itnetX Email Template Tester for SCSM Usage Guide

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1. Introduction

itnetX Email Template Tester for SCSM helps to verify the functionality of notification templates created in Service Manager. With the Email Template Tester you can simply test the result of an Email template for a specified object.

Main Features:

- Test your notifications templates right from within the console
- Test HTML layout and source text output
- Helps you to find issues with notification templates

2. Installation

2.1 Installation

The installation is performed using the management pack import functionality of SCSM. Please refer to the Microsoft TechNet Library for more information on how to import management packs:

http://technet.microsoft.com/en-us/library/hh524269.aspx

Follow these steps to install itnetX Email Template Tester for SCSM:

1. Log on to SCSM server using an account with administrative privileges in SCSM.
2. For SCSM 2012, import the **itnetX.NotificationTemplateTester.2012.mpb**, for SCSM 2016, import the **itnetX.NotificationTemplateTester.2016.mpb** management pack into your SCSM environment.
3. Restart the SCSM Console.

3. How it works

You can use itnetX Email Template Tester for SCSM following these steps:

1. In the console move to **Administration** -> **Notifications** -> **Templates**
2. Select the Email template you want to test and click on the console task **Test Template** in the tasks pane.
3. Select an object for which you want to test the template and press **OK**.

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4. Now a window opens and you can review the results of the Email template. If HTML is enabled for the template, you can switch between HTML and Source.

4. Configuration

itnetX Email Template Tester for SCSM is ready to use after installation completes.

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