

# SCOM Self Service Portal

## Administration Guide

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

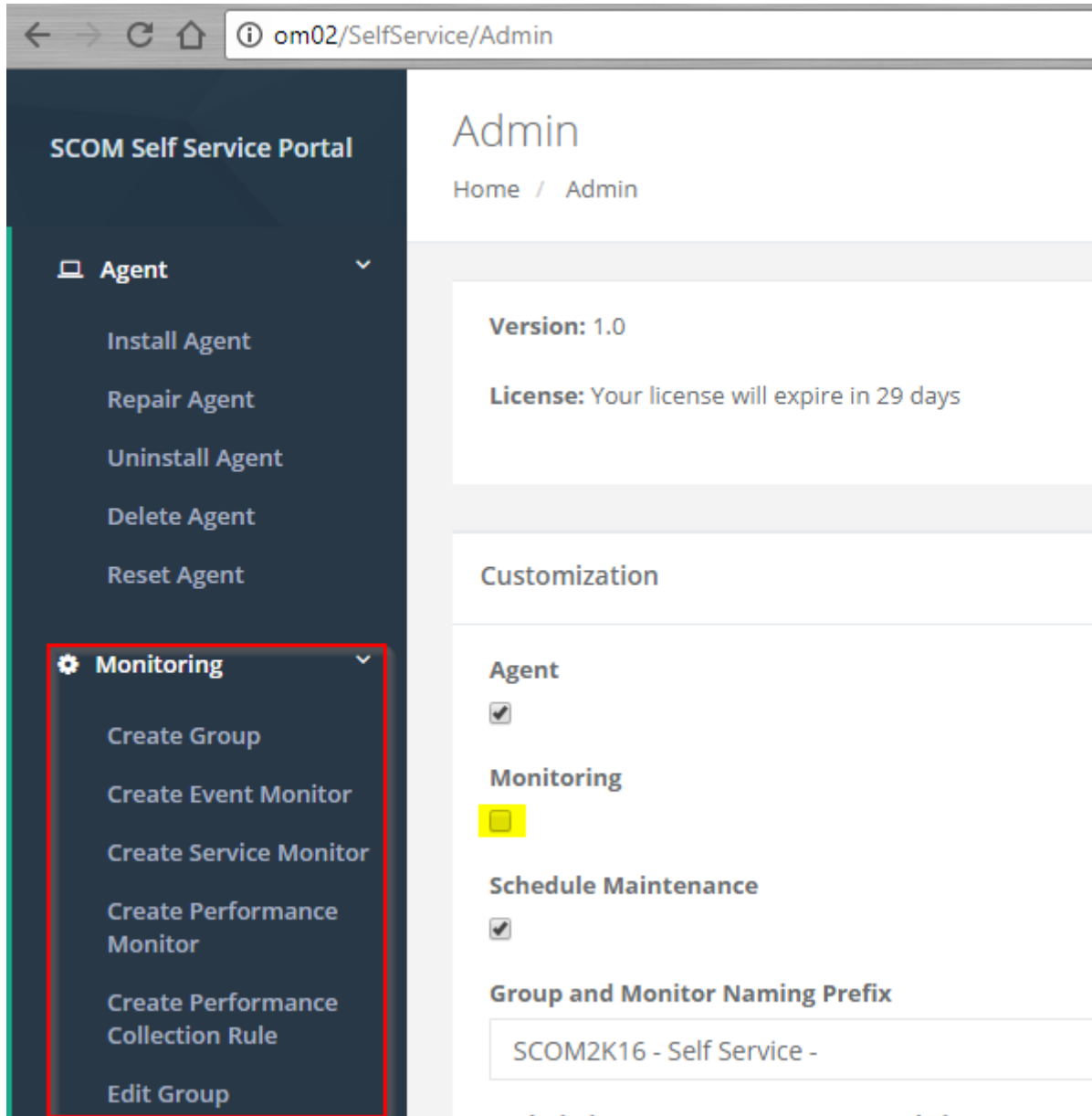
### Table of Contents

Administration Guide .....	1
Customize Look and Feel .....	2
Modify Group and Monitor Naming Prefix .....	3
Modify Instant Maintenance Mode Default Minutes .....	4
Modify Excluded Servers .....	5
Self Service Portal Management Pack .....	5

## 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**



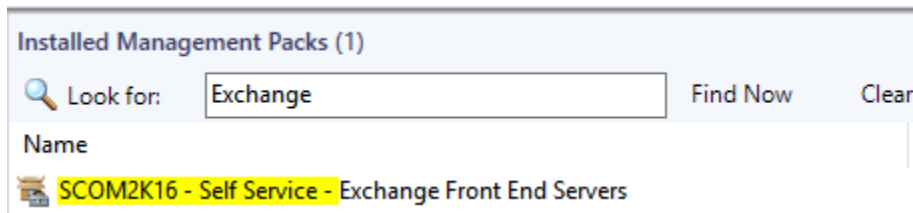
Now when a user launches the Self Service Portal they will only see Agent and Schedule Maintenance Mode.

## Modify Group and Monitor Naming Prefix

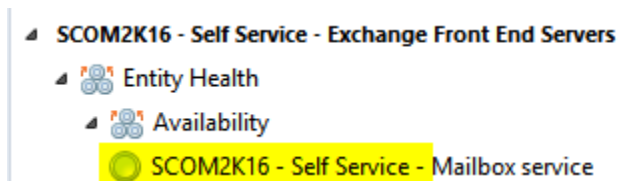
In this scenario, the SCOM Administrator wants **Groups** and **Monitors** to have a different default prefix.

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 and groups will not be modified.

### Example MP Name



### Example Monitor Name



- 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 -

## Modify Instant Maintenance Mode Default Minutes

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. <http://yourMSserver/SelfService/Admin>
- 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 - 🗑️

**Excluded Servers (Comma Seperated List)**  
OM02.SC0M2K16.com,OM01.SC0M2K16.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 Separated List)

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

## Self Service Portal Management Pack

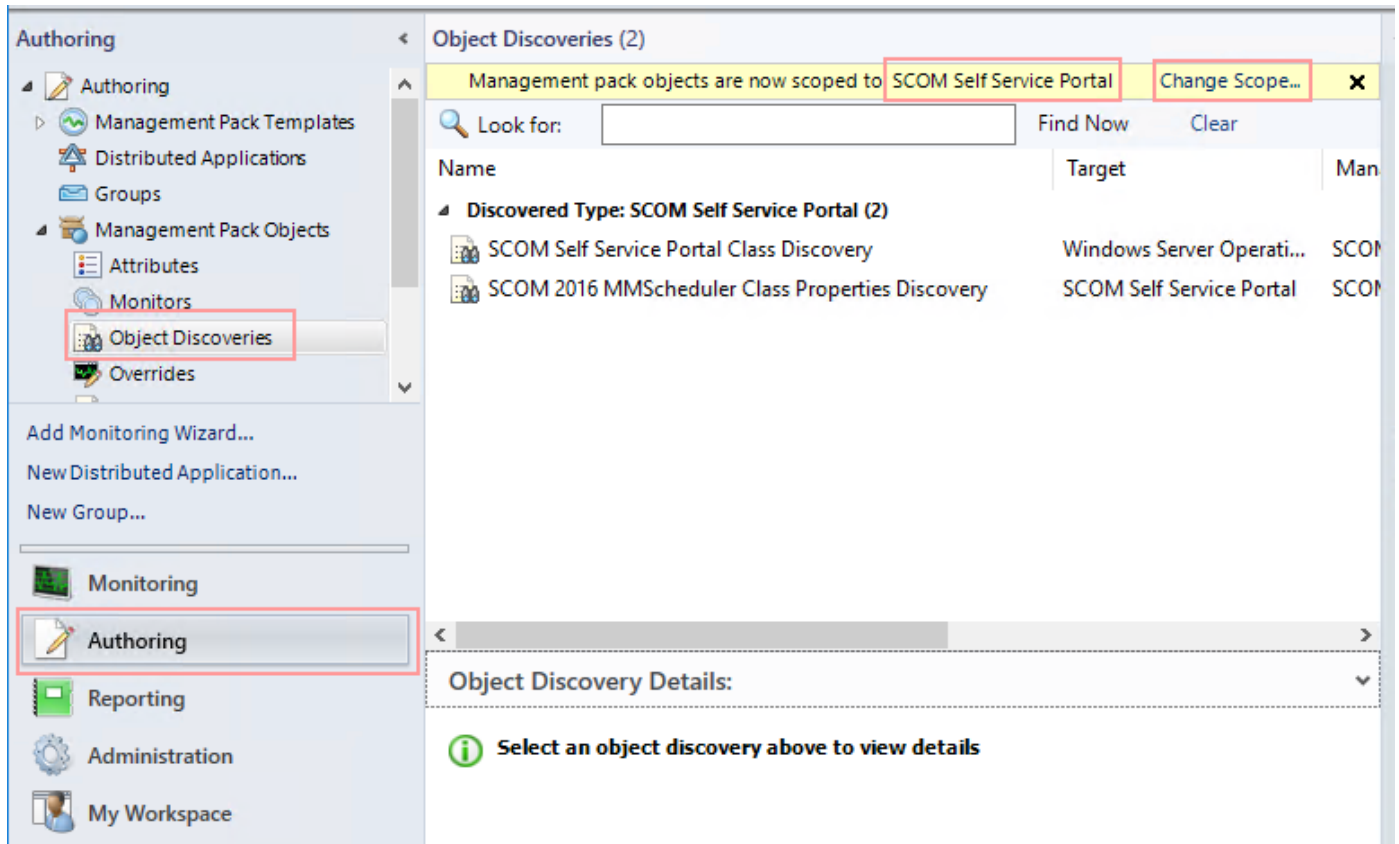
The Self Service Portal Management pack contains a view for the state, events, and a view for the self service web site.

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

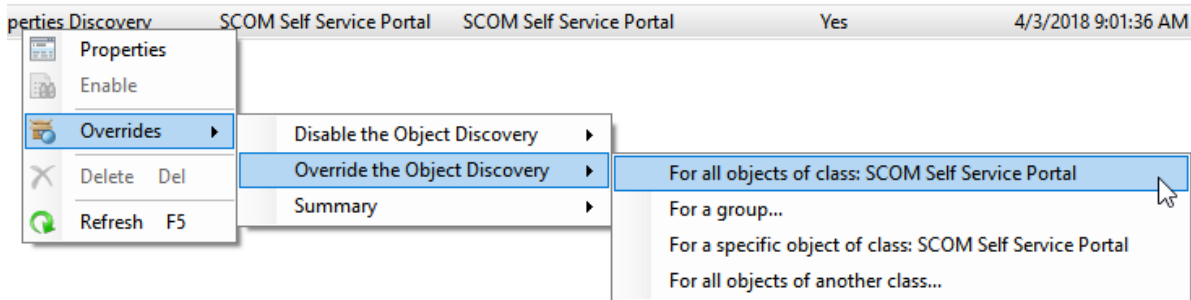
### Custom DNS Name

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**



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**



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
	<input type="checkbox"/>	Enabled	Boolean	True	True	True
	<input checked="" type="checkbox"/>	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 [support@scm2k7.com](mailto:support@scm2k7.com)