



SCUtils KnowledgeTask Guide

Solution for Microsoft System Center 2012 Service Manager

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Getting Started

SCUtils KnowledgeTask is a solution for Microsoft System Center 2012 Service Manager. The solution has been developed to simplify the process of knowledge transfer. Despite many other ITSM system Microsoft System Center 2012 Service Manager (SCSM) lacks the ability to create a knowledge article from the solved incident's content.

SCUtils KnowledgeTask is a console task for SCSM Console that allows to resolve an incident and simultaneously create 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 get linked to each another.

Using SCUtils KnowledgeTask Service Desk analysts can create a linked knowledge article from the incident in one click. This simplicity help to solve the most difficult task of Knowledge Management process - sharing and utilizing the accumulated knowledge within the organization.

SCUtils KnowledgeTask supports the following languages:

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

Before you begin

Download the **SCUtils KnowledgeTask.msi** (for trial version download **SCUtils KnowledgeTask Trial.msi** from **Download** 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.

Installation

Run **SCUtils KnowledgeTask.msi** (for trial version **SCUtils KnowledgeTask Trial.msi**) on the computer with **installed and configured** Service Manager console under an account with administrative privileges in Service Manager.

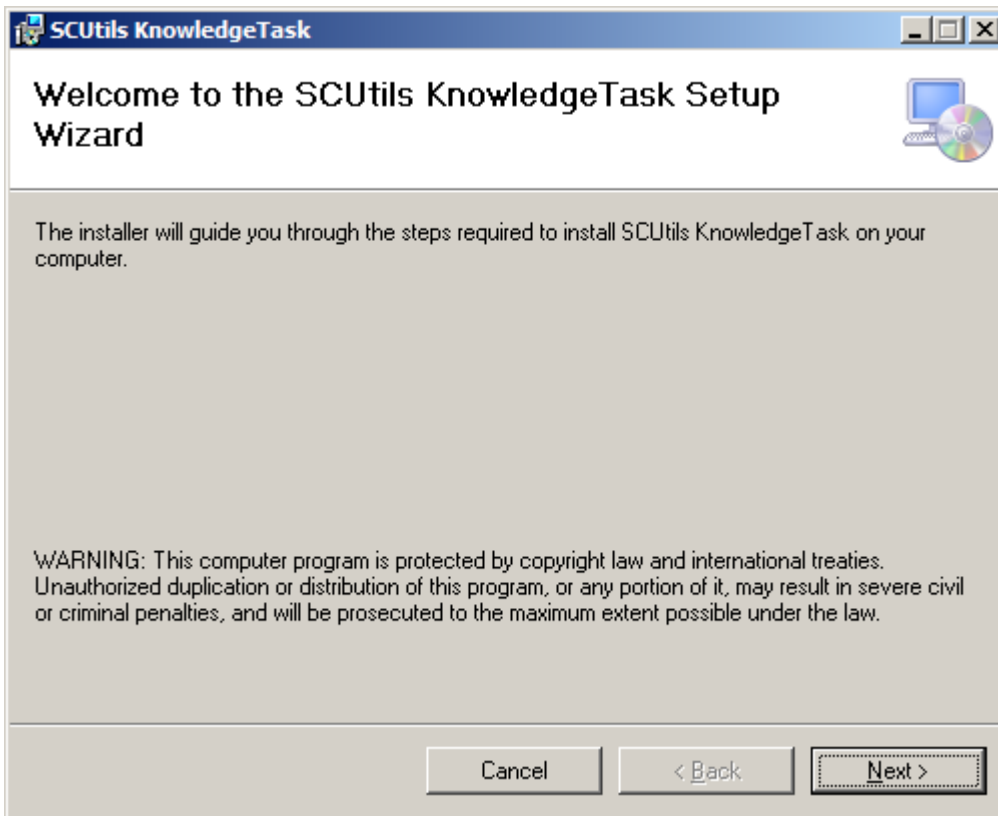


Fig. 1 Welcome window

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.

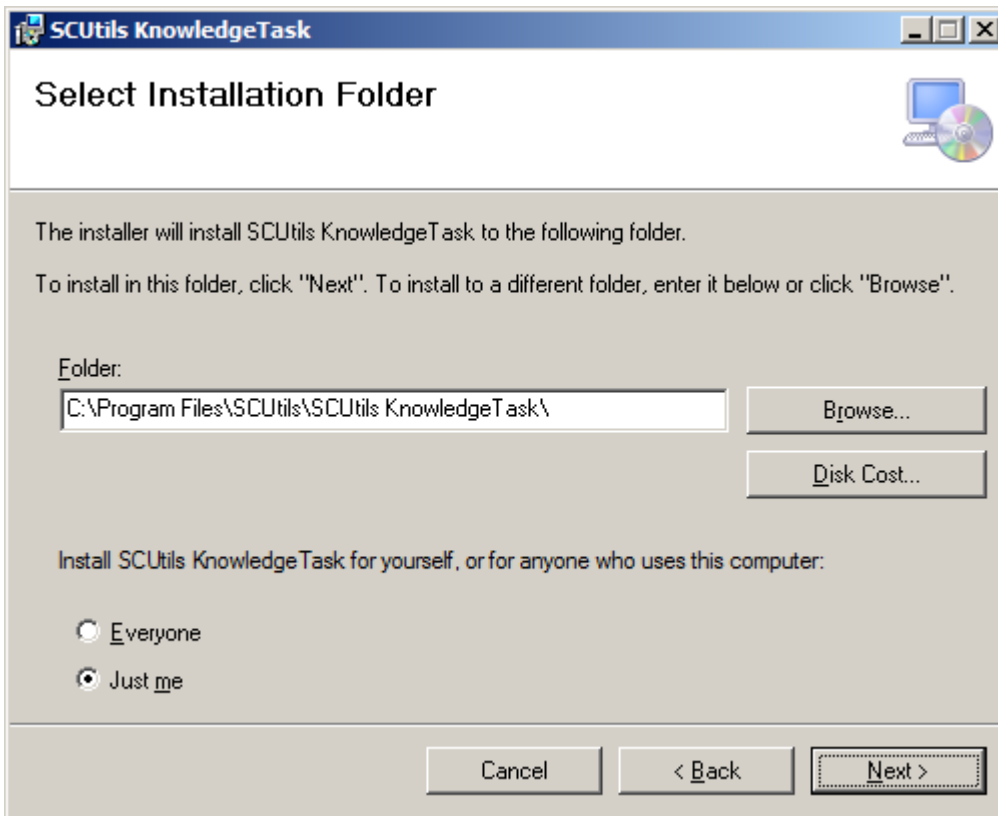


Fig. 3 Installation folder's selection

Confirm the intention to install the solution.

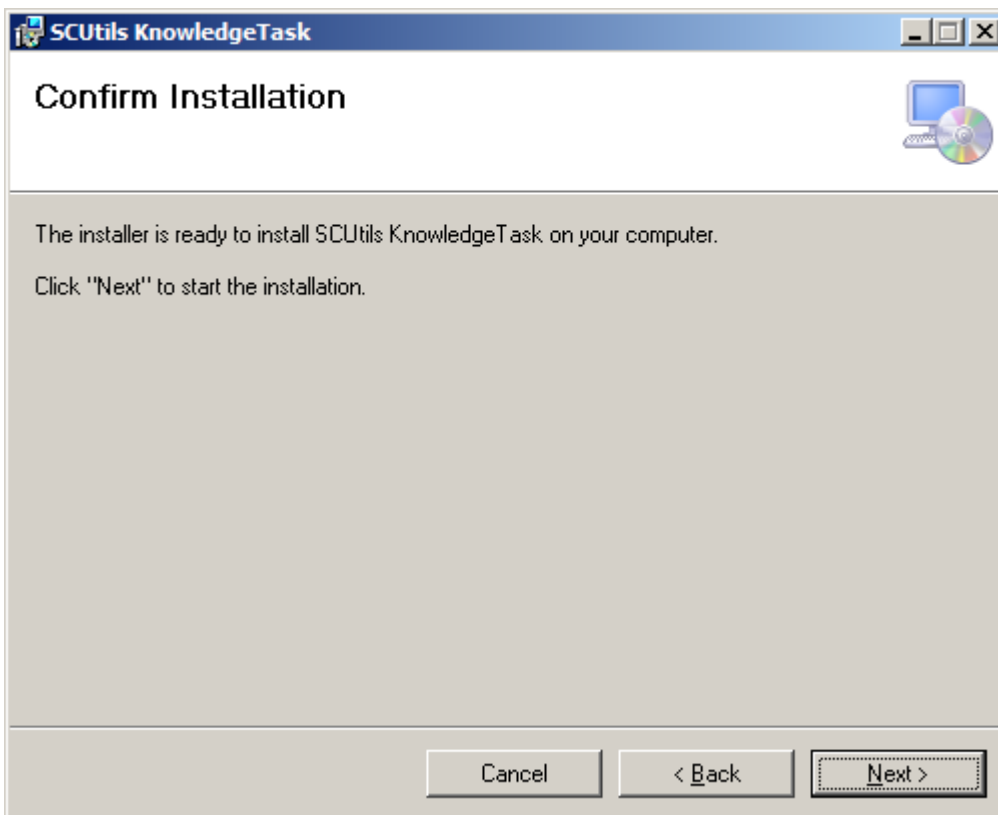


Fig. 4 Confirmation

Click **Yes** for UAC request.

Then the deployment process will start.

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

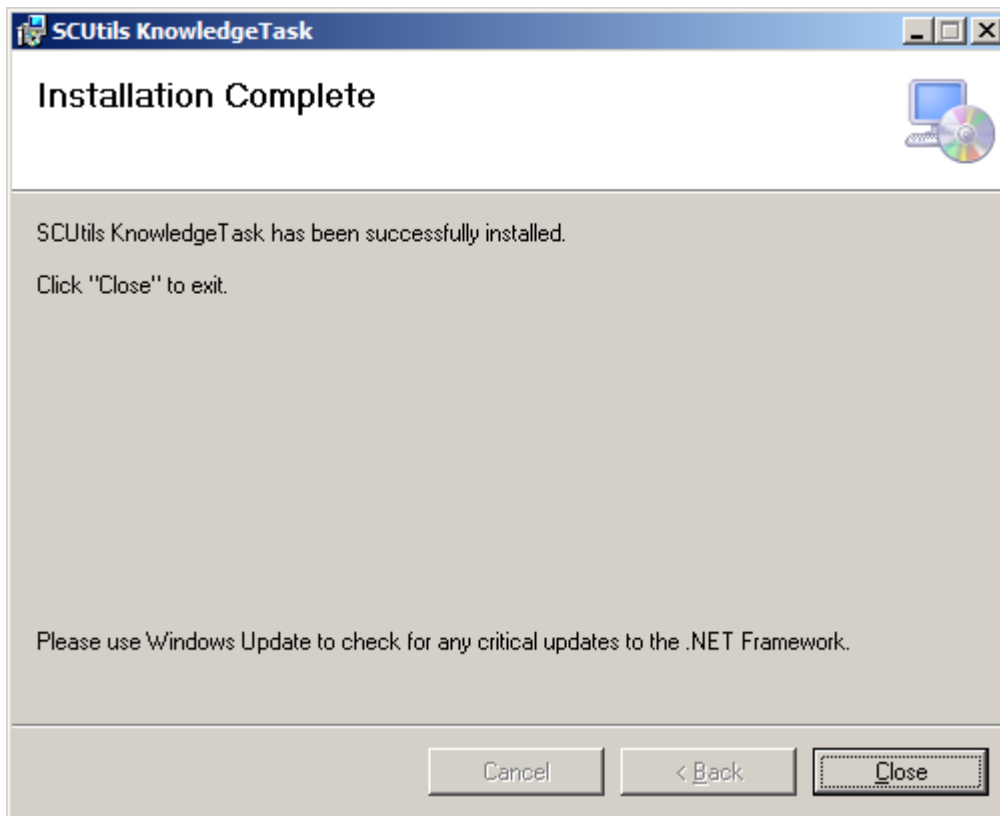


Fig. 5 Installation is over

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.

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 console, in Administration workspace, Security, User Roles.

Using SCUtils KnowledgeTask

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

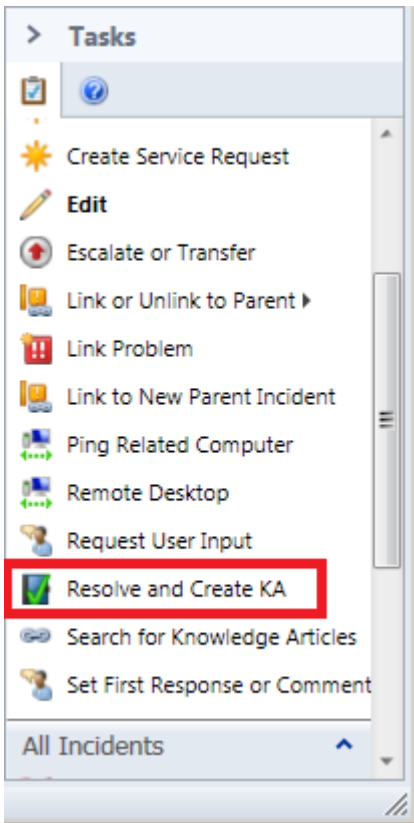


Fig. 6 Task pane with SCUtils KnowledgeTask's console task

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

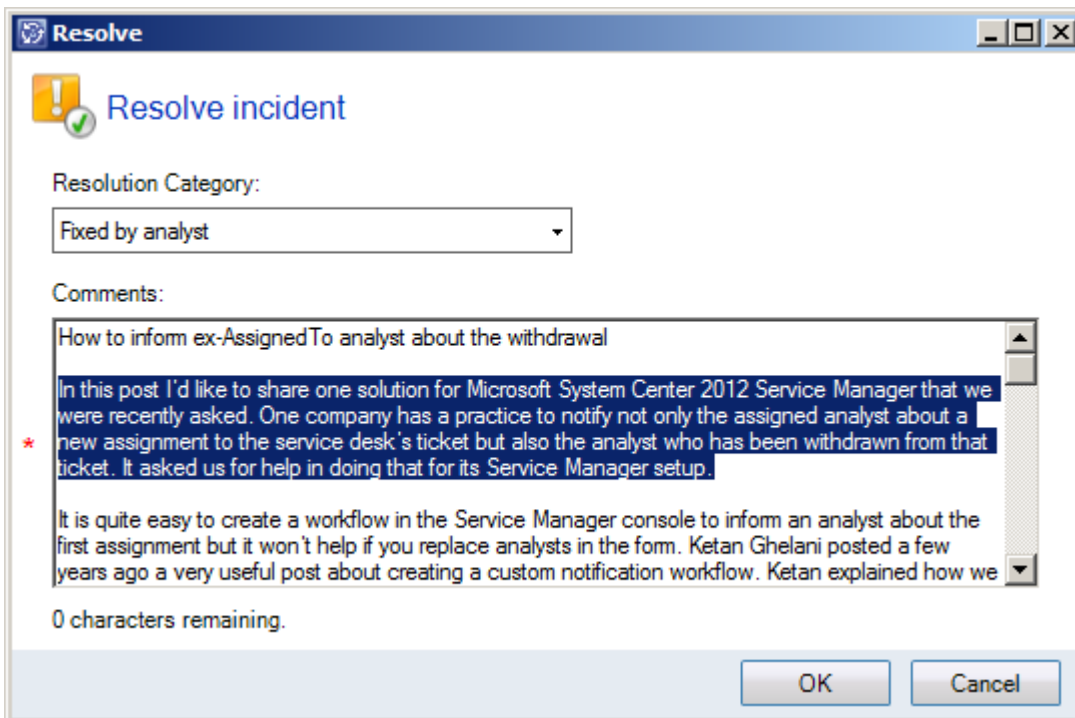


Fig. 7 Resolve form

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.

Uninstallation

To uninstall the solution go to the computer where it was installed. Then go to **Control Panel->Programs->Uninstall a program**. Choose **SCUtils KnowledgeTask** from the list of installed programs and click **Uninstall**.

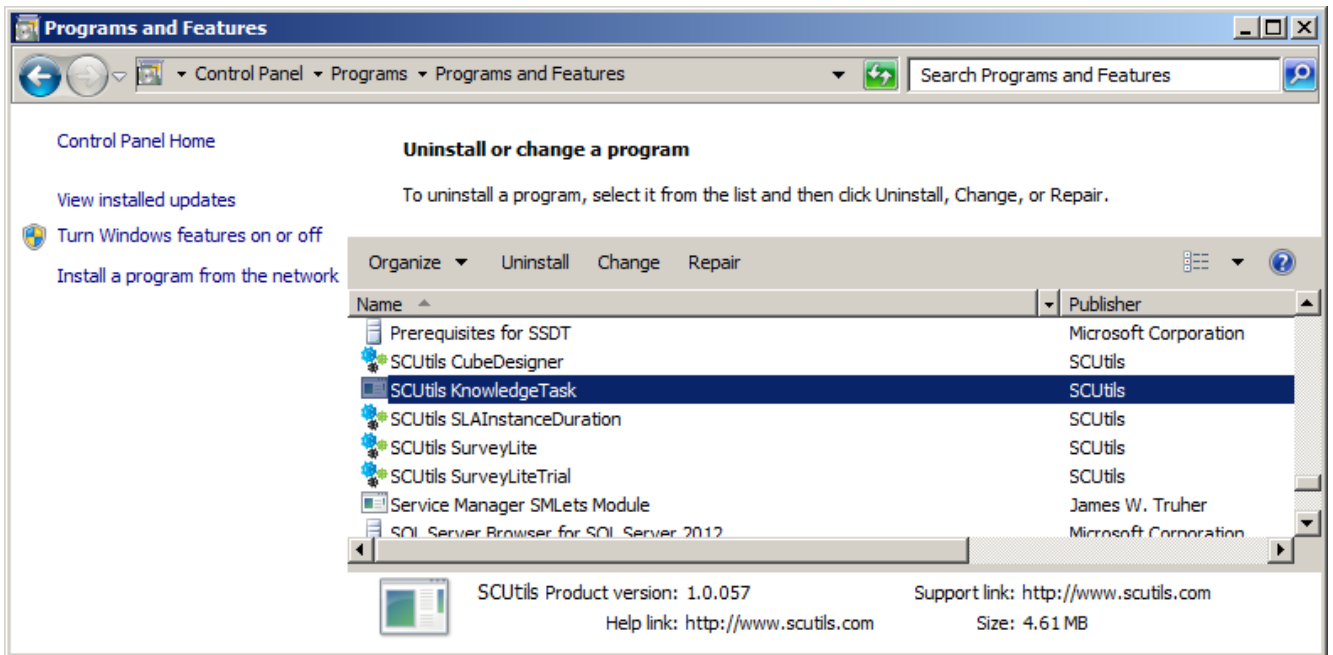


Fig. 8 Uninstalling

To uninstall the solution if you don't have an access to the computer where the solution was installed, run Service Manager console under administrative account, then delete **SCUtils.CreateKnowledgeArticle.ConsoleTask.MP.mpb** management pack:

1. In the Service Manager console, click **Administration**.
2. In the **Administration** pane, expand **Administration**, and then click **Management Packs**.
3. In the list of the management packs select **SCUtils Resolve and Create Linked Knowledge Article Management Pack**.
4. In the Tasks pane, under Management Packs, click **Delete**.
5. Click **OK** to finish.