Ex 7 - Shopping 5.5 - Other uses for Applications

Exercise Overview:

Other uses for Applications

You have been introduced to Applications and the concept of ConfigMgr Applications and Non-ConfigMgr Applications and created an example of a non-ConfigMgr Application (the Samsung monitor). In this Lab, you will explore non-ConfigMgr Applications in more depth to see how they can be used to extend the scope of the Shopping portal for users.

Ordering hardware through Shopping

In this exercise, you will revisit the Samsung E1920 Monitor Application and explore what can be done with it in Shopping.

Remember to review the deputy approval functionality!

Add Approval to the Application

In this task, you will add Approval to the Application. It is likely that in most cases, non-ConfigMgr Applications in Shopping will require some form of approval. If the Application has no Approval defined, the order is simply completed as soon as it is placed.

Shopping includes a framework for integration with other systems throughout the request workflow. This framework is based on optionally executing pre-defined scripts at certain stages of the workflow. These scripts can be customized to do just about anything you can do with a script and have all the relevant properties of the order passed to them. It is therefore quite straightforward to have the script generate an XML file with all the required parameters that can then be consumed by the likes of Remedy or HP Service Manager. This level of integration is beyond the scope of this course, but is detailed in **The Shopping API Reference** available from 1E Support.

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545. Log on to **1ETRNAP** as **ShoppingAdmin** and open the **Shopping Administration** Console
546. Enable Approval on the **Samsung E1920 Monitor Application** and add **<MANAGER>** as the only Approver. (Refer to Step 390 if you need a reminder of how to do this)

Order hardware and process approval

You will now order a monitor as the end user and observe the approval process.

1ETRNW71

547. Log on to **1ETRNW71** as **user** and open the Shopping portal
548. Place an order for the **Samsung E1920 Monitor**

1ETRNW101

549. Ensure you are logged in as **Manager1.** Resync the view in Mail
550. Note the **Request forNon- ConfigMgr Application Approval by User** email
    With no additional workflow integration, this email is the only notification that the request has been made. In this scenario, it would now be up to **Manager1** to order the monitor from the supplier. Using out-of-the-box Approval, the IT Department (or whomever orders hardware from the supplier or supplies from stock) could be added as a chained approver, so they would receive notification automatically once it had been approved by **Manager1**. They could then 'Approve' the order indicating in the Approver Comments that an order has been placed with the supplier (or perhaps "Carl from IT will come by after lunch to set this up for you").

551. Approve the request

552. Return to **1ETRNW71**, logged on as **user** and switch to **Windows Live Mail**
553. Click **Send/Receive** and note the Application Approved email notification

Using Shopping to grant access to secured resources

The scope of Shopping requests can be extended to allow users to request access to any resource that is secured by AD security groups (examples include file shares, SharePoint sites, web applications or internal applications or databases). If the request is approved, the user or computer (depending on the Application configuration) is automatically added to the specified AD group.

Allow Shopping Central Service to update Groups

When the AD integration feature is used, the Shopping Central Service will add the user or computer into the defined groups once the order is approved. It is therefore necessary to grant the Shopping Central Service account permission to update these groups.

When using Shopping to manage AD group membership, it is best practice to contain all these groups in a specific OU, and then grant the necessary permissions on the OU.

1ETRNDC

554. Log on to **1ETRNDC** as **1ETRN\Administrator** and open **Active Directory Users and Computers**
555. Locate the **Shopping** OU contained in the **Security_Groups** OU
556. Note that this OU contains the following two security groups
    a. **DriveAccess – DocumentShare on 1ETRNAP** (Read Access)
    b. **DriveAccess – DocumentShare on 1ETRNAP** (Write Access)

557. Right-click the **Shopping** OU and select **Properties**
558. Select the **Security** tab and click **Advanced**
559. Click **Add…**, the click on **Select a Principal**
560. Enter **svc_ShoppingCentral**, click **Check Names** to resolve and then click **OK**
561. In the *Applies to* drop-down, select **Descendant Group objects**
562. In the list of *Properties* in the lower part of the screen, scroll down and check the box for **Write Members**
563. Click **OK** on each open dialog box to close them all
    By default, the Shopping Central Service account must be explicitly granted Full Control on the AD groups it will manage; otherwise, an error will be displayed when you try to close the Application Properties dialog. In order to allow implicit access (i.e. granting Full Control to a group that the Shopping Central Service is a member of) you must set **Allow Implicit Access for AD Integration** (in the Central Service settings in the Shopping Admin Console) to **True**.

1ETRNAP

564. On **1ETRNAP** start **Services** (from the Start screen) and restart the **1E Shopping Central** service
    After the Shopping Central Service Account is added to a group that has permissions to manage the group, the Shopping service must be restarted so the account gets the group membership token. If this is not done, the Central Service will fail to make changes to the groups when requests are made by users.

Create an Application for access to a secured resource

In this task, you will create a non-ConfigMgr Application that will allow users to request access to a restricted file share.

1ETRNAP

565. In the **Shopping Administration** Console, create a new standard Application

    Be sure to select **New Application** and not New ConfigMgr Application.
566. Complete the *General Details* with the following properties and click **Next**
    Name   **Write Access to Document Share**
    Description **Request write access to \\1ETRNAP\DocumentShare**
    Cost   **0.00**
    Icon Choose any icon

567. On the *User Categories* page, select the **Resource Access** User Category and click **Next**
568. On the SMS/ConfigMgr Sites page, select **All Sites and Unmanaged Clients** and click **Next**

Note that when defining a standard Application (i.e. not a ConfigMgr Application) the All Sites option includes **Unmanaged Clients**. This is because standard Applications do not require the ConfigMgr client to be present as there is no automated installation to be done.

569. On the *Central or Branch Management* page, ensure **Central Administrator** is selected and click **Next**
570. On the *Approval* page, ensure **Application Based** is selected and click **Next**
571. On the *Application Based Approval* add **Manager2** as the Approver for this Application and click **Next**
572. On the *Licensing Details* page click **Next**
573. Click **Finish** to close the Wizard
574. Double-click the **WriteAccess to Document Share** Application to open the Application's Properties dialog box
575. Select the **AD** tab and select **Enable AD Integration**

Note that the administrator can define both a user group (that the requesting user should be added to) and a computer group (that the computer being used by the user to access the Shopping portal at the time of the request should be added to).

576. Click the **Set** button next to the User Group and enter **driveaccess** in the Select Group dialog and click **Check Names**
577. Note that both groups seen previously in the Shopping OU are returned. Select the '**…(Write Access)'** group and click **OK** twice to return to the Application Properties
578. Check the **Enable AD group removal** option. This will cause an Uninstall button to appear in the Completed Orders page of the Shopping portal, so the user can remove themselves from the group at a later stage
579. Click **OK** to close the Application Properties dialog

Shop for access to a secured resource

In this task, you will request access to the Internal Library through the Shopping portal.

1ETRNW71

580. Log on to **1ETRNW71** as **user**
581. Open **Windows Explorer** and browse to **\\1ETRNAP\DocumentShare**. Note that User already has read access on this share
582. Attempt to create a new document in the DocumentShare folder. Note that you get an Access Denied error
583. Open the Shopping portal and place an order for the **Write Access to Document Share** Application from the **Resource Access** category
    If the Resource Access category does not appear in the portal, log the user off and back on, then re-launch the Shopping portal.

1ETRNW102

584. Log **LicenseManager** off and log on to **1ETRNW102** as **Manager2**
585. Open the shopping website and approve the request via the **Approval** tab

1ETRNW71

586. Return to **1ETRNW71** and in the Shopping portal go to **My Software** page and select the **All Orders** tab
587. Depending on timing, the Status for the Write Access to Document Share order may appear as *Addition Pending* or *Succeeded*

The Shopping Central service runs the Active Directory Integration Action every 10 minutes (defined by **Active Directory Integration Interval** and **Active Directory Integration Units** in tb_Preference), which processes any pending changes to AD group memberships. Time for a tea/coffee break!

588. Once the order shows a status of **Succeeded** (refresh if necessary), log off and log back on as **user**

1ETRNDC

589. On **1ETRNDC** open **Active Directory Users and Computers** and review the membership of the **DriveAccess – DocumentShare on 1ETRNAP (Write Access)** group. Note that **User** has been added

1ETRNW71

590. Return to **1ETRNW71** and open **\\1ETRNAP\DocumentShare** in Windows Explorer
591. Attempt to create a new document in the DocumentShare folder. This time around, you should be able to create a document successfully, as user is now a member of the group that has write access
592. Go to the **My Software** page in the Shopping portal and select the **All Orders** tab
593. Note that the user is able to 'Uninstall' this Application, which will result in the user being removed from the **DriveAccess – DocumentShare on 1ETRNAP (Write Access**) group
594. Click uninstall, and validate that the user has been removed from the AD group after a few minutes(wait for the status in **All Orders** to change from **Removal Pending** to **Removed)**

Application Ratings and Reviews

Shopping now has the ability for users to submit Application Rating and Reviews via the Shopping website. In this exercise, you will submit a rating, write a brief review of an application, and observe where this information is stored in the Shopping database.

Submit and Look at Reviews

1ETRNW71

595. Log on to **1ETRNW71** as **1ETRN\User**, open the Shopping website and select the **Miscellaneous** category

Ratings and Reviews behave the same regardless of the type of application (ConfigMgr or non-ConfigMgr), so this may be performed on any available application.
596. Select **More Info** on the **Samsung E1920 Monitor** tile
597. Click on **Be the first to leave a review** to open the review editor
598. Select a rating (1-5 stars), enter a title for your review and write a short review (keep it clean)
599. When finished, click **Submit**
600. Notice the Average Rating and the review submitted by **1ETRN\User**

Submit a Product Review as a Different User

1ETRNW101

601. Click on the **Self Service** tab in the Shopping website and select the **Miscellaneous** category
602. Notice that the average rating is now displayed on the tile
603. Select **More Info** on the **Samsung E1920 Monitor** tile
604. Click on the **1 Reviews** link to see the rating and review written by **1ETRN\User**
605. Click on **Write Review** and submit a review with a different rating (+1 or -1) than the one you entered for 1ETRN\User
606. Enter a title and brief review and then click **Submit**
607. Notice that the average rating has been updated and both reviews are now visible
608. Click the **Yes** link on **both reviews** for Was this review helpful?

1ETRNW71

609. Switch back to **1ETRNW71**, refresh the page and click the Yes link on **both reviews** for the **Samsung E1920 Monitor**

Observe the data created as a result of submitting the reviews

Now that you have submitted a couple of reviews, you will observe the data created in the Shopping database.

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610. Open **SQL Server Management Studio**
611. Execute the following queries against the **Shopping2** database:

```
SELECT * FROM tb_ApplicationAvgRating
SELECT * FROM tb_ReviewHelpful
SELECT * FROM tb_UserApplicationRating
```

612. Observe the values returned in the three tables and see where the ratings are logged, the average rating is calculated and whether the review was helpful or not in the *tb_ApplicationAvgRating* and *tb_ReviewHelpful* tables
613. Observe the results in the *tb_UserApplicationRating* table. This is where the Rating, Review Title and actual review (ReviewBody) are stored

It is important to note that in the case of an inappropriate review, you either need to edit the comments in the *ReviewTitle* or *ReviewBody* columns in the *tb_UserApplicationRating* table or have the user edit the review themselves to remove the inappropriate content.
614. Close **SQL Server Management Studio**

Lab Summary

In this lab, we have seen how standard Applications can be used to provide request and approval workflow for just about any item a user may need to request. Further, we have only seen the Approval notification emails that Shopping generates out-of-the-box. Much more is possible when the Workflow Integration is enabled as this causes Shopping to execute predefined scripts at different stages of the process. Workflow integration is covered in detail in The Shopping API Reference available on the 1E Support Portal.

The second exercise demonstrated how users can request access to just about any resource that is secured by AD groups. The example in the exercise simply added a user to a group. However, the AD integration can be added to any Application, including ConfigMgr Applications. This is particularly useful when an application requires both installed software on the client and access to a database or other central resource.
Lastly, we demonstrated the Rating and Reviews functionality and reviewed where this is stored in the database, in case something needs to be deleted.

Next Page