shortcuts</b>
<input type="checkbox"/>	On the <b>Select shortcut</b> menu, tap <b>Bookmark</b>
<input type="checkbox"/>	Select the <b>MobileFront</b> bookmark created previously
<input type="checkbox"/>	You now have a <b>MobileFront</b> icon your Home Screen

# Upgrade

<input type="checkbox"/>	<b>IMPORTANT:</b> Login using a user account that is a member of the local server administrator group and has been assigned the SCSM Administrator role in System Center Service Manager.
<input type="checkbox"/>	Run <b>MobileFront for Service Manager vX.X.XXXX.msi</b>
<input type="checkbox"/>	<div><div></div><div>Click <b>Next</b></div></div>
<input type="checkbox"/>	<div><div></div><div>Click <b>Install</b> to upgrade</div></div>
<input type="checkbox"/>	<div><div></div><div>Click <b>Finish</b></div></div>

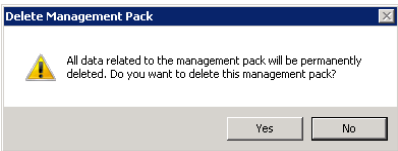
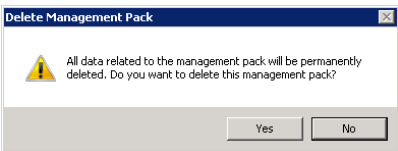
# Uninstallation

## Software

Uninstalling **MobileFront** is done by using the control panel applet.

On the server that has MobileFront for Service Manager software installed	
<input type="checkbox"/>	Click <b>Start – Control Panel</b>
<input type="checkbox"/>	Click <b>Uninstall a program</b>
<input type="checkbox"/>	Right-click <b>MobileFront for Service Manager</b> and select <b>Uninstall</b>
<input type="checkbox"/>	Click <b>Yes</b>
<input type="checkbox"/>	Click <b>Yes</b> , on User Access Control popup question
<input type="checkbox"/>	Uninstallation completed

## Management Packs

On a server or client with Service Manager console installed	
<input type="checkbox"/>	Click <b>Start – All Programs – Microsoft System Center – Service Manager – Service Manager Console</b>
<input type="checkbox"/>	Click <b>Administration</b> tab
<input type="checkbox"/>	Select <b>Management Packs</b>
<input type="checkbox"/>	In center-pane, select <b>Gridpro.MobileFront.Configuration</b>
<input type="checkbox"/>	Select <b>Delete</b> in right-pane
<input type="checkbox"/>	<div>  Click <b>Yes</b> </div>
<input type="checkbox"/>	In center-pane, select <b>Gridpro.MobileFront.Library</b>
<input type="checkbox"/>	Select <b>Delete</b> in right-pane
<input type="checkbox"/>	<div>  Click <b>Yes</b> </div>
<b>Important:</b> Management Pack <b>Gridpro.ServiceManager.Core.Library</b> contains license information for several Gridpro products, and should only be deleted if no other Gridpro product exists in the environment. If you have any questions, please contact Gridpro Support.	



<input type="checkbox"/>	In center-pane, select <code>Gridpro.ServiceManager.Core.Library</code>
<input type="checkbox"/>	Select <b>Delete</b> in right-pane
<input type="checkbox"/>	<div data-bbox="316 432 715 580" data-label="Image"> </div> Click <b>Yes</b>
<input type="checkbox"/>	Management Packs uninstallation completed