



SCUtils KnowledgeTask 2016 Guide

Solution for Microsoft System Center 2016 Service Manager

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1. Getting Started

SCUtils KnowledgeTask 2016 is a solution for Microsoft System Center 2016 Service Manager. The solution has been developed to simplify a process of a knowledge transfer. Despite many other ITSM system Microsoft System Center 2016 Service Manager (SCSM) lacks the ability to create a knowledge article from the solved incident's content.

SCUtils KnowledgeTask 2016 is a console task for SCSM Console that allows resolving an incident and simultaneously creating a knowledge article using the information from the incident. The incident's title, description, resolution description are copied to the knowledge article's title, description, internal content correspondingly. The incident and knowledge article is linked to each another.

Using **SCUtils KnowledgeTask 2016**, IT analysts can create a linked knowledge article from an incident in one click. This simplicity helps to solve the most difficult task of Knowledge Management process - sharing and utilizing the accumulated knowledge within the organization.

SCUtils KnowledgeTask 2016 supports the following languages:

1. Dutch
2. English
3. Finnish
4. French
5. German
6. Russian
7. Spanish
8. Swedish

2. Installation

Download the **SCUtils KnowledgeTask 2016.msi** (for trial version download **SCUtils KnowledgeTask 2016 Trial.msi**) from **Downloads** section of www.scutils.com. Please evaluate the trial version of the solution in a testing environment only. Prepare an account with administrative privileges in Service Manager. It is required for the successful installation of **SCUtils KnowledgeTask 2016**.

Run **SCUtils KnowledgeTask 2016.msi** (for trial version **SCUtils KnowledgeTask 2016 Trial.msi**) on the Service Manager 2016 management server (usually the first installed server) using an account with administrative privileges in Service Manager 2016.

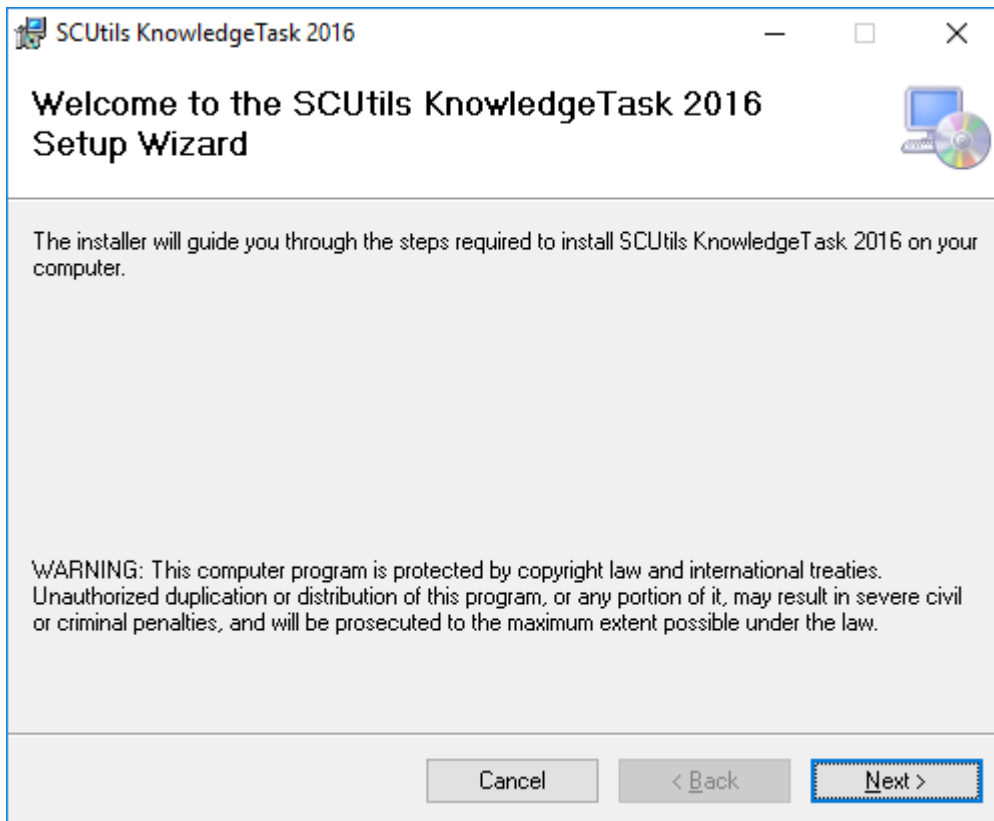


Fig. 1 Welcome window

Then you should accept **License Agreement** if you want to proceed further.

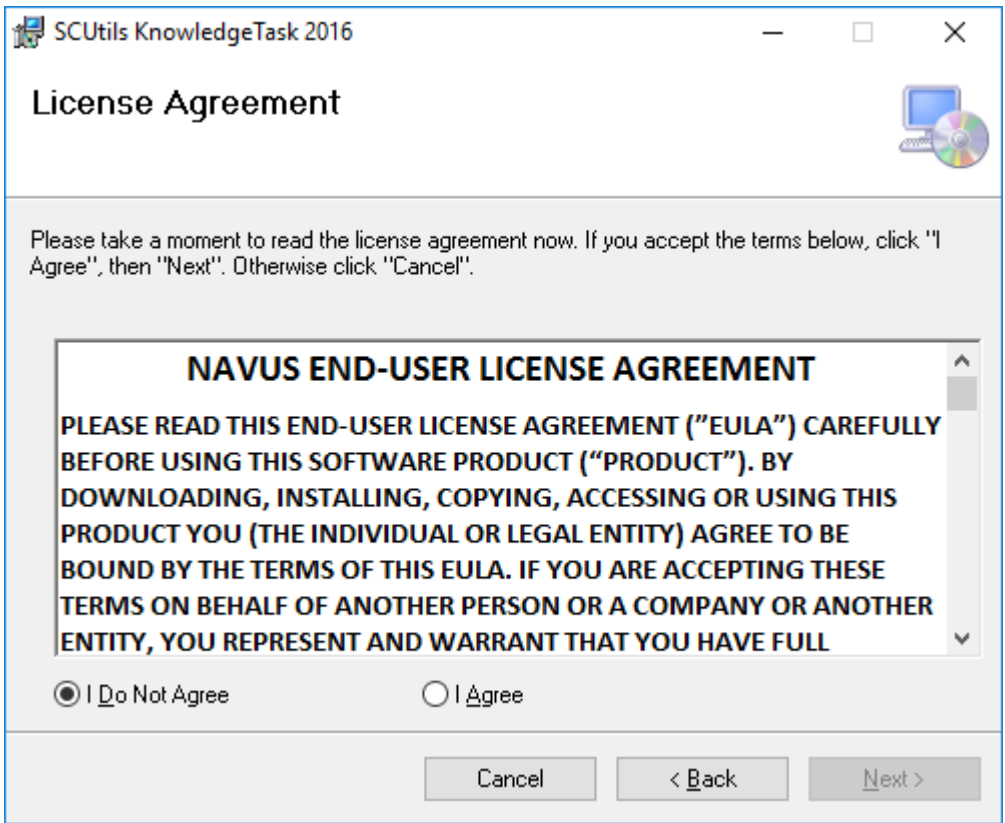


Fig. 2 License Agreement

Then select the installation folder where the management pack will be stored in the file system.

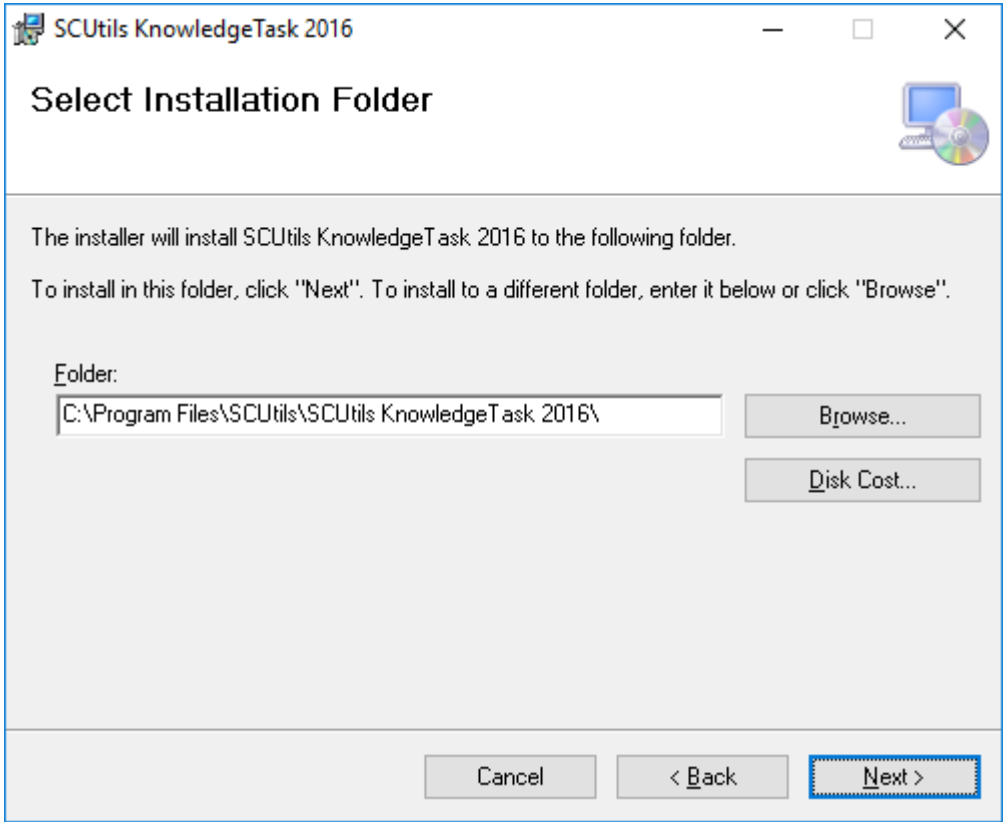


Fig. 3 Installation folder's selection

Confirm the intention to install the solution.

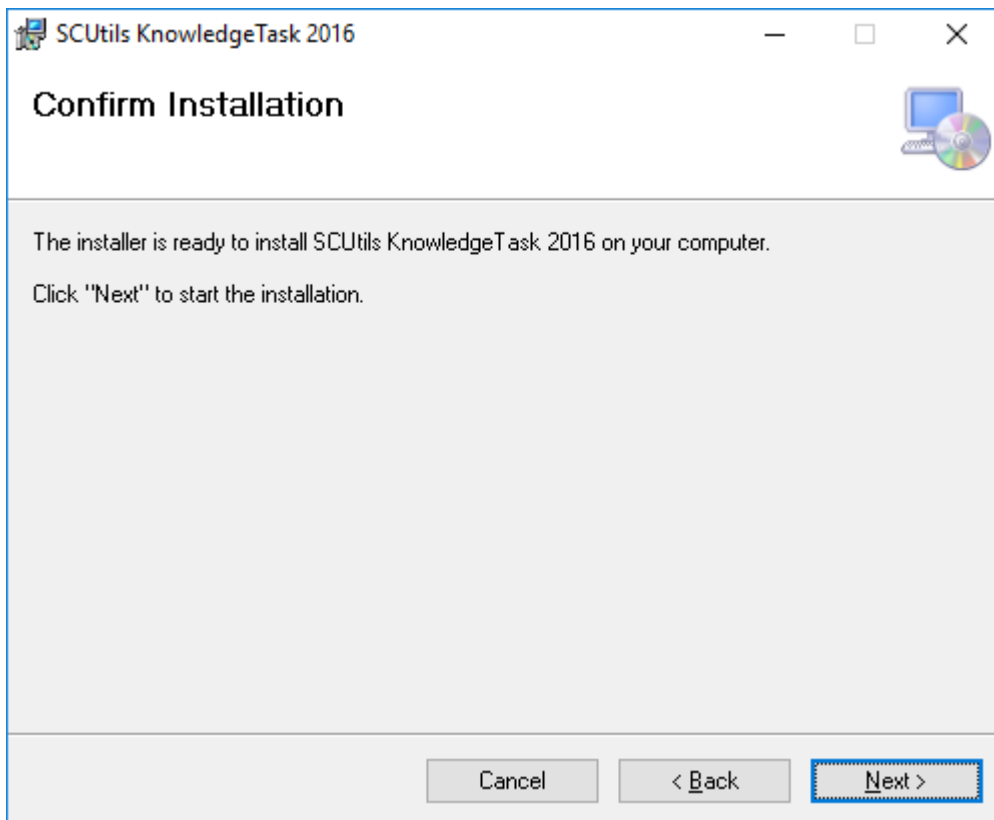


Fig. 4 Confirmation

Click **Yes** for UAC request.

Then the deployment process will start.

After the successful installation, click **Close**.

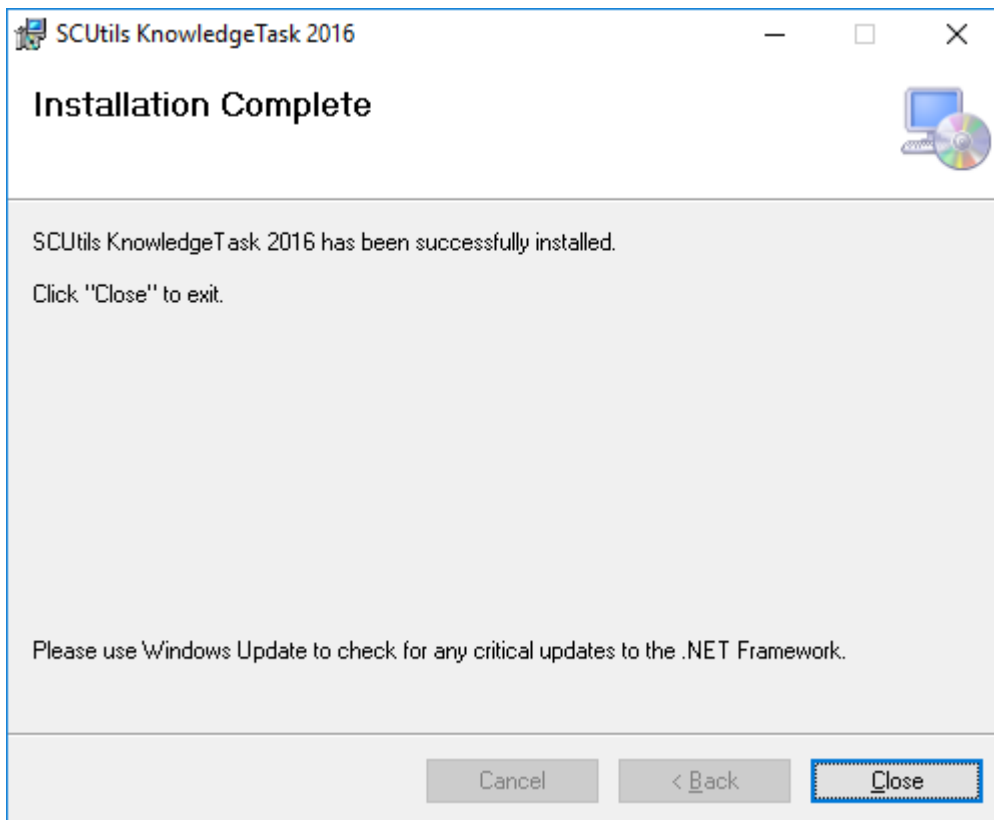


Fig. 5 Installation is over

3. Installing a full version after a trial version

You can install a full version over a trial one. A full version will overwrite trial version's management pack.

4. Required security rights to edit Service Manager knowledge articles

To edit Service Manager knowledge articles IT analysts must have the appropriate rights. Please provide the required team with the rights to edit knowledge articles. It can be done in the Service Manager 2016 console, in Administration -> Security -> User Roles.

5. Using SCUtils KnowledgeTask 2016

In the Service Manager console in any incident's view or form in Task pane select an incident and click on Resolve and Create KA.

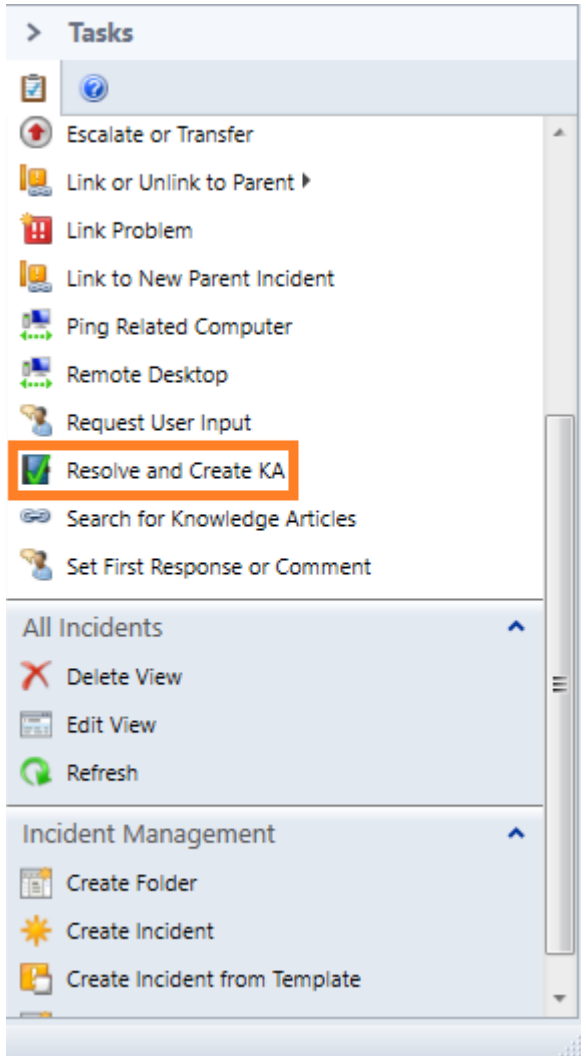


Fig. 6 Task pane with SCUtils KnowledgeTask 2016's console task

Type the resolution description in the comments' text box and optionally select Resolution Category. Then click OK.

Resolve and Create KA

Resolve incident

Editing the description of many incidents at once can be done as a bulk operation only when resolving the incidents. After they are resolved, each resolution description must be edited individually.

Resolution Category:
Fixed by analyst

Comments:
To fix this issue, follow these steps to modify the batch size settings for the Management Configuration service on the management server:
Make a backup of the Program Files\System Center 2012\Operations Manager\Server\ConfiaService Confia file

3454 characters remaining.

OK Cancel

Fig. 7 Resolve form

The form of the created knowledge article will be opened for further editing. Click Cancel to postpone the editing or edit/fill the fields in the form of the knowledge article.

6. Uninstallation

To uninstall the solution go to the Service Manager 2016 management server where the product was installed. Then go to **Control Panel->Programs->Uninstall a program**. Choose **SCUtils KnowledgeTask 2016** from the list of installed programs and click **Uninstall**.

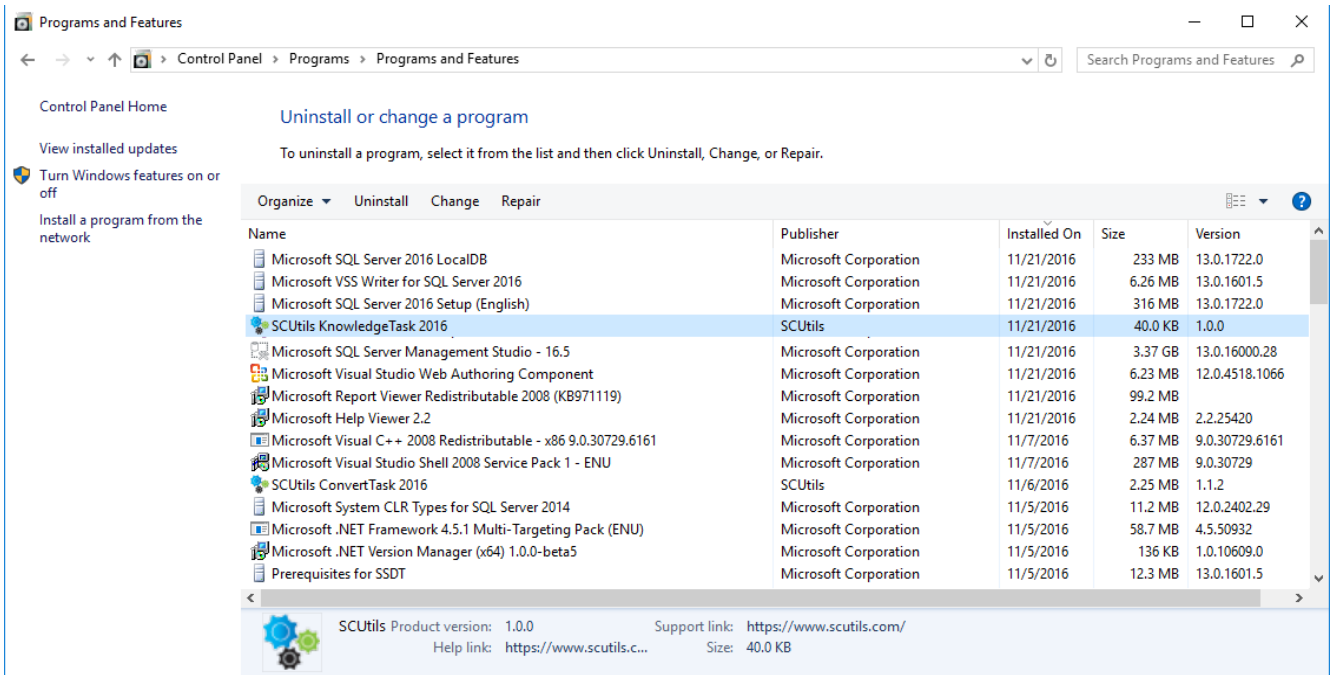


Fig. 8 Uninstalling