# SCOM Self Service Portal

# Administration Guide

This guide will cover how to customize the SCOM Self Service Portal for your end users.

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## Customize Look and Feel

In this scenario, the SCOM Administrator only wants users to see Agent and Schedule Maintenance Mode.

- 1.) Go to the hidden Admin page. http://yourMSserver/SelfService/Admin
- 2.) Go to the Customization Section
- 3.) Uncheck Monitoring
- 4.) Click Update



Now when a user launches the Self Service Portal they will only see Agent and Schedule Maintenance Mode.

## Modify Group and Monitor Naming Prefix

In this scenario, the SCOM Administrator wants Groups and Monitors to have a different default prefix.

The prefix is added to all MPs, Groups, Monitors, and Rules created using the portal. The admin may want to change it so it is in line with their standard Naming Scheme for existing MPs. After it is changed all future MPs, Groups etc.. created in the portal will contain the prefix. Existing MPs ang groups will not be modified.

#### **Example MP Name**

Installed Management Packs (1)		
Cook for: Exchange	Find Now	Clear
Name		
🚟 SCOM2K16 - Self Service - Exchange Front End Servers		
Example Monitor Name		
SCOM2K16 - Self Service - Exchange Front End Servers		
▲ 38 Entity Health		
⊿ 😹 Availability		
SCOM2K16 - Self Service - Mailbox service		

- 1.) Go to the hidden Admin page. http://yourMSserver/SelfService/Admin
- 2.) Under the Customization Section
- 3.) Change the value of the Group and Monitor Naming Prefix to your desired Prefix.
- 4.) Click Update
- 5.) Test to make sure the new prefix works like you want.

#### **Group and Monitor Naming Prefix**

SCOM2K16 - Self Service -

In this scenario users only want servers to go into maintenance mode for 30 minutes when clicking **Instant Maintenance Mode** 

- 1.) Go to the hidden Admin page. <u>http://yourMSserver/SelfService/Admin</u>
- 2.) Under the Customization Section
- 3.) Change the value of Instant Maintenance Mode minutes from 60 to 30.
- 4.) Click Update

Customization	Help
Agent	
Monitoring	
Schedule Maintenance	
Group and Monitor Naming Prefix	
SCOM2K16 - Self Service -	<u>ش</u>
Excluded Servers (Comma Seperated List)	
OM02.SCOM2K16.com,OM01.SCOM2K16.com	
Instant MM Minutes	
30	
	Update

# Modify Excluded Servers

In this scenario, the SCOM Administrator wants additional servers to be excluded from the portal such as domain controllers.

- 1.) Go to the hidden Admin page. http://yourMSserver/SelfService/Admin
- 2.) Under the Customization Section
- 3.) Change the value of Excluded Servers
- 4.) Add the additional servers to the comma separated list with no spaces.
- 5.) Click Update

**Excluded Servers (Comma Seperated List)** 

OM02.SCOM2K16.com,OM01.SCOM2K16.com,DC01.SCOM2K16.com

### Self Service Portal Management Pack

The Self Service Portal Management pack contains a view for the state, events, and a view for the self service web site.

If you want to grant users access to the views. You will need to grant users access to the Self Service portal object.

#### **Custom DNS Name**

If you configure a custom DNS name for the website or secure the site with SSL you will need to create an override to tell the management pack the new site address.

#### 1. Open the Authoring Pane and click Object Discoveries, Change Scope and Type in SCOM Self Service Portal

Authoring	<	Object Discoveries (2)				
Authoring	^	Management pack objects are now scoped to SCO	OM Self Service F	Portal	Change Scope	×
Management Pack Templates		🔍 Look for:	Fin	d Now	Clear	
Distributed Applications		Name		Target		Man
Groups		Discovered Type: SCOM Self Service Portal (2)				
Attributes		SCOM Self Service Portal Class Discovery		Windows	s Server Operati	SCO
Monitors		SCOM 2016 MMScheduler Class Properties Disc	scovery	SCOM Se	elf Service Portal	SCO
Object Discoveries						
Dverrides	¥					
Add Monitoring Wizard						
New Distributed Application						
New Group						
Mar an an						
Monitoring	_					
📝 Authoring		<				>
Reporting	_	Object Discovery Details:				*
		Select an object discovery above to view do	letails			
Administration		<b>U</b>				
My Workspace						

2. Right Click on "SCOM Self Service Portal Class Properties Discovery". Select Overrides, Override the Object Discovery, For all objects of class: SCOM Self Service Portal

perties	Discoverv S	COM Self Service Portal SC	OM Self Service	Portal Yes	4/3/2018 9:01:36 AM
	Properties				
-200	Enable	_			
×	Overrides 🔹 🕨	Disable the Object Disc	overy 🕨		
$\times$	Delete Del	Override the Object Di	scovery 🕨	For all objects of class: SCON	M Self Service Portal
0	Refresh E5	Summary	• •	For a group	13
				For a specific object of class	: SCOM Self Service Portal
				For all objects of another cla	ISS

3. Click Override for URL line. Then type in the full address for your custom web Address.

**Override Properties** 

Object Discovery name:	SCOM Self Service Portal Class Properties Discovery
Category:	Discovery
Overrides target:	Class: SCOM Self Service Portal

Override-controlled parameters:

	Override	Parameter Name	Parameter	Default Value	Override Value	Effective Value
		Enabled	Boolean	True	True	True
•		URL	String	https://your	https://om01.scom2k16.com/SelfService	https://yourS

4. Select the destination management pack and click OK

#### Issues

For any issues please contact <a href="mailto:support@scom2k7.com">support@scom2k7.com</a>