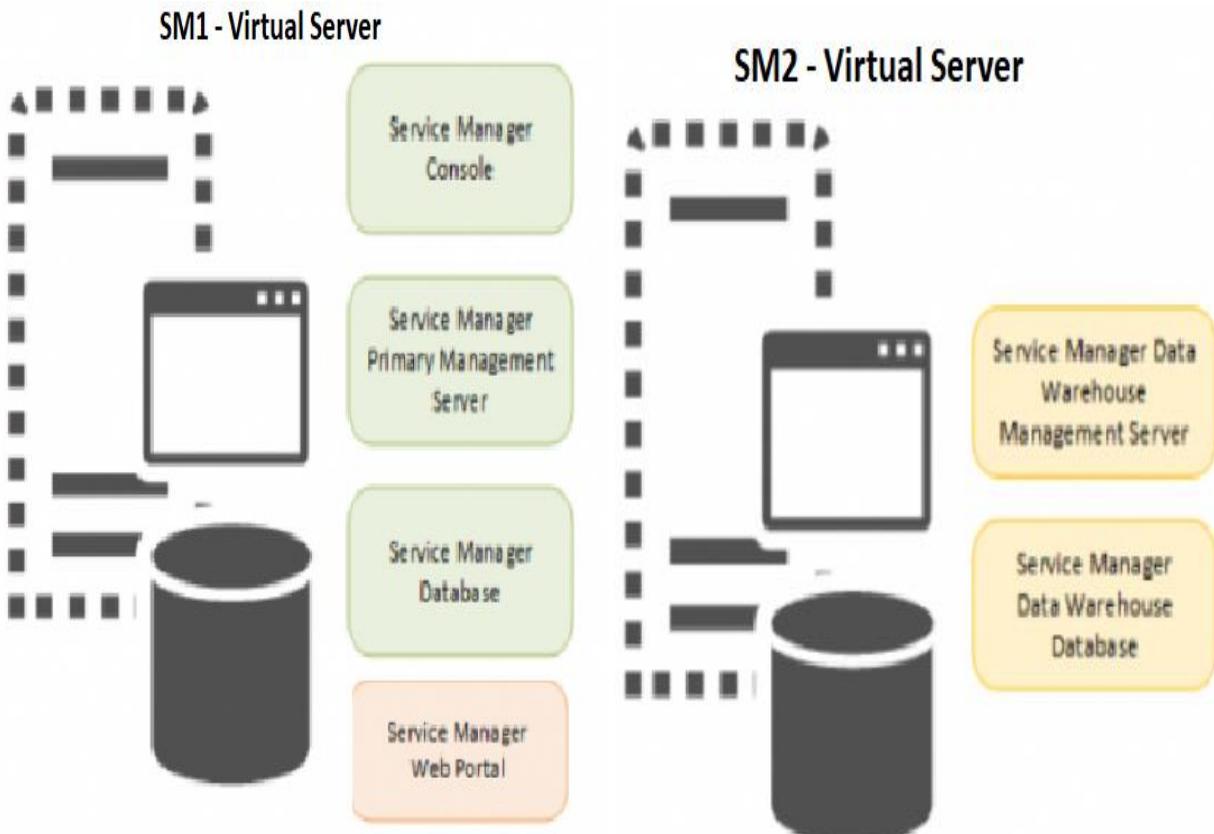


## How to install System Center Service Manager 2019 (SCSM) on Windows Server 2019

In this post, I will show you the steps involved for installing System Center Service Manager 2019 on Windows Server 2019 with SQL Server 2017.

Created two virtual machines (SM1 and SM2). Joined to the domain & Installed all the updates and restarted the server. Will install these pre req on both the servers (SM1 and SM2)



**SM1 – Will have Service Manager Console, Service Manager Primary Management Server, Service Manager Database & Service Manager Web Portal**

**SM2 – Will have Service Manager Data Warehouse Management Server & Service Manager Data Warehouse Database**

### Prerequisites

- RSAT AD tool – [Install-WindowsFeature RSAT-AD-PowerShell](#)

Administrator: Windows PowerShell

```
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

PS C:\Users\ADMINISTRATOR.RAMLAN> Install-WindowsFeature RSAT-AD-PowerShell

Success Restart Needed Exit Code      Feature Result
----- ----- ----- -----      -----
True    No          Success      {Remote Server Administration Tools, Activ...
```

- **.NET Framework 3.5** – Installed from Server Manager

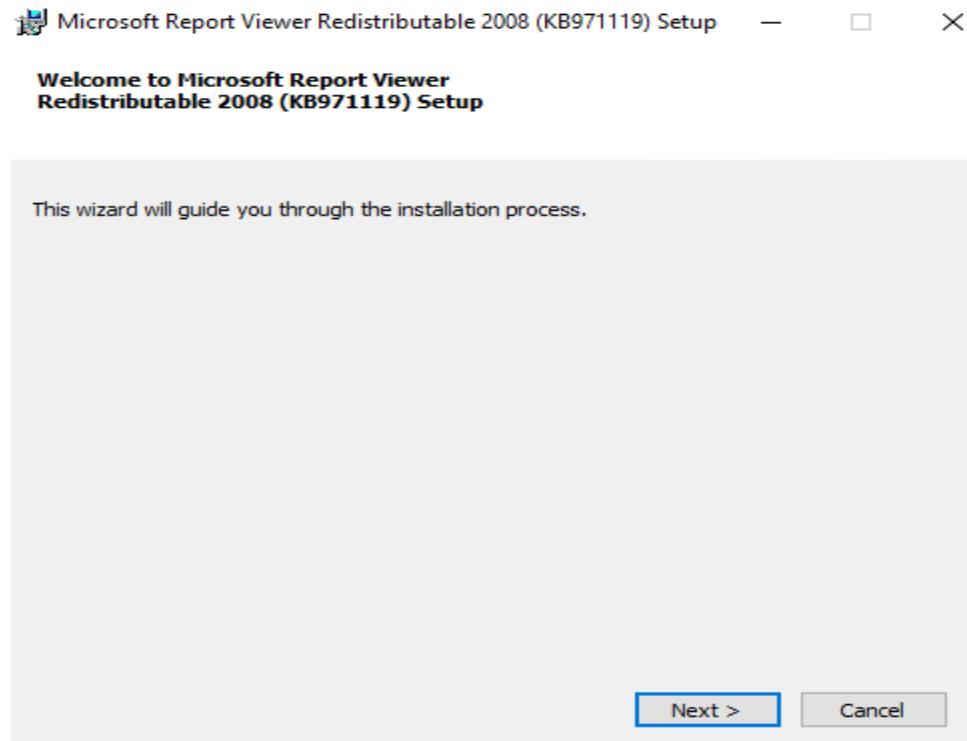
Features

- .NET Framework 3.5 Features
- .NET Framework 3.5 (includes .NET 2.0 and 3.0)

Name	Date modified	Type	Size
1. ReportViewer	28-Dec-2019 5:04 ...	Application	2,231 KB
2. sqlIncli	28-Dec-2019 5:05 ...	Windows Installer ...	4,956 KB
3. SQL AS AMO	28-Dec-2019 5:05 ...	Windows Installer ...	4,200 KB

- Report Viewer 2008
- SQL Server 2012 Native Client – <https://www.microsoft.com/en-gb/download/details.aspx?id=29065>
- SQL Server 2014 Analysis Management Objects – <https://www.microsoft.com/en-gb/download/details.aspx?id=42295>

#### Report Viewer:



**License Terms**

Be sure to carefully read and understand all the rights and restrictions described in the license terms. You must accept the license terms before you can install the software.

MICROSOFT SOFTWARE LICENSE TERMS  
MICROSOFT REPORTVIEWER 2008 WITH SERVICE PACK 1  
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft  
\* updates,  
\* supplements,  
\* technical support, and

Print

Press the Page Down key to see more text.

**I have read and accept the license terms.**

< Back  **Install >**  Cancel

**Setup Complete**

**Microsoft Report Viewer Redistributable 2008 (KB971119) has been successfully installed.**

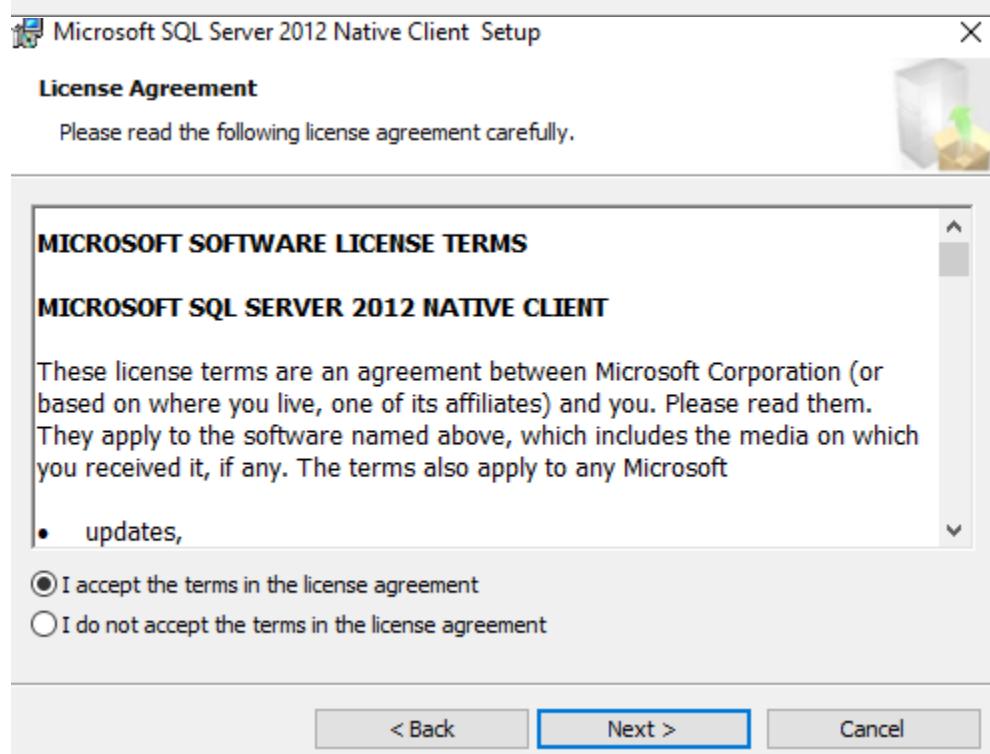
It is highly recommended that you download and install the latest service packs and security updates for this product.

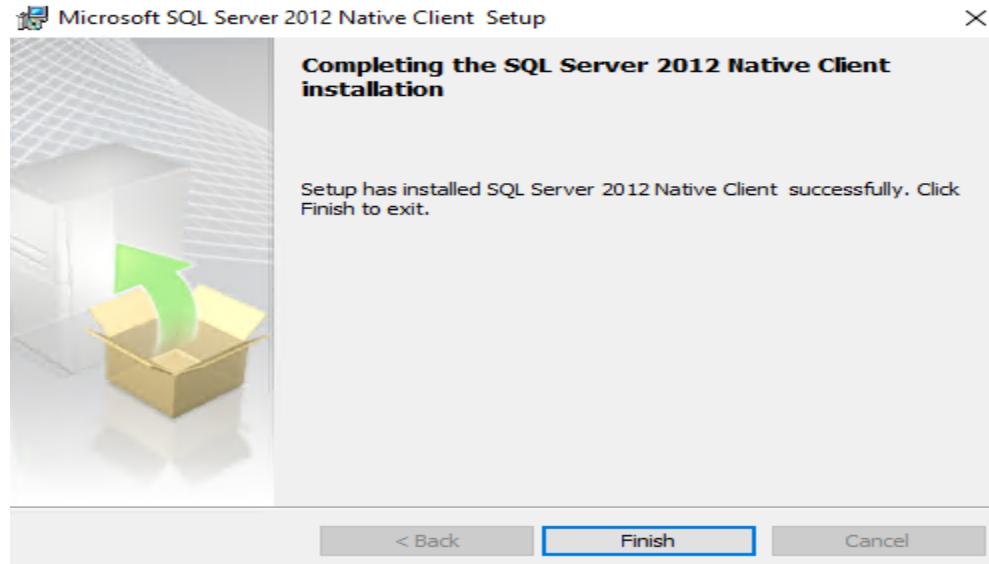
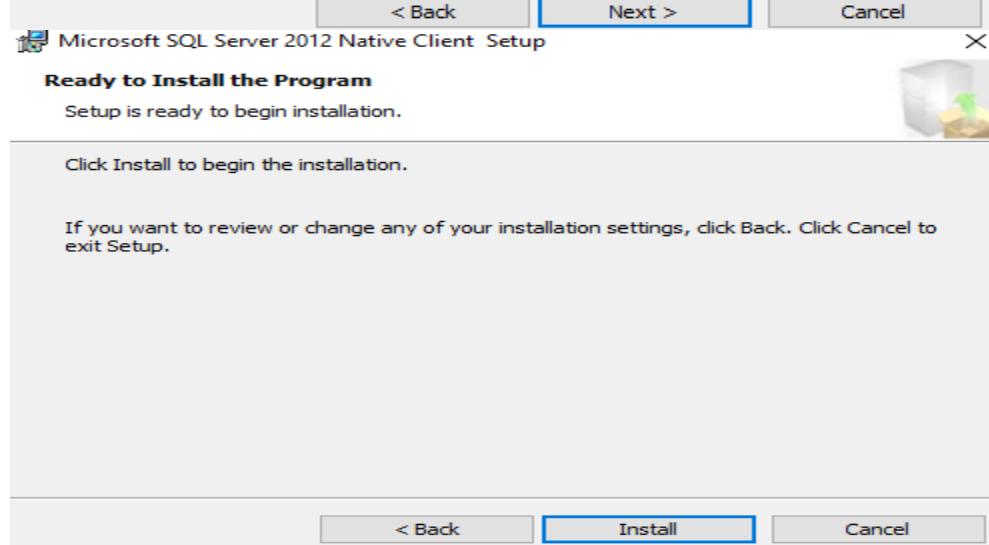
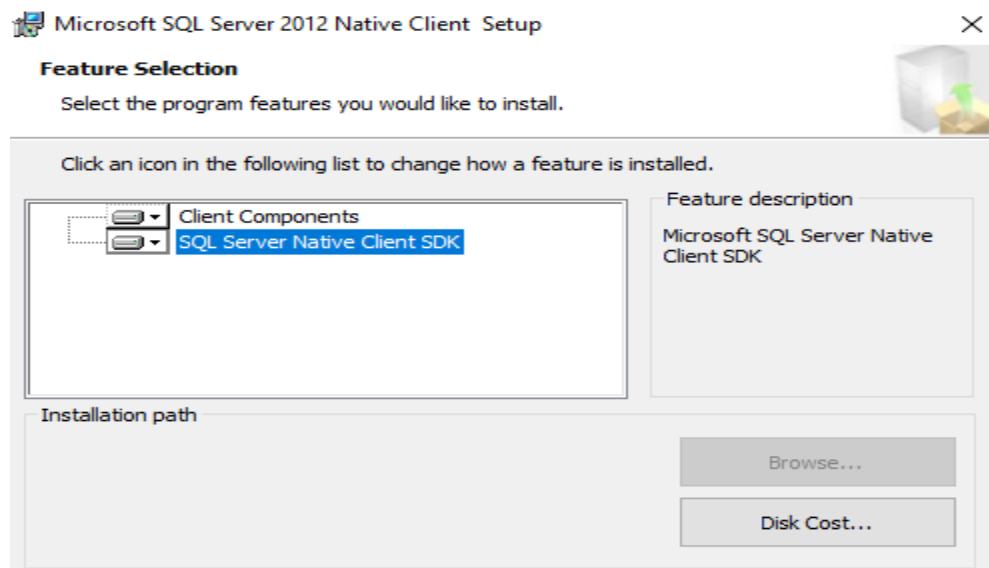
For more information, visit the following Web site:

[Product Support Center](#)

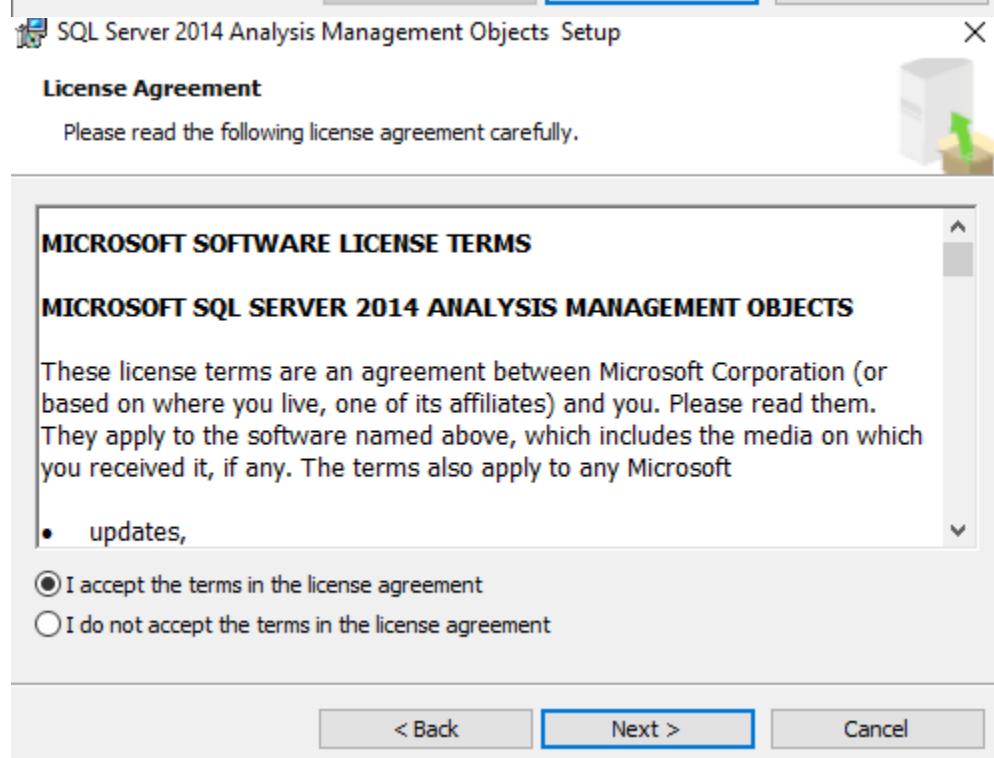
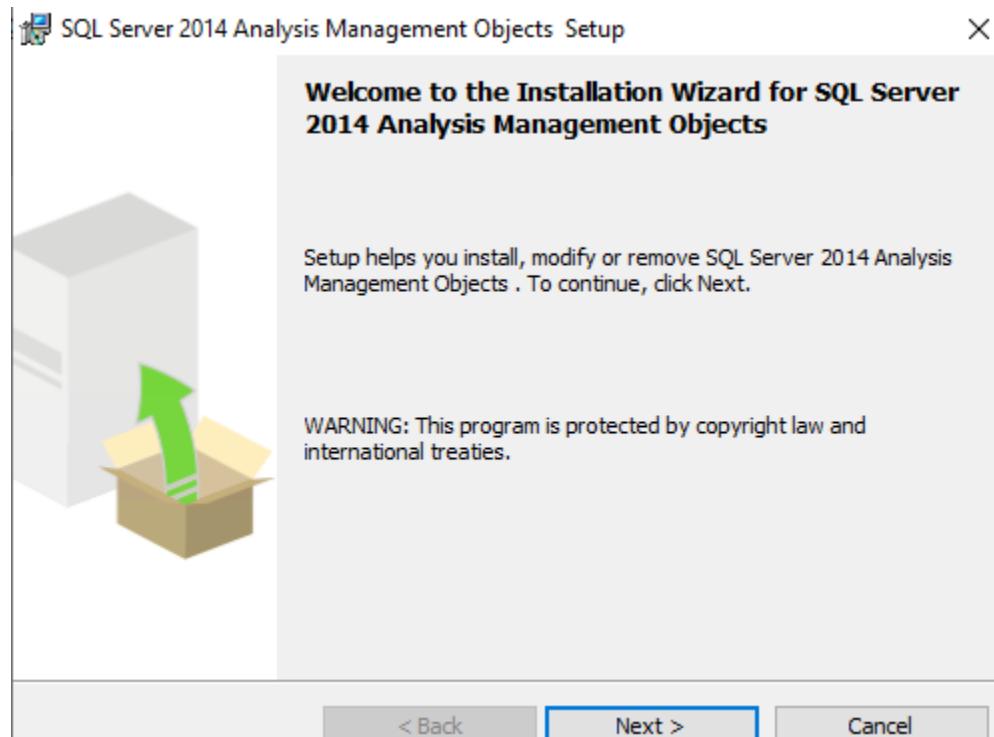
Finish

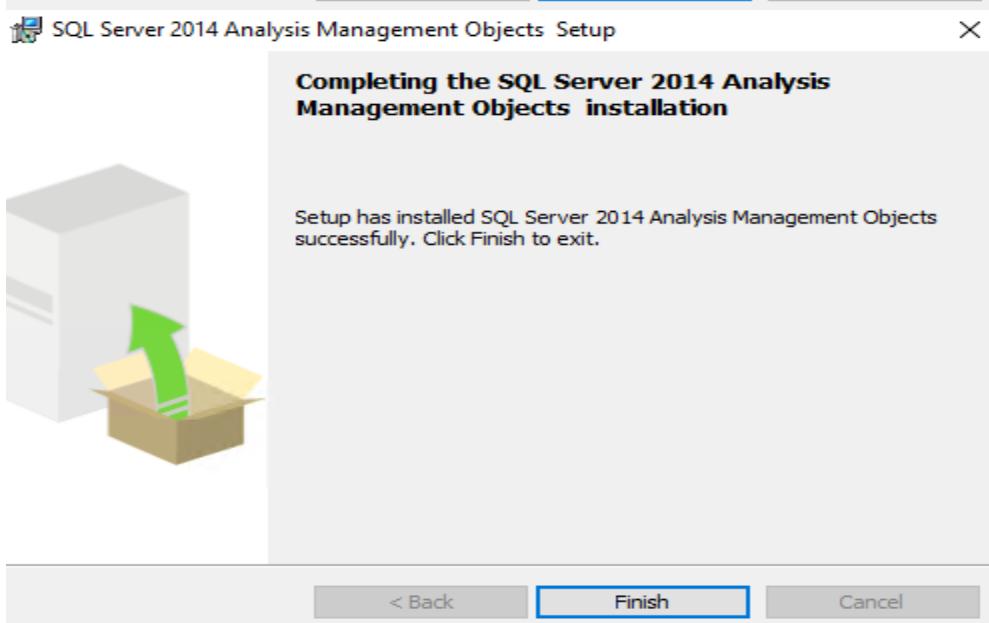
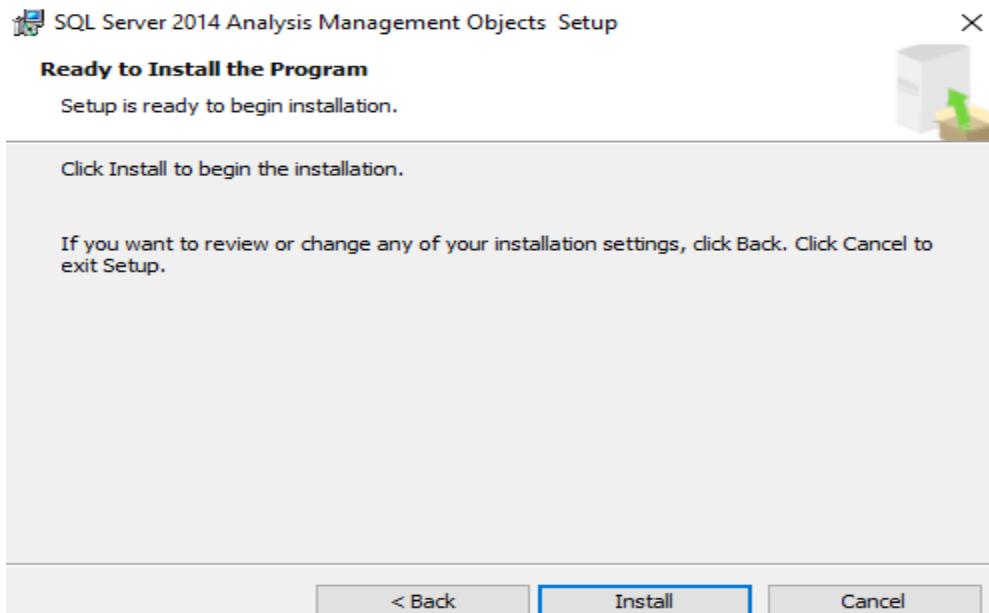
**SQL Native Client:**





**SQL Analysis Management Objects:**





### Service Accounts & Groups:

Create these accounts and group in AD as it will be required during the installation.

Service Manager Service Account – **SMSrv**

Service Manager Work Flow Account – **SMWf**

Service Manager Admin Group – **SMAdmin**

Add **SMSrv**, **SMWf** to SMAdmin group + Add above accounts & group to local administrator on each server (**SM1 & SM2**)

## SQL 2017:

SM1 > DVD Drive (D:) SqSetup\_x64\_ENU >

Name	Date modified	Type	Size
1033 ENU LP	23-Aug-2017 1:55 ...	File folder	
redist	23-Aug-2017 1:55 ...	File folder	
resources	23-Aug-2017 1:55 ...	File folder	
Tools	23-Aug-2017 1:55 ...	File folder	
x64	23-Aug-2017 5:52 ...	File folder	
autorun	04-Aug-2017 10:0...	Setup Information	1 KB
MedialInfo	23-Aug-2017 1:57 ...	XML Document	1 KB
setup	22-Aug-2017 8:38 ...	Application	107 KB
setup.exe.config	18-Aug-2017 4:41 ...	CONFIG File	1 KB
SqSetupBootstrapper.dll	22-Aug-2017 8:20 ...	Application extens...	235 KB

SQL Server Installation Center

Planning

Installation

Maintenance

Tools

Resources

Advanced

Options

New SQL Server stand-alone installation or add features to an existing installation  
Launch a wizard to install SQL Server 2017 in a non-clustered environment or to add features to an existing SQL Server 2017 instance.

Install SQL Server Reporting Services  
Launch a download page that provides a link to install SQL Server Reporting Services. An internet connection is required to install SSRS.

Install SQL Server Management Tools  
Launch a download page that provides a link to install SQL Server Management Studio, SQL Server command-line utilities (SQLCMD and BCP), SQL Server PowerShell provider, SQL Server Profiler and Database Tuning Advisor. An internet connection is required to install these tools.

Install SQL Server Data Tools  
Launch a download page that provides a link to install SQL Server Data Tools (SSDT). SSDT provides Visual Studio integration including project system support for Azure SQL Database, the SQL Server Database Engine, Reporting Services, Analysis Services and Integration Services. An internet connection is required to install SSDT.

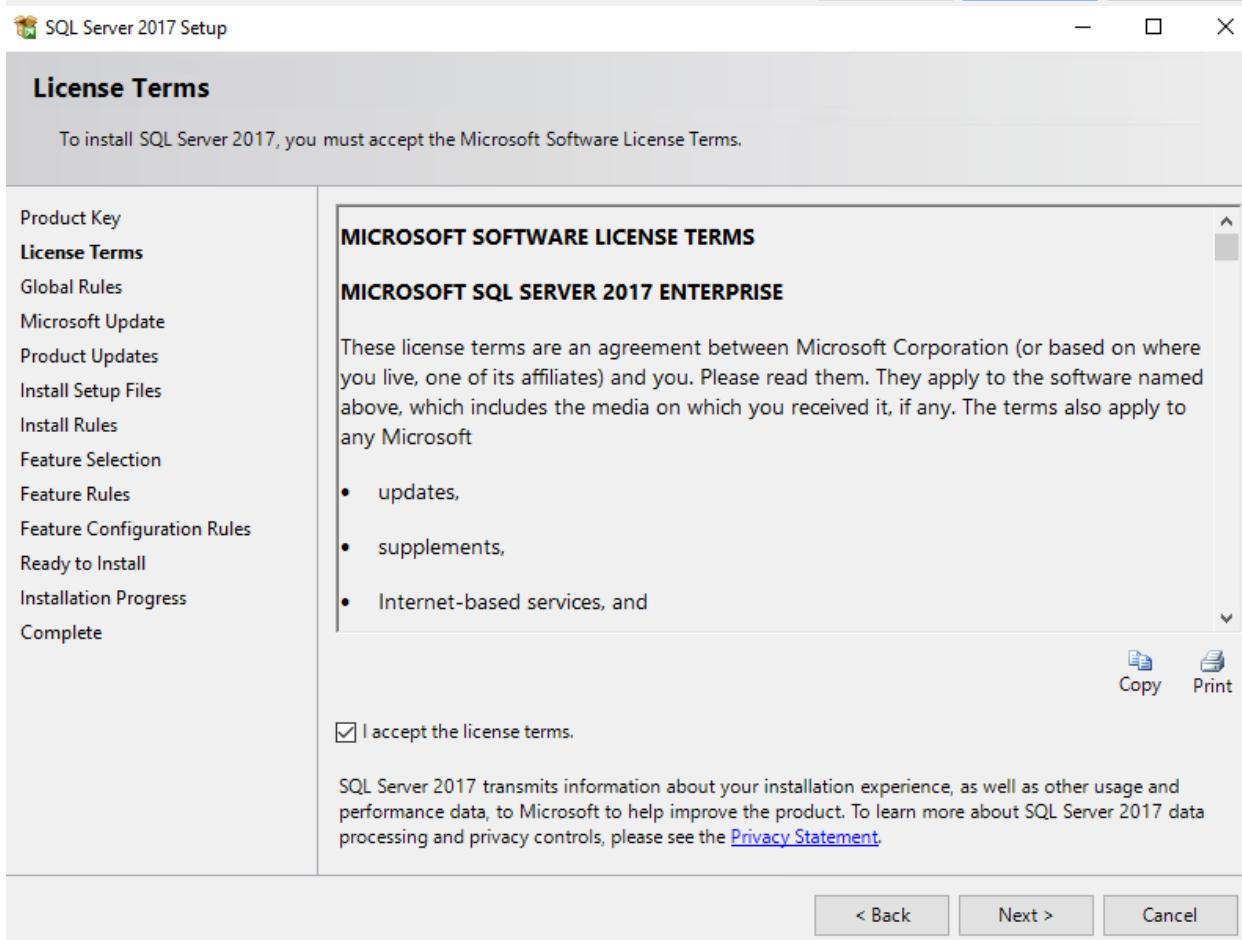
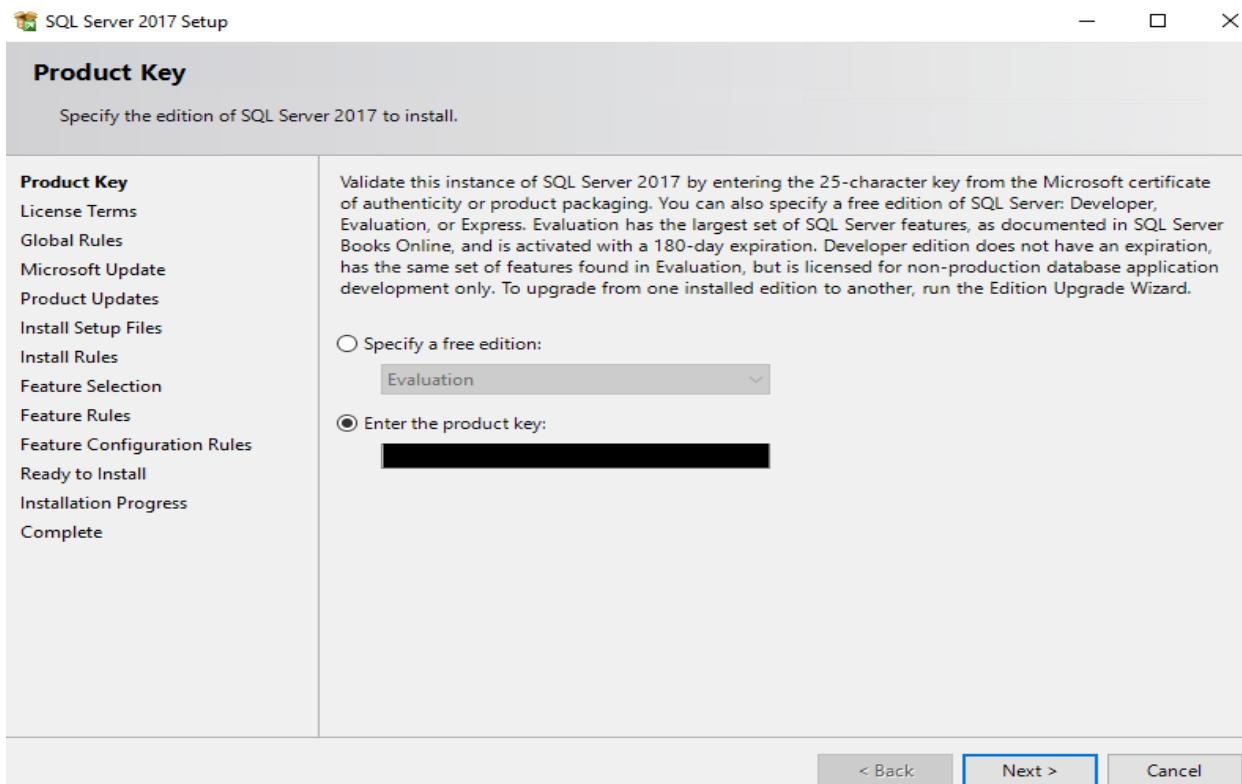
New SQL Server failover cluster installation  
Launch a wizard to install a single-node SQL Server 2017 failover cluster.

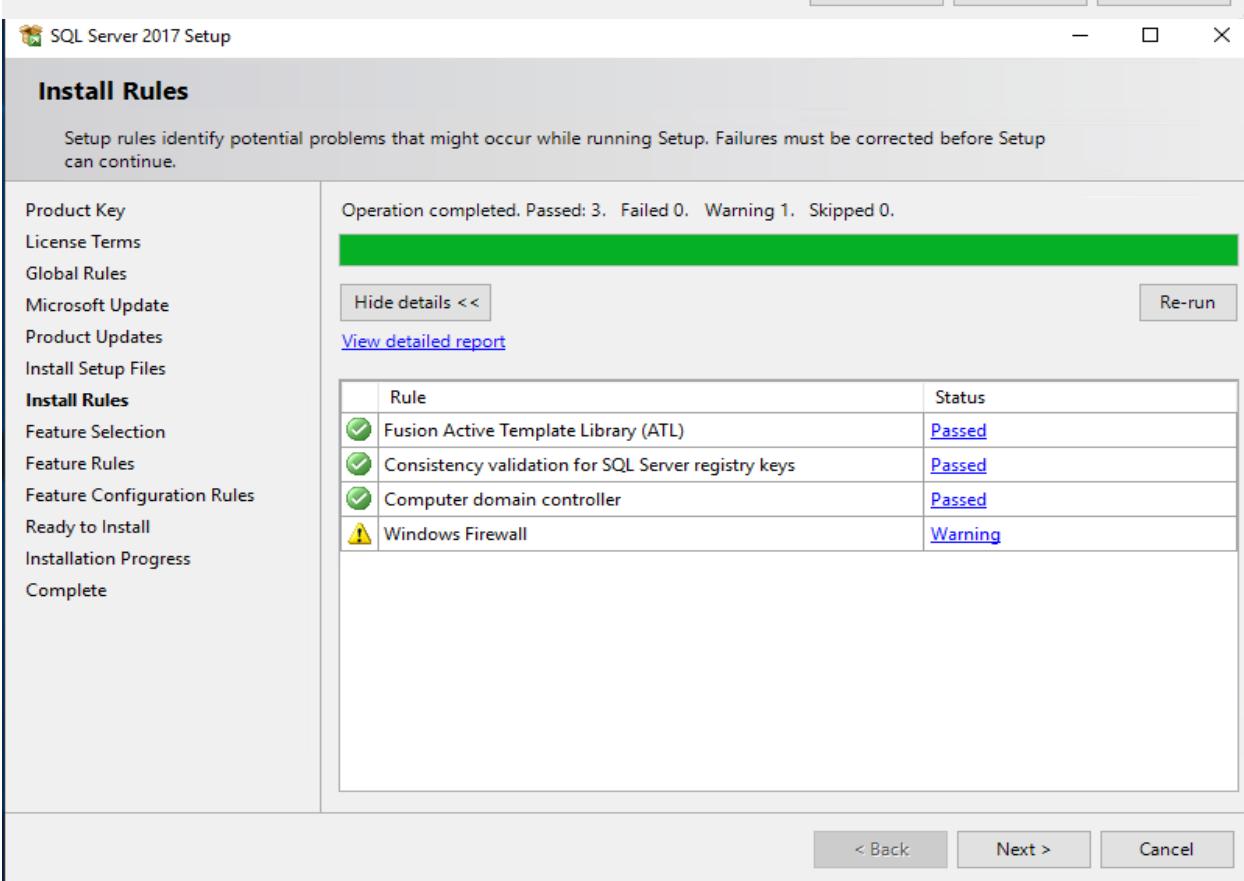
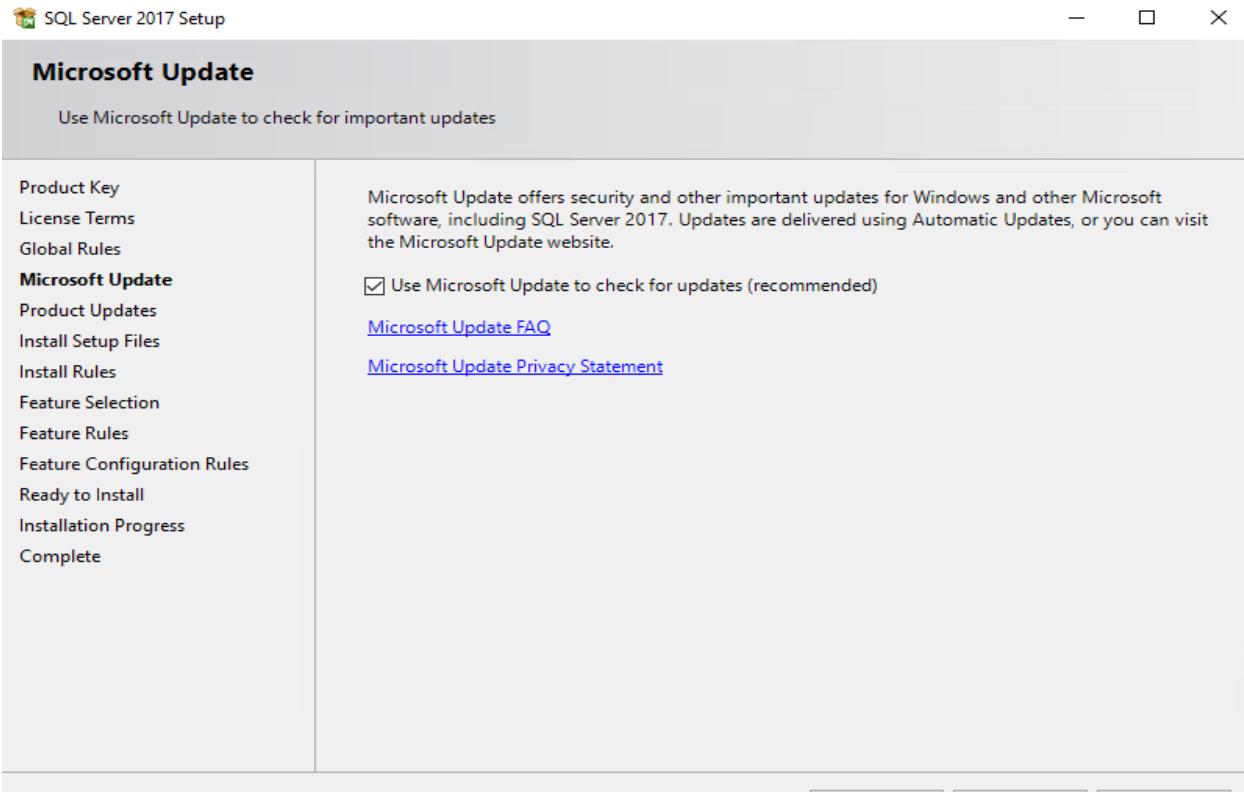
Add node to a SQL Server failover cluster  
Launch a wizard to add a node to an existing SQL Server 2017 failover cluster.

Upgrade from a previous version of SQL Server  
Launch a wizard to upgrade a previous version of SQL Server to SQL Server 2017.

New Machine Learning Server (Standalone) installation  
Launch a wizard to install Machine Learning Server (Standalone) on a Windows machine. This is typically used by data scientists as a standalone analysis server or as a

Microsoft SQL Server 2017





SQL Server 2017 Setup

## Feature Selection

Select the Enterprise features to install.

Product Key  
License Terms  
Global Rules  
Microsoft Update  
Product Updates  
Install Setup Files  
Install Rules  
**Feature Selection**  
Feature Rules  
Instance Configuration  
Server Configuration  
Database Engine Configuration  
Analysis Services Configuration  
Feature Configuration Rules  
Ready to Install  
Installation Progress  
Complete

Looking for Reporting Services? [Download it from the web](#)

Features:

Instance Features	Feature description:
<input checked="" type="checkbox"/> Database Engine Services	Includes Analysis Services and tools used to support online analytical processing (OLAP) and data mining. Only Database Engine
<input type="checkbox"/> SQL Server Replication	
<input type="checkbox"/> Machine Learning Services (In-Database)	
<input type="checkbox"/> R	
<input type="checkbox"/> Python	
<input checked="" type="checkbox"/> Full-Text and Semantic Extractions for Search	
<input type="checkbox"/> Data Quality Services	
<input type="checkbox"/> PolyBase Query Service for External Data	
<input checked="" type="checkbox"/> Analysis Services	

Prerequisites for selected features:

Already installed:

- Windows PowerShell 3.0 or higher
- Microsoft .NET Framework 4.6

Disk Space Requirements

Drive C: 1977 MB required, 237443 MB available

Select All Unselect All

Instance root directory: C:\Program Files\Microsoft SQL Server\

Shared feature directory: C:\Program Files\Microsoft SQL Server\

Shared feature directory (x86): C:\Program Files (x86)\Microsoft SQL Server\

< Back Next > Cancel

SQL Server 2017 Setup

## Instance Configuration

Specify the name and instance ID for the instance of SQL Server. Instance ID becomes part of the installation path.

Product Key  
License Terms  
Global Rules  
Microsoft Update  
Product Updates  
Install Setup Files  
Install Rules  
Feature Selection  
Feature Rules  
**Instance Configuration**  
Server Configuration  
Database Engine Configuration  
Analysis Services Configuration  
Feature Configuration Rules  
Ready to Install  
Installation Progress  
Complete

Default instance

Named instance: SM

Instance ID: SM

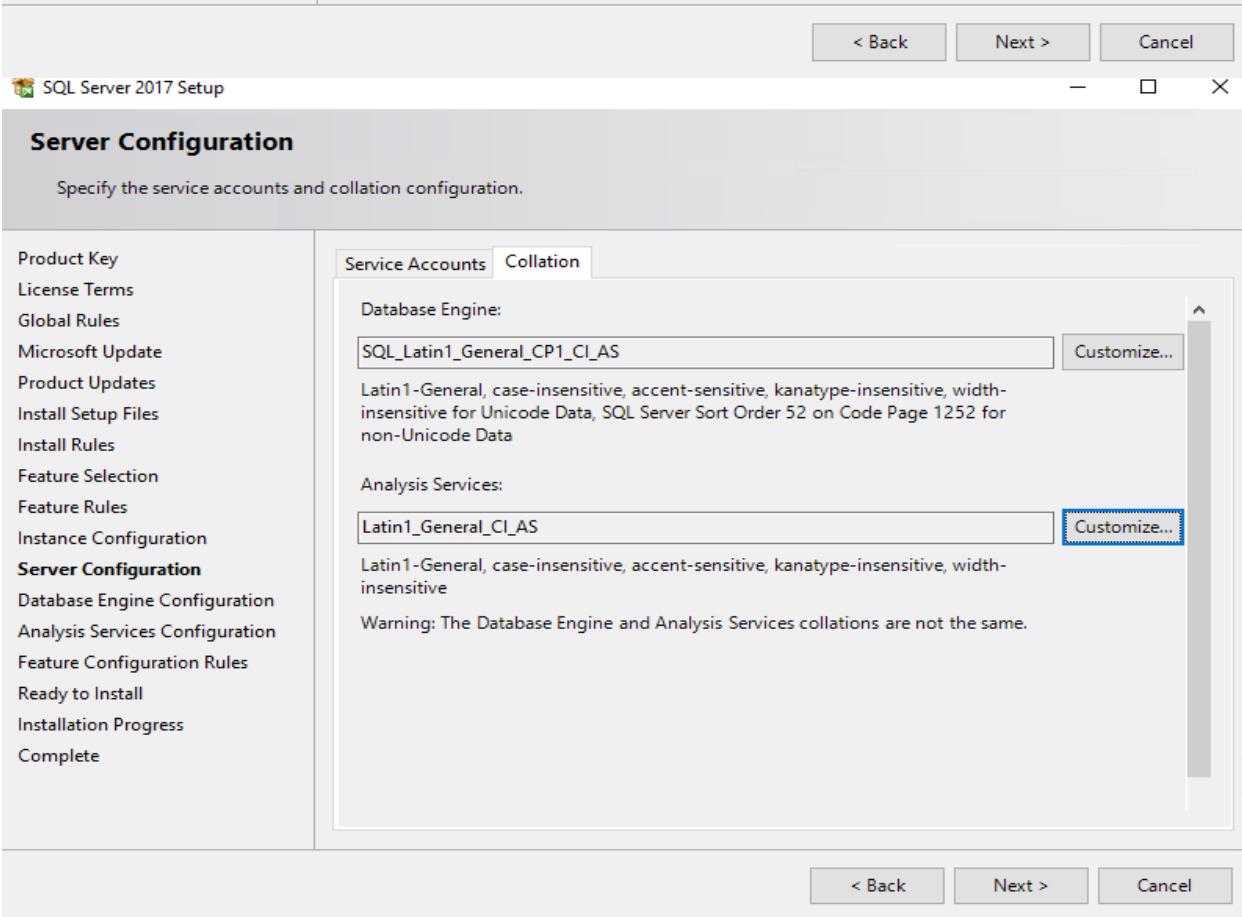
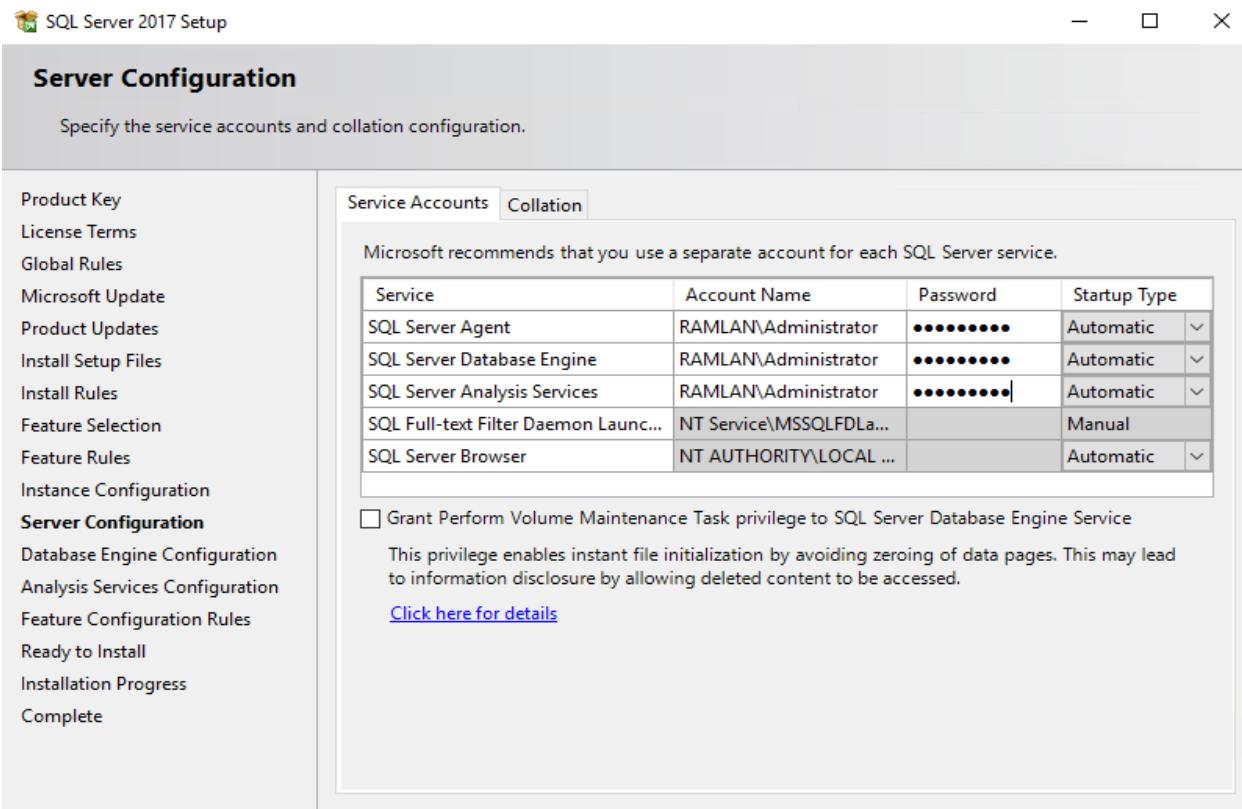
SQL Server directory: C:\Program Files\Microsoft SQL Server\MSSQL14.SM

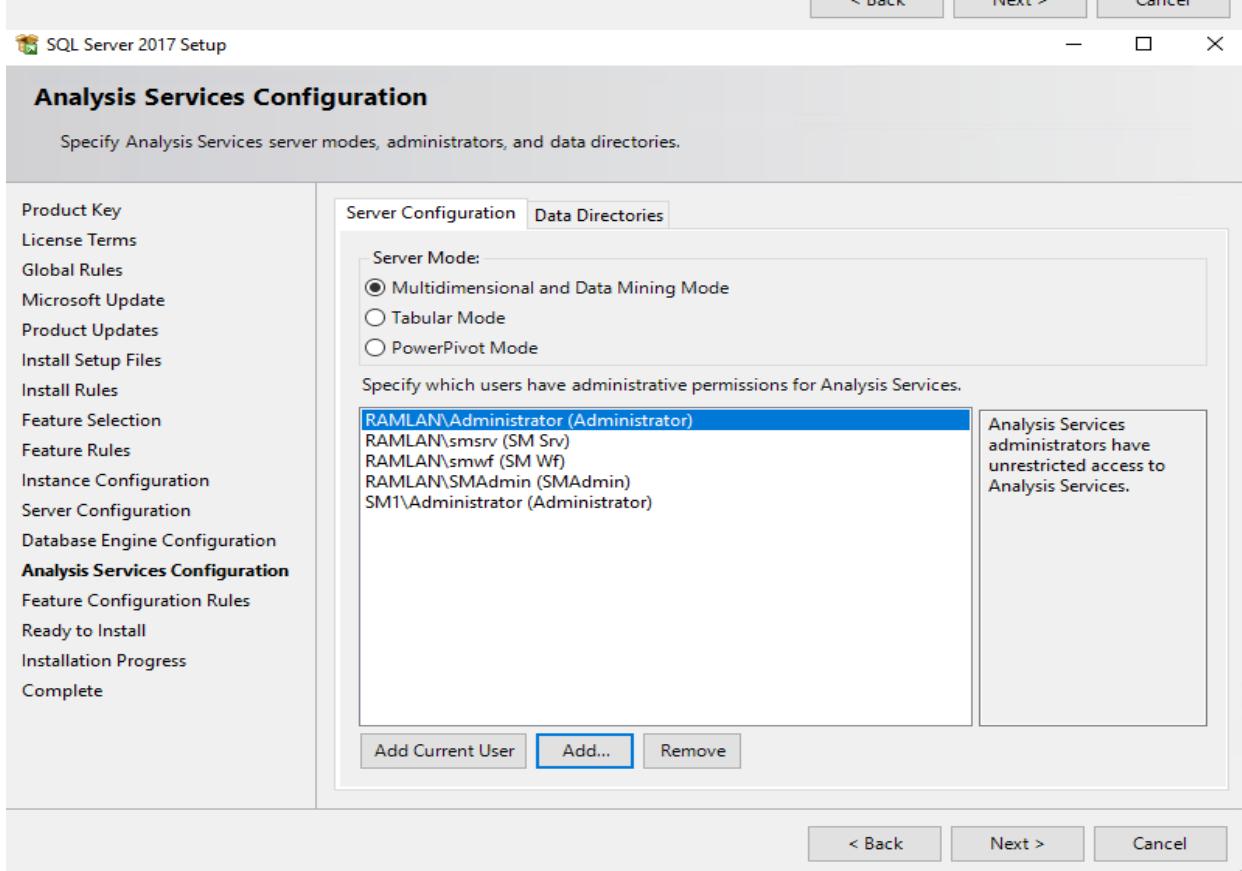
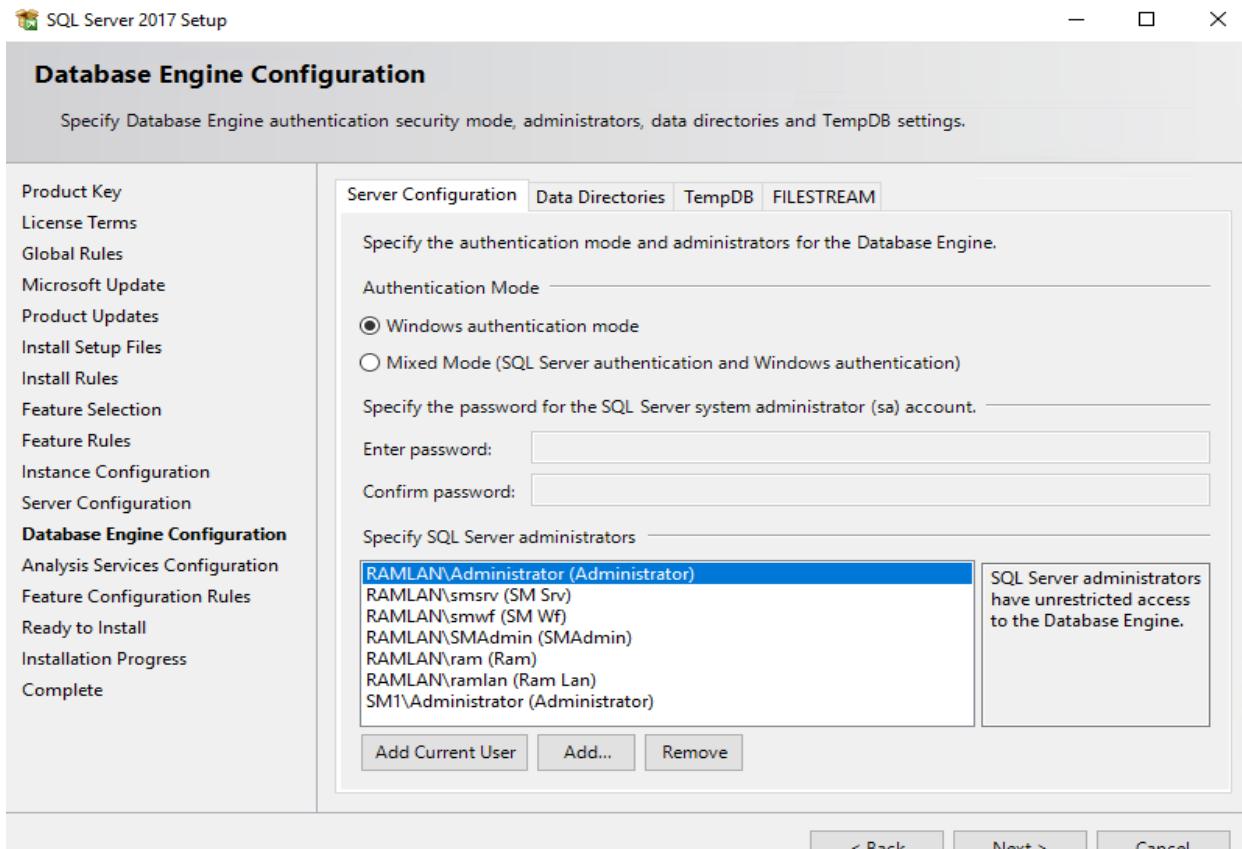
Analysis Services directory: C:\Program Files\Microsoft SQL Server\MSAS14.SM

Installed instances:

Instance Name	Instance ID	Features	Edition	Version

< Back Next > Cancel





SQL Server 2017 Setup

## Ready to Install

Verify the SQL Server 2017 features to be installed.

Product Key  
License Terms  
Global Rules  
Microsoft Update  
Product Updates  
Install Setup Files  
Install Rules  
Feature Selection  
Feature Rules  
Instance Configuration  
Server Configuration  
Database Engine Configuration  
Analysis Services Configuration  
Feature Configuration Rules  
**Ready to Install**  
Installation Progress  
Complete

Ready to install SQL Server 2017:

- Autogrowth of log file: 64 MB
- TempDB data directories:
  - C:\Program Files\Microsoft SQL Server\MSSQL14.SM\MSSQL\DATA
  - TempDB log directory: C:\Program Files\Microsoft SQL Server\MSSQL14.SM\MSSQL\DATA
- Collation: SQL\_Latin1\_General\_CI\_AS
- Security Mode: Windows authentication
- Administrators:
  - RAMLAN\Administrator
  - RAMLAN\sm srv
  - RAMLAN\sm wsf
  - RAMLAN\SMAdmin
  - RAMLAN\ram
  - RAMLAN\ramlan
  - SM1\Administrator
- SQL Full-text Filter Daemon Launcher
- Service Configuration
  - Account: NT Service\MSSQLFDLauncher\$SM
  - Startup Type: Manual

Configuration file path:  
C:\Program Files\Microsoft SQL Server\140\Setup Bootstrap\Log\20191229\_023641\ConfigurationFile.ini

< Back    Install    Cancel

SQL Server 2017 Setup

## Complete

Your SQL Server 2017 installation completed successfully with product updates.

Product Key  
License Terms  
Global Rules  
Microsoft Update  
Product Updates  
Install Setup Files  
Install Rules  
Feature Selection  
Feature Rules  
Instance Configuration  
Server Configuration  
Database Engine Configuration  
Analysis Services Configuration  
Feature Configuration Rules  
Ready to Install  
Installation Progress  
**Complete**

Information about the Setup operation or possible next steps:

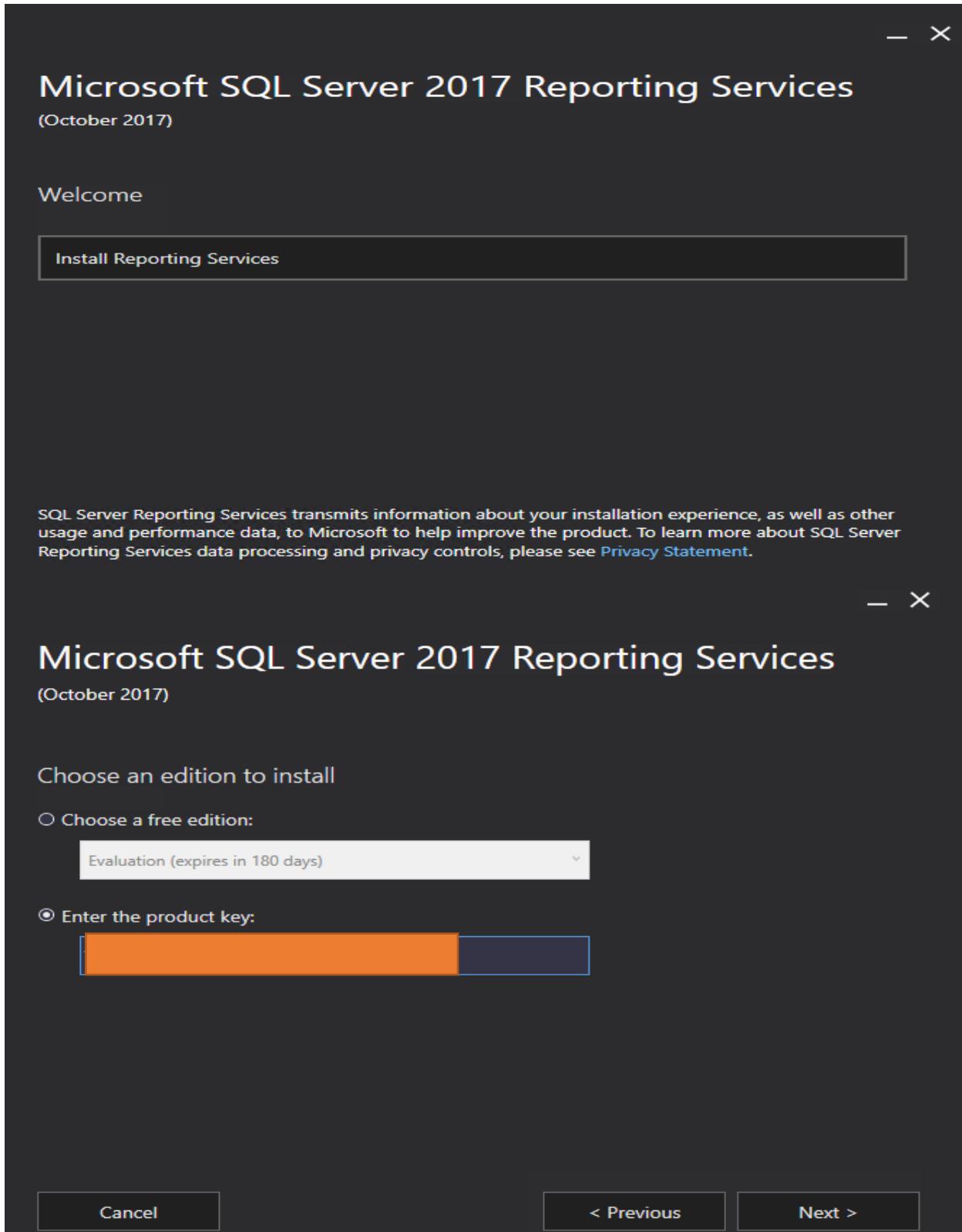
Feature	Status
Full-Text and Semantic Extractions for Search	Succeeded
Database Engine Services	Succeeded
Analysis Services	Succeeded
SQL Browser	Succeeded
SQL Writer	Succeeded
SQL Client Connectivity	Succeeded

Details:  
Install successful.

Summary log file has been saved to the following location:  
[C:\Program Files\Microsoft SQL Server\140\Setup Bootstrap\Log\20191229\\_023641\Summary\\_SM1\\_20191229\\_023641.txt](C:\Program Files\Microsoft SQL Server\140\Setup Bootstrap\Log\20191229_023641\Summary_SM1_20191229_023641.txt)

Close

**SQL Reporting Services:**



# Microsoft SQL Server 2017 Reporting Services

(October 2017)

Review the license terms

## MICROSOFT SOFTWARE LICENSE TERMS

### MICROSOFT SQL SERVER 2017 ENTERPRISE

These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft

- updates,
- supplements,
- Internet-based services, and
- support services

for this software, unless other terms accompany those items. If so, those terms apply.

I accept the license terms

Cancel

< Previous

Next >

# Microsoft SQL Server 2017 Reporting Services

(October 2017)

Install Database Engine

You'll need an instance of SQL Server Database Engine to store the report server database.

Install Reporting Services only

You'll need to have or install a Database Engine instance on this server or on a different server.

[Learn more about supported Database Engine versions and editions](#)

Cancel

< Previous

Next >



**SQL Management Studio:**

License Terms and [Privacy Statement](#).' It also mentions that the software transmits usage and performance data to Microsoft. At the bottom are 'Install' and 'Close' buttons." data-bbox="114 137 878 500"/>

RELEASE 18.4

Microsoft SQL Server Management Studio

Welcome. Click "Install" to begin.

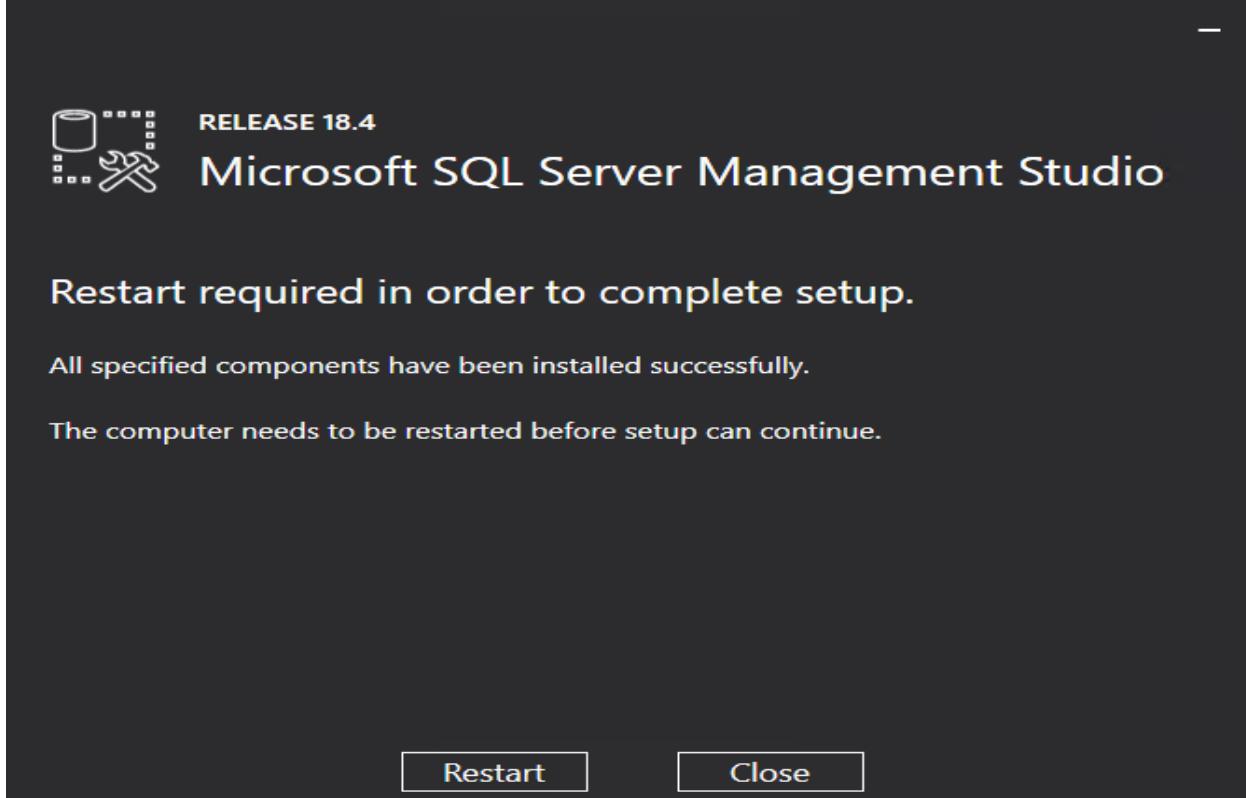
Location:

C:\Program Files (x86)\Microsoft SQL Server Management Studio 18 Change

By clicking the "Install" button, I acknowledge that I accept the [License Terms](#) and [Privacy Statement](#).

SQL Server Management Studio transmits information about your installation experience, as well as other usage and performance data, to Microsoft to help improve the product. To learn more about data processing and privacy controls, and to turn off the collection of this information after installation, see the [documentation](#).

Install Close

RELEASE 18.4

Microsoft SQL Server Management Studio

Restart required in order to complete setup.

All specified components have been installed successfully.

The computer needs to be restarted before setup can continue.

Restart Close

## Service Manager 2019 Install:

Now we are ready to install System Center Service Manager 2019 (SCSM).

SM1 > OS (C:) > Temp > System Center Service Manager 2019 >

Name	Date modified	Type	Size
Prerequisites	29-Dec-2019 11:00...	File folder	
Setup	29-Dec-2019 11:00...	File folder	
Tools	29-Dec-2019 11:00...	File folder	
Setup	28-Jan-2019 11:04 ...	Application	658 KB

Service Manager Setup Wizard X

Microsoft

### System Center 2019 Service Manager

---

For a complete installation of Service Manager, you need both a Service Manager management server and a data warehouse management server. A Service Manager management server cannot be installed on the same computer as a data warehouse management server.

**Install**

[Service Manager management server](#) Service Manager management server

[Service Manager data warehouse management server](#)

**Install (Optional)**

[Service Manager console](#)

[Service Manager Self Service Portal](#)

Additional Resources

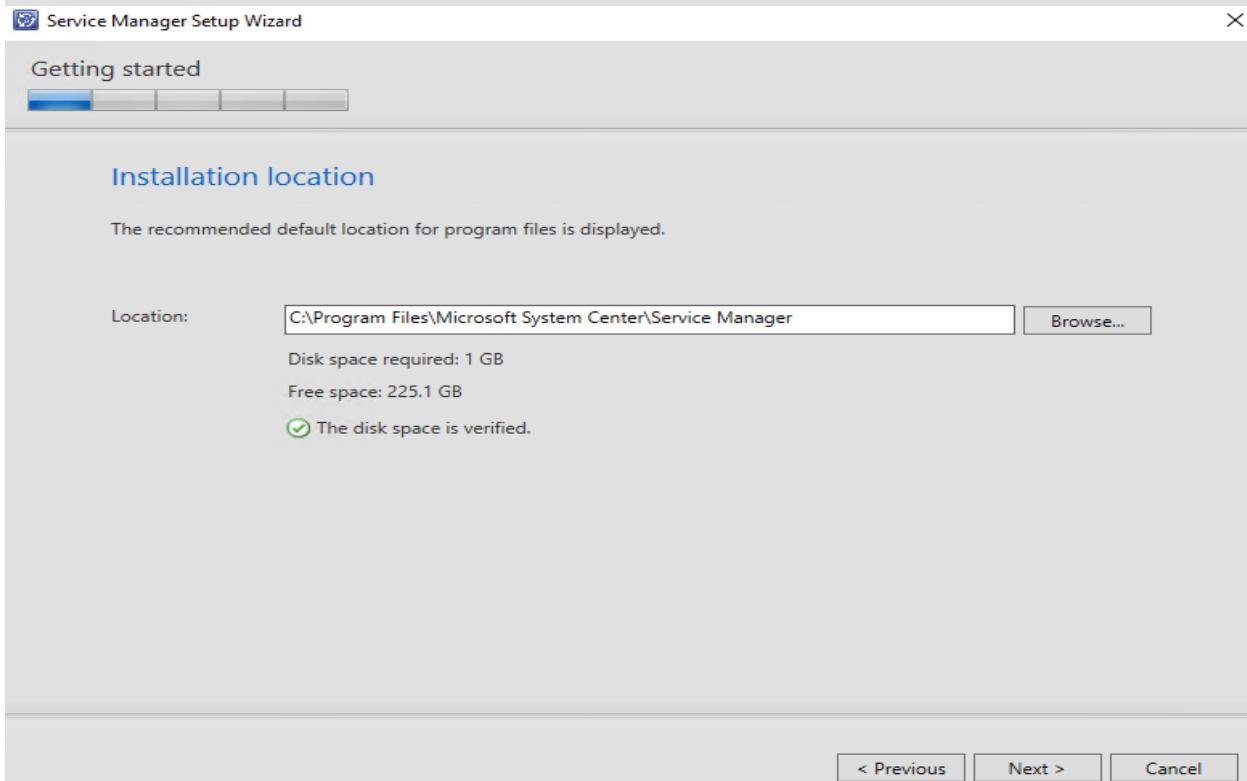
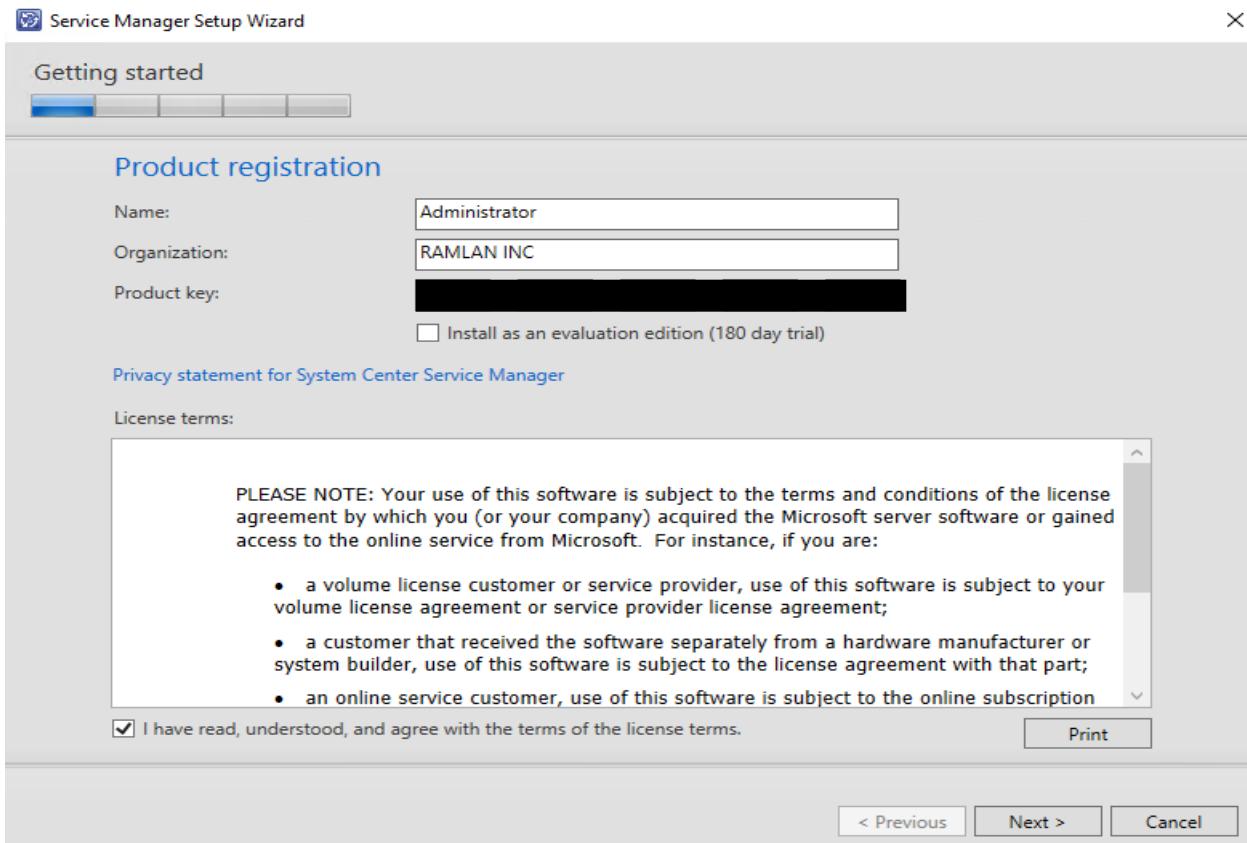
[Deployment Guide](#)

[Release Notes](#)

[Search Support Articles](#)

[View System Requirements](#)

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Service Manager Setup Wizard X

Prerequisites

**System check results**

Setup can continue but this computer does not meet optimum system requirements, which may affect performance.

Service Manager Management Server		Expand All <span style="font-size: small;">▼</span>
<span style="color: yellow;">!</span> Memory check	<b>There is not enough memory in this computer</b> The suggested memory requirement is 8190 MB. This computer has only 8046 MB.	<span style="font-size: small;">▼</span>
<span style="color: green;">✓</span> Microsoft SQL Server 2014 Analysis Management Objects	<b>Microsoft SQL Server 2014 Analysis Management Objects is installed</b>	<span style="font-size: small;">▼</span>
<span style="color: yellow;">!</span> Processor speed check	<b>The CPU processor does not meet the recommended specifications</b> The minimum processor speed recommended is 2500 MHz. This computer's processor speed is 1995 MHz. The minimum number of processor cores recommended is 2. This computer's processor has only 1.	<span style="font-size: small;">▼</span>
<span style="color: green;">✓</span> Windows version check	<b>A supported version of Windows is installed</b>	
<span style="color: green;">✓</span> Microsoft Report Viewer Redistributable check	<b>Microsoft Report Viewer Redistributable is installed</b>	

[Review full system requirements](#)

< Previous Next > Cancel

Service Manager Setup Wizard X

Prerequisites

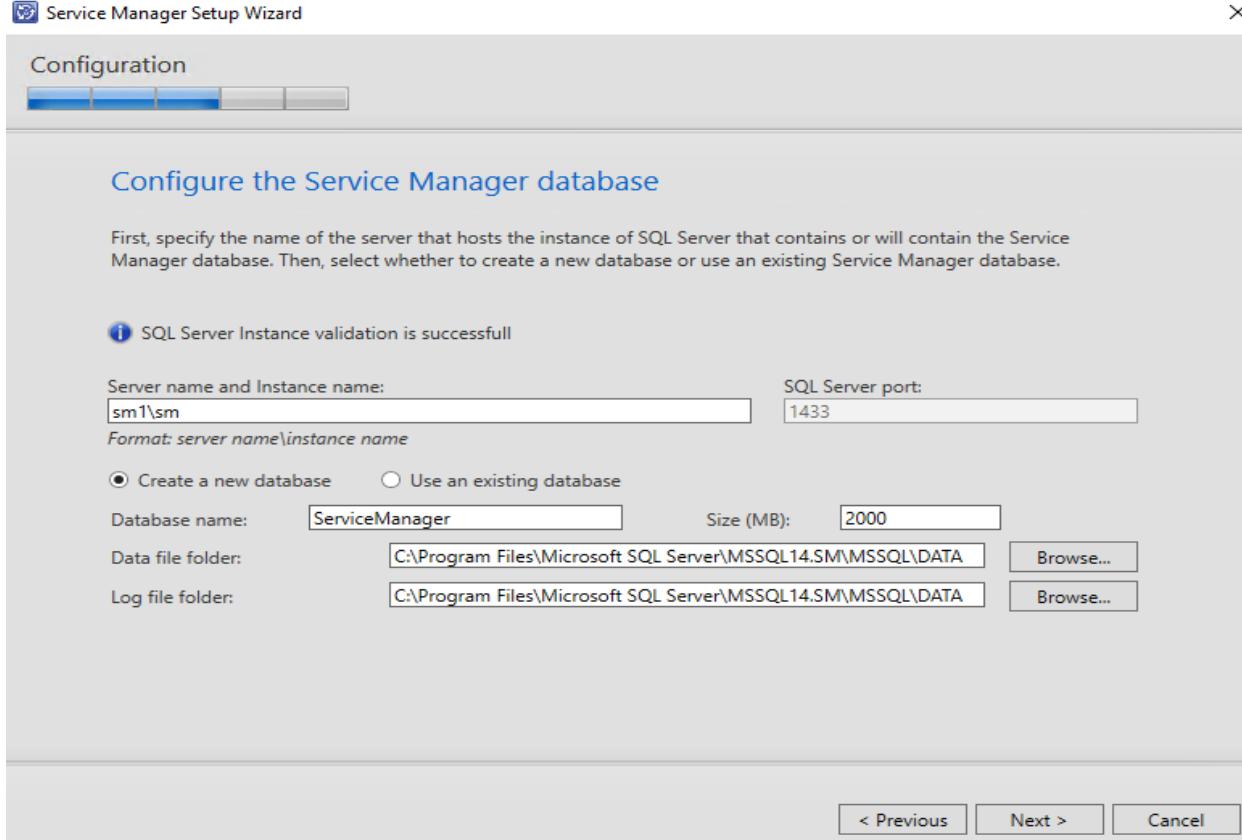
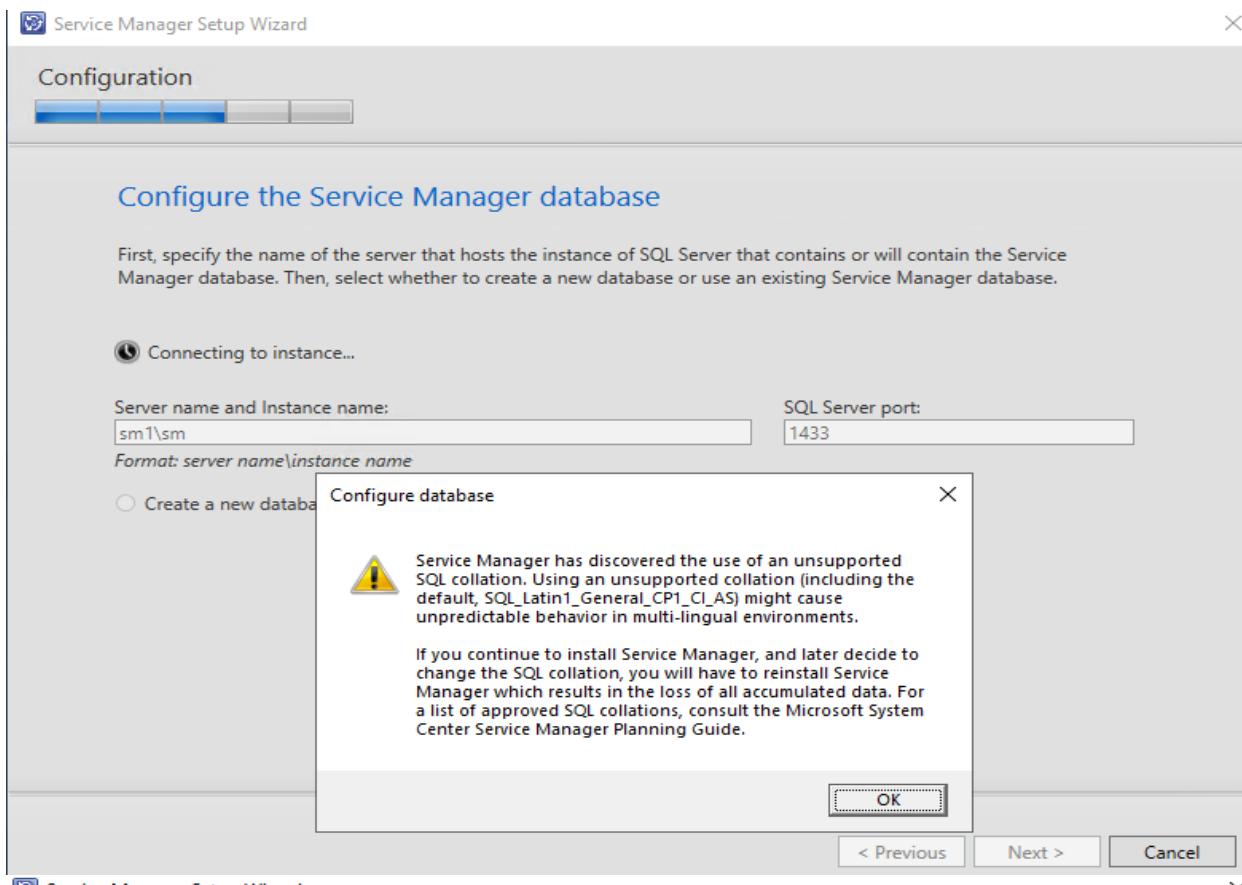
**System check results**

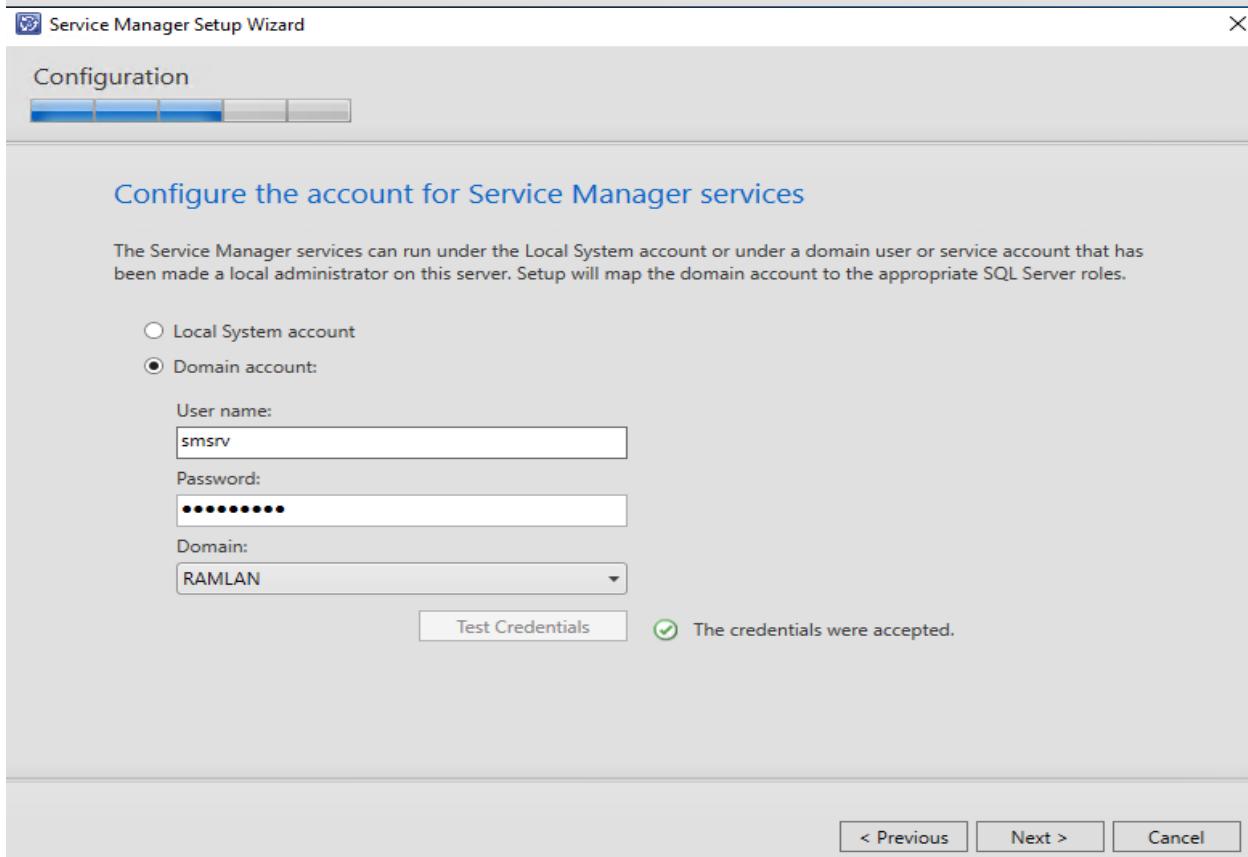
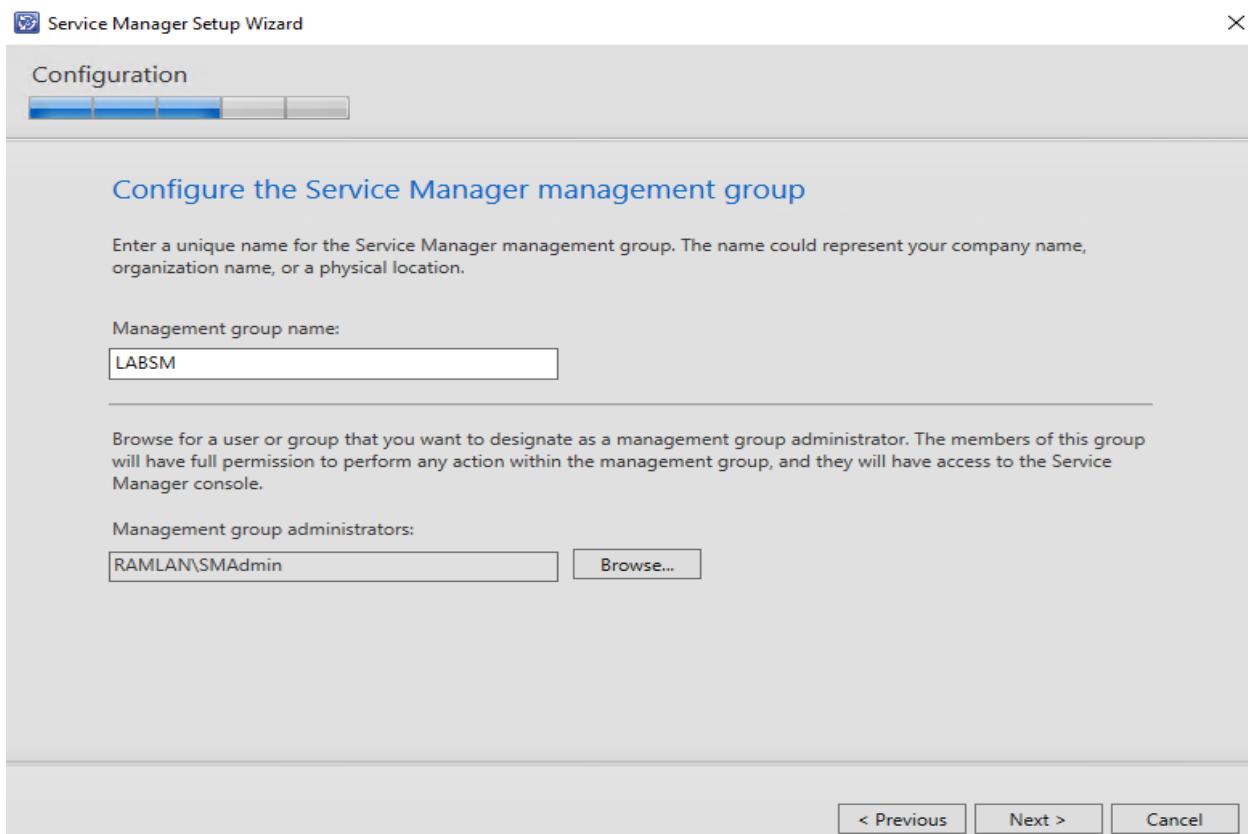
Setup can continue but this computer does not meet optimum system requirements, which may affect performance.

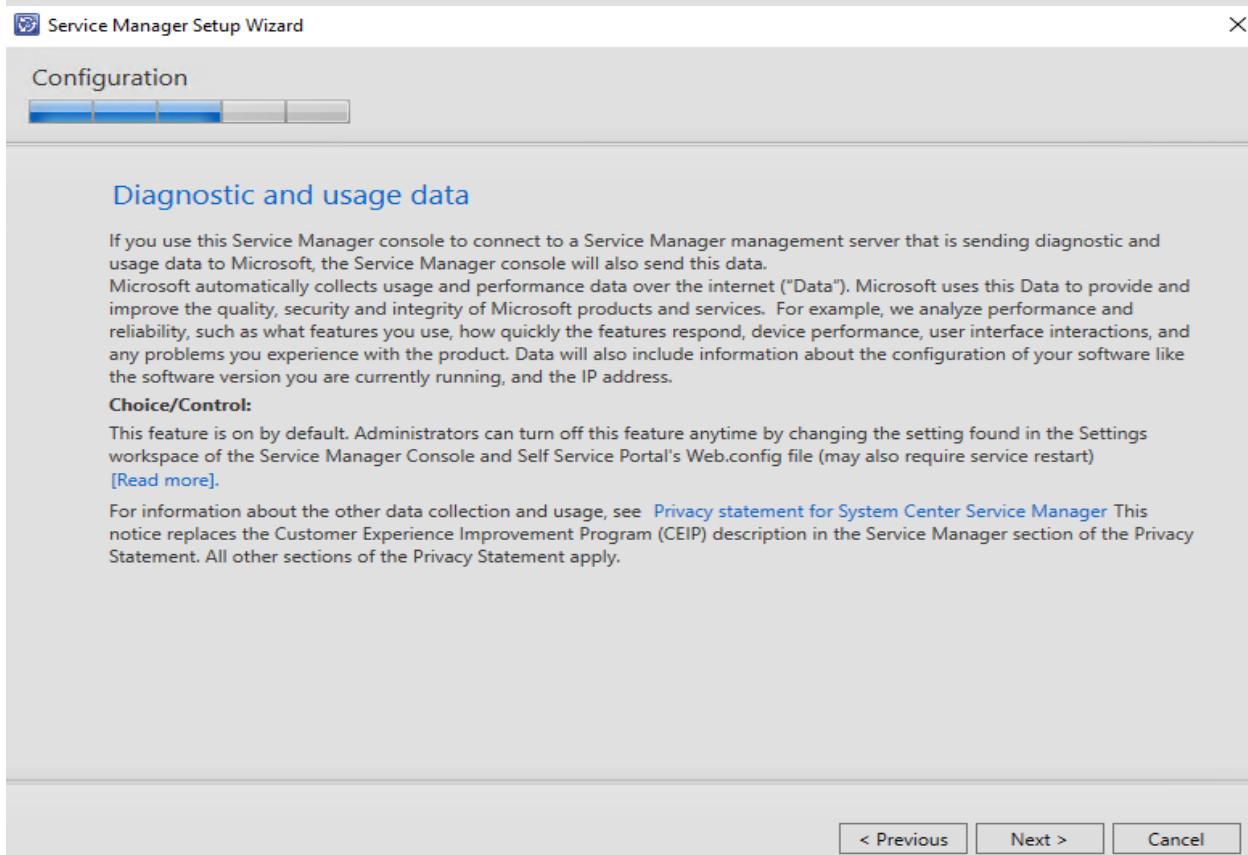
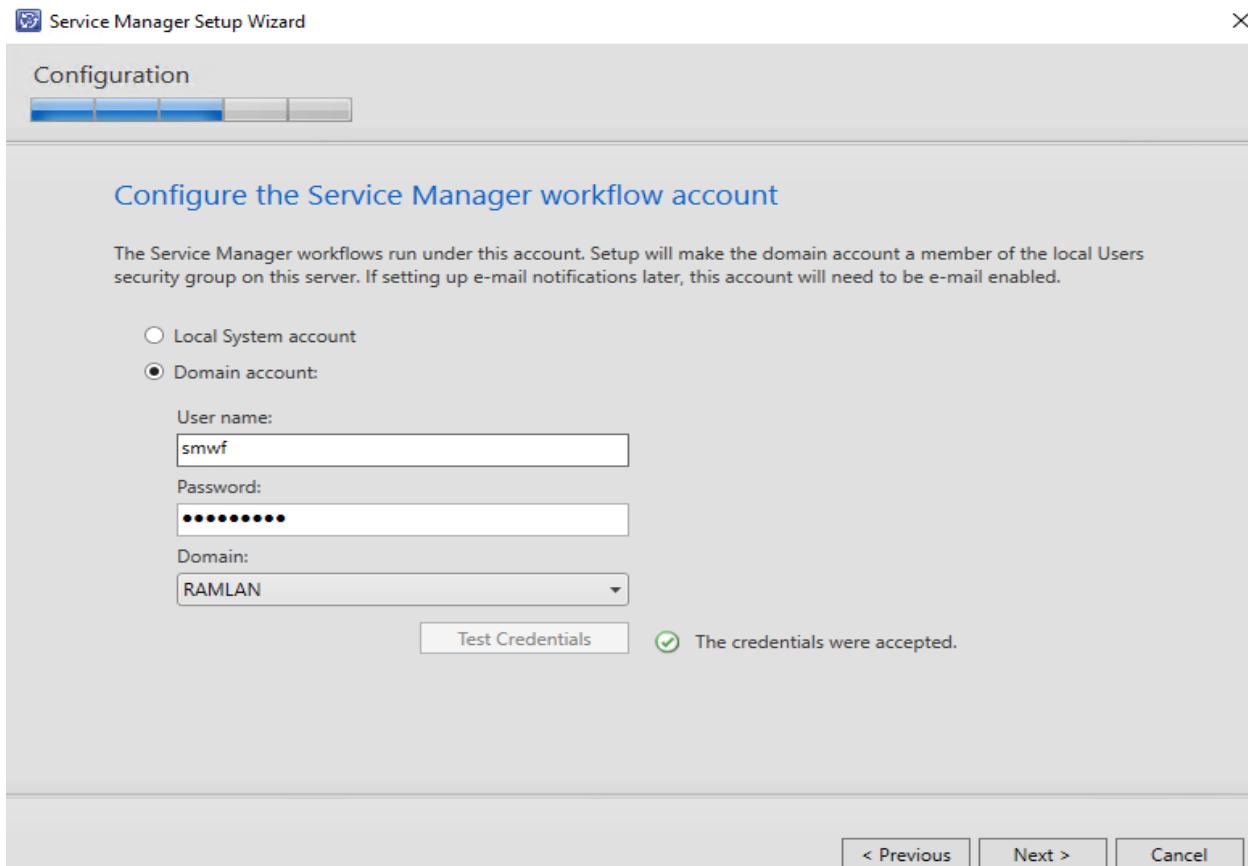
<span style="color: yellow;">!</span> Processor speed check		<span style="font-size: small;">▼</span>
The minimum processor speed recommended is 2500 MHz. This computer's processor speed is 1995 MHz. The minimum number of processor cores recommended is 2. This computer's processor has only 1.		<span style="font-size: small;">▼</span>
<span style="color: green;">✓</span> Windows version check	<b>A supported version of Windows is installed</b>	
<span style="color: green;">✓</span> Microsoft Report Viewer Redistributable check	<b>Microsoft Report Viewer Redistributable is installed</b>	
<span style="color: green;">✓</span> ADO.NET Data Services Update check	<b>ADO.NET Data Services Update for .NET Framework 3.5 SP1 is installed</b>	
<span style="color: green;">✓</span> Microsoft SQL Server 2012 Native Client check	<b>Microsoft SQL Server 2012 Native Client is installed</b>	
<span style="color: green;">✓</span> Microsoft .NET 3.5 framework check	<b>Microsoft .NET 3.5 framework is installed</b>	

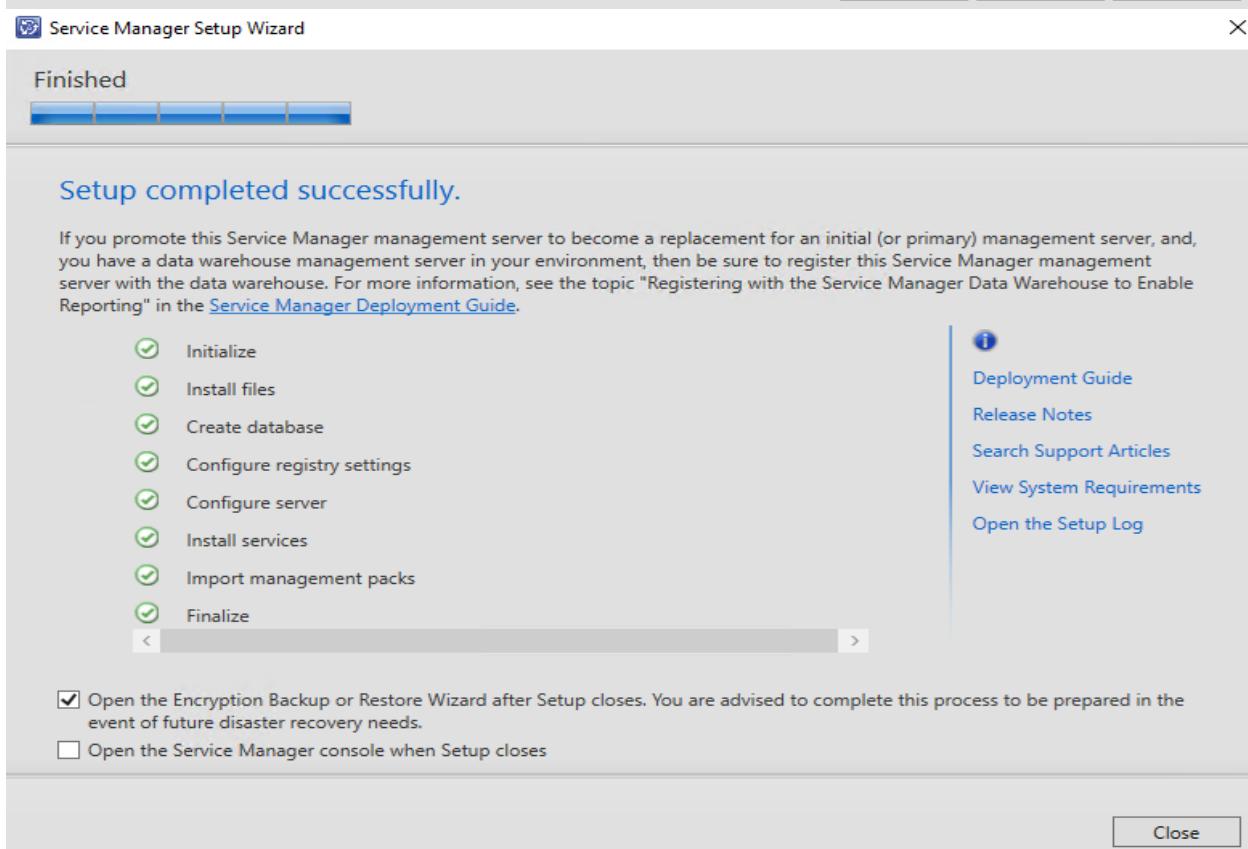
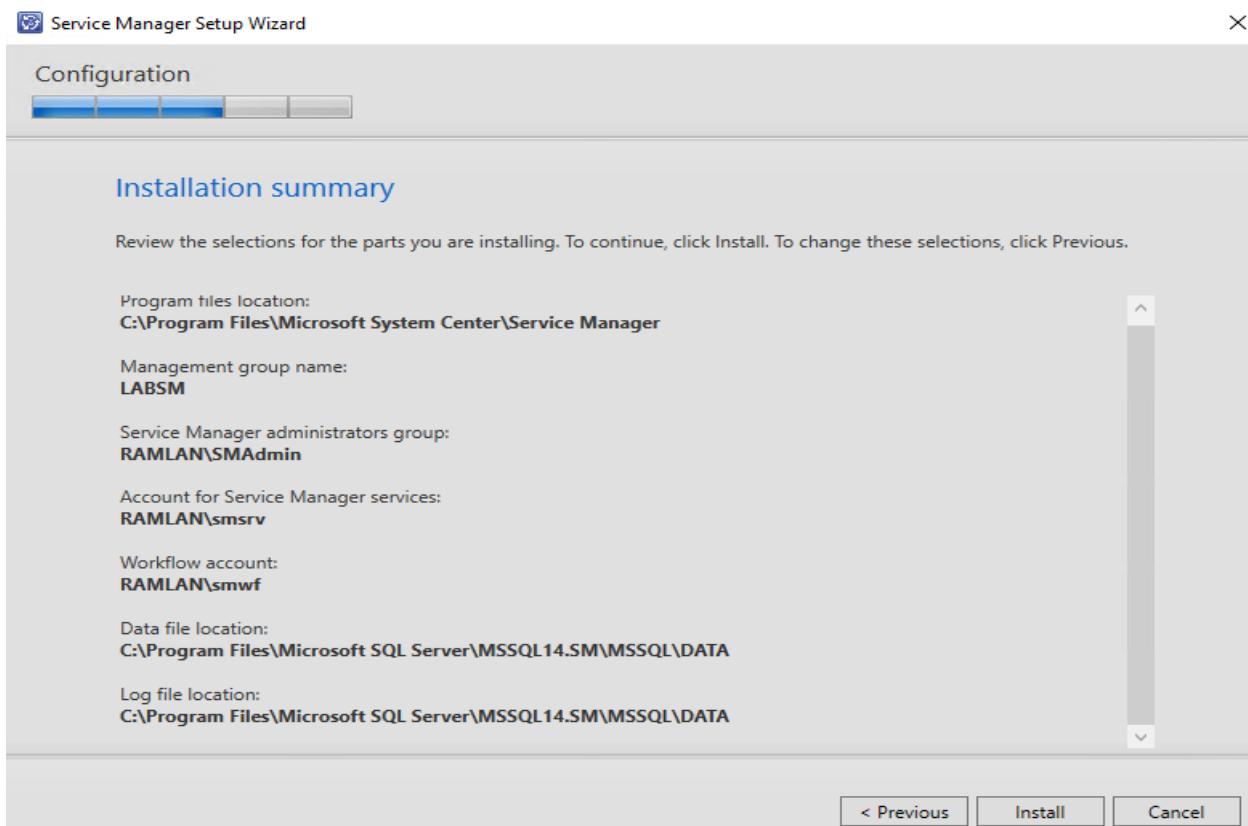
[Review full system requirements](#)

< Previous Next > Cancel

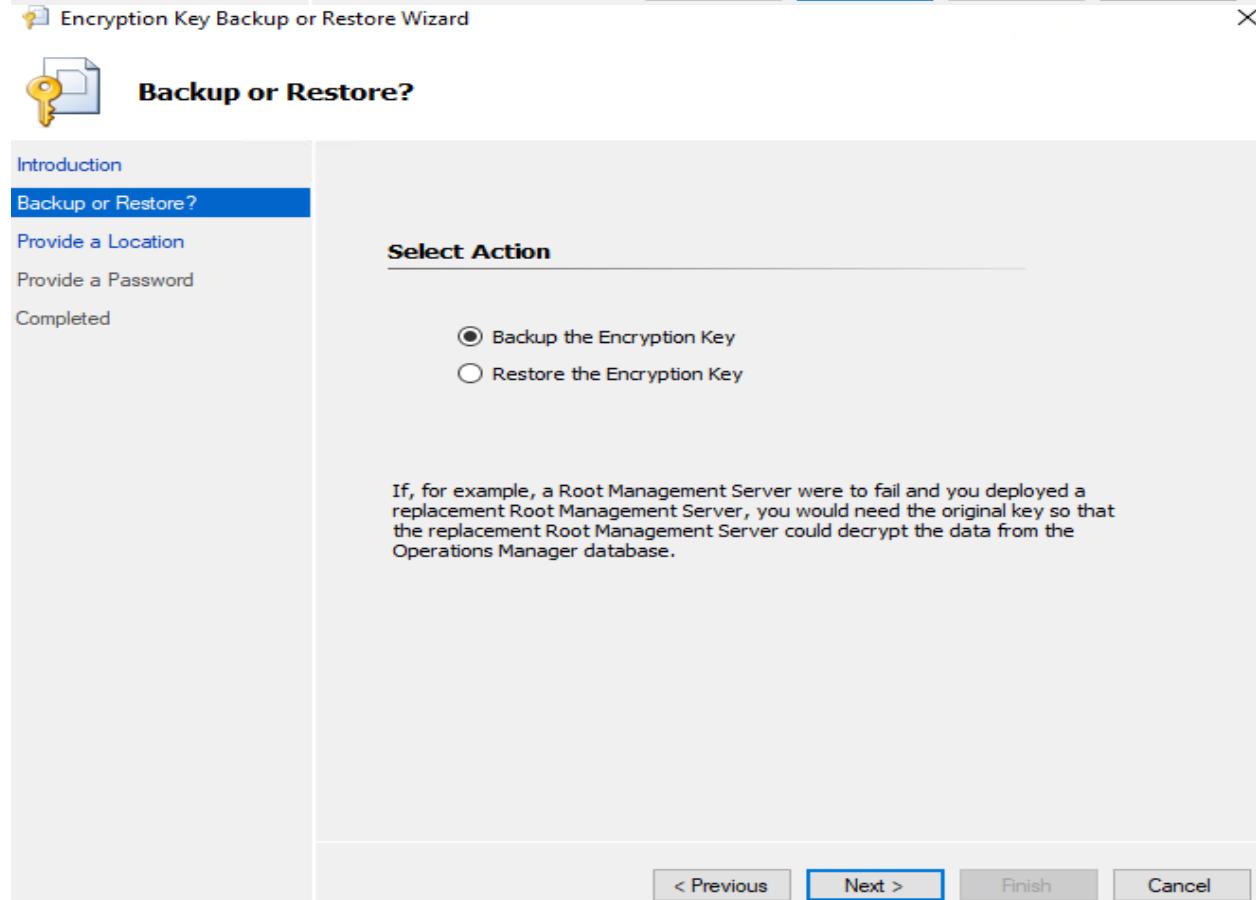
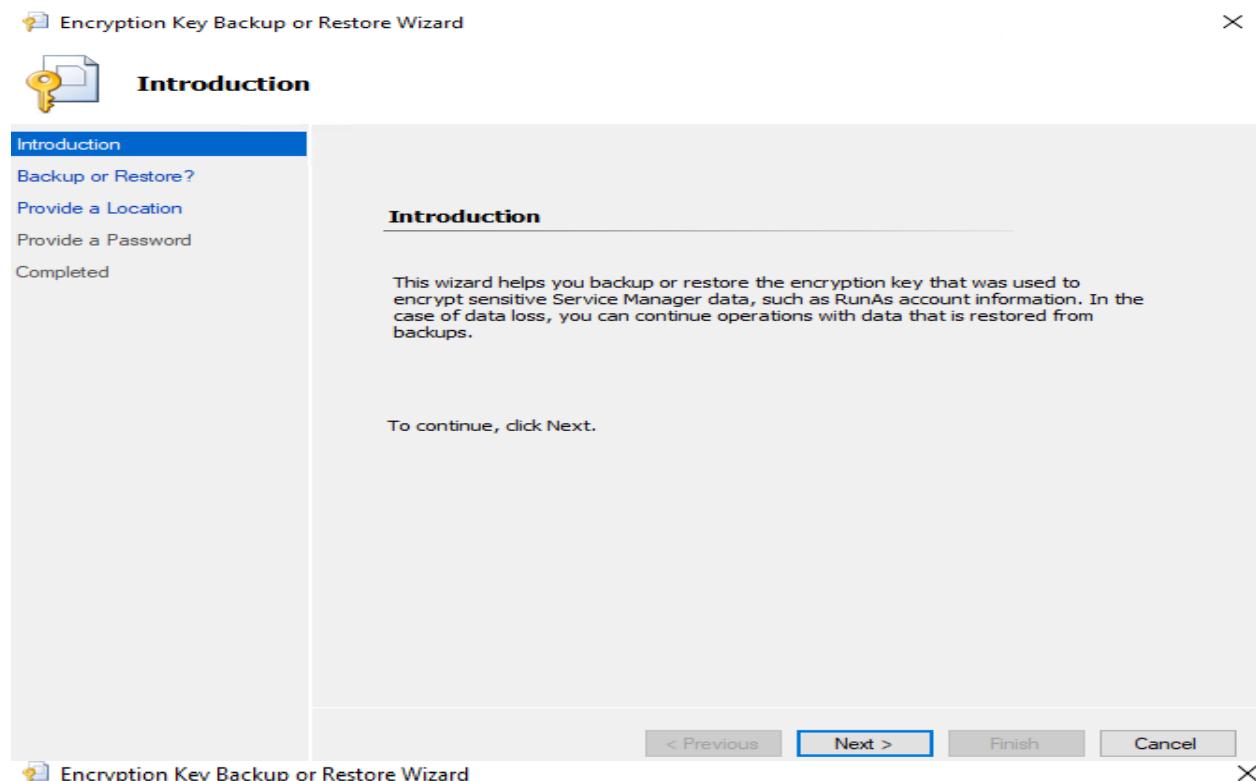


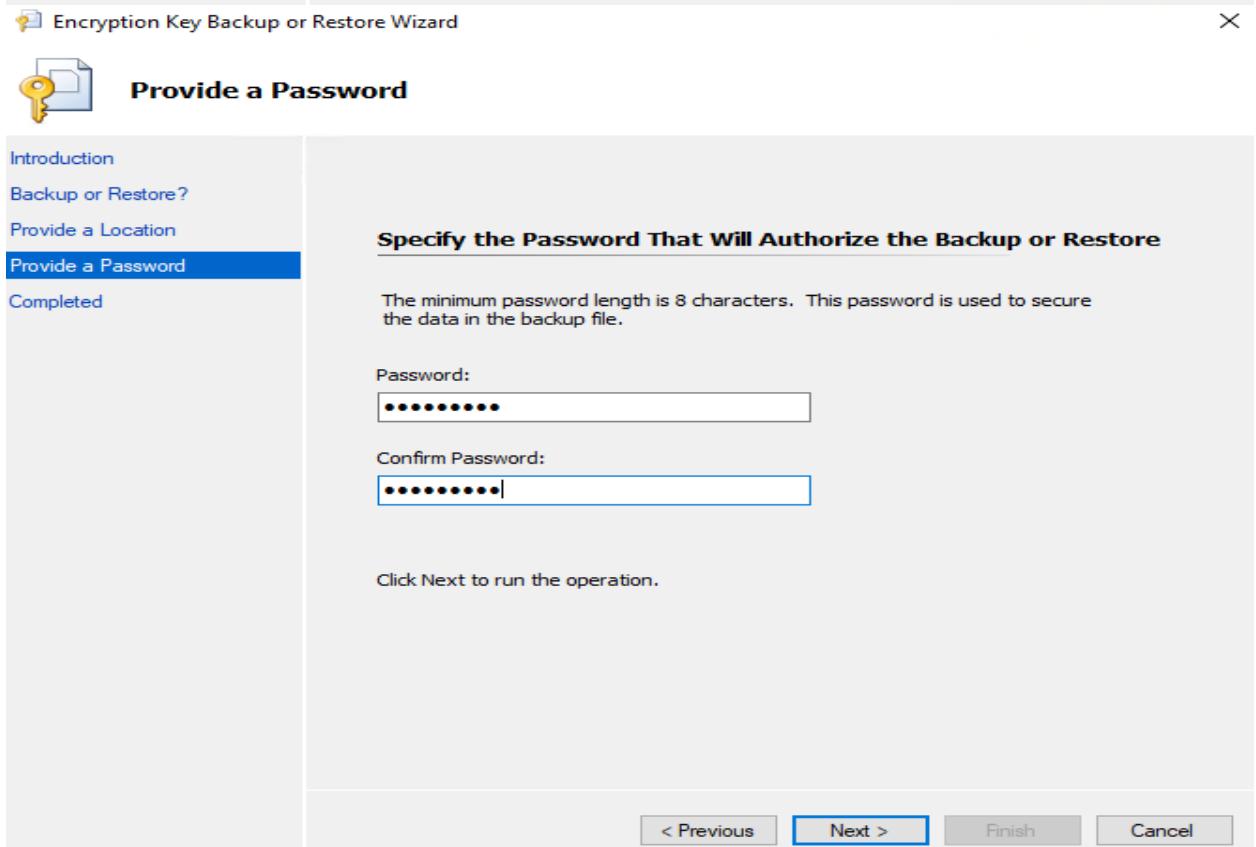
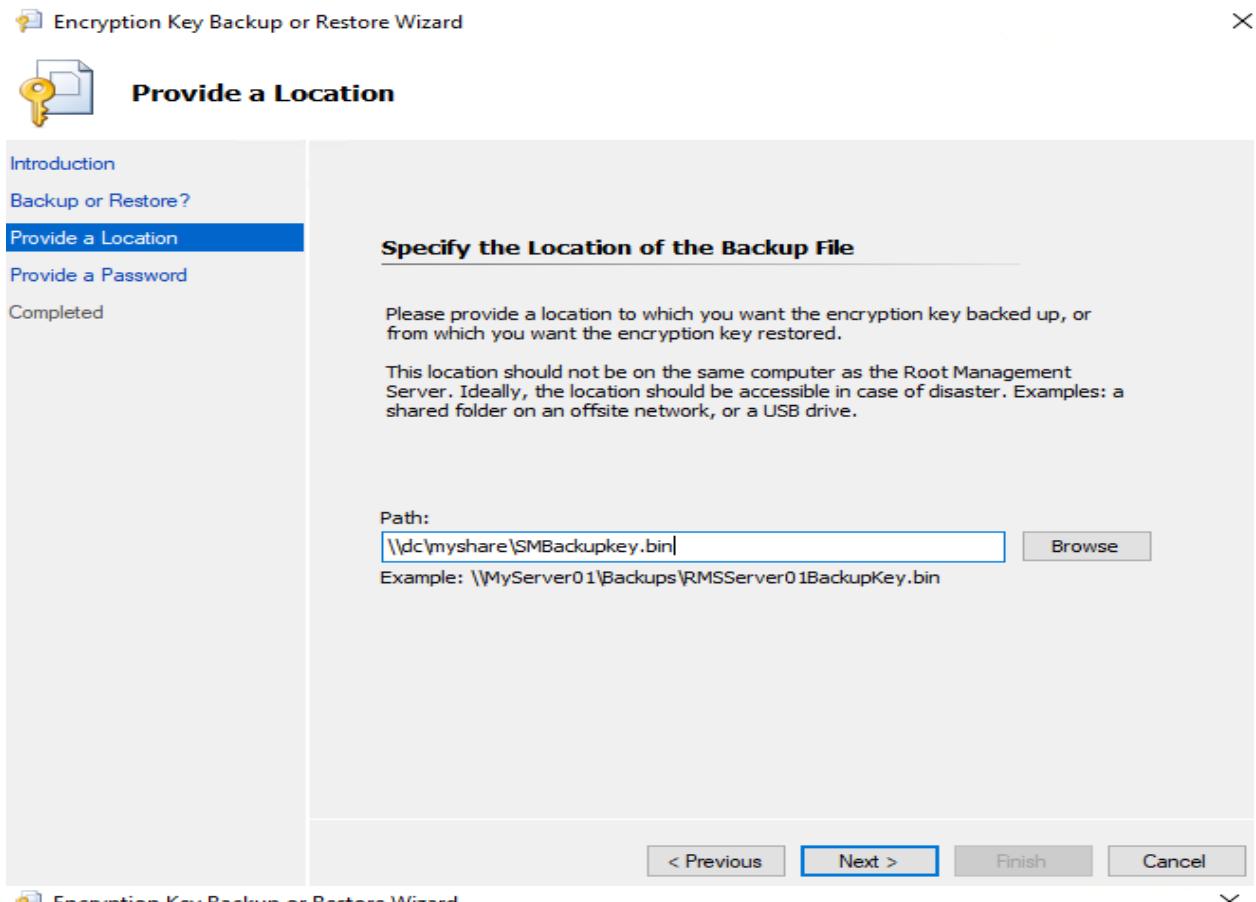


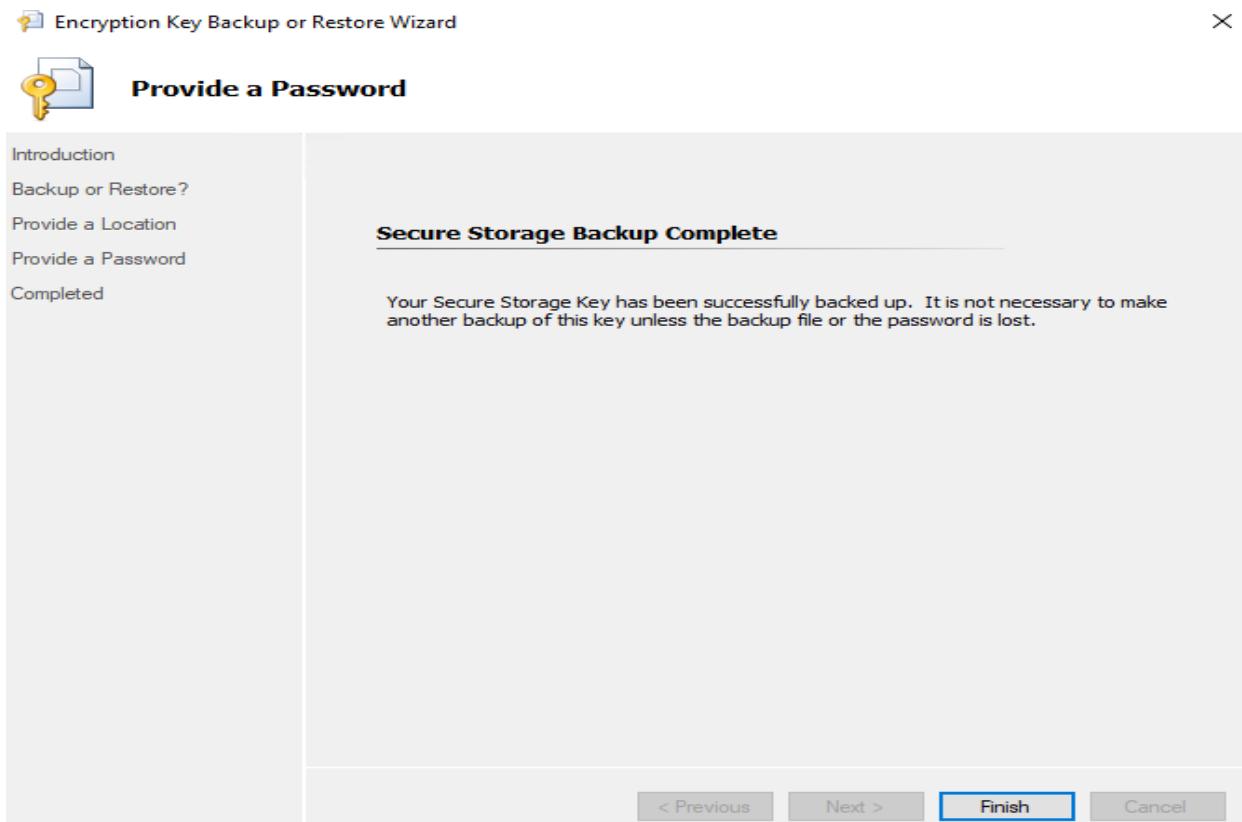




### **Backup Encryption Key:**







### SPN Entry:

Now we need to find out if proper SPN entry has been created. Open command prompt as administrator and run below commands.

```
SETSPN -I RAMLAN\SMSSrv
setspn -A SMSSrv/SM1 RAMLAN\SMSSrv
setspn -A SMSSrv/SM1.RAMLAN.CA RAMLAN\SMSSrv
```

Administrator: Command Prompt

```
Microsoft Windows [Version 10.0.17763.914]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\ADMINISTRATOR.RAMLAN>SETSPN -I RAMLAN\SMSSrv
Registered ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA:

C:\Users\ADMINISTRATOR.RAMLAN>setspn -A SMSSrv/SM1 RAMLAN\SMSSrv
Checking domain DC=RAMLAN,DC=CA

Registering ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA
    SMSSrv/SM1
Updated object

C:\Users\ADMINISTRATOR.RAMLAN>
C:\Users\ADMINISTRATOR.RAMLAN>setspn -A SMSSrv/SM1.RAMLAN.CA RAMLAN\SMSSrv
Checking domain DC=RAMLAN,DC=CA

Registering ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA
    SMSSrv/SM1.RAMLAN.CA
Updated object

C:\Users\ADMINISTRATOR.RAMLAN>SETSPN -I RAMLAN\SMSSrv
Registered ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA:
    SMSSrv/SM1.RAMLAN.CA
    SMSSrv/SM1
```

## Validate Service Manager Installation:

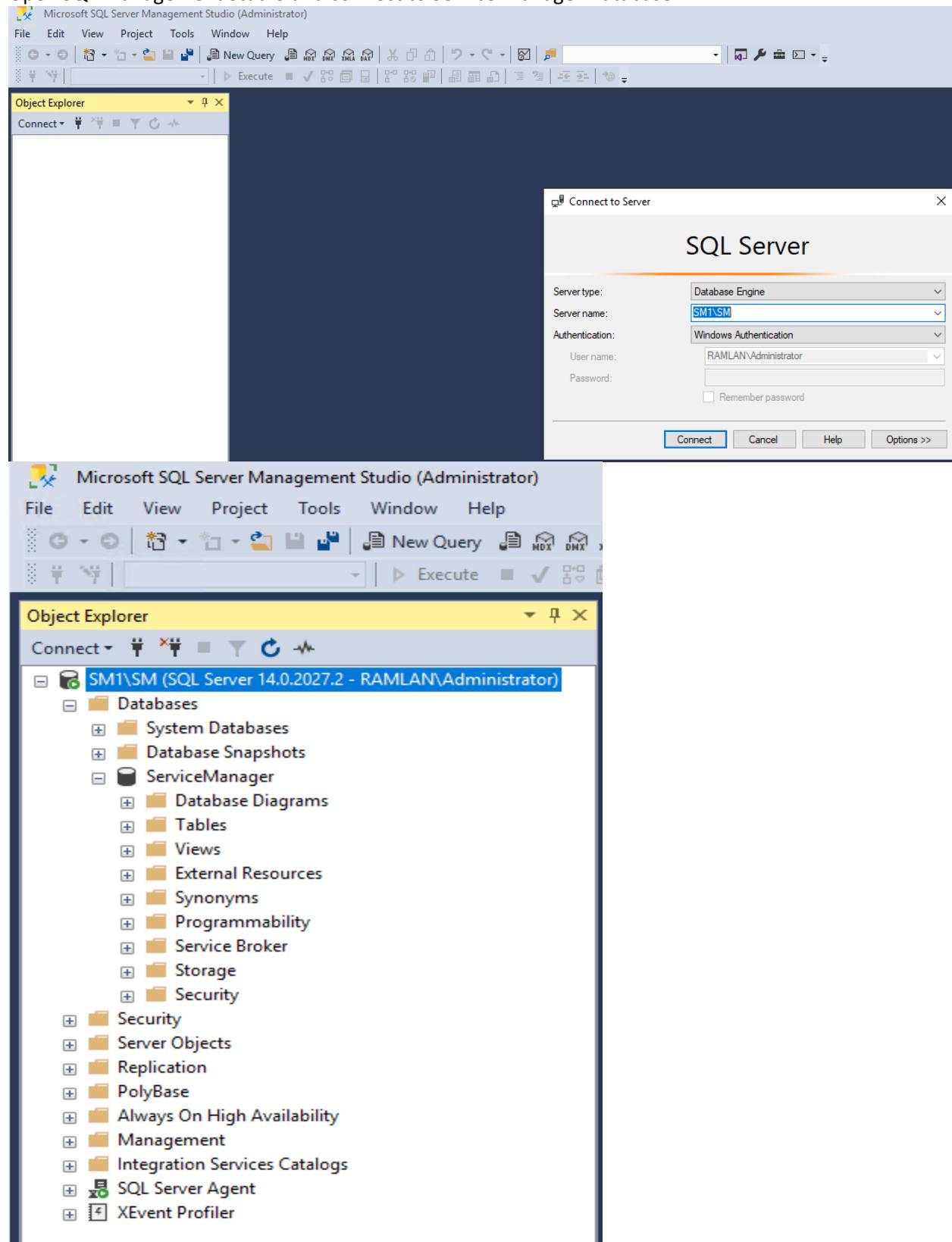
Open Services.msc and check these services have started

Microsoft Monitoring Agent	The Monito...	Running	Automatic	Local Syst...
System Center Data Access Service	Microsoft S...	Running	Automatic	RAMLAN\s...
System Center Management Configuration	System Cen...	Running	Automatic	RAMLAN\s...

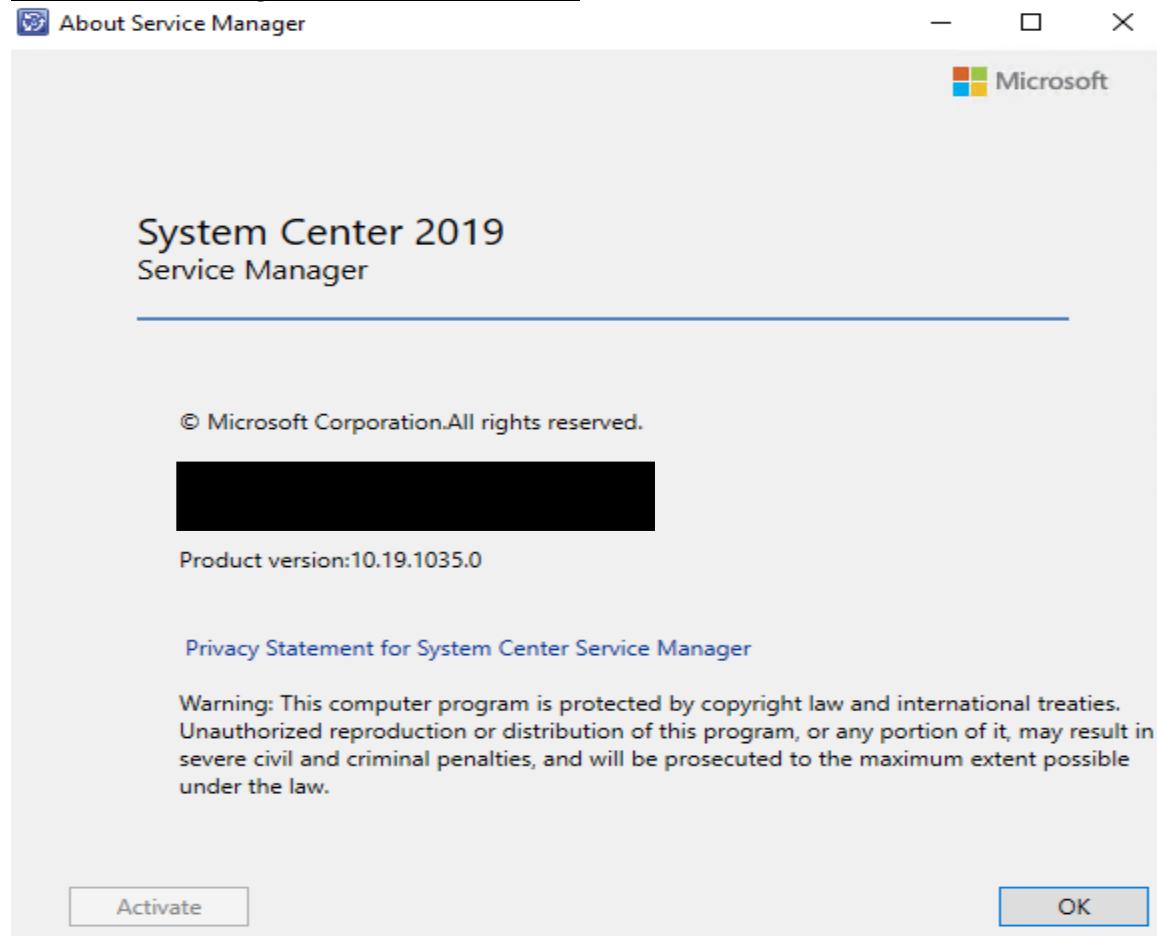
Open System Center Console from Programs and connect to the server.

The screenshot shows the Service Manager 2019 Console interface. At the top, a 'Connect to Service Manager Server' dialog box is open, prompting for 'Server name' (set to 'SM1') and 'Management Group'. Below this, the main 'Administration' workspace is visible. The left navigation pane shows 'Administration' expanded, with sub-options like Announcements, Connectors, Deleted Items, Management Packs, Notifications, Security, Service Level Management, Settings, and Workflows. The right pane displays the 'Administration Overview' and the 'Getting Started' section, which includes tasks for 'Set Up Notifications', 'Import User Accounts', 'Create connectors', and 'Register with Service Manager's Data Warehouse'. The bottom navigation pane includes links for Administration, Library, Work Items, and Configuration Items.

Open SQL Management Studio and connect to Service Manager Database



**Check Service Manager About for Version Info.**



**Self Service Portal Pre Req:**

We will be installing self service portal on the same server. Let's complete the pre req through PowerShell

```
[string[]]$Features = @(
    "Web-Server",                                     # Web Server (IIS)
    "Web-ASP",                                       # ASP
    "Web-Asp-Net45",                                  # ASP.NET 4.6
    "Web-Basic-Auth",                                 # Basic Authentication
    "Web-Windows-Auth",                               # Windows Authentication
    "Web-Net-Ext45",                                  # .NET Extensibility 4.6
    "Web-Mgmt-Tools",                                # Management Tools
    "Web-Mgmt-Console",                               # IIS Management Console
    "NET-WCF-HTTP-Activation45"                      # HTTP Activation
)

$Result = Add-WindowsFeature $Features
$Result.ExitCode
Success
```

```

Administrator: Windows PowerShell
PS C:\Users\ADMINISTRATOR.RAMLAN> [string[]]$Features = @(
>> "Web-Server",# Web Server (IIS)
>> "Web-ASP",# ASP
>> "Web-Asp-Net45",# ASP.NET 4.6
>> "Web-Basic-Auth",# Basic Authentication
>> "Web-Windows-Auth",# Windows Authentication
>> "Web-Net-Ext45",# .NET Extensibility 4.6
>> "Web-Mgmt-Tools",# Management Tools
>> "Web-Mgmt-Console",# IIS Management Console
>> "NET-WCF-HTTP-Activation45"# HTTP Activation
>> )
PS C:\Users\ADMINISTRATOR.RAMLAN>
PS C:\Users\ADMINISTRATOR.RAMLAN> $Result = Add-WindowsFeature $Features
PS C:\Users\ADMINISTRATOR.RAMLAN> $Result.ExitCode
Success
PS C:\Users\ADMINISTRATOR.RAMLAN> -

```

Run this command to check features installed

get-WindowsFeature -ComputerName SM1 | Where Installed

Display Name	Name	Install State
-----	----	-----
[X] File and Storage Services	FileAndStorage-Services	Installed
[X] Storage Services	Storage-Services	Installed
[X] Web Server (IIS)	Web-Server	Installed
[X] Web Server	Web-WebServer	Installed
[X] Common HTTP Features	Web-Common-Http	Installed
[X] Default Document	Web-Default-Doc	Installed
[X] Directory Browsing	Web-Dir-Browsing	Installed
[X] HTTP Errors	Web-Http-Errors	Installed
[X] Static Content	Web-Static-Content	Installed
[X] Health and Diagnostics	Web-Health	Installed
[X] HTTP Logging	Web-Http-Logging	Installed
[X] Performance	Web-Performance	Installed
[X] Static Content Compression	Web-Stat-Compression	Installed
[X] Security	Web-Security	Installed
[X] Request Filtering	Web-Filtering	Installed
[X] Basic Authentication	Web-Basic-Auth	Installed
[X] Windows Authentication	Web-Windows-Auth	Installed
[X] Application Development	Web-App-Dev	Installed
[X] .NET Extensibility 4.7	Web-Net-Ext45	Installed
[X] ASP	Web-ASP	Installed
[X] ASP.NET 4.7	Web-Asp-Net45	Installed
[X] ISAPI Extensions	Web-ISAPI-Ext	Installed
[X] ISAPI Filters	Web-ISAPI-Filter	Installed
[X] Management Tools	Web-Mgmt-Tools	Installed
[X] IIS Management Console	Web-Mgmt-Console	Installed
[X] .NET Framework 3.5 Features	NET-Framework-Features	Installed
[X] .NET Framework 3.5 (includes .NET 2.0 and 3.0)	NET-Framework-Core	Installed
[X] .NET Framework 4.7 Features	NET-Framework-45-Fea...	Installed
[X] .NET Framework 4.7	NET-Framework-45-Core	Installed
[X] ASP.NET 4.7	NET-Framework-45-ASPNET	Installed
[X] WCF Services	NET-WCF-Services45	Installed
[X] HTTP Activation	NET-WCF-HTTP-Activat...	Installed
[X] TCP Port Sharing	NET-WCF-TCP-PortShar...	Installed
[X] BranchCache	BranchCache	Installed
[X] Remote Differential Compression	RDC	Installed
[X] Remote Server Administration Tools	RSAT	Installed
[X] Role Administration Tools	RSAT-Role-Tools	Installed
[X] AD DS and AD LDS Tools	RSAT-AD-Tools	Installed
[X] Active Directory module for Windows ...	RSAT-AD-PowerShell	Installed
[X] System Data Archiver	System-DataArchiver	Installed
[X] Windows Defender Antivirus	Windows-Defender	Installed
[X] Windows PowerShell	PowerShellRoot	Installed
[X] Windows PowerShell 5.1	PowerShell	Installed
[X] Windows PowerShell 2.0 Engine	PowerShell-V2	Installed
[X] Windows PowerShell ISE	PowerShell-ISE	Installed
[X] Windows Process Activation Service	WAS	Installed
[X] Process Model	WAS-Process-Model	Installed
[X] Configuration APIs	WAS-Config-APIs	Installed
[X] WoW64 Support	Wow64-Support	Installed
[X] XPS Viewer	XPS-Viewer	Installed

## Service Manager 2019 Portal Install:

SM1 > OS (C:) > Temp > System Center Service Manager 2019

Name	Date modified	Type	Size
Prerequisites	29-Dec-2019 11:00...	File folder	
Setup	29-Dec-2019 11:00...	File folder	
Tools	29-Dec-2019 11:00...	File folder	
Setup	28-Jan-2019 11:04 ...	Application	658 KB

Service Manager Setup Wizard X

Microsoft

System Center 2019  
Service Manager

For a complete installation of Service Manager, you need both a Service Manager management server and a data warehouse management server. A Service Manager management server cannot be installed on the same computer as a data warehouse management server.

**Install**

Service Manager management server  
Service Manager data warehouse management server

**Install (Optional)**

Service Manager console  
**Service Manager Self Service Portal**

Additional Resources

Deployment Guide  
Release Notes  
Search Support Articles  
View System Requirements

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Service Manager Setup Wizard X

Getting started

Product registration

Name:   
Organization:

Privacy statement for System Center Service Manager

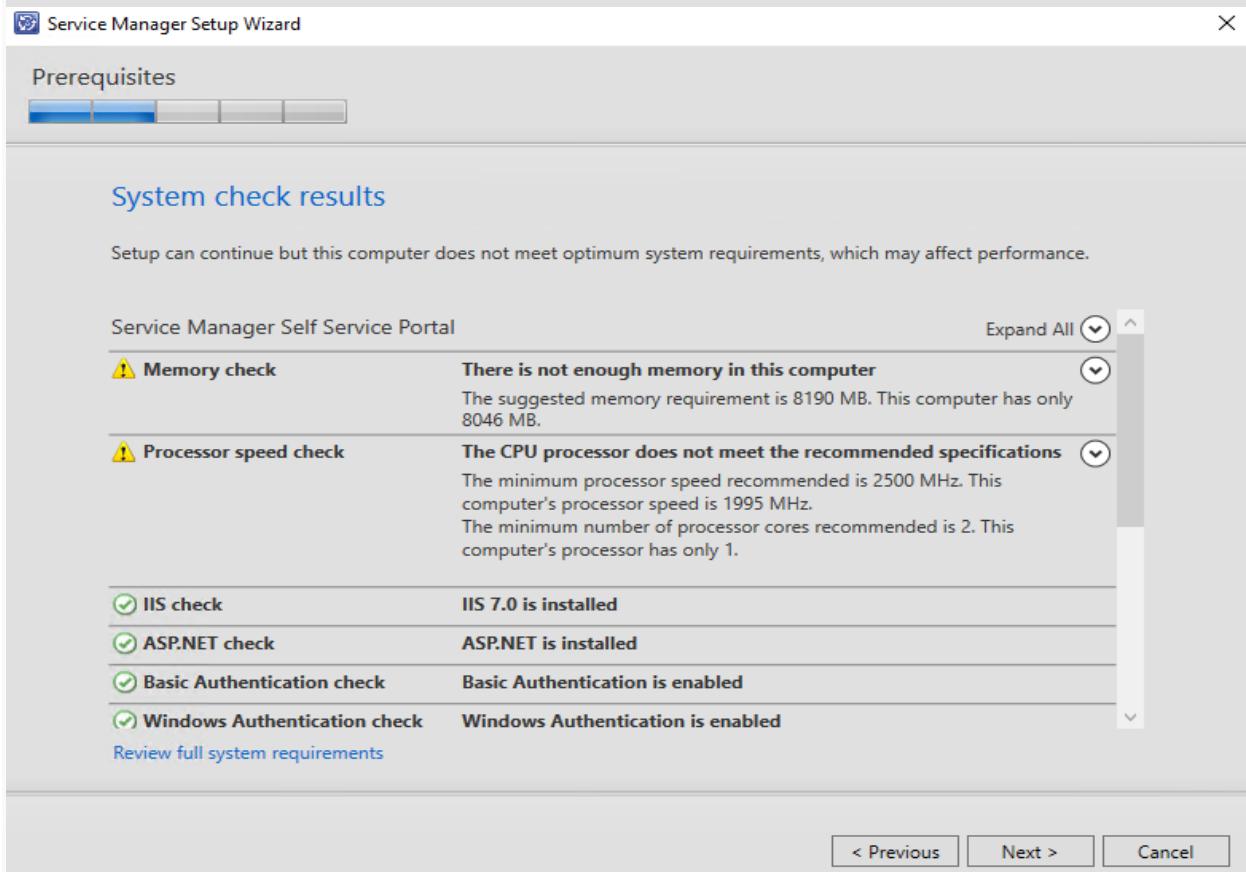
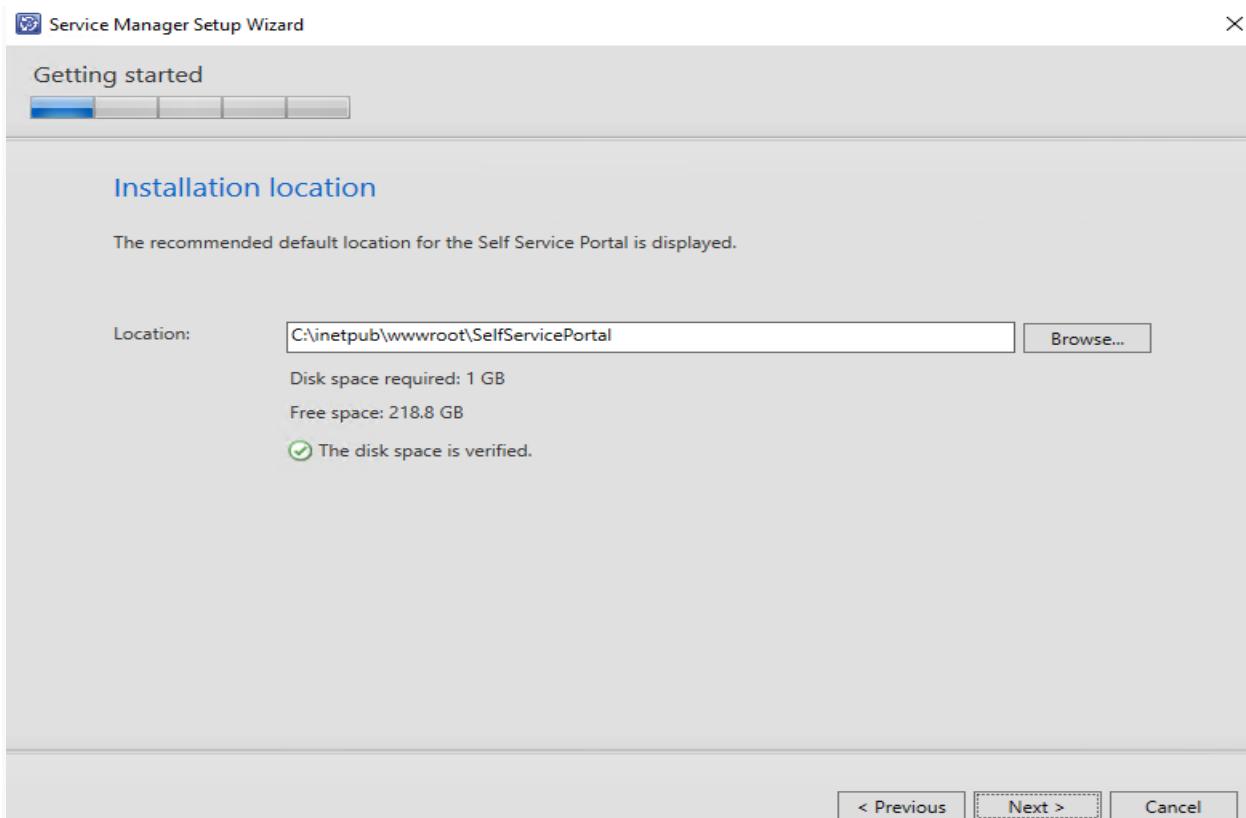
License terms:

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I have read, understood, and agree with the terms of the license terms. Print

< Previous Next > Cancel



Service Manager Setup Wizard

Prerequisites

System check results

Setup can continue but this computer does not meet optimum system requirements, which may affect performance.

<input checked="" type="checkbox"/> Windows Authentication check	Windows Authentication is enabled
<input checked="" type="checkbox"/> Microsoft .NET Framework 4 check	Microsoft .NET Framework 4 is installed
<input checked="" type="checkbox"/> Windows version check	A supported version of Windows is installed
<input checked="" type="checkbox"/> HTTP Activation check	WCF Services HTTP is activated
<input checked="" type="checkbox"/> Microsoft IIS-feature ASP check	Microsoft IIS-feature ASP is installed
<input checked="" type="checkbox"/> Microsoft .NET 3.5 framework check	Microsoft .NET 3.5 framework is installed
<input checked="" type="checkbox"/> Microsoft IIS-feature ASP.NET 4.5 check	Microsoft IIS-feature ASP .NET 4.5 is installed
<input checked="" type="checkbox"/> Microsoft IIS-feature NetFxExtensibility 4.5 check	Microsoft IIS-feature NetFxExtensibility 4.5 is installed

Review full system requirements

< Previous Next > Cancel

Service Manager Setup Wizard

Configuration

Configure the Self Service Portal Server

Specify a name for your Self-Service Portal, the Secondary SM Server name it would connect to and website port

Website name:

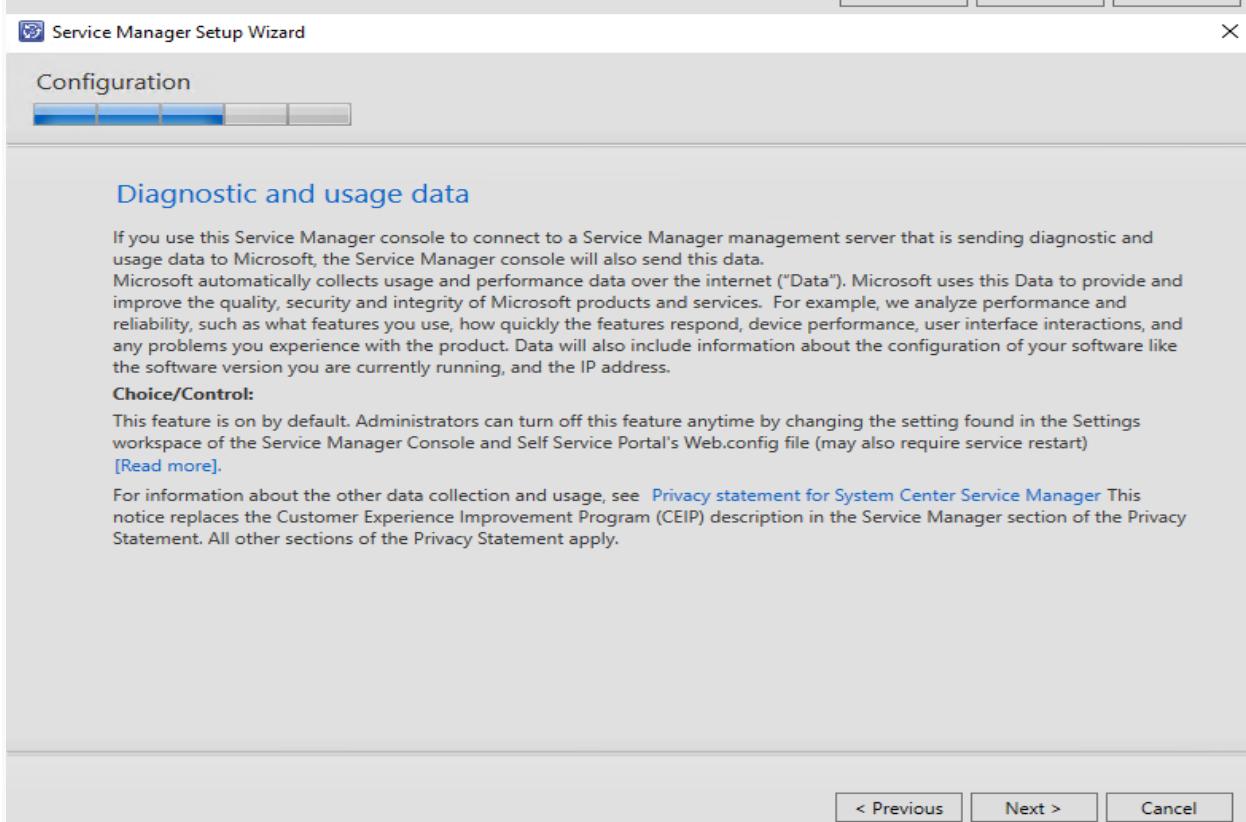
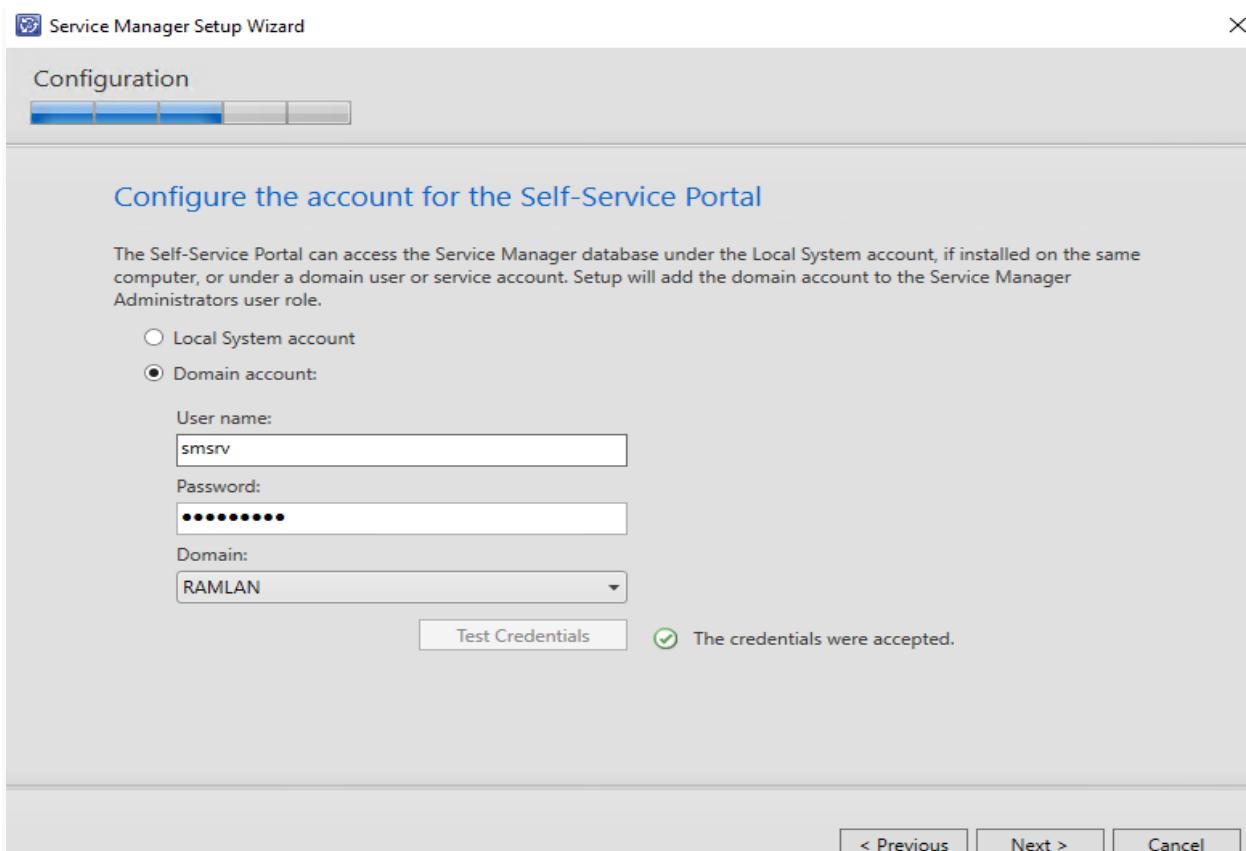
SM Server name:

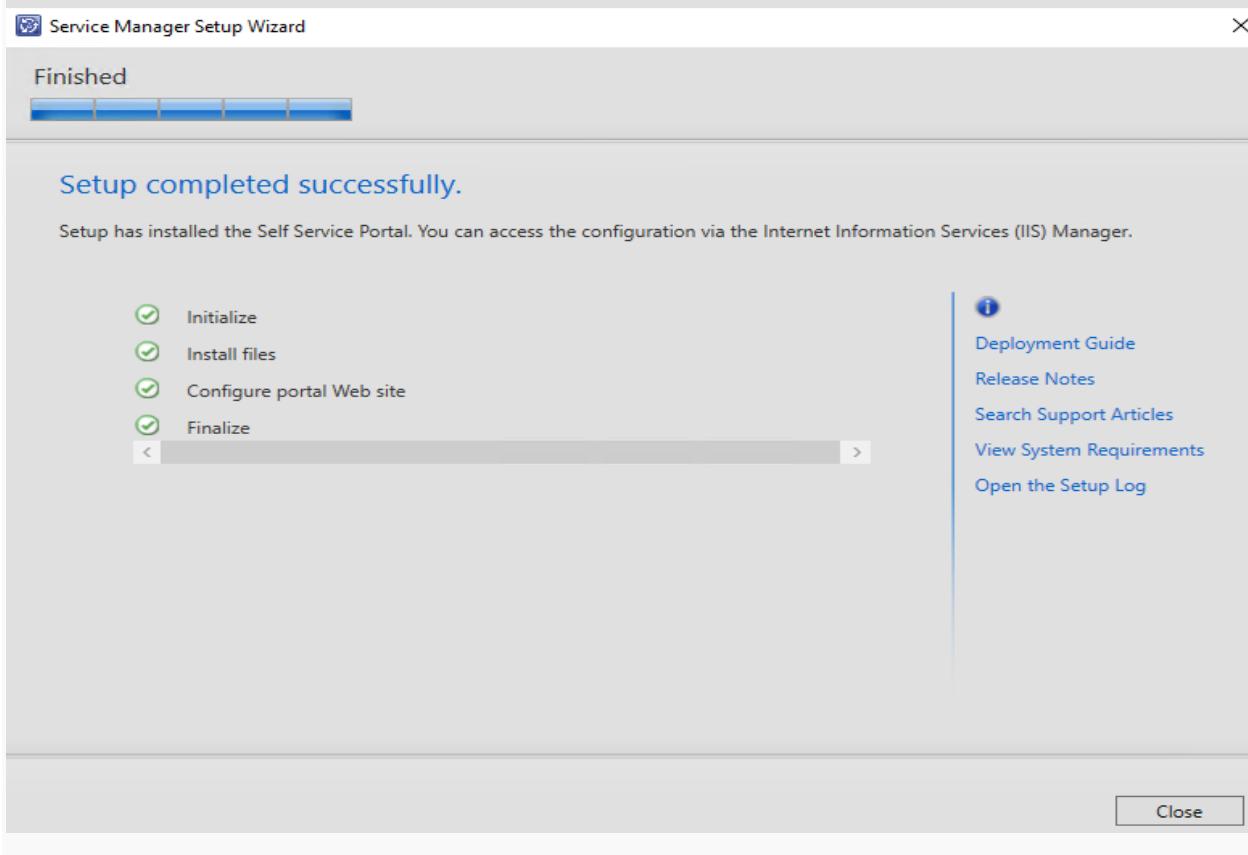
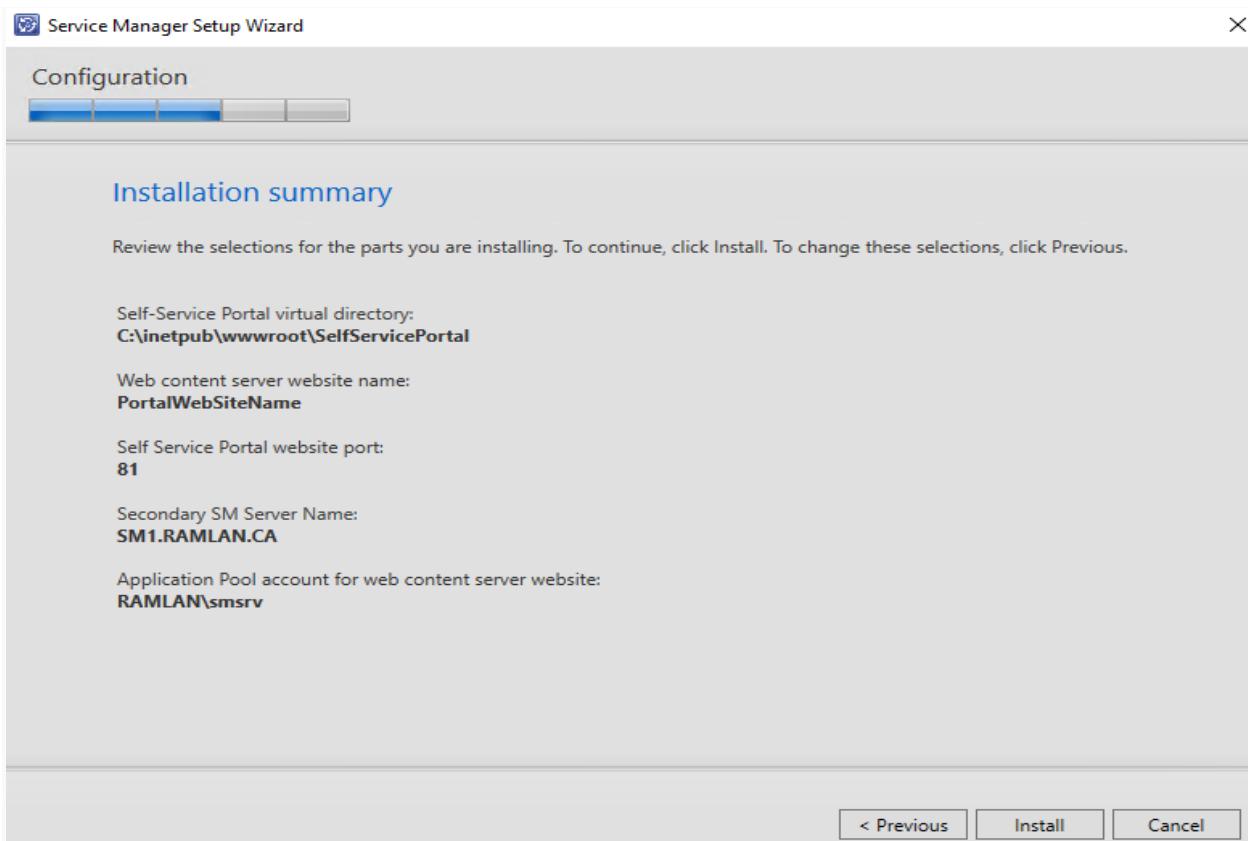
Portal Port:

Enable SSL encryption (recommended)  
To more securely transfer data between the browser and the Self-Service Portal, you must configure the Self-Service Portal to use Secure Sockets Layer (SSL) encryption.

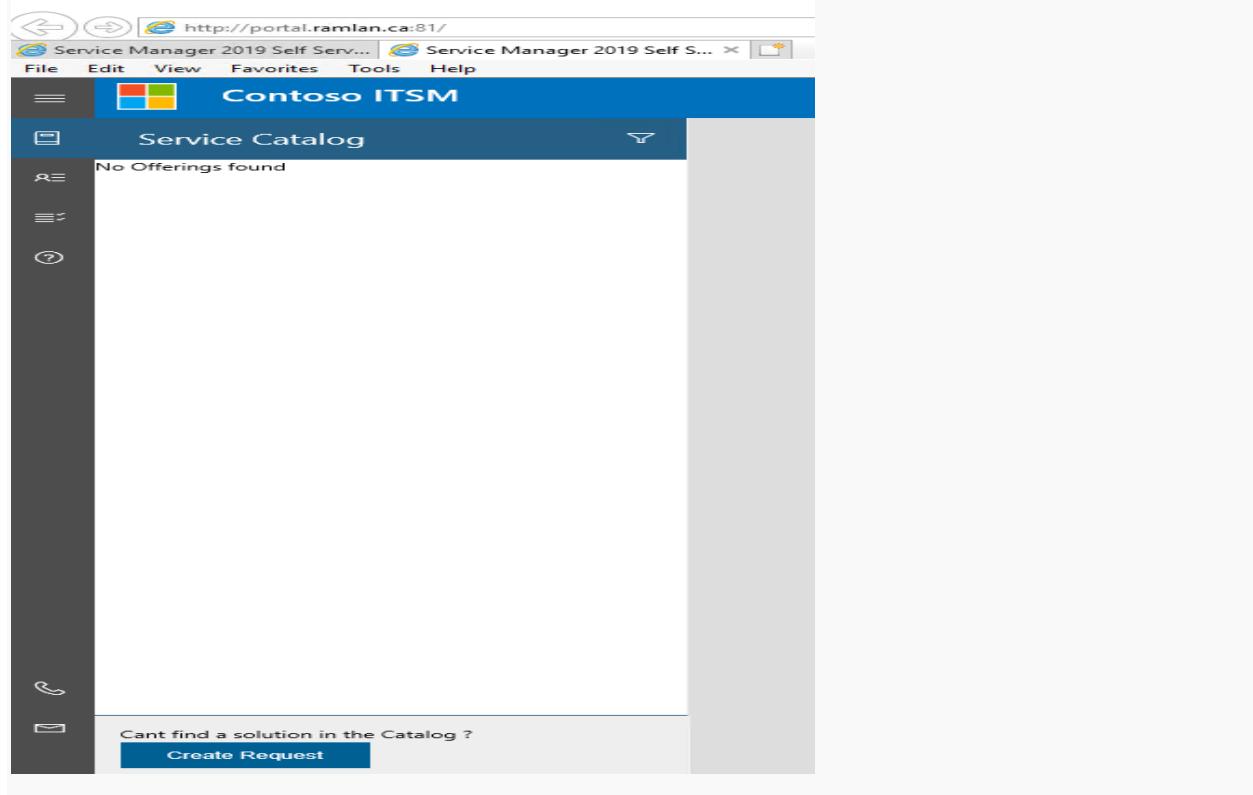
SSL certificate:

< Previous Next > Cancel

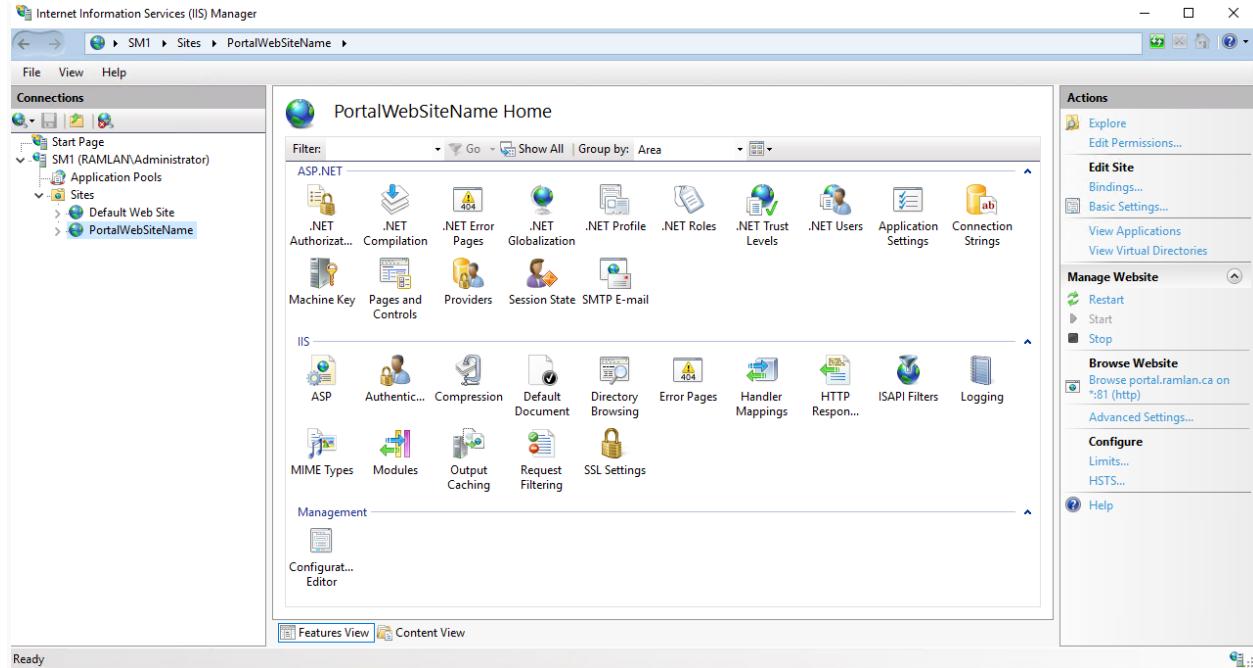




## Opening Portal:



## Binding the Port:



Site Bindings

Type	Host Name	Port	IP Address	Binding Information	
http	portal.ramlan.ca	81	*		

### Adding the site to Trusted Local Intranet:

Internet Options

General Security Privacy Content Connections Programs Advanced

Select a zone to view or change security settings.

Internet Local intranet Trusted sites Restricted sites

**Local intranet**  
This zone is for all websites that are found on your intranet.

Sites

Security level for this zone

Allowed levels for this zone: All

**Medium-low**

- Appropriate for websites on your local network (intranet)
- Most content will be run without prompting you
- Unsigned ActiveX controls will not be downloaded
- Same as Medium level without prompts

Enable Protected Mode (requires restarting Internet Explorer)

Custom level... Default level

Reset all zones to default level

OK Cancel Apply

Local intranet

Use the settings below to define which websites are included in the local intranet zone.

Automatically detect intranet network

Include all local (intranet) sites not listed in other zones

Include all sites that bypass the proxy server

Include all network paths (UNCs)

What are intranet settings? Advanced OK Cancel

Local intranet

You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.

Add this website to the zone:  Add

Websites:  Remove

Require server verification (https:) for all sites in this zone

### DNS Entry:

DNS Manager

File Action View Help

Forward Lookup Zones Reverse Lookup Zones Conditional Forwarders

DC

Forward Lookup Zones

\_msdcs.RAMLAN.CA RAMLAN.CA

Name Type Data Timestamp

_msdcs	Host (A)	192.168.0.10	28-Dec-2019 1:00:00 PM
_sites	Host (A)	192.168.0.103	30-Oct-2019 4:00:00 PM
_tcp	Host (A)	192.168.0.105	22-Dec-2019 3:00:00 PM
_udp	Host (A)	192.168.0.106	26-Dec-2019 10:00:00 AM
DomainDnsZones	Host (A)	192.168.0.11	28-Dec-2019 1:00:00 PM
ForestDnsZones	Host (A)	192.168.0.119	26-Dec-2019 5:00:00 AM
SM1	Host (A)	192.168.0.2	24-Dec-2019 8:00:00 PM
WIN7	Host (A)	192.168.0.2	static
WIN8	Host (A)	192.168.0.2	13-Dec-2019 11:00:00 AM
WIN10	Host (A)	192.168.0.2	27-Dec-2019 2:00:00 PM
SM2	Host (A)	192.168.0.2	21-Dec-2019 12:00:00 PM
TEST1809	Host (A)	192.168.0.2	static
(same as parent folder)	Host (A)	192.168.0.2	26-Dec-2019 9:00:00 AM
dc	Host (A)	192.168.0.2	static
TP1	Host (A)	192.168.0.2	13-Nov-2019 8:00:00 PM
CB	Host (A)	192.168.0.2	static
OM	Host (A)	192.168.0.2	26-Dec-2019 9:00:00 AM
autodiscover	Host (A)	192.168.0.2	static
EX2019	Host (A)	192.168.0.2	static
mail	Host (A)	192.168.0.2	24-Dec-2019 8:00:00 PM
OFFICESERVER	Host (A)	192.168.0.2	static
admin	Host (A)	192.168.0.2	13-Nov-2019 8:00:00 PM
dialin	Host (A)	192.168.0.2	static
lyncdiscoverinternal	Host (A)	192.168.0.2	static
meet	Host (A)	192.168.0.2	static
scheduler	Host (A)	192.168.0.2	static
SFB	Host (A)	192.168.0.2	28-Dec-2019 8:00:00 AM
sip	Host (A)	192.168.0.2	static
DPM	Host (A)	192.168.0.2	25-Dec-2019 1:00:00 PM
VMM	Host (A)	192.168.0.2	26-Dec-2019 9:00:00 AM
(same as parent folder)	Start of Authority (SOA)	[29537], dc.ramlan.ca., hostmaster.raml...	static
(same as parent folder)	Name Server (NS)	dc.ramlan.ca.	static
portal	Alias (CNAME)	SM1.RAMLAN.CA.	static

## Service Manager Datawarehouse Management Server Pre Req:

Created these two accounts first.

Service Manager – Reporting Service Account – SMRS

Service Manager – Analysis Service Account – SMAS

Add these two accounts to local administrator group. Add these two accounts to SMAdmin Group as well.

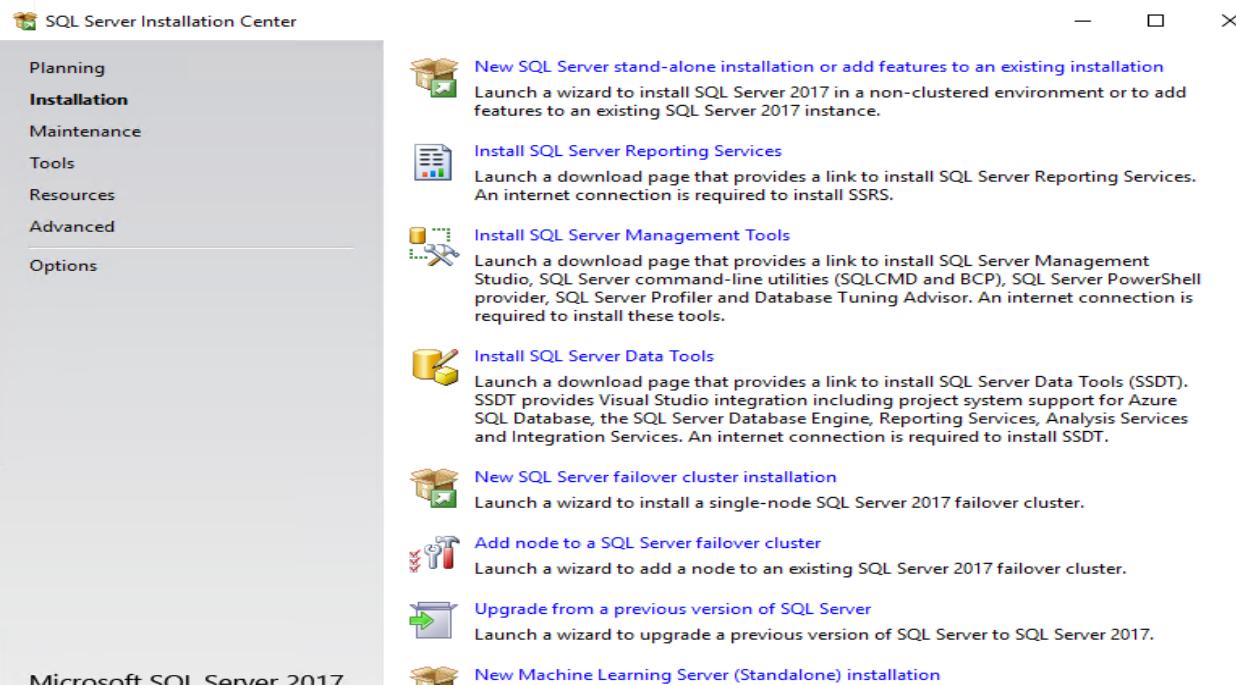
We already installed these pre req.

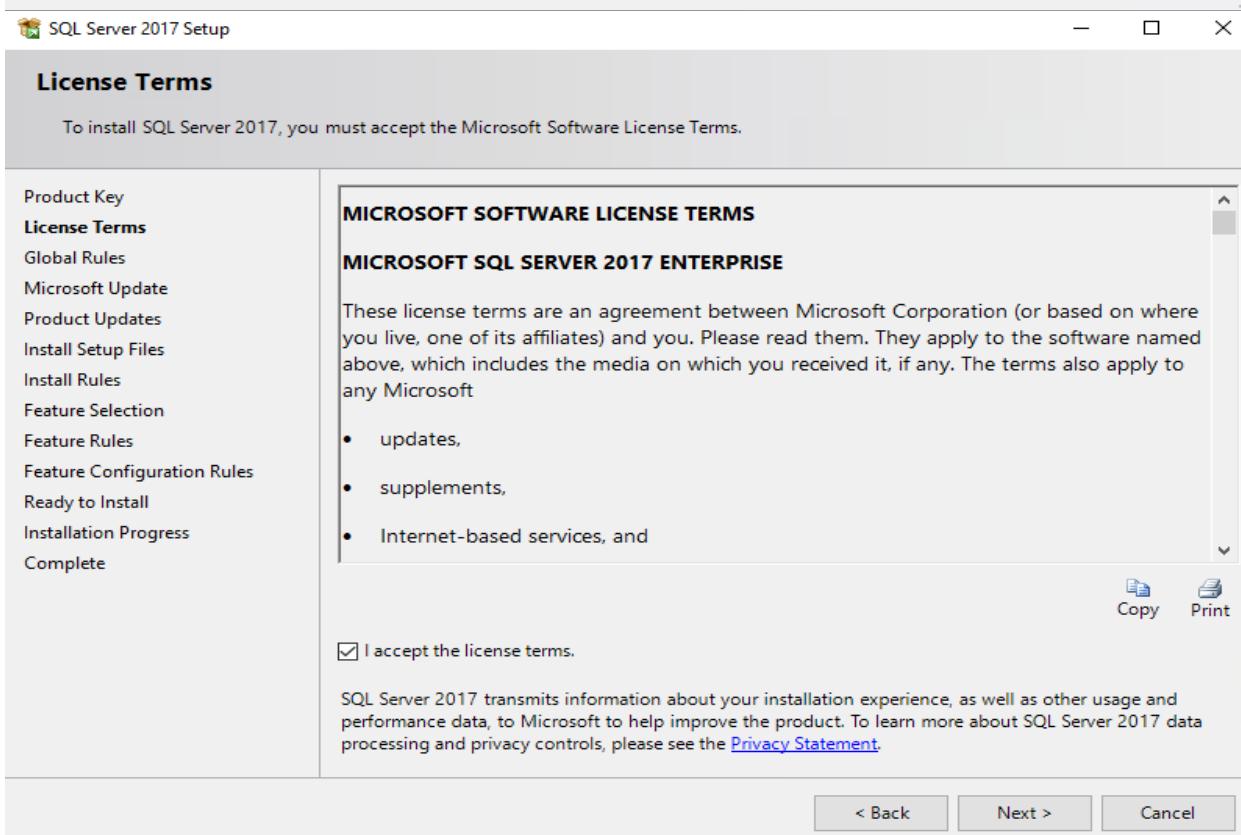
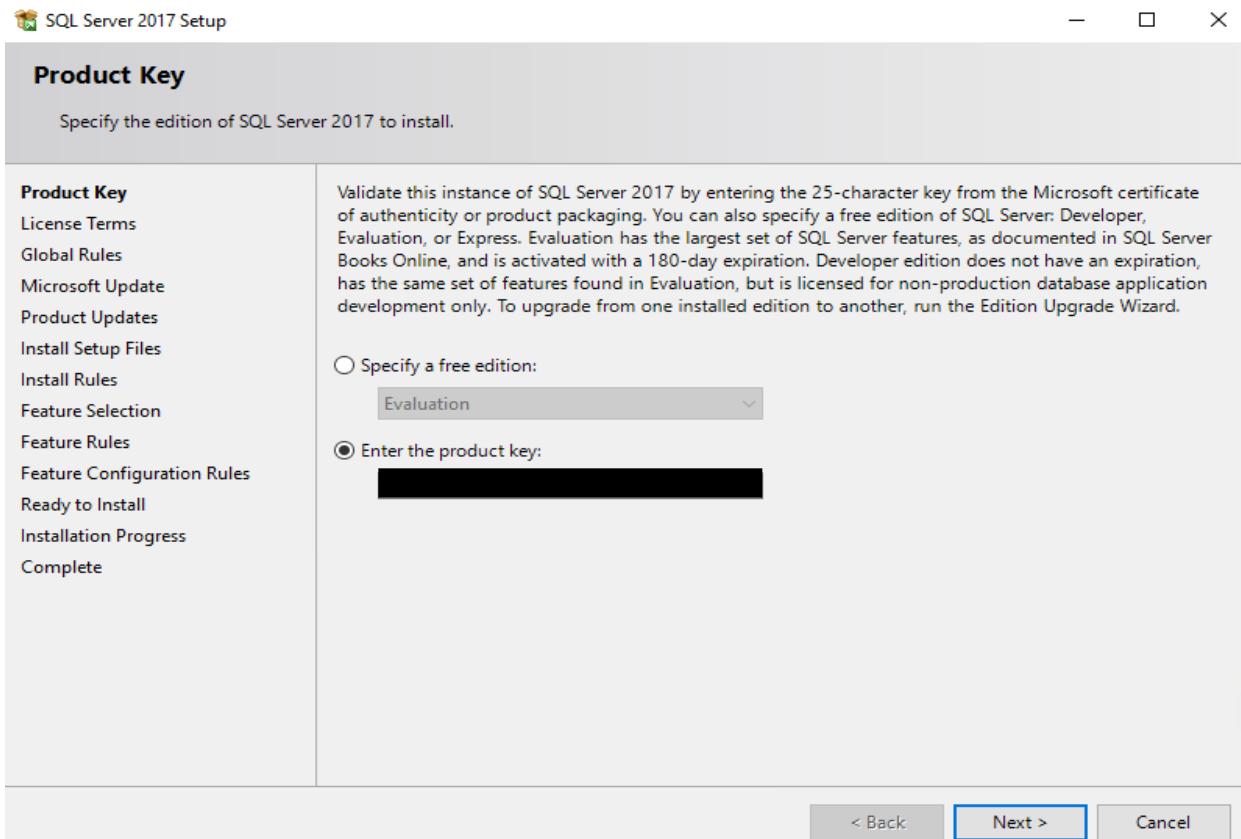
- **.NET Framework 3.5**
- **SQL Server 2014 Analysis Management Objects**
- **SQL Server 2012 Native Client**

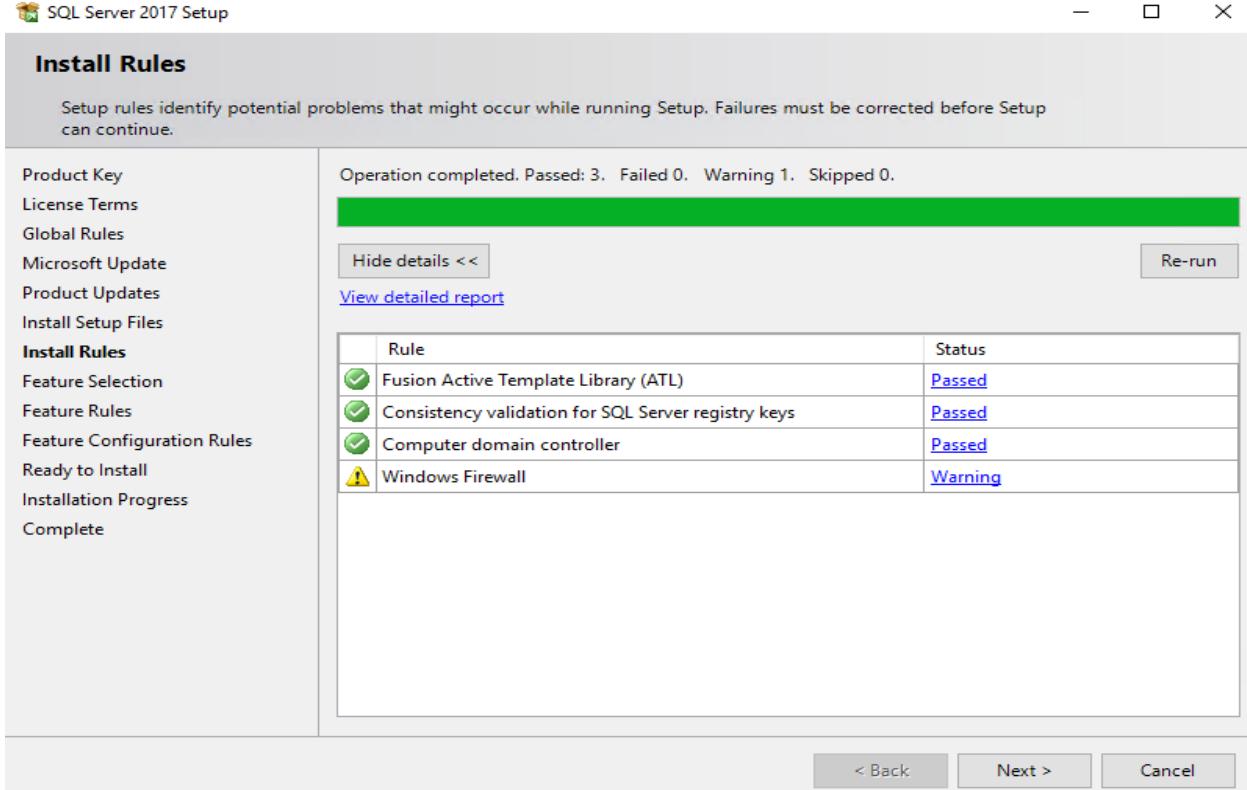
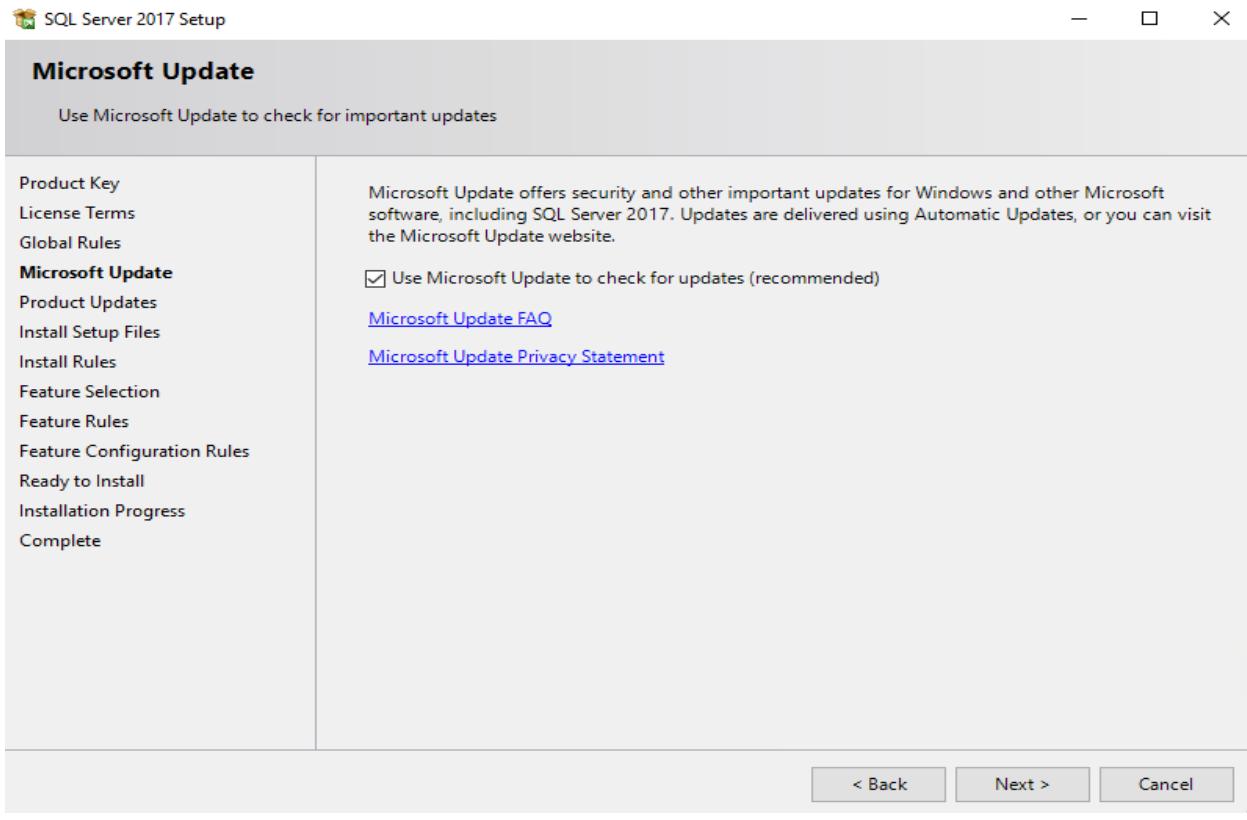
## SQL 2017:

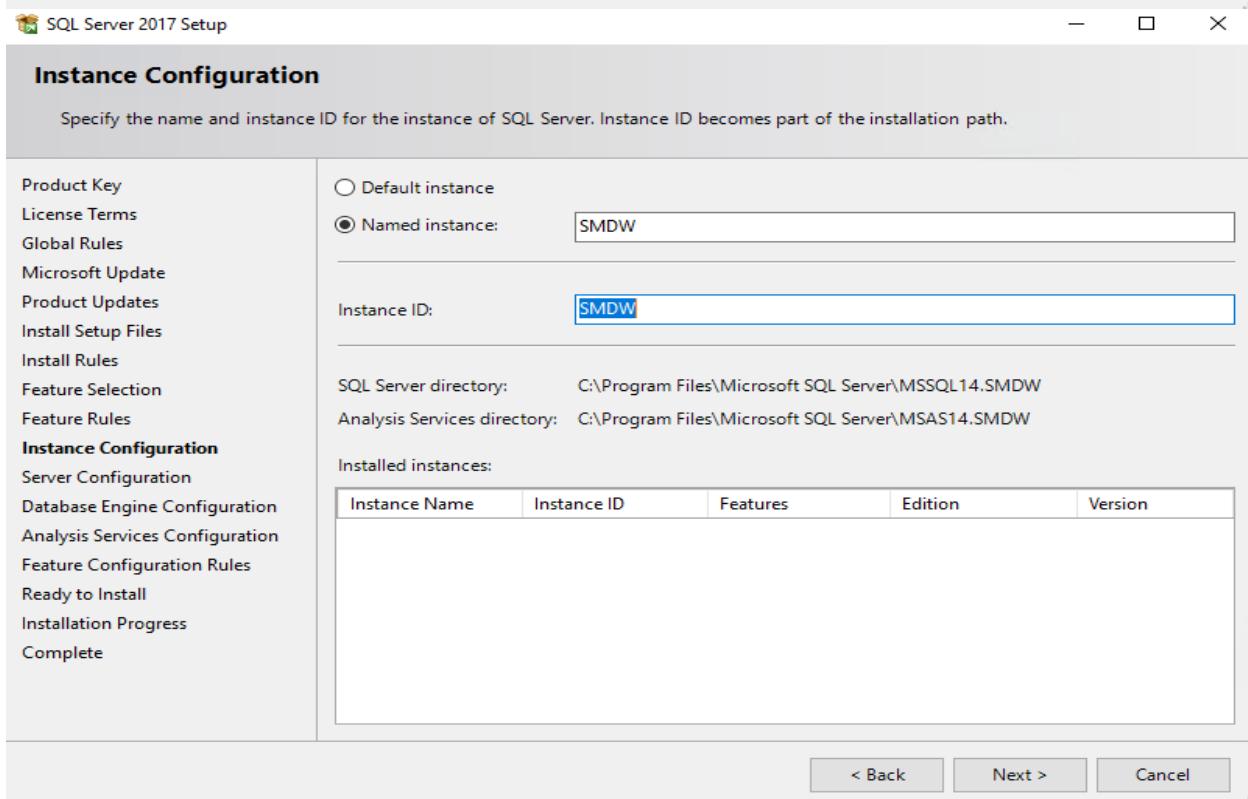
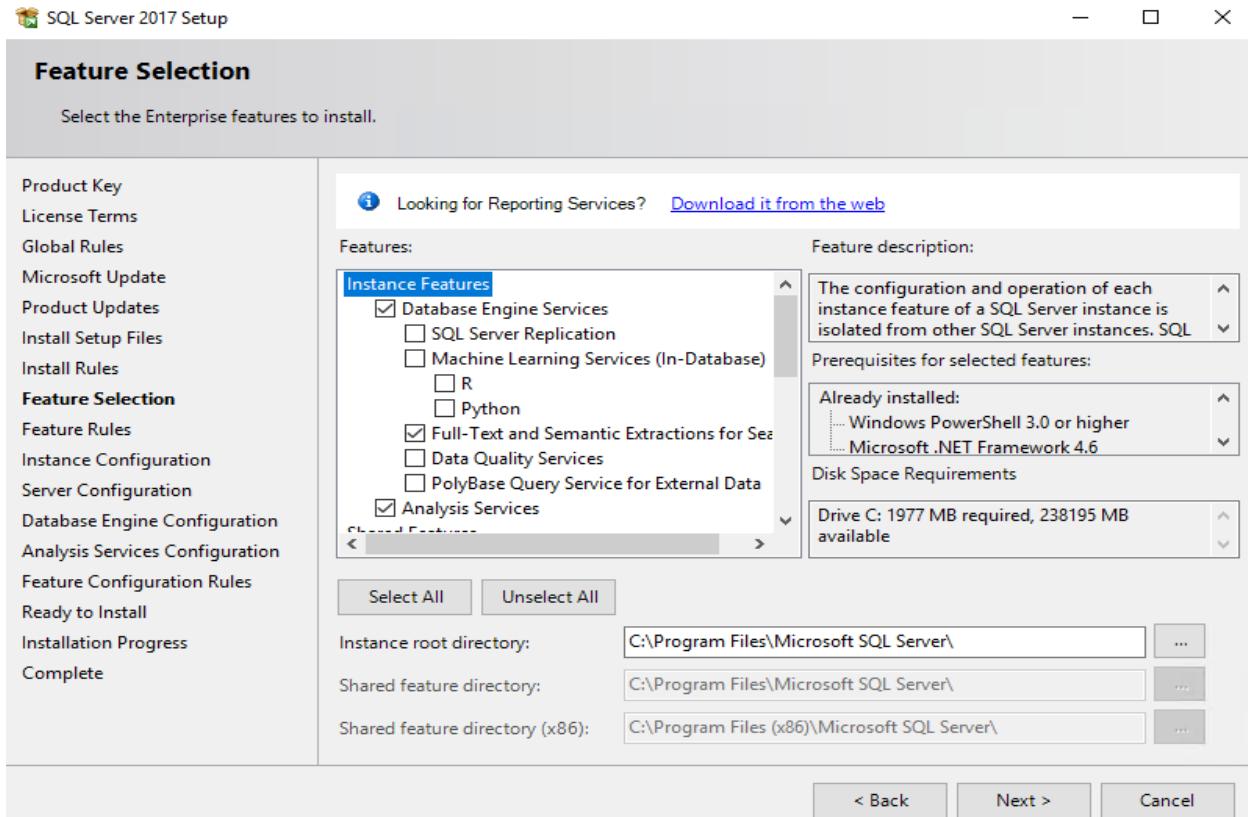
SM2 > DVD Drive (D:) SqlSetup\_x64\_ENU >

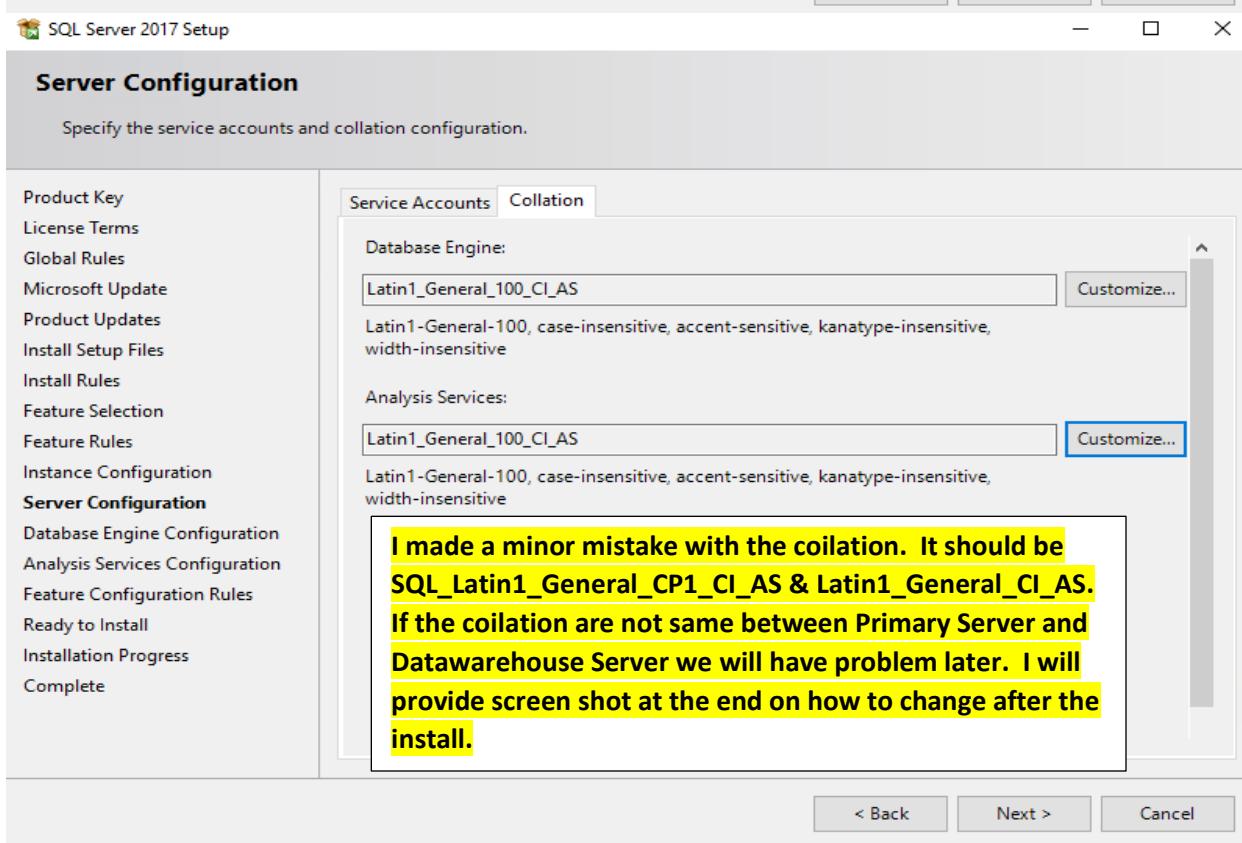
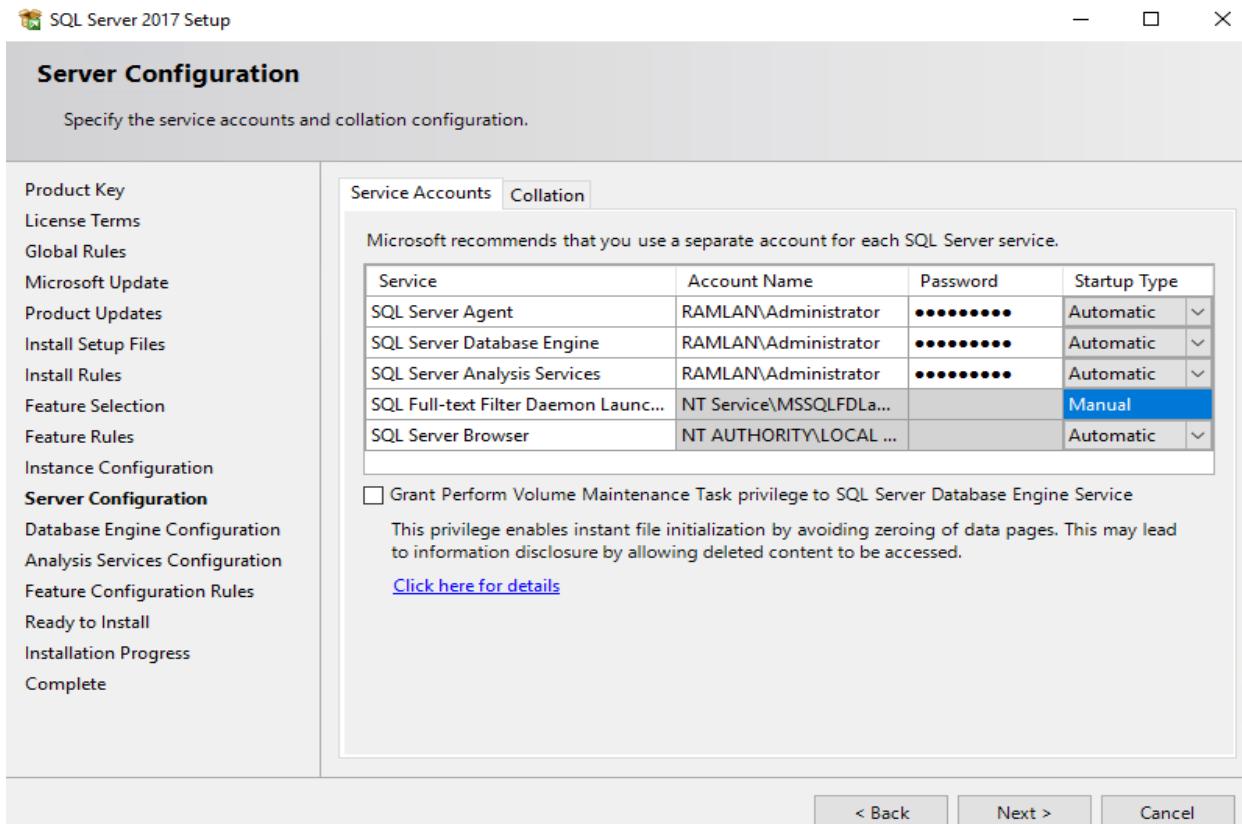
Name	Date modified	Type	Size
1033_ENU_LP	23-Aug-2017 1:55 ...	File folder	
redist	23-Aug-2017 1:55 ...	File folder	
resources	23-Aug-2017 1:55 ...	File folder	
Tools	23-Aug-2017 1:55 ...	File folder	
x64	23-Aug-2017 5:52 ...	File folder	
autorun	04-Aug-2017 10:0...	Setup Information	1 KB
MedialInfo	23-Aug-2017 1:57 ...	XML Document	1 KB
setup	22-Aug-2017 8:38 ...	Application	107 KB
setup.exe.config	18-Aug-2017 4:41 ...	CONFIG File	1 KB
SqlSetupBootstrapper.dll	22-Aug-2017 8:20 ...	Application extens...	235 KB

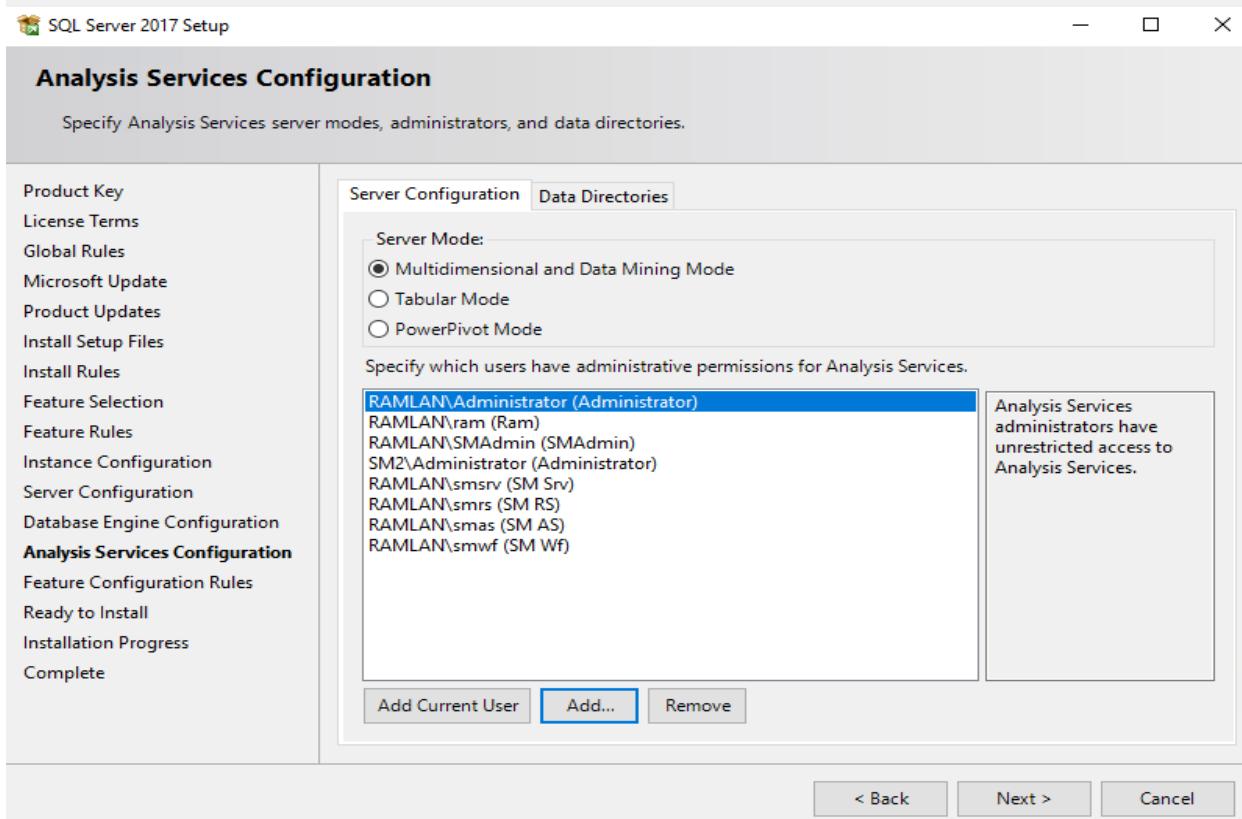
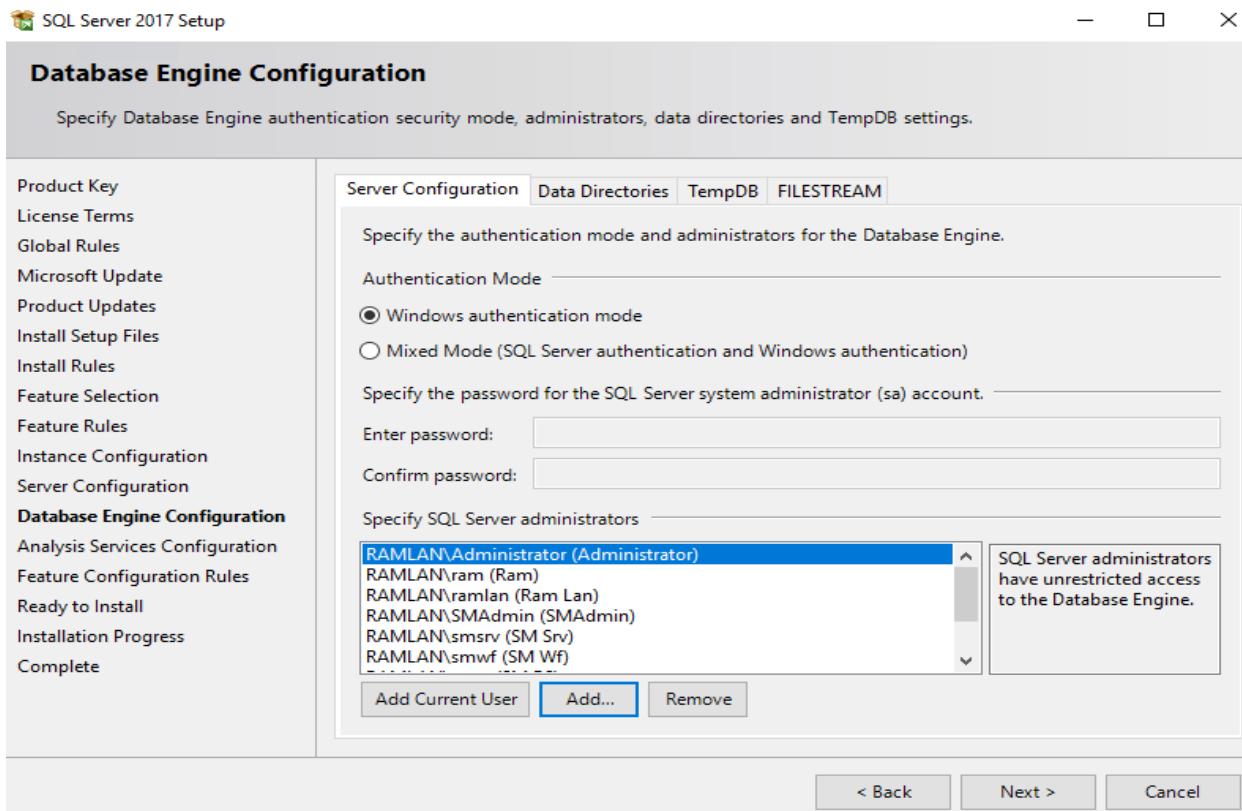












SQL Server 2017 Setup

## Ready to Install

Verify the SQL Server 2017 features to be installed.

Product Key  
License Terms  
Global Rules  
Microsoft Update  
Product Updates  
Install Setup Files  
Install Rules  
Feature Selection  
Feature Rules  
Instance Configuration  
Server Configuration  
Database Engine Configuration  
Analysis Services Configuration  
Feature Configuration Rules  
**Ready to Install**  
Installation Progress  
Complete

Ready to install SQL Server 2017:

- Summary
  - Edition: Enterprise
  - Action: Install (Product Update)
- Prerequisites
  - Already installed:
    - Windows PowerShell 3.0 or higher
    - Microsoft .NET Framework 4.6
  - To be installed from media:
    - Microsoft Visual C++ 2015 Redistributable
- General Configuration
  - Features
    - Database Engine Services
    - Full-Text and Semantic Extractions for Search
    - Analysis Services
  - Instance configuration
    - Instance Name: SMDW
    - Instance ID: SMDW
    - Collation: Latin1\_General\_CI\_AS

Configuration file path:  
C:\Program Files\Microsoft SQL Server\140\Setup Bootstrap\Log\20191229\_152539\ConfigurationFile.ini

< Back    Install    Cancel

SQL Server 2017 Setup

## Complete

Your SQL Server 2017 installation completed successfully with product updates.

Product Key  
License Terms  
Global Rules  
Microsoft Update  
Product Updates  
Install Setup Files  
Install Rules  
Feature Selection  
Feature Rules  
Instance Configuration  
Server Configuration  
Database Engine Configuration  
Analysis Services Configuration  
Feature Configuration Rules  
**Ready to Install**  
Installation Progress  
**Complete**

Information about the Setup operation or possible next steps:

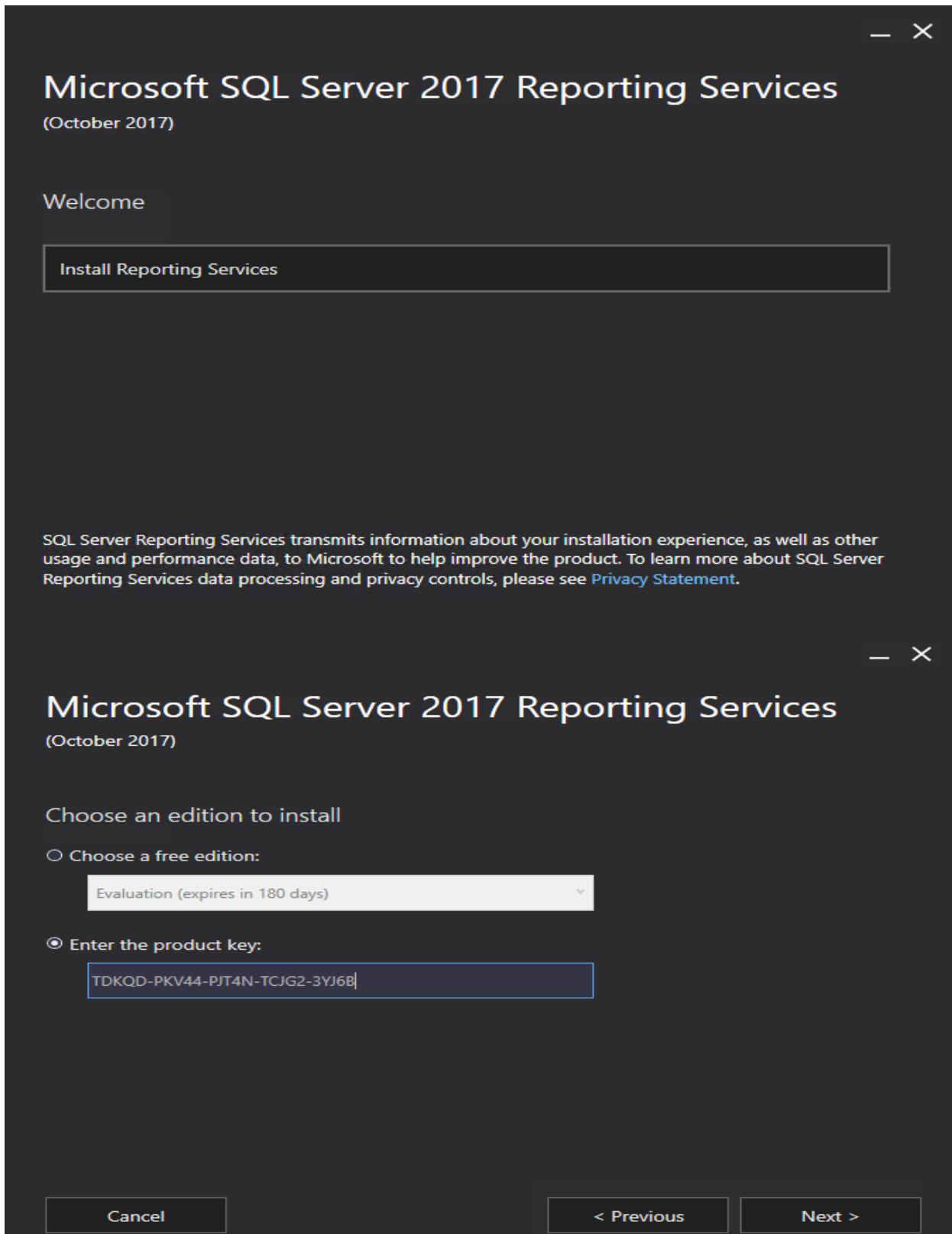
Feature	Status
Full-Text and Semantic Extractions for Search	Succeeded
Database Engine Services	Succeeded
Analysis Services	Succeeded
SQL Browser	Succeeded
SQL Writer	Succeeded
SQL Client Connectivity	Succeeded

Details:  
Install successful.

Summary log file has been saved to the following location:  
[C:\Program Files\Microsoft SQL Server\140\Setup Bootstrap\Log\20191229\\_152539\Summary\\_SMDW\\_20191229\\_152539.txt](C:\Program Files\Microsoft SQL Server\140\Setup Bootstrap\Log\20191229_152539\Summary_SMDW_20191229_152539.txt)

Close

SQL 2017 Reporting Services:



— X

## Microsoft SQL Server 2017 Reporting Services

(October 2017)

Review the license terms

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— X

## Microsoft SQL Server 2017 Reporting Services

(October 2017)

Install Database Engine

You'll need an instance of SQL Server Database Engine to store the report server database.

Install Reporting Services only

You'll need to have or install a Database Engine instance on this server or on a different server.

[Learn more about supported Database Engine versions and editions](#)

[Cancel](#) [< Previous](#) [Next >](#)

— X

## Microsoft SQL Server 2017 Reporting Services

(October 2017)

Setup completed

We've installed the files you need. Restart the computer and run Report Server Configuration Manager to configure your report server.

[Learn more](#)

[Restart](#) [Configure report server](#) [Close](#)

SQL 2017 Management Studio:



RELEASE 18.4

## Microsoft SQL Server Management Studio

Welcome. Click "Install" to begin.

Location:

C:\Program Files (x86)\Microsoft SQL Server Management Studio 18

By clicking the "Install" button, I acknowledge that I accept the [License Terms](#) and [Privacy Statement](#).

SQL Server Management Studio transmits information about your installation experience, as well as other usage and performance data, to Microsoft to help improve the product. To learn more about data processing and privacy controls, and to turn off the collection of this information after installation, see the [documentation](#).


RELEASE 18.4

## Microsoft SQL Server Management Studio

**Restart required in order to complete setup.**

All specified components have been installed successfully.

The computer needs to be restarted before setup can continue.

## Service Manager Datawarehouse:

> SM2 > OS (C:) > Temp > System Center Service Manager 2019 >

Name	Date modified	Type	Size
Prerequisites	29-Dec-2019 4:54 ...	File folder	
Setup	29-Dec-2019 4:54 ...	File folder	
Tools	29-Dec-2019 4:54 ...	File folder	
Setup	28-Jan-2019 11:04 ...	Application	658 KB

Service Manager Setup Wizard X

 Microsoft

### System Center 2019 Service Manager

---

For a complete installation of Service Manager, you need both a Service Manager management server and a data warehouse management server. A Service Manager management server cannot be installed on the same computer as a data warehouse management server.

**Install**

Service Manager management server

Service Manager data warehouse management server  

**Install (Optional)**

Service Manager console

Service Manager Self Service Portal

Additional Resources

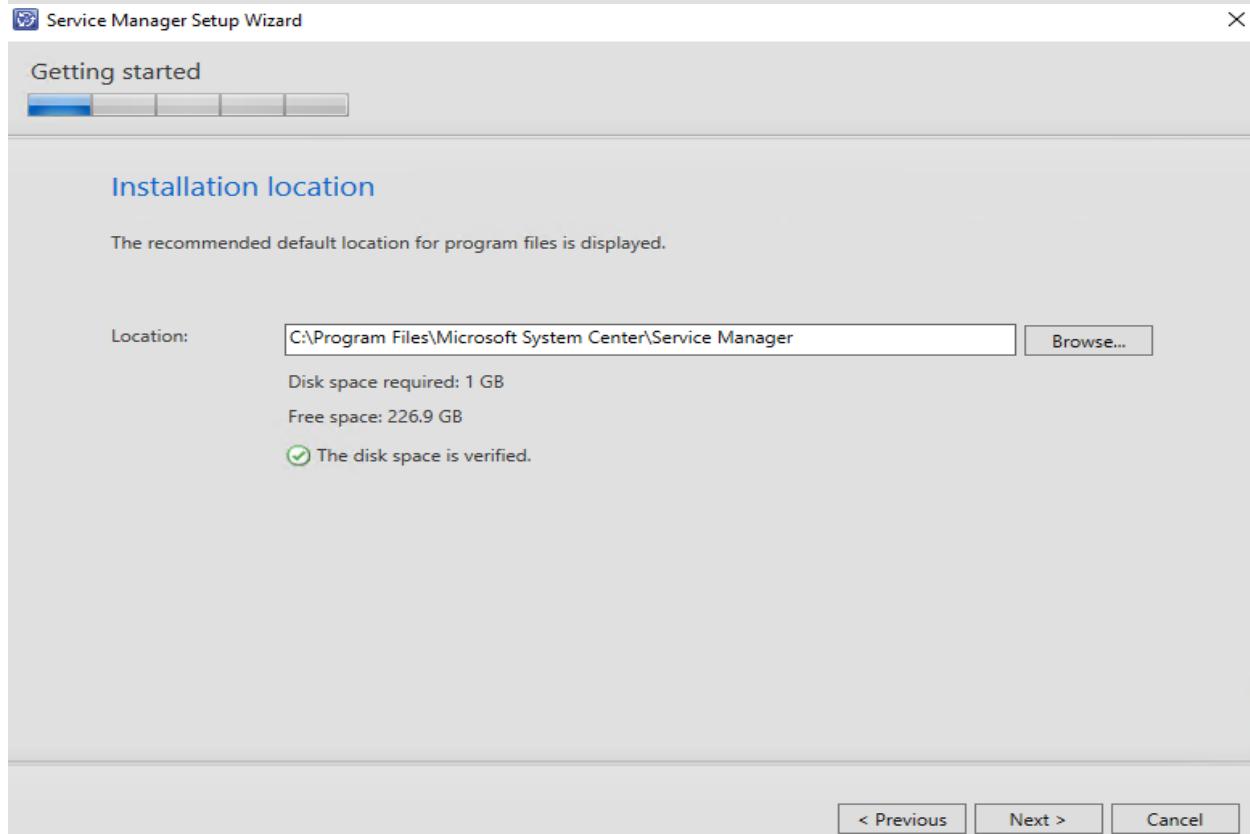
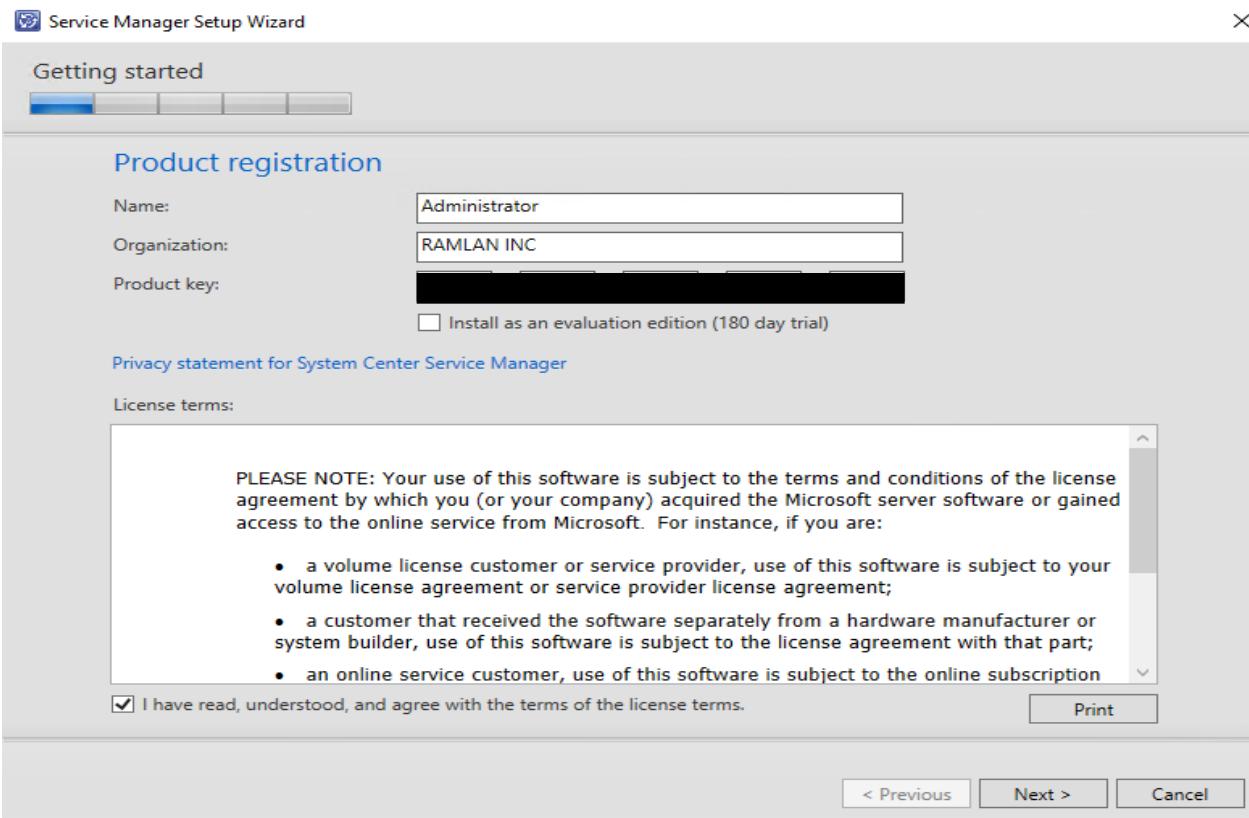
Deployment Guide

Release Notes

Search Support Articles

View System Requirements

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Service Manager Setup Wizard

Prerequisites

System check results

Setup can continue but this computer does not meet optimum system requirements, which may affect performance.

Data Warehouse		Expand All 
 <b>Memory check</b>	<b>There is not enough memory in this computer</b> The suggested memory requirement is 8190 MB. This computer has only 4046 MB.	
 <b>Microsoft SQL Server 2014 Analysis Management Objects</b>	<b>Microsoft SQL Server 2014 Analysis Management Objects is installed</b>	
 <b>Processor speed check</b>	<b>The CPU processor does not meet the recommended specifications</b> The minimum processor speed recommended is 2500 MHz. This computer's processor speed is 1995 MHz. The minimum number of processor cores recommended is 4. This computer's processor has only 1.	
 <b>Windows version check</b>	<b>A supported version of Windows is installed</b>	
 <b>Microsoft SQL Server 2012 Native Client check</b>	<b>Microsoft SQL Server 2012 Native Client is installed</b>	

Service Manager Setup Wizard 

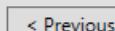
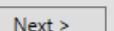
Prerequisites

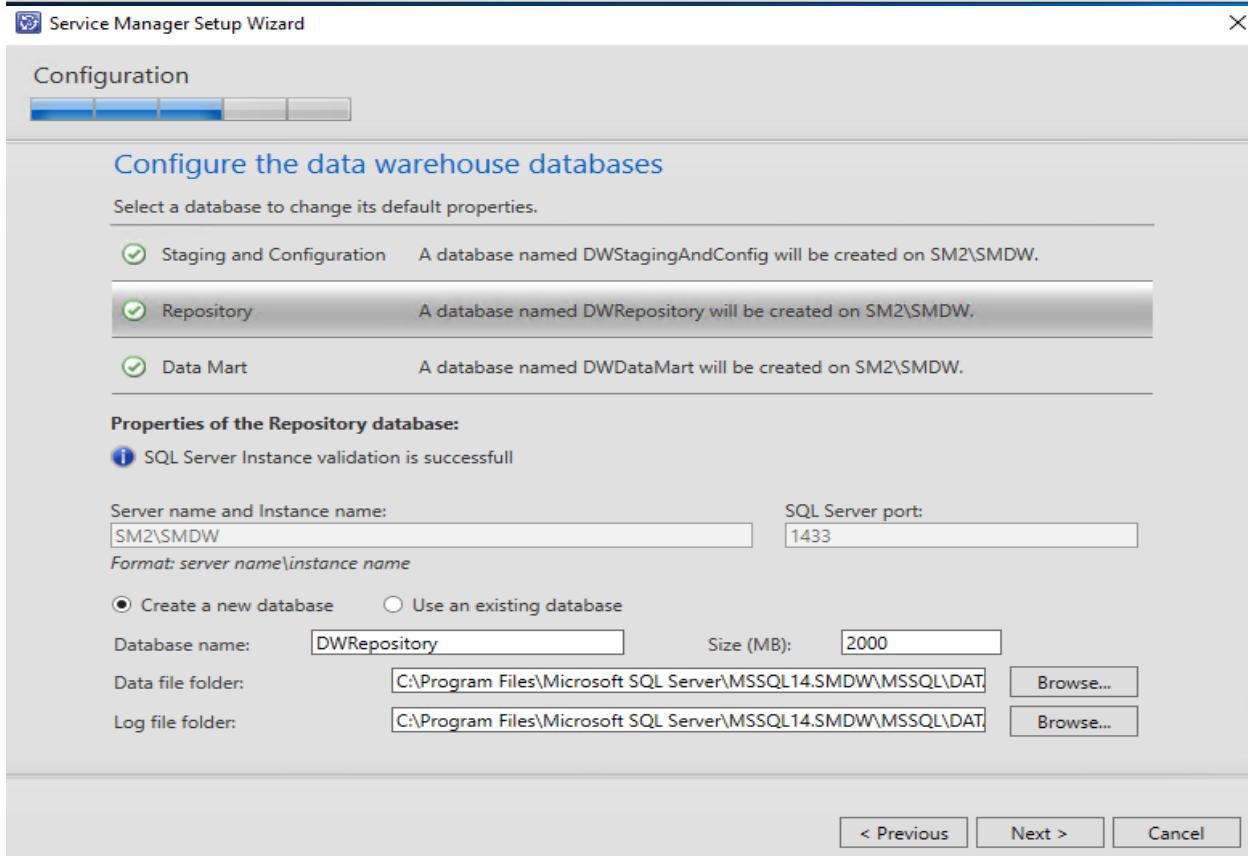
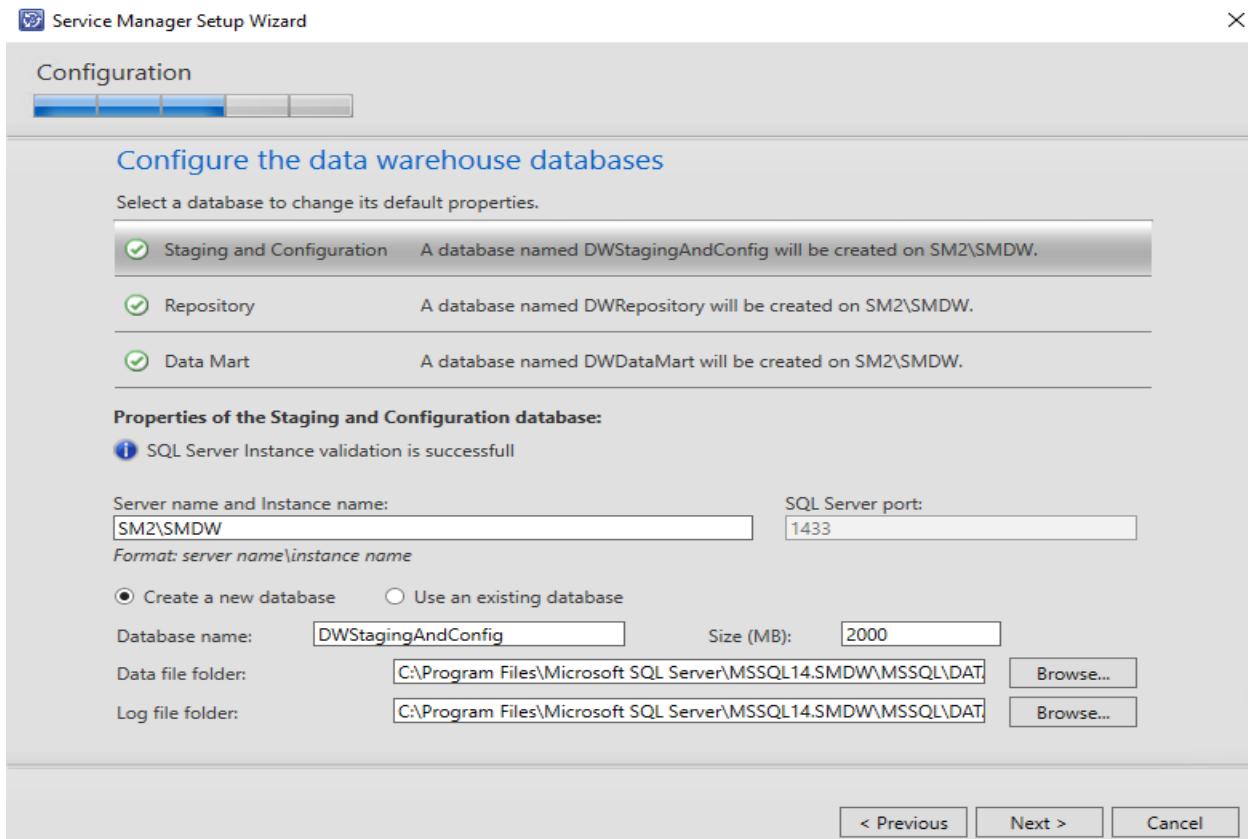
System check results

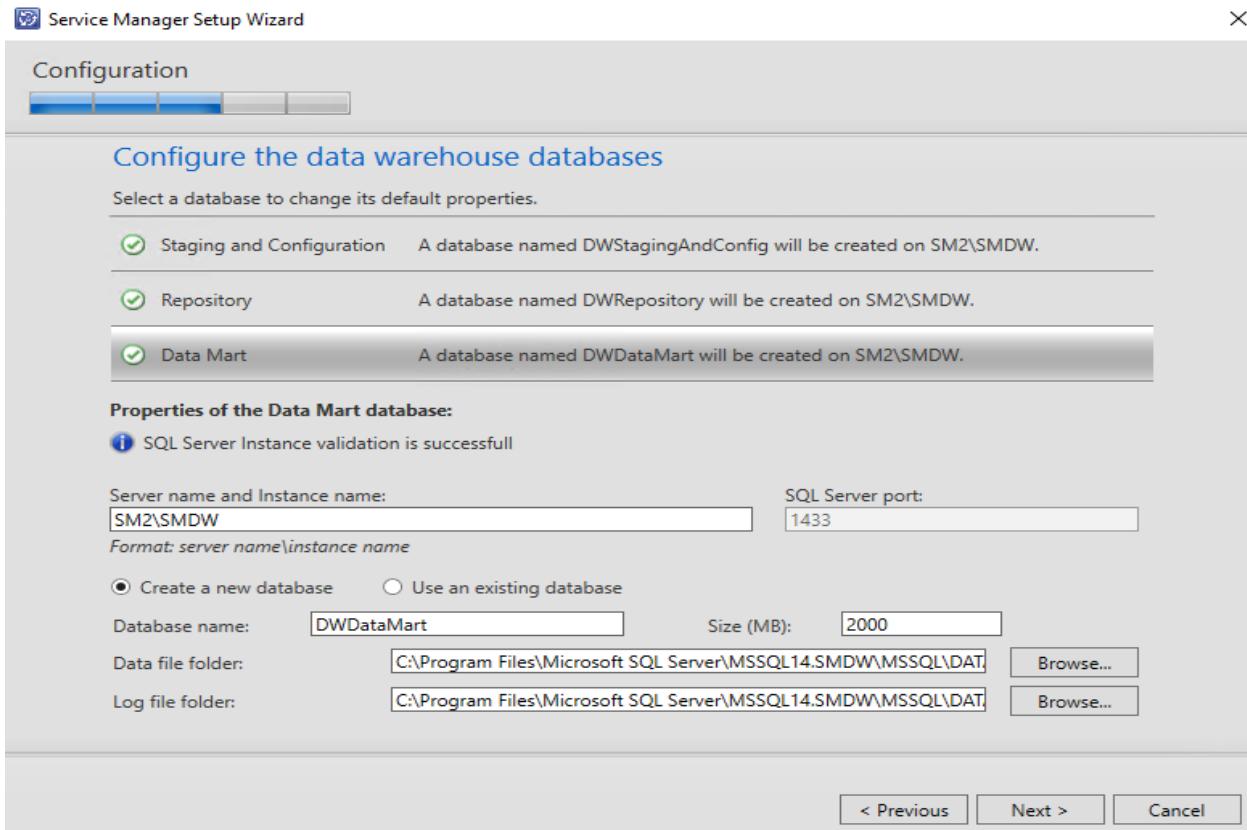
Setup can continue but this computer does not meet optimum system requirements, which may affect performance.

 <b>Microsoft SQL Server 2014 Analysis Management Objects</b>	The suggested memory requirement is 8190 MB. This computer has only 4046 MB.
 <b>Processor speed check</b>	<b>The CPU processor does not meet the recommended specifications</b> The minimum processor speed recommended is 2500 MHz. This computer's processor speed is 1995 MHz. The minimum number of processor cores recommended is 4. This computer's processor has only 1.
 <b>Windows version check</b>	<b>A supported version of Windows is installed</b>
 <b>Microsoft SQL Server 2012 Native Client check</b>	<b>Microsoft SQL Server 2012 Native Client is installed</b>
 <b>Microsoft .NET 3.5 framework check</b>	<b>Microsoft .NET 3.5 framework is installed</b>

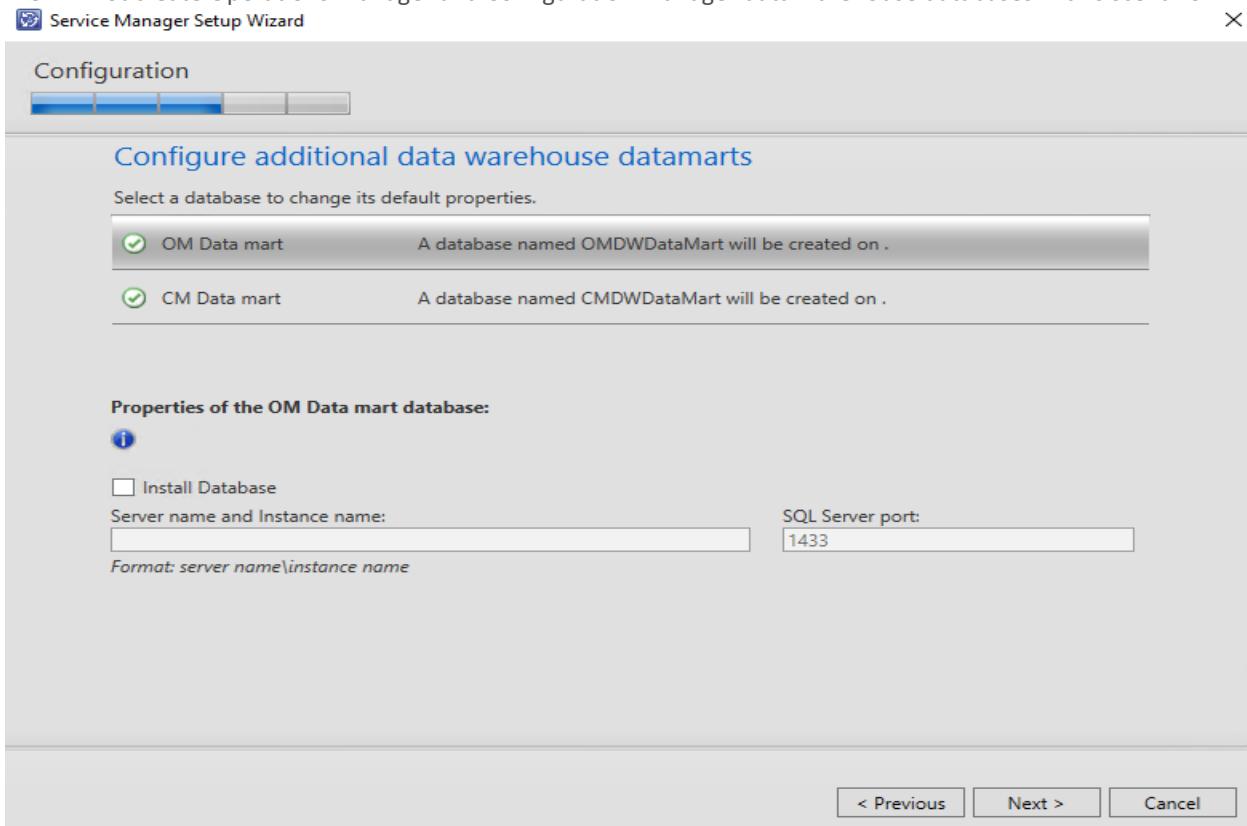
[Review full system requirements](#)

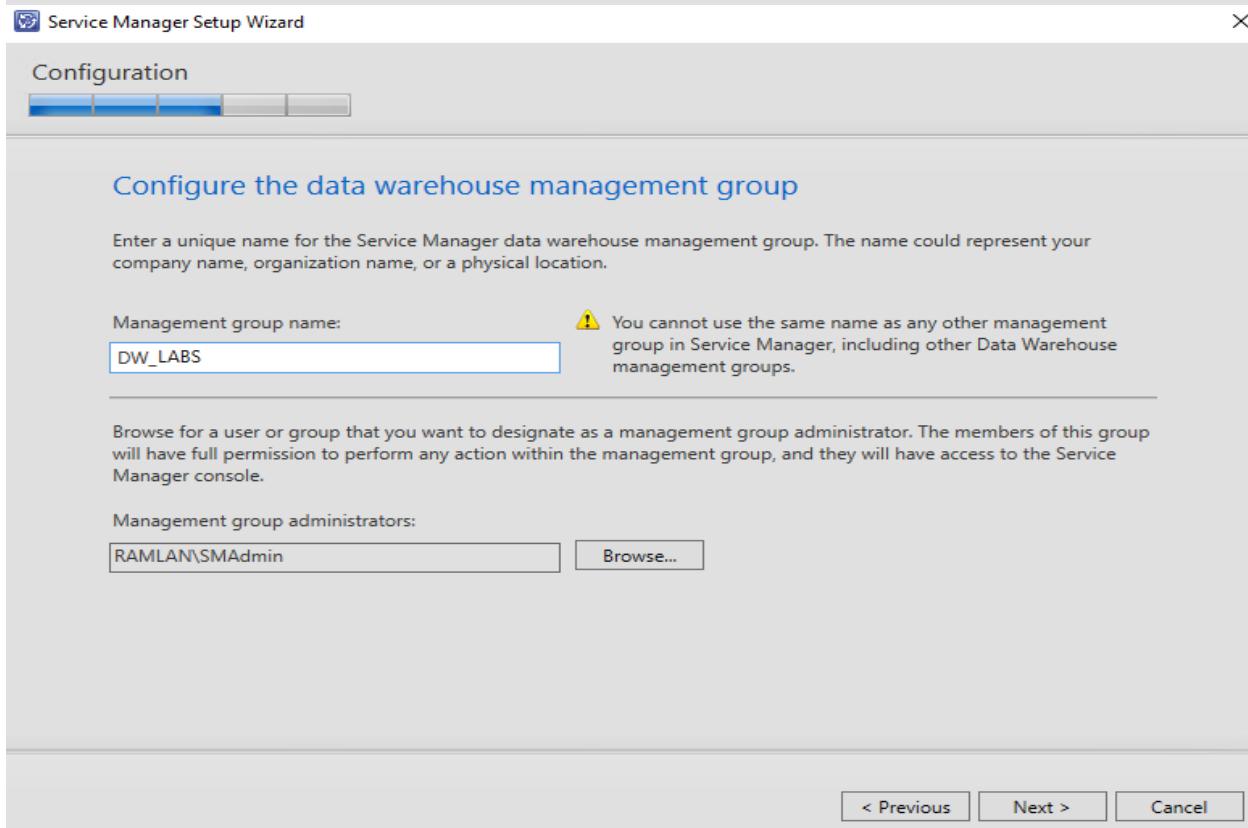
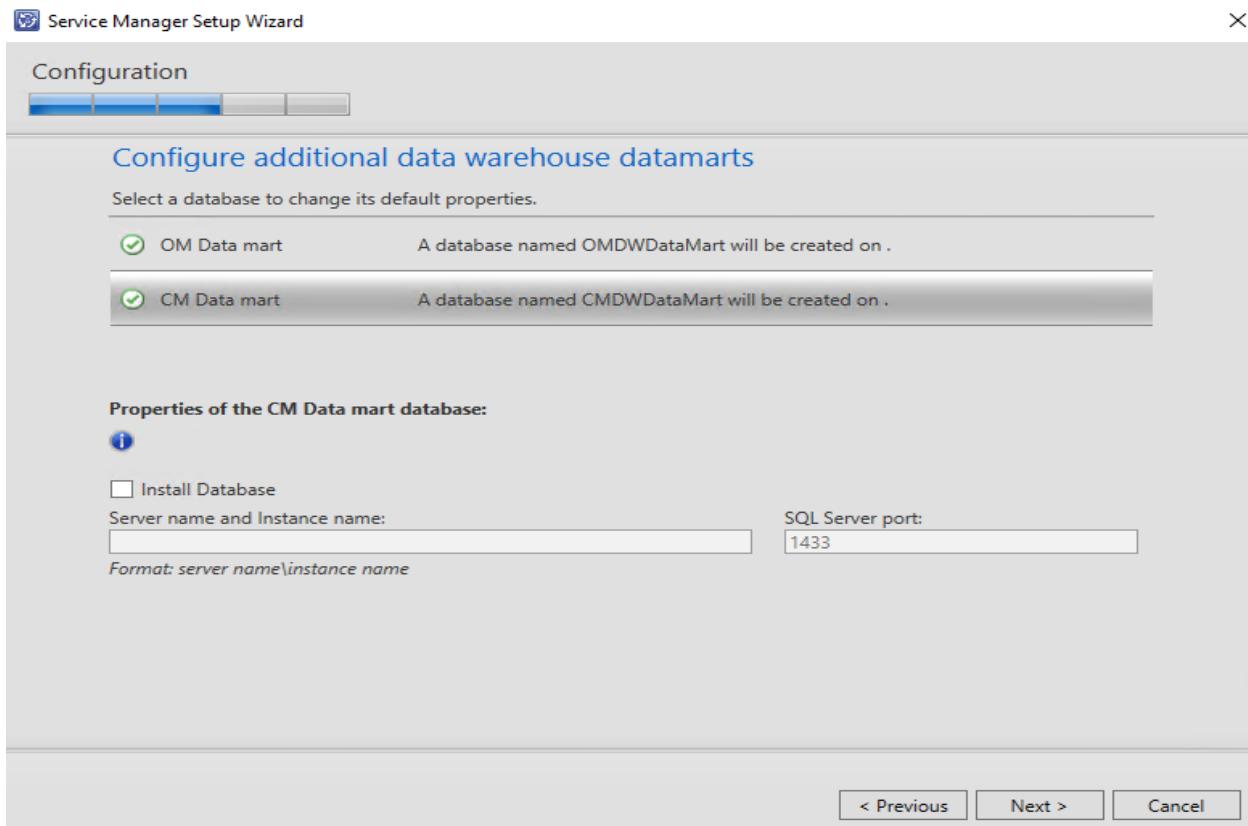
  

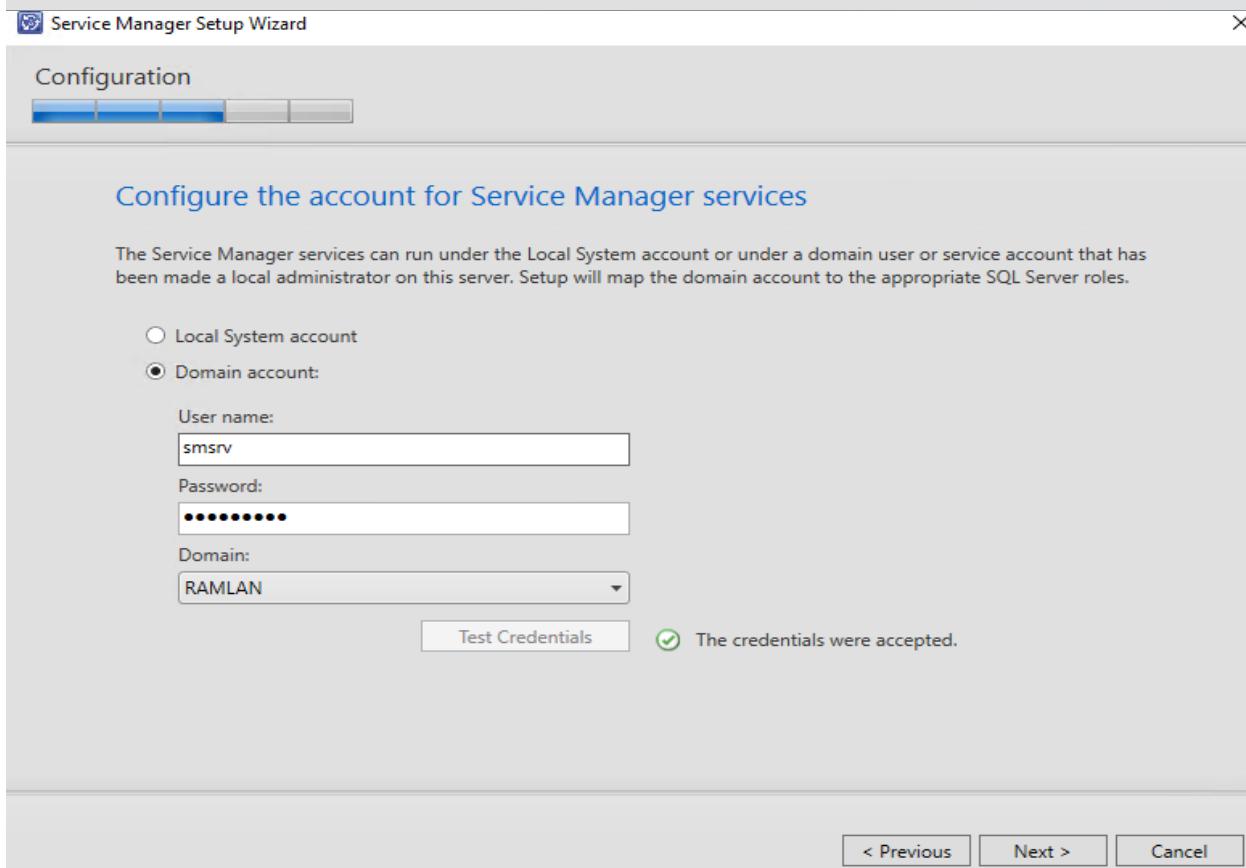
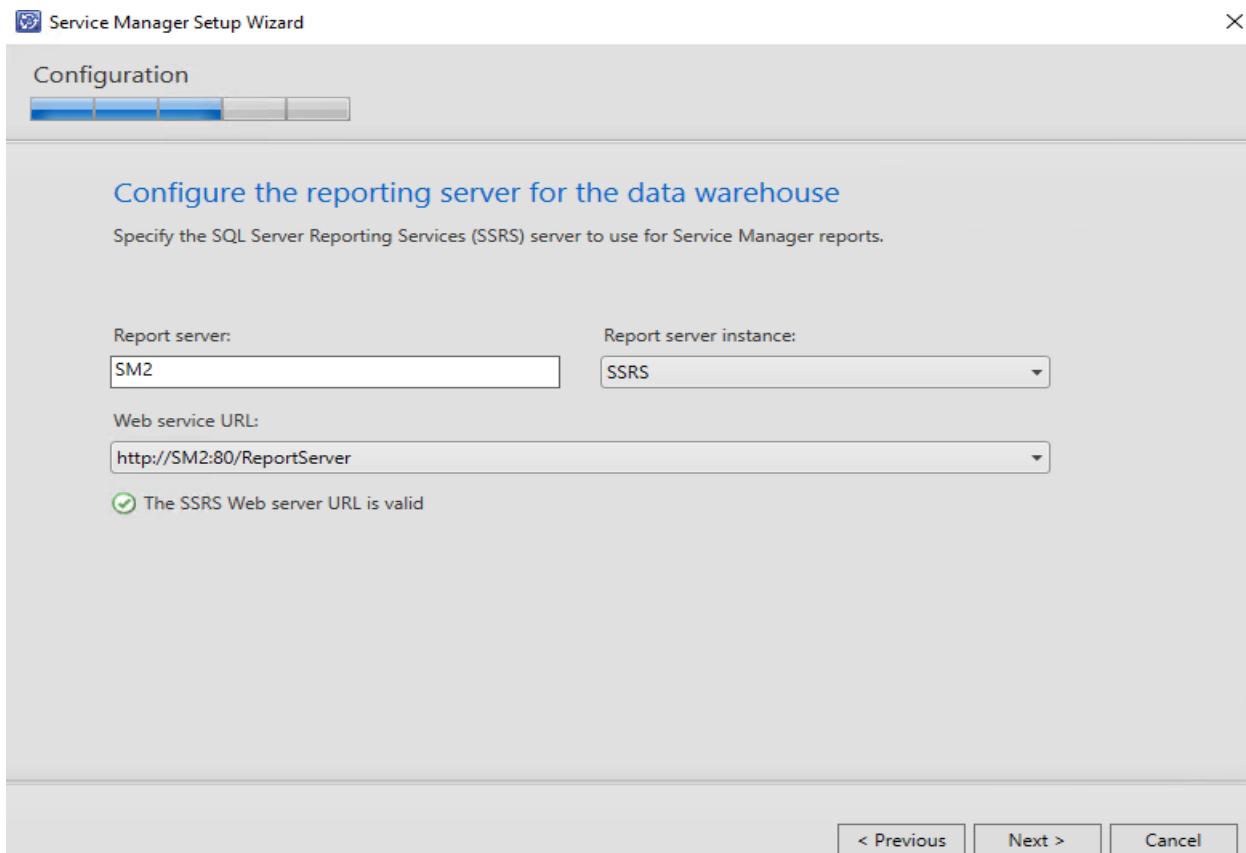


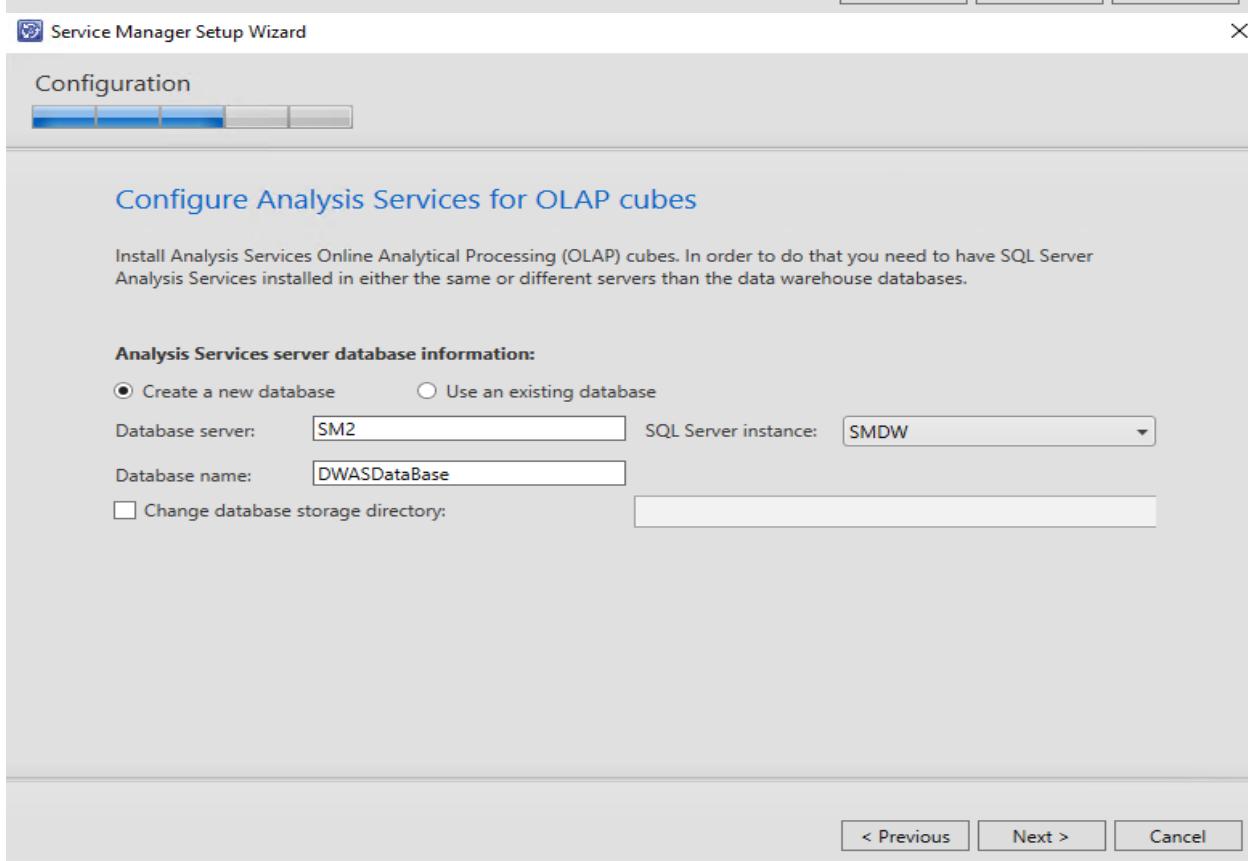
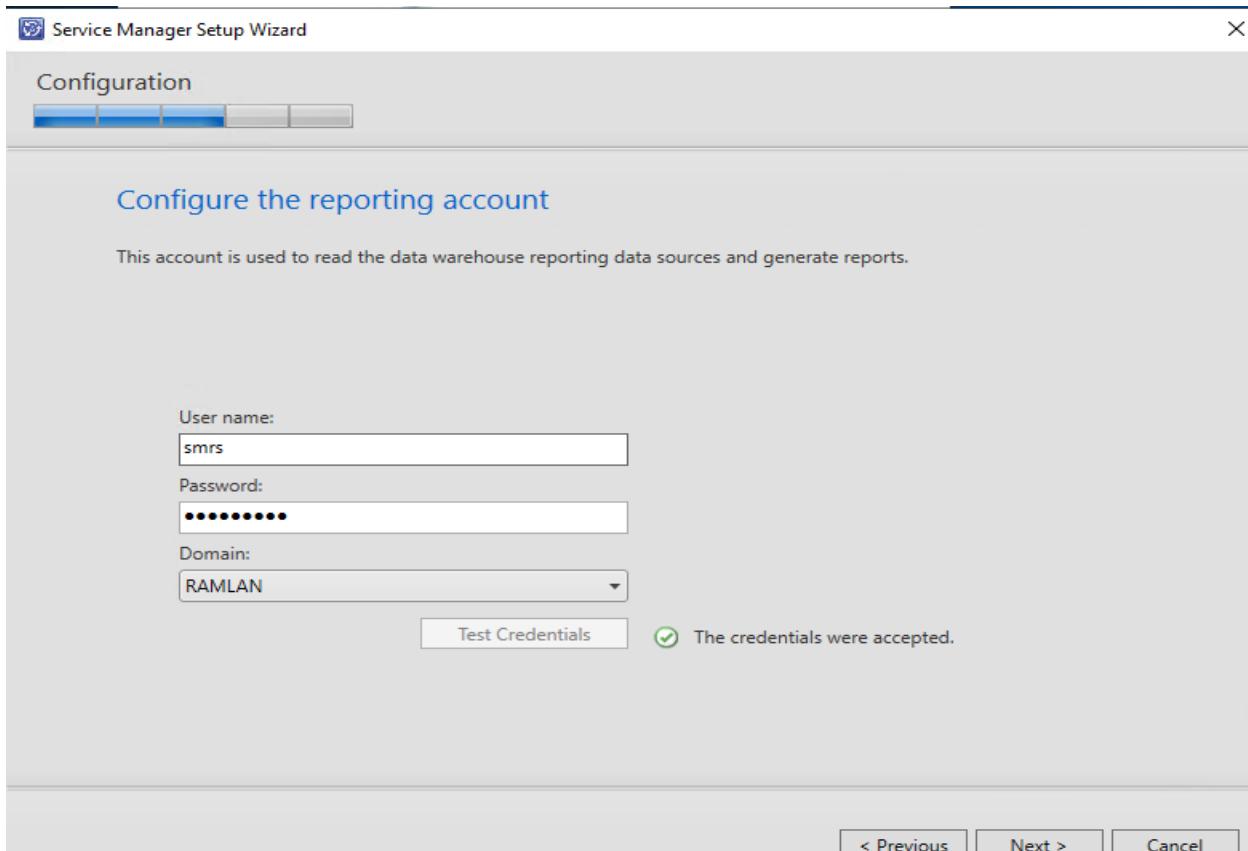


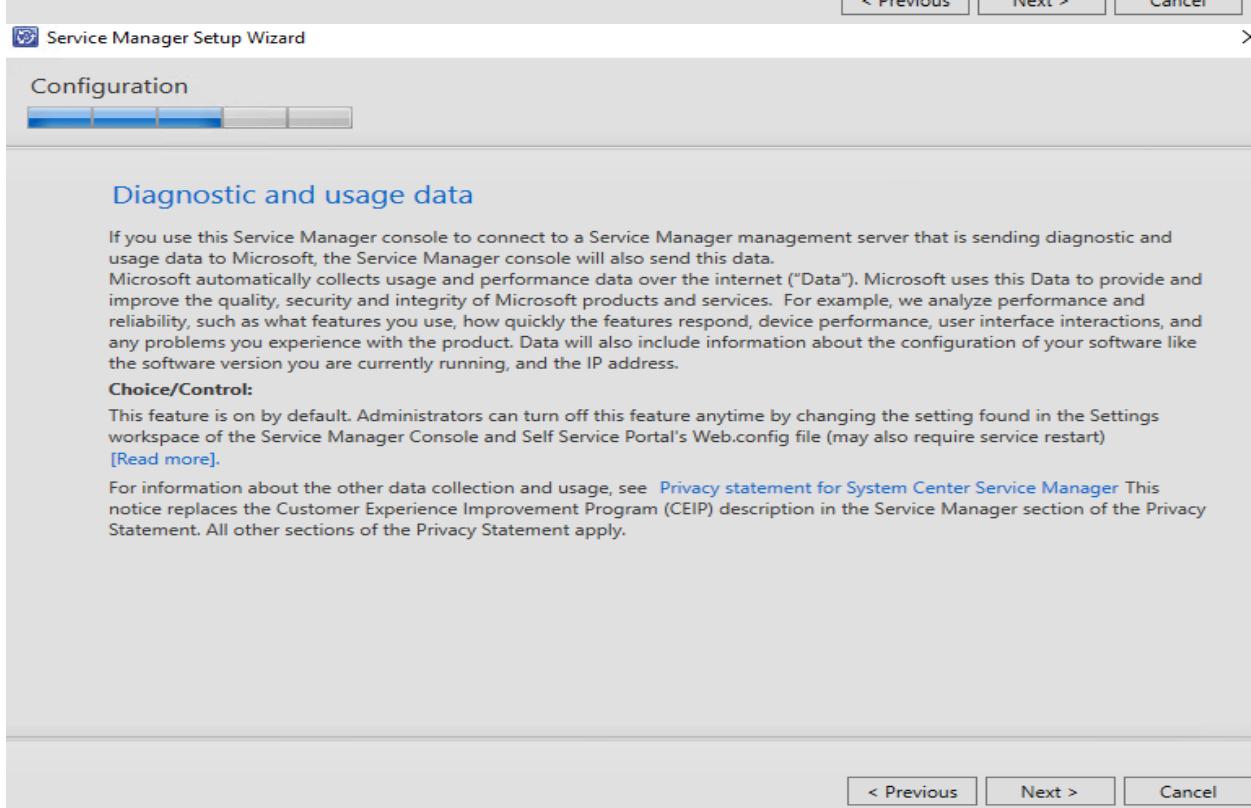
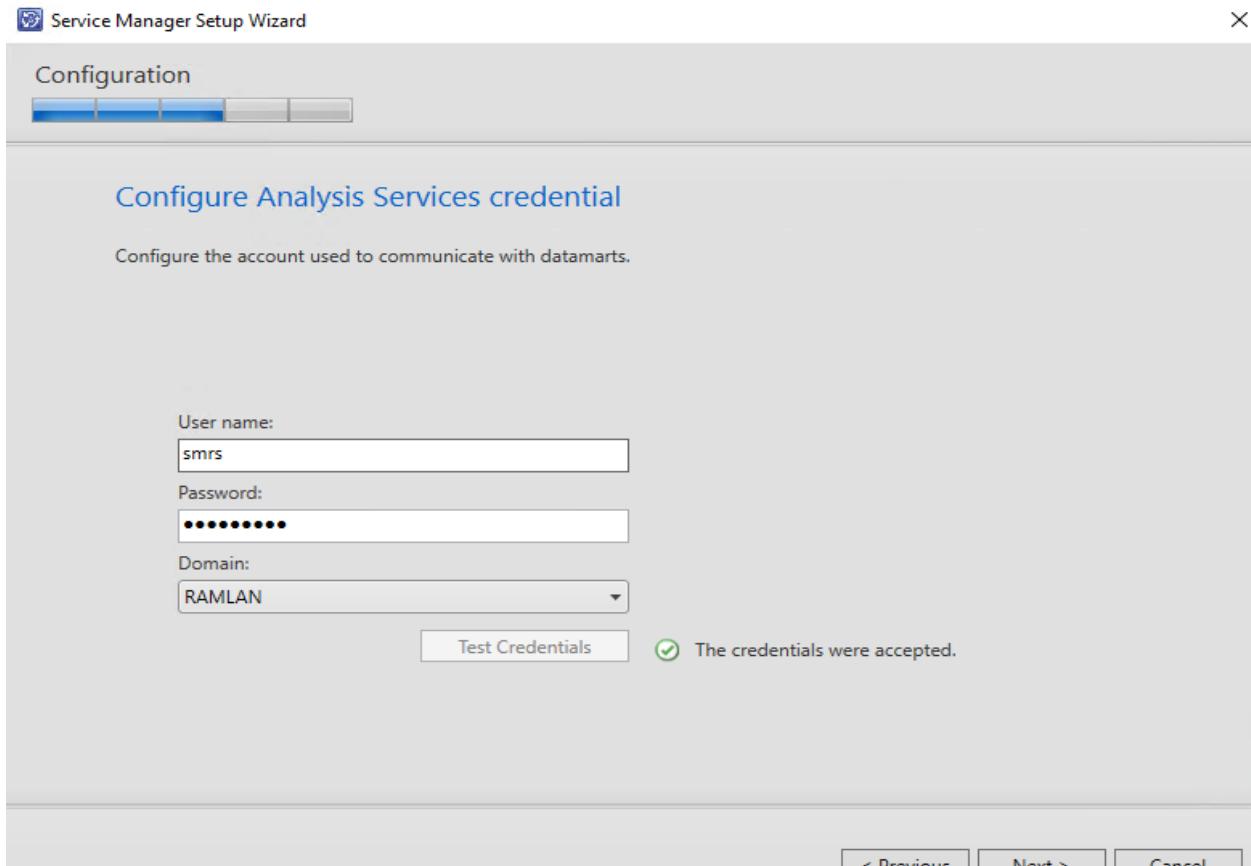
We will not create Operations Manager and Configuration Manager data warehouse databases in this scenario.











## Installation summary

Review the selections for the parts you are installing. To continue, click Install. To change these selections, click Previous.

Program files location:

**C:\Program Files\Microsoft System Center\Service Manager**

Management group name:

**LABS**

Service Manager data warehouse administrators group:

**RAMLAN\SMAdmin**

Account for Service Manager services:

**RAMLAN\smrv**

Reporting server:

**SM2**

SSRS Web Service URL:

**http://SM2:80/ReportServer**

SSRS data source account:

**RAMLAN\smrs**

## Installation summary

Review the selections for the parts you are installing. To continue, click Install. To change these selections, click Previous.

Create staging and configuration database on:

**SM2\SMDW**

Staging and configuration database name:

**DWStagingAndConfig**

Staging and configuration database data file:

**C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA**

Staging and configuration database log file:

**C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA**

Create repository database on:

**SM2\SMDW**

Repository database name:

**DWRepository**

Repository database data file:

**C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA**

Service Manager Setup Wizard

Configuration

## Installation summary

Review the selections for the parts you are installing. To continue, click Install. To change these selections, click Previous.

Repository database name:

**DWRepository**

Repository database data file:

**C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA**

Repository database log file:

**C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA**

Create data mart database on:

**SM2\SMDW**

Data mart database name:

**DWDataMart**

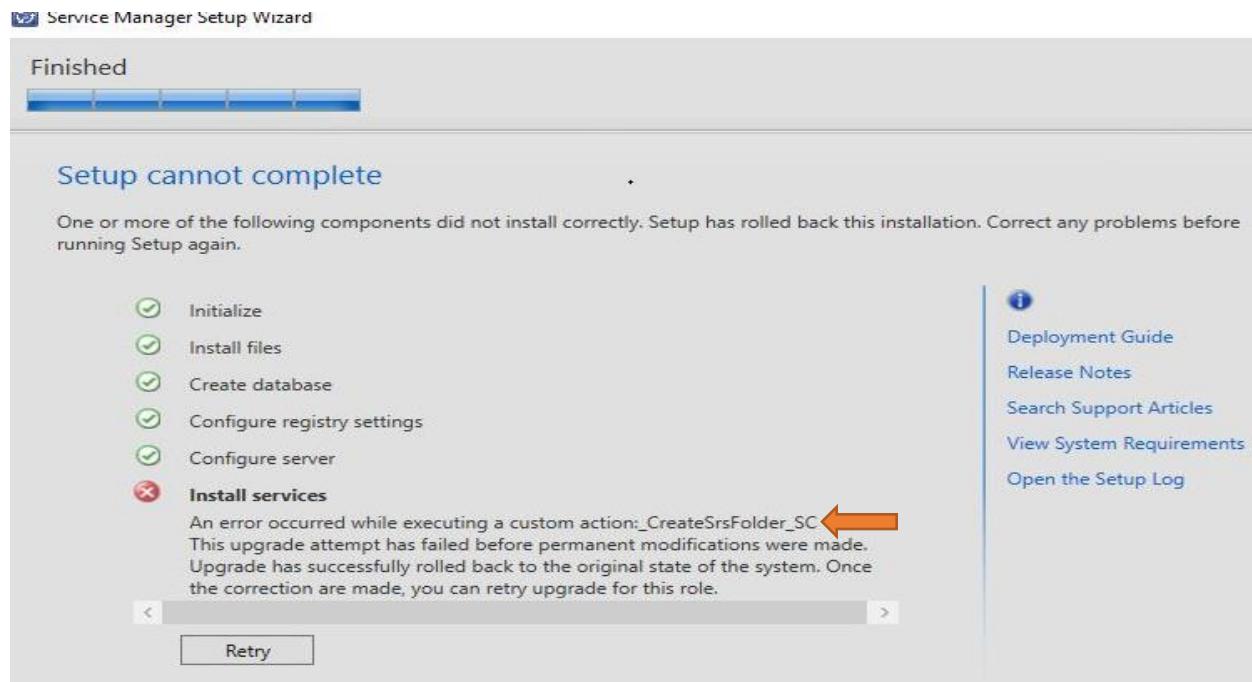
Data mart database data file:

**C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA**

Data mart database log file:

**C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA**

< Previous      Install      Cancel



The setup did not complete successfully. Still in the process of finding a solution to fix \_CreateSrsFolder\_SC on the Report Server (SSRS). Will update the document later with the solution.

#### SPN Entry:

Now we need to find out, if proper SPN entry has been created for this server (SM2). Open command prompt as administrator and run below commands.

**SETSPN -I RAMLAN\SMSSrv**

**setspn -A SMSSrv/SM2 RAMLAN\SMSSrv**

**setspn -A SMSSrv/SM2.RAMLAN.CA RAMLAN\SMSSrv**

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.17763.914]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\ADMINISTRATOR.RAMLAN>SETSPN -I RAMLAN\SMSSrv
Registered ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA:
    SMSSrv/SM1.RAMLAN.CA
    SMSSrv/SM1

C:\Users\ADMINISTRATOR.RAMLAN>setspn -A SMSSrv/SM2 RAMLAN\SMSSrv
Checking domain DC=RAMLAN,DC=CA

Registering ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA
    SMSSrv/SM2
Updated object

C:\Users\ADMINISTRATOR.RAMLAN>setspn -A SMSSrv/SM2.RAMLAN.CA RAMLAN\SMSSrv
Checking domain DC=RAMLAN,DC=CA

Registering ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA
    SMSSrv/SM2.RAMLAN.CA
Updated object

C:\Users\ADMINISTRATOR.RAMLAN>SETSPN -I RAMLAN\SMSSrv
Registered ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA:
    SMSSrv/SM2.RAMLAN.CA
    SMSSrv/SM2
    SMSSrv/SM1.RAMLAN.CA
    SMSSrv/SM1
```

With this SCSM 2019 install is complete.

Thanks

**Ram Lan - 30<sup>th</sup> Dec 2019**