



LANDESK Service Desk

Upgrade Guide

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LANDESK Service Desk: Upgrading to 7.8.x

This document describes how to upgrade from V7.4 or later to V7.8.x of the LANDESK Service Desk.

If you are upgrading from a version between V7.2.6 and V7.4, you also need to refer to the separate *Upgrading to V7.4* document (Upgrade74.pdf). If you are upgrading from a version earlier than V7.2.6, you need to upgrade to V7.2.6 first – contact your LANDESK supplier for assistance.

NOTE: This document describes how to upgrade to version 7.8.x from a number of earlier versions. If you are upgrading from V7.4, you will need to complete all of the steps; if you are upgrading from a later version, you will need only a few of the steps. Each section of this document has a version number associated with it. Complete the instructions in the sections where the version number in brackets is higher than the version you are upgrading from. For example, if you are upgrading from 7.5 run all sections that have 7.6 or higher in brackets next to them.

CAUTION: Before upgrading, make sure you have prepared your IT infrastructure for the new version of LANDESK Service Desk. Refer to the *Supported Platforms and Feature Compatibility* document (SupportedPlatforms.pdf) for details of the currently supported platforms.

Overview to upgrading to V7.8.x

There are a number of stages to upgrade to V7.8.x, which we recommend you run in the following order:

CAUTION: Some of the steps need to be completed on your existing system, before you start the upgrade.

NOTE: You might not need to run all of these steps. The version number in brackets indicates the version when the change was added: if you are upgrading **from** that version or a later version, you do not need to follow the instructions for that section.

IMPORTANT: Steps that have been added or updated for V7.8.x are highlighted in **bold** text.

- 1. Back up your current system, see *Back up your previous installation (all versions)* on page 7.**
- 2. Use Configuration Center to stop all of your Service Desk services, see *Stop the Service Desk services (all versions)* on page 8.**
- 3. Update the license types, see *Run scripts to update licensing (V7.4 or earlier)* on page 8. (New advice added for an earlier version.)**
4. Check for and remove any queries or shortcuts that refer to the Licence Audit Item table, see *Remove references to the Licence Audit Item table (V7.5)* on page 8.
5. If you have applied patch 5181, or the LANDESK Service Desk V7.4 Roll-up Patch, remove the effectiveness trigger, see *Remove the Effectiveness trigger (V7.5)* on page 8.
6. Uninstall the old version of the Crystal Reports Runtime, see *Uninstall the old Crystal Reports Runtime (V7.5 – optional)* on page 10.
7. Install the latest version of Service Desk, see *Upgrade to the new version of Service Desk* on page 11.
- 8. Migrate BridgeIT to connect to Framework rather than Web Access, see *Migrating BridgeIT to use Framework (V7.8)* on page 12.**
9. Migrate the ProgramData folders for your Service Desk instances to a new location, see *Migrate Instances (V7.6)* on page 13.
10. If your installation is English, select the required version of English. See *Select the version of English (V7.7, English only)* on page 13.
- 11. Upgrade the database (all versions), see *Upgrade the Service Desk database (all versions)* on page 13.**
- 12. If you are using Oracle and have previously set up and used the Automatic Search behavior, you can index any existing Search Matches, see *Upgrade Oracle databases to index existing Search Matches collections (V7.8.1 – optional)* on page 14.**
13. If you have configured Service Desk console so that you can select the Framework instance on startup, update the Configuration Center URL, see *Update the URL for selecting the Framework instance on the console login (V7.7.2 – optional)* on page 15.
14. Log in to Service Desk as SA to migrate certain internal data and then apply the new license (all versions), see *Applying the new license key and migrating values (all versions)* on page 15.

NOTE: For information about applying your license, see the *LANDESK Service Desk Setup Guide*.

- 15. Set how many of the results reports from scheduled bulk actions you want to keep, see *Set the number of scheduled bulk action results to keep (V7.8.2)* on page 15.**
- 16. Set the Edit MultiLingual Data privilege for each group and role, see *Set the Edit MultiLingual Data privilege (V7.8.2)* on page 16.**
- 17. Generate multilingual Service Catalog strings if you have a multilingual Service Catalog that uses a language that Service Desk is not localized into, see *Generate multilingual Service Catalog strings (V7.8.2 - optional)* on page 16.**

18. Optimize window designs for LANDESK Web Desk (all versions), see *Optimize window designs for LANDESK Web Desk (all versions)* on page 17.
19. Confirm you have set a **Minimum Lines** property for multi-line text boxes on Web Access windows (V7.7.1), see *Set Minimum Lines for Web Access text boxes (V7.7.1)* on page 17.
20. If you are using the integration with Microsoft SCCM, make sure that the Parameters in Desktop Manager that specify the location of the SCCM executables are correct (7.7.2), see *Set the SCCM Parameters in Desktop Manager (V7.7.2)* on page 18.
21. Re-add the **Effectiveness** control to Article windows, see *Re-add the Effectiveness control to Article windows (V7.5)* on page 18.
22. If you are going to use Service Desk Management Information, create windows for KPI and Service, see *Creating MI windows (V7.5 – optional)* on page 18.
23. If your users are using Internet Explorer 7 or 8 for Web Access, see *Supporting Internet Explorer 7 and 8 (V7.7.1)* on page 19.
24. Migrate the License Session Timeout (V7.5), see *Migrate the License Session Timeout (V7.5)* on page 19.
25. Reapply the **Culture** attribute on **User** if you have previously set values here (V7.6), see *Reapply User cultures (V7.6)* on page 19.
26. Set the new properties for Links gadgets for use with BridgeIT dashboards, see *Set the new Links gadget properties for BridgeIT (V7.7.3)* on page 20.
- 27. Add icons for the shortcuts in BridgeIT, see *Add icons to BridgeIT shortcut groups and shortcut items (V7.8 – optional)* on page 21.**
- 28. Use Configuration Center to start all of your Service Desk services again, see *Start the Service Desk services again (all versions)* on page 21.**
29. Redeploy the clients (all versions), see *Redeploy the clients (all versions)* on page 21.

Back up your previous installation (all versions)

Before making any significant changes to your system, we always recommend you back up your database. Before upgrading, there are some other files that we also recommend you back up so that, if needed, you can refer back to them at a later date.

Therefore, before starting the upgrade:

1. Take a full backup of your Service Desk database.
2. Back up the **tps.config** files from each subfolder of **C:\ProgramData\LANDESK\ServiceDesk** on your Service Desk Web server.

NOTE: Before V7.6, these config files were found under **C:\ProgramData\Touchpaper**.

3. Back up **CopySettings.xml** from **C:\Program Files\LANDESK\LANDESK ServiceDesk\Runtime\Integration** (this file might not exist, depending on your system design).
4. Back up all of the ***.config** files from **C:\Program Files\LANDESK\LANDESK ServiceDesk**.
5. Back up all of your reports from the reports folder.
6. The V7.6 database upgrade changes the **Culture** attribute on the **User** object in the **System** module to store culture values from .Net, so you need to record any existing values stored in this attribute. You could create a query to report this information.

Stop the Service Desk services (all versions)

It is good practice to stop all of your Service Desk services before upgrading, then restart them when you have completed the upgrade.

To stop your Service Desk services:

1. Log on to Configuration Center.
2. For each instance, click **Stop All** for the **Configured Services**.
The services stop.

Run scripts to update licensing (V7.4 or earlier)

If you are upgrading from V7.4 or earlier, you need to make some changes to your Service Desk database to update license types.

To update your database:

1. Using **Object Designer**, make sure that the **Default value** for the **User License Type** attribute on the **System\User** object is blank.
2. Run the two scripts available from <http://community.landesk.com/support/docs/DOC-29270> on your Service Desk database.

NOTE: Both SQL Server and Oracle versions of the scripts are provided.

Remove the Effectiveness trigger (V7.5)

If you have applied patch 5181 (Article effectiveness does not work in Web Access), or the LANDESK Service Desk V7.4 Roll-up Patch, you need to remove the effectiveness trigger that was applied to your Service Desk database as a part of those patches.

To remove the effectiveness trigger:

1. On your Service Desk database, run the following script:
DROP TRIGGER U_article_effectiveness

Remove references to the Licence Audit Item table (V7.5)

Changes to licensing in V7.5 resulted in the removal of the Licence Audit Item table from the Service Desk database. Although it is unlikely that you have any queries that reference this table, we recommend that you check for this before upgrading.

CAUTION: If you try to upgrade a database with references to this table, the upgrade will fail, and you will have to restore your database backup and start the upgrade again.

There are a number of places where queries could exist. The following sections provide some SQL scripts that help to find any references to the obsolete table, so that you can delete them.

Web Access dashboards

The first stage is to remove references to the Licence Audit Item table from your Web Access dashboards.

To remove references to the Licence Audit Item table from Web Access dashboards:

1. Run the following script to identify any Web Access dashboards that reference the Licence Audit Item table:

```
select ui_title from ui_dashboard where ui_content like '%class_name=System.LicenceAuditItem%'
```

This SQL statement lists the titles of any Web Access dashboards that reference the Licence Audit Item table.

2. In Web Access, open each dashboard listed and remove the query that references the Licence Audit Item table.

Web Access shortcuts

Next, you remove references to the Licence Audit Item table from your Web Access shortcuts.

To remove references to the Licence Audit Item table from Web Access shortcuts:

1. Run the following script to identify any Web Access shortcuts that reference the Licence Audit Item table:

```
SELECT ui_shortcut_group.ui_title, ui_shortcut_item.ui_title
FROM ui_shortcut_item
INNER JOIN ui_shortcut_group
ON ui_shortcut_item.ui_shortcut_group_guid=ui_shortcut_group.ui_guid
where ui_shortcut_item.ui_data like '%class_name=System.LicenceAuditItem%'
```

This SQL script lists the Web Access shortcuts that reference the Licence Audit Item table; the shortcut group that contains the shortcut is also listed to help you to find it.

2. In Web Access, delete each shortcut listed.

Console queries, dashboards, and shortcuts

For the Service Desk Console, there are four steps required:

1. Identify the queries that reference the Licence Audit Item table
2. Identify which dashboards use these queries and remove the queries from them
3. Identify which shortcuts use these queries and remove the queries from them
4. Delete the queries that reference Licence Audit Item table

To remove the references from console:

1. Run the following **Console Query** script to identify if there are any Console queries that reference the Licence Audit Item table:

```
select md_guid, md_title from md_query_template where md_class_type_guid = 'ed0560d4-a06e-47c1-a1c5-8548fb6268dd'
```

NOTE: If this script returns no results, then there are no queries referencing the Licence Audit Item table, and this stage of the upgrade is complete.

If there are results from this script, then before you delete these queries, you need to check if any dashboards or shortcuts use these queries.

5. Save the results of this SQL script – you need to use the GUIDs returned by this script (the **Console Query** script) in the following SQL scripts.
6. For each record returned by the **Console Query** script, run the following script to identify if there are any Console dashboards that use the queries you found above:

```
select ui_title from ui_dashboard where ui_content like '%GUID%'
```

Where *GUID* is the GUID returned by the **Console Query** script.

This SQL script lists the titles of any Console dashboards that use the query identified by the selected GUID.

7. In the **Dashboard Designer**, open each dashboard listed and remove the query that references the Licence Audit Item table. Repeat this for each query identified by the **Console Query** script.
8. Run the following script to identify if there are any Console shortcuts that use the queries you found above:

```
SELECT ui_shortcut_group.ui_title, ui_shortcut_item.ui_title
FROM ui_shortcut_item
INNER JOIN ui_shortcut_group
ON ui_shortcut_item.ui_shortcut_group_guid=ui_shortcut_group.ui_guid
where ui_shortcut_item.ui_data like '%GUID%'
```

Where *GUID* is the GUID returned by the **Console Query** script.

This SQL script lists the titles of any Console shortcuts (and the shortcut group that they are in) that use the query identified by the selected GUID.

9. Delete the shortcuts that are listed from the Console. Repeat this for each query identified by the **Console Query** script.
Now that all of the dashboards and shortcuts that used queries that referenced the Licence Audit Item table have been removed, you can delete the queries themselves.
10. Start **Query and Report Designer**.
11. In the **Queries and Reports** tree, in the **View by list**, select **Module/Business Object**.
12. Expand the **System\Licence Audit Item** branch, and delete all of the queries under that branch.

Window definitions

In **Window Manager**, delete any windows under **System\Licence Audit Item**.

Uninstall the old Crystal Reports Runtime (V7.5 – optional)

V7.5 of Service Desk changed the version of the Crystal Reports Runtime that is installed. Therefore, you can now uninstall the obsolete Crystal Reports Runtime if you wish.

NOTE: Make sure you uninstall the correct version:

Service Desk 7.4 used Crystal Reports 10, which used **Crystal Reports Basic Runtime for Visual Studio 2008** – this is the obsolete version.

Service Desk 7.5 and later use Crystal Reports 2008, which uses **SAP Crystal Reports runtime engine for .NET Framework 4** – this is the current version.

To uninstall the old version of Crystal Reports Runtime:

1. Start **Programs and Features** (or **Add or Remove Programs**) from the Windows Control Panel.
2. Uninstall **Crystal Reports Basic Runtime for Visual Studio 2008**.

Upgrade to the new version of Service Desk

The method for upgrading to the latest version of Service Desk depends on which version you are upgrading from.

Upgrading from V7.4

For version 7.4, we recommend that you uninstall the previous version of Service Desk before installing the new version.

WARNING: Before you start, make sure that you back up all of the files mentioned in *Back up your previous installation (all versions)* on page 7.

To install the new version:

1. Make sure that all users are logged out of your Service Desk system.
2. Stop all of the Windows services used by Service Desk.
In the Services Control Panel application, these are all of the services that start with the name Touchpaper.
3. Install the new version of Service Desk.

NOTE: For more information about installing Service Desk, see the *LANDESK Service Desk Setup Guide*.

Upgrading from V7.5 or later

For version 7.5 and later, running the new setup.exe installer will upgrade your existing software without having to uninstall first.

WARNING: Before you start, make sure that you back up all of the files mentioned in *Back up your previous installation (all versions)* on page 7.

To install the new version:

1. Make sure that all users are logged out of your Service Desk system.
2. Using the LANDESK Configuration Center, stop all of the Windows services for all of the instances you have set up.
3. Run setup.exe on each of the Service Desk servers to upgrade to the latest version of Service Desk.

NOTE: For more information about installing Service Desk, see the *LANDESK Service Desk Setup Guide*.

Migrating BridgeIT to use Framework (V7.8)

Previously, BridgeIT connected to your Service Desk system through a Web API in the Web Access application. This Web API has now moved from the Web Access application, which is specific to Service Desk, to the Framework application. As a result, from V7.8, BridgeIT connects directly to the Framework application and you need to migrate your BridgeIT applications (Fuse and Mobile Self Service) as a part of the V7.8 upgrade.

BridgeIT, Fuse, and Mobile Self Service

Service Desk V7.6 introduced LANDESK Mobile Self Service, which enabled end-users to access the self service features of Service Desk from a mobile device. Mobile Self Service was built on a responsive web architecture that we called BridgeIT internally. Over the next few releases, Mobile Self Service and BridgeIT were extended to give a richer user experience.

By the time Service Desk 7.7.2 was released, other LANDESK products had also started to add end-user, self service features to BridgeIT. As a result, Mobile Self Service was renamed to Fuse.

With the release of Service Desk 7.8, BridgeIT started to extend to other roles, so the name BridgeIT is now used externally as the name of the underlying architecture that supports our responsive web applications.

NOTE: In V7.7.2, the **Mobile Self Service** application in Configuration Center was renamed to **Fuse**, and any new Fuse web applications created in Configuration Center were named **instance.Fuse** by default. From V7.8, this application has changed to **BridgeIT**, and any new BridgeIT web applications created in Configuration Center are named **instance.BridgeIT** by default. Existing, upgraded applications retain their original name.

The migration

When you first log on to Configuration Center after upgrading to V7.8, you are asked how you want to migrate your BridgeIT web applications. You can either create a new Framework application for each BridgeIT web application, or you can use an existing Framework application if you already have one that you would like to use.

To migrate BridgeIT to connect to Framework:

1. Log on to Configuration Center.
If it is the first time that you have logged on to Configuration Center since upgrading to V7.8, the Migrate Web Applications page appears.
2. If you want Configuration Center to create a new Framework application for each BridgeIT web application, based on existing information from the Service Desk instance, SELECT the **Create New Frameworks?** check box, then click **Migrate**.
If you want to select an existing Framework or manually create a new Framework for each BridgeIT web application, CLEAR the **Create New Frameworks?** check box, then click **Migrate**.
The BridgeIT web applications are migrated.
3. If you DID NOT select the **Create New Frameworks?** check box, open each BridgeIT application and enter the URL to the Framework application that you want to use in the **LDSD Web API URL** box, then click **OK**.

Migrate Instances (V7.6)

From V7.6, the ProgramData that was previously stored in a folder called **Touchpaper** is in a folder called **LANDESK\ServiceDesk**. When you first log in to the Configuration Center after installing V7.6 of Service Desk, you are asked which of your previous instances you want to migrate to the new version. This moves the ProgramData to the new location.

Migrate 7.5 Instances

Select the V7.5 instances that you want to migrate to the new version, then click **Migrate**. This screen will not appear again.

Note: For each instance that you migrate, you need to rebuild the Knowledge and Service Catalogue collections using the Knowledge Management Administration component.

[Migrate](#) [Skip Migration](#)

ServiceDesk <input type="checkbox"/>

CAUTION: You can choose which instances to migrate only once. After clicking one of the links on this page, you will not be able to access this page again.

- If you *do not* want to migrate your 7.5 instances, click **Skip Migration**.
- If you *do* want to migrate your 7.5 instances, select the check boxes alongside the instances that you want to migrate, then click **Migrate**.
The selected instances are migrated, and the Current Instances page appears.

NOTE: You need to rebuild the knowledge base for each instance that you migrate using the **Knowledge Management Administration** component in Service Desk console.

Select the version of English (V7.7, English only)

From V7.7, Service Desk is available in both American English (en-US, ENU), and British English (en-GB, ENG). If your previous install was in English, then when you first start Configuration Center after upgrading, you are asked to choose between **American English** or **British English**.

Upgrade the Service Desk database (all versions)

You upgrade the Service Desk database using the LANDESK Configuration Center.

CAUTION: For V7.7.2, the obsolete HelpDesk persistence manager was removed. If you do not upgrade your database, you will receive an error similar to:

Could not load file or assembly 'Touchpaper.Framework.Data.Pm.Rdb.HelpDesk' or one of its dependencies. The system cannot find the file specified.

Running the upgrade will fix this error.

CAUTION: When you upgrade your database to V7.6.1, fields that use the ntext data type in the database are upgraded to the more future-proofed nvarchar data type. On large databases this can take a long time, so you may need to increase the **Command timeout** setting for the **Framework** web application in the Configuration Center to avoid time out problems. For more information, see below.

To upgrade the Service Desk database:

1. In a web browser, open **http://server/ConfigurationCenter/** where **server** is the name of the Service Desk Web server.
The login page appears.
2. Enter the **User Name** and **Password**, then click **Log On**.
The Current Instances page appears.

NOTE: By default, the **User Name** is **sa**, and the **Password** is **administrator**.

3. Click the required instance.
The instance page appears.
4. Alongside the **servicedesk.Framework** configured application, click **Upgrade**.
The Upgrade dialog appears.

IMPORTANT: When you are upgrading the database, you need to select a Service Desk Framework that has the **Logon policy** set to **Explicit only** on its Edit Application dialog.

5. If you want to see which modules are available in the database, or add new optional modules, click **Optional Modules**.
The Optional Modules appear.
6. Select any new **Optional Modules** that you require, then click **Upgrade**.
The upgrade starts.

NOTE: If your database is very large, you could get timeout problems. You can reduce this problem by altering the **Command timeout** value for the Service Desk Framework.

To alter the Command timeout value for the Service Desk Framework:

1. In Configuration Center, alongside the required **servicedesk.Framework** configured application, click **Edit**.
The Edit Application dialog appears.
2. In the **Command timeout (seconds)** box, type the new timeout value (for example, **600**), then click **OK**.
The timeout value is updated.

Upgrade Oracle databases to index existing Search Matches collections (V7.8.1 – optional)

For V7.8.1, the **Automatic Search** behavior was extended to provide a **Populate Search Matches** action. For more information, see the *LANDESK Service Desk New Features V7.8.1*. As part of the work for this release, the database upgrade added a Serial Number column to the **Search Matches** collection.

If you are using a SQL Server database, and you have used the **Automatic Search** behavior in an earlier version (as part of the **Complete Search** action in Self Service), then the database upgrade automatically populates the Serial Number for any existing search matches you have.

If you are using an Oracle database, AND you have previously set up and used the **Automatic Search** behavior, the database upgrade DOES NOT populate the Serial Number for any existing search matches that you have. Despite this, you will be able to continue using the **Search Matches** collection and associated behavior with no problems. However, if you want all of your old search matches to be indexed, a script is available from LANDESK support to enable this.

Update the URL for selecting the Framework instance on the console login (V7.7.2 – optional)

If you have multiple instances of the Service Desk Framework set up, you can configure Service Desk console so that the Login screen has a drop-down list from which you can select the Service Desk Framework that you want to connect to. This functionality enables designers to select between test and live systems when they start console, for example.

If you have configured Service Desk console in this way, you will need to update the **Configuration Center URL** to the new location using the **Touchpaper.Tools.AppConfigUpdate.exe** tool.

NOTE: For information about enabling and updating this feature, see the *LANDESK Service Desk Setup Guide*.

Applying the new license key and migrating values (all versions)

You need to apply a new license key when upgrading. Also, when you first log in to Service Desk after upgrading you must log in as **SA** to enable certain internal data migrations to happen.

When upgrading to V7.5:

- the internal location where the knowledge effectiveness settings are stored is moved

You need to do this **ONLY ONCE** for the entire system. This initial log in will take longer than usual, while the migration occurs.

Set the number of scheduled bulk action results to keep (V7.8.2)

Each time a scheduled bulk action runs in the **Schedule Manager** component, it keeps a record of the results of the bulk action. This record reports a lot of information, including when the bulk action ran, the number of records it processed, and information on every record that succeeded and failed. After a while, a large number of these reports can be generated, which can negatively affect the performance of Service Desk.


From V7.8.2, for each of your scheduled bulk actions, you can configure how many of these reports you want to keep. By default, ten are kept and you must keep at least one. The Background Service deletes any additional results each time it processes a scheduled bulk action.

CAUTION: Make sure you have configured the number of scheduled bulk action results you want to keep before you restart the Background Service.

To configure how many scheduled bulk action results to keep:

1. In Service Desk console, start the **Schedule Manager** component.
2. Display the **Bulk Action Management** tree.



3. Under **Schedules** in the tree, double-click the scheduled bulk action that you want to configure. The schedule page appears.
4. Set the **Bulk Action Results to keep**, then click .
5. Repeat for the other scheduled bulk actions in the tree.

Set the Edit MultiLingual Data privilege (V7.8.2)

V7.8.2 enables you to add translations for instances of operational data, such as string fields on CIs and reference lists, and descriptions and solutions on articles. The addition of these translations is privileged, so you need to make sure that only the appropriate groups and roles have this privilege.

NOTE: For information about creating a multilingual Service Desk, see the *LANDESK Service Desk Designer Guide*. For information about privileges, see the *LANDESK Service Desk Administrator Guide*.

To set the Edit MultiLingual Data privilege:

1. In the Service Desk console, start the **Administration** component, and display the **User Management** tree.
2. For each group and role, make sure that the **Configuration Components\Configuration\Edit MultiLingual Data** privilege is set as you require.

Generate multilingual Service Catalog strings (V7.8.2 - optional)

V7.8.2 added more multilingual features to Service Desk. In particular, the ability to add multilingual translations for CIs, and the ability to build separate Service Catalog search indexes for these different language versions, enables the creation of a multilingual Service Catalog. With a multilingual Service Catalog, a single instance of a service in the catalog is displayed to users in their preferred language.

If you provide a multilingual Service Catalog that uses only languages that Service Desk is available in from LANDESK, this provides the complete solution you require. All of the text that is associated with the service can now be translated as you require, and all of the text in the Service Catalog user interface is provided by the installed Service Desk software.

However, if you want to provide a Service Catalog in a language that Service Desk is not available in, the text in the Service Catalog user interface is not available from the Service Desk software. This means that labels such as **Request for** and the text on the **Request Service** button would not be translated.

You can, however, generate multilingual Service Catalog strings in the database using a script. You can then export these strings to a spreadsheet, where they can be translated and re-imported into your system. This then enables you to provide a complete Service Catalog in a language that is not available from LANDESK.

NOTE: For more information about creating a multilingual Service Desk and a multilingual Service Catalog, see the *LANDESK Service Desk Designer Guide*.

IMPORTANT: Complete the following procedure **ONLY** if you want to provide a Service Catalog offering to your users in a language that Service Desk is **NOT** available in.

To generate multilingual Service Catalog strings:

1. Visit LANDESK Help Center (<http://help.landesk.com>) and find this page in the Service Desk help. From there you can download the zip file containing the required scripts. There are separate scripts for SQL Server and Oracle databases.
2. Run the appropriate script against your database. The strings that need to be translated to give a completely localized Service Catalog are added to your database.
3. Use Web Desk to export the translations to a spreadsheet and complete the localization of your system as described in the *LANDESK Service Desk Designer Guide*.

NOTE: The strings that are added to your database are in English. If your default language is **NOT** English, you will have to translate these strings in the spreadsheet into the default language as well as into the additional languages.

Optimize window designs for LANDESK Web Desk (all versions)

LANDESK Web Desk displays windows in a different way from the Service Desk console. Whereas the windows for the console are displayed with the controls positioned at fixed positions (absolute positioning), the Web Desk windows are displayed on a grid layout so that the controls resize as you resize the browser window.

You design only one set of window definitions in Window Manager - the absolute-positioned windows used by the Service Desk console. You can then make these windows available to Web Desk in a grid-layout form if required. Within Window Manager you can test the appearance of both types of window.

NOTE: If you do not make a window available to Web Desk, then Web Desk creates the window automatically if it ever needs it. The main disadvantage of this is that you have no control over which fields appear on the window or on the window's layout.

There are, however, improvements in the performance of the system as a whole if you limit the number of window definitions in the system. Therefore, we recommend that you make available to Web Desk only those windows that you expect to be seen in Web Access.

You can make individual windows available to Web Desk, or make several available at one time.

WARNING: Design Transfer does not maintain the availability of window designs for Web Desk. If you import a window using Design Transfer, you will need to make it available to Web Desk.

Improving the alignment of group boxes in Web Desk (V7.5)

In V7.5, a new property was added to Window Manager for group boxes, called **Align with Groupbox**. This property enables you to improve the appearance of windows displayed in Web Desk by specifying which other group box on the window the selected group box is aligned with. We recommend that you align all group boxes on a window with the group box at the top of the design.

Design advice

The *LANDESK Service Desk Designer Guide* contains a section giving advice on how best to design windows for Web Access. We recommend that you review your window designs taking this advice into account.

Set Minimum Lines for Web Access text boxes (V7.7.1)

Multi-line text boxes in Web Access used to expand as more text was entered. However, this feature gave poor performance with certain web browsers so, since V7.5 SP1, we have recommended that you do not use it. From V7.7.1 this feature has been completely removed.

Now that multi-line check boxes no longer grow, we recommend that you set a value for the **Minimum Lines** property for the text boxes in Window Manager.

NOTE: If you do not set a **Minimum Lines** value for a text box in Window Manager, the text box is displayed with two lines in Web Access.

NOTE: This also applies to string attributes with the **String SubData Type** set to **html** in Object Designer.

To set a Minimum Lines value:

1. In **Window Manager**, open the required window and select the multi-line text box.
2. Display the **Properties** grid.



3. In the **Minimum Lines (Web Access)** property, type the number of lines that you want the text

box to use, then save the window.

4. Repeat for all of the other multi-line text boxes on windows that are available to Web Access.


When you have set the height of the multi-line text boxes, you can switch off their ability to grow.

Set the SCCM Parameters in Desktop Manager (V7.7.2)

Support for Microsoft SCCM 2012 R2 was added to Service Desk V7.7.2. If you are using the integration with SCCM, you need to make sure that the **Parameters** set in the **Desktop Manager** component are pointing to the correct location for the SCCM executables. The executables for SCCM 2012 are in a different location from the executables for SCCM 2007.

NOTE: This procedure is required only if you use the integration with Microsoft SCCM.

To set the SCCM Parameters:

1. In the Service Desk console, start the **Desktop Manager** component.
2. In the **Management Systems** tree, double-click the **Microsoft SCCM** branch.
The properties grid on the right displays the Microsoft SCCM properties.
3. In the properties grid, alongside **Parameters**, click .
The Parameter Editor dialog appears.
4. Set **APPATH1** and **APPATH2** to the paths for the SCCM executables, then save the changes.

NOTE: These settings are different for SCCM 2007 and SCCM 2012. Make sure you set the parameters for the appropriate version.

Re-add the Effectiveness control to Article windows (V7.5)

From V7.5, the **Effectiveness** control is available in Web Access. Because of this, you need to use Window Manager to delete the **Effectiveness** attribute from your Article windows and then re-add it. In Web Access, buttons labeled **Yes** and **No** appear alongside the attribute's label, so we recommend that you change the **Effectiveness** label to **Was this article useful?** or similar.

NOTE: For more information about Article Effectiveness, see the *LANDESK Service Desk Knowledge Management Guide*.

Creating MI windows (V7.5 – optional)

If you are going to use the separately licensed Service Desk Management Information feature, you need to create windows for the KPI and Service objects.

IMPORTANT: The Management Information objects in your database contain a number of attributes that are no longer used by Service Desk. Do not add these fields to the KPI and Service windows: add only the attributes described in the procedure below.

To create the MI windows:

1. In **Window Manager**, create a window for the **Management Information \Key Performance Indicator** object.
2. Add only the **Name** attribute to the window, and save it.
3. Create a window for the **Management Information \Service** object.
4. Add the **Name** attribute and optionally the **Key Performance Indicator** relationship to the window, and save it.

Supporting Internet Explorer 7 and 8 (V7.7.1)

Service Desk has limited support for versions 7 and 8 of Internet Explorer (see the Supported Platforms documentation for details). For the best performance, security, and user experience we strongly recommend that you upgrade to the latest browser versions. However, if you must use these older browsers, we recommend that you use the Google Chrome Frame plug-in for a better user experience.

An offline installer of the Google Chrome Frame plug-in is included as part of the Service Desk server installation at **..\Program Files\LANDESK\Service Desk\WebApp\WebAccess\Content**.

NOTE: See the LANDESK Community web site for more information.

Remove OptimiseJavascript key

Previously, owing to a limitation in Internet Explorer 7, you needed to add the following key to **C:\ProgramData\LANDESK\ServiceDesk\ServiceDesk.WebAccess\tps.config** if Web Access might be used on Internet Explorer 7:

```
<add key="OptimiseJavascript" value="false" />
```

This change is no longer needed, so we recommend that you remove it.

Migrate the License Session Timeout (V7.5)

When a user closes the Service Desk console or logs out of Web Access, Service Desk clears their user session. However, if Service Desk closes unexpectedly, or if a user closes the main Web Access browser window without first logging out, the user session is not cleared and it has to be cleared by the Background Service.

For V7.4, this session timeout value was set by the `UserSessionTimeout` key in the `tps.config` file. From V7.5, you now configure this session timeout using the **License Session Timeout** value (in minutes) in the Service Desk System Settings. By default, it is set to 20 minutes.

CAUTION: Inactive user sessions are also removed by IIS if the IIS user session timeout is exceeded. Therefore, set the value for the IIS user session timeout to match the user session timeout that you set in the **License Session Timeout** value.

From V7.5, when the Background Service removes users sessions it simultaneously clears any record locks and concurrent licenses that are associated with the removed user session. The benefits of this are:

- processes are not left locked without an associated user session, reducing the number of times that an administrator has to clear locks
- inactive concurrent licenses are made available for other users

Longer session timeouts mean that user sessions can remain for long periods of inactivity. Shorter session timeouts release unused concurrent licenses more promptly and unlock processes that are locked but have no user session more promptly.

Reapply User cultures (V7.6)

During the V7.6 database upgrade, the **Culture** attribute on the **User** object in the **System** module is changed to store culture values from .Net. Any data previously stored in this attribute is lost during the upgrade, so you may need to use the **Administration** component to reapply the cultures that you recorded in *Back up your previous installation (all versions)* on page 7.


Set the new Links gadget properties for BridgeIT (V7.7.3)

The tile-based dashboards in BridgeIT were replaced with more feature-rich and visually appealing dashboards for V7.7.3. Your existing Self Service dashboards were migrated to BridgeIT dashboards as part of the 7.7.3 database upgrade and your BridgeIT shortcuts and Link gadgets are updated to use these new dashboards.

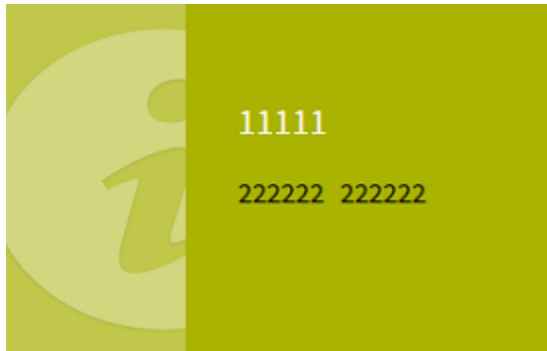
NOTE: For information about designing BridgeIT dashboards, see the *LANDESK Service Desk Web Access Administrator Guide*.

New properties were added to the Links gadget and Link items for 7.7.3. We recommend that you update these properties to suit your requirements.

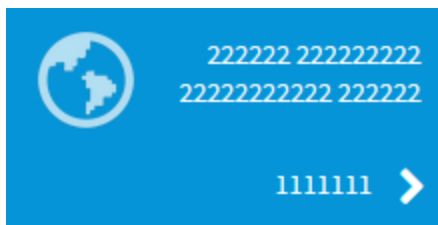
To update Links gadget properties for BridgeIT:

1. In Self Service, open the dashboard that includes the Links gadget.
2. Click  in the Link gadget's title bar, then click **Configure**.
The Modify Links Gadget appears.
3. Enter a **Description**, select a **Color** and **Image**, then click **OK**.
4. Right-click each link on the Links gadget and click **Modify link**.
The Modify dialog appears.
5. Enter a **Description**, select a **Color** and **Image**, then click **OK**.
6. Repeat for all other Links and Link gadgets on all other dashboards.

Links gadget:



Links:



1 = **Title** (from the Gadget Properties dialog for the Links gadget), 2 = **Description**

Add icons to BridgeIT shortcut groups and shortcut items (V7.8 – optional)

From Service Desk 7.8, you can associate icons with shortcut groups and shortcut items in BridgeIT. You configure these icons using LANDESK Self Service.

To associate an icon with a BridgeIT shortcut group or item:

1. Log in to LANDESK Self Service.
2. Right-click the shortcut group or item that you want to associate an icon with, then click **Properties**.
The properties dialog appears.
3. Select the **Image (BridgeIT only)** that you want to associate with the shortcut in BridgeIT, then click **OK**.
The icon is associated with the shortcut or group in BridgeIT.

NOTE: There are two sets of images available on the Shortcut group properties dialog – one for the shortcut group in Self Service, and one for the shortcut group in BridgeIT. Shortcut items in Self Service do not have an icon associated with them, so there is only a single Image control on the Shortcut properties dialog.

NOTE: You can also select an icon for a BridgeIT shortcut group or item when you create a new one.

Start the Service Desk services again (all versions)

When you have completed the upgrade, you can start the Service Desk services again using Configuration Center.

To start your Service Desk services after the upgrade:

1. Log on to Configuration Center.
2. For each instance, click **Start All** for the **Configured Services**.
The services start.

Redeploy the clients (all versions)

When you have completed the server aspects of the upgrade, you need to redeploy all of the Service Desk Console clients. We recommend that you use One Touch for this.

NOTE: For more information about One Touch, see the separate One Touch PDF.

