



*Desktop Setup  
User Guide*

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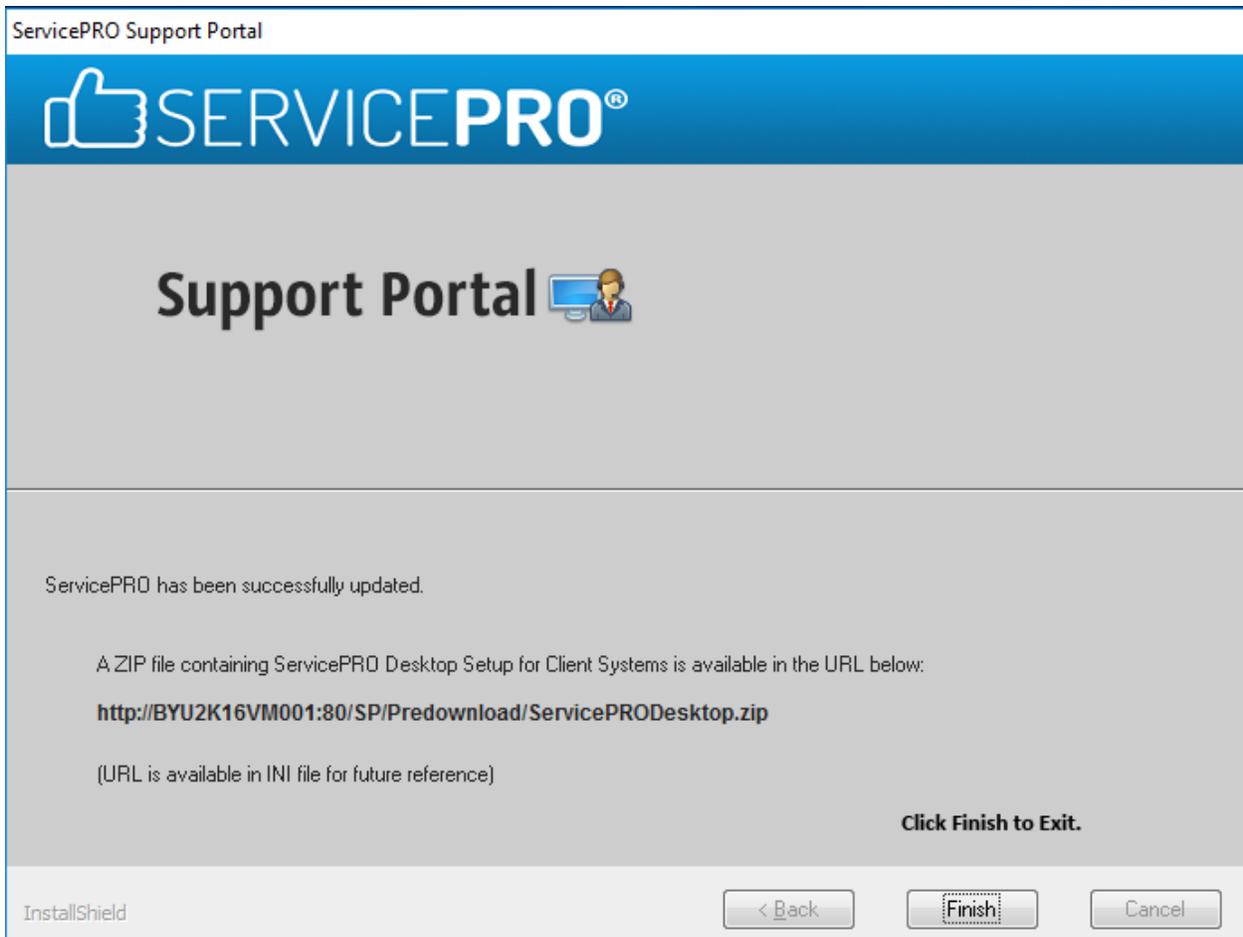
# ServicePRO Desktop Setup – User Guide

## 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 Desktop setup for client systems.

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

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



## 2. Setting up ServicePRO Desktop in Client Systems

### 2.1 Updating from Previous ServicePRO Versions running WebTop (OOB)

Whenever the user launches the currently installed ServicePRO WebTop (OOB) in their PCs, it will automatically download and install ServicePRO Desktop.

**NOTE:** If your current version is 14.1.x version or lower, then it won't be a direct migration from OOB to Desktop – The users need to uninstall OOB first manually and then install ServicePRO Desktop.

### 2.2 Fresh Install of ServicePRO Desktop - Option 1 – GPO Deployment

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

- ServicePRO Administrators can download the Desktop GPO Deployment Guide ZIP file (ServicePRO\_Desktop\_GPO\_Deployment\_Guide.zip) from the specific ServicePRO version folder (eg: 14.2.15, 14.2.16 etc.,) under this location:  
<https://helpstar-my.sharepoint.com/:f:/p/spexternalstorage/EjyyMA3t5L1KpBe9G0L-PAgBc33mXtCJ-huDYzVdWISp3A>
- ServicePRO administrators can use this ZIP file along with the ServicePRO Desktop (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 Desktop for their support reps.
- ServicePRO administrators should configure one (1) **Startup script GPO** as detailed in the steps below:
  - Using Startup Script GPO, Install ServicePRO Desktop.
    1. Download and Extract the ServicePRODesktop.zip file typically found in the /predownload/ folder of your ServicePRO installation  
i.e. <http://yourservicepro/predownload/ServicePRODesktop.zip>
    2. Verify that the INI file, ServicePRODesktop.ini, has the correct URI/IP values pointing at the ServicePRO website.
    3. Copy the Desktop deployment files 'ServicePRODesktopSetup.exe' and 'ServicePRODesktop.ini' to a shared folder location where the target computer has Read permissions. Please note that both files must reside in the same directory.
    4. Extract the batch file from the zip file  
ServicePRO\_Desktop\_GPO\_Deployment\_Guide.zip.

5. Update the following lines in the batch file **SPDesktopStartupGPODeploy.bat** with your server name and with the share location from step 3. Replace [ServerName] and [SharedDir] according to your environment configuration:

```
set DeployServer=\\ServerName\SharedDir
```

```
set LogLocation=\\ServerName\SharedDir\InstallLogs
```

6. To assign computer startup scripts
  - i. Click Start, click Control Panel, click Administrative Tools, and click 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 you want to edit. This is located in Forest name/Domains/Domain name/Group Policy Objects.
  - iii. Right-click the GPO you want to use to assign scripts and click Edit. This opens the Group Policy Object Editor console.
  - iv. In Group Policy Object Editor, in the console tree, click Scripts (Startup/Shutdown). This is located in the Computer Configuration\Windows Settings node.
  - v. In the details pane, double-click Startup.
  - vi. In the Startup Properties dialog box, click Add.
  - vii. In the Add a Script dialog box, do the following:
    - viii. In Script Name, type the path to the script, or click Browse to search for the script file in the Netlogon shared folder on the domain controller. For this example, the script will be SPDesktopStartupGPODeploy.bat.
    - ix. In the Startup Properties dialog box, specify the options you want to use. The following options are available:
      - x. Startup Scripts for Group Policy object. Lists all the scripts that are currently assigned to the selected Group Policy object. If you assign multiple scripts, the scripts are processed in the order that you specify. To move a script up in the list, select the script and click Up. To move a script down in the list, select the script and click Down.
      - xi. Add. Opens the Add a Script dialog box, where you can specify additional scripts to use.
      - xii. Edit. Opens the Edit Script dialog box, where you can modify script information, such as name and parameters.
      - xiii. Remove. Removes the selected script from the Startup Scripts list.
      - xiv. Show Files. Displays the script files that are stored in the selected Group Policy object.

**NOTE:** ServicePRO Desktop 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.

## 2.3 Fresh Install of ServicePRO Desktop - Option 2 – Manual Deployment

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

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

1. Download the zip file from the URL ([ServicePRODesktop.zip](#))
2. Extract the contents to a local folder. Two files will be extracted to the folder: [ServicePRODesktopSetup.exe](#) and [ServicePRODesktop.ini](#)
3. Launch the extracted Desktop setup file ([ServicePRODesktopSetup.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](#)

**NOTE:** ServicePRO Desktop Setup will trigger User Account Control (UAC). Users will be required to click 'Yes' in the UAC prompt to continue the installation.

If the user is not an administrator on the PC, the ServicePRO Desktop setup will prompt for Administrator Credentials.

## 2.4 Installation of ServicePRO Desktop for Test Environments

If you have a ServicePRO test environment installed, it is now possible to install a ServicePRO Desktop TEST client side-by-side with your production ServicePRO Desktop. ServicePRO administrators will need to provide the download URL to support reps wanting to run the Test instance of ServicePRO Desktop.

On the ServicePRO test instance installation folder, the /predownload/ folder of your ServicePRO installation will also contain a ZIP file **ServicePRODesktopTEST.zip**. This file can be used to install ServicePRO Desktop on a clean machine or on a machine with an already existing production ServicePRO Desktop client.

The Support Rep who will be installing the ServicePRO Test will need to perform the following steps:

1. Download the zip file from the URL ([ServicePRODesktopTEST.zip](#))
2. Extract the contents to a local folder. Two files will be extracted to the folder: [ServicePRODesktopSetupTEST.exe](#) and [ServicePRODesktop.ini](#)
3. Launch the extracted Desktop setup file ([ServicePRODesktopSetupTEST.exe](#)) manually to begin a silent installation.
4. A desktop shortcut 'ServicePRO Test' will be created with 'Test' prefix. This will allow launching the ServicePRO Desktop test related instance client. If you have the production client installed as well, it will continue to work as normal.

### 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 Desktop client (i.e. via Desktop shortcut).
2. 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 Desktop 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 Desktop setup properly.

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

```
D:\localFolder\PrepareSPDesktopSetup.exe /z  
"D:\HelpSTAR\HSSITES\HSSupportNET\web\Predownload\ServicePRODesktopSetup.exe;https://Service  
PRO.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 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 from Internet Explorer 11 on the same machine where the ServicePRO Desktop is installed, after login, it will prompt a download and installation of ServicePRO pre-requisites setup.

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