



SCUtils FileAttachmentHTML5 Guide

Solution for Microsoft System Center 2012 R2 Service Manager

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1. Getting started

SCUtils FileAttachmentHTML5 is an extension for the **HTML5** self-service portal of Microsoft System Center 2012 R2 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 HTML5 self-service portal.

1.1 Compatibility

SCUtils FileAttachmentHTML5 was designed and tested for Microsoft System Center 2012 Service Manager R2 with Update Rollup 8 with installed [Update 3134286](#).

1.2 Editions

SCUtils FileAttachmentHTML5 has demo and full editions.

The demo edition allows to download any attachment but adds “_demo_version” text to the file extensions.

The full edition allows to download the attached files using their native filenames (email.eml, document.docx, etc.)

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 FileAttachmentHTML5 requires the HTML5 Service Manager self-service portal be installed and fully operational. SCUtils FileAttachmentHTML5 does not work with any third-party self-service portals or SharePoint-based Service Manager self-service portal (for the SharePoint-based Service Manager self-service portal we have a [free solution](#)).

3 Installation

Download the self-extracting archive **SCUtils FileAttachmentHTML5.exe** from Download page of www.scutils.com.

Using an administrative account log in the server that hosts the HTML5 Service Manager self-service portal.

Copy **SCUtils FileAttachmentHTML5.exe** to the folder of your choice and run it. Extract the files in the same location.

Right-click on the **SCUtils.FileAttachmentHTML5.dll** file and select Properties. Check if the file is blocked and click on **Unblock** button if it's blocked.

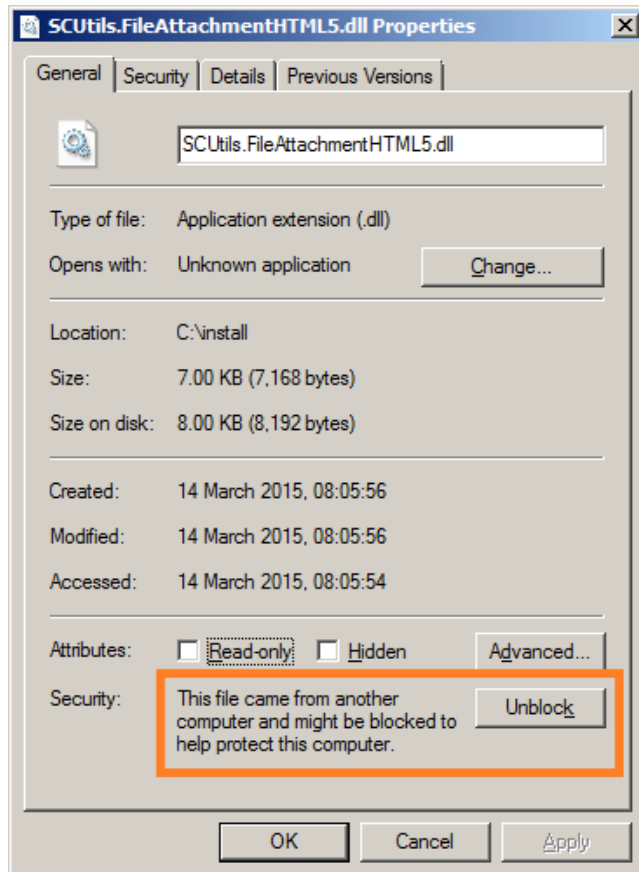


Fig. 1

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

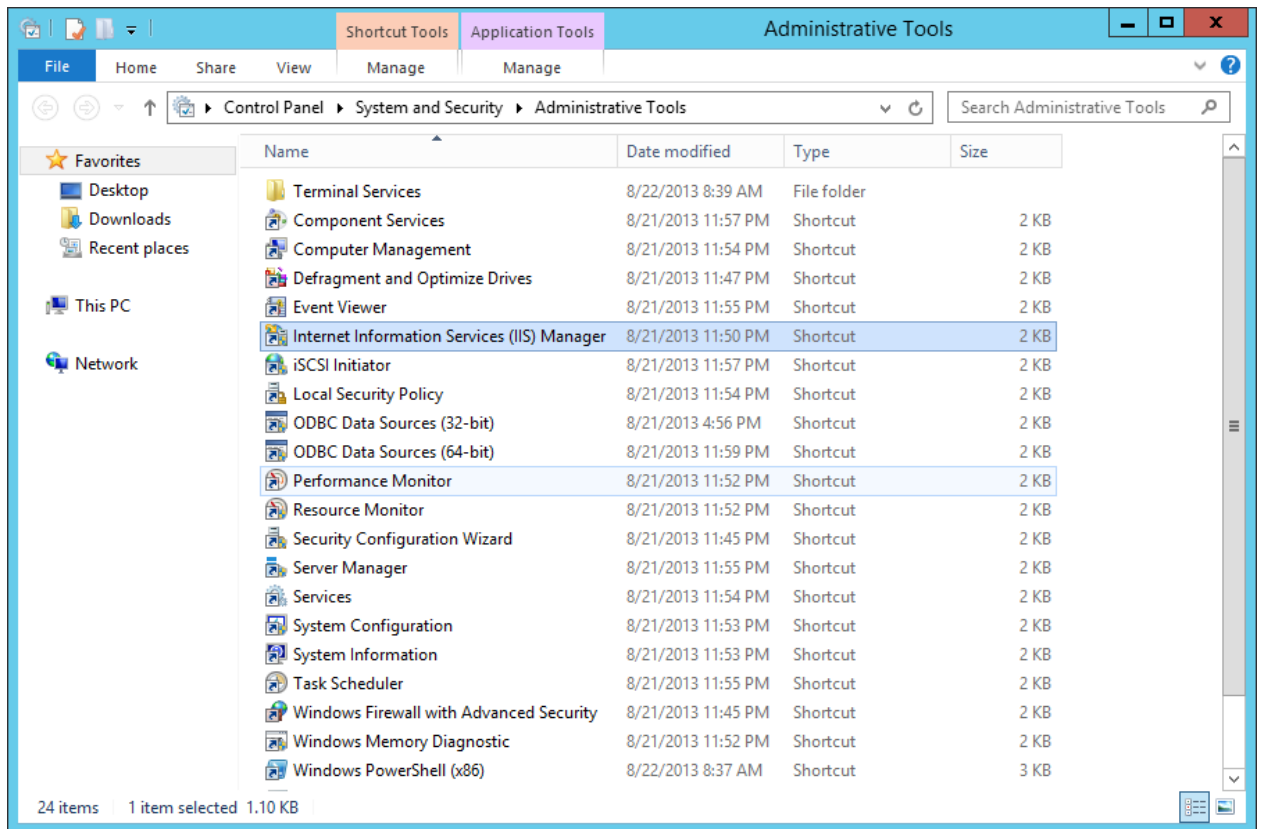


Fig. 2

Go to Sites -> <your_site_name>. Right-click and select **Explore**.

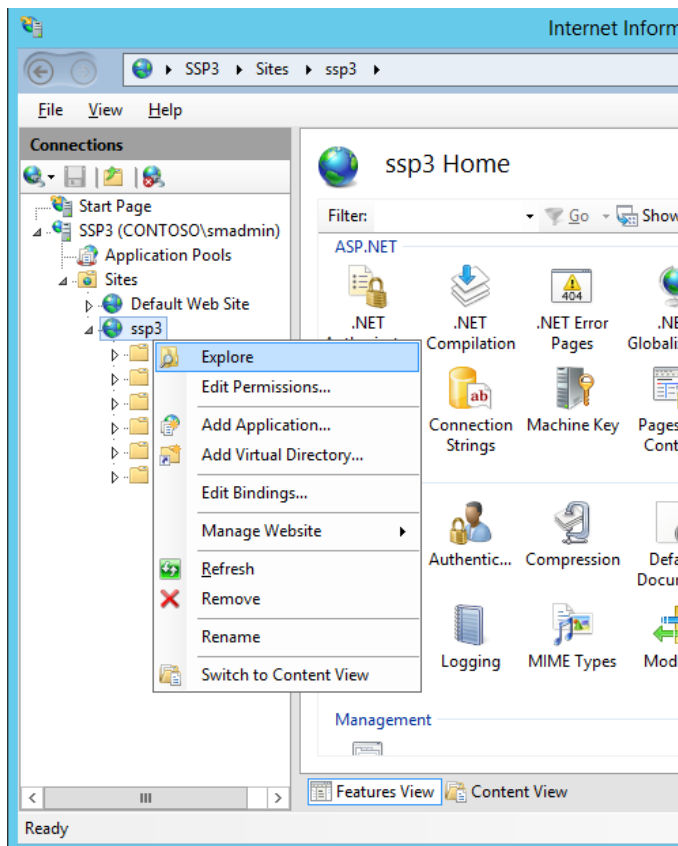


Fig. 3

In the opened location, create a folder - **ContentHost**.

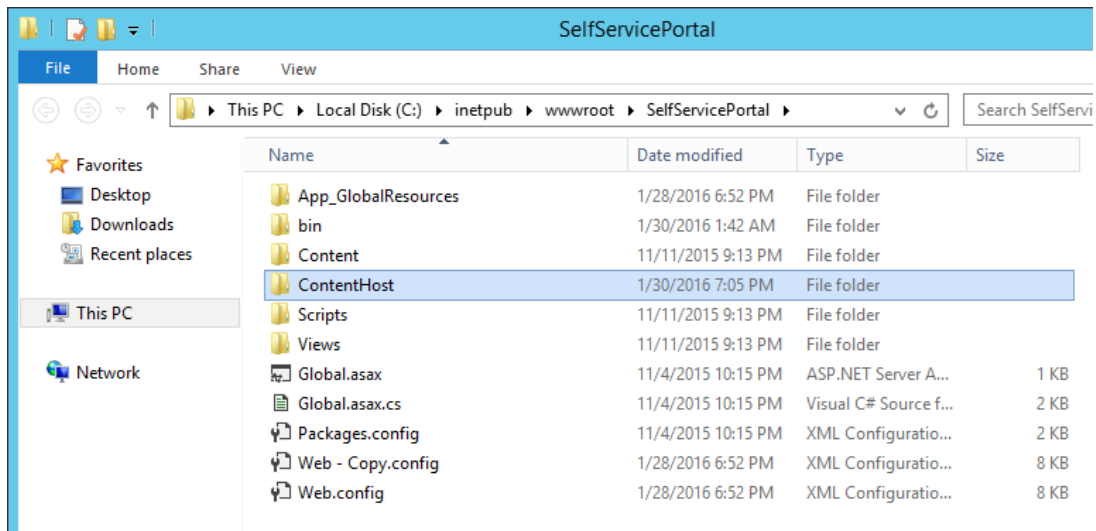


Fig. 4

Return to **Internet Information Services (IIS) Manager** window. Select **<your_site_name>**, right-click and select **Refresh**. You will see **ContentHost** folder among sub elements.

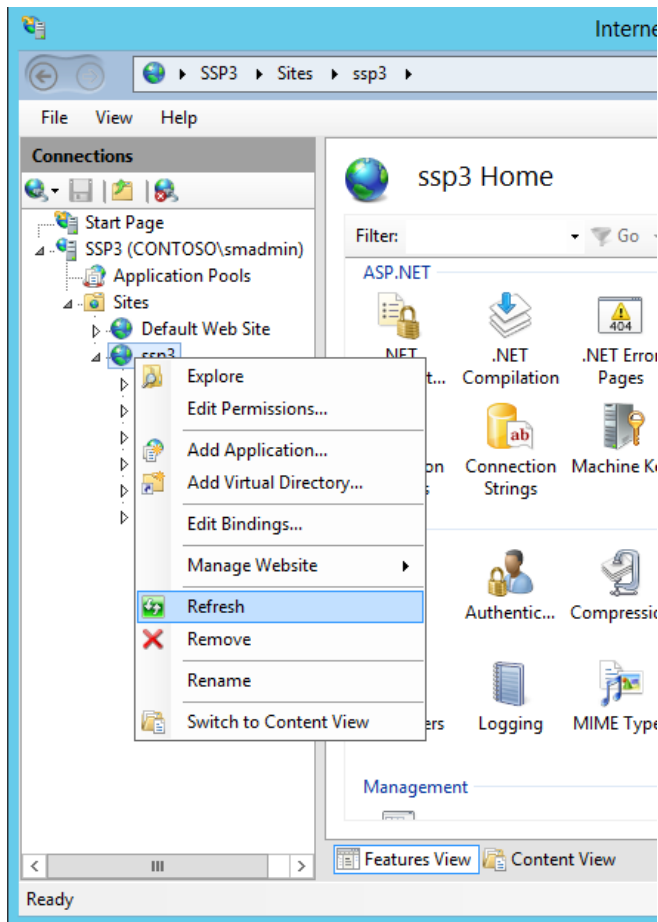


Fig. 5

Select **ContentHost** folder in the tree, right-click and select **Convert to Application**.

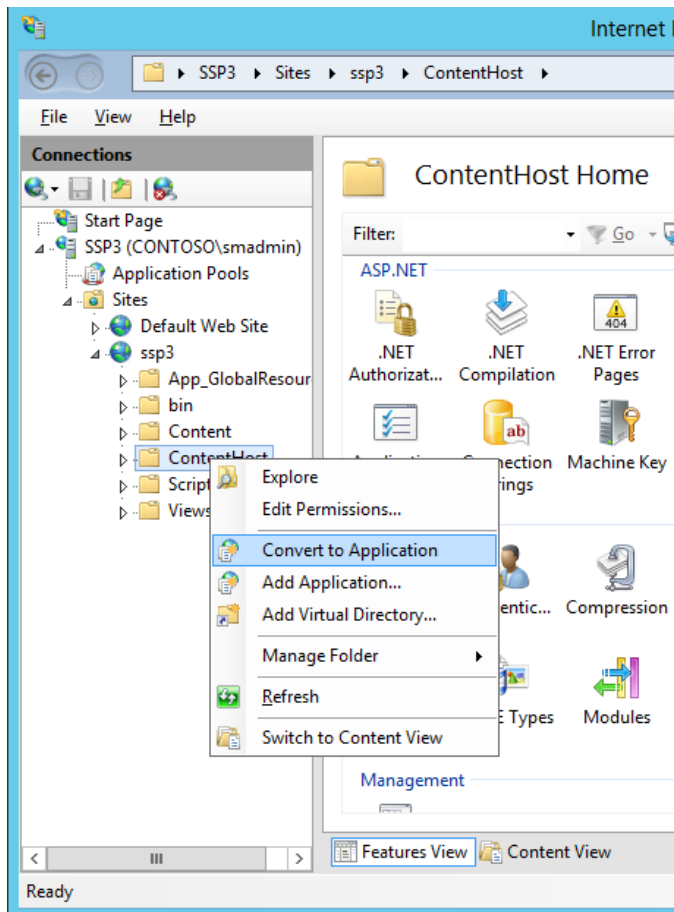


Fig. 6

Check the information in the window and click **OK**.

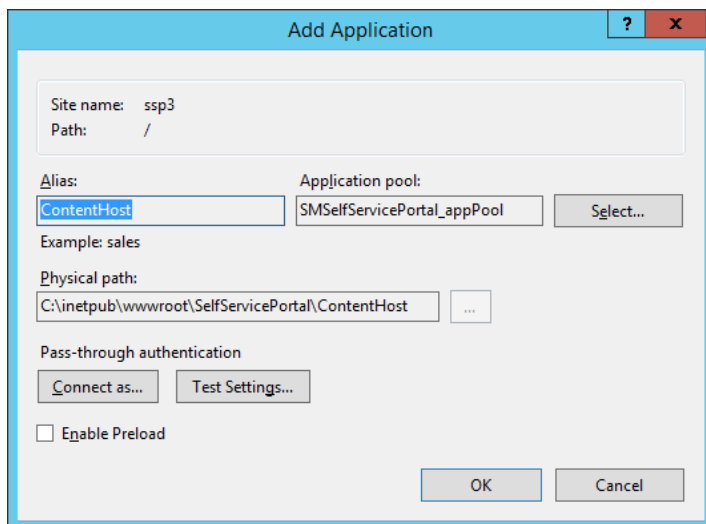


Fig. 7

Select **ContentHost** application in the tree, right-click and select **Explore**.

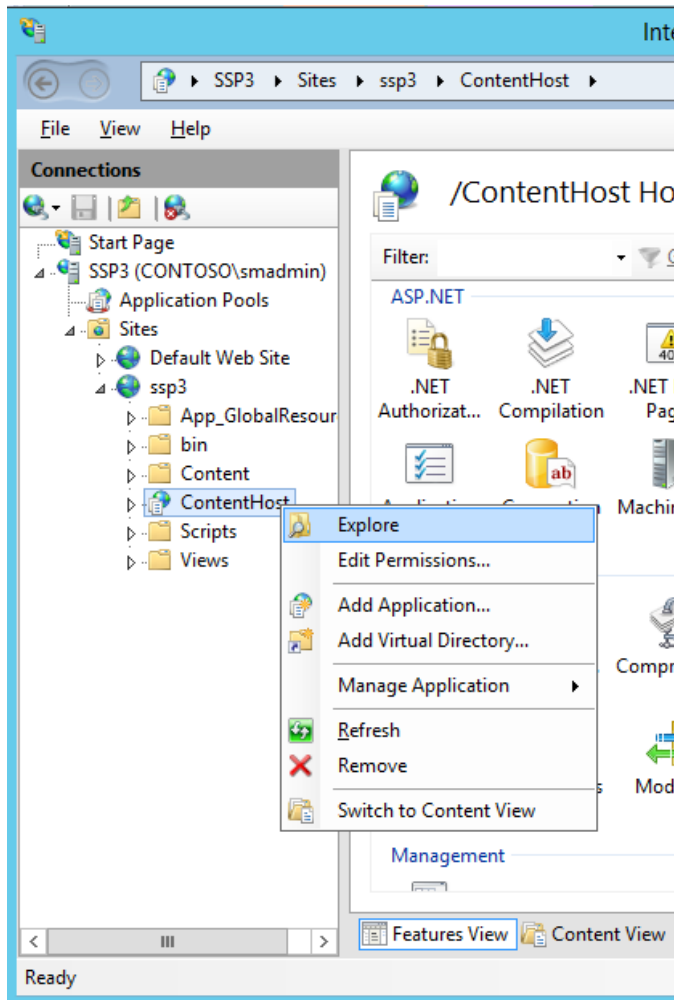


Fig. 8

In the opened window create a folder - **Bin**.

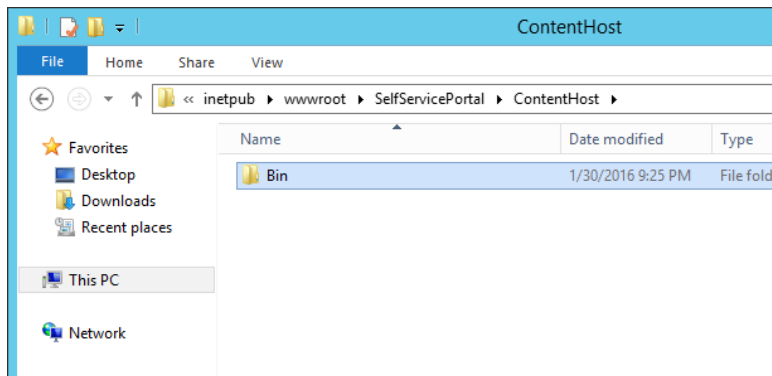


Fig. 9

Copy **web.config** file to the **ContentHost** folder.

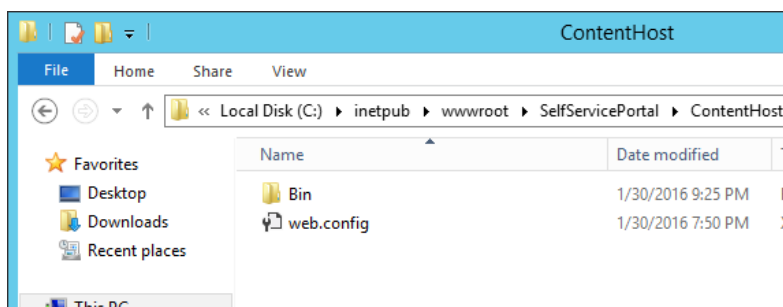


Fig. 10

Copy **SCUtils.FileAttachmentHTML5.dll** in the **Bin** folder (a subfolder of **ContentHost**).

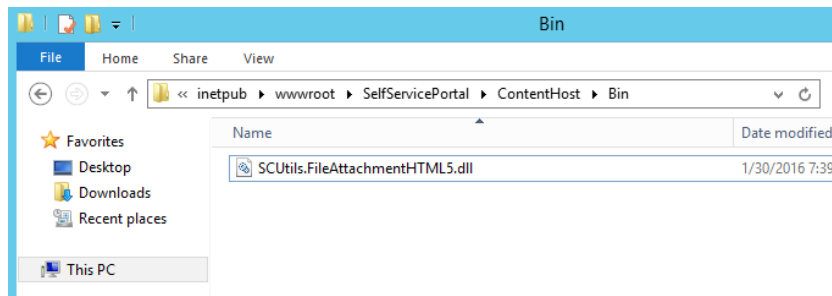
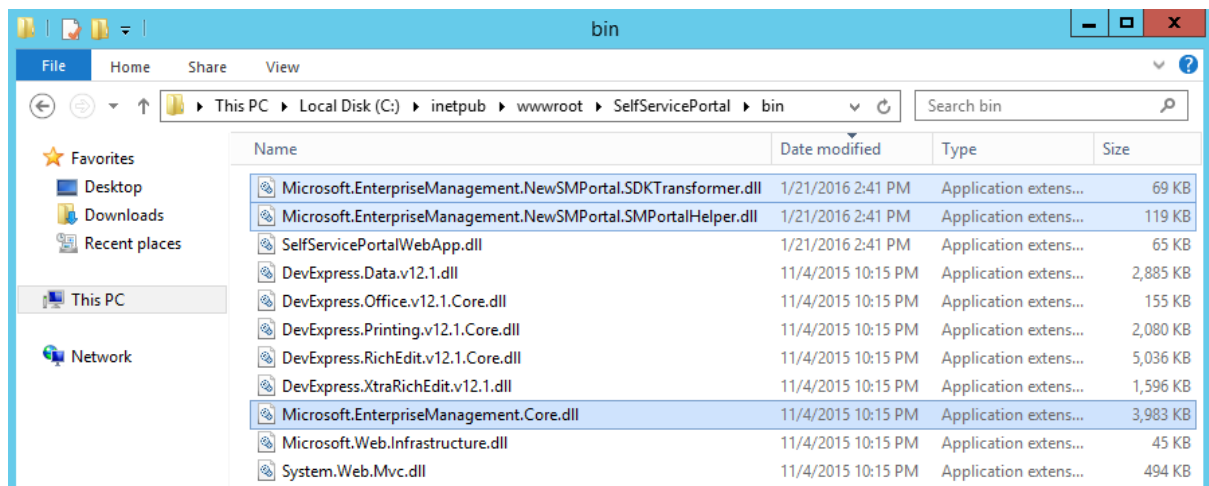


Fig. 11

Return to **Internet Information Services (IIS) Manager** window. Select **<your_site_name>**, right-click and select **Explore**. In the opened window, go to the **bin** folder. Select and copy the following files:

1. Microsoft.EnterpriseManagement.NewSMPortal.SDKTransformer.dll
2. Microsoft.EnterpriseManagement.NewSMPortal.SMPortalHelper.dll
3. Microsoft.EnterpriseManagement.Core.dll



Go the **Bin** folder in **ContentHost** and paste the files there.

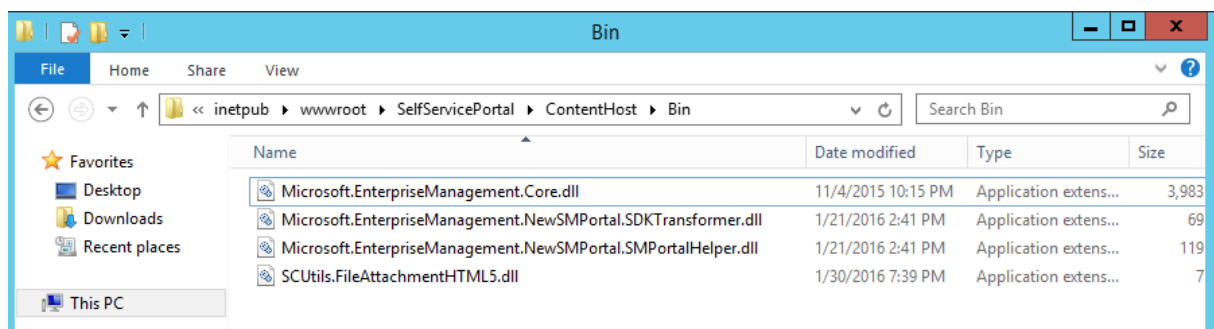


Fig. 12

Finally, restart the **Internet Information Services**.

4 Upgrade from the demo version

To upgrade from the demo edition, all you need is to copy **SCUtils.FileAttachmentHTML5.dll** from a full edition to the **Bin** folder overwriting the demo file. Then restart **Internet Information Services**.

5 Uninstallation

In **Internet Information Services** console, delete **ContentHost** application. Delete the content of **ContentHost** folder. Then delete **ContentHost** folder.

Restart **Internet Information Services**.

6 Security rights

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

7 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://ssp3/ContentHost/AttachmentViewer.aspx? InstanceID=A0CE640F-9131-3CD8-3EAC-63BE8AFE348D>

Where:

- <http://ssp3> – the address of the **HTML5 Service Manager self-service portal** (it might has a port number);
- [/ContentHost/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 'ServiceManager' database is expanded, and the 'dbo.MTV_System\$FileAttachment' view is selected. On the right, a SQL query is executed, showing the results of the query in a table. The table has a column 'BaseManagedEntityId' and several rows of GUID values.

```
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. 13