

Welcome

Welcome to the 1E Service Catalog Connect 2.0 documentation space. Here we describe all aspects of configuring and using the 1E Service Catalog Connect app. The following is a quick overview of what the 1E Service Catalog Connect app documentation pages will tell you:

Introducing 1E Service Catalog Connect

An overview of 1E Service Catalog Connect and its features is presented; what it does and how it can benefit your organization.

Implementing 1E Service Catalog Connect

Everything you need to know about getting the 1E Service Catalog Connect app installed and running in your network. This section is structured in a way that leads you through the three phases of a typical implementation project.

- [Design Considerations](#) — Information that will help you design and plan the implementation of in your organization.
- [Requirements](#) — Information that will help you design and plan the implementation of the 1E Service Catalog Connect app in your organization. This includes all the prerequisites and dependencies that are necessary to install the 1E Service Catalog Connect app.
- [Preparation](#) — What you will need to prepare in advance of implementing the 1E Service Catalog Connect app. Typically these are tasks that may take some time to organize, depending on how your organization works. A more complete checklist of tasks is provided in the Requirements page.
- [Installing](#) — How to download and install the 1E Service Catalog Connect app and perform post-installation configuration steps.
- [Verifying](#) — The following are basic verification tests that cover installation of the 1E Service Catalog Connect app.

Configuring 1E Service Catalog Connect

How to administer and maintain the 1E Service Catalog Connect app.

- [User Management](#) — Adding, updating and deleting users in ServiceNow.

Using 1E Service Catalog Connect

How to use the 1E Service Catalog Connect app.

- [Invoking the Windows Servicing Assistant](#) — Running the Windows Servicing Assistant (WSA) from the ServiceNow Service Catalog page.
- [My Requests](#) — Checking the request history in 1E Service Catalog Connect.
- [Monitoring 1E Service Catalog Connect Activity](#)
- [Running the built-in 1E ServiceNow Catalog Items](#) — How to run the optional built-in Catalog Items from the ServiceNow portal.

Troubleshooting

A general methodology for investigating issues with the 1E Service Catalog Connect app, as well as identifying key issues and their resolutions.

- [Known issues](#) — Lists of the current known issues with implementing, configuring and using the 1E Service Catalog Connect app.
- [Configuration Issues](#) — Troubleshooting common issues that you may be having with configuration.

Training

An introduction to training resources, including lab guides.

Reference

All the 1E Service Catalog Connect app reference material.

- [1E Service Catalog Connect release information](#) — Details of the 1E Service Catalog Connect release history, current release notes and details of third-party licenses.
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