



Webtop Setup

User Guide

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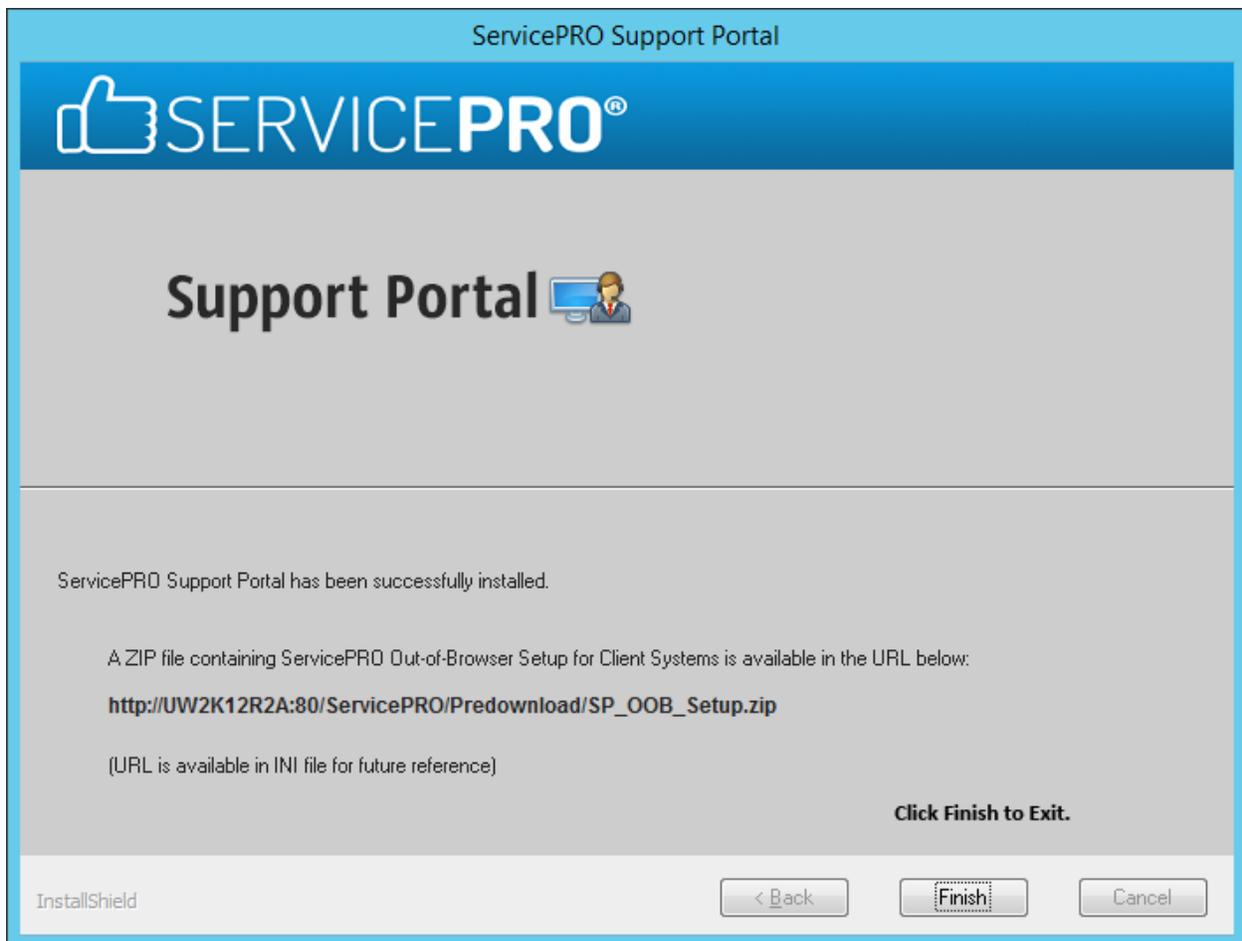
ServicePRO Webtop Setup – User Guide

1. ServicePRO Portal Setup – Information to Note

After completing installation of the ServicePRO Support Portal, a URL linking to a ZIP file will be provided, as shown in the image below. This ZIP file contains files for the ServicePRO Webtop (Out-of-Browser) setup for client systems.

Administrators will be able to copy this URL from a ServicePRO INI file, available in the ServicePRO Network Installation Path:

...\\HelpSTAR\HLPSTRCS\INSTALL\HSETUPCS.INI



2. Setting up ServicePRO Webtop in Client Systems

2.1 Option 1 – GPO Deployment

NOTE: HDTC Tech Support should advise all clients to use GPO deployment (as opposed to manual deployment) if they require their reps to use the Webtop client.

- ServicePRO Administrators can download the Webtop Logon Script Deployment Guide ZIP file from this location:
http://portal.helpstar.com/outgoing/2013/ServicePRO_Webtop_Logon_Script_Deployment_Guide.zip.
- ServicePRO administrators can use this ZIP file along with the ServicePRO Webtop (Out of Browser) Setup ZIP file from the URL specified in the Finish dialog for ServicePRO Setup (also present in the INI file) to set up GPO deployment of ServicePRO Webtop for their support reps.
- ServicePRO administrators should perform the following steps:
 1. Install Microsoft Silverlight on all machines, where ServicePRO Webtop will be installed via logon script.
Please follow Microsoft's guide on Silverlight deployment, available at:
<http://download.microsoft.com/download/7/8/d/78da8ec9-8801-42e5-89e5-3809386f1316/Silverlight%20Deployment%20Guide.doc>
 2. Extract the SP_OOB_Setup.zip file typically found in the /predownload/ folder of your ServicePRO installation
i.e. http://yourservicepro/predownload/SP_OOB_Setup.zip
 3. Verify that the INI file, ServicePROOOB.ini, has the correct URI/IP values pointing at the ServicePRO website.
 4. Copy the Webtop deployment files 'ServicePROOOB.exe' and 'ServicePROOOB.ini' to a shared folder location where the target computer has Read permissions. Please note that both files must reside in the same directory.
 5. Extract the zip file ServicePRO_Webtop_Logon_Script_Deployment_Guide.zip found here:
http://portal.helpstar.com/outgoing/2013/ServicePRO_Webtop_Logon_Script_Deployment_Guide.zip
 6. Update the following lines in the OOBDeploy.bat with your server name and with the share location from step 4. Replace [ServerName] and [ShareDir] according to your environment configuration:

```
start "" \\[ServerName]\[ShareDir]\ServicePROOOB.exe"
```

7. Assign the computer logon script on the domain controller
 - i. Select **Start > Control Panel > Administrative Tools**, and select **Group Policy Management**
 - ii. In the console tree, double-click **Group Policy Objects** in the forest and domain that contains the Group Policy object (GPO) that requires editing. This is located under **[Forest name]/Domains/[Domain name]/Group Policy Objects**.
 - iii. Right-click the GPO to be used for assigning scripts and select **Edit**. This opens the Group Policy Object Editor console
 - iv. In Group Policy Object Editor, in the console tree, select **Scripts (Logon/Logoff)**. This is located in the **User Configuration > Policies > Windows Settings**.
 - v. In the details pane, double-click **Logon**
 - vi. In the Startup Properties dialog box, select **Add**.
 - vii. In the Add a Script dialog box, select **Show Files**
 - viii. Paste in the **OOBDeploy.bat** file into the location, close the window
 - ix. Back on the Add a Script dialog box, click **Add**, then click **Browse** to browse for the file
 - x. From the Dialog that opens, select the file and click **Open**
 - xi. Click **OK** on the Add a Script dialog, and click **OK** on the Logon Properties window to close it
 - xii. Close the Group Policy Management Editor window
8. After the setup completes automatically during user logon, a 'ServicePRO' Desktop shortcut will be created under **Programs** in the Start Menu and on the Desktop. The shortcut will link to:
C:\Users\[username]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs
9. Support reps can launch the 'ServicePRO' shortcut to run ServicePRO in Out of Browser mode.

NOTE: ServicePRO Webtop Setup may trigger User Account Control (UAC) on some systems. Users will be required to click 'Yes' in the UAC prompt to continue the installation.

2.2 Option 2 – Manual Deployment

ServicePRO Administrators will need to send the URL for the ServicePRO Webtop Setup ZIP file to support reps in order to install Webtop on their machines.

After receiving the URL for ServicePRO Webtop's installer files, the Support Rep will need to perform the following steps:

1. Download the zip file from the URL ([SP_OOB_Setup.zip](#))
2. Extract the contents to a local folder. Two files will be extracted to the folder: [ServicePROOOB.exe](#) and [ServicePROOOB.ini](#)
3. Launch the extracted Webtop setup file ([ServicePROOOB.exe](#)) manually to begin a silent installation.
4. After setup is completed, find the 'ServicePRO' shortcut under [Start Menu\Programs](#) (or on the Desktop), and run ServicePRO.

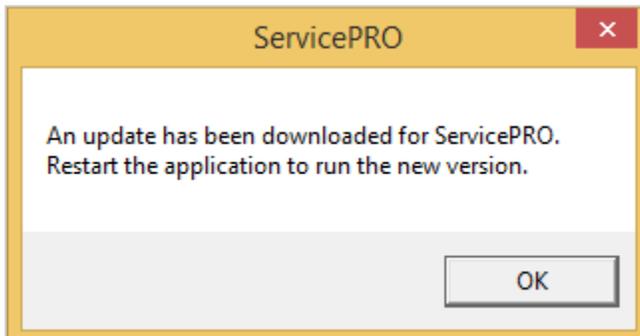
The client can also be accessed from the following directory:

[C:\Users\\[username\]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs](#)

3. Updates to ServicePRO Version

Whenever a revised version of ServicePRO portal is installed on the Web Server, the ServicePRO Administrator will need to notify support reps to perform the following actions:

1. Log out and re-launch the ServicePRO Webtop client (i.e. via Desktop shortcut).
2. A confirmation prompt will indicate an update has been downloaded for ServicePRO. Hit OK to close the prompt, and re-open ServicePRO Webtop.



3. When the client has re-opened, it will launch the updated version of ServicePRO automatically.

4. If the ServicePRO Portal alias is modified manually

If a ServicePRO administrator changes the ServicePRO Portal website alias, ServicePRO Webtop instances set up for client systems will not function until configured correctly.

In these instances, the administrator will be required to contact HDTG ServicePRO Support to receive directions on installing Webtop setup properly.

ServicePRO Tech Support will temporarily provide a setup file (PrepareSPOOBSetup.exe), which enables preparing Webtop Setup on the fly. The preparation setup file needs to be launched with the following parameters:

- `D:\localFolder\PrepareSPOOBSetup.exe`
- `D:\HelpSTAR\HSSITES\HSSupportNET\web\Predownload\ServicePROOOb.exe`
- `https://ServicePRO.abc.com https:// ServicePRO.abc.com/ServicePRO.Service q`

Yellow highlighted part in this command line needs to be updated with the following information:

- The location of the setup files in client's system
- The client's ServicePRO URL

5. Note on ServicePRO Prerequisites Setup

Running ServicePRO Webtop from within a browser in elevated trust requires 3 registry entries and a digital certificate installation from the Trusted Publishers store.

As a result, if the user launches ServicePRO Webtop from a browser on the same machine where the application is installed, after login, it will prompt a download and installation of ServicePRO pre-requisites setup.

ServicePRO's pre-requisite installer will deploy the registry and digital certificate information required for running ServicePRO in elevated trust in the browser automatically.