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Savision Live Maps

Installation and Upgrade Guide

RELEASE 10.5

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Installation and Upgrade Guide
Release 10.5 - September 27, 2019

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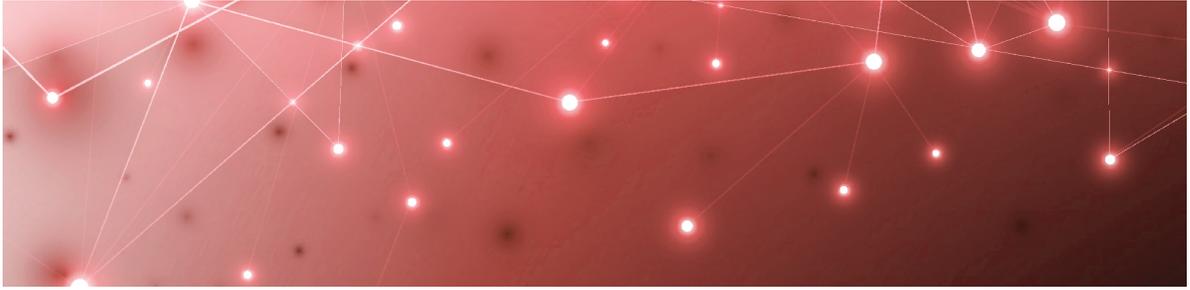
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Introduction

Document Purpose and Intended Audience

This document describes the steps required to successfully install or upgrade Savision Live Maps Release 10.5 for Microsoft System Center Operations Manager (SCOM).

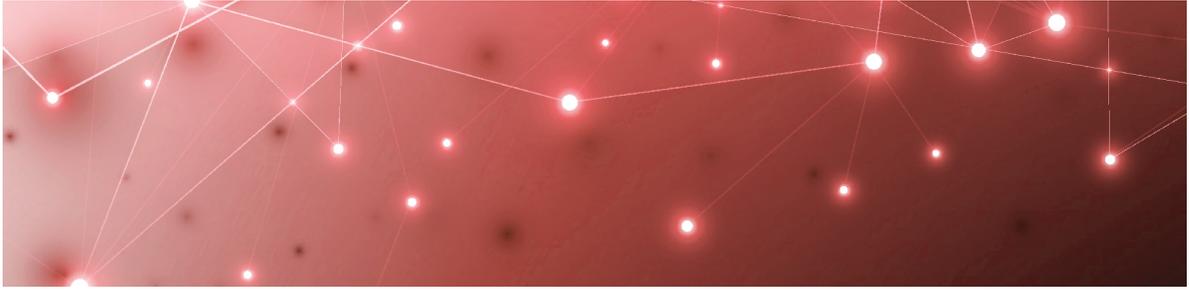
This guide is intended for use by administrators and operators.

Additional Documentation

If you want to know more about what you can do with Savision Live Maps, refer to the Savision Learning Center at <https://www.savision.com/resources/learning-center/>. There are several helpful Blogs and Knowledge Base articles to assist you.

Revision History

Document Date	Description
September 27, 2019	Savision Live Maps Release 10.5



About Live Maps

Savision Live Maps helps you implement business service management for your Microsoft System Center Operations Manager (SCOM) environment.

Savision Live Maps structures and visualizes IT components that are monitored in SCOM 2012 R2, 2016, 180X, and 2019. Its visualization features allows stakeholders in your organization to understand the impact and root cause of service outages. It offers out-of-the-box dashboards for a range of users in your organization, including:

- C-level management
- Service owners
- IT management
- Helpdesk operators
- Application engineers
- Infrastructure engineers

Savision Live Maps Components

Savision Live Maps is made up of several components. The following sections provide an overview of each one:

- ["Core Components" on page 6](#)
- ["Savision Live Maps Mobile" on page 7](#)
- ["Savision Live Maps ITSM Integrations" on page 7](#)

Core Components

There are three core components of Savision Live Maps:

- **Savision Live Maps Portal**—A web-based application that allows you to use a browser to create and view Summary dashboards, as well as view dashboards created with the Savision Live Maps Authoring Console. The Savision Live Maps Portal is the first component to install. You can download and install the other components from the Portal.
- **Savision Live Maps Authoring Console**—A console application that allows a SCOM administrator to create Savision Live Maps Services (distributed applications) and Savision Live Maps dashboards.

- **Savision Live Maps Operations Manager Extensions**—Extensions give you the ability to view any dashboard created in the Savision Live Maps Authoring Console in the SCOM Console.

These three components are typically required.

Savision Live Maps Mobile

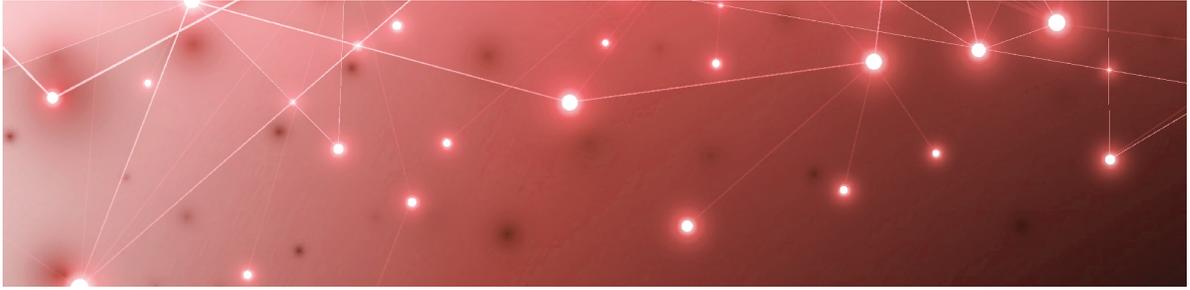
The Savision Live Maps Mobile apps allows users to receive notifications on their mobile devices. Users can also view alerts and check the health status of their subscribed objects, services, and custom dashboards. Savision Live Maps supports mobile apps for Apple iOS and Android. For more information about Mobile, please contact support@savison.com.

Savision Live Maps ITSM Integrations

Savision Live Maps integrates with the following ITSMs:

- Savision Live Maps Service Manager Integration
- Savision Live Maps BMC Remedy Integration

These integrations allow Savision Live Maps to push data to the ITSM and populate the Configuration Manager Database (CMDB) with the objects contained in the Savision Live Maps Services.

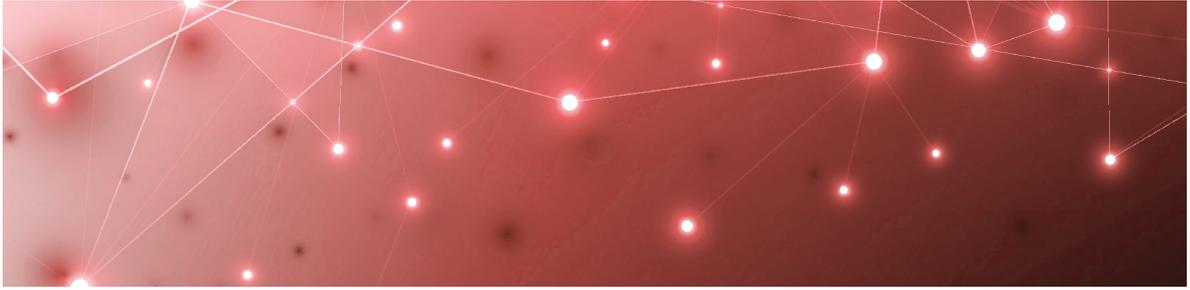


Installation Overview

Install the Savision Live Maps core components first. After you have installed the core components, you can install the other components of Savision Live Maps in any order. You can install each Savision Live Maps component on a separate server, so ensure that you review the system requirements for each component before you begin. Use the following task list to complete the installation process.

Table 1: Installation Tasks

Task	Description
Install Core Components	
"Savision Live Maps Portal" on page 12	The installer installs the management packs (MPs) into your SCOM environment and adds the Savision Live Maps Portal to IIS. You can download the other components of Savision Live Maps from the Portal.
"Savision Live Maps Authoring Console" on page 18	Install Savision Live Maps Authoring Console on any PC or server that has an Operations Manager Console.
"Savision Live Maps Operations Manager Extensions" on page 21	Install Operations Manager Extensions on all servers and workstations where a SCOM Console is running.
Install Other Components	
"Savision Live Maps Mobile App" on page 23	Receive notifications about health state changes and alerts from the Savision Live Maps dashboards you subscribe to.
"Savision Live Maps Service Manager Integration" on page 26	The installer imports Savision Live Maps management packs into Service Manager.



Upgrade Overview

Martello recommends that you upgrade all the components of Savision Live Maps to the same version number.

Upgrade the Savision Live Maps core components first. After you have upgraded the core components, you can upgrade the other components of Savision Live Maps in any order. Use the following task list to complete the upgrade.

Table 2: Upgrade Tasks

Task	Description
Plan the Upgrade	
"Supported Upgrade Paths" on page 10	Review the supported upgrade paths.
"License Key Requirements" on page 10	Review License Key requirements. The installer prompts you for a license key if one is required.
Upgrade Core Components	
"Savision Live Maps Portal" on page 12	When you upgrade the Portal, the installer also upgrades the Savision Live Maps management packs.
"Savision Live Maps Authoring Console" on page 18	Upgrade the Savision Live Maps Authoring Console on any PC or server that has an Operations Manager Console.
"Savision Live Maps Operations Manager Extensions" on page 21	Upgrade Operations Manager Extensions on all servers and workstations where a SCOM Console is running.
Upgrade Other Components	

Task	Description
"Savision Live Maps Mobile App" on page 23	The mobile applications provided in this release are compatible with Savision Live Maps Version 10.4 and above. If you have a version of the Mobile app earlier than Savision Live Maps Version 10.4, you must uninstall the previous Mobile app and then install the latest version in order to continue receiving push notifications.
"Savision Live Maps Service Manager Integration" on page 26	Upgrade the software and import in the new Savision Live Maps management packs into Service Manager.
"Installing Savision Live Maps BMC Remedy Integration" on page 1	Upgrade the integration with BMC Remedy.

Supported Upgrade Paths

The following table lists the supported upgrade paths for this release.

Currently Installed Version	Currently Installed Interface	Upgrade Path
Version 7.x to Version 8.2	Savision Live Maps Web Console	The Web Console is not supported in this release. Install the Savision Live Maps Portal and use it as your primary web interface. Refer to "Savision Live Maps Portal" on page 12 for more information.
Version 7.5 and higher	Savision Live MapsPortal	Upgrade directly to 10.5. Refer to "Upgrade Savision Live Maps Core Components" on page 1 for more information.

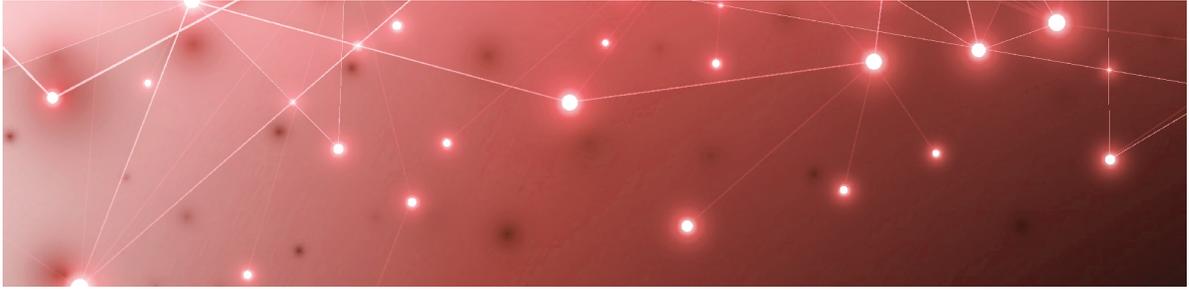
License Key Requirements

The following table lists the license key requirements for this release.

Currently Installed Version	License Key Required
Version 7.x to Version 9.x	Yes
Version 10.x	No

If you need a new license key, please contact support@savision.com. Please allow for processing time.

Updated license keys are available only for those on current Maintenance and Support or Active Subscriptions.



Savision Live Maps Portal

Use the information in this section to perform the following tasks:

- Verify the ["System Requirements"](#) on page 12
- Determine the ["Installation Location"](#) on page 15
- ["Install or Upgrade Savision Live Maps Portal"](#) on page 15
- ["Access Live Maps Portal"](#) on page 17

System Requirements

The following sections provide information about the requirements that your system must meet before you can install the Savision Live Maps Portal.

- ["System Center Operations Manager Versions"](#) on page 12
- ["Server Requirements"](#) on page 12
- ["Supported Browsers"](#) on page 13
- ["Administrator Access"](#) on page 13
- ["App Pool User"](#) on page 13
- ["Web Server Roles and Features"](#) on page 13
- ["License Keys"](#) on page 14

System Center Operations Manager Versions

Savision Live Maps supports Microsoft System Center Operations Manager (SCOM) versions:

- SCOM 2012 R2
- SCOM 2016
- SCOM 180X
- SCOM 2019

Server Requirements

You can install the Savision Live Maps Portal on a Windows 2012 R2 Server or Windows 2016 Server running IIS 8.0 or higher. The server must have network

connectivity to your SCOM environment.

The following table lists the minimum requirements and recommendations for the server.

Table 3: Hardware Requirements

Component	Minimum Requirement	Recommended
Processor	1.4 GHz	2 GHz or faster
Memory	2 GB RAM	4 GB or greater
Available Server Disk Space	2 GB	2 GB
Available Disk Space	235 GB	250 GB or greater

Supported Browsers

Savision Live Maps supports all major browsers, such as Chrome, Edge, Firefox, and Internet Explorer. Martello recommends that you use Chrome or Firefox for best performance.

Administrator Access

To perform the installation, you need to have administrator access to the following:

- The operating system of the server where Savision Live Maps will be installed.
- The SCOM Management Group.

App Pool User

The app pool user needs a domain username and password with logon rights so that it can run the app pool. This user must also have "db_datareader" access into both your Operations and Data Warehouse databases. If you want to use static URLs, this user also need to have access to SCOM and the Live Maps Portal Group.



Tip: The above are minimum requirements. Martello recommends that the app pool user is a SCOM admin, which ensures that other functions are not restricted, such as PowerShell commands in a Summary Dashboard.

Web Server Roles and Features

Add the following Web Server IIS Roles to your Windows Server:

Web Server IIS Roles	Type
Common	Default Document
	Directory Browsing
	HTTP Errors
	Static Content
	HTTP Redirection
Health and Diagnostics	HTTP Logging
Performance	Static Content Compression
Security	Request Filtering
	Windows Authentication
Application Development	.NET Extensibility 4.6
	ASP
	ASP .NET 4.6
	ISAPI Extensions
	ISAPI Filters
Management Tools	IIS Management Console

Add the following Features to your Windows Server:

Feature	Type
.NET Framework 3.5 Features	.NET Framework 3.5
.NET Framework 3.6 Features	.NET Framework 4.6
	ASP .NET 4.6
	WCF Services: <ul style="list-style-type: none"> • HTTP Activation • TCP Port Sharing

License Keys

A version 10 license key is required in the following scenarios:

- Installing Savision Live Maps version 10.5 for the first time in a SCOM management group.

- Upgrading from Savision Live Maps version 7 or version 8.

You do not need a new license if you are upgrading from release 10.x to 10.y. For example, you do not need a new license upgrade from 10.0 to 10.1.

Installation Location

The location of the installation is based on your environment. You can install the Savision Live Maps Portal on any Windows 2012 R2 or Windows 2016 server with the IIS role. This includes your management server; however, it is not necessary to install it on a management server.

The authentication behaviour depends on where the server is located in the network. The default authentication method is Forms Authentication, which works in any location. If you use Windows authentication, you may need to make configuration changes for Kerberos Delegation to work.

Install or Upgrade Savision Live Maps Portal

Use the following procedure to install Savision Live Maps Portal.



Note: Installing or upgrading Savision Live Maps Portal in a DMZ is not covered in this procedure, which requires that the software has access to the SCOM management servers and databases. For information about deploying Savision Live Maps in a DMZ, please contact support@savision.com.

Before you Begin

- Download the installation package from our website at <https://www.savision.com/downloads>.
- Review the "[System Requirements](#)" on [page 12](#) and ensure that you have the following information available:
 - The location where you want to install the software.
 - The FQDN of the SCOM management server that you want the Portal to connect to.
 - The license key.
 - Credentials for the application pool user.
 - The authentication method you wish to use.
 - The type of website you want (parent site or a child application on a site).

1. Right-click on the "Savision Live Maps version 10.5" setup executable file, and select **Run as Administrator** and click **Yes** to allow the program to make changes to your computer.
2. On the Welcome page, click **Next**.

The installer checks for the required IIS components. If a required component is missing, Savision Live Maps generates a PowerShell script that you can copy and paste, and then run to install the missing items.

3. When the check is complete, click **Next**.
4. On the License Agreement page, select **I accept the agreement** and click **Next**.
5. Browse to the location where you want to install Savision Live Maps Portal and indicate whether you want to **Create a Desktop Shortcut**. Click **Next**.
6. Indicate whether you want to participate In the Customer Experience Improvement program and click **Next**.
7. Provide the FQDN of the SCOM management server that you want the Portal to connect to for its operations, then click **Next**.
Savision Live Maps connects to the SCOM management server that you selected. When the connection is established, you are prompted for the license key.
8. Paste the contents of the license key into the dialog box and click **Next**.
9. Provide the **Domain\Username** and **Password** for the application pool user and click **Verify** to check that the credentials can access the SCOM databases. This user must have `db_datareader` access to both the Operations Manager database and the Data Warehouse database. It is also helpful that it has access into SCOM, but that can be setup later.
10. After the user is verified, click **Next**.
11. Select one of the following the authentication methods and then click **Next**:
 - **Form Authentication**
 - **Windows Authentication.**



Note: If you are installing Savision Live Maps Portal on an IIS web server that is separate from the SCOM management server, you may need to make configuration changes in your environment so that the Portal can authenticate with the Windows server. Forms authentication works on any server.

12. Select the type of website that you want to install from the following options and click **Next**:
 - **Parent Site**—Savision Live Maps is installed in a new website running on port 53595. To access the portal, navigate to `http://<Portal-FQDN>:53595`. You can change the port later in the IIS Manager.
 - **Child Application**—You are prompted to provide the website on which to install Savision Live Maps. To access the portal, navigate to `http(s)://<Portal-Server>/livemapsunityportal`. This is typically the case if you are installing Savision Live Maps on the same server as your Operations Manager web console.
13. Click **Install**.

14. The installer installs the management packs (MPs) into your SCOM environment and adds the Savision Live Maps Portal to IIS.
15. Click **Finish** to complete the installation.

Access Live Maps Portal

The first time that you run the Savision Live Maps Portal, you must log on with a user account that has SCOM administrator access. After that, you can log in with any SCOM user that has rights to access the Portal.

1. Access the Savision Live Maps Portal using one of the following methods:
 - Launch the program using the shortcut you created during the installation.
 - Enter the URL into a browser. The URL is determined by how the Savision Live Maps Portal was installed:
 - **Parent Site**—`http://<servername>:53595`
 - **Child Application**—`http(s)://<servername>/livemapsunityportal`
 - **Upgrade**—Uses the same URL that was used previously to access the portal.

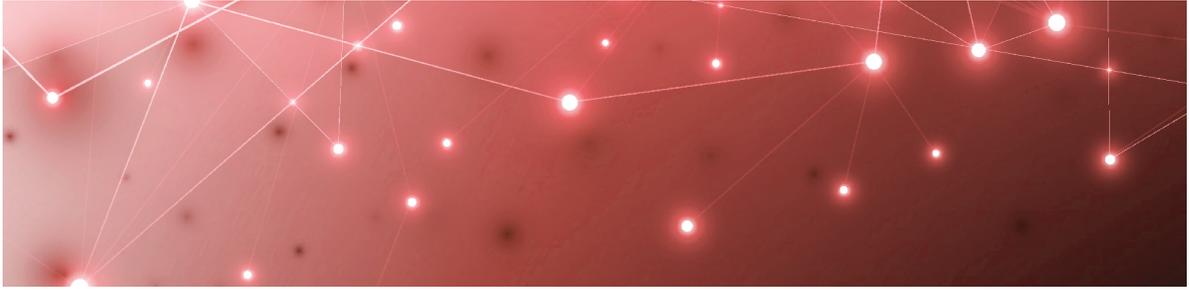
If you selected Windows authentication during the installation, the portal Home page opens and no further authentication is needed. If you are prompted for authentication, proceed to the next step.

2. If you selected Forms authentication during the installation, you are presented with a sign-in form. Enter the following information and click **Sign In**:
 - Windows account: `Domain\Username` or `Username@domain`
 - Password
 - SCOM management server

When the authentication is complete, the Home page displays.



Tip: You may need to add the URL to the list of trusted sites in your browser.



Savision Live Maps Authoring Console

You can install the Savision Live Maps Authoring Console after you have installed the Portal. Use the information in this section to perform the following tasks:

- Review the ["System Requirements" on page 18](#)
- ["Install or Upgrade Savision Live Maps Authoring Console" on page 18](#)
- ["Access Live Maps Authoring Console" on page 19](#)
- ["Show Affected Live Maps: Alert Task" on page 19](#)

System Requirements

Ensure the following requirements are in place before you install or upgrade the Savision Live Maps Authoring Console:

- .NET Framework 3.5
- .NET Framework 4.6 or greater
- System Center Operations Manager Console, version 2012 R2, 2016, 180X, or 2019

Ensure that you install the Authoring Console for a SCOM administrator. The user must be a SCOM administrator to configure items in the Authoring Console.

Install or Upgrade Savision Live Maps Authoring Console

Use the following procedure to install Savision Live Maps Authoring Console.

You can install Savision Live Maps Authoring Console on any PC or server that has an Operations Manager Console. You must be a SCOM administrator to configure items in the Authoring Console.

Before you Begin

If you are performing an upgrade, ensure that you shut down any instances of the Savision Live Maps Authoring Console, including instances that are running on shared servers.

1. Login to the Savision Live Maps Portal as a SCOM administrator.
2. From the Portal, click the **Administration** menu () and select **Downloads**.
3. In the list, find the **Live Maps Authoring Console x64 msi** and click on it. The `Savision.LiveMaps2012.Console.x64.msi` file downloads.



Note: If you require an x86 installer, contact support@savision.com.

4. Navigate to the folder where the `Savision.LiveMaps2012.Console.x64.msi` file was downloaded.
5. Right-click on the file and select **Install** to run the installer.
6. If the standard Windows security warning is displayed, click on **Run**.
7. On the Welcome page, click **Next**.
8. Review the license agreement information and click **I Agree**. Click **Next**.
9. Provide the install folder path for the Authoring Console, then click **Next**.
10. Click **Next** to confirm the installation details and start the installation process.
11. After the installation is complete, click **Close**.

Access Live Maps Authoring Console

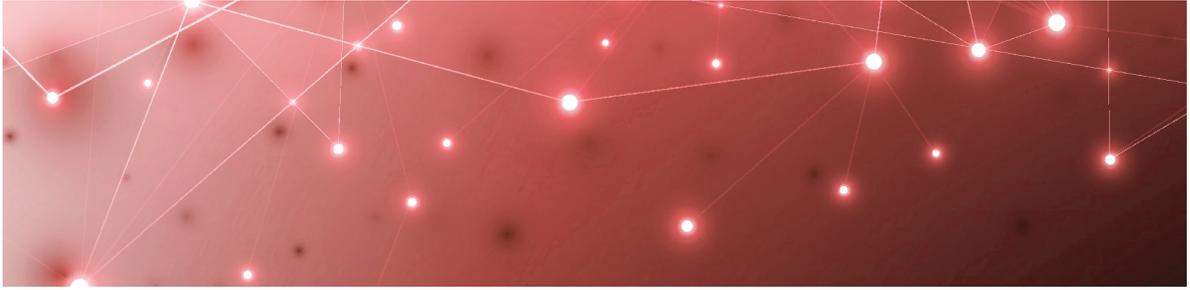
1. Click the Savision Live Maps Authoring Console icon to launch the application.
2. Log in as a SCOM administrator.
3. Provide the following information and click **OK**:
 - **Management Server**—The management server to target while running the Authoring Console. Martello recommends that you target the management server with the lightest load on it. Dashboards are saved to Management Packs (MPs).
 - **Use Integrated Security**—Select this option to use the currently logged on user.
 - **Username, Password, and Domain**—These fields display if you do not select **Use Integrated Security**. They are required if credentials for creating dashboards are necessary.

Show Affected Live Maps: Alert Task

When an alert is shown on the SCOM Operations Console, you can launch the Savision Live Maps Portal from the map that is affected by the alert. To use this feature, enable it in the Authoring Console using the steps below.

Complete the following steps to install and configure this feature:

1. Open the Savision Live Maps Authoring Console.
2. Navigate to **File > Settings, Live Maps, Portal URL**.
3. In the dialog box, provide a valid Live Maps Portal URL and click **Test** to ensure the URL is valid.
A browser window opens to the provided URL.
4. Confirm that the URL is valid and then click **Accept**.



Savision Live Maps Operations Manager Extensions

Use the information in this section to perform the following tasks:

- Review the ["System Requirements" on page 21](#)
- ["Install or Upgrade Savision Live Maps Operations Manager Extensions" on page 21](#)
- ["Access Live Maps Operations Manager Extensions" on page 22](#)

System Requirements

Ensure the following requirement is in place before you upgrade or install the Savision Live Maps Operations Manager Extensions:

- System Center Operations Manager Console for 2012 R2, 2016, 180X, or 2019

Install or Upgrade Savision Live Maps Operations Manager Extensions

Complete the following procedure to install Operations Manager Extensions.

Perform this procedure on all servers and workstations where the SCOM Console is running.

Before you Begin

Close all instances of SCOM Console, including sessions by other users on the same server. This will prevent the need to reboot the server when you are finished.

1. Login to the Savision Live Maps Portal as a SCOM administrator.
2. From the Portal, click the **Administration** menu (⚙️) and select **Downloads**.
3. In the list, find **Live Maps Operations Manager Extensions x64** and click on it. The `Savision.LiveMaps2012.OpsMgrExtensions.x64.exe` file downloads.

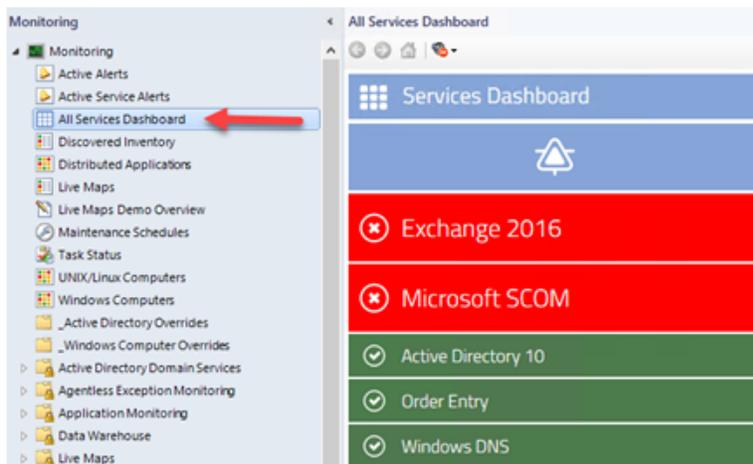


Note: If you require an x86 installer, contact support@savision.com.

4. Navigate to the folder where the `Savision.LiveMaps2012.OpsMgrExtensions.x64.exe` file was downloaded.
5. Right-click on the file and select **Install**.
6. If the standard Windows security warning is displayed, click on **Run**.
7. On the Welcome page, click **Next**.
8. Confirm the installation and click **Next**.
9. After the installation is complete, click **Close**.

Access Live Maps Operations Manager Extensions

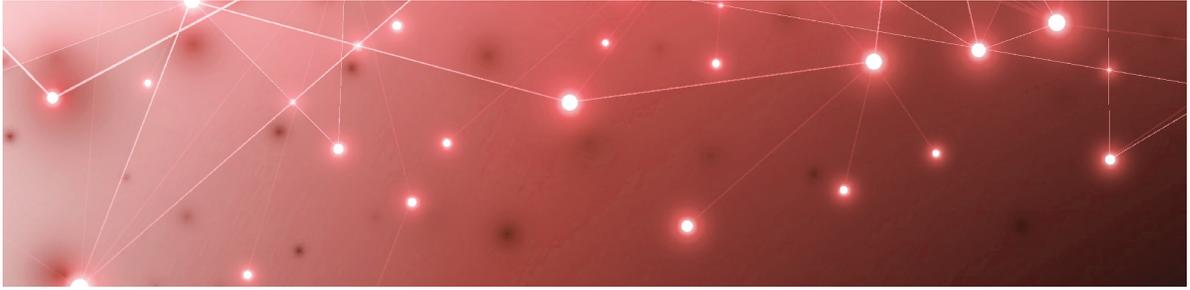
To see if the extensions are working, launch the SCOM Console and navigate to the **All Services Dashboard**, shown in the image below.



The dashboard displays any services previously created in Savision Live Maps. If you have not created any services, the Console displays only the blue **Services Dashboard** bar. If you are not licensed for Enterprise, you will see a license violation.



Tip: If the **All Services Dashboard** shows a DLL error, the extensions are not loaded.



Savision Live Maps Mobile App

The Mobile app allows users to receive notifications about health state changes and alerts from the Savision Live Maps dashboards they subscribe to. This section provides information about how to enable push notifications from Savision Live Maps.

Use the information in this section to perform the following tasks:

- [Verify the "Requirements" on page 23](#)
- ["Enable Live Maps Mobile" on page 23](#)
- ["Install and Configure Live Maps Mobile Application" on page 23](#)

Requirements

Supported mobile OS versions:

- Android V2.3.3 or greater
- iOS V5.0 or greater

Enable Live Maps Mobile

In order to enable mobile and mobile notification functionality in Savision Live Maps, you must make changes to the `Web.config` file, which is located at the root of the website.

Set the values for following settings to true:

- `<add key="EnableMobile" value="true" />`
- `<add key="EnableScheduler" value="true" />`

Install and Configure Live Maps Mobile Application

Complete one of the following procedures to install the Savision Live Maps Mobile App on your mobile device.

- ["Install the Android App" on page 24](#)
- ["Install the iOS App" on page 24](#)

After the app is installed on your mobile device, complete the procedure ["Configure the Mobile App" on page 24](#)

Install the Android App

Use this procedure to install the Savision Live Maps mobile app on an Android device. The app is identified by this icon: 



Note: If you have a version of the Mobile app earlier than Savision Live Maps Version 10.4, you must uninstall the previous Mobile app and then install the latest version in order to continue receiving push notifications.

1. Access the Google Play store on your mobile device.
2. Search for **Savision Live Maps**.
3. Select the app and tap **Install**.
4. Review the permissions required for the app, then tap **Accept**.
5. When the installation is complete, open the app on your mobile device.

Next Steps

- Complete the procedure ["Configure the Mobile App" on page 24](#)

Install the iOS App

Use this procedure to install the Savision Live Maps Mobile app on an iOS device. The app is identified by this icon: 

1. Access the App Store from your mobile device.
2. Search for **Live Maps**.
3. Tap **Get** to install the app.
4. Confirm your Apple ID and tap **Install**.
5. Sign in with your Apple ID and password.
6. When the installation is complete, open the app on your mobile device.

Next Steps

- Complete the procedure ["Configure the Mobile App" on page 24](#)

Configure the Mobile App

Use this procedure to configure the Mobile app on Android or iOS devices.

Before you Begin

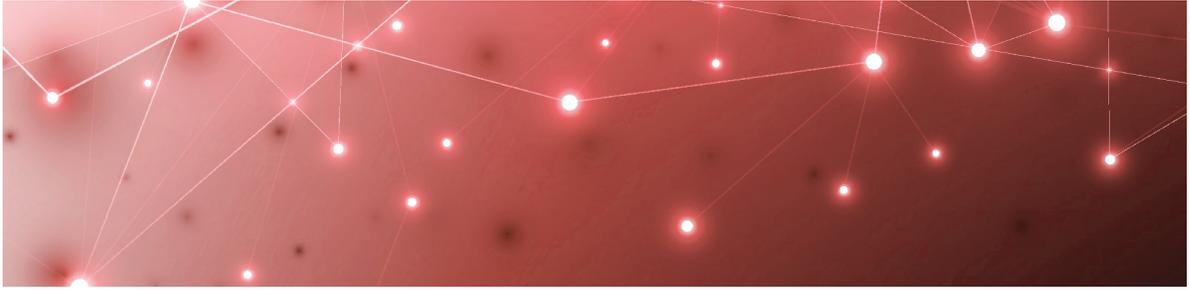
Open the browser on your mobile device and verify that you can connect to the URL for the Savision Live Maps Portal.

1. Open the Live Maps Mobile App on your device and tap the **Settings** icon.
2. Provide the following information, then tap **Register**:

- Service Name: the URL of the Live Maps Portal
- Username: your Live Maps username.
- Password: the password for your Live Maps user account.

After you navigate away from the Setting page, there may be a pause while the device communicates with the Portal and registers the mobile device.

- 3.** Select the dashboards from which you want to receive notifications.



Savision Live Maps Service Manager Integration

Use the information in this section to perform the following tasks:

- [Verify the "System Requirements" on page 26](#)
- ["Install or Upgrade Savision Live Maps Service Manager Integration" on page 26](#)
- ["Set Up Savision Live Maps Connector" on page 27](#)
- ["Verify the Live Maps Service Manager Integration" on page 28](#)

System Requirements

Before you can use the Savision Live Maps integration with System Center Service Manager (SCSM), the proper connectors between SCSM and SCOM must be established.

Two connectors for SCOM are available in SCSM:

- The configuration item (CI) connector that imports objects that are discovered by SCOM into the SCSM database.
- An alert connector that can create incidents based on alerts.

The steps required to establish these connectors are described in the *SCSM Administrator's Guide*, available on the Microsoft website.

Install or Upgrade Savision Live Maps Service Manager Integration

Use the following procedure to install Savision Live Maps Service Manager Integration.

Install the Service Manager integration on your Service Manager server first. You can then install it on each workstation that is running the Service Manager Console. You configure the integration for one server only.

1. Login to the Savision Live Maps Portal as a SCOM administrator.
2. From the Portal, click the **Administration** menu () and select **Downloads**.

3. In the list, find one of the following integrations and click on it to download the file:
 - **Live Maps Service Manager 2012 Integration x64 msi**
 - **Live Maps Service Manager 2016 Integration x64 msi**



Note: If you require an x86 installer, please contact support@savision.com.

4. Under Installation, select the **Install Service Manager Integration** option and follow the instructions.
5. Navigate to the folder where the `Savision.LiveMaps2012.ServiceManager.Integration.x64.msi` or the `Savision.LiveMaps.ServiceManager.2016.Integration.x64.Setup.msi` file was downloaded.
6. Right-click on the file and select **Install**.
7. If the standard Windows security warning is displayed, click on **Run**.
8. Open the Service Manager Console.
9. Go to the **Administration** pane and select the **Settings** node.
10. Open the Savision Live Maps **Settings** and specify the URL to launch the Savision Live Maps Portal.
11. Click **OK**.
12. Repeat the procedure on each machine running the Service Manager Console.

Set Up Savision Live Maps Connector

Use this procedure to configure the connector between Savision Live Maps and Service Manager 2016.

1. Open the Service Manager Console and navigate to the Service Manager Console Administration pane.
2. Right click on **Connectors**.
3. Select **Create Connector > Live Maps Service Connector**.
4. Provide a name for the connector.
5. Enter the server name and credentials to communicate with Operations Manager. Make sure the account used meets the following requirements:
 - Has at least read-only rights to all objects in SCOM.
 - Is part of the Administrator role in SCSM.
 - Is part of the local Administrators group on the SCSM management server or at least has access to the Windows temp folder.
6. Select the Savision Live Maps Service that you want to synchronize with Service Manager.
7. Select the schedule for synchronization.

8. Click **Create**.
9. To immediately synchronize the Savision Live Maps connector, click on the connector you just created, and click **Synchronize Now** from the Tasks pane.

Verify the Live Maps Service Manager Integration

Complete the following procedures to verify the Savision Live Maps Service Manager Integration:

- ["Configure Business Services" on page 28](#)
- ["Configure Change Management" on page 28](#)

Configure Business Services

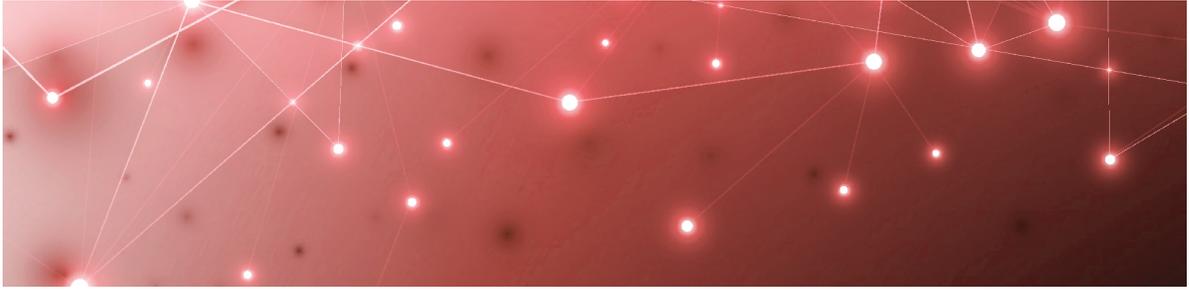
To verify the Savision Live Maps integration in Service Manager follow these steps:

1. Start the System Center Service Manager Console.
2. Go to the **Configuration Items** pane.
3. Open the folder **Business Services > All Business Services**.
4. Select a business service in the All Business Services pane.
5. In the Tasks pane, launch the **Open Service Map** task.
6. The Savision Live Maps Portal launches and displays the service map associated with that business service.

Configure Change Management

To verify the Savision Live Maps integration in Service Manager follow these steps:

1. Start the System Center Service Manager Console.
2. Go to the **Work Items** pane.
3. Open the folder **Work Items > Change Management > All Change Requests**.
4. Select a change request in the All Change Requests pane.
5. In the Tasks pane, launch the **Open Related Services** task.
6. The Savision Live Maps Portal launches and displays the map with the affected item.



Uninstalling Savision Live Maps

Use the following task list to uninstall Savision Live Maps.

Task	Description
Remove each component individually: <ul style="list-style-type: none">•	Use the Programs and Features tool in the Control Panel of your Windows computer.
Remove the Savision Live Maps Portal website and app pool	When you remove the Savision Live Maps Portal, an empty website and app pool are retained in case you intend to uninstall and then reinstall the software. To completely remove Savision Live Maps Portal, use the IIS Manager to remove the website and app pool.
Back up all of your management packs	Back up all of your management packs before proceeding. By default, dashboards are stored in a management pack with “Savision” in the name.

Task	Description
<p>Remove dashboards and management packs in SCOM</p>	<p>When you uninstall the Savision Live Maps components, dashboards are not removed. Use the SCOM Console to remove dashboards and management packs.</p> <ol style="list-style-type: none"> 1. Search for “Live” to display all of the management packs with “Live Maps” or “LiveMaps” in the name. 2. In the search results, locate the Savision Live Maps Library management pack, and edit or remove every unsealed management pack in the list. 3. After the unsealed management packs are removed, remove the remaining management packs in the following order: <ul style="list-style-type: none"> • Savision Live Maps Portal Library • Savision Live Maps Entity Health Rollup Library (optional MP) • Savision Live Maps Service Discovery • Savision Live Maps Service Library • Savision Live Maps Library
<p>Remove the Savision Live Maps Service Manager integration</p>	<p>Use the Programs and Features tool in the Control Panel of your Windows computer. After the application is removed, use the System Center Service Manager Console to complete the process:</p> <ol style="list-style-type: none"> 1. Navigate to the management packs node. 2. Delete each “Savision Live Maps” management pack.



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