



SCUtils FileAttachment Guide

Solution for Microsoft System Center 2012 Service Manager

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Feedback:

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1. Getting started

SCUtils FileAttachment is an extension for the self-service portal of Microsoft System Center 2012 Service Manager that allows to open the file attached to different Service Manager objects like work items, activities, configuration items, knowledge articles, etc. from the self-service portal.

1.1 Compatibility

SCUtils FileAttachment was designed and tested for the following versions of Microsoft System Center 2012 Service Manager:

- Microsoft System Center 2012 Service Manager;
- Microsoft System Center 2012 Service Manager SP1;
- Microsoft System Center 2012 Service Manager R2.

1.2 Editions

SCUtils FileAttachment is a free extension developed for Microsoft System Center 2012 customers, Microsoft partners, and System Center enthusiasts. There is the free edition only.

1.3 Feedback

Our team is always on the way of the improvement of our solutions. We highly appreciate every feedback from our customers. Please send us your thoughts, complains, and feature requests at support@scutils.com.

2 Requirements

SCUtils FileAttachment requires the Service Manager self-service portal be installed and fully operational. SCUtils FileAttachment does not work with any third-party self-service portals.

3 Installation

Download the self-extracting archive **SCUtils FileAttachment.exe** from Download page of www.scutils.com.

Using an administrative account log in the server that serves as the Service Manager Web Content Server. If you doubt what server is the Service Manager Web Content Server, check in Internet Information Services (IIS) Manager for the web site named **SCSMWebContentServer**.

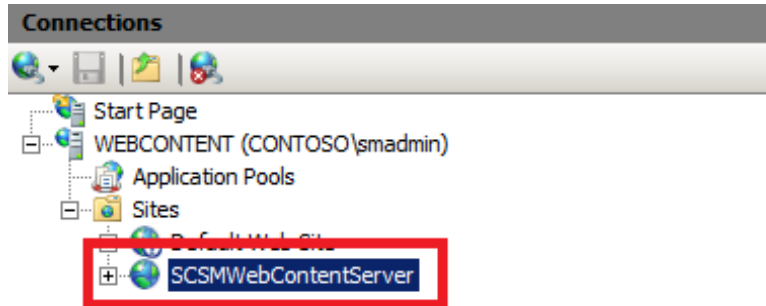


Fig. 1

Copy **SCUtils FileAttachment.exe** to the folder of your choice and run it. Extract the files in the same location.

Right-click on the **SCUtils.FileAttachmentHandler.dll** file and select Properties. Check if the file is blocked and click on **Unblock** button if it's blocked.

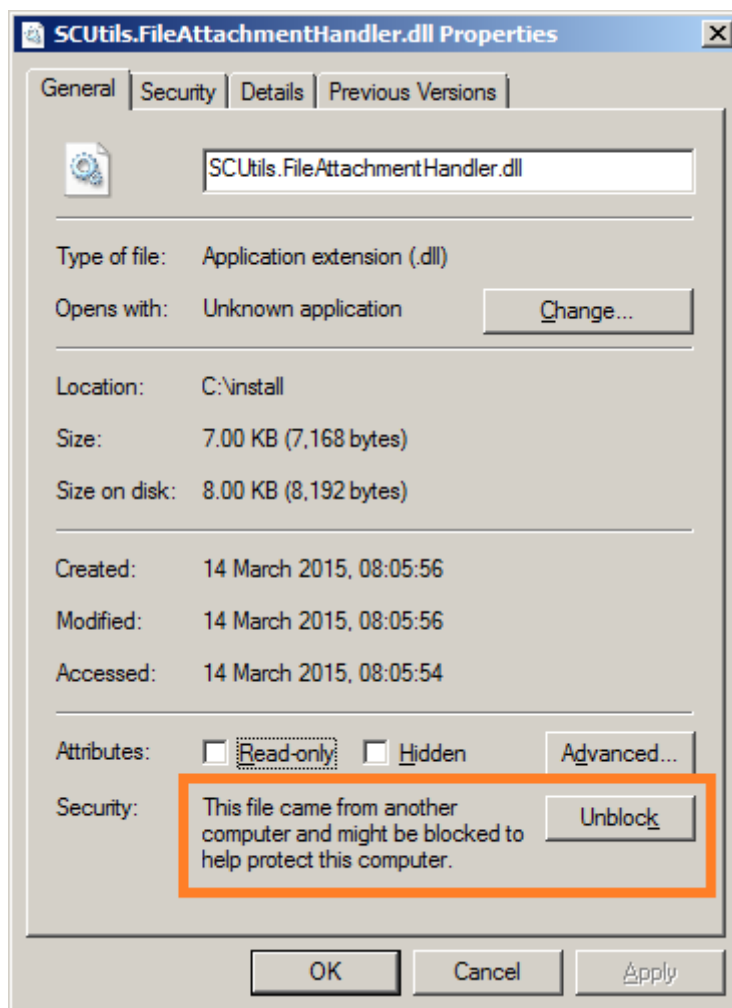


Fig. 2

Open **Internet Information Services (IIS) Manager**.



Fig. 3

Go to **Sites** -> **SCSMWebContentServer** -> **ContentHost**. Right-click and select **Explore**.

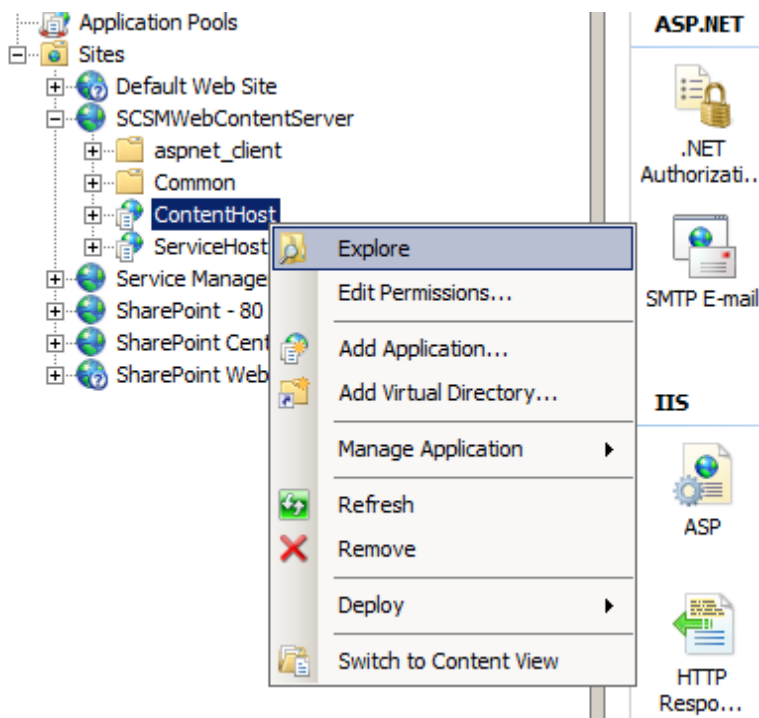


Fig. 4

Create a copy of **Web.config** for a backup.

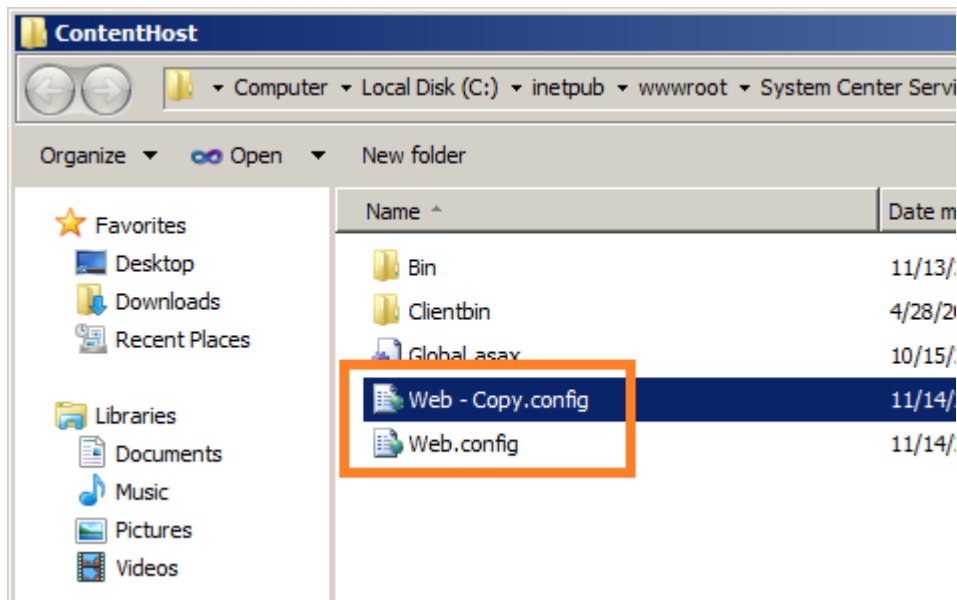


Fig. 5

Return to **Internet Information Services (IIS) Manager** window. Open **Handler Mappings**.

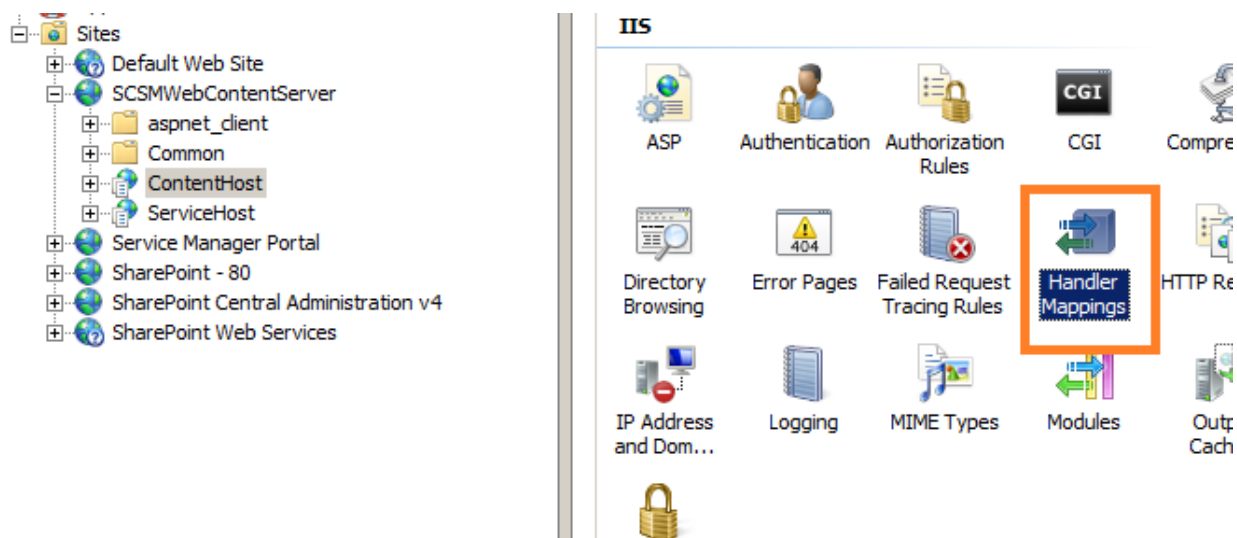


Fig. 6

On the **Actions** pane click on **Add Managed Handler** task.

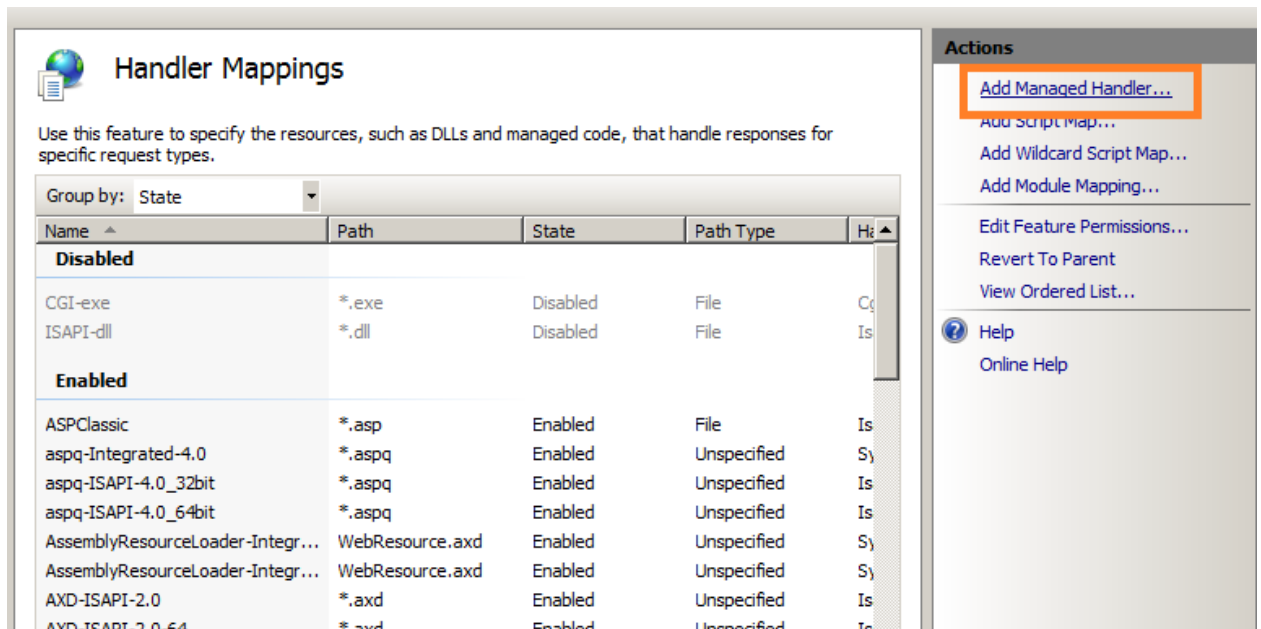


Fig. 7

In the opened dialog populate the fields:

1. Request path - **AttachmentViewer.aspx**
2. Type - **SCUtils.FileAttachmentHandler.AttachmentHandler**
3. Name - **AttachmentHandler**

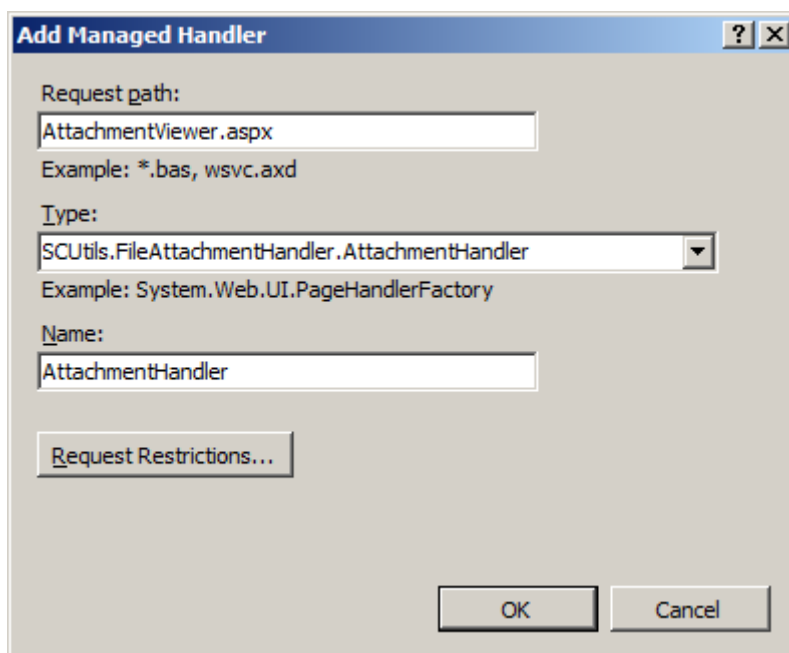


Fig. 8

Click **OK** to save the changes.

Go to **Sites** -> **SCSMWebContentServer** -> **ContentHost** -> **Bin**. Right-click and select **Explore**.

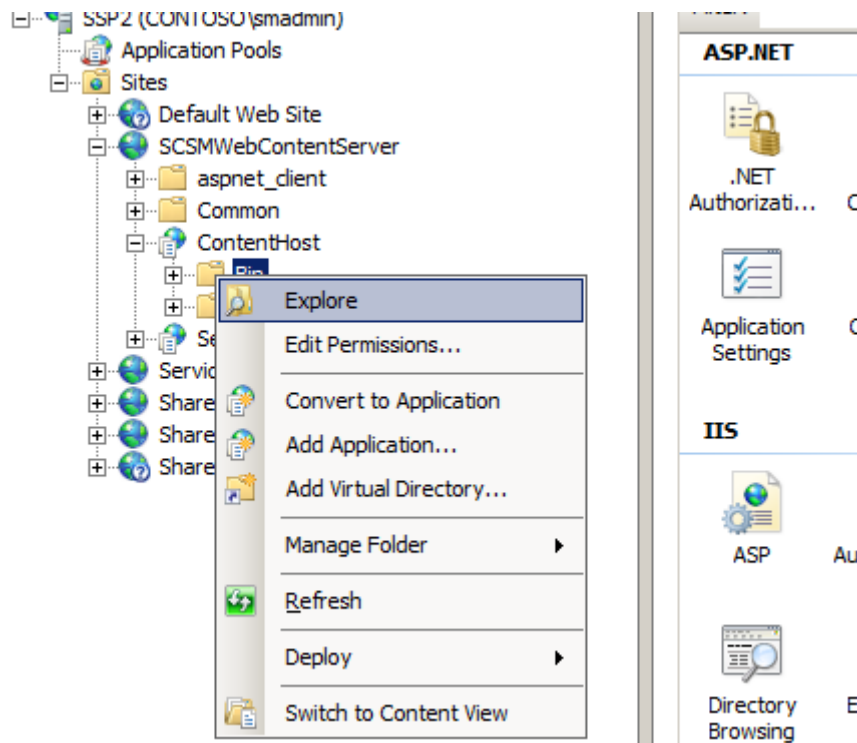


Fig. 9

Copy **SCUtils.FileAttachmentHandler.dll** to the opened folder.

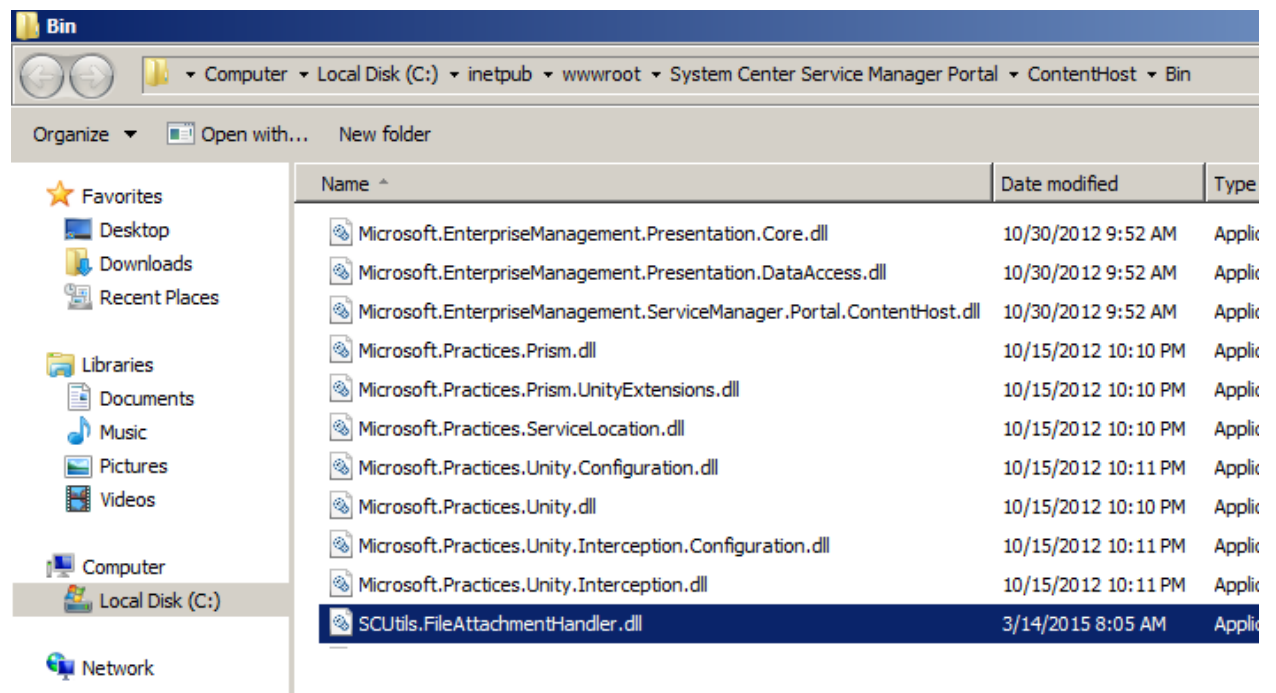


Fig. 10

4 Uninstallation

Delete all instances of **SCUtils.FileAttachmentHandler.dll**.

Recover **web.config** from the backup.

Restart **Internet Information Services**.

5 Security rights

By default, all end users have the required rights to open the file attachments from the Service Manager self-service portal.

6 How to use

After the installation, you can generate a direct link to the file attachment.

The link contains of three parts. Use the following link as an example:

<http://ssp2:81/ContentHost/ClientBin/AttachmentViewer.aspx?InstanceID=A0CE640F-9131-3CD8-3EAC-63BE8AFE348D>

Where:

- <http://ssp2:81> – the address of the **WebContentServer** (the port number can be found out using IIS manager);
- [/ContentHost/ClientBin/AttachmentViewer.aspx?InstanceID=](#) – a constant part;
- [A0CE640F-9131-3CD8-3EAC-63BE8AFE348D](#) – ID of the file attachment object in the Service Manager database.

You can find all file attachment objects in **ServiceManager** database in **MTV_System\$FileAttachment** view. BaseManagedEntityId column represents IDs (Guids) of the file attachments.

The screenshot shows the SQL Server Enterprise Manager interface. On the left, the tree view displays the 'ServiceManager' database, with the 'dbo.MTV_System\$FileAttachment' view highlighted. On the right, a SQL query is shown, and the 'Results' pane displays a table of file attachment records.

```
SELECT TOP 1000 [BaseManagedEntityId]
, [DisplayName]
, [AddedDate_E5CFF8F9_E80E_53E]
, [Content_D925815A_4E9C_D3E6_]
, [Description_7AB22E79_7BAD_3]
, [Extension_E16D5F19_3266_59A]
, [Id_1C7A525A_E7EC_59B9_6FF3_]
, [Size_CC8C4AE2_E621_A1F1_06E]
FROM [ServiceManager].[dbo].[MTV_
```

	BaseManagedEntityId
13	DE0DC5D5-06D0-B0AB-FBA6-064A0B9DF33B
14	0205DB9C-0EA5-BEED-A71A-0691E717E9BE
15	1B4C8513-8937-A2D9-01B3-069B04357005
16	A1E99DB7-2EDE-1651-E1C4-072A0F194387
17	D13CB628-98C9-552F-2AB0-07455BBABFFE
18	1720787E-F61C-3442-EB81-08908B8AF812
19	3D4CAEBD-FA25-A3D6-3837-089CDB6C6E99

Fig. 11