System Center Service Manager Beta 1

Before you start install Service Manager beta 1 should must be aware that this is a beta version, it is not feature complete and all included functions does not work. You should only install this in a sandbox, not in your production environment.

There is a lot of questions how to install this software, this is not a complete step by step guide, only a general guide. There is a lot of software requirements to pass before this version can be installed.

Operations Systems

I use a Windows 2003 Enterprise server 32-bit as operation system. My installation source does not include any service packs. When the installation is complete do the following changes

1. Set regional and language options to English (United States). This is a common configuration requirement with early beta versions.
2. Uninstall "Internet Explorer Enhanced Security Configuration", from Add/remove components in the control panel
3. Download and install Windows Server 2003 SP1
4. Install Microsoft .NET Framework 2.0 (KB829019) from the Microsoft Update site
5. Install Microsoft .NET Framework 3.0 (KB928416) from the Microsoft Update site
6. Join the machine to your Active Directory domain. After this step, remember to logon with a domain account that has enough permissions for example a account with local administrator permissions.
7. Install Internet Information Services (IIS) and ASP.NET, from Add/remove components in the control panel
8. Install NDP20-KB925272-X86.exe, from the Microsoft Connect website
9. Install NDP20-KB927888-X86.exe, from the Microsoft Connect website
10. Install NDP20-KB927888-X86.exe, from the Microsoft Connect website
11. Configure Internet Explorer with
    - Local intranet security is set to low
    - Proxy servers for local computers are turned off

Database

1. Install SQL Server 2005, choose to install "SQL Server Database Services", "Reporting Services" and "Workstation components".
   - Choose to install default instance
   - Use the built-in System Account Local System as service account
   - Use Windows Authentication Mode
   - Choose "Dictionary order, case-insensitive, for use with 1252 Character Set" as collection settings
   - Install Reporting Server with default configuration
2. Install SQL Server 2005 Service Pack 2 (KB921896), from the Microsoft Update site

Sharepoint

1. Install Office SharePoint Server 2007 Enterprise edition. Choose to do a basic setup with default settings. When installation is done run the "SharePoint Products and Technologies Configuration Wizard".
2. After the Sharepoint setup is done, make sure Default Web Site is running, else you will get a error installing SQL Reporting. For example change Sharepoint to port 81.

Service Manager beta 1 Setup Wizard

1. Run the setup and choose "Prerequisite Check" to make sure you fulfill all requirements.
2. Run the setup and choose "Full Setup"
3. Welcome page: click next
4. License Agreement: Accept the agreement and click Next
5. Registration Information: Input name and organization, click Next
6. Components Selection: Choose "Complete (Installs all Service Manager components), choose a folder to install in, click Next
7. Installation Prerequisites, make sure all prerequisite are passed, click Next
8. Account Information: First input a account that will be used for the Service Manager workflow service. This account will also be used to access the database.

   This account should have administrative privileges on the local machine and on the SQL database, and must also have the correct ASP.NET permissions and permissions to access the IIS metabase. You can run the following command to correct ASP.NET permissions

   aspnet -regiis -ga MachineName\AccountName

   As with most beta software I recommend you to run the account as local admin. That will minimize unnecessary errors and troubleshooting. For example create a domain user and assign it local administrator permissions.

   Second, input a security group that will become service manager administrators. If you leave default settings, all authenticated network users will be granted administrative rights to Service Manager. In this beta version all users who will access the self-service portal needs to be member of this security group. Create a domain security group and choose it, then click Next
9. CMDB: Verify default settings and then click Next
10. Data Warehouse: Verify default settings and then click Next
11. Portal Configuration: Choose default port 50000 and click Next
12. Reporting Services: choose default settings, for example http://SERVERNAME/ReportServer and click Next
13. Customer Experience: Click Next
14. Summary: Verify your settings and then click Install
15. Confirmation: Make sure your installation is successfully and then click Finish

Console Prerequisites

After the server setup is complete you need to install one more software on your server before you can run the console. Install Office InfoPath 2007. Choose to install the product with default settings, you do not need to customize anything.