



# SCUtils WorkItem Scheduler 2016 Guide

Solution for Microsoft System Center 2016 Service Manager

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**Feedback:**

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## 1. Getting started

SCUtils WorkItem Scheduler 2016 is an extension for Microsoft System Center 2016 Service Manager that helps to automate the creation of the repeated work items like Service Requests, Change Requests, etc. This tool can be also useful if it is required to plan some work item in the future for even one occurrence. Many Service Desk solutions have the scheduler feature and our solution successfully fills the gap for Service Manager 2012.

## 2. Compatibility

SCUtils WorkItem Scheduler 2016 has been designed and tested for the following versions of Microsoft System Center 2016 Service Manager:

- Microsoft System Center 2016 Service Manager.

### 2.1. Try before buy

SCUtils WorkItem Scheduler 2016 has a unified installer for trial and full versions and can be obtained on <https://www.scutils.com> on the Downloads page. We highly recommend to evaluate the software in a testing lab before the implementing in the production environment.

The free 30-day trial version is fully functional and offers every feature of the product. Please become familiar with this guide before starting using SCUtils WorkItem Scheduler 2016 and do not hesitate to contact us at [support@scutils.com](mailto:support@scutils.com). You are also more than welcome to our [YouTube channel](#) where you will find video tutorials for SCUtils WorkItem Scheduler 2016 and other our products.

### 2.2. 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](mailto:support@scutils.com).

### **3. Requirements**

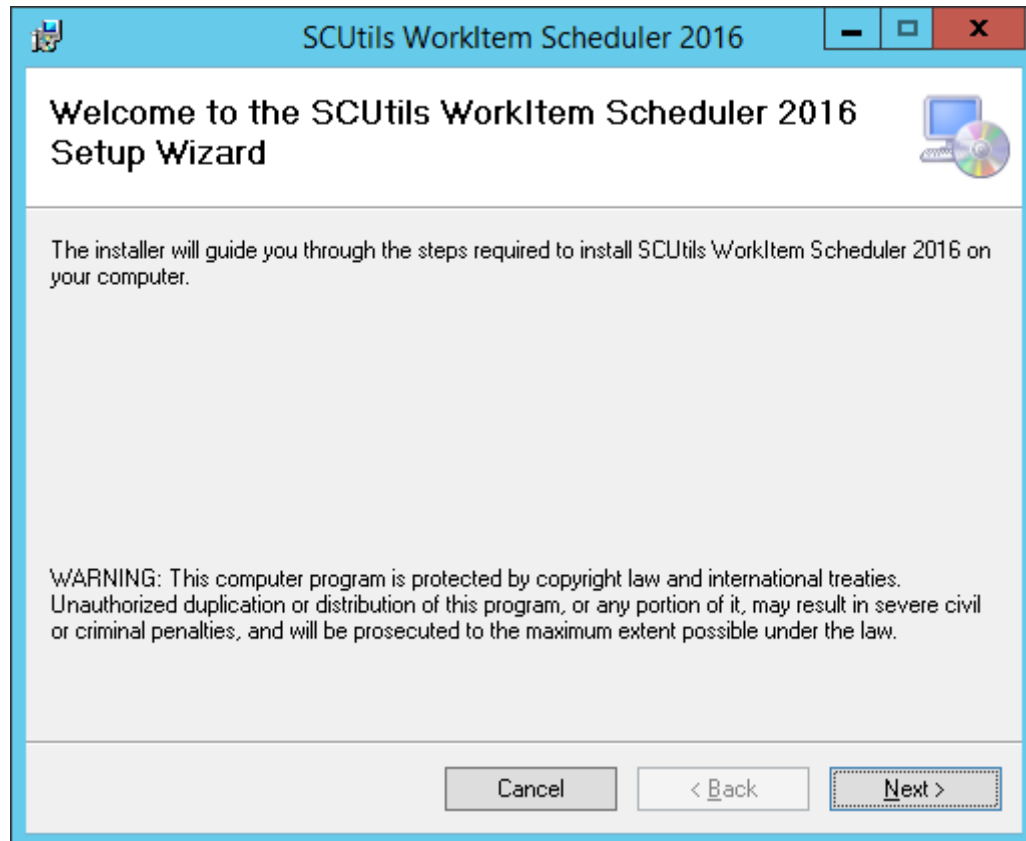
SCUtils WorkItem Scheduler 2016 has no specific requirements.

## 4. Installation

Download the installation package **SCUtils WorkItem Scheduler 2016 Setup.msi** from Download page of <https://www.scutils.com/>. Copy the installation package to the Service Manager management server (this is usually the first installed server).

**Close (!) all instances of the Service Manager console opened on this server.**

Run **SCUtils WorkItem Scheduler 2016 Setup.msi** file on the server.



*Fig.1 Installing*

Follow the installation wizard steps (Fig.1). On the **Select Installation Folder** page you can change the location in which SCUtils WorkItem Scheduler 2016 will be installed.

After the successful setup close the installation wizard.

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

### 4.1. Online activation

Run the Service Manager console under an administrative account on the computer connected to internet. Open **WorkItem Scheduler Settings** 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 WorkItem Scheduler 2016 Activation**.
4. In the **Tasks** pane, under **SCUtils WorkItem Scheduler 2016 Activation**, click **Activate**.
5. **SCUtils WorkItem Scheduler 2016 activation** window will be opened (Fig.2).

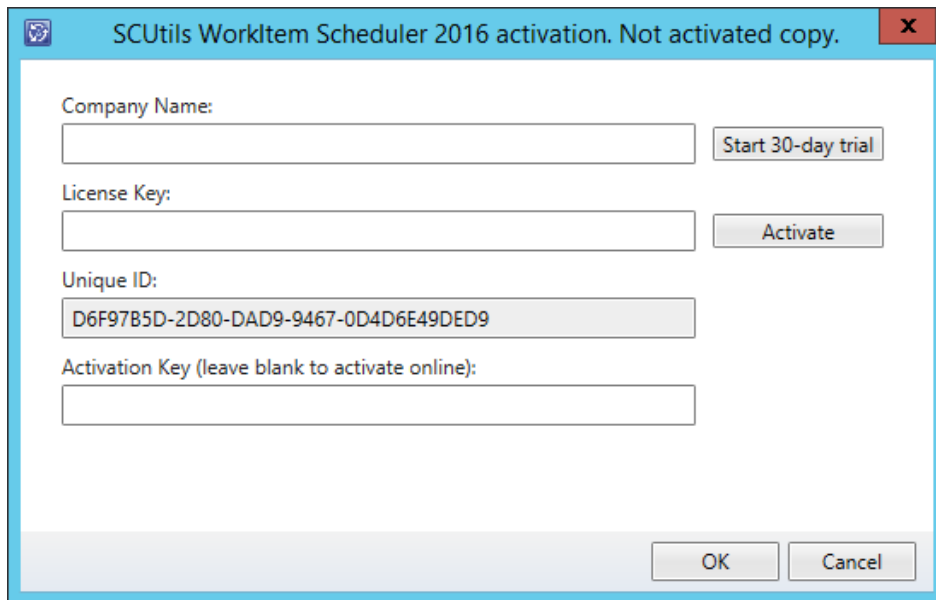


Fig.2 SCUtlis WorkItem Scheduler 2016 Activation

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 **Unique ID** at [support@scutils.com](mailto:support@scutils.com) and we will provide you with an offline **Activation Key**.

## 4.2. Offline activation

If you prefer to activate offline or for some reasons you are not able to use the online activation, send your **Unique ID** at [support@scutils.com](mailto: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.

## 5. Uninstallation

To uninstall SCUtils WorkItem Scheduler 2016 log in the Service Manager management server, make sure that all SCSM consoles closed. Open **Control Panel**, click on **Uninstall a program**, select **SCUtils WorkItem Scheduler 2016**, and click on **Uninstall**.

During the uninstalling process, the setup removes all the scheduler workflows from the SCSM management packs. However, because all the schedule workflows are stored in unsealed management packs there is a possibility that the management packs created by SCUtils WorkItem Scheduler 2016 keep some information about other SCSM elements. The name of management packs created by SCUtils WorkItem Scheduler 2016 always starts with '**Schedulers for the template:**' so you can easily filter them for the further checking in the list of the SCSM management packs in **Administration -> Management Packs**.

If you are completely sure that the management packs created by SCUtils WorkItem Scheduler 2016 do not keep any other SCSM elements, you can use **Service Manager Shell** to remove all the management packs with one PowerShell command:

```
Get-SCSMManagementPack | ?{$_ .DisplayName -like 'Schedulers for the template:*'} |  
Remove-SCSMManagementPack -verbose
```



## 6. Using SCUtils WorkItem Scheduler 2016

Once you complete the activation process, you can start using SCUtils WorkItem Scheduler 2016.

### 6.1. Supported Work Items

SCUtils WorkItem Scheduler 2016 works with the following work item's classes and all classes derived from them:

- Incidents;
- Service Requests;
- Problems;
- Change Requests;
- Release Records.

### 6.2. Security Rights

To create SCUtils WorkItem Scheduler 2016 a user has to be a member of the following Role:

- Administrators.

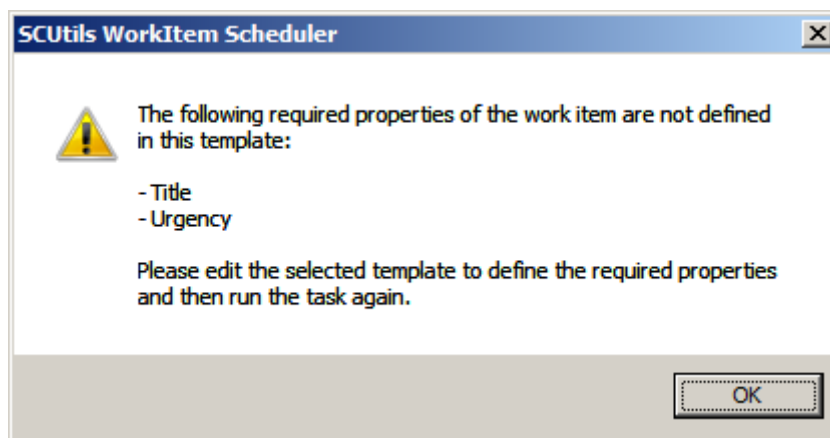
### 6.3. Requirements for templates

To be scheduled a work item's template must include **Title** and values for **all required properties**.

In the default SCSM environment only the Incident work item class has two required properties:

- Urgency;
- Impact.

The scheduler task checks for the presence of values for the required properties in the selected template and inform you if you need to adjust the template.



*Fig. 3 Warning about the undefined values for the required properties*

### 6.4. Creating a schedule for a template

To create a schedule for a template of the work item, open the Service Manager console, go to **Library, Templates**. Select the needed template and click on **Schedule a work item** task in the task pane.

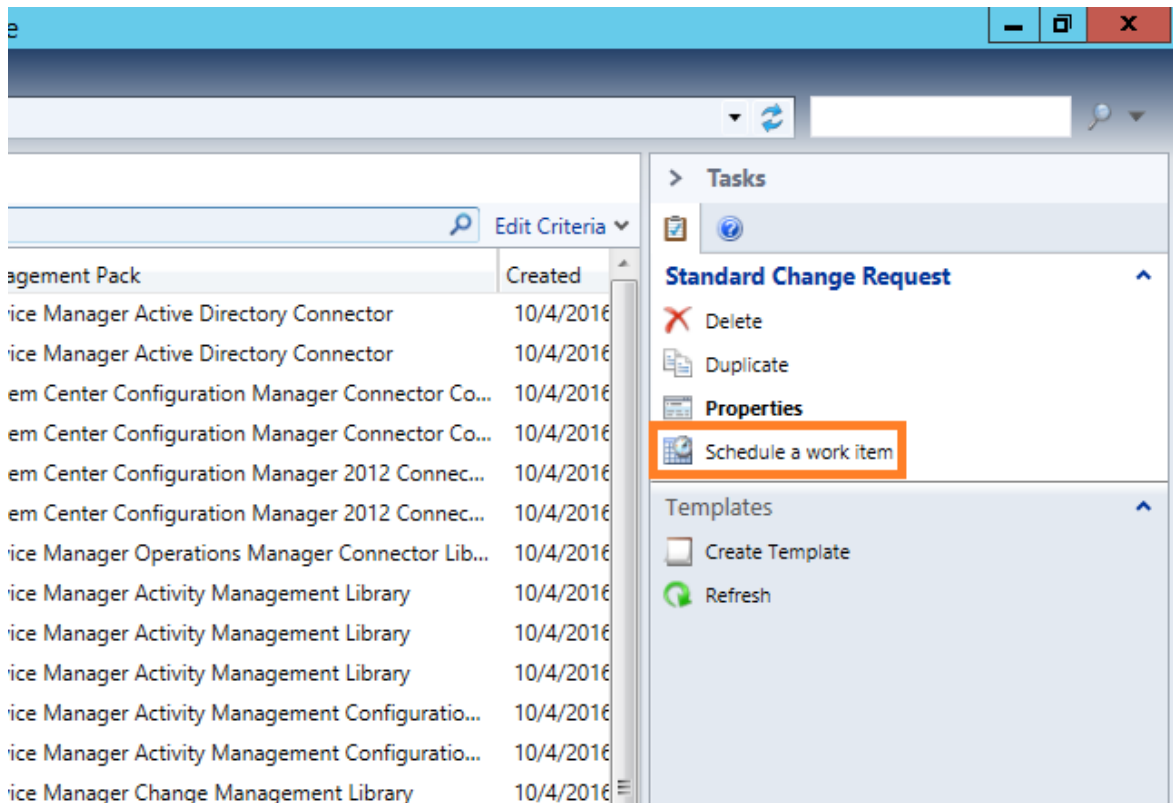


Fig. 4 Schedule a work item

If the selected template does not specified the required properties of the work item, you will see a warning (see p.6.3). If all required properties are defined, a new windows **List of the scheduler workflows** will be opened.

You can have an unlimited amount of the scheduler workflows for one template.

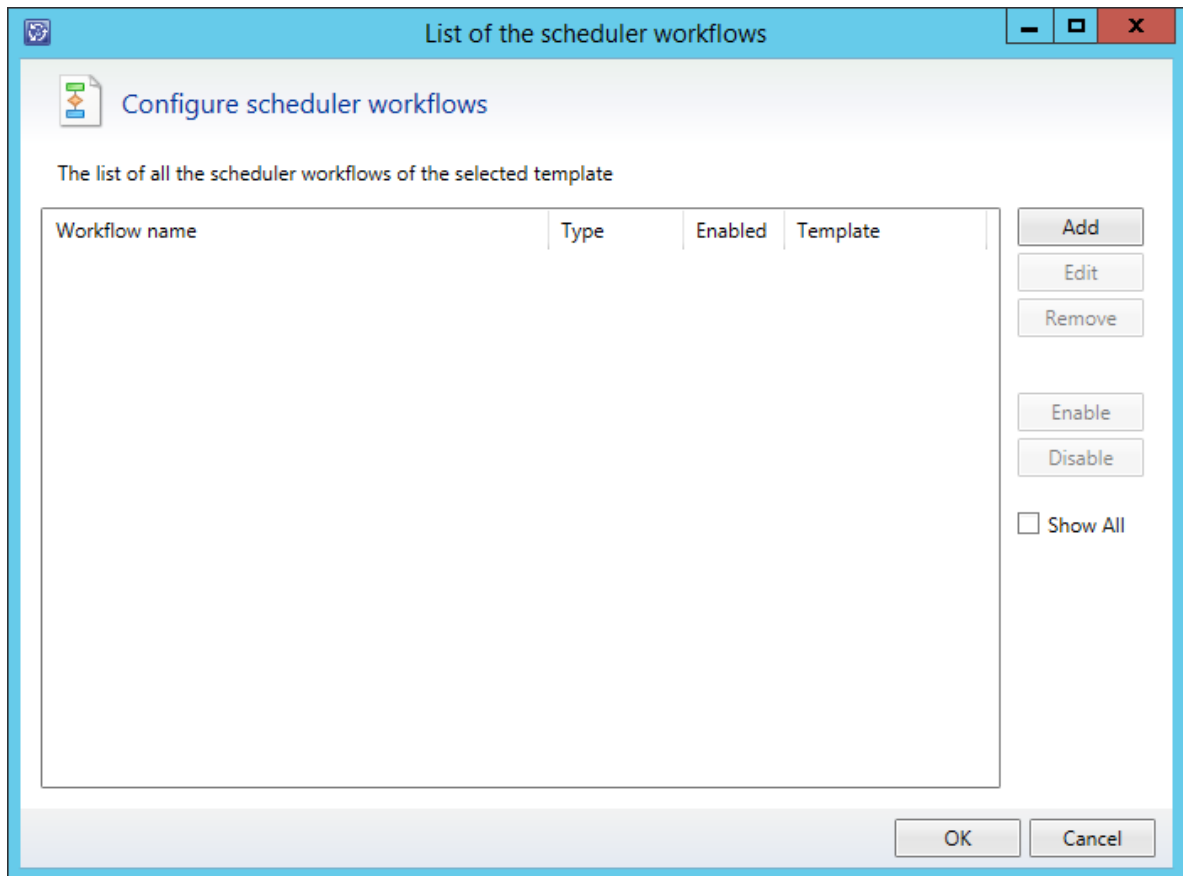


Fig. 5 The list of the scheduler workflows

In this window you can see all existing scheduler workflows of the selected template. To see all scheduler workflows available for all templates, check **Show All**. Here you can add a new scheduler workflow as well as edit, enable, and disable any presenting workflow.

To add a new scheduler workflow click on **Add** button. A new window **Work Item Scheduler** will be shown.

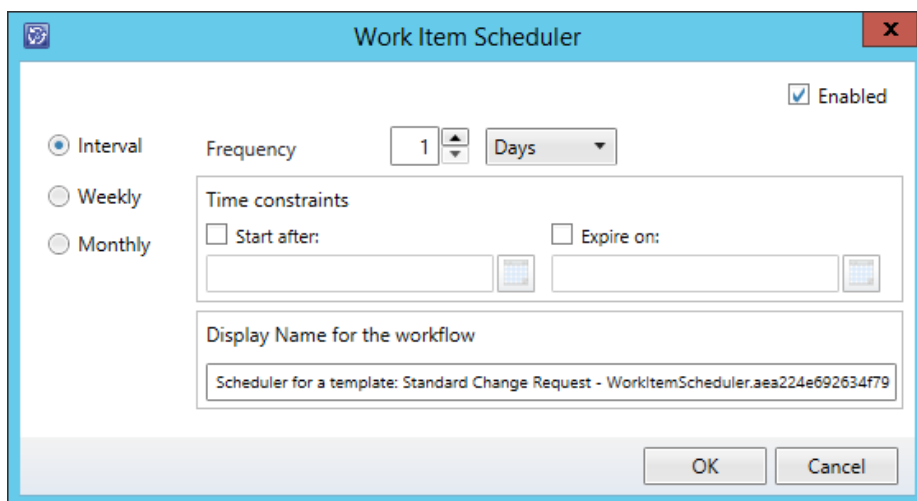


Fig. 6 Work Item Scheduler window

In this window you can choose between three modes:

#### 6.4.1. Interval mode

In the **Interval** mode you can specify the recurrence interval that the scheduler workflow will use to create to create a new work item using the selected template.

Here you can set the start and expire time and customize a display name of the workflow that will be shown in workflow list (Administration -> Workflows -> Status).

The frequency cannot be greater than 28 days (672 hours or 40320 minutes) because the Service Manager does not support the interval greater than 2419200 seconds.

If the expire date is set, after this date the scheduler workflow will be automatically disabled.

The screenshot shows the 'Work Item Scheduler' dialog box with the 'Interval' mode selected. The 'Enabled' checkbox is checked. The 'Frequency' is set to 18 Hours. Under 'Time constraints', 'Start after' is checked and set to 10/30/2016 00:00:00 AM, while 'Expire on' is unchecked. The 'Display Name for the workflow' is 'The maintenance scheduler'. 'OK' and 'Cancel' buttons are at the bottom.

Fig. 7 Interval mode

#### 6.4.2. Weekly mode

In the **Weekly** mode you set a weekly schedule. You select the days of the week and exact time in which the scheduler workflow will create a new work item using the selected template. Other settings are the same to the Interval mode.

The screenshot shows the 'Work Item Scheduler' dialog box with the 'Weekly' mode selected. The 'Enabled' checkbox is checked. The 'Run at (hh:mm:ss)' is set to 8:00:00 AM. Under 'Time constraints', 'Expire on' is checked and set to 11/30/2016 12:00:00 AM, while 'Start after' is unchecked. Under 'Days of the Week', 'Monday' is selected. The 'Display Name for the workflow' is 'The maintenance scheduler'. 'OK' and 'Cancel' buttons are at the bottom.

Fig. 7 Weekly mode

### 6.4.3. Monthly mode

In the **Monthly** mode you set a monthly schedule. This mode has two sub-modes.

### 6.4.4. Days of the Month

In **Days of the Month** mode you specify the days of the month and months in which the scheduler workflow will create a new work item. Other settings are the same to the previous modes.

The screenshot shows the 'Work Item Scheduler' dialog box. It is titled 'Work Item Scheduler' and has a close button (X) in the top right corner. The dialog is set to 'Enabled' (checked). On the left, there are three radio buttons: 'Interval', 'Weekly', and 'Monthly'. The 'Monthly' option is selected. Below these, there are two sub-options: 'Days of the Month' (selected and highlighted with an orange box) and 'On Each'. The 'Run at (hh:mm:ss)' field is set to '8:00:00 AM'. Under 'Time constraints', there is a 'Start after' field (empty) and an 'Expire on' field set to '11/30/2016 12:00:00 AM'. The 'Months' section has a 'Select all' checkbox (unchecked) and checkboxes for each month: January (checked), February (checked), March (unchecked), April (unchecked), May (unchecked), June (unchecked), July (unchecked), August (unchecked), September (unchecked), October (unchecked), November (unchecked), and December (unchecked). The 'Days of the Month' section has a 'Select all' checkbox (unchecked) and checkboxes for each day from 1 to 30, plus a 'Last' checkbox (checked). The 'Display Name for the workflow' field contains the text 'The maintenance scheduler'. At the bottom, there are 'OK' and 'Cancel' buttons.

Fig. 8 Days of the Month

### 6.4.5. On Each

In **On Each** mode you select the occurrence of the days of the week in which the scheduler workflow will create a new work item.

For instance, you can schedule the time of the last Friday of every month in the year as shown on Fig. 9.

The exact day of the every occurrence depends on the month and year. The solution includes a workflow that recalculates all the scheduler workflows of **On Each** type at the very beginning of the every next year.

**Work Item Scheduler** x

Enabled

Interval      Run at (hh:mm:ss)      8:00:00 AM

Weekly

Monthly

**Time constraints**

Start after:       Expire on: 11/30/2016 12:00:00 AM

Days of the Month       **On Each**

**Occurrence**  Select all

First       Second       Third       Fourth

Fifth       Last

**Days of the Week**  Select all

Sunday       Monday       Tuesday       Wednesday

Thursday       Friday       Saturday

**Months**  Select all

January       February       March       April

May       June       July       August

September       October       November       December

**Display Name for the workflow**

The maintenance scheduler

Fig. 9 On Each

## 7. Logging, known issues and troubleshooting

Here we describe the known issues. If you haven't found a solution in this section, please contact us at [support@scutils.com](mailto:support@scutils.com).

### 7.1. How to Enable Logging

When the scheduler workflow runs it is logging events in the Operations Manager event log. The source of these event is **SCUtils WorkItem Scheduler 2016**. In the installation folder (default path is *C:\Program Files\SCUtils\SCUtils WorkItem Scheduler 2016*) you can find a registry file named **SCUtils WorkItem Scheduler 2016 Registry settings.reg**. After running it and adding the required folder and key in the registry (path **HKEY\_LOCAL\_MACHINE\SOFTWARE\SCUtils\SCUtils WorkItem Scheduler 2016**) you can edit the value of **LoggingLevel** that defines the level of the logging. By default, the connector logs only error events into the Operations Manager event log. You could set the **LoggingLevel** value from 1 (low level) to 7 (high level).

If the registry value does not exist, the default logging level is set to 1 (only errors logging).