



---

# MobileFront for Service Manager Operations Guide

Gridpro AB

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

Published: August 2016

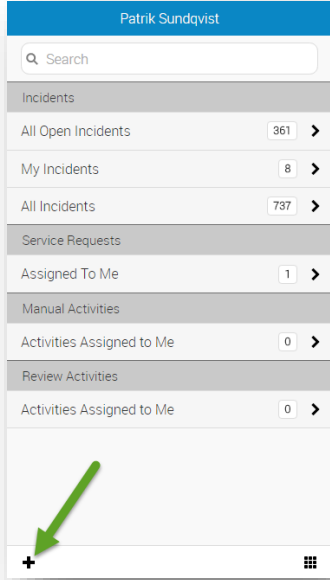
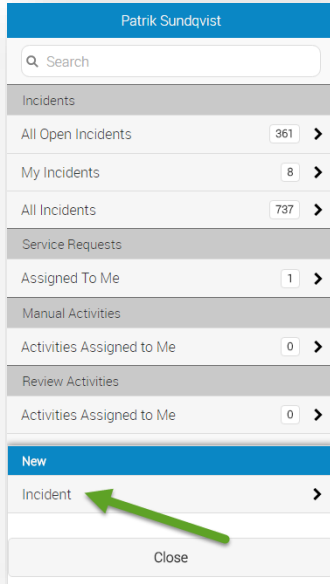
# Contents

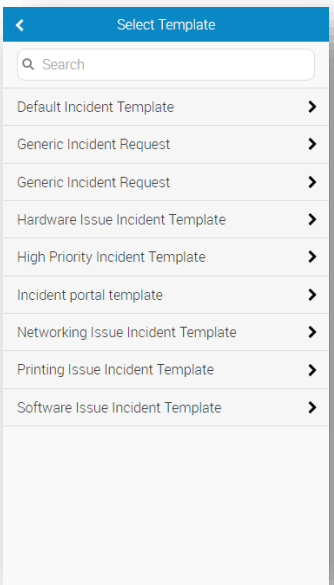
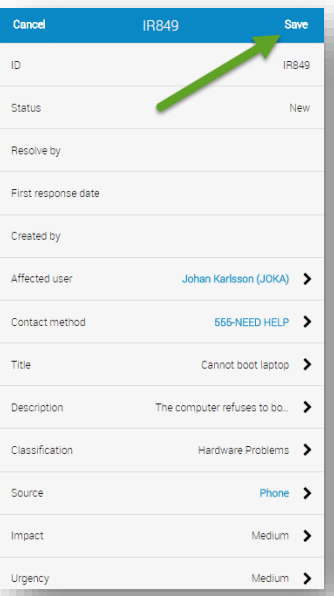
---

User Guides .....	3
Register Incident .....	3
Reassign Incident/Service Request.....	5
Add Comment to Incident/Service Request.....	7
Resolve Incident.....	8
Approve Review Activities .....	10
Complete Manual Activities.....	12
Configuring Views .....	14
Available Views .....	14
Configuration.....	14
Status Counters.....	17
Branding.....	19
Customizing Theme Color.....	19
Changing Logo .....	20
Enable Verbose Logging .....	21
Website.....	21
Webservice.....	21

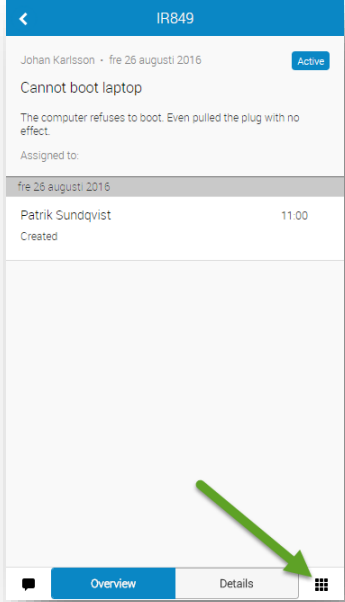
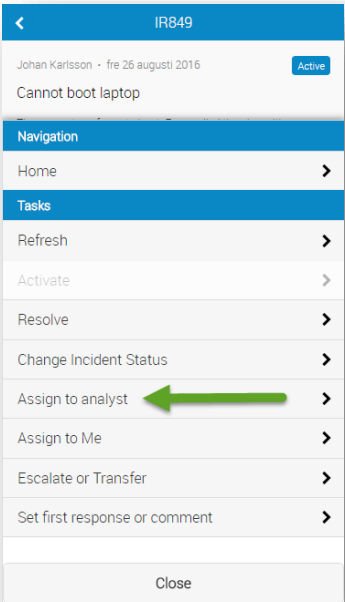
# User Guides

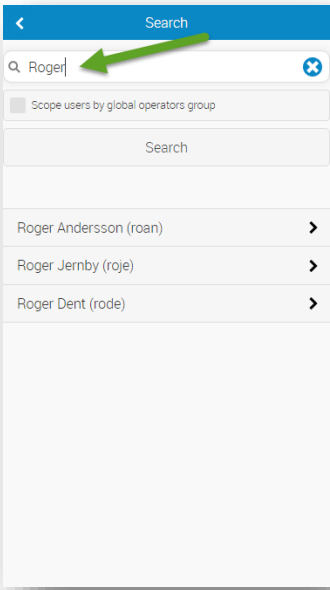
## Register Incident

□		In the <b>Home</b> page or any <b>List</b> view click the <b>+</b> icon in the lower left corner
□		Click <b>Incident</b>

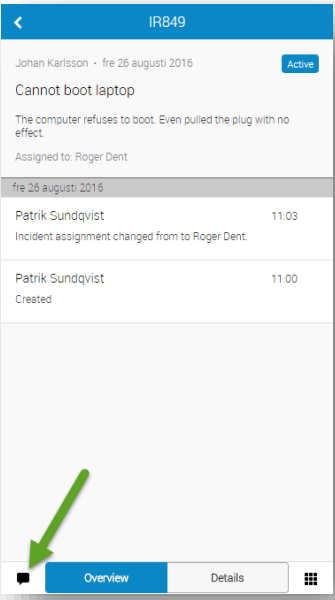
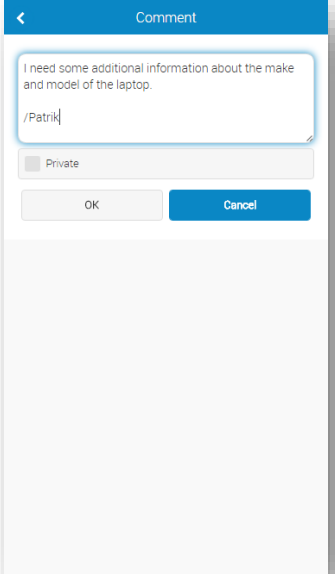
<input type="checkbox"/>	 <p>Choose a <b>Template</b></p>
<input type="checkbox"/>	 <p>Fill in the desired information and click <b>Save</b></p>
<input type="checkbox"/>	New Incident has been created

## Reassign Incident/Service Request

<input type="checkbox"/>	Open the Incident/Service Request that should be reassigned
<input type="checkbox"/>	<div data-bbox="384 439 730 1039"></div> <p data-bbox="823 456 1286 517">Click the <b>Action</b> icon in the lower right corner</p>
<input type="checkbox"/>	<div data-bbox="384 1151 730 1751"></div> <p data-bbox="823 1162 1246 1191">Click <b>Assign to analyst</b> in the menu</p>

<input type="checkbox"/>	 <p data-bbox="805 347 1332 448">Type a search string and click ↵, then select the user that you want to assign the Incident to in the list</p>
<input type="checkbox"/>	Incident has been reassigned

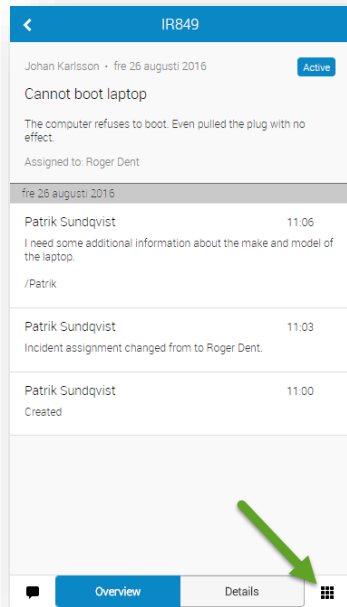
## Add Comment to Incident/Service Request

<input type="checkbox"/>	Open the Incident/Service Request that you want to add a comment to
<input type="checkbox"/>	<div data-bbox="379 450 715 1048"></div> <p data-bbox="804 450 1295 517">Click the <b>Comment</b> icon in the lower left corner</p>
<input type="checkbox"/>	<div data-bbox="379 1162 715 1733"></div> <p data-bbox="804 1162 1295 1196">Type a comment and click <b>OK</b> to submit</p>
<input type="checkbox"/>	Comment has been added

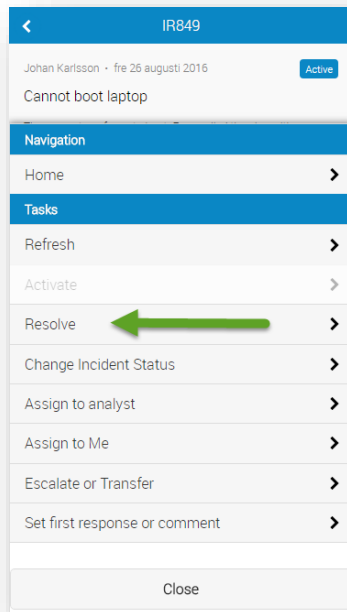
## Resolve Incident



Open the Incident that you want to resolve

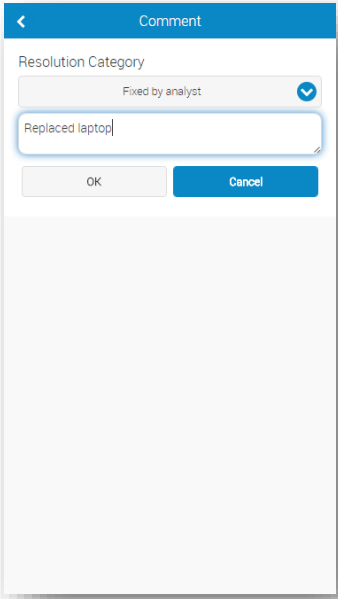


Click the **Action** icon in the lower right corner

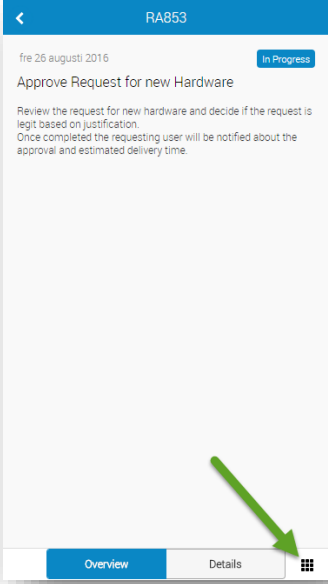
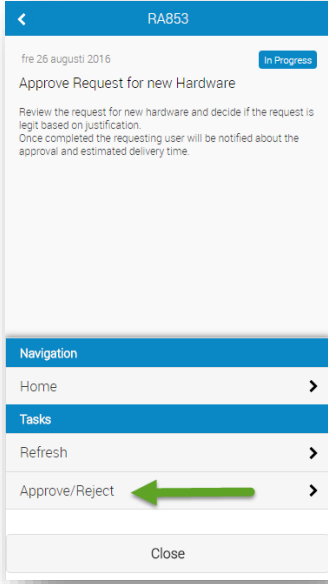


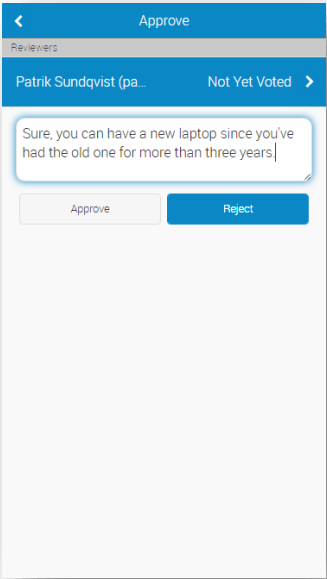
Click **Resolve** in the menu



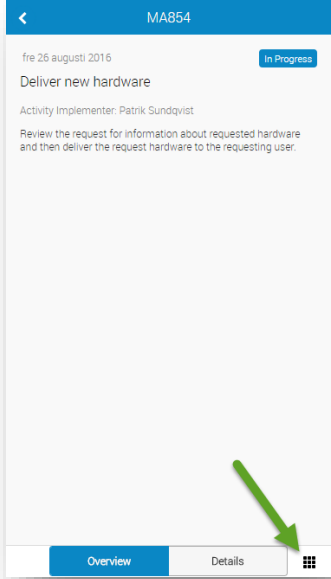
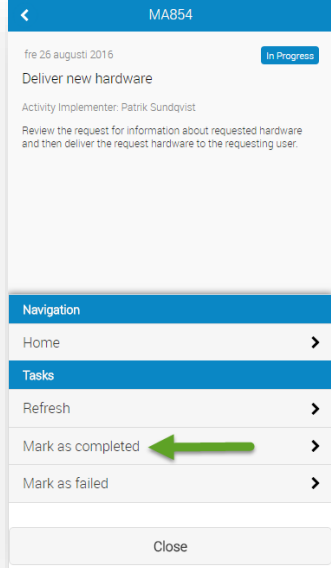
<input type="checkbox"/>	 <p>Select a <b>Resolution Category</b> from the list and type a resolution comment</p> <p>Then click <b>OK</b></p>
<input type="checkbox"/>	Incident has been resolved

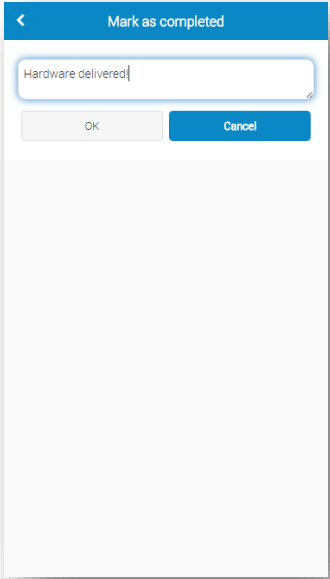
## Approve Review Activities

<input type="checkbox"/>	Open the Review Activity you want to approve
<input type="checkbox"/>	<div data-bbox="379 439 708 1021"></div> <p data-bbox="802 456 1262 517">Click the <b>Action</b> icon in the lower right corner</p>
<input type="checkbox"/>	<div data-bbox="379 1122 708 1704"></div> <p data-bbox="802 1140 1219 1173">Click <b>Approve/Reject</b> in the menu</p>

<input type="checkbox"/>	 <p>Select <b>you</b> as the approver in the list and write an approval comment</p> <p>Then click <b>Approve</b></p>
<input type="checkbox"/>	Review Activity has been approved

## Complete Manual Activities

<input type="checkbox"/>	Open the Manual Activity that you want to mark as completed
<input type="checkbox"/>	<div data-bbox="379 439 711 1016"></div> <p data-bbox="804 456 1270 517">Click the <b>Action</b> icon in the lower right corner</p>
<input type="checkbox"/>	<div data-bbox="379 1122 711 1688"></div> <p data-bbox="804 1140 1262 1167">Click <b>Mark as completed</b> in the menu</p>

<input type="checkbox"/>	 <p>Type a completion comment and click <b>OK</b></p>
<input type="checkbox"/>	Manual Activity has been marked as completed

# Configuring Views

## Available Views

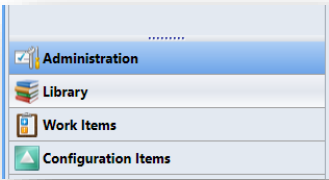
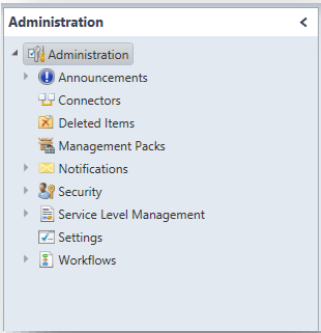
When installed, MobileFront for Service Manager is configured to show the following views:

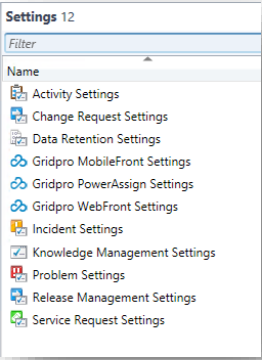
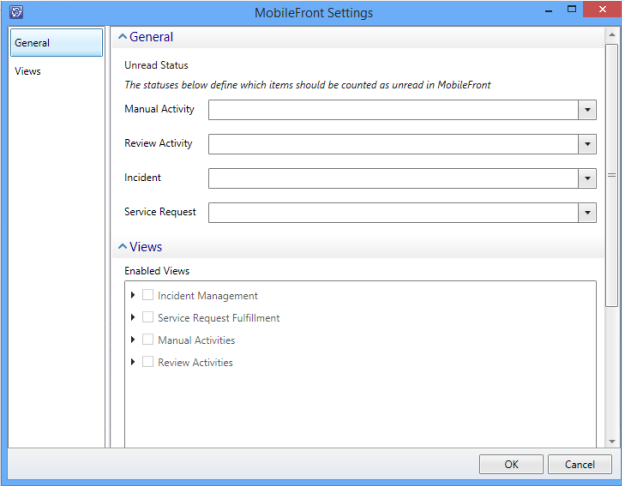
- **Incidents** – My Incidents\*
- **Service Requests** – Assigned To Me\*
- **Review Activities** – Activities Assigned To Me
- **Manual Activities** – Activities Assigned To Me

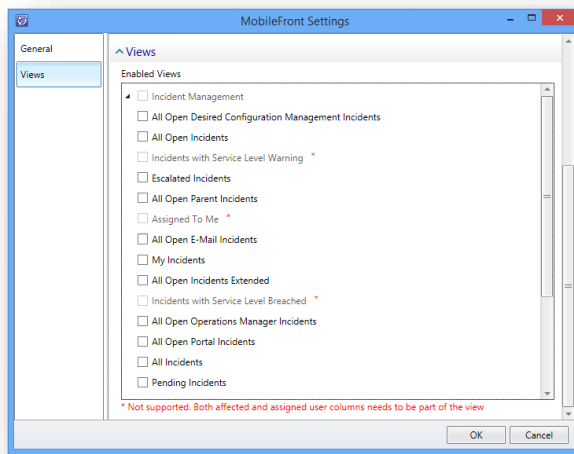
\* Custom views are deployed as part of the MobileFront installation

## Configuration

Configuring views is done through MobileFront Settings in the Service Manager Console.

<input type="checkbox"/>	Start the <b>Service Manager Console</b>
<input type="checkbox"/>	 In the Service Manager Console click <b>Administration</b>
<input type="checkbox"/>	 Click <b>Settings</b>

<input type="checkbox"/>	 <p>Settings 12</p> <p>Filter</p> <p>Name</p> <ul style="list-style-type: none"><li>Activity Settings</li><li>Change Request Settings</li><li>Data Retention Settings</li><li>Gridpro MobileFront Settings</li><li>Gridpro PowerAssign Settings</li><li>Gridpro WebFront Settings</li><li>Incident Settings</li><li>Knowledge Management Settings</li><li>Problem Settings</li><li>Release Management Settings</li><li>Service Request Settings</li></ul>	<p>Double-click <b>Gridpro MobileFront Settings</b></p>
<input type="checkbox"/>	 <p>MobileFront Settings</p> <p>General</p> <p>Views</p> <p>Unread Status</p> <p>The statuses below define which items should be counted as unread in MobileFront</p> <p>Manual Activity</p> <p>Review Activity</p> <p>Incident</p> <p>Service Request</p> <p>Views</p> <p>Enabled Views</p> <ul style="list-style-type: none"><li>Incident Management</li><li>Service Request Fulfillment</li><li>Manual Activities</li><li>Review Activities</li></ul> <p>OK Cancel</p>	<p>Click <b>Views</b> in the left navigation tab</p>



Select the **Views** that should be accessible in MobileFront by checking them in the list of views

**IMPORTANT:** For a view to be used in MobileFront, there are some requirements on the views. These are dependent upon the Work Item type and gurantees that views are displayed in a correct way.

For the different Work Item types, the views need to contain the following columns:

- **Incidents:** Affected User and Assigned User
- **Service Request:** Affected User and Assigned User
- **Review Activities:** No requirements
- **Manual Activities:** Assigned User (Activity Implementer)

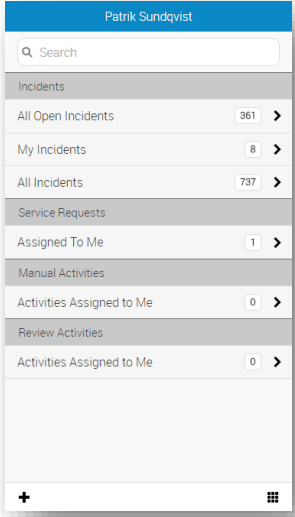
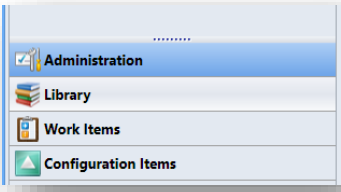
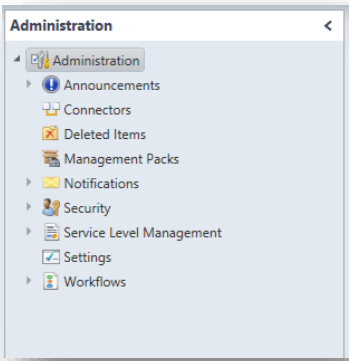


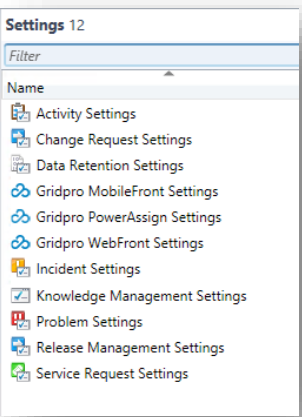
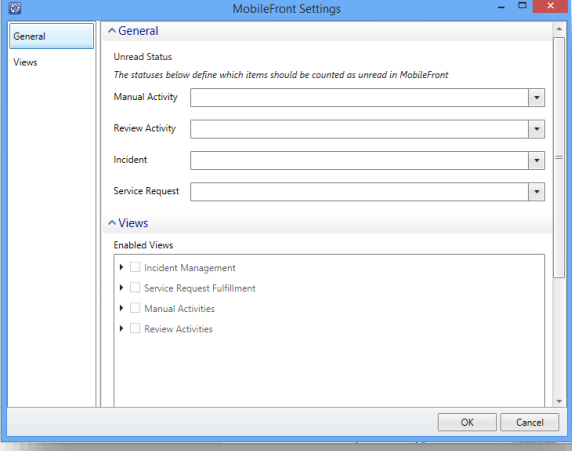
Click **OK**

The changes will take effect as soon as a user signs in again, or manually refreshes the content



## Status Counters

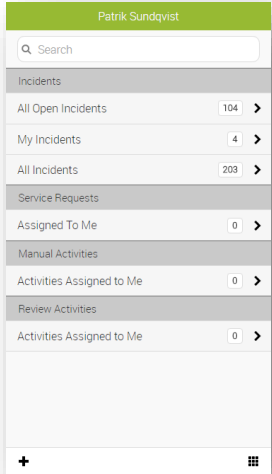
		<p>By default, MobileFront counts all Work Items when showing the number of Work Items in each view. MobileFront can be configured to show the number of Work Items of a particular status instead.</p>
<input type="checkbox"/>	<p>Start the <b>Service Manager Console</b></p>	
<input type="checkbox"/>		<p>In the Service Manager Console, click <b>Administration</b></p>
<input type="checkbox"/>		<p>Click <b>Settings</b></p>

<input type="checkbox"/>	 <p>Settings 12</p> <p>Filter</p> <p>Name</p> <ul style="list-style-type: none"> <li>Activity Settings</li> <li>Change Request Settings</li> <li>Data Retention Settings</li> <li>Gridpro MobileFront Settings</li> <li>Gridpro PowerAssign Settings</li> <li>Gridpro WebFront Settings</li> <li>Incident Settings</li> <li>Knowledge Management Settings</li> <li>Problem Settings</li> <li>Release Management Settings</li> <li>Service Request Settings</li> </ul>	<p>Double Click <b>Gridpro MobileFront Settings</b></p>
<input type="checkbox"/>	 <p>MobileFront Settings</p> <p>General</p> <p>Views</p> <p>Unread Status</p> <p><i>The statuses below define which items should be counted as unread in MobileFront</i></p> <p>Manual Activity</p> <p>Review Activity</p> <p>Incident</p> <p>Service Request</p> <p>Views</p> <p>Enabled Views</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Incident Management</li> <li><input type="checkbox"/> Service Request Fulfillment</li> <li><input type="checkbox"/> Manual Activities</li> <li><input type="checkbox"/> Review Activities</li> </ul> <p>OK Cancel</p>	<p>In the <b>General</b> Tab, select the statuses for each Work Item type that should be used for counting the items in each view. The default setting is an empty value and means that all Work Items should be counted.</p>
<input type="checkbox"/>	<p>Click <b>OK</b></p> <p>The changes will take effect as soon as a user signs in again, or manually refreshes the content</p>	

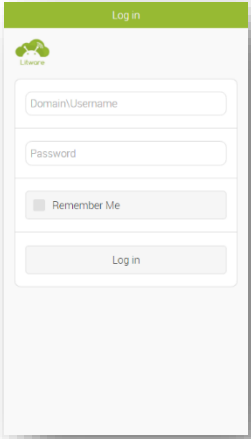
# Branding

MobileFront theme can be customized to better align with your organization's graphical profile, this is done by changing the main color of the UX along with a custom logo to the sign in page.

## Customizing Theme Color

<input type="checkbox"/>	On the server where MobileFront is installed, start <b>PowerShell</b> prompt as Administrator
<input type="checkbox"/>	Change directory to the MobileFront WebSite is installed, typically: <code>c:\inetpub\MobileFront\MobileFront\</code> <i>For example: <code>cd c:\inetpub\MobileFront\MobileFront\</code></i>
<input type="checkbox"/>	Change directory to the Gridpro Themes folder by entering: <code>cd Content\themes\Gridpro</code>
<input type="checkbox"/>	Run the script <b>CreateCustomTheme.ps1</b> with the hexadecimal representation of the new color by entering:  <code>.\CreateCustomTheme.ps1 &lt;Color&gt;</code>  <i>For example: <code>.\CreateCustomTheme.ps1 97BA33</code></i>  <b>Note:</b> The hexadecimal representation of a color is available in all major graphic editors, or online by searching for "Color Picker". <i>Example: <a href="http://www.color-hex.com">http://www.color-hex.com</a></i>
<input type="checkbox"/>	 <p>The changes will take effect as soon as the browser is refreshed</p>

## Changing Logo

<input type="checkbox"/>	The logo used on the sign in page can be changed. The recommended size for the logo is 360px x 90px. Name the new logo <b>custom_logo.png</b>
<input type="checkbox"/>	On the server where MobileFront is installed, put the custom_logo.png in the Content\Images folder under the MobileFront website, typically: <b>C:\inetpub\MobileFront\MobileFront\Content\Images</b>
	 <p data-bbox="715 600 1209 629">Refresh the browser to see the changes</p>

# Enable Verbose Logging

MobileFront is set to log errors by default. For troubleshooting reasons, this can be changed to include verbose log messages as well. Follow the steps below to enable verbose logging.

## Website

<input type="checkbox"/>	Locate web.config in the MobileFront WebSite folder. Typically: C:\inetpub\MobileFront\MobileFront
<input type="checkbox"/>	Open web.config using notepad (As Administrator)
<input type="checkbox"/>	<pre>&lt;!-- --&gt; &lt;listeners&gt;   &lt;add name="Event Log Listener" type="Microsoft.Practices.EnterpriseLibrary.Logging.TraceListeners.FormattedEventLogTraceListener, Microsoft.Practices.EnterpriseLibrary.Logging, Version=6.0.0.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35"   listenerDataType="Microsoft.Practices.EnterpriseLibrary.Logging.Configuration.FormattedEventLogTraceListenerData, Microsoft.Practices.EnterpriseLibrary.Logging, Version=6.0.0.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35" source="MobileFront"   formatter="Text Formatter" log="MobileFront" machineName="." traceOutputOptions="None" filter="Error"/&gt; &lt;/listeners&gt;</pre> <p>Under Configuration\loggingConfiguration\listeners\add, change the value of filter="Error" to filter="Verbose"</p>
<input type="checkbox"/>	Save the file

## Webservice

<input type="checkbox"/>	Locate web.config in the MobileFront WebSite folder. Typically: C:\inetpub\MobileFront\MobileFront.Service
<input type="checkbox"/>	Open web.config using notepad (As Administrator)
<input type="checkbox"/>	<pre>&lt;!-- --&gt; &lt;listeners&gt;   &lt;add name="Event Log Listener" type="Microsoft.Practices.EnterpriseLibrary.Logging.TraceListeners.FormattedEventLogTraceListener, Microsoft.Practices.EnterpriseLibrary.Logging, Version=6.0.0.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35"   listenerDataType="Microsoft.Practices.EnterpriseLibrary.Logging.Configuration.FormattedEventLogTraceListenerData, Microsoft.Practices.EnterpriseLibrary.Logging, Version=6.0.0.0, Culture=neutral, PublicKeyToken=31bf3856ad364e35" source="MobileFront"   formatter="Text Formatter" log="MobileFront" machineName="." traceOutputOptions="None" filter="Error"/&gt; &lt;/listeners&gt;</pre> <p>Under Configuration\loggingConfiguration\listeners\add, change the value of filter="Error" to filter="Verbose"</p>
<input type="checkbox"/>	Save the file