



# Silect MP Author for Microsoft System Center Operations Manager

## **Silect Software's** **MP Author** Quick Installation Guide

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# Hardware and Software Requirements

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This section describes the hardware and software requirements for Silect MP Author.

## Supported Operating Systems

Silect MP Author is available for the following operating systems:

Operating System	Supported Releases
Microsoft Windows OS	Windows 7, 8, 8.1, 10 (x64 versions) Windows 2012 Windows 2012 R2 Windows 2016
Microsoft System Center	Operations Manager 2012 R2 Operations Manager 2016 Operations Manager 180x Operations Manager 2019

## Hardware Requirements

Silect MP Author hardware requirements are as follows:

- Minimum 200MB hard drive space.
- Minimum 4 GB Ram.
- x64 architecture processor required.

## Support for Languages

The Silect MP Author program is only available in US English. However, knowledge (both vendor and company) can be authored in many languages.

# Prerequisites

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This section describes the prerequisites necessary before deployment of Silect MP Author or before customization of management packs.

## Software Prerequisites

Before installing Silect MP Author, ensure that you have satisfied the following software prerequisites (any one of the following):

- System Center Operations Manager Console—2012 R2.
- System Center Operations Manager Console—2016.
- System Center Operations Manager Console—1801 or 1807.
- System Center Operations Manager Console—2019.

Please note that the System Center Operations Manager Console 2012 R2, 2016, 180x or 2019 have other pre-requisites that may need to be fulfilled before the Console can be installed. Start the Operations Console and ensure you can connect to your management group before installing MP Author.

## Management Pack Prerequisites

To create or customize Microsoft management packs (MPs), you will need to refer to file based copies of the core management packs that are distributed with Operations Manager. Silect MP Author includes the initial sets of management pack included with Operations Manager 2012 R2, 2016, 1801 (1807 uses the same MPs as 1801) and 2019. These are in the ManagementPacks folder in your Silect MP Author installation folder.

- 2012-3 System Center 2012 R2
- 2016-1 System Center 2016
- 2018-1 System Center 1801
- 2019-1 System Center 2019

The management packs updated by the CU updates should be available in the following folder on your management server:

**C:\Program Files\Microsoft System Center\*\Operations Manager\Server\Management Packs for Update Rollups**

Where \* represents the installed version of System Center.

# Installation

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This section describes the how to install and uninstall Silect MP Author.

## Installation Steps

The high-level steps required to install and configure Silect MP Author are as follows:

- Step 1. Run the MP Author installation file (**MPAuthorSetup.exe**) on a computer that meets the software prerequisites described in **Prerequisites**. If the **User Account Control** dialog appears, ensure that the publisher is **Silect Software, Inc.** and click **Yes**.
- Step 2. Click **Next** on the Welcome screen.
- Step 3. The EULA dialog box appears. Select the **I accept the terms of the License Agreement** option then click **Next**.
- Step 4. Select the folder where Silect MP Author will be installed. The default folder is **C:\Program Files\Silect\MP Author\**. Click **Next**.
- Step 5. The **Ready to Install** dialog box appears. Click **Install** to continue the Silect MP Author installation.
- Step 6. If Silect MP Author installs successfully, the **Completing the Silect MP Author Setup Wizard** dialog box appears. Click the **Finish** button to complete the installation of Silect MP Author.
- Step 7. This step is required for MP Author Professional installations only. Copy the provided MP Author Pro license file onto your desktop (or another favorite folder).
- Step 8. Start MP Author by double-clicking on the icon on the desktop. The **Choose MP Author Version** dialog will be shown. If you have not purchased a license for MP Author Professional (with advanced authoring features including complete fragment support), click **No**.
- Step 9. The following steps are required for MP Author Professional installations only. Click **Yes** in the **Choose MP Author Version** dialog. The **Locate a copy of the MP Author Pro license file...** dialog will appear. Browse to the folder where you saved the license file and select it. Click **Open**.
- Step 10. The **Activate Online** dialog will be shown. Click **Yes** to activate immediately. MP Author Professional will start. Activation and licensing only needs to be done once.

Step 11. If you choose to not activate online, or online activation fails (usually because it is unable to contact the Silect servers), then the **Manual Activation Dialog** will appear. Use the **Copy To Clipboard** button to copy the registration information and paste it into an email to [Support@Silect.com](mailto:Support@Silect.com) asking for manual activation. When the activation code is sent back, copy it from the email message, paste it into the **Activate Code** area and click **Apply**.

## Licensing Notes

A user who purchases a copy of MP Author Pro will be provided with an MP Author Pro specific license, which will enable access to the Professional editing features within MP Author. This license is all that is required to turn an installation of the free version of MP Author into the Professional version.

## Uninstallation Steps

The high-level steps required to uninstall Silect MP Author are as follows:

- Step 1. Start the **Control Panel** and select the **Programs and Features** option (**Add / Remove Programs** on some versions of Windows).
- Step 2. Select **Silect MP Author** then right-click and select the **Uninstall** option.
- Step 3. A dialog box will appear asking **Are sure you want to uninstall Silect MP Author?** Click **Yes** to uninstall.
- Step 4. If **User Account Control** asks if you want to allow this, click **Yes**.
- Step 5. **Silect MP Author** will be removed from your list of installed programs.

# Contact Technical Support

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Before contacting Support, please ensure that you can successfully launch the System Center Operations Manager console. Silect MP Author users have several options for technical support.

## Self-Service Support Portal

Users can access FAQs, training videos and other Silect MP Author support information at: <https://www.silect.com/mp-author-support>

## Electronic Support

A ticketed support system is also available for users who cannot find the information required to help them address their issue on the Silect MP Author support portal:

<https://www.silect.com/mp-author-support>

Users can also email [support@silect.com](mailto:support@silect.com) with the following information:

- A detailed description about the problem
- The Silect MP Author log files (located via the **View, MP Author Log Folder** menu item)
- Screenshots if applicable

Response times are not guaranteed using this support service for users of the free version of MP Author – MP Author Professional users are given priority for technical support.

Including the log files corresponding to the time that the problem occurred will improve the ability of support to help with your problem.

## Premium Support

Silect Software also makes a pay-based premium support service available for users of the free version. This service provides telephone and electronic support with guaranteed response times. For more information on Premium Support please go to <https://www.silect.com/mp-author-support>

## Other Resources

[www.silect.com](http://www.silect.com) contains a Support area with extensive resources including Frequently Asked Questions.

<https://www.youtube.com/user/SilectSoftware> is a YouTube video channel published by Silect that contains useful videos describing how to use Silect products.