gridpro

MobileFront for Service Manager
Operations Guide

Contents

User Guides

Register Incident

☐		In the **Home** page or any **List** view click the **+** icon in the lower left corner
☐		Click **Incident**
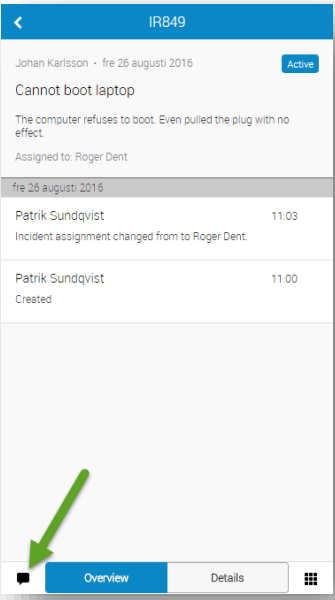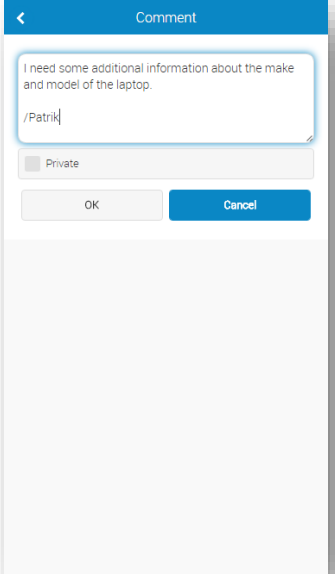
☐		Choose a **Template**
☐		Fill in the desired information and click **Save**
☐	New Incident has been created	

Reassign Incident/Service Request

☐	Open the Incident/Service Request that should be reassigned
☐	Click the **Action** icon in the lower right corner
☐	Click **Assign to analyst** in the menu

☐	Type a search string and click ↵ , then select the user that you want to assign the Incident to in the list
☐	Incident has been reassigned

Add Comment to Incident/Service Request

☐	Open the Incident/Service Request that you want to add a comment to
☐	Click the **Comment** icon in the lower left corner
☐	Type a comment and click **OK** to submit
☐	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
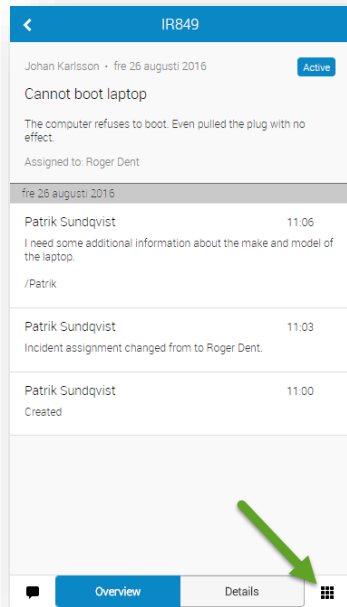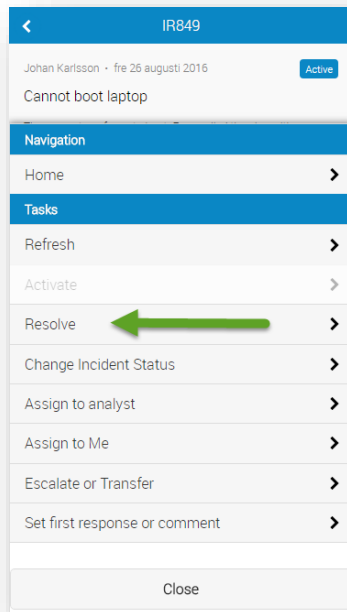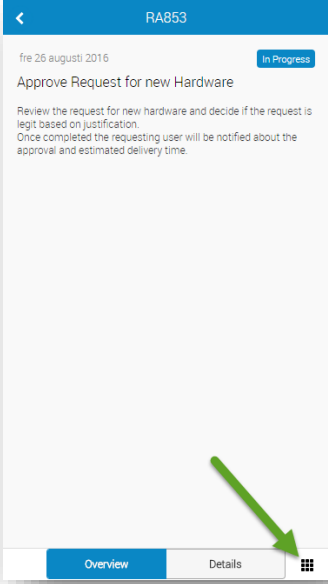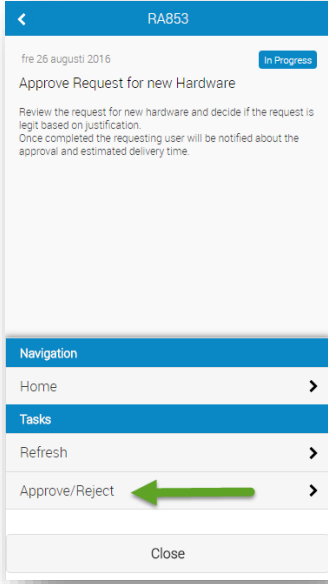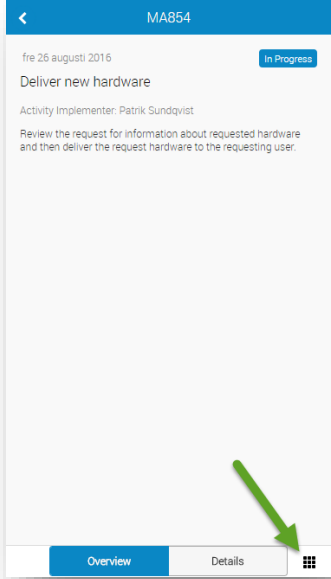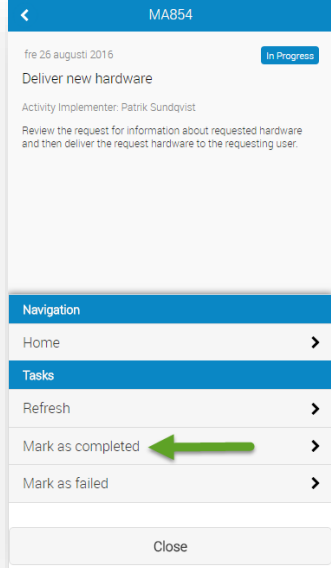
☐	Select a **Resolution Category** from the list and type a resolution comment

Then click **OK** |
| ☐ | Incident has been resolved |

Comment

Resolution Category

Fixed by analyst

Replaced laptop

OK   Cancel
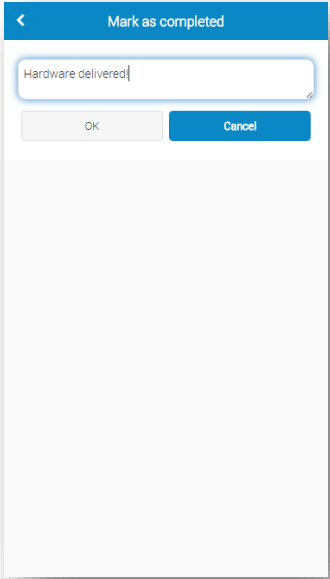
Approve Review Activities

☐	Open the Review Activity you want to approve
☐	Click the **Action** icon in the lower right corner
☐	Click **Approve/Reject** in the menu

☐	Select **you** as the approver in the list and write an approval comment Then click **Approve**
☐	Review Activity has been approved

Complete Manual Activities

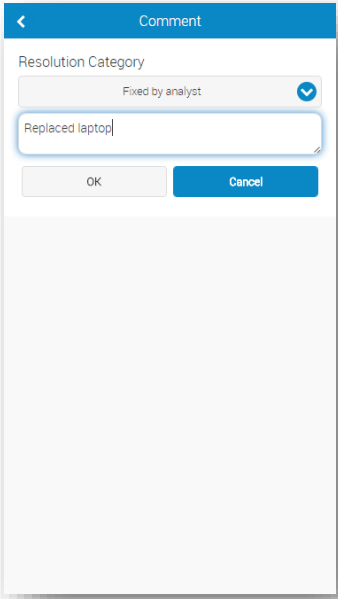|	
☐	Open the Manual Activity that you want to mark as completed
☐	Click the **Action** icon in the lower right corner
☐	Click **Mark as completed** in the menu

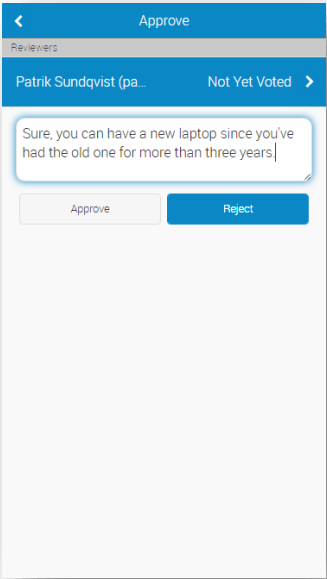|	
☐	Type a completion comment and click **OK**
☐	Manual Activity has been marked as completed

Configuring Views

Available Views
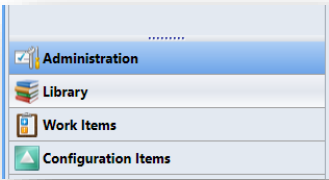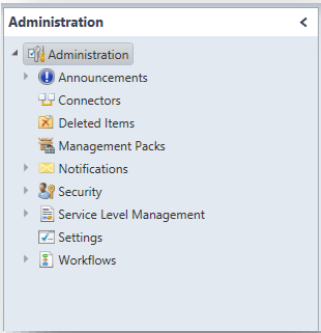
When installed, MobileFront for Service Manager is configured to show the following views:
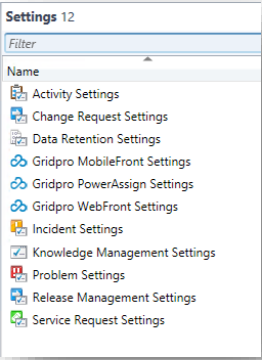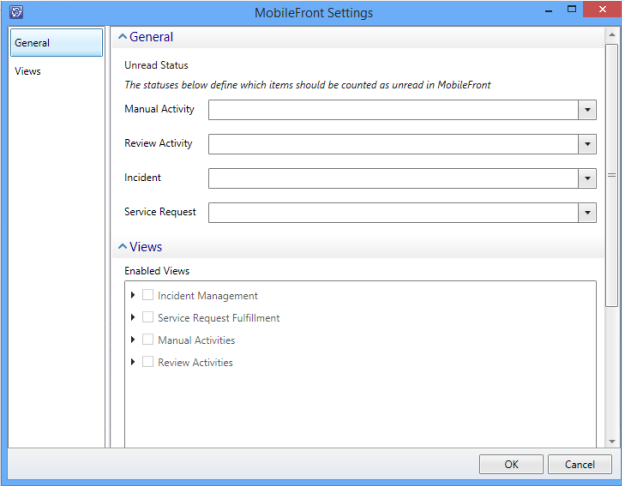
- **Incidents** – My Incidents*
- **Service Requests** – Assigned To Me*
- **Review Activities** – Activities Assigned To Me
- **Manual Activities** – Activities Assigned To Me

* Custom views are deployed as part of the MobileFront installation

Configuration

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

☐	Start the **Service Manager Console**
☐	In the Service Manager Console click **Administration**
☐	Click **Settings**

☐		Double-click **Gridpro MobileFront Settings**
☐		Click **Views** in the left navigation tab
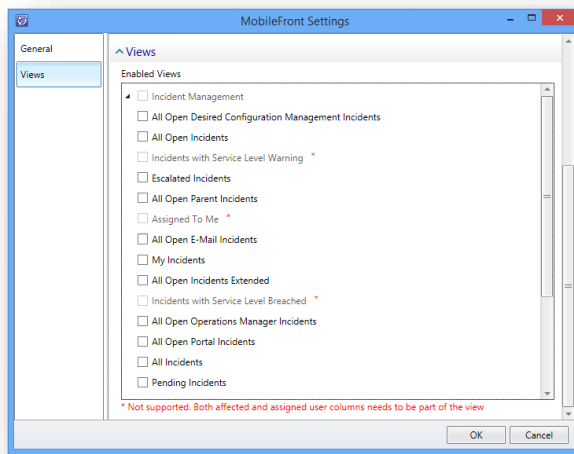
Select the **Views** that should be accessible in MobileFront by checking them in the list of views

IMPORTANT: For a view to be used in MobileFront, there are a 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 contatin 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)
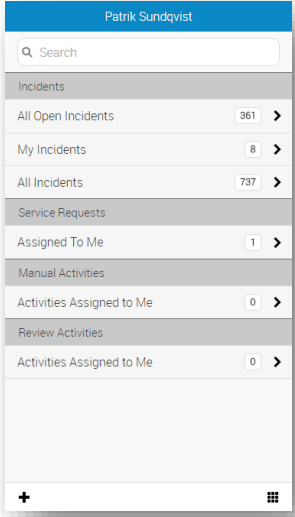
Click **OK**

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

Status Counters
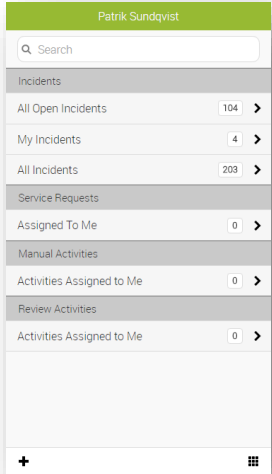
	By default, MobileFront counts all Work Items when showing the number of Work Items in each view. MobileFront can be configured to show the number of Work Items of a particular status instead.
☐	Start the **Service Manager Console**
☐	In the Service Manager Console, click **Administration**
☐	Click **Settings**

☐		Double Click **Gridpro MobileFront Settings**
☐		In the **General** 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.
☐	Click **OK** The changes will take effect as soon as a user signs in again, or manually refreshes the content	
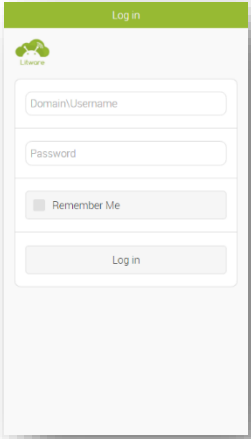
Branding

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.

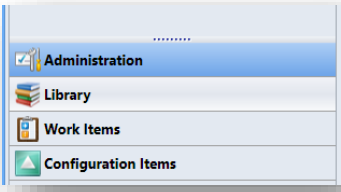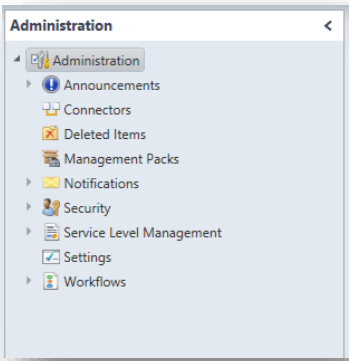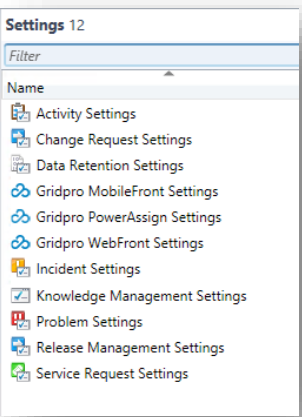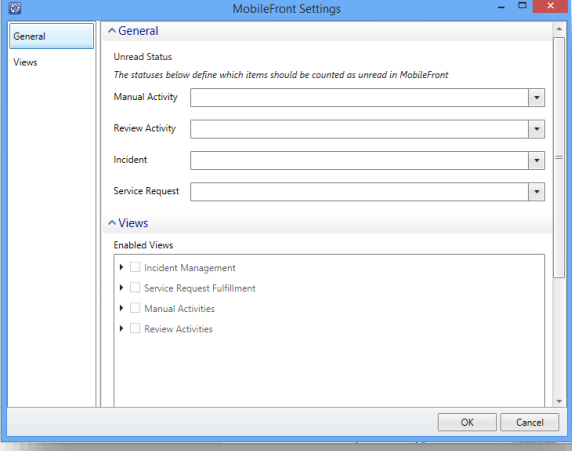## Customizing Theme Color

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

Changing Logo

☐	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 **custom_logo.png**
☐	On the server where MobileFront is installed, put the custom_logo.png in the Content\Images folder under the MobileFront website, typically: **C:\inetpub\MobileFront\MobileFront\Content\Images**
	Refresh the browser to see the changes

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

☐	Locate web.config in the MobileFront WebSite folder. Typically: C:\inetpub\MobileFront\MobileFront
☐	Open web.config using notepad (As Administrator)
☐	```<listeners> <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"/> </listeners>``` Under Configuration\loggingConfiguration\listerners\add, change the value of filter="Error" to filter="Verbose"
☐	Save the file

Webservice

☐	Locate web.config in the MobileFront WebSite folder. Typically: C:\inetpub\MobileFront\MobileFront.Service
☐	Open web.config using notepad (As Administrator)
☐	```<listeners> <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"/> </listeners>``` Under Configuration\loggingConfiguration\listerners\add, change the value of filter="Error" to filter="Verbose"
☐	Save the file