



PowerPack for Service Manager Deployment Guide

Gridpro AB

Rev: 1.3.6880 (SCSM 2012 versions) & 2.0.6880 (SCSM 2016 & later)

Published: November 2018

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Prerequisites

PowerPack for Service Manager contains extensions to simplify the daily work in Microsoft System Center Service Manager™ and makes analysts more effective performing common tasks.

Important: If you are installing or upgrading PowerPack in a Service Manager 2012 environment, please make sure you use a version that is lower than 2.0. If you are on Service Manager 2016 or later, please make sure you use an installer with a higher version number than 2.0. If you have any questions, please contact support@gridprosoftware.com.

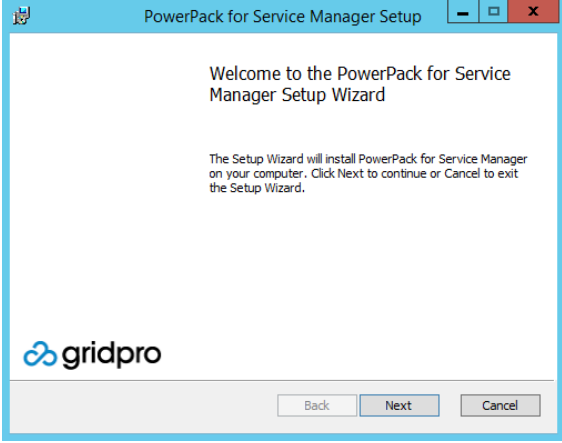
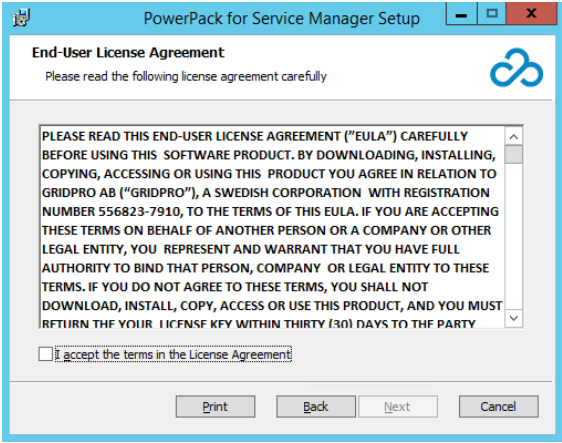
Server installation requirements

- The server needs to have Microsoft System Center Service Manager installed

Installation

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

PowerPack for Service Manager

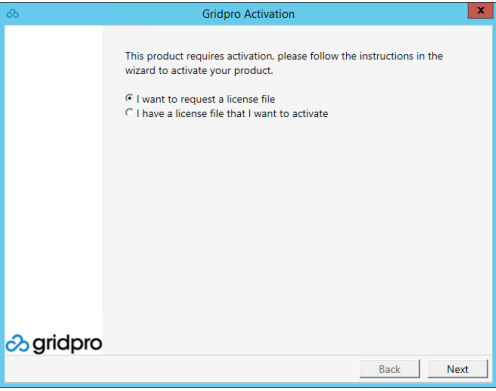
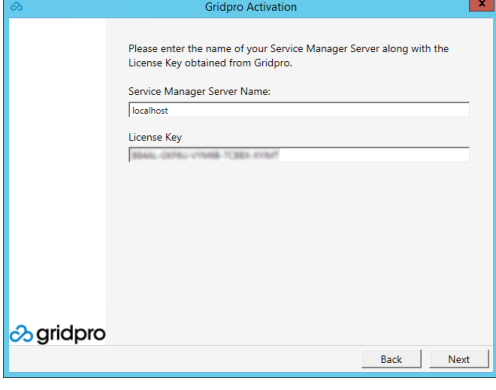
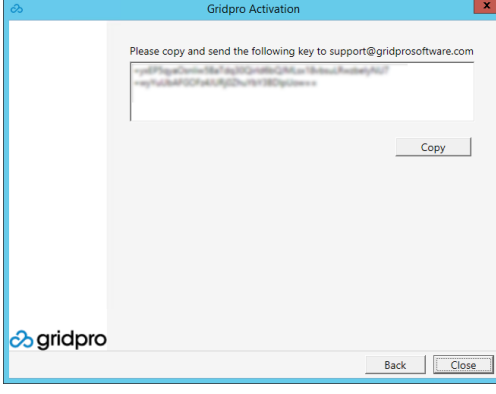
<input type="checkbox"/>	IMPORTANT: Login using a user account that is a member of the local server administrator group and has been assigned the SCSM Administrator role in Service Manager.
<input type="checkbox"/>	Run PowerPack for Service Manager vX.X.XXXX.msi
<input type="checkbox"/>	 Click Next
<input type="checkbox"/>	 Read the End-User License Agreement carefully and if you accept the terms check I accept the terms in the License Agreement then click Next

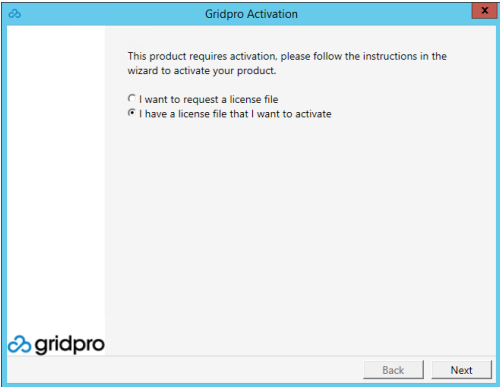
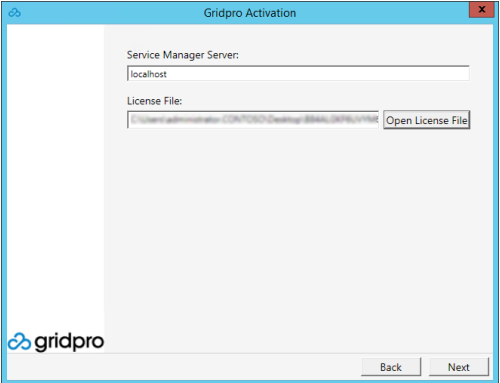
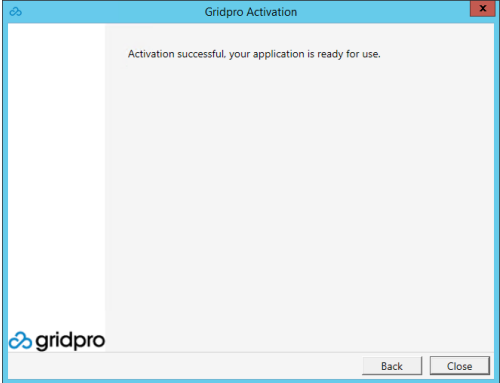
<input type="checkbox"/>		<p>Remove features from the installation by clicking on the dropdown icon next to each product and then "Entire Feature will unavailable"</p> <p>To add features after they have been disabled click the dropdown icon next to each product and then "Will be installed on local hard drive"</p>
<input type="checkbox"/>	<p>Remember the install location since it will be needed when preparing the server for license activation</p> <p>Click Next to continue</p>	
<input type="checkbox"/>		<p>Click Install</p>
<input type="checkbox"/>		<p>Click Finish</p>

License Activation

This section 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 commercial license.

License Activation Process

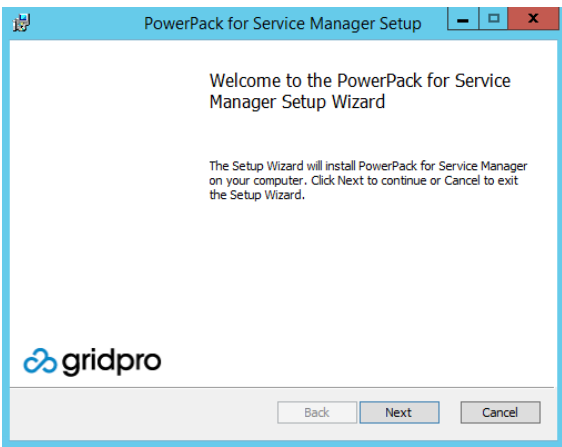
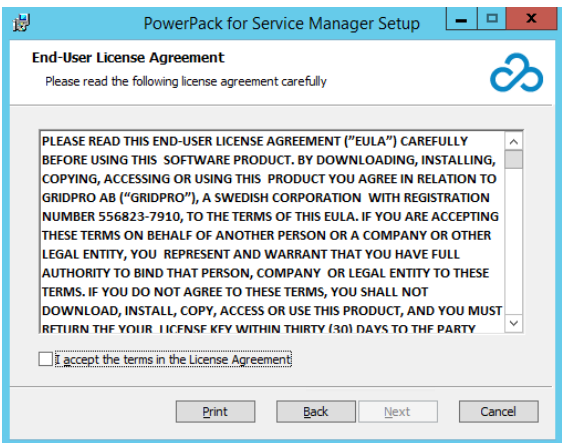
<input type="checkbox"/>	Launch PowerPack License Activation Wizard on the Apps program menu
<input type="checkbox"/>	 <p>Select I want to request a license file, then click Next</p>
<input type="checkbox"/>	 <p>Specify Service Manager Server Name and License Key provided by Gridpro, then click Next</p>
<input type="checkbox"/>	 <p>Click Copy and paste the information into a text file</p> <p>Save the text file for later use</p> <p>Click Close</p>

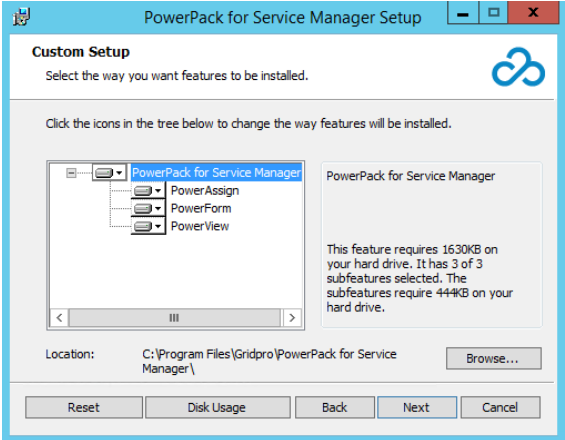
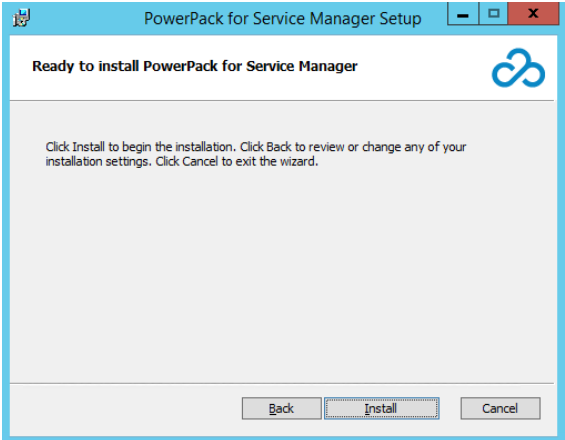
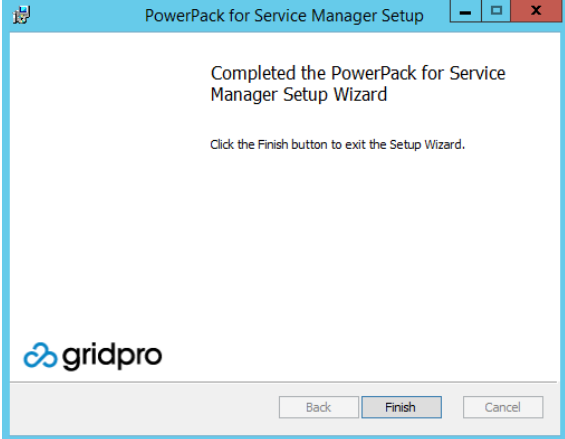
<input type="checkbox"/>	<p>Send the text file saved earlier as an attachment together with your Company name and License Key to: support@gridprosoftware.com. You should expect to receive a response within 24 hours (Business days).</p>
	<p><i><u>When you receive a response email containing a license file you can continue to next step.</u></i></p>
<input type="checkbox"/>	<p>Launch ActivationWizard.exe that came with the download Note: Be patient</p>
<input type="checkbox"/>	<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <p>Select I have a license file I want to activate, then click Next</p> </div> </div>
<input type="checkbox"/>	<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <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> </div> </div>
<input type="checkbox"/>	<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <p>Click Close</p> </div> </div>
<input type="checkbox"/>	<p>Your license has now been activated and PowerPack for Service Manager is ready to be used</p>

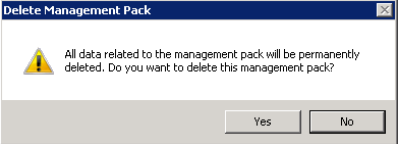
Upgrade

This section is a step-by-step instruction how to upgrade the PowerPack for Service Manager software from any previous version.

PowerPack for Service Manager

<input type="checkbox"/>	<p>IMPORTANT: Login using a user account that is a member of the local server administrator group and has been assigned the SCSM Administrator role in Service Manager.</p>
<input type="checkbox"/>	<p>Run PowerPack for Service Manager vX.X.XXXX.msi</p>
<input type="checkbox"/>	<p> Click Next</p>
<input type="checkbox"/>	<p> Read the End-User License Agreement carefully and if you accept the terms check I accept the terms in the License Agreement, then click Next</p>

<input type="checkbox"/>		<p>Remove features from the installation by clicking on the dropdown icon next to each product and then "Entire Feature will unavailable"</p> <p>To add features after they have been disabled click the dropdown icon next to each product and then "Will be installed on local hard drive"</p> <p>Remember the install location since it will be needed when preparing the server for license activation.</p> <p>Click Next to continue</p>
<input type="checkbox"/>		<p>Click Install</p>
<input type="checkbox"/>		<p>Click Finish</p>

<input type="checkbox"/>	IMPORTANT: Based on which version you are upgrading from you might have to take manual action to remove an obsolete version of the view called "My Active Work Items". If you have two views called "My Active Work Items" in the "Work Items" section, please follow the steps below.
On a server or client with Service Manager console installed	
<input type="checkbox"/>	Click Start – All Programs – Microsoft System Center – Service Manager – Service Manager Console
<input type="checkbox"/>	Click Administration tab
<input type="checkbox"/>	Select Management Packs
<input type="checkbox"/>	In center-pane select Gridpro.ServiceManager.PowerView.Library
<input type="checkbox"/>	Select Delete in right-pane
<input type="checkbox"/>	 Click Yes
<input type="checkbox"/>	Upgrade completed

Uninstallation

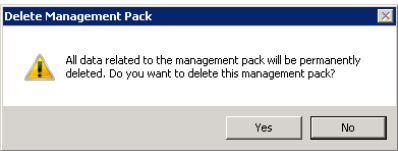
Uninstalling PowerPack for Service Manager should be done in multiple steps starting with the actual software and then by deleting the management packs.

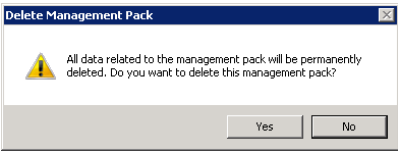
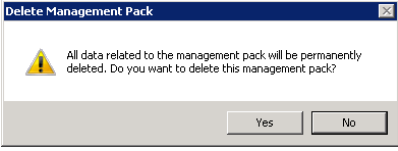
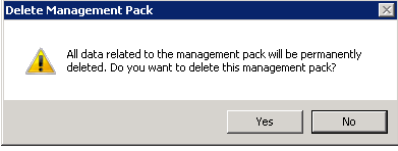
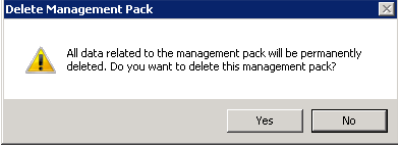
Software

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

Management Packs


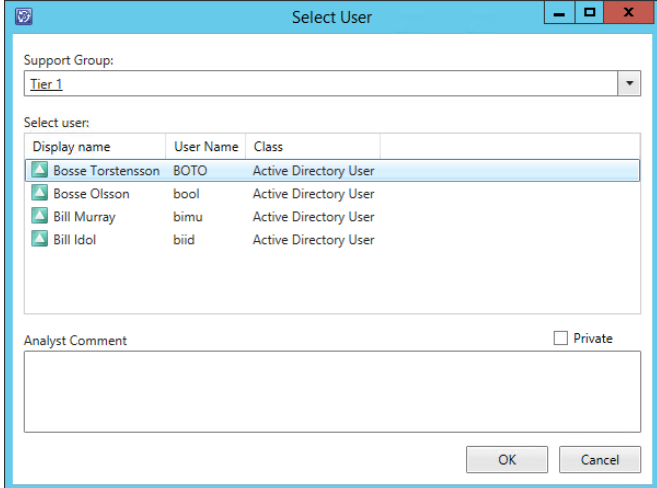
Depending on how many of the Power Pack features that was installed the number of Management Packs that should be deleted may vary.

On a server or client with Service Manager console installed	
<input type="checkbox"/>	Click Start – All Programs – Microsoft System Center – Service Manager – Service Manager Console
<input type="checkbox"/>	Click Administration tab
<input type="checkbox"/>	Select Management Packs
<input type="checkbox"/>	In center-pane select Gridpro Service Manager PowerAssign Library
<input type="checkbox"/>	Select Delete in right-pane
<input type="checkbox"/>	 Click Yes
<input type="checkbox"/>	In center-pane select Gridpro Service Manager PowerForm Library
<input type="checkbox"/>	Select Delete in right-pane

<input type="checkbox"/>	 <p>The dialog box is titled 'Delete Management Pack' and contains a warning icon. The text reads: 'All data related to the management pack will be permanently deleted. Do you want to delete this management pack?'. At the bottom, there are two buttons: 'Yes' and 'No'.</p>	Click Yes
<input type="checkbox"/>	 <p>The dialog box is titled 'Delete Management Pack' and contains a warning icon. The text reads: 'All data related to the management pack will be permanently deleted. Do you want to delete this management pack?'. At the bottom, there are two buttons: 'Yes' and 'No'.</p>	Click Yes
<input type="checkbox"/>	In center-pane select Gridpro Service Manager PowerView Core	
<input type="checkbox"/>	Select Delete in right-pane	
<input type="checkbox"/>	 <p>The dialog box is titled 'Delete Management Pack' and contains a warning icon. The text reads: 'All data related to the management pack will be permanently deleted. Do you want to delete this management pack?'. At the bottom, there are two buttons: 'Yes' and 'No'.</p>	Click Yes
<input type="checkbox"/>	In center-pane select Gridpro Service Manager PowerView Configuration	
<input type="checkbox"/>	Select Delete in right-pane	
<input type="checkbox"/>	 <p>The dialog box is titled 'Delete Management Pack' and contains a warning icon. The text reads: 'All data related to the management pack will be permanently deleted. Do you want to delete this management pack?'. At the bottom, there are two buttons: 'Yes' and 'No'.</p>	Click Yes
<input type="checkbox"/>	Management Packs uninstallation completed	

Getting started with PowerAssign

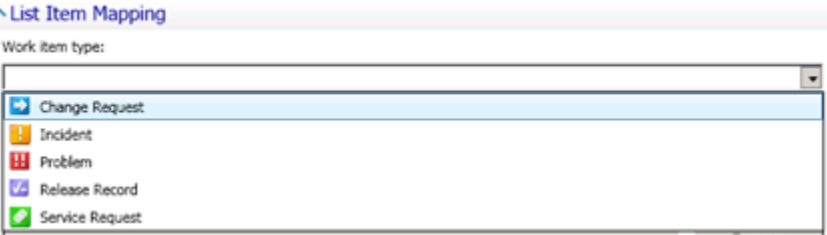

PowerAssign for Service Manager adds two tasks to each type of Work Item (grouped together in an Assign by group task). To use the tasks for an Incident, follow the steps below.

<input type="checkbox"/>	Open the Service Manager Console
<input type="checkbox"/>	Navigate to Work Items → Incident Management
<input type="checkbox"/>	Click the All Incidents view
<input type="checkbox"/>	<div style="display: flex; align-items: flex-start;"> <div style="flex: 1;">  </div> <div style="flex: 1; padding-left: 10px;"> <p>Select an Incident and expand the Assign by group task</p> </div> </div>
<input type="checkbox"/>	<p>Select the Support group task or Configuration Item task</p> <p><i>Note: The name of the tasks may vary depending on which type of Work Item that was selected</i></p>
<input type="checkbox"/>	<div style="display: flex; align-items: flex-start;"> <div style="flex: 1;">  </div> <div style="flex: 1; padding-left: 10px;"> <p>Select the user that should be set as Assigned by on the selected Incident. Optionally add an analyst comment private or public.</p> </div> </div>
<input type="checkbox"/>	Click OK to set the Assigned by property on the selected Work Item to the Selected User

To map which users that should be able to be selected by analysts when using the Assign By tasks, start by doing the following.

<input type="checkbox"/>	Open the Service Manager Console
<input type="checkbox"/>	Navigate to Administration → Settings
<input type="checkbox"/>	In the settings section click on PowerAssign Settings . This will open the configuration dialog for PowerAssign.

To configure which users/groups that should be able to be selected, based on a selected List Item on a Work Item (Support groups, Area etc.), follow the steps below.

<input type="checkbox"/>	In the PowerAssign Configuration dialog navigate to List Item Mapping
<input type="checkbox"/>	<p>Select which Work Item type that should be used when fetching the list items that can be mapped</p> 
<input type="checkbox"/>	<p>After a Work Item type has been selected, select which List Item to edit</p> 



When a list item has been selected you can now add and remove users/groups to this list item

Work item type:

List item to edit:

Users mapped to: Tier 1

Display Name	Class
<input type="checkbox"/> TestUser1004	Active Directory User
<input type="checkbox"/> TestUser1002	Active Directory User
<input type="checkbox"/> TestUser1005	Active Directory User
<input type="checkbox"/> TestUser1003	Active Directory User

Note: If a group is added the members of the group will also be available for the Analyst

Based on the configuration in this example, anytime an **Incident** has **Tier1** set as support group each user/group mapped to that list item will be available to the Analyst when clicking on the **Assign By Support Group** task.



Save all changes by clicking on the **OK** button

To configure which users/groups that should be able to be selected, based on assigned Config Items on a Work Item, follow the steps below.



In the PowerAssign Configuration dialog navigate to **Config Item Mapping**

- Add which **Config Items** that should be able to be mapped to users and groups

Config Item Mapping

Config Items Configuration

Display Name	Class
CM1.gridpro.se	Windows Computer

Buttons: Add, Remove

Users mapped to: CM1.gridpro.se

Display Name	Class
--------------	-------

Buttons: Add, Remove

- Select a **Config Item** and add users/group to create the mapping

Config Item Mapping

Config Items Configuration

Display Name	Class
CM1.gridpro.se	Windows Computer

Buttons: Add, Remove

Users mapped to: CM1.gridpro.se

Display Name	Class
TestUser1026	Active Directory User
TestUser1025	Active Directory User
TestUser1022	Active Directory User
TestUser1021	Active Directory User
TestUser1023	Active Directory User
TestUser1024	Active Directory User

Buttons: Add, Remove

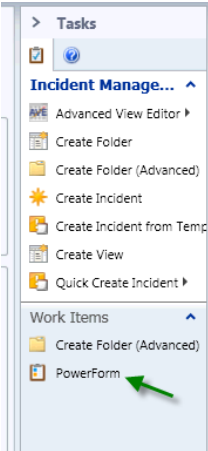
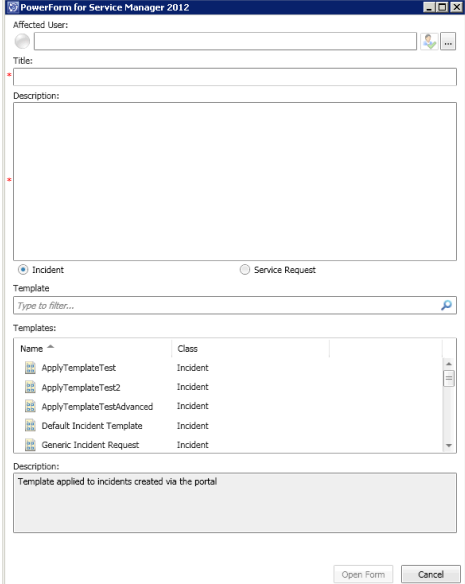
Note: If a group is added the members of the group will also be available for the Analyst

Based on the configuration in this example, anytime the computer **CM1.gridpro.se** has been added as Affected Config Item to a work item each user/group mapped to that config item will be available to the Analyst when clicking on the **Assign By Config Item** task.

Getting started with PowerForm

PowerForm for Service Manager introduce a convenient and powerful way of creating an Incident or Service Request.

To use PowerForm, follow the steps below.

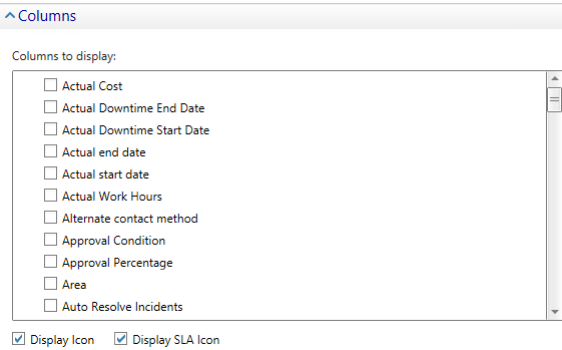
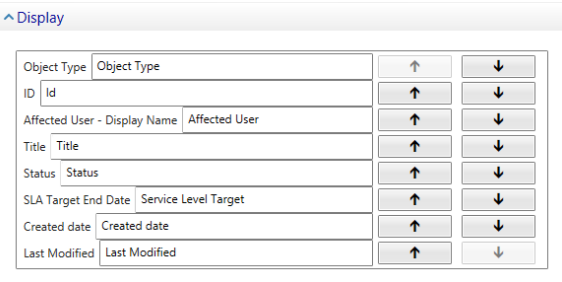
<input type="checkbox"/>	Open the Service Manager Console
<input type="checkbox"/>	Navigate to Work Items
<input type="checkbox"/>	<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <p>Click the PowerForm task</p> </div> </div>
<input type="checkbox"/>	<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <p>In the form that populates the fields, select which type of Work Item that should be created and select a template</p> </div> </div>
<input type="checkbox"/>	Click Open Form to open the form corresponding to the selected type of Work Item with the selected template already applied
<input type="checkbox"/>	Click OK to save the new Incident or Service request

Getting started with PowerView

PowerView for Service Manager makes it possible to merge existing views in Service Manager into one, i.e. a PowerView. The PowerView can be further customized by including only specific columns from the merged views or renaming the name of existing columns.

To create a new PowerView, follow the steps below.

<input type="checkbox"/>	Open the Service Manager Console							
<input type="checkbox"/>	Navigate to Work Items → Incident Management							
<input type="checkbox"/>	Right-click Incident Management and click on the Create PowerView task							
<input type="checkbox"/>	<p>^ General</p> <p>Specify a name and description for the view</p> <p>Name: <input type="text"/></p> <p>Description: <input type="text"/></p> <p>Folder: <input type="text" value="Incident Management"/></p> <p>Restricted type: <input type="text" value="Work Item"/> <input type="button" value="Select..."/></p> <p>Management pack: <input type="text" value="Service Manager Service Request Configuration Library"/> <input type="button" value="New..."/> <small>Last modified: 2014-09-01 10:31:30</small></p>	<p>In the opened form, enter a name and description of the PowerView</p> <p>Further, select which Management Pack the PowerView definition should be saved in</p>						
<input type="checkbox"/>	<p>^ Sub views</p> <table border="1" data-bbox="339 1395 794 1686"> <thead> <tr> <th>Display name</th> <th>Class</th> <th>Supports SLA</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p><input type="button" value="Add"/> <input type="button" value="Remove"/></p>	Display name	Class	Supports SLA				<p>Select which sub views the PowerView should include by clicking Add</p>
Display name	Class	Supports SLA						

<input type="checkbox"/>		<p>Select which columns (properties) that should be displayed in the PowerView</p>
<input type="checkbox"/>		<p>Arrange columns in the preferred order by using the arrow buttons</p> <p>Rename columns by entering a customized display name</p>
<input type="checkbox"/>	<p>Click OK to create the PowerView</p>	

*Note: You can edit any created PowerView by right-click it and select **Edit PowerView**.*

FAQ

Q: PowerView shows a warning saying that some sub views does not share the same combination class. What is the reason for this?

A: When PowerView collects the data from the different sub views only one match on an object can be handled. If there are two views that return the same object (for example two views contain a match on the same Incident) then PowerView would have to pick one of these. Since these two object can contain different amount of data (depending on which combination class that was used) there is a possibility that PowerView would pick one of the object the user did not expect and display too little data.

To warn the user that the scenario above is about to happen, there is a constraint that if two sub views target the same class (example: Incident) but do not share the same combination class, PowerView will display a warning.

Q: PowerView shows a warning saying that there are properties or components missing for one or more sub views. What is the reason for this?

A: The columns you can select in a PowerView are based on the classes or type projections that the sub views are based on. All properties and components are merged together and can be selected by the creator of PowerView.

If the PowerView should display a property (example: Escalated property on an Incident) or a component (example: The display name of the affected user of an Incident) that is not available in any other sub views, PowerView will warn the user.

Depending on what the user wants to display this may or may not be an issue. For example, a Service Request does not have the property Escalated and therefore no data will be displayed in the Escalated column for any Service Request.

If the missing property or component is not an issue the warning can safely be ignored. Otherwise another sub view has to be picked that is based on a class or type projection that contains the missing properties or components.