SCUtils CubeDesigner Installation Guide

Solution for Microsoft System Center 2012 Service Manager

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Getting Started

SCUtils CubeDesigner for System Center Service Manager is a tool for creating custom OLAP cubes for System Center 2012 Service Manager.

System Requirements

- Operating System – Windows Server 2008 R2 SP1 (x64) or Windows Server 2012 (x64);
- Database Server – Microsoft SQL Server 2008 R2 or Microsoft SQL Server 2012;
- System Center 2012 Service Manager, System Center 2012 Service Manager SP1 or System Center 2012 R2 Service Manager;
- Installation should be on the System Center Service Manager Management Server;
- Installation requires Administrator access on the server.

Installation

Copy SCUtils CubeDesigner.msi to the Service Manager management server (usually a first installed server). Close the Service Manager console if it is opened. Run SCUtils CubeDesigner.msi.
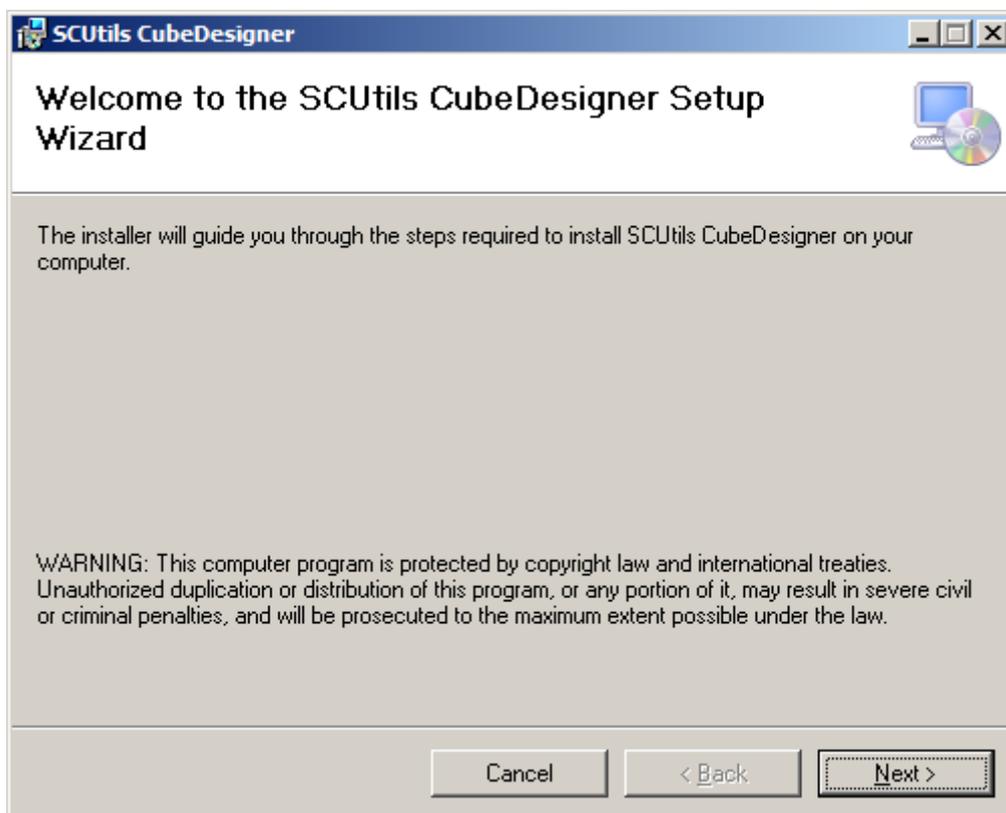

Fig. 1 Setup start window

Review the **License Agreement** and accept it by clicking **Next** if you agree.

Fig. 2 EULA

Select the installation folder where the management packs and other required files will be stored in the file system.
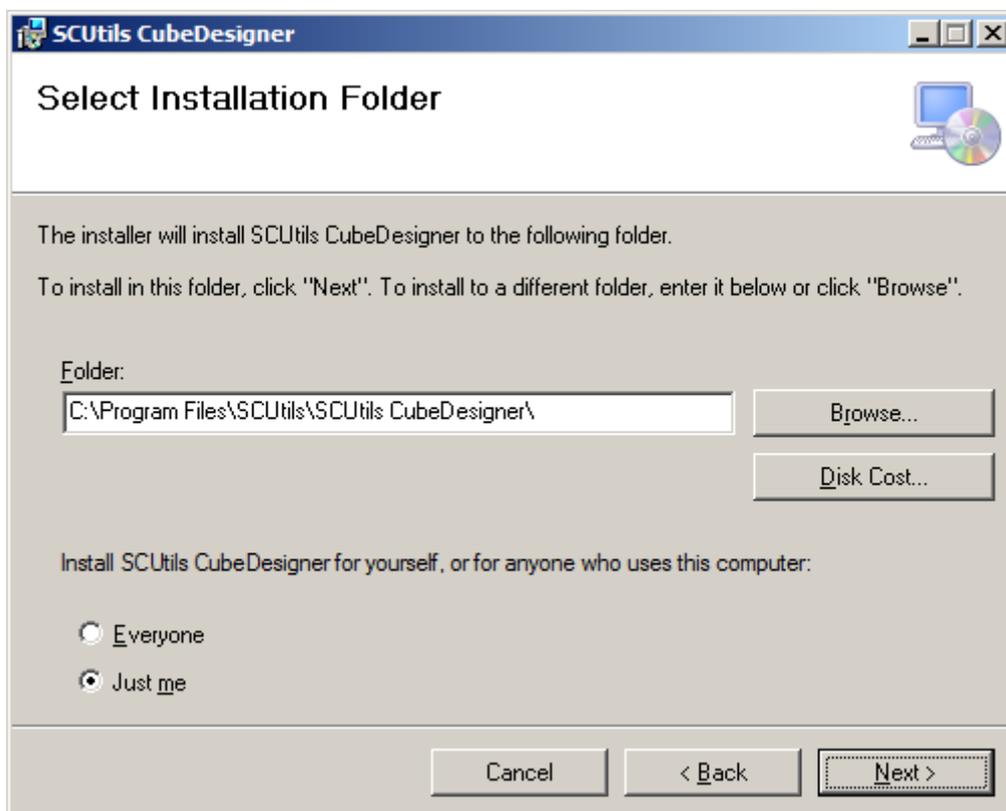

Fig. 3 Folder to install

After you are ready to start the installation process click **Next** to proceed.
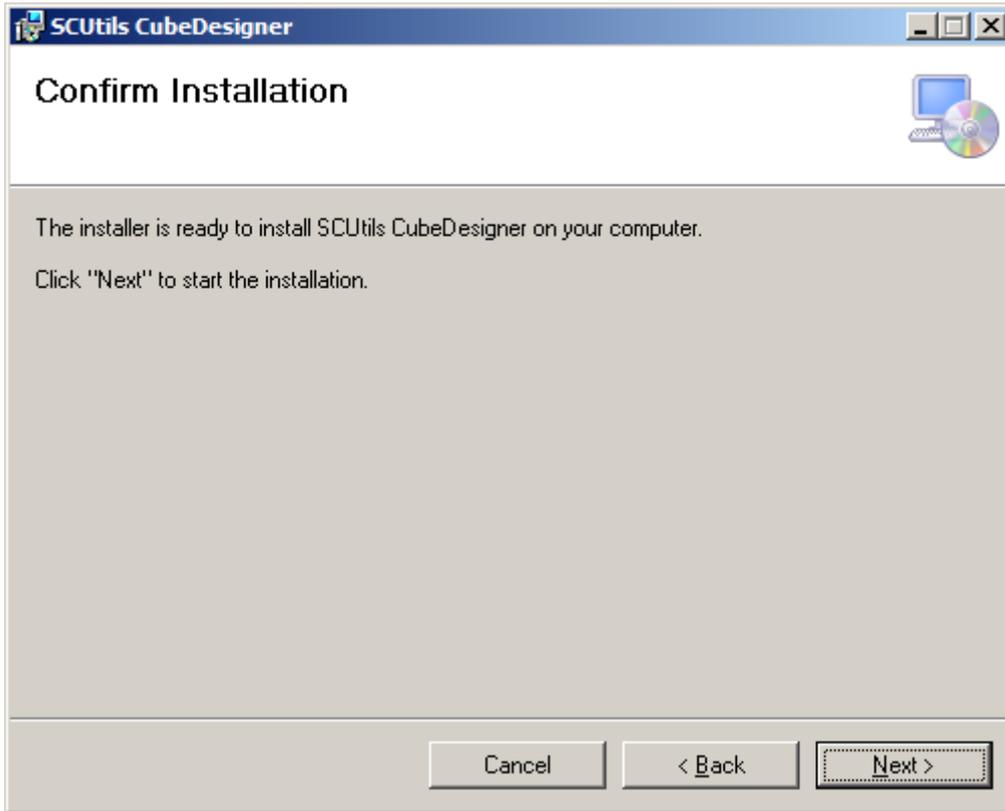

Fig. 4 Confirmation

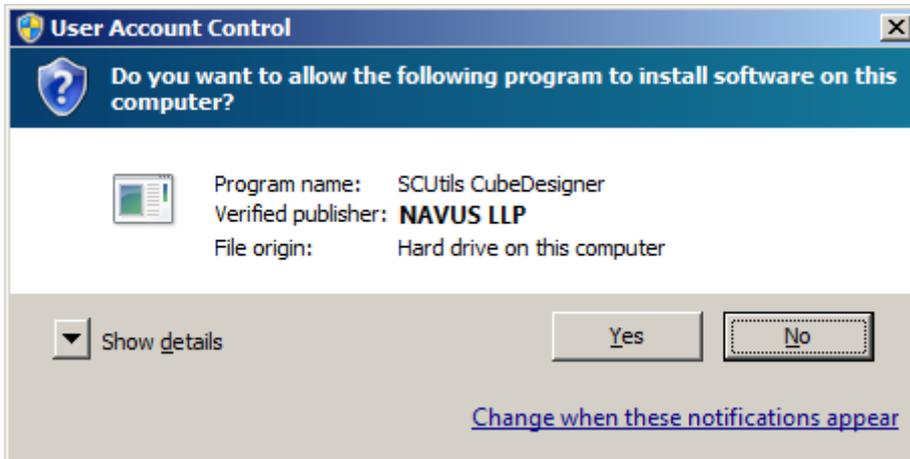During the installation you will get the UAC request, click **Yes** to continue.
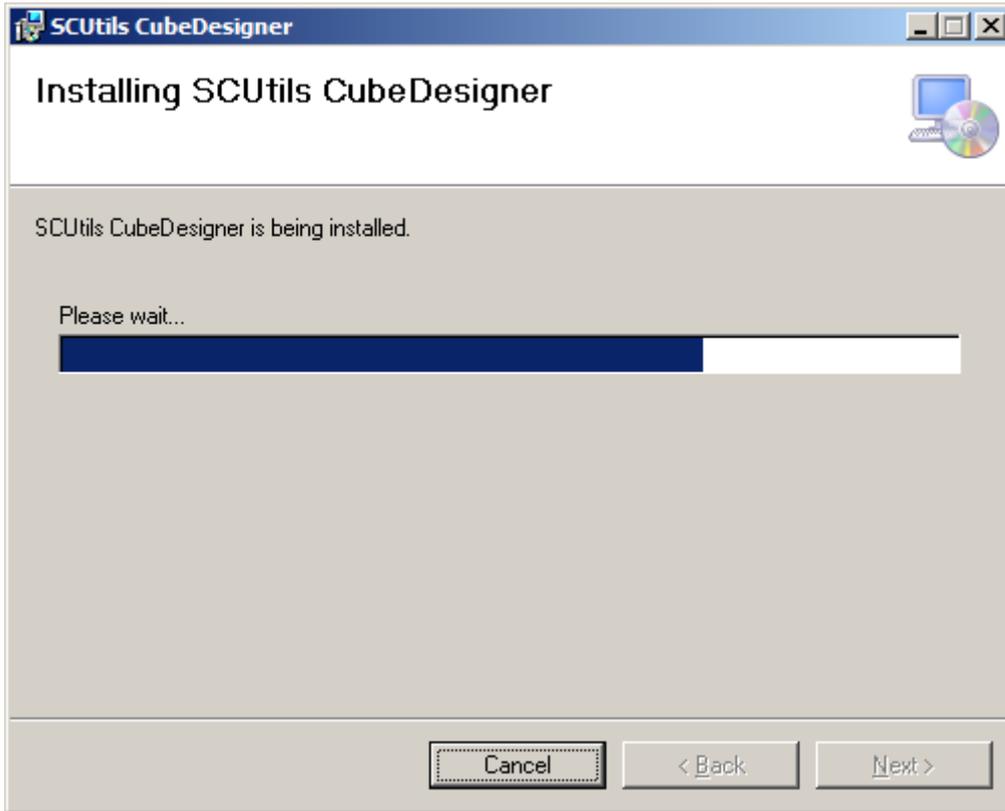

Fig. 5 UAC dialog

Fig. 6 Installation progress

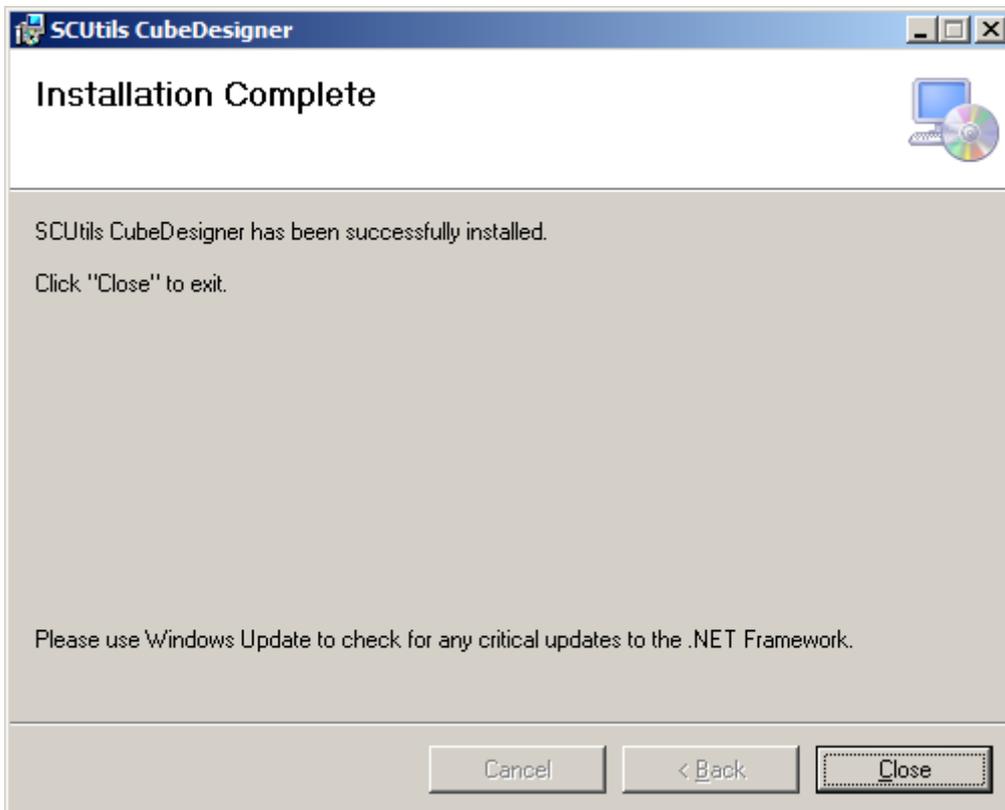After the installation is complete click **Close**.

Fig. 7 Setup is completed

Activation

After the initial installation you have to activate your copy of the software. There two ways to activate the product: online (recommended) and offline.

Online activation

Run the Service Manager console under an administrative account on the computer connected to internet. Open SCUtils CubeDesigner to activate the copy of the product:

1. In the Service Manager console, select **Administration**.
2. In the **Administration** pane, expand **Administration**.
3. In the **Administration** view, in the **Settings** area, click **SCUtils CubeDesigner.**
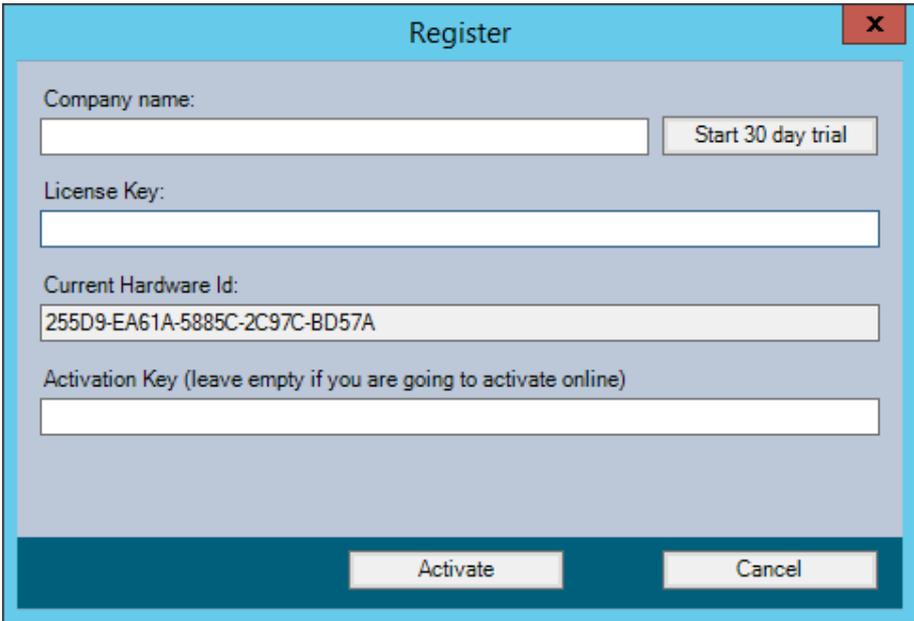4. Register window will be opened (Fig. 8).

Fig. 8 Start SCUtils CubeDesigner

If you want to evaluate the product, click on Start 30-day trial button.

If you want to activate a full version, fill Company Name and License Key (exactly as in the license), then click on Activate button.

If you have any issues with the activation process, please send your Current Hardware ID at support@scutils.com and we will provide you with offline Activation Key.

Offline activation

If you prefer to activate offline or for some reasons you are not able to use online activation, then send your Current Hardware ID at support@scutils.com and note what activation type you need (trial or full) and we will provide you with offline Activation Key.

After you receive the Activation Key, fill out Company Name, License Key, and Activation Key, then click on Activate button.

Configuration

Start the Service Manager console. Go to Administration->Settings and double-click on SCUtils CubeDesigner.
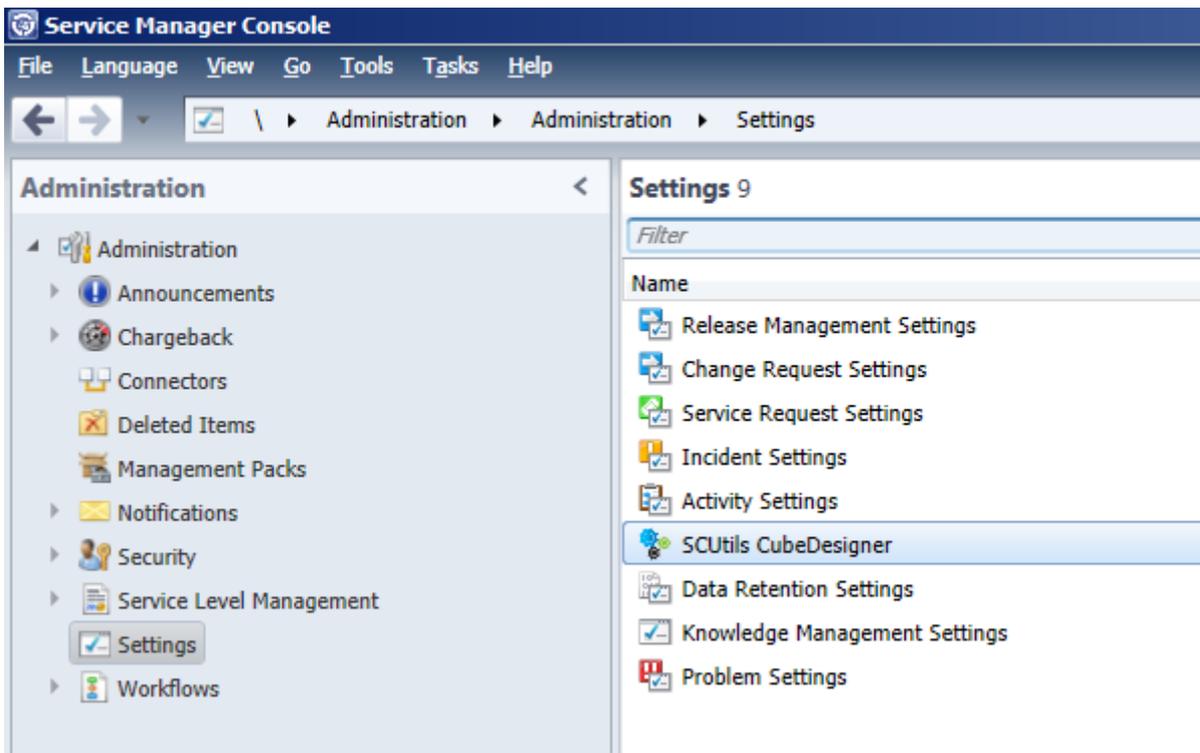
Fig. 9 Start SCUtils CubeDesigner

After your start SCUtils CubeDesigner, you will see a dialog box asking for initial settings. Click **Yes** to continue.
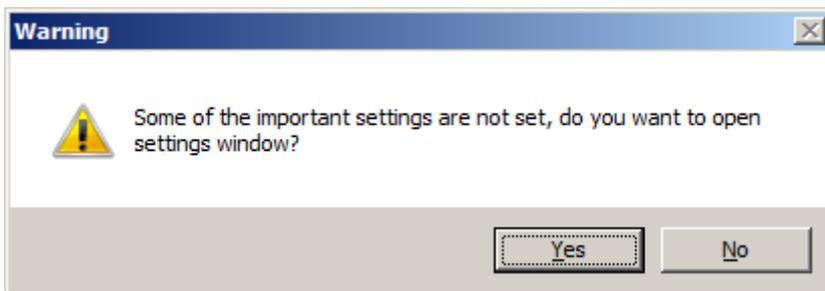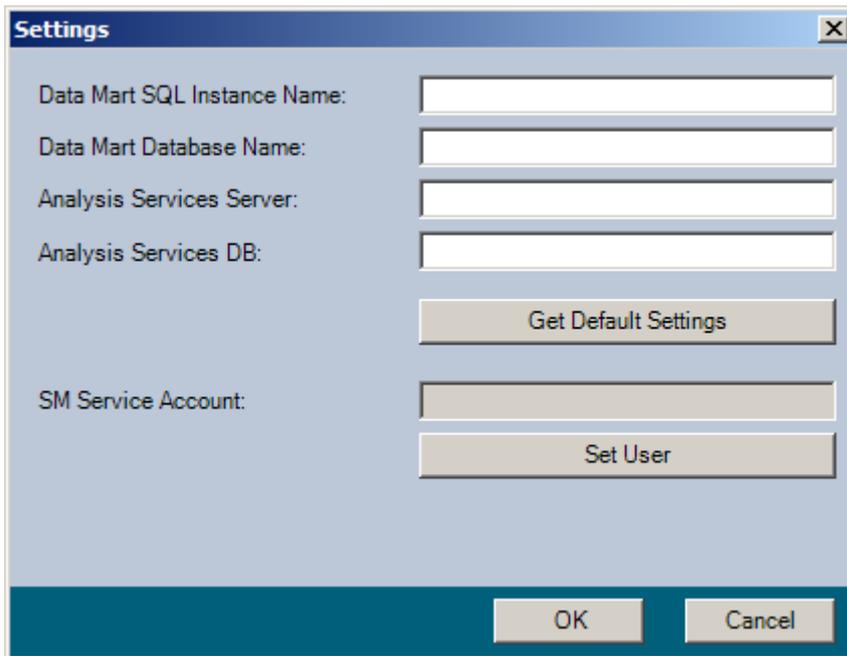

Fig. 10 Initial settings dialog

To get the settings automatically, click **Get Default Settings**. Then the application will try to get the settings using a remote registry call. If it cannot get the settings, you have to enter the values manually.
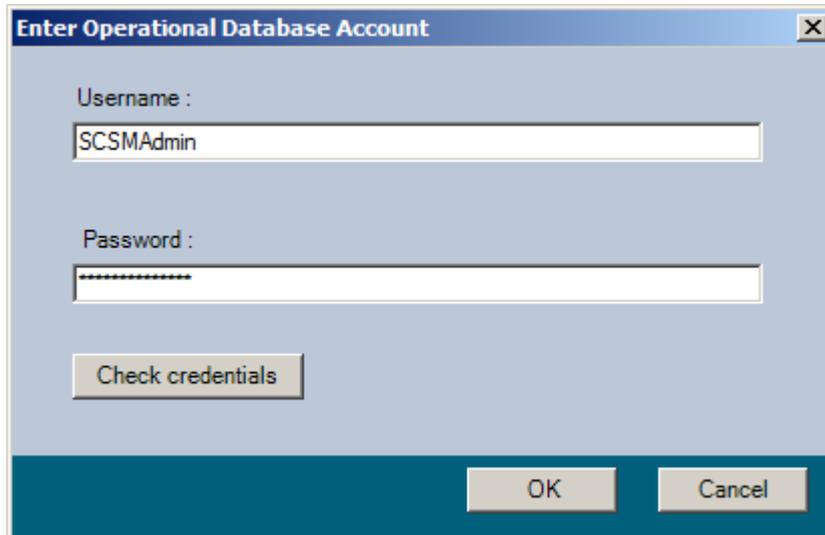

Fig. 11 Settings window

SCUtils CubeDesigner needs the credentials of Service Manager service account or another account that has full access to the Data Warehouse, Analysis Services and Service Manager Servers. Click **Set User** to enter the credentials.

Fig. 12 Set User dialog

SCUtils CubeDesigner installation package includes .NET assembly that needs to be deployed on the Analysis Services server manually. Go to the folder where SCUtils CubeDesigner was installed (e.g. C:\Program Files\SCUtils\SCUtils CubeDesigner). Copy **SCUtilsCubeDesignerASSP.dll** to the Analysis Services server. Start the Microsoft SQL Server Management Studio and connect to the local Analysis Services. Click **New Assembly** as shown in Fig. 12 below.
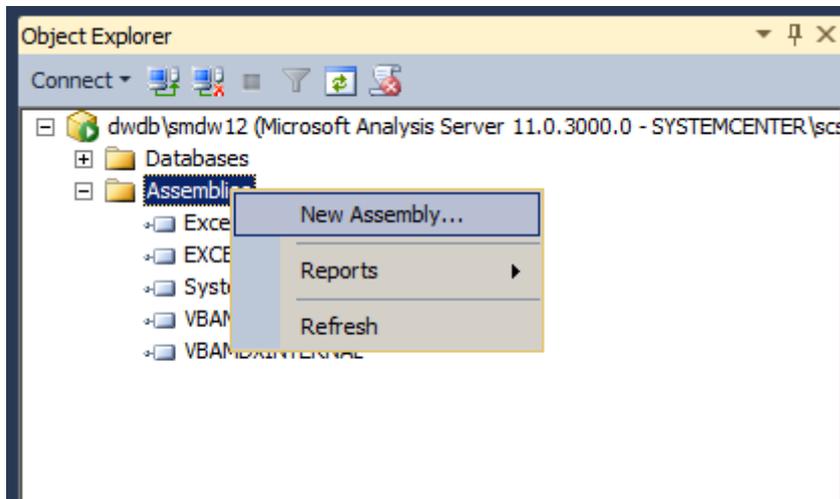

Fig. 13 Deploy .NET assembly to SQL Analisys Services

Choose **SCUtilsCubeDesignerASSP.dll** file (1), select **Unrestricted** radio button (2) and click OK (3).
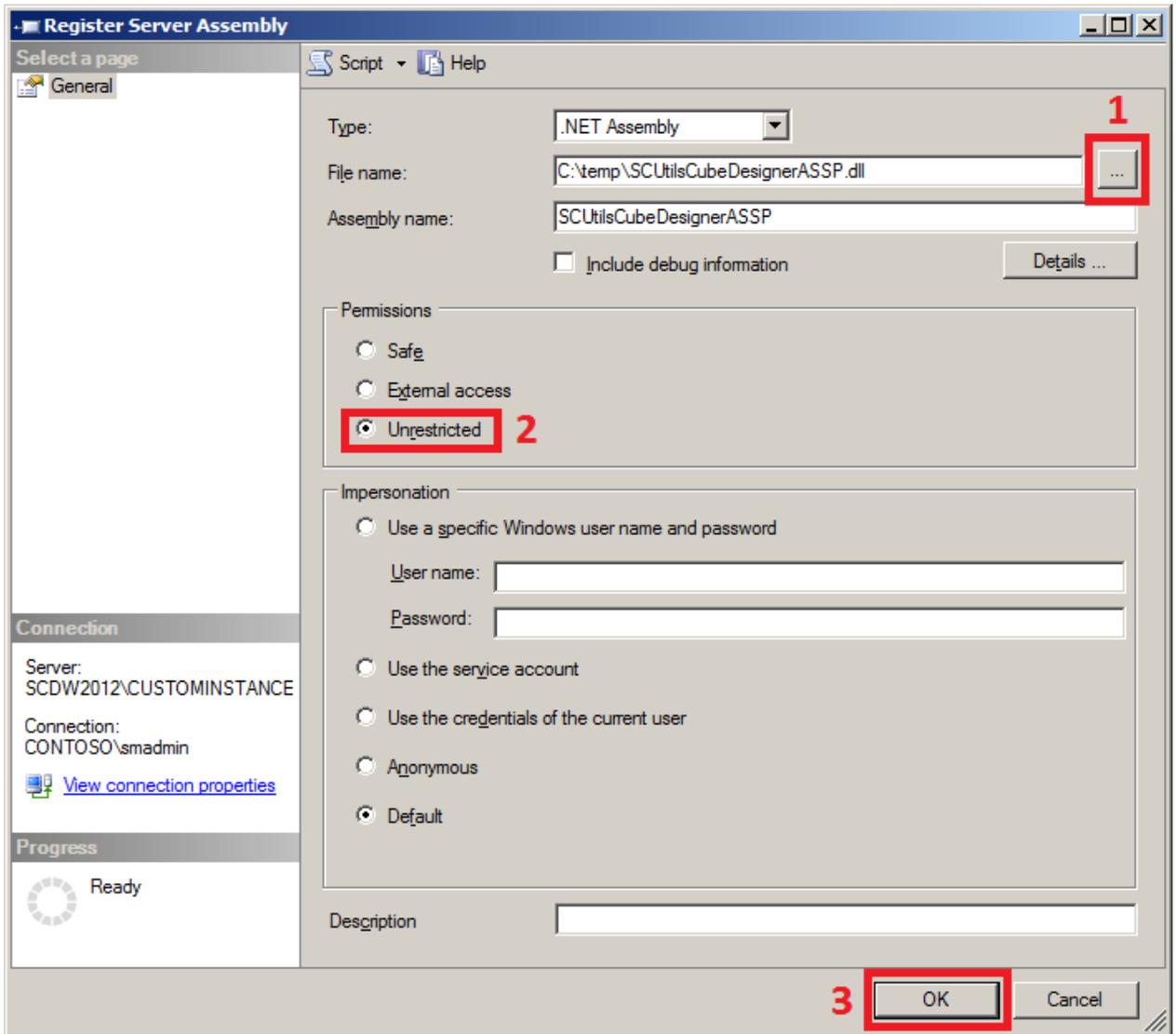

Fig. 14 .NET assembly settings

Before the first start

Several management packs are imported during SCUtils CubeDesigner installation process. SCUtils CubeDesigner deployment is complete when all of the management packs have been imported and synchronized with Data Warehouse. This deployment process can take up to two hours to complete. To monitor the status of the process go to Data Warehouse pane, expand Data Warehouse, and then click Data Warehouse Jobs and check MPSyncJob's details to determine the status of the deployment.

To speed up the deployment process please **run** the PowerShell script **post-install-script.ps1**.

Login to the Service Manager management server using Service Manager administrative credentials.

The script is located in the installation folder (default path - *C:\Program Files\SCUtils\SCUtils CubeDesigner*) on the computer on which SCUtils CubeDesigner was installed.

First, you have to copy and edit the script to change the names of Service Manager servers. Open Windows Explorer and go to the installation folder. Select the file **post-install-script.ps1** and copy it. Create a folder (for example **c:\script**) in the root of system disk (or in another place of your choice) and paste the file there.

Then select and open **post-install-script.ps1** in Notepad. Put your Service Manager management server's name instead of *sm12.contoso.loc* and your Service Manager Data Warehouse management server's name instead of *dw12.contoso.loc*. Save the file.
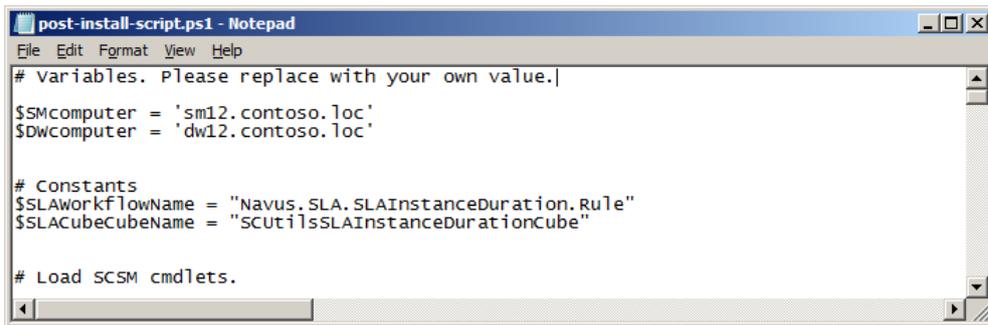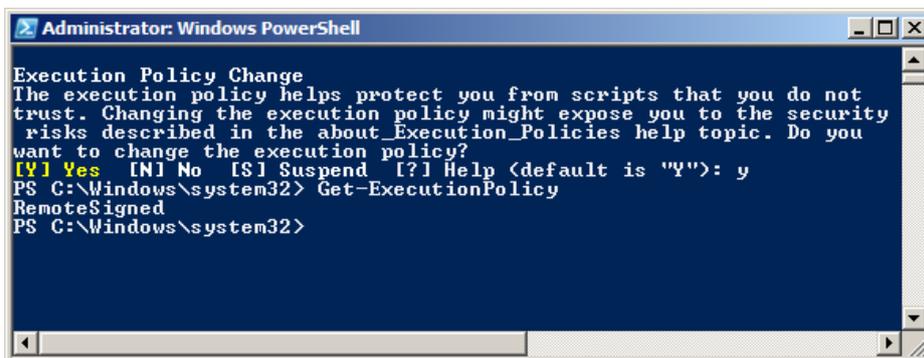

Fig. 15 . Editing the script

Second, make sure that PowerShell execution policy is set to **RemoteSigned** or **Unrestricted**. Run **PowerShell console as administrator** and type **Get-ExecutionPolicy**.
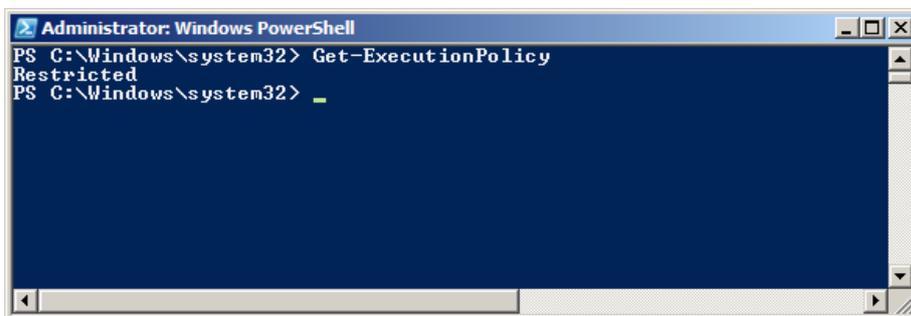
Fig. 16 . Get-ExecutionPolicy

If required, set PowerShell execution policy by typing **Set-ExecutionPolicy RemoteSigned.**

Fig. 17 . Set-ExecutionPolicy RemoteSigned

Then navigate to the folder with the script.
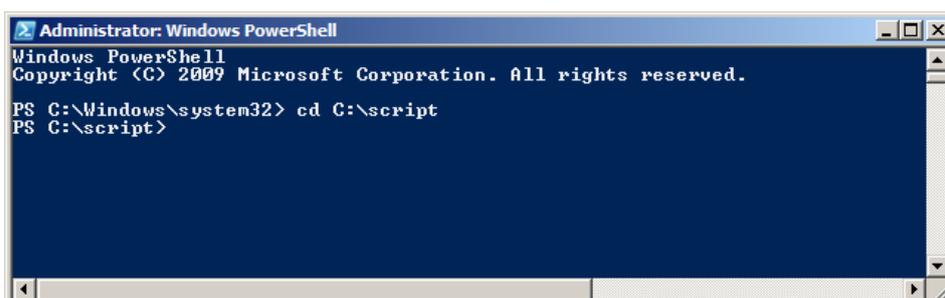
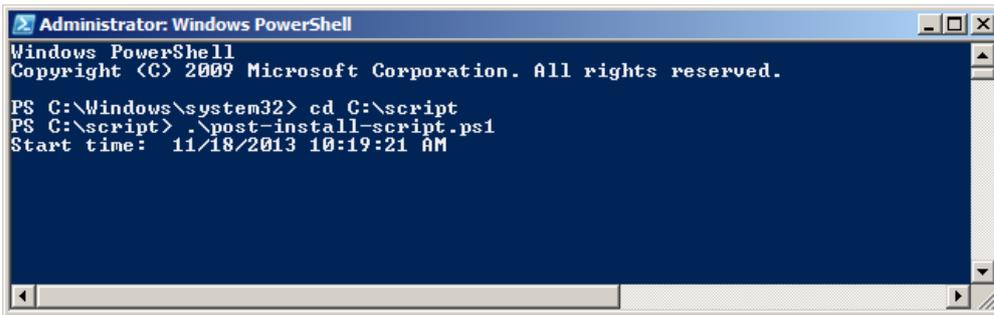To run the script type **.\post-install-script.ps1**, then press Enter.

Fig. 19 Running script.

The script takes around an hour to complete and its duration depends on the common performance of the Service Manager environment. Please pay your attention **(!)** that it could be <u>required to process</u> **Service Manager WorkItems Cube** and **SCUtilsSLAInstallationDurationCube** to start using their data.

Recommendation for beginners

The using of SCUtils CubeDesigner is very simple and straightforward but requires some knowledge about Service Manager classes and relations between them. We recommend you to start with a sample of the custom cube that included in the SCUtils CubeDesigner installer and available in the installation folder. We also recommend you to watch videos about SCUtils CubeDesigner on <u>our YouTube channel</u>. Please send questions and comments about using SCUtils CubeDesigner and this document to <u>support@scutils.com</u>.