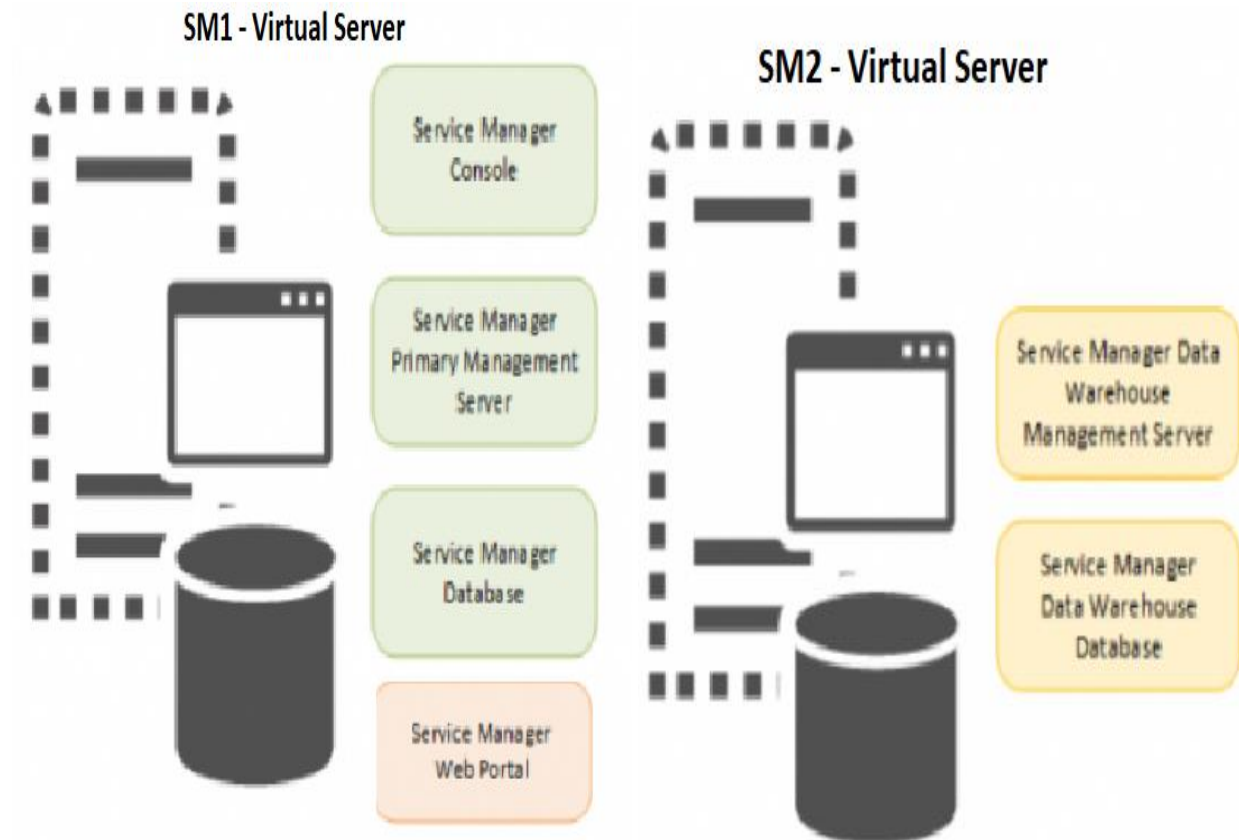


How to install System Center Service Manager 2019 (SCSM) on Windows Server 2019

In this post, I will show you the steps involved for installing System Center Service Manager 2019 on Windows Server 2019 with SQL Server 2017.

Created two virtual machines (SM1 and SM2). Joined to the domain & Installed all the updates and restarted the server. Will install these pre req on both the servers (SM1 and SM2)



SM1 – Will have Service Manager Console, Service Manager Primary Management Server, Service Manager Database & Service Manager Web Portal

SM2 – Will have Service Manager Data Warehouse Management Server & Service Manager Data Warehouse Database

Prerequisites

- RSAT AD tool – [Install-WindowsFeature RSAT-AD-PowerShell](#)

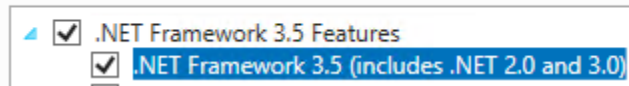
```
Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

PS C:\Users\ADMINISTRATOR.RAMLAN> Install-WindowsFeature RSAT-AD-PowerShell

Success Restart Needed Exit Code      Feature Result
-----
True     No             Success      {Remote Server Administration Tools, Activ...
```

- **.NET Framework 3.5** – Installed from Server Manager

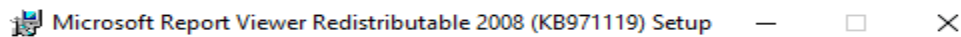
Features



Name	Date modified	Type	Size
1. ReportViewer	28-Dec-2019 5:04 ...	Application	2,231 KB
2. sqlncli	28-Dec-2019 5:05 ...	Windows Installer ...	4,956 KB
3. SQL AS AMO	28-Dec-2019 5:05 ...	Windows Installer ...	4,200 KB

- Report Viewer 2008
- SQL Server 2012 Native Client – <https://www.microsoft.com/en-gb/download/details.aspx?id=29065>
- SQL Server 2014 Analysis Management Objects – <https://www.microsoft.com/en-gb/download/details.aspx?id=42295>

Report Viewer:



Welcome to Microsoft Report Viewer Redistributable 2008 (KB971119) Setup

This wizard will guide you through the installation process.

Next >

Cancel

License Terms

Be sure to carefully read and understand all the rights and restrictions described in the license terms. You must accept the license terms before you can install the software.

MICROSOFT SOFTWARE LICENSE TERMS
MICROSOFT REPORTVIEWER 2008 WITH SERVICE PACK 1
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft
* updates,
* supplements,
* Internet-based services and

Print

Press the Page Down key to see more text.

☒ I have read and accept the license terms.

< Back

Install >

Cancel

Setup Complete

Microsoft Report Viewer Redistributable 2008 (KB971119) has been successfully installed.

It is highly recommended that you download and install the latest service packs and security updates for this product.

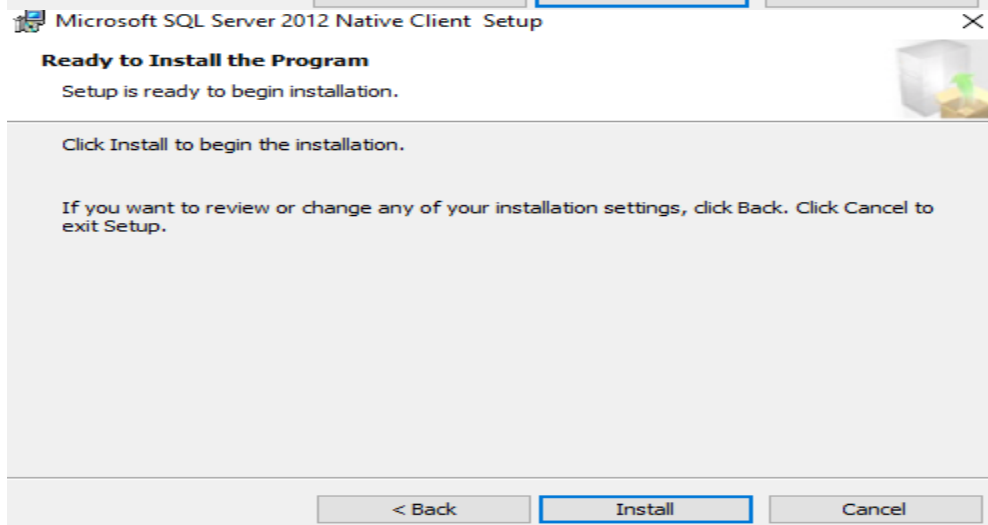
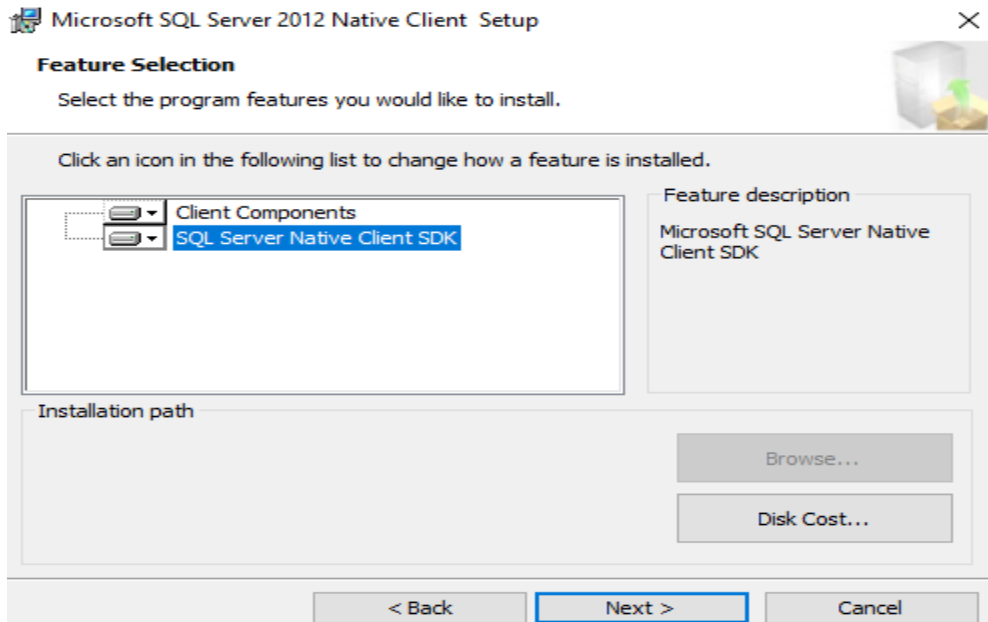
For more information, visit the following Web site:

[Product Support Center](#)

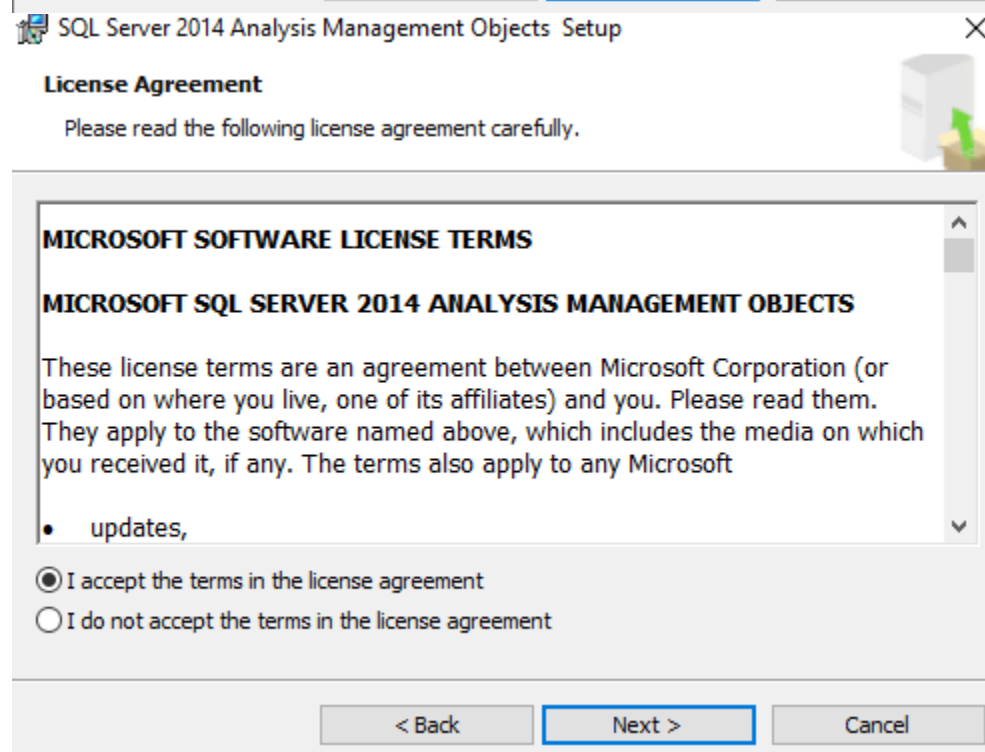
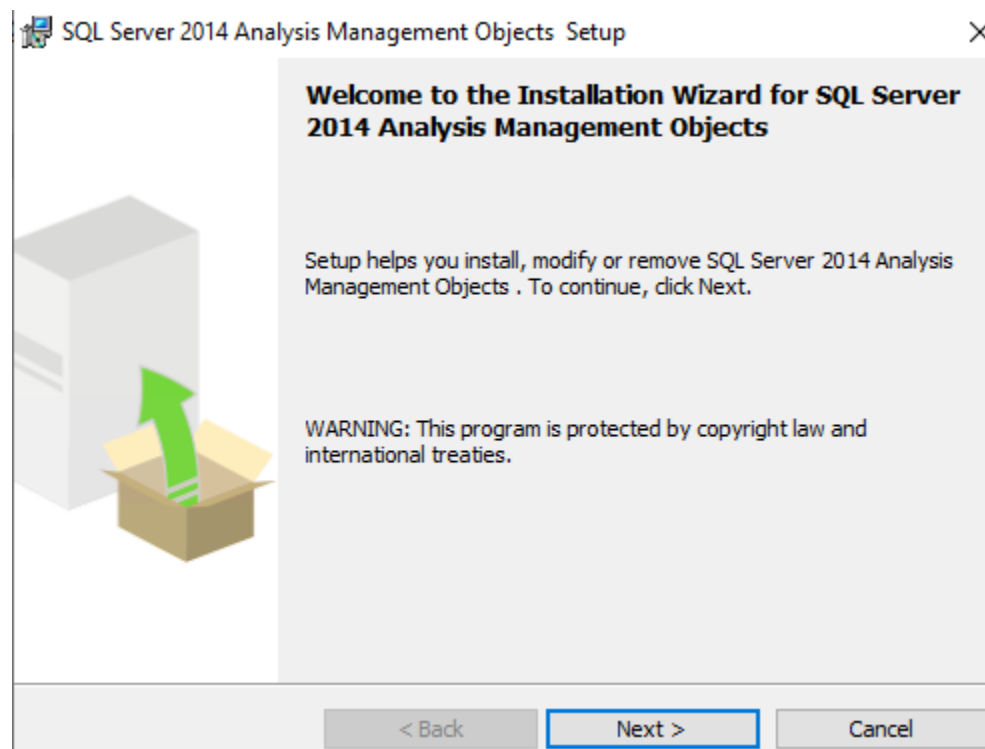
Finish

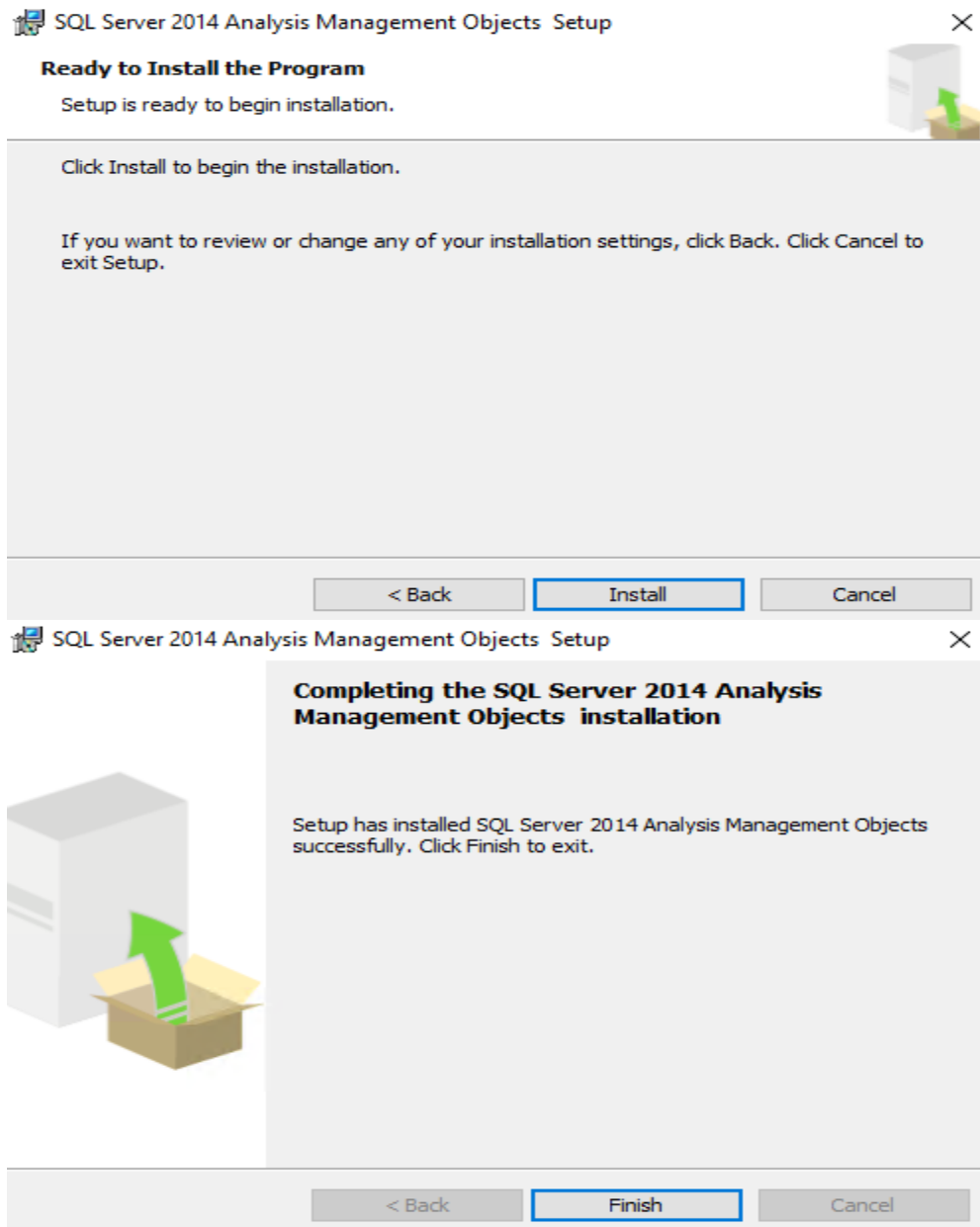
SQL Native Client:





SQL Analysis Management Objects:





Service Accounts & Groups:











Create these accounts and group in AD as it will be required during the installation.

Service Manager Service Account – **SMSrv**
Service Manager Work Flow Account – **SMWf**
Service Manager Admin Group – **SMAAdmin**

Add **SMSrv**, **SMWf** to SMAAdmin group + Add above accounts & group to local administrator on each server (**SM1 & SM2**)

SQL 2017:

SM1 > DVD Drive (D:) SqlSetup_x64_ENU >

Name	Date modified	Type	Size
 1033_ENU_LP	23-Aug-2017 1:55 ...	File folder	
 redist	23-Aug-2017 1:55 ...	File folder	
 resources	23-Aug-2017 1:55 ...	File folder	
 Tools	23-Aug-2017 1:55 ...	File folder	
 x64	23-Aug-2017 5:52 ...	File folder	
 autorun	04-Aug-2017 10:0...	Setup Information	1 KB
 MediaInfo	23-Aug-2017 1:57 ...	XML Document	1 KB
 setup	22-Aug-2017 8:38 ...	Application	107 KB
 setup.exe.config	18-Aug-2017 4:41 ...	CONFIG File	1 KB
 SqlSetupBootstrapper.dll	22-Aug-2017 8:20 ...	Application extens...	235 KB

SQL Server Installation Center

Planning

Installation

Maintenance

Tools

Resources

Advanced

Options



New SQL Server stand-alone installation or add features to an existing installation

Launch a wizard to install SQL Server 2017 in a non-clustered environment or to add features to an existing SQL Server 2017 instance.



Install SQL Server Reporting Services

Launch a download page that provides a link to install SQL Server Reporting Services. An internet connection is required to install SSRS.



Install SQL Server Management Tools

Launch a download page that provides a link to install SQL Server Management Studio, SQL Server command-line utilities (SQLCMD and BCP), SQL Server PowerShell provider, SQL Server Profiler and Database Tuning Advisor. An internet connection is required to install these tools.



Install SQL Server Data Tools

Launch a download page that provides a link to install SQL Server Data Tools (SSDT). SSDT provides Visual Studio integration including project system support for Azure SQL Database, the SQL Server Database Engine, Reporting Services, Analysis Services and Integration Services. An internet connection is required to install SSDT.



New SQL Server failover cluster installation

Launch a wizard to install a single-node SQL Server 2017 failover cluster.



Add node to a SQL Server failover cluster

Launch a wizard to add a node to an existing SQL Server 2017 failover cluster.



Upgrade from a previous version of SQL Server

Launch a wizard to upgrade a previous version of SQL Server to SQL Server 2017.



New Machine Learning Server (Standalone) installation

Launch a wizard to install Machine Learning Server (Standalone) on a Windows machine. This is typically used by data scientists as a standalone analysis server or as a

Microsoft SQL Server 2017

Product Key

Specify the edition of SQL Server 2017 to install.

Product Key

License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Validate this instance of SQL Server 2017 by entering the 25-character key from the Microsoft certificate of authenticity or product packaging. You can also specify a free edition of SQL Server: Developer, Evaluation, or Express. Evaluation has the largest set of SQL Server features, as documented in SQL Server Books Online, and is activated with a 180-day expiration. Developer edition does not have an expiration, has the same set of features found in Evaluation, but is licensed for non-production database application development only. To upgrade from one installed edition to another, run the Edition Upgrade Wizard.

☐ Specify a free edition:

Evaluation

☒ Enter the product key:

< Back

Next >

Cancel

License Terms

To install SQL Server 2017, you must accept the Microsoft Software License Terms.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

MICROSOFT SOFTWARE LICENSE TERMS**MICROSOFT SQL SERVER 2017 ENTERPRISE**

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- updates,
- supplements,
- Internet-based services, and

Copy Print

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SQL Server 2017 transmits information about your installation experience, as well as other usage and performance data, to Microsoft to help improve the product. To learn more about SQL Server 2017 data processing and privacy controls, please see the [Privacy Statement](#).

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Next >

Cancel

Microsoft Update

Use Microsoft Update to check for important updates

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Microsoft Update offers security and other important updates for Windows and other Microsoft software, including SQL Server 2017. Updates are delivered using Automatic Updates, or you can visit the Microsoft Update website.

☒ Use Microsoft Update to check for updates (recommended)

[Microsoft Update FAQ](#)

[Microsoft Update Privacy Statement](#)

< Back

Next >

Cancel

Install Rules

Setup rules identify potential problems that might occur while running Setup. Failures must be corrected before Setup can continue.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Operation completed. Passed: 3. Failed 0. Warning 1. Skipped 0.

Hide details <<

Re-run

[View detailed report](#)

	Rule	Status
✓	Fusion Active Template Library (ATL)	Passed
✓	Consistency validation for SQL Server registry keys	Passed
✓	Computer domain controller	Passed
⚠	Windows Firewall	Warning

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Next >

Cancel

Feature Selection

Select the Enterprise features to install.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Looking for Reporting Services? [Download it from the web](#)

Features:

- Instance Features
- ☒ Database Engine Services
 - ☐ SQL Server Replication
 - ☐ Machine Learning Services (In-Database)
 - ☐ R
 - ☐ Python
 - ☒ Full-Text and Semantic Extractions for Search
 - ☐ Data Quality Services
 - ☐ PolyBase Query Service for External Data
 - ☒ Analysis Services

Feature description:

Includes Analysis Services and tools used to support online analytical processing (OLAP) and data mining. Only Database Engine

Prerequisites for selected features:

Already installed:
Windows PowerShell 3.0 or higher
Microsoft .NET Framework 4.6

Disk Space Requirements

Drive C: 1977 MB required, 237443 MB available

Select All

Unselect All

Instance root directory: C:\Program Files\Microsoft SQL Server\

Shared feature directory: C:\Program Files\Microsoft SQL Server\

Shared feature directory (x86): C:\Program Files (x86)\Microsoft SQL Server\

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Next >

Cancel

Instance Configuration

Specify the name and instance ID for the instance of SQL Server. Instance ID becomes part of the installation path.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

☐ Default instance

☒ Named instance: SM

Instance ID: SM

SQL Server directory: C:\Program Files\Microsoft SQL Server\MSSQL14.SM

Analysis Services directory: C:\Program Files\Microsoft SQL Server\MSAS14.SM

Installed instances:

Instance Name	Instance ID	Features	Edition	Version

< Back

Next >

Cancel

Server Configuration

Specify the service accounts and collation configuration.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Service Accounts Collation

Microsoft recommends that you use a separate account for each SQL Server service.

Service	Account Name	Password	Startup Type
SQL Server Agent	RAMLAN\Administrator	●●●●●●●●	Automatic ▾
SQL Server Database Engine	RAMLAN\Administrator	●●●●●●●●	Automatic ▾
SQL Server Analysis Services	RAMLAN\Administrator	●●●●●●●●	Automatic ▾
SQL Full-text Filter Daemon Launc...	NT Service\MSSQLFDLa...		Manual
SQL Server Browser	NT AUTHORITY\LOCAL ...		Automatic ▾

☐ Grant Perform Volume Maintenance Task privilege to SQL Server Database Engine Service

This privilege enables instant file initialization by avoiding zeroing of data pages. This may lead to information disclosure by allowing deleted content to be accessed.

[Click here for details](#)

< Back

Next >

Cancel

Server Configuration

Specify the service accounts and collation configuration.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Service Accounts Collation

Database Engine:

SQL_Latin1_General_CP1_CI_AS

Customize...

Latin1-General, case-insensitive, accent-sensitive, kanatype-insensitive, width-insensitive for Unicode Data, SQL Server Sort Order 52 on Code Page 1252 for non-Unicode Data

Analysis Services:

Latin1_General_CI_AS

Customize...

Latin1-General, case-insensitive, accent-sensitive, kanatype-insensitive, width-insensitive

Warning: The Database Engine and Analysis Services collations are not the same.

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Next >

Cancel

Database Engine Configuration

Specify Database Engine authentication security mode, administrators, data directories and TempDB settings.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Server Configuration Data Directories TempDB FILESTREAM

Specify the authentication mode and administrators for the Database Engine.

Authentication Mode

- ☒ Windows authentication mode
☐ Mixed Mode (SQL Server authentication and Windows authentication)

Specify the password for the SQL Server system administrator (sa) account.

Enter password:

Confirm password:

Specify SQL Server administrators

RAMLAN\Administrator (Administrator)
RAMLAN\smsrv (SM Srv)
RAMLAN\smwf (SM Wf)
RAMLAN\SMAdmin (SMAdmin)
RAMLAN\ram (Ram)
RAMLAN\ramlan (Ram Lan)
SM1\Administrator (Administrator)

SQL Server administrators have unrestricted access to the Database Engine.

Add Current User

Add...

Remove

< Back

Next >

Cancel

Analysis Services Configuration

Specify Analysis Services server modes, administrators, and data directories.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Server Configuration Data Directories

Server Mode:

- ☒ Multidimensional and Data Mining Mode
☐ Tabular Mode
☐ PowerPivot Mode

Specify which users have administrative permissions for Analysis Services.

RAMLAN\Administrator (Administrator)
RAMLAN\smsrv (SM Srv)
RAMLAN\smwf (SM Wf)
RAMLAN\SMAdmin (SMAdmin)
SM1\Administrator (Administrator)

Analysis Services administrators have unrestricted access to Analysis Services.

Add Current User

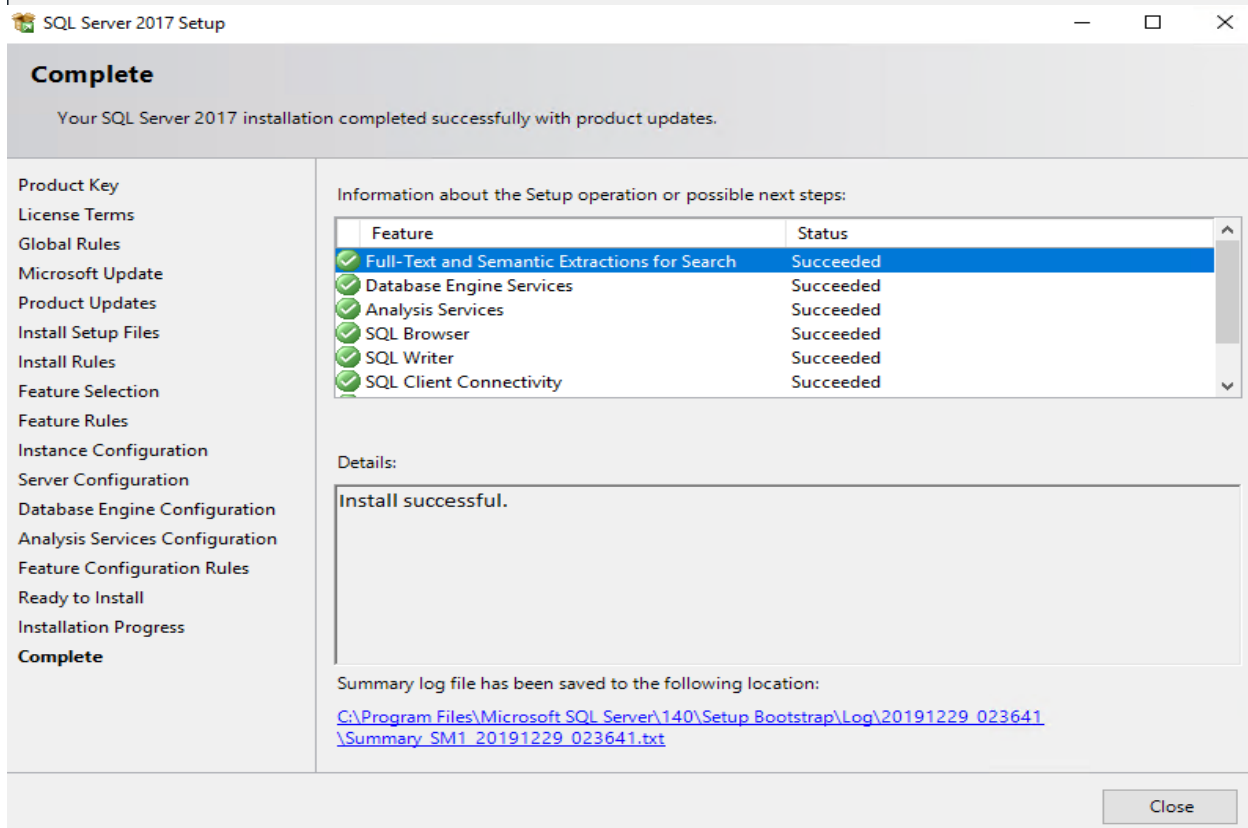
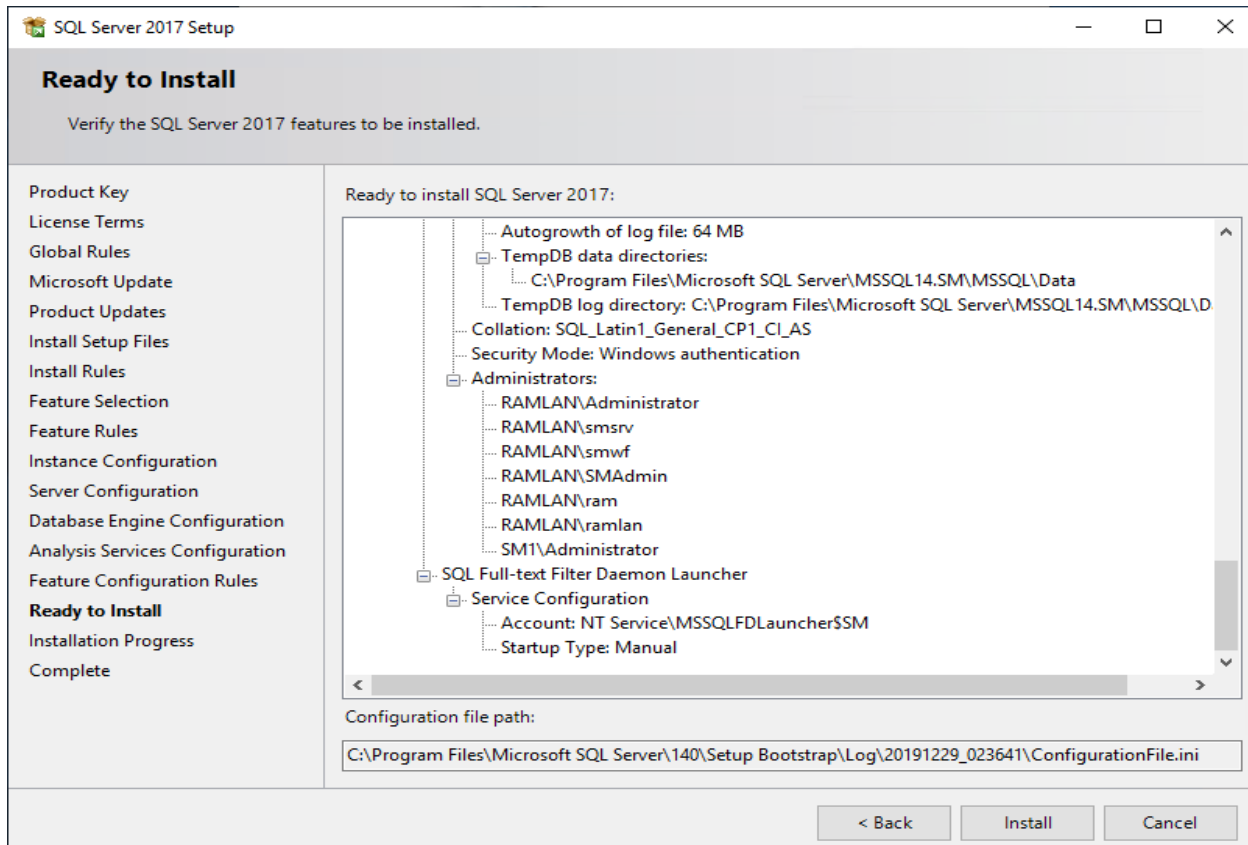
Add...

Remove

< Back

Next >

Cancel



SQL Reporting Services:

— ×

Microsoft SQL Server 2017 Reporting Services

(October 2017)

Welcome

Install Reporting Services

SQL Server Reporting Services transmits information about your installation experience, as well as other usage and performance data, to Microsoft to help improve the product. To learn more about SQL Server Reporting Services data processing and privacy controls, please see [Privacy Statement](#).

— ×

Microsoft SQL Server 2017 Reporting Services

(October 2017)

Choose an edition to install

☐ Choose a free edition:

Evaluation (expires in 180 days) ▾

☒ Enter the product key:

Cancel

< Previous

Next >

Microsoft SQL Server 2017 Reporting Services

(October 2017)

Review the license terms

MICROSOFT SOFTWARE LICENSE TERMS

MICROSOFT SQL SERVER 2017 ENTERPRISE

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- updates,
- supplements,
- Internet-based services, and
- support services

for this software, unless other terms accompany those items. If so, those terms apply.

☒ I accept the license terms

Cancel

< Previous

Next >

Microsoft SQL Server 2017 Reporting Services

(October 2017)

Install Database Engine

You'll need an instance of SQL Server Database Engine to store the report server database.

☒ Install Reporting Services only

You'll need to have or install a Database Engine instance on this server or on a different server.

[Learn more about supported Database Engine versions and editions](#)

Cancel

< Previous

Next >


Microsoft SQL Server 2017 Reporting Services

(October 2017)

Specify an install location

Install location

C:\Program Files\Microsoft SQL Server Reporting Services

 Browse

Cancel

< Previous

Install

Microsoft SQL Server 2017 Reporting Services

(October 2017)

Setup completed

We've installed the files you need. Restart the computer and run Report Server Configuration Manager to configure your report server.

[Learn more](#)

Restart

Configure report server

Close

SQL Management Studio:



RELEASE 18.4

Microsoft SQL Server Management Studio

Welcome. Click "Install" to begin.

Location:

C:\Program Files (x86)\Microsoft SQL Server Management Studio 18

Change

By clicking the "Install" button, I acknowledge that I accept the [License Terms](#) and [Privacy Statement](#).

SQL Server Management Studio transmits information about your installation experience, as well as other usage and performance data, to Microsoft to help improve the product. To learn more about data processing and privacy controls, and to turn off the collection of this information after installation, see the [documentation](#).

Install

Close



RELEASE 18.4

Microsoft SQL Server Management Studio

Restart required in order to complete setup.

All specified components have been installed successfully.

The computer needs to be restarted before setup can continue.





Restart


Close


Service Manager 2019 Install:

Now we are ready to install System Center Service Manager 2019 (SCSM).

SM1 > OS (C:) > Temp > System Center Service Manager 2019 >

Name	Date modified	Type	Size
 Prerequisites	29-Dec-2019 11:00...	File folder	
 Setup	29-Dec-2019 11:00...	File folder	
 Tools	29-Dec-2019 11:00...	File folder	
 Setup	28-Jan-2019 11:04 ...	Application	658 KB

 Service Manager Setup Wizard ✕



System Center 2019 Service Manager

For a complete installation of Service Manager, you need both a Service Manager management server and a data warehouse management server. A Service Manager management server cannot be installed on the same computer as a data warehouse management server.

Install

[Service Manager management server](#)
[Service Manager data warehouse management server](#)

Install (Optional)

[Service Manager console](#)
[Service Manager Self Service Portal](#)

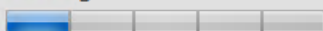
Additional Resources

[Deployment Guide](#)
[Release Notes](#)
[Search Support Articles](#)
[View System Requirements](#)

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Cancel

Getting started



Product registration

Name:

Organization:

Product key:

☐ Install as an evaluation edition (180 day trial)

[Privacy statement for System Center Service Manager](#)

License terms:

PLEASE NOTE: Your use of this software is subject to the terms and conditions of the license agreement by which you (or your company) acquired the Microsoft server software or gained access to the online service from Microsoft. For instance, if you are:

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- an online service customer, use of this software is subject to the online subscription

☒ I have read, understood, and agree with the terms of the license terms.

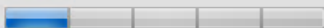
Print

< Previous

Next >

Cancel

Getting started



Installation location

The recommended default location for program files is displayed.

Location:

Disk space required: 1 GB

Free space: 225.1 GB

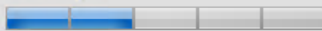
☒ The disk space is verified.

< Previous

Next >

Cancel

Prerequisites










System check results

Setup can continue but this computer does not meet optimum system requirements, which may affect performance.

Service Manager Management Server

Expand All

 Memory check	There is not enough memory in this computer The suggested memory requirement is 8190 MB. This computer has only 8046 MB.	
 Microsoft SQL Server 2014 Analysis Management Objects	Microsoft SQL Server 2014 Analysis Management Objects is installed	
 Processor speed check	The CPU processor does not meet the recommended specifications The minimum processor speed recommended is 2500 MHz. This computer's processor speed is 1995 MHz. The minimum number of processor cores recommended is 2. This computer's processor has only 1.	
 Windows version check	A supported version of Windows is installed	
 Microsoft Report Viewer Redistributable check	Microsoft Report Viewer Redistributable is installed	

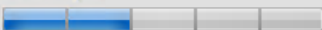
[Review full system requirements](#)

< Previous

Next >








Cancel

Prerequisites



System check results

Setup can continue but this computer does not meet optimum system requirements, which may affect performance.

	The minimum processor speed recommended is 2500 MHz. This computer's processor speed is 1995 MHz. The minimum number of processor cores recommended is 2. This computer's processor has only 1.	
 Windows version check	A supported version of Windows is installed	
 Microsoft Report Viewer Redistributable check	Microsoft Report Viewer Redistributable is installed	
 ADO.NET Data Services Update check	ADO.NET Data Services Update for .NET Framework 3.5 SP1 is installed	
 Microsoft SQL Server 2012 Native Client check	Microsoft SQL Server 2012 Native Client is installed	
 Microsoft .NET 3.5 framework check	Microsoft .NET 3.5 framework is installed	

[Review full system requirements](#)

< Previous

Next >

Cancel


Service Manager Setup Wizard

×

Configuration

Configure the Service Manager database


First, specify the name of the server that hosts the instance of SQL Server that contains or will contain the Service Manager database. Then, select whether to create a new database or use an existing Service Manager database.

 Connecting to instance...

Server name and Instance name:
sm1\sm
Format: server name\instance name

SQL Server port:
1433

☐ Create a new database



Service Manager has discovered the use of an unsupported SQL collation. Using an unsupported collation (including the default, SQL_Latin1_General_CP1_CI_AS) might cause unpredictable behavior in multi-lingual environments.

If you continue to install Service Manager, and later decide to change the SQL collation, you will have to reinstall Service Manager which results in the loss of all accumulated data. For a list of approved SQL collations, consult the Microsoft System Center Service Manager Planning Guide.

OK

< Previous

Next >

Cancel


Service Manager Setup Wizard

×

Configuration

Configure the Service Manager database

First, specify the name of the server that hosts the instance of SQL Server that contains or will contain the Service Manager database. Then, select whether to create a new database or use an existing Service Manager database.

 SQL Server Instance validation is successful

Server name and Instance name:
sm1\sm
Format: server name\instance name

SQL Server port:
1433

☒ Create a new database ☐ Use an existing database

Database name:
ServiceManager

Size (MB):
2000

Data file folder:
C:\Program Files\Microsoft SQL Server\MSSQL14.SM\MSSQL\DATA

Browse...

Log file folder:
C:\Program Files\Microsoft SQL Server\MSSQL14.SM\MSSQL\DATA

Browse...

< Previous

Next >

Cancel

Configuration



Configure the Service Manager management group

Enter a unique name for the Service Manager management group. The name could represent your company name, organization name, or a physical location.

Management group name:

Browse for a user or group that you want to designate as a management group administrator. The members of this group will have full permission to perform any action within the management group, and they will have access to the Service Manager console.

Management group administrators:

Configuration



Configure the account for Service Manager services

The Service Manager services can run under the Local System account or under a domain user or service account that has been made a local administrator on this server. Setup will map the domain account to the appropriate SQL Server roles.

☐ Local System account

☒ Domain account:

User name:

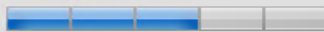
Password:

Domain:



The credentials were accepted.

Configuration



Configure the Service Manager workflow account

The Service Manager workflows run under this account. Setup will make the domain account a member of the local Users security group on this server. If setting up e-mail notifications later, this account will need to be e-mail enabled.

- ☐ Local System account
☒ Domain account:

User name:

smwf

Password:

••••••••

Domain:

RAMLAN



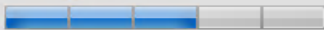
The credentials were accepted.

< Previous

Next >

Cancel

Configuration



Diagnostic and usage data

If you use this Service Manager console to connect to a Service Manager management server that is sending diagnostic and usage data to Microsoft, the Service Manager console will also send this data. Microsoft automatically collects usage and performance data over the internet ("Data"). Microsoft uses this Data to provide and improve the quality, security and integrity of Microsoft products and services. For example, we analyze performance and reliability, such as what features you use, how quickly the features respond, device performance, user interface interactions, and any problems you experience with the product. Data will also include information about the configuration of your software like the software version you are currently running, and the IP address.

Choice/Control:

This feature is on by default. Administrators can turn off this feature anytime by changing the setting found in the Settings workspace of the Service Manager Console and Self Service Portal's Web.config file (may also require service restart) [\[Read more\]](#).

For information about the other data collection and usage, see [Privacy statement for System Center Service Manager](#) This notice replaces the Customer Experience Improvement Program (CEIP) description in the Service Manager section of the Privacy Statement. All other sections of the Privacy Statement apply.

< Previous

Next >

Cancel

Configuration



Installation summary

Review the selections for the parts you are installing. To continue, click Install. To change these selections, click Previous.

Program files location:

C:\Program Files\Microsoft System Center\Service Manager

Management group name:

LABSM

Service Manager administrators group:

RAMLAN\SMAdmin

Account for Service Manager services:

RAMLAN\smsrv

Workflow account:

RAMLAN\smwf

Data file location:

C:\Program Files\Microsoft SQL Server\MSSQL14.SM\MSSQL\DATA

Log file location:

C:\Program Files\Microsoft SQL Server\MSSQL14.SM\MSSQL\DATA

< Previous

Install

Cancel

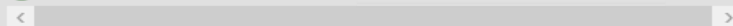
Finished



Setup completed successfully.

If you promote this Service Manager management server to become a replacement for an initial (or primary) management server, and you have a data warehouse management server in your environment, then be sure to register this Service Manager management server with the data warehouse. For more information, see the topic "Registering with the Service Manager Data Warehouse to Enable Reporting" in the [Service Manager Deployment Guide](#).

- ✓ Initialize
- ✓ Install files
- ✓ Create database
- ✓ Configure registry settings
- ✓ Configure server
- ✓ Install services
- ✓ Import management packs
- ✓ Finalize



[Deployment Guide](#)

[Release Notes](#)

[Search Support Articles](#)

[View System Requirements](#)


[Open the Setup Log](#)


- ☒ Open the Encryption Backup or Restore Wizard after Setup closes. You are advised to complete this process to be prepared in the event of future disaster recovery needs.

- ☐ Open the Service Manager console when Setup closes

Close

Backup Encryption Key:

 Encryption Key Backup or Restore Wizard ✕

 **Introduction**

Introduction

Backup or Restore?

Provide a Location

Provide a Password


Completed


Introduction

This wizard helps you backup or restore the encryption key that was used to encrypt sensitive Service Manager data, such as RunAs account information. In the case of data loss, you can continue operations with data that is restored from backups.

To continue, click Next.

< Previous Next > Finish Cancel

 Encryption Key Backup or Restore Wizard ✕

 **Backup or Restore?**

Introduction

Backup or Restore?

Provide a Location

Provide a Password

Completed

Select Action

☒ Backup the Encryption Key
☐ Restore the Encryption Key

If, for example, a Root Management Server were to fail and you deployed a replacement Root Management Server, you would need the original key so that the replacement Root Management Server could decrypt the data from the Operations Manager database.

< Previous Next > Finish Cancel

**Provide a Location**

Introduction

Backup or Restore?

Provide a Location

Provide a Password

Completed

Specify the Location of the Backup File

Please provide a location to which you want the encryption key backed up, or from which you want the encryption key restored.

This location should not be on the same computer as the Root Management Server. Ideally, the location should be accessible in case of disaster. Examples: a shared folder on an offsite network, or a USB drive.

Path:

Example: \\MyServer01\Backups\RMSServer01BackupKey.bin

< Previous

Next >

Finish

Cancel

**Provide a Password**

Introduction

Backup or Restore?

Provide a Location

Provide a Password

Completed

Specify the Password That Will Authorize the Backup or Restore

The minimum password length is 8 characters. This password is used to secure the data in the backup file.

Password:

Confirm Password:

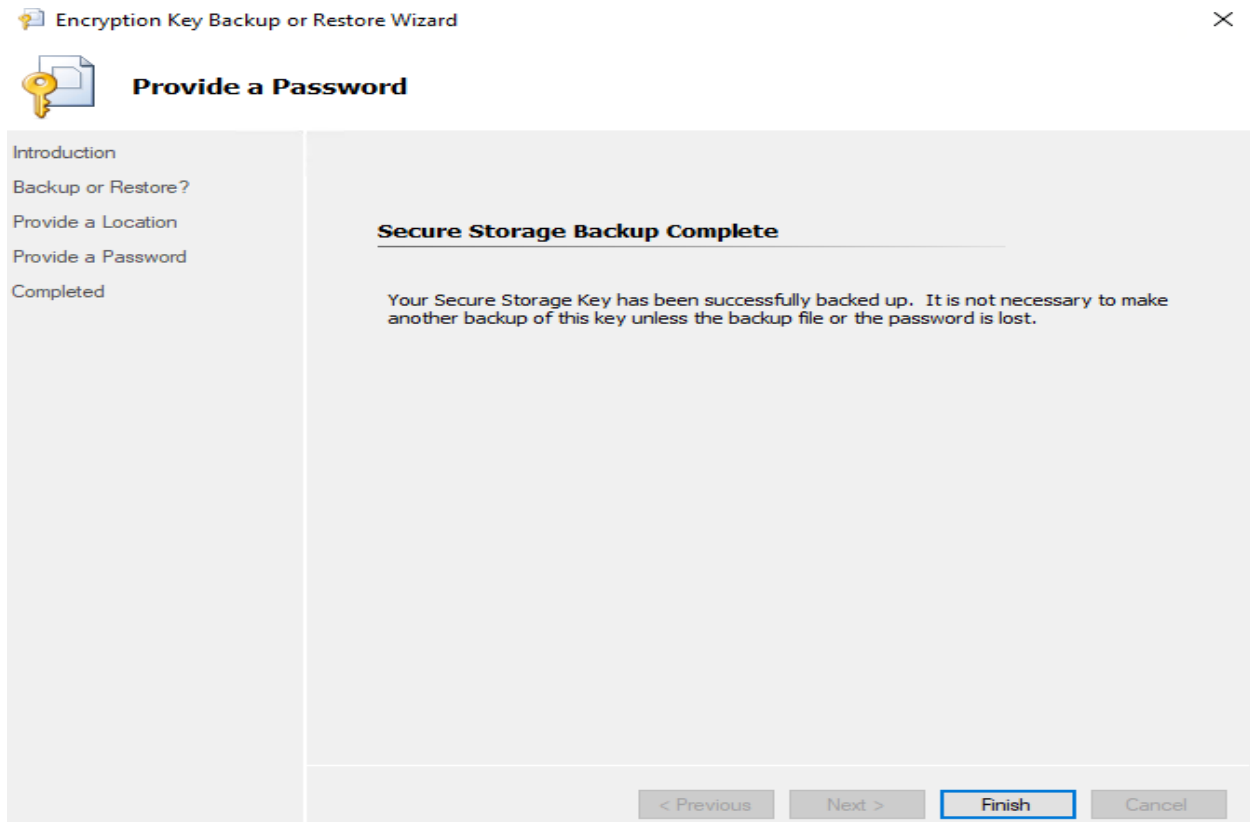
Click Next to run the operation.

< Previous

Next >

Finish

Cancel



SPN Entry:

Now we need to find out if proper SPN entry has been created. Open command prompt as administrator and run below commands.

SETSPN -I RAMLAN\SMSrv

setspn -A SMSrv/SM1 RAMLAN\SMSrv

setspn -A SMSrv/SM1.RAMLAN.CA RAMLAN\SMSrv

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.17763.914]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\ADMINISTRATOR.RAMLAN>SETSPN -I RAMLAN\SMSrv
Registered ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA:

C:\Users\ADMINISTRATOR.RAMLAN>setspn -A SMSrv/SM1 RAMLAN\SMSrv
Checking domain DC=RAMLAN,DC=CA

Registering ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA
SMSrv/SM1
Updated object




C:\Users\ADMINISTRATOR.RAMLAN>
C:\Users\ADMINISTRATOR.RAMLAN>setspn -A SMSrv/SM1.RAMLAN.CA RAMLAN\SMSrv
Checking domain DC=RAMLAN,DC=CA

Registering ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA
SMSrv/SM1.RAMLAN.CA
Updated object

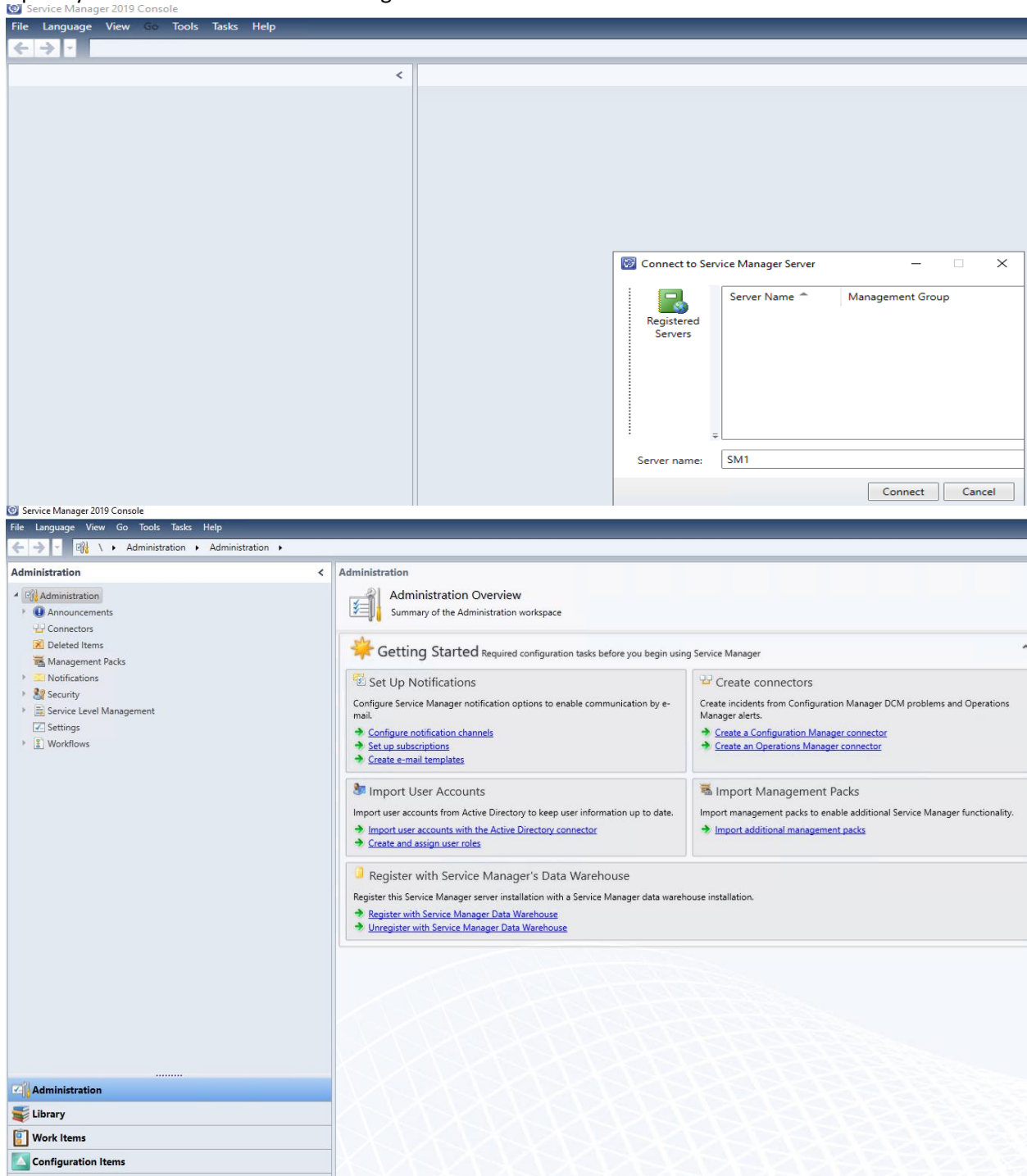
C:\Users\ADMINISTRATOR.RAMLAN>SETSPN -I RAMLAN\SMSrv
Registered ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA:
SMSrv/SM1.RAMLAN.CA
SMSrv/SM1
```

Validate Service Manager Installation:

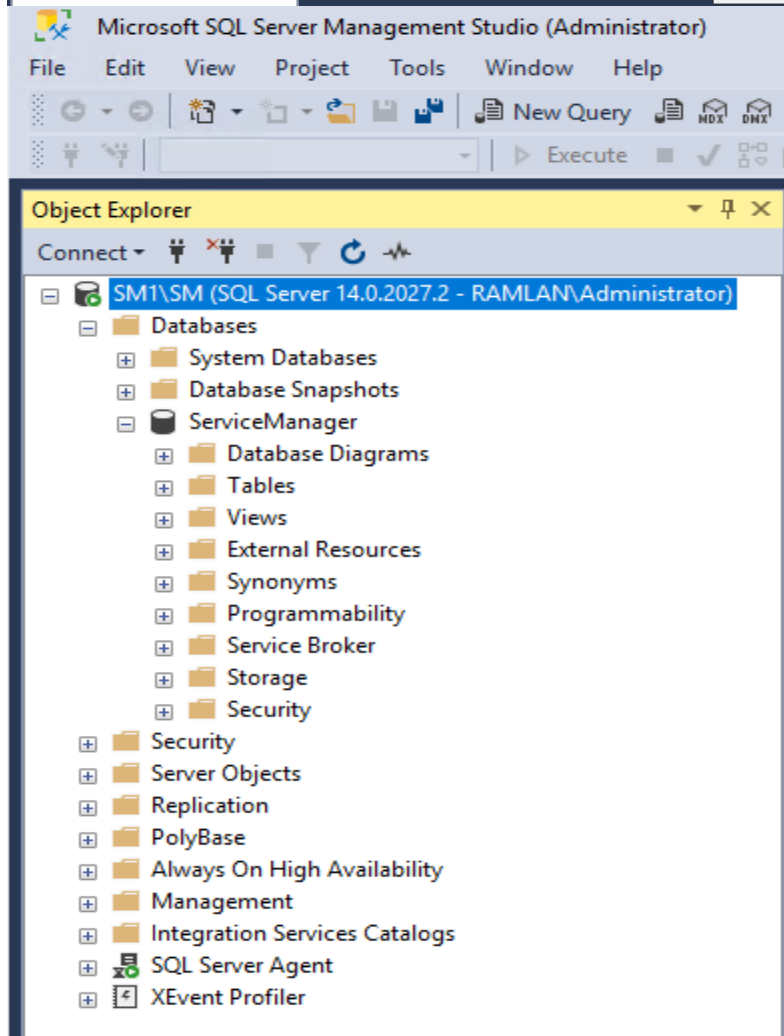
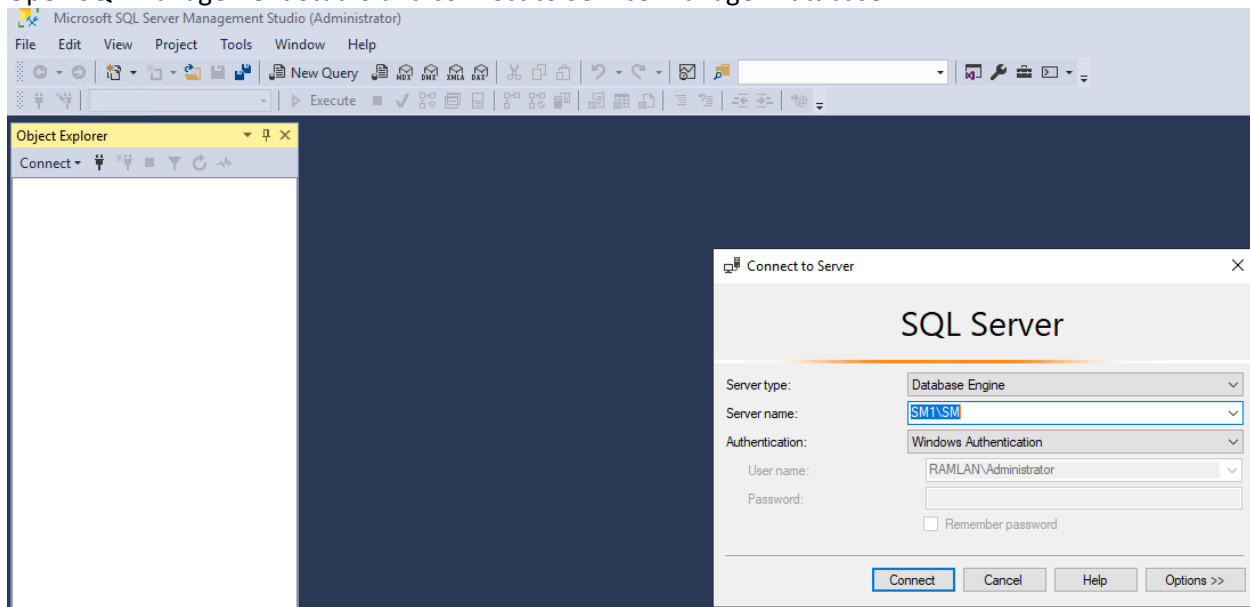
Open Services.msc and check these services have started

	Microsoft Monitoring Agent	The Monito...	Running	Automatic	Local Syste...
	System Center Data Access Service	Microsoft S...	Running	Automatic	RAMLAN\s...
	System Center Management Configuration	System Cen...	Running	Automatic	RAMLAN\s...

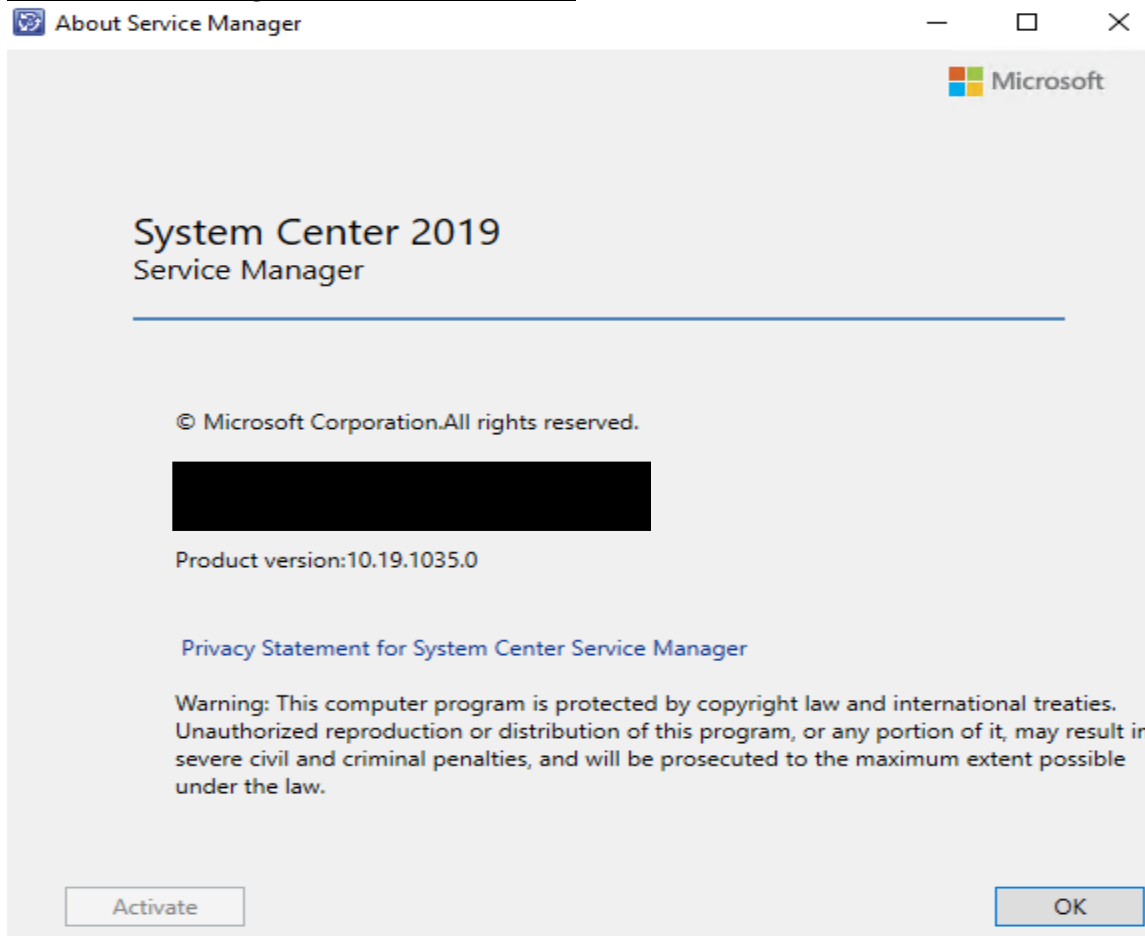
Open System Center Console from Programs and connect to the server.



Open SQL Management Studio and connect to Service Manager Database



Check Service Manager About for Version Info.



Self Service Portal Pre Req:

We will be installing self service portal on the same server. Let's complete the pre req through PowerShell

```
[string[]]$Features = @(
    "Web-Server",                # Web Server (IIS)
    "Web-ASP",                   # ASP
    "Web-Asp-Net45",             # ASP.NET 4.6
    "Web-Basic-Auth",            # Basic Authentication
    "Web-Windows-Auth",          # Windows Authentication
    "Web-Net-Ext45",             # .NET Extensibility 4.6
    "Web-Mgmt-Tools",            # Management Tools
    "Web-Mgmt-Console",          # IIS Management Console
    "NET-WCF-HTTP-Activation45"  # HTTP Activation
)

$Result = Add-WindowsFeature $Features
$Result.ExitCode
Success
```

Administrator: Windows PowerShell

```
PS C:\Users\ADMINISTRATOR.RAMLAN> [string[]]$Features = @(
>> "Web-Server",# Web Server (IIS)
>> "Web-ASP",# ASP
>> "Web-Asp-Net45",# ASP.NET 4.6
>> "Web-Basic-Auth",# Basic Authentication
>> "Web-Windows-Auth",# Windows Authentication
>> "Web-Net-Ext45",# .NET Extensibility 4.6
>> "Web-Mgmt-Tools",# Management Tools
>> "Web-Mgmt-Console",# IIS Management Console
>> "NET-WCF-HTTP-Activation45",# HTTP Activation
>> )
PS C:\Users\ADMINISTRATOR.RAMLAN>
PS C:\Users\ADMINISTRATOR.RAMLAN> $Result = Add-WindowsFeature $Features
PS C:\Users\ADMINISTRATOR.RAMLAN> $Result.ExitCode
Success
PS C:\Users\ADMINISTRATOR.RAMLAN>
```

Run this command to check features installed





get-WindowsFeature -ComputerName SM1 | Where Installed

```
PS C:\Users\ADMINISTRATOR.RAMLAN> get-WindowsFeature -ComputerName SM1 | Where Installed

Display Name                                     Name                                     Install State
-----
[X] File and Storage Services                   FileAndStorage-Services                Installed
[X] Storage Services                           Storage-Services                       Installed
[X] Web Server (IIS)                           Web-Server                             Installed
[X] Web Server                                 Web-WebServer                          Installed
[X] Common HTTP Features                       Web-Common-Http                        Installed
[X] Default Document                           Web-Default-Doc                        Installed
[X] Directory Browsing                         Web-Dir-Browsing                       Installed
[X] HTTP Errors                               Web-Http-Errors                        Installed
[X] Static Content                           Web-Static-Content                     Installed
[X] Health and Diagnostics                     Web-Health                             Installed
[X] HTTP Logging                              Web-Http-Logging                       Installed
[X] Performance                               Web-Performance                        Installed
[X] Static Content Compression                 Web-Stat-Compression                   Installed
[X] Security                                   Web-Security                           Installed
[X] Request Filtering                         Web-Filtering                          Installed
[X] Basic Authentication                       Web-Basic-Auth                         Installed
[X] Windows Authentication                     Web-Windows-Auth                       Installed
[X] Application Development                     Web-App-Dev                            Installed
[X] .NET Extensibility 4.7                     Web-Net-Ext45                          Installed
[X] ASP                                        Web-ASP                                Installed
[X] ASP.NET 4.7                               Web-Asp-Net45                          Installed
[X] ISAPI Extensions                          Web-ISAPI-Ext                          Installed
[X] ISAPI Filters                             Web-ISAPI-Filter                       Installed
[X] Management Tools                           Web-Mgmt-Tools                         Installed
[X] IIS Management Console                     Web-Mgmt-Console                       Installed
[X] .NET Framework 3.5 Features                 NET-Framework-Features                 Installed
[X] .NET Framework 3.5 (includes .NET 2.0 and 3.0) NET-Framework-Core                     Installed
[X] .NET Framework 4.7 Features                 NET-Framework-45-Fea...                 Installed
[X] .NET Framework 4.7 Core                     NET-Framework-45-Core                 Installed
[X] ASP.NET 4.7                               NET-Framework-45-ASPNET                 Installed
[X] WCF Services                               NET-WCF-Services45                     Installed
[X] HTTP Activation                           NET-WCF-HTTP-Activat...                 Installed
[X] TCP Port Sharing                           NET-WCF-TCP-PortShar...                 Installed
[X] BranchCache                               BranchCache                             Installed
[X] Remote Differential Compression              RDC                                    Installed
[X] Remote Server Administration Tools          RSAT                                    Installed
[X] Role Administration Tools                  RSAT-Role-Tools                        Installed
[X] AD DS and AD LDS Tools                     RSAT-AD-Tools                          Installed
[X] Active Directory module for Windows ...    RSAT-AD-PowerShell                     Installed
[X] System Data Archiver                       System-DataArchiver                     Installed
[X] Windows Defender Antivirus                 Windows-Defender                       Installed
[X] Windows PowerShell                         PowerShellRoot                          Installed
[X] Windows PowerShell 5.1                     PowerShell                              Installed
[X] Windows PowerShell 2.0 Engine               PowerShell-V2                           Installed
[X] Windows PowerShell ISE                     PowerShell-ISE                           Installed
[X] Windows Process Activation Service          WAS                                    Installed
[X] Process Model                             WAS-Process-Model                       Installed
[X] Configuration APIs                        WAS-Config-APIs                         Installed
[X] WoW64 Support                             WoW64-Support                           Installed
[X] XPS Viewer                                 XPS-Viewer                             Installed
```


Service Manager 2019 Portal Install:

SM1 > OS (C:) > Temp > System Center Service Manager 2019

Name	Date modified	Type	Size
 Prerequisites	29-Dec-2019 11:00...	File folder	
 Setup	29-Dec-2019 11:00...	File folder	
 Tools	29-Dec-2019 11:00...	File folder	
 Setup	28-Jan-2019 11:04 ...	Application	658 KB

Service Manager Setup Wizard

Microsoft

System Center 2019 Service Manager

For a complete installation of Service Manager, you need both a Service Manager management server and a data warehouse management server. A Service Manager management server cannot be installed on the same computer as a data warehouse management server.

Install

- [Service Manager management server](#)
- [Service Manager data warehouse management server](#)

Install (Optional)

- [Service Manager console](#)
- [Service Manager Self Service Portal](#)

Additional Resources

- [Deployment Guide](#)
- [Release Notes](#)
- [Search Support Articles](#)
- [View System Requirements](#)

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Cancel

Service Manager Setup Wizard

Getting started

Product registration

Name:

Organization:

[Privacy statement for System Center Service Manager](#)

License terms:

PLEASE NOTE: You may use any number of copies of this update or supplemental software ("Supplement") with your company's validly licensed Microsoft server software or online service ("Microsoft Product").

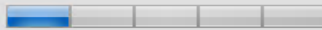
Refer to the Microsoft Product's license terms for additional use terms, to identify the entity licensing this Supplement to you and for support information. You may not use the Supplement if you, or your company, do not have a license for the underlying Microsoft Product.

☒ I have read, understood, and agree with the terms of the license terms.

Print

< Previous Next > Cancel

Getting started



Installation location

The recommended default location for the Self Service Portal is displayed.

Location:

C:\inetpub\wwwroot\SelfServicePortal

Browse...

Disk space required: 1 GB

Free space: 218.8 GB

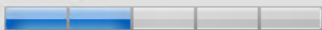
✓ The disk space is verified.

< Previous

Next >

Cancel

Prerequisites



System check results

Setup can continue but this computer does not meet optimum system requirements, which may affect performance.

Service Manager Self Service Portal

Expand All

⚠ Memory check

There is not enough memory in this computer

The suggested memory requirement is 8190 MB. This computer has only 8046 MB.

⚠ Processor speed check

The CPU processor does not meet the recommended specifications

The minimum processor speed recommended is 2500 MHz. This computer's processor speed is 1995 MHz.
The minimum number of processor cores recommended is 2. This computer's processor has only 1.

✓ IIS check

IIS 7.0 is installed

✓ ASP.NET check

ASP.NET is installed

✓ Basic Authentication check

Basic Authentication is enabled

✓ Windows Authentication check

Windows Authentication is enabled

[Review full system requirements](#)

< Previous

Next >

Cancel

Service Manager Setup Wizard

×

Prerequisites

System check results

Setup can continue but this computer does not meet optimum system requirements, which may affect performance.

✓ Windows Authentication check	Windows Authentication is enabled
✓ Microsoft .NET Framework 4 check	Microsoft .NET Framework 4 is installed
✓ Windows version check	A supported version of Windows is installed
✓ HTTP Activation check	WCF Services HTTP is activated
✓ Microsoft IIS-feature ASP check	Microsoft IIS-feature ASP is installed
✓ Microsoft .NET 3.5 framework check	Microsoft .NET 3.5 framework is installed
✓ Microsoft IIS-feature ASP.NET 4.5 check	Microsoft IIS-feature ASP .NET 4.5 is installed
✓ Microsoft IIS-feature NetFxExtensibility 4.5 check	Microsoft IIS-feature NetFxExtensibility 4.5 is installed

[Review full system requirements](#)

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Next >

Cancel

Service Manager Setup Wizard

×

Configuration

Configure the Self Service Portal Server

Specify a name for your Self-Service Portal, the Secondary SM Server name it would connect to and website port

Website name:

Portal.ramlan.ca

SM Server name:

SM1.RAMLAN.CA

Portal Port:

81

☐ Enable SSL encryption (recommended)

To more securely transfer data between the browser and the Self-Service Portal, you must configure the Self-Service Portal to use Secure Sockets Layer (SSL) encryption.

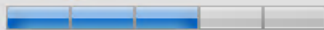
SSL certificate:

< Previous

Next >

Cancel

Configuration



Configure the account for the Self-Service Portal

The Self-Service Portal can access the Service Manager database under the Local System account, if installed on the same computer, or under a domain user or service account. Setup will add the domain account to the Service Manager Administrators user role.

- ☐ Local System account
- ☒ Domain account:

User name:

smsrv

Password:

••••••••

Domain:

RAMLAN

Test Credentials



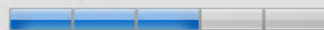
The credentials were accepted.

< Previous

Next >

Cancel

Configuration



Diagnostic and usage data

If you use this Service Manager console to connect to a Service Manager management server that is sending diagnostic and usage data to Microsoft, the Service Manager console will also send this data.

Microsoft automatically collects usage and performance data over the internet ("Data"). Microsoft uses this Data to provide and improve the quality, security and integrity of Microsoft products and services. For example, we analyze performance and reliability, such as what features you use, how quickly the features respond, device performance, user interface interactions, and any problems you experience with the product. Data will also include information about the configuration of your software like the software version you are currently running, and the IP address.

Choice/Control:

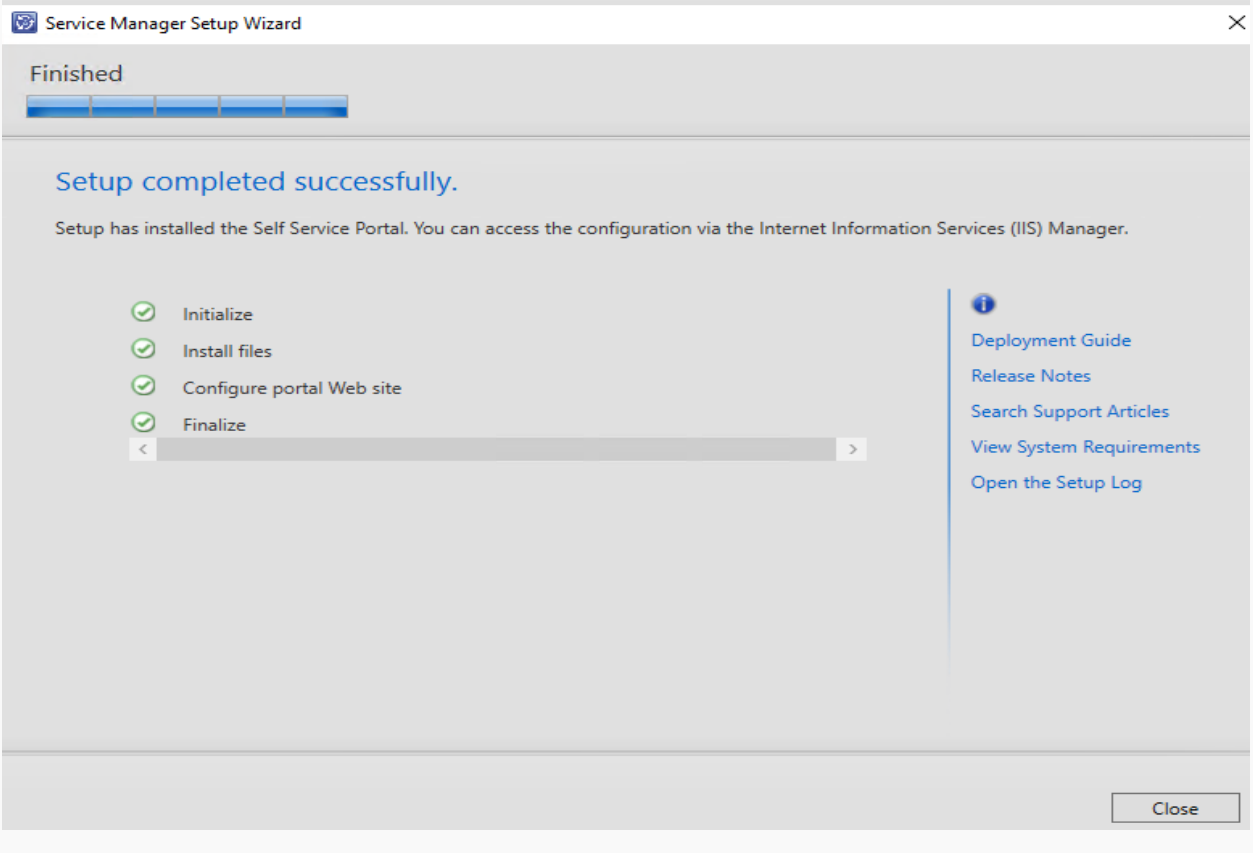
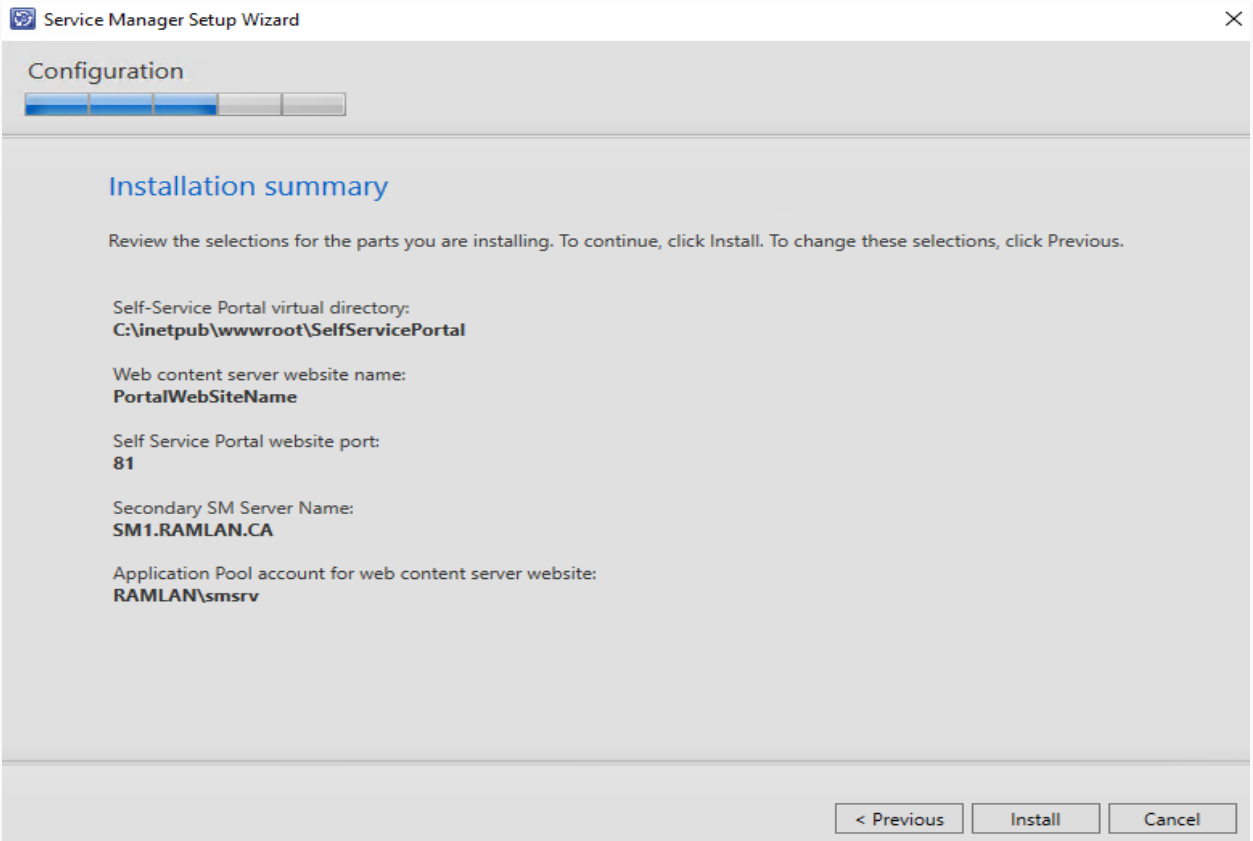
This feature is on by default. Administrators can turn off this feature anytime by changing the setting found in the Settings workspace of the Service Manager Console and Self Service Portal's Web.config file (may also require service restart) [\[Read more\]](#).

For information about the other data collection and usage, see [Privacy statement for System Center Service Manager](#) This notice replaces the Customer Experience Improvement Program (CEIP) description in the Service Manager section of the Privacy Statement. All other sections of the Privacy Statement apply.

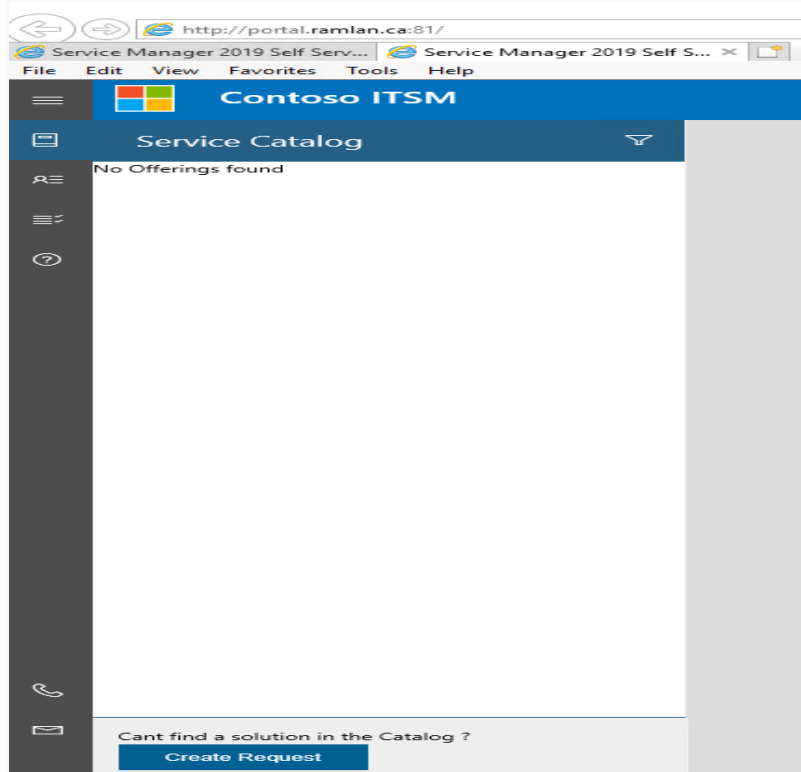
< Previous

Next >

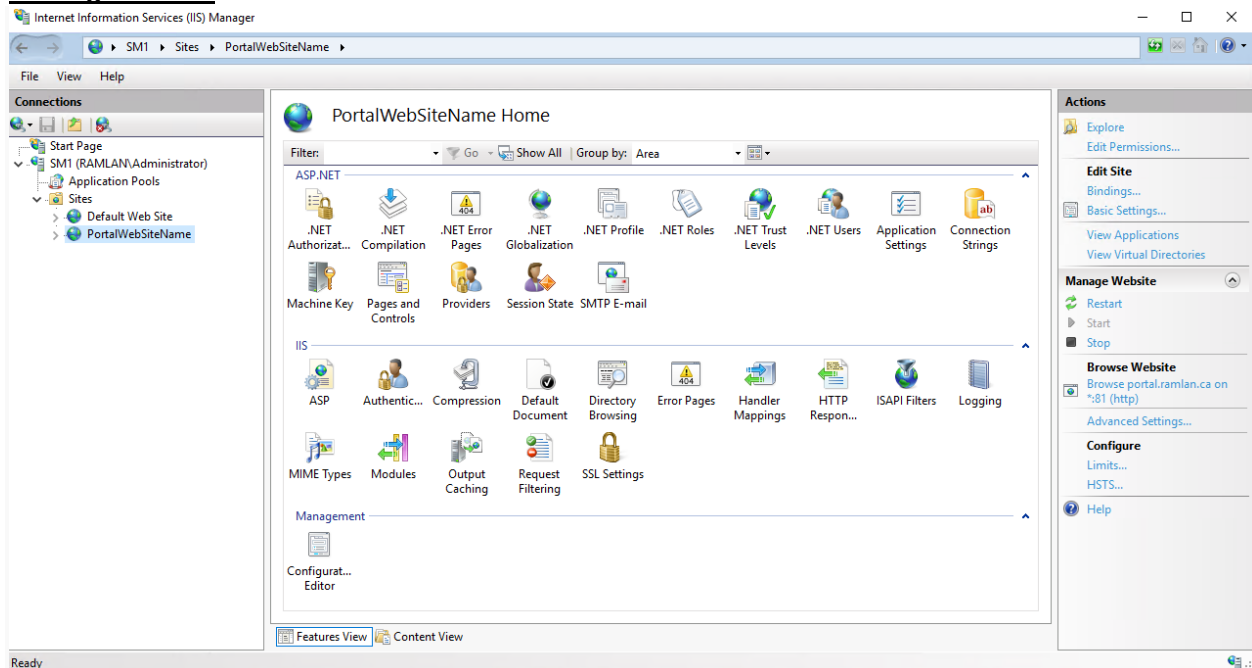
Cancel



Opening Portal:



Binding the Port:



Site Bindings

Type	Host Name	Port	IP Address	Binding Informa...
http	portal.ramlan.ca	81	*	

Buttons: Add..., Edit..., Remove, Browse

Adding the site to Trusted Local Intranet:

Internet Options

General Security Privacy Content Connections Programs Advanced

Select a zone to view or change security settings.

Internet Local intranet Trusted sites Restricted sites

Local intranet

This zone is for all websites that are found on your intranet.

Security level for this zone

Allowed levels for this zone: All

Medium-low

- Appropriate for websites on your local network (intranet)
- Most content will be run without prompting you
- Unsigned ActiveX controls will not be downloaded
- Same as Medium level without prompts

☐ Enable Protected Mode (requires restarting Internet Explorer)

Buttons: Custom level..., Default level, Reset all zones to default level

Local intranet

Use the settings below to define which websites are included in the local intranet zone.

☐ Automatically detect intranet network

☒ Include all local (intranet) sites not listed in other zones

☒ Include all sites that bypass the proxy server

☒ Include all network paths (UNCs)

Buttons: What are intranet settings?, Advanced, OK, Cancel

Local intranet

You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.

Add this website to the zone:

Buttons: Add, Remove

Websites:

http://portal.ramlan.ca

☐ Require server verification (https:) for all sites in this zone

DNS Entry:

DNS Manager

File Action View Help

DNS

DC

Forward Lookup Zones

_msdcs.RAMLAN.CA

RAMLAN.CA

_msdcs

_sites

_tcp

_udp

DomainDnsZones

ForestDnsZones

Reverse Lookup Zones

Conditional Forwarders

Name	Type	Data	Timestamp
_msdcs			
_sites			
_tcp			
_udp			
DomainDnsZones			
ForestDnsZones			
SM1	Host (A)	192.168.0.10	28-Dec-2019 1:00:00 PM
WIN7	Host (A)	192.168.0.103	30-Oct-2019 4:00:00 PM
WIN8	Host (A)	192.168.0.105	22-Dec-2019 3:00:00 PM
WIN10	Host (A)	192.168.0.106	26-Dec-2019 10:00:00 AM
SM2	Host (A)	192.168.0.11	28-Dec-2019 1:00:00 PM
TESTV1809	Host (A)	192.168.0.119	26-Dec-2019 5:00:00 AM
(same as parent folder)	Host (A)	192.168.0.2	24-Dec-2019 8:00:00 PM
dc	Host (A)	192.168.0.2	static
TP1	Host (A)	192.168.0.250	13-Dec-2019 11:00:00 AM
CB	Host (A)	192.168.0.3	27-Dec-2019 2:00:00 PM
OM	Host (A)	192.168.0.4	21-Dec-2019 12:00:00 PM
autodiscover	Host (A)	192.168.0.5	static
EX2019	Host (A)	192.168.0.5	26-Dec-2019 9:00:00 AM
mail	Host (A)	192.168.0.5	static
OFFICESERVER	Host (A)	192.168.0.6	13-Nov-2019 8:00:00 PM
admin	Host (A)	192.168.0.7	static
dialin	Host (A)	192.168.0.7	static
lyncdiscoverinternal	Host (A)	192.168.0.7	static
meet	Host (A)	192.168.0.7	static
scheduler	Host (A)	192.168.0.7	static
SFB	Host (A)	192.168.0.7	28-Dec-2019 8:00:00 AM
sip	Host (A)	192.168.0.7	static
DPM	Host (A)	192.168.0.8	25-Dec-2019 1:00:00 PM
VMM	Host (A)	192.168.0.9	26-Dec-2019 9:00:00 AM
(same as parent folder)	Start of Authority (SOA)	[29537], dc.ramlan.ca., hostmaster.raml...	static
(same as parent folder)	Name Server (NS)	dc.ramlan.ca.	static
portal	Alias (CNAME)	SM1.RAMLAN.CA.	static

Service Manager Datawarehouse Management Server Pre Req:

Created these two accounts first.

Service Manager – Reporting Service Account – SMRS

Service Manager – Analysis Service Account – SMAS

Add these two accounts to local administrator group. Add these two accounts to SMAdmin Group as well.

We already installed these pre req.

- **.NET Framework 3.5**
- **SQL Server 2014 Analysis Management Objects**
- **SQL Server 2012 Native Client**

SQL 2017:

SM2 > DVD Drive (D:) SqlSetup_x64_ENU >

Name	Date modified	Type	Size
1033_ENU_LP	23-Aug-2017 1:55 ...	File folder	
redist	23-Aug-2017 1:55 ...	File folder	
resources	23-Aug-2017 1:55 ...	File folder	
Tools	23-Aug-2017 1:55 ...	File folder	
x64	23-Aug-2017 5:52 ...	File folder	
autorun	04-Aug-2017 10:0...	Setup Information	1 KB
MediaInfo	23-Aug-2017 1:57 ...	XML Document	1 KB
setup	22-Aug-2017 8:38 ...	Application	107 KB
setup.exe.config	18-Aug-2017 4:41 ...	CONFIG File	1 KB
SqlSetupBootstrapper.dll	22-Aug-2017 8:20 ...	Application extens...	235 KB

SQL Server Installation Center

Planning

Installation

Maintenance

Tools

Resources

Advanced

Options

New SQL Server stand-alone installation or add features to an existing installation
Launch a wizard to install SQL Server 2017 in a non-clustered environment or to add features to an existing SQL Server 2017 instance.

Install SQL Server Reporting Services
Launch a download page that provides a link to install SQL Server Reporting Services. An internet connection is required to install SSRS.

Install SQL Server Management Tools
Launch a download page that provides a link to install SQL Server Management Studio, SQL Server command-line utilities (SQLCMD and BCP), SQL Server PowerShell provider, SQL Server Profiler and Database Tuning Advisor. An internet connection is required to install these tools.

Install SQL Server Data Tools
Launch a download page that provides a link to install SQL Server Data Tools (SSDT). SSDT provides Visual Studio integration including project system support for Azure SQL Database, the SQL Server Database Engine, Reporting Services, Analysis Services and Integration Services. An internet connection is required to install SSDT.

New SQL Server failover cluster installation
Launch a wizard to install a single-node SQL Server 2017 failover cluster.

Add node to a SQL Server failover cluster
Launch a wizard to add a node to an existing SQL Server 2017 failover cluster.

Upgrade from a previous version of SQL Server
Launch a wizard to upgrade a previous version of SQL Server to SQL Server 2017.

New Machine Learning Server (Standalone) installation

Microsoft SQL Server 2017

Product Key

Specify the edition of SQL Server 2017 to install.

Product Key

License Terms

Global Rules

Microsoft Update

Product Updates

Install Setup Files

Install Rules

Feature Selection

Feature Rules

Feature Configuration Rules

Ready to Install

Installation Progress

Complete

Validate this instance of SQL Server 2017 by entering the 25-character key from the Microsoft certificate of authenticity or product packaging. You can also specify a free edition of SQL Server: Developer, Evaluation, or Express. Evaluation has the largest set of SQL Server features, as documented in SQL Server Books Online, and is activated with a 180-day expiration. Developer edition does not have an expiration, has the same set of features found in Evaluation, but is licensed for non-production database application development only. To upgrade from one installed edition to another, run the Edition Upgrade Wizard.

☐ Specify a free edition:

Evaluation

☒ Enter the product key:

< Back

Next >

Cancel

License Terms

To install SQL Server 2017, you must accept the Microsoft Software License Terms.

Product Key

License Terms

Global Rules

Microsoft Update

Product Updates

Install Setup Files

Install Rules

Feature Selection

Feature Rules

Feature Configuration Rules

Ready to Install



Installation Progress

Complete

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- Internet-based services, and

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SQL Server 2017 transmits information about your installation experience, as well as other usage and performance data, to Microsoft to help improve the product. To learn more about SQL Server 2017 data processing and privacy controls, please see the [Privacy Statement](#).

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Cancel

Microsoft Update

Use Microsoft Update to check for important updates

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Microsoft Update offers security and other important updates for Windows and other Microsoft software, including SQL Server 2017. Updates are delivered using Automatic Updates, or you can visit the Microsoft Update website.

☒ Use Microsoft Update to check for updates (recommended)

[Microsoft Update FAQ](#)

[Microsoft Update Privacy Statement](#)

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Cancel

Install Rules

Setup rules identify potential problems that might occur while running Setup. Failures must be corrected before Setup can continue.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Operation completed. Passed: 3. Failed 0. Warning 1. Skipped 0.

Hide details <<

Re-run

[View detailed report](#)

	Rule	Status
✓	Fusion Active Template Library (ATL)	Passed
✓	Consistency validation for SQL Server registry keys	Passed
✓	Computer domain controller	Passed
⚠	Windows Firewall	Warning

< Back

Next >

Cancel

Feature Selection

Select the Enterprise features to install.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Looking for Reporting Services? [Download it from the web](#)

Features:

- Instance Features**
- ☒ Database Engine Services
 - ☐ SQL Server Replication
 - ☐ Machine Learning Services (In-Database)
 - ☐ R
 - ☐ Python
 - ☒ Full-Text and Semantic Extractions for Search
 - ☐ Data Quality Services
 - ☐ PolyBase Query Service for External Data
 - ☒ Analysis Services
- Shared Features

Select All

Unselect All

Feature description:

The configuration and operation of each instance feature of a SQL Server instance is isolated from other SQL Server instances. SQL

Prerequisites for selected features:

Already installed:

Windows PowerShell 3.0 or higher
Microsoft .NET Framework 4.6

Disk Space Requirements

Drive C: 1977 MB required, 238195 MB available

Instance root directory:

C:\Program Files\Microsoft SQL Server\

Shared feature directory:

C:\Program Files\Microsoft SQL Server\

Shared feature directory (x86):

C:\Program Files (x86)\Microsoft SQL Server\

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Next >

Cancel

Instance Configuration

Specify the name and instance ID for the instance of SQL Server. Instance ID becomes part of the installation path.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

☐ Default instance

☒ Named instance:

SMDW

Instance ID:

SMDW

SQL Server directory:

C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW

Analysis Services directory:

C:\Program Files\Microsoft SQL Server\MSAS14.SMDW

Installed instances:

Instance Name	Instance ID	Features	Edition	Version

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Next >

Cancel

Server Configuration

Specify the service accounts and collation configuration.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Service Accounts Collation

Microsoft recommends that you use a separate account for each SQL Server service.

Service	Account Name	Password	Startup Type
SQL Server Agent	RAMLAN\Administrator	••••••••	Automatic ▾
SQL Server Database Engine	RAMLAN\Administrator	••••••••	Automatic ▾
SQL Server Analysis Services	RAMLAN\Administrator	••••••••	Automatic ▾
SQL Full-text Filter Daemon Launc...	NT Service\MSSQLFDLa...		Manual
SQL Server Browser	NT AUTHORITY\LOCAL ...		Automatic ▾

☐ Grant Perform Volume Maintenance Task privilege to SQL Server Database Engine Service

This privilege enables instant file initialization by avoiding zeroing of data pages. This may lead to information disclosure by allowing deleted content to be accessed.

[Click here for details](#)

< Back

Next >

Cancel

Server Configuration

Specify the service accounts and collation configuration.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Service Accounts Collation

Database Engine:

Latin1_General_100_CI_AS

Customize...

Latin1-General-100, case-insensitive, accent-sensitive, kanatype-insensitive, width-insensitive

Analysis Services:

Latin1_General_100_CI_AS

Customize...

Latin1-General-100, case-insensitive, accent-sensitive, kanatype-insensitive, width-insensitive

I made a minor mistake with the collation. It should be SQL_Latin1_General_CP1_CI_AS & Latin1_General_CI_AS. If the collation are not same between Primary Server and Datawarehouse Server we will have problem later. I will provide screen shot at the end on how to change after the install.

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Next >

Cancel

Database Engine Configuration

Specify Database Engine authentication security mode, administrators, data directories and TempDB settings.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Server Configuration Data Directories TempDB FILESTREAM

Specify the authentication mode and administrators for the Database Engine.

Authentication Mode

☒ Windows authentication mode

☐ Mixed Mode (SQL Server authentication and Windows authentication)

Specify the password for the SQL Server system administrator (sa) account.

Enter password:

Confirm password:

Specify SQL Server administrators

RAMLAN\Administrator (Administrator)
RAMLAN\ram (Ram)
RAMLAN\ramlan (Ram Lan)
RAMLAN\SMAdmin (SMAdmin)
RAMLAN\smsrv (SM Srv)
RAMLAN\smwf (SM Wf)

SQL Server administrators have unrestricted access to the Database Engine.

Add Current User

Add...

Remove

< Back

Next >

Cancel

Analysis Services Configuration

Specify Analysis Services server modes, administrators, and data directories.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Server Configuration Data Directories

Server Mode:

☒ Multidimensional and Data Mining Mode

☐ Tabular Mode

☐ PowerPivot Mode

Specify which users have administrative permissions for Analysis Services.

RAMLAN\Administrator (Administrator)
RAMLAN\ram (Ram)
RAMLAN\SMAdmin (SMAdmin)
SM2\Administrator (Administrator)
RAMLAN\smsrv (SM Srv)
RAMLAN\smrs (SM RS)
RAMLAN\smas (SM AS)
RAMLAN\smwf (SM Wf)

Analysis Services administrators have unrestricted access to Analysis Services.

Add Current User

Add...

Remove

< Back

Next >

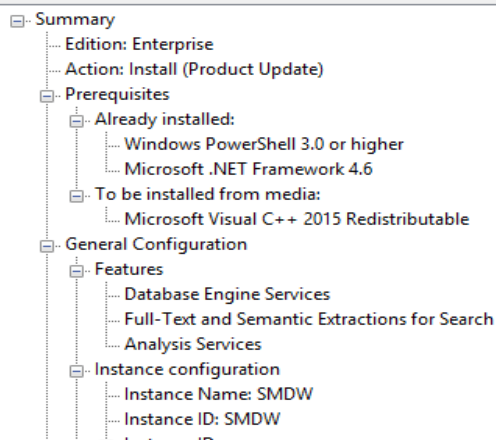
Cancel

Ready to Install

Verify the SQL Server 2017 features to be installed.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Ready to install SQL Server 2017:



Configuration file path:

C:\Program Files\Microsoft SQL Server\140\Setup Bootstrap\Log\20191229_152539\ConfigurationFile.ini

< Back

Install

Cancel

Complete

Your SQL Server 2017 installation completed successfully with product updates.

Product Key
License Terms
Global Rules
Microsoft Update
Product Updates
Install Setup Files
Install Rules
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Analysis Services Configuration
Feature Configuration Rules
Ready to Install
Installation Progress
Complete

Information about the Setup operation or possible next steps:

Feature	Status
✓ Full-Text and Semantic Extractions for Search	Succeeded
✓ Database Engine Services	Succeeded
✓ Analysis Services	Succeeded
✓ SQL Browser	Succeeded
✓ SQL Writer	Succeeded
✓ SQL Client Connectivity	Succeeded

Details:

Install successful.

Summary log file has been saved to the following location:

C:\Program Files\Microsoft SQL Server\140\Setup Bootstrap\Log\20191229_152539\Summary_SM2_20191229_152539.txt

Close

SQL 2017 Reporting Services:

— ×

Microsoft SQL Server 2017 Reporting Services

(October 2017)

Welcome

Install Reporting Services

SQL Server Reporting Services transmits information about your installation experience, as well as other usage and performance data, to Microsoft to help improve the product. To learn more about SQL Server Reporting Services data processing and privacy controls, please see [Privacy Statement](#).

— ×

Microsoft SQL Server 2017 Reporting Services

(October 2017)

Choose an edition to install

☐ Choose a free edition:

Evaluation (expires in 180 days) ▾

☒ Enter the product key:

TDKQD-PKV44-PJT4N-TCJG2-3YJ6B

Cancel

< Previous

Next >

Microsoft SQL Server 2017 Reporting Services

(October 2017)

Review the license terms

MICROSOFT SOFTWARE LICENSE TERMS

MICROSOFT SQL SERVER 2017 ENTERPRISE

These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft

- updates,
- supplements,
- Internet-based services, and
- support services

for this software, unless other terms accompany those items. If so, those terms apply.

☒ I accept the license terms

Cancel

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Next >

Microsoft SQL Server 2017 Reporting Services

(October 2017)

Install Database Engine

You'll need an instance of SQL Server Database Engine to store the report server database.

☒ Install Reporting Services only

You'll need to have or install a Database Engine instance on this server or on a different server.

[Learn more about supported Database Engine versions and editions](#)

Cancel

< Previous

Next >

Microsoft SQL Server 2017 Reporting Services

(October 2017)

Setup completed

We've installed the files you need. Restart the computer and run Report Server Configuration Manager to configure your report server.

[Learn more](#)

Restart

Configure report server

Close



RELEASE 18.4

Microsoft SQL Server Management Studio

Welcome. Click "Install" to begin.

Location:

C:\Program Files (x86)\Microsoft SQL Server Management Studio 18

Change

By clicking the "Install" button, I acknowledge that I accept the [License Terms](#) and [Privacy Statement](#).

SQL Server Management Studio transmits information about your installation experience, as well as other usage and performance data, to Microsoft to help improve the product. To learn more about data processing and privacy controls, and to turn off the collection of this information after installation, see the [documentation](#).

Install

Close



RELEASE 18.4

Microsoft SQL Server Management Studio

Restart required in order to complete setup.

All specified components have been installed successfully.





The computer needs to be restarted before setup can continue.


Restart

Close

Service Manager Datawarehouse:

> SM2 > OS (C:) > Temp > System Center Service Manager 2019 >

Name	Date modified	Type	Size
 Prerequisites	29-Dec-2019 4:54 ...	File folder	
 Setup	29-Dec-2019 4:54 ...	File folder	
 Tools	29-Dec-2019 4:54 ...	File folder	
 Setup	28-Jan-2019 11:04 ...	Application	658 KB

 Service Manager Setup Wizard



System Center 2019 Service Manager

For a complete installation of Service Manager, you need both a Service Manager management server and a data warehouse management server. A Service Manager management server cannot be installed on the same computer as a data warehouse management server.

Install

[Service Manager management server](#)

[Service Manager data warehouse management server](#)

Install (Optional)

[Service Manager console](#)

[Service Manager Self Service Portal](#)

Additional Resources

[Deployment Guide](#)

[Release Notes](#)

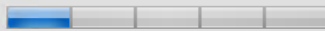
[Search Support Articles](#)

[View System Requirements](#)

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Cancel

Getting started



Product registration

Name:

Organization:

Product key:

☐ Install as an evaluation edition (180 day trial)

[Privacy statement for System Center Service Manager](#)

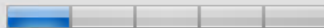
License terms:

PLEASE NOTE: Your use of this software is subject to the terms and conditions of the license agreement by which you (or your company) acquired the Microsoft server software or gained access to the online service from Microsoft. For instance, if you are:

- a volume license customer or service provider, use of this software is subject to your volume license agreement or service provider license agreement;
- a customer that received the software separately from a hardware manufacturer or system builder, use of this software is subject to the license agreement with that part;
- an online service customer, use of this software is subject to the online subscription

☒ I have read, understood, and agree with the terms of the license terms.

Getting started



Installation location

The recommended default location for program files is displayed.

Location:

Disk space required: 1 GB

Free space: 226.9 GB

☒ The disk space is verified.








Prerequisites

System check results

Setup can continue but this computer does not meet optimum system requirements, which may affect performance.

Data Warehouse








Expand All

 Memory check	There is not enough memory in this computer The suggested memory requirement is 8190 MB. This computer has only 4046 MB.	
 Microsoft SQL Server 2014 Analysis Management Objects	Microsoft SQL Server 2014 Analysis Management Objects is installed	
 Processor speed check	The CPU processor does not meet the recommended specifications The minimum processor speed recommended is 2500 MHz. This computer's processor speed is 1995 MHz. The minimum number of processor cores recommended is 4. This computer's processor has only 1.	
 Windows version check	A supported version of Windows is installed	
 Microsoft SQL Server 2012 Native Client check	Microsoft SQL Server 2012 Native Client is installed	

Prerequisites

System check results

Setup can continue but this computer does not meet optimum system requirements, which may affect performance.

	The suggested memory requirement is 8190 MB. This computer has only 4046 MB.	
 Microsoft SQL Server 2014 Analysis Management Objects	Microsoft SQL Server 2014 Analysis Management Objects is installed	
 Processor speed check	The CPU processor does not meet the recommended specifications The minimum processor speed recommended is 2500 MHz. This computer's processor speed is 1995 MHz. The minimum number of processor cores recommended is 4. This computer's processor has only 1.	
 Windows version check	A supported version of Windows is installed	
 Microsoft SQL Server 2012 Native Client check	Microsoft SQL Server 2012 Native Client is installed	
 Microsoft .NET 3.5 framework check	Microsoft .NET 3.5 framework is installed	

[Review full system requirements](#)

< Previous

Next >

Cancel


Configuration

Configure the data warehouse databases

Select a database to change its default properties.

- ☒ Staging and Configuration A database named DWStagingAndConfig will be created on SM2\SMDW.
- ☒ Repository A database named DWRepository will be created on SM2\SMDW.
- ☒ Data Mart A database named DWDataMart will be created on SM2\SMDW.

Properties of the Staging and Configuration database:

 SQL Server Instance validation is successful

Server name and Instance name:

SM2\SMDW

SQL Server port:

1433

Format: server name\instance name

☒ Create a new database ☐ Use an existing database

Database name:

DWStagingAndConfig

Size (MB):

2000

Data file folder:

C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DAT

Browse...

Log file folder:

C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DAT

Browse...

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Next >

Cancel


Configuration

Configure the data warehouse databases

Select a database to change its default properties.

- ☒ Staging and Configuration A database named DWStagingAndConfig will be created on SM2\SMDW.
- ☒ Repository A database named DWRepository will be created on SM2\SMDW.
- ☒ Data Mart A database named DWDataMart will be created on SM2\SMDW.

Properties of the Repository database:

 SQL Server Instance validation is successful

Server name and Instance name:

SM2\SMDW

SQL Server port:

1433

Format: server name\instance name

☒ Create a new database ☐ Use an existing database

Database name:

DWRepository

Size (MB):

2000

Data file folder:

C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DAT

Browse...

Log file folder:

C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DAT

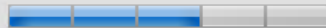
Browse...

< Previous

Next >

Cancel

Configuration



Configure the data warehouse databases

Select a database to change its default properties.

- ☒ Staging and Configuration A database named DWStagingAndConfig will be created on SM2\SMDW.
- ☒ Repository A database named DWRepository will be created on SM2\SMDW.
- ☒ Data Mart A database named DWDataMart will be created on SM2\SMDW.

Properties of the Data Mart database:

SQL Server Instance validation is successful

Server name and Instance name:

SM2\SMDW

SQL Server port:

1433

Format: server name\instance name

☒ Create a new database ☐ Use an existing database

Database name:

DWDataMart

Size (MB):

2000

Data file folder:

C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DAT

Browse...

Log file folder:

C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DAT

Browse...

< Previous

Next >

Cancel

We will not create Operations Manager and Configuration Manager data warehouse databases in this scenario.

Configuration



Configure additional data warehouse datamarts

Select a database to change its default properties.

- ☒ OM Data mart A database named OMDWDataMart will be created on .
- ☒ CM Data mart A database named CMDWDataMart will be created on .

Properties of the OM Data mart database:

☐ Install Database

Server name and Instance name:

SQL Server port:

1433

Format: server name\instance name

< Previous

Next >

Cancel

Configuration



Configure additional data warehouse datamarts

Select a database to change its default properties.

- ☒ OM Data mart A database named OMDWDataMart will be created on .
- ☒ CM Data mart A database named CMDWDataMart will be created on .

Properties of the CM Data mart database:



☐ Install Database

Server name and Instance name:

SQL Server port:

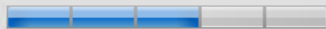
Format: server name\instance name

< Previous

Next >

Cancel

Configuration



Configure the data warehouse management group

Enter a unique name for the Service Manager data warehouse management group. The name could represent your company name, organization name, or a physical location.

Management group name:



You cannot use the same name as any other management group in Service Manager, including other Data Warehouse management groups.

Browse for a user or group that you want to designate as a management group administrator. The members of this group will have full permission to perform any action within the management group, and they will have access to the Service Manager console.

Management group administrators:

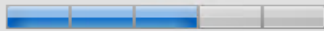
Browse...

< Previous

Next >

Cancel

Configuration



Configure the reporting server for the data warehouse

Specify the SQL Server Reporting Services (SSRS) server to use for Service Manager reports.

Report server:

SM2

Report server instance:

SSRS

Web service URL:

http://SM2:80/ReportServer

✓ The SSRS Web server URL is valid

< Previous

Next >

Cancel

Configuration



Configure the account for Service Manager services

The Service Manager services can run under the Local System account or under a domain user or service account that has been made a local administrator on this server. Setup will map the domain account to the appropriate SQL Server roles.

☐ Local System account

☒ Domain account:

User name:

smsrv

Password:

••••••••

Domain:

RAMLAN

Test Credentials

✓ The credentials were accepted.

< Previous

Next >

Cancel

Service Manager Setup Wizard

×

Configuration

Configure the reporting account

This account is used to read the data warehouse reporting data sources and generate reports.

User name:

smrs

Password:

••••••••

Domain:

RAMLAN

Test Credentials

✓ The credentials were accepted.

< Previous

Next >

Cancel

Service Manager Setup Wizard

×

Configuration

Configure Analysis Services for OLAP cubes

Install Analysis Services Online Analytical Processing (OLAP) cubes. In order to do that you need to have SQL Server Analysis Services installed in either the same or different servers than the data warehouse databases.

Analysis Services server database information:

☒ Create a new database

☐ Use an existing database

Database server:

SM2

SQL Server instance:

SMDW

Database name:

DWASDataBase

☐ Change database storage directory:

< Previous

Next >

Cancel

Configuration



Configure Analysis Services credential

Configure the account used to communicate with datamarts.

User name:

smrs

Password:

••••••••

Domain:

RAMLAN

Test Credentials



The credentials were accepted.

< Previous

Next >

Cancel

Configuration



Diagnostic and usage data

If you use this Service Manager console to connect to a Service Manager management server that is sending diagnostic and usage data to Microsoft, the Service Manager console will also send this data.

Microsoft automatically collects usage and performance data over the internet ("Data"). Microsoft uses this Data to provide and improve the quality, security and integrity of Microsoft products and services. For example, we analyze performance and reliability, such as what features you use, how quickly the features respond, device performance, user interface interactions, and any problems you experience with the product. Data will also include information about the configuration of your software like the software version you are currently running, and the IP address.

Choice/Control:

This feature is on by default. Administrators can turn off this feature anytime by changing the setting found in the Settings workspace of the Service Manager Console and Self Service Portal's Web.config file (may also require service restart)

[\[Read more\]](#).

For information about the other data collection and usage, see [Privacy statement for System Center Service Manager](#) This notice replaces the Customer Experience Improvement Program (CEIP) description in the Service Manager section of the Privacy Statement. All other sections of the Privacy Statement apply.

< Previous

Next >

Cancel

Installation summary

Review the selections for the parts you are installing. To continue, click Install. To change these selections, click Previous.

Program files location:
C:\Program Files\Microsoft System Center\Service Manager

Management group name:
LABS

Service Manager data warehouse administrators group:
RAMLAN\SMAdmin

Account for Service Manager services:
RAMLAN\smsrv

Reporting server:
SM2

SSRS Web Service URL:
http://SM2:80/ReportServer

SSRS data source account:
RAMLAN\smsr

Installation summary

Review the selections for the parts you are installing. To continue, click Install. To change these selections, click Previous.

Create staging and configuration database on:
SM2\SMDW

Staging and configuration database name:
DWStagingAndConfig


Staging and configuration database data file:
C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA

Staging and configuration database log file:
C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA

Create repository database on:
SM2\SMDW

Repository database name:
DWRRepository

Repository database data file:
C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA

 Service Manager Setup Wizard

Configuration

Installation summary

Review the selections for the parts you are installing. To continue, click Install. To change these selections, click Previous.

Repository database name:
DWRRepository

Repository database data file:
C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA

Repository database log file:
C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA

Create data mart database on:
SM2\SMDW

Data mart database name:
DWDDataMart

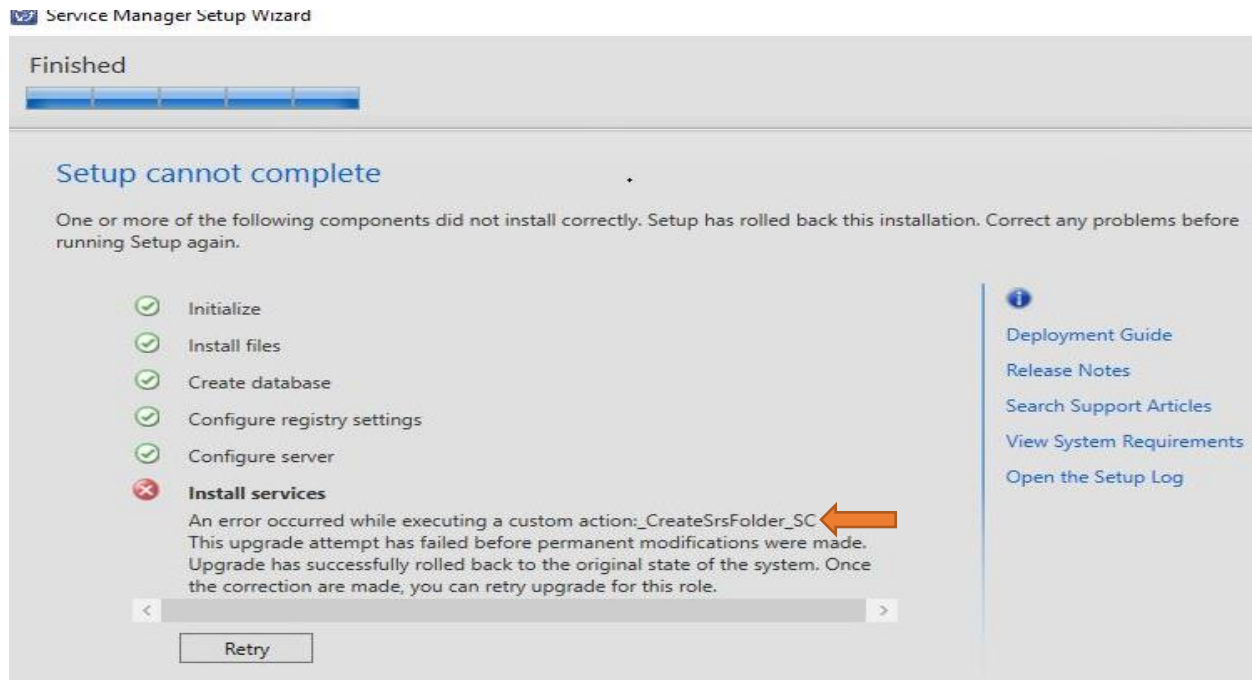
Data mart database data file:
C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA

Data mart database log file:
C:\Program Files\Microsoft SQL Server\MSSQL14.SMDW\MSSQL\DATA

< Previous

Install

Cancel



The setup did not complete successfully. Still in the process of finding a solution to fix _CreateSrsFolder_SC on the Report Server (SSRS). Will update the document later with the solution.

SPN Entry:

Now we need to find out, if proper SPN entry has been created for this server (SM2). Open command prompt as administrator and run below commands.

SETSPN -I RAMLAN\SMSrv

setspn -A SMSrv/SM2 RAMLAN\SMSrv

setspn -A SMSrv/SM2.RAMLAN.CA RAMLAN\SMSrv

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.17763.914]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\ADMINISTRATOR.RAMLAN>SETSPN -I RAMLAN\SMSrv
Registered ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA:
SMSrv/SM1.RAMLAN.CA
SMSrv/SM1

C:\Users\ADMINISTRATOR.RAMLAN>setspn -A SMSrv/SM2 RAMLAN\SMSrv
Checking domain DC=RAMLAN,DC=CA
Registering ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA
SMSrv/SM2
Updated object

C:\Users\ADMINISTRATOR.RAMLAN>setspn -A SMSrv/SM2.RAMLAN.CA RAMLAN\SMSrv
Checking domain DC=RAMLAN,DC=CA
Registering ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA
SMSrv/SM2.RAMLAN.CA
Updated object

C:\Users\ADMINISTRATOR.RAMLAN>SETSPN -I RAMLAN\SMSrv
Registered ServicePrincipalNames for CN=SM Srv,OU=SM,DC=RAMLAN,DC=CA:
SMSrv/SM2
SMSrv/SM1.RAMLAN.CA
SMSrv/SM1
```

With this SCSM 2019 install is complete.

Thanks

Ram Lan - 30th Dec 2019