



SCUtils WorkItem Scheduler Guide

Solution for Microsoft System Center 2012 Service Manager

Published: 19th October 2016

Version: 1.2

Authors:

Marat Kuanyshev

Feedback:

support@scutils.com

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1. Getting started

SCUtils WorkItem Scheduler is an extension for Microsoft System Center 2012 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 has been 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.

2.1. Try before buy

SCUtils WorkItem Scheduler has a unified installer for trial and full versions and can be obtained on <http://www.scutils.com> on the Download 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 and do not hesitate to contact us at support@scutils.com. You are also more than welcome to our [YouTube channel](#) where you will find video tutorials for SCUtils WorkItem Scheduler 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.

3. Requirements

SCUtils WorkItem Scheduler has no specific requirements.

4. Installation

Download the installation package **SCUtils WorkItem Scheduler Setup.msi** from Download page of 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 Setup.msi** file on the server.

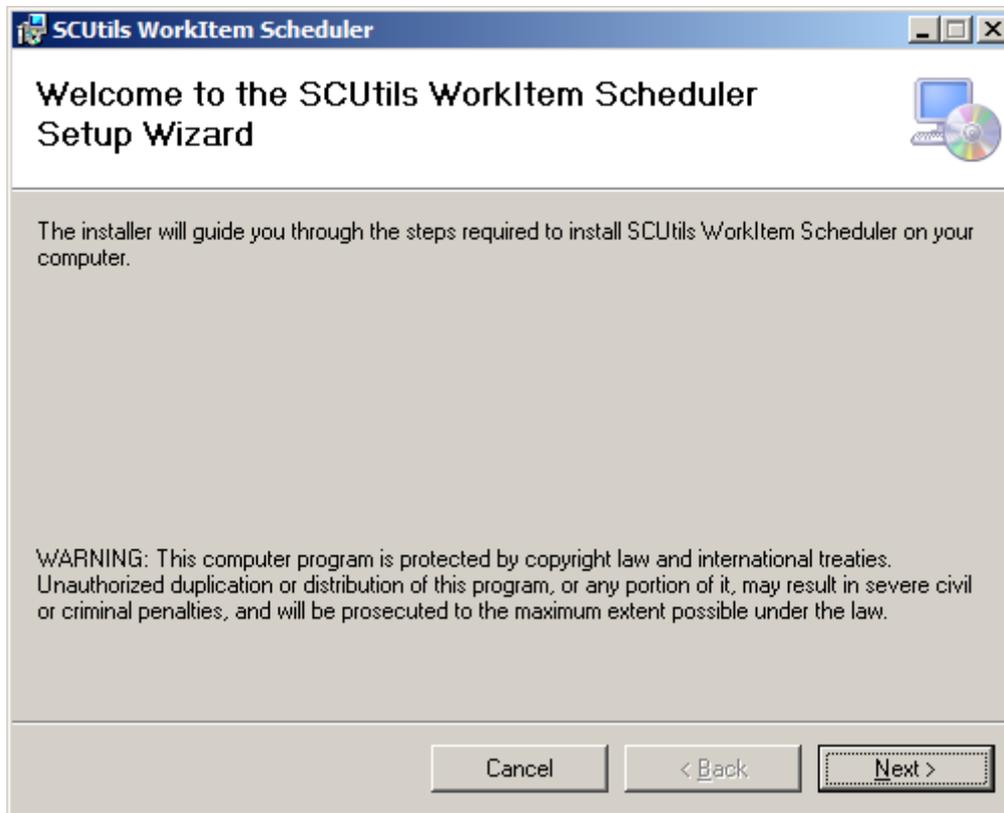


Fig.1 Installing

Follow the installation wizard steps (Fig.1). On the **Select Installation Folder** page you can change the location in which SCUtils WorkItem Scheduler 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 Activation**.
4. In the **Tasks** pane, under **SCUtils WorkItem Scheduler Activation**, click **Activate**.
5. **SCUtils WorkItem Scheduler activation** window will be opened (Fig.2).

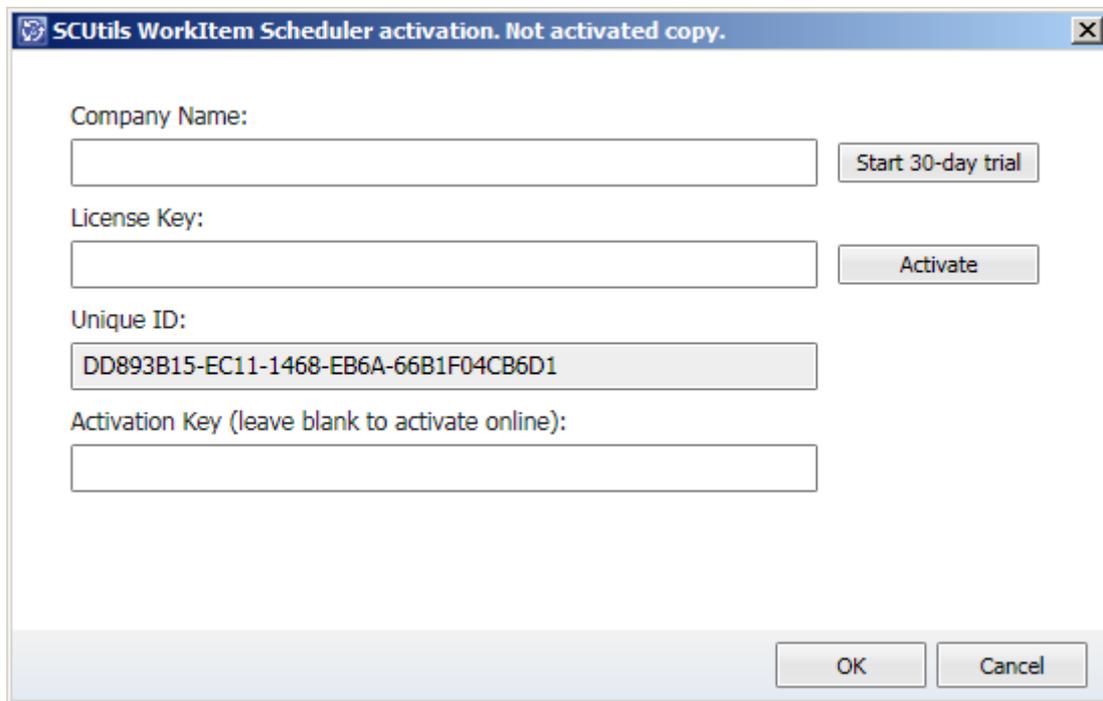


Fig.2 WorkItem Scheduler Settings

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 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 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 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**, 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 keep some information about other SCSM elements. The name of management packs created by SCUtils WorkItem Scheduler 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 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

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

6.1. Supported Work Items

SCUtils WorkItem Scheduler 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 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.

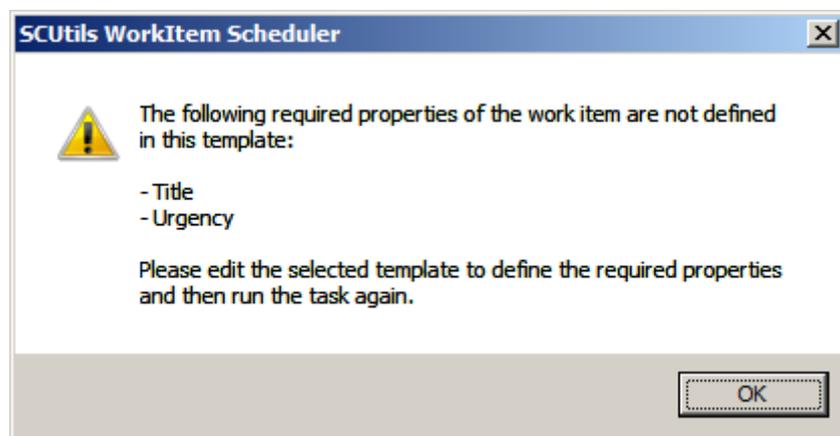


Fig. 3 Warning about the undefined values for the required properties

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.

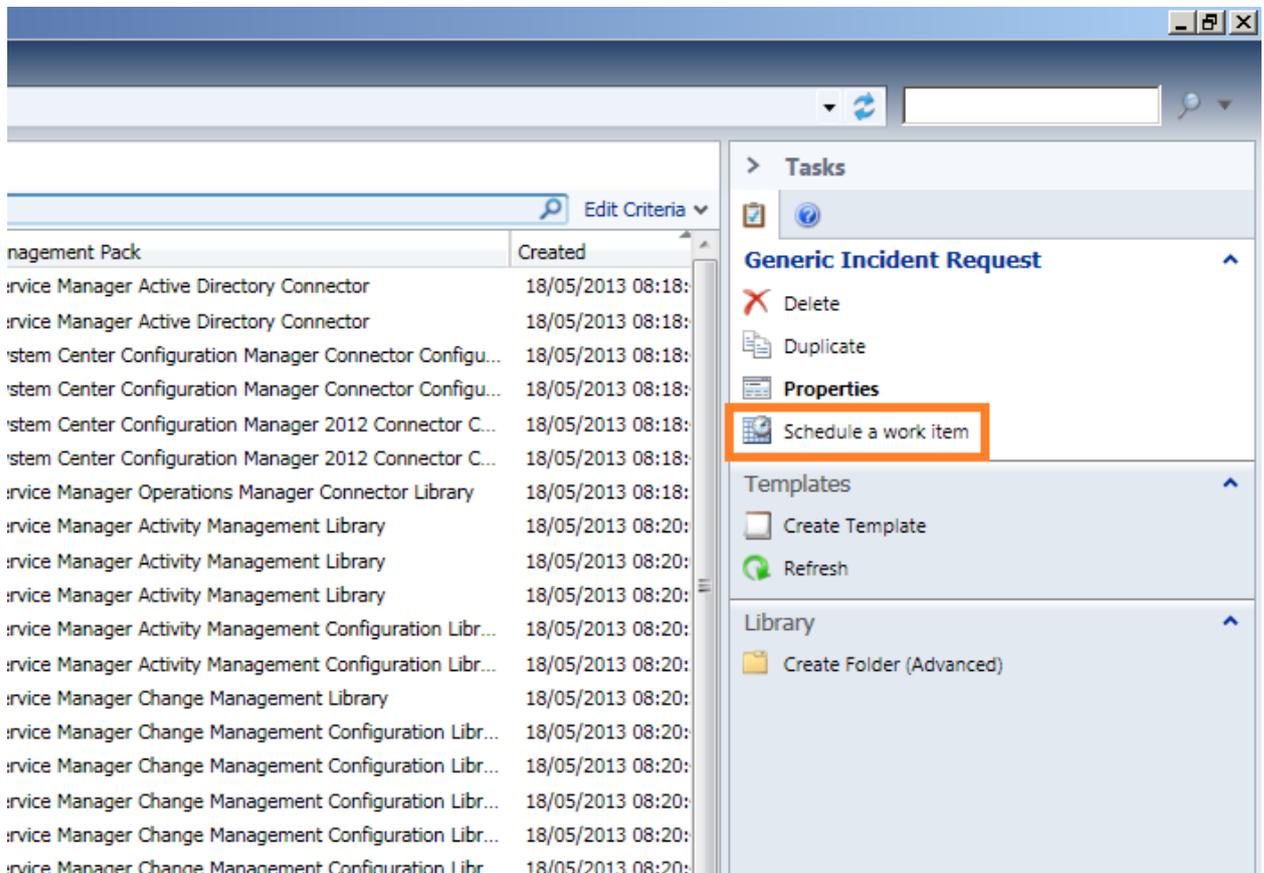


Fig. 4 Schedule a work item

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

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

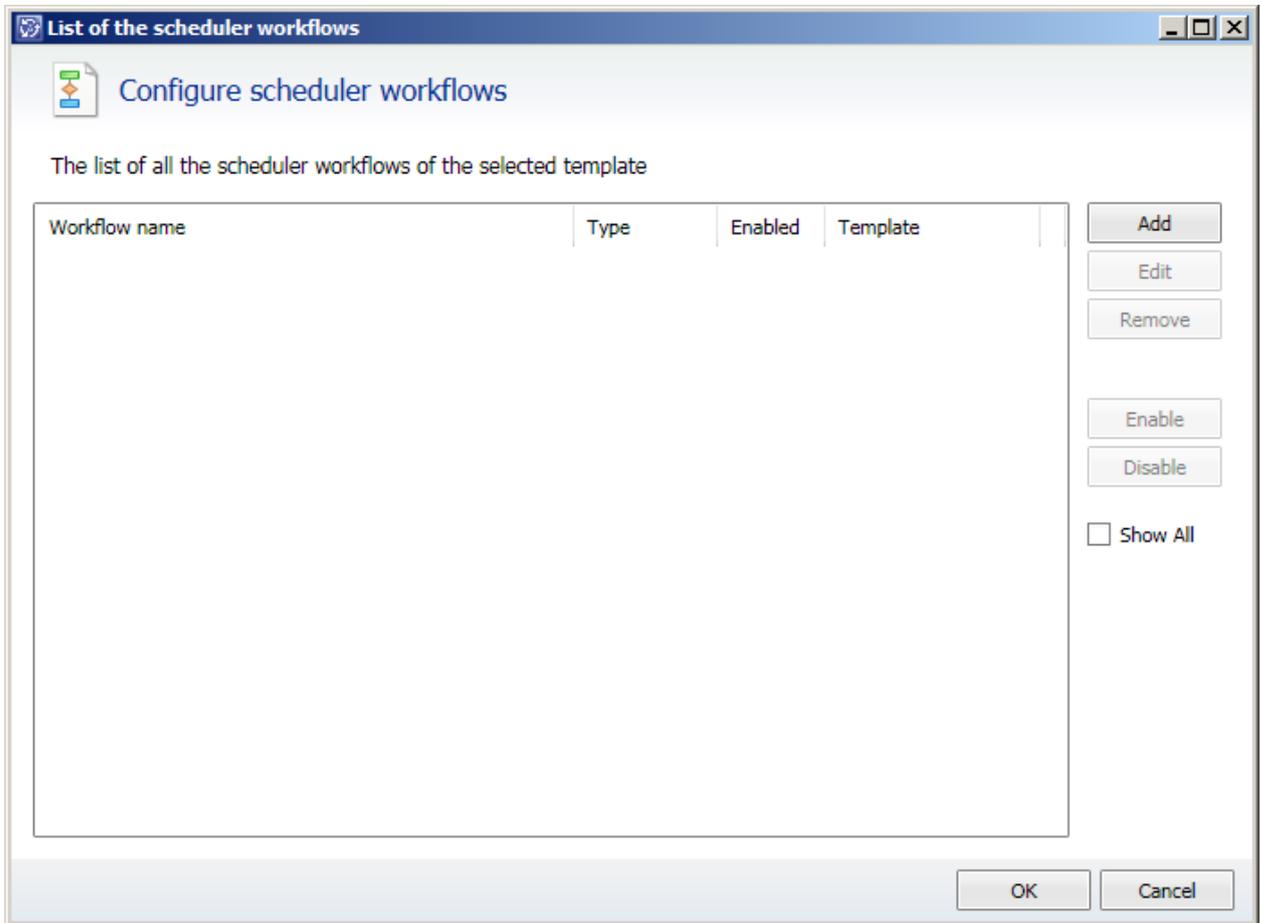


Fig. 5 The list of the scheduler workflows

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.

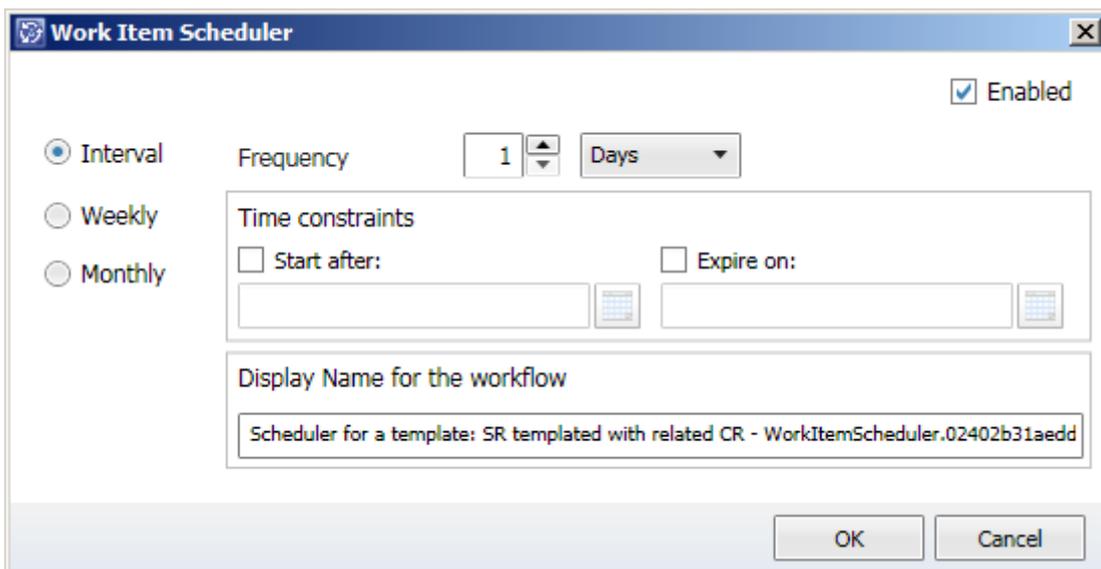


Fig. 6 Work Item Scheduler window

In this window you can choose between three modes:

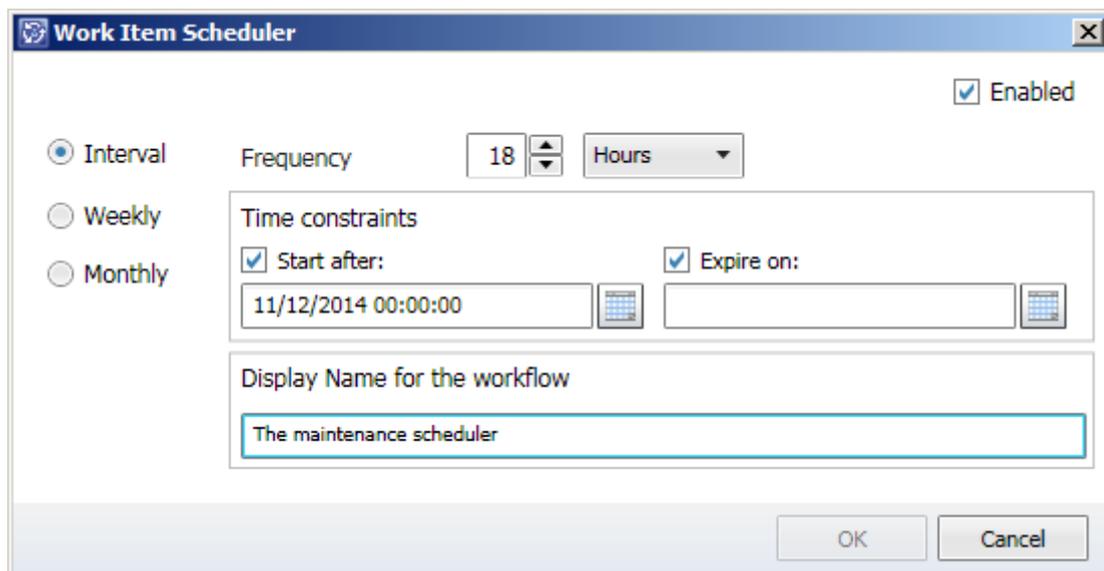
6.4.1. Interval mode

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. It has a title bar with a close button. In the top right corner, there is a checked checkbox labeled 'Enabled'. On the left side, there are three radio buttons: 'Interval' (selected), 'Weekly', and 'Monthly'. To the right of the 'Interval' radio button, there is a 'Frequency' field with a spinner box containing the number '18' and a dropdown menu set to 'Hours'. Below this, there is a 'Time constraints' section with two checked checkboxes: 'Start after:' and 'Expire on:'. The 'Start after:' checkbox is followed by a text box containing '11/12/2014 00:00:00' and a calendar icon. The 'Expire on:' checkbox is followed by an empty text box and a calendar icon. Below the 'Time constraints' section, there is a 'Display Name for the workflow' section with a text box containing 'The maintenance scheduler'. At the bottom right, there are 'OK' and 'Cancel' buttons.

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 Interval mode.

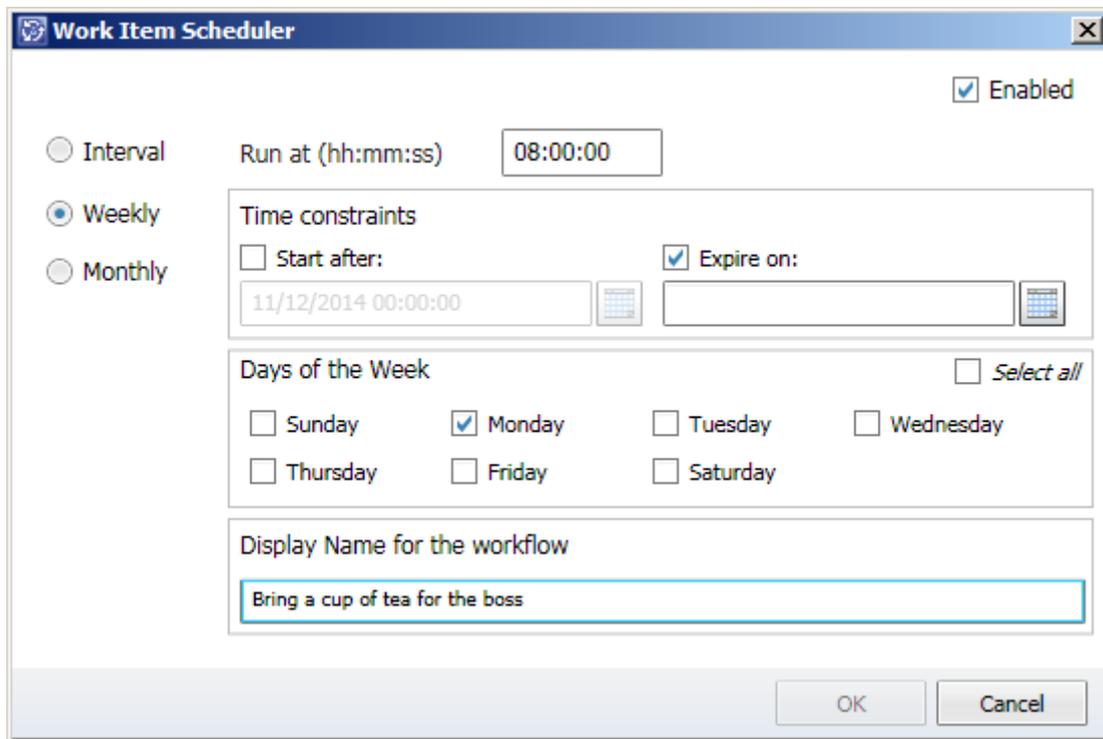


Fig. 7 Weekly mode

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 setting are the same to the previous modes.

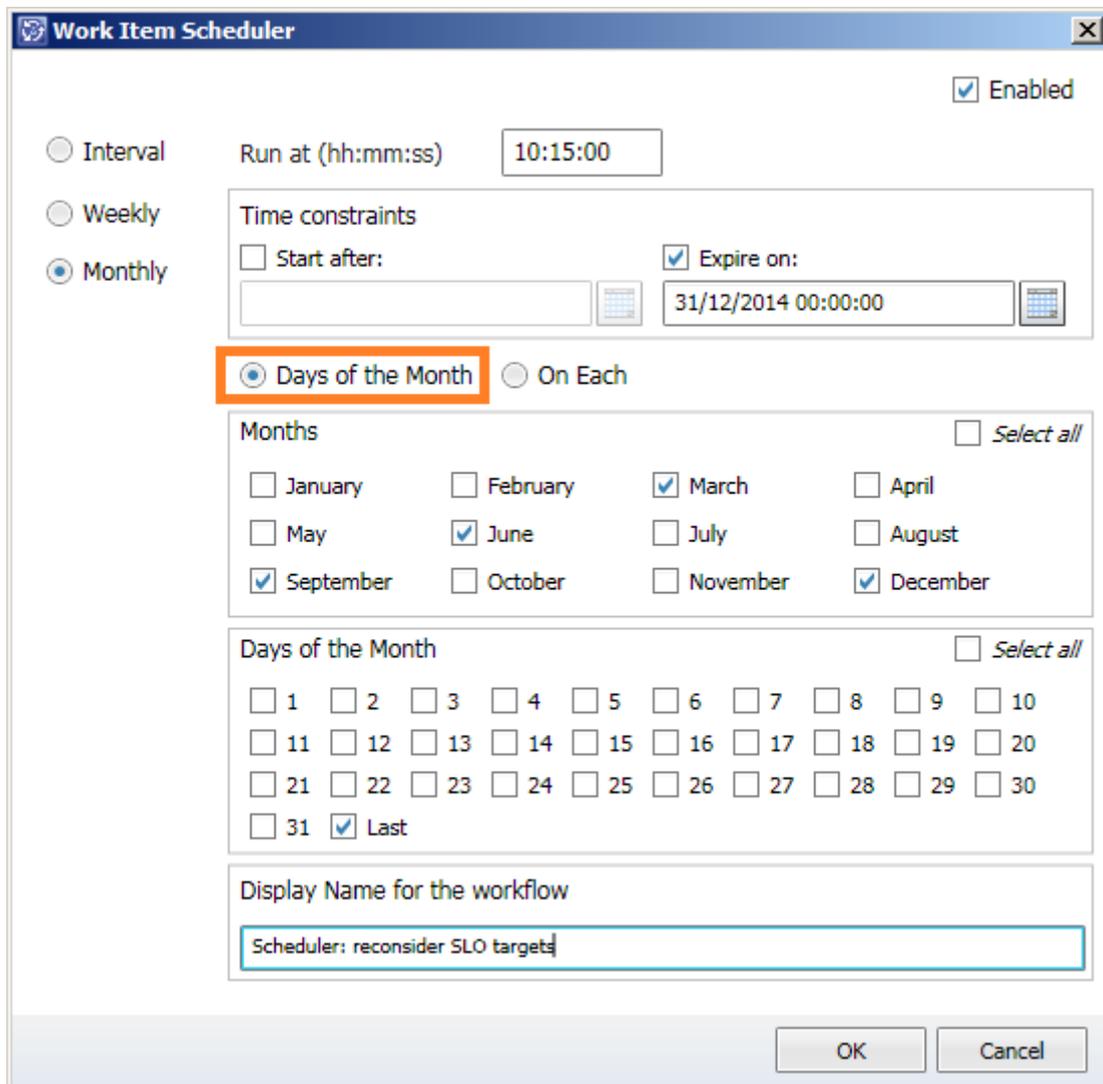


Fig. 8 Days of the Month

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. .

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)

Weekly

Monthly

Time constraints

Start after:
 Expire on:

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

Fig. 10 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.

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**. In the installation folder (default path is *C:\Program Files\SCUtils\SCUtils WorkItem Scheduler*) you can find a registry file named **SCUtils WorkItem Scheduler 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**) 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).