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Authoring Tool- Form Layout Guide

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1 Overview

This guide provides advice on how to use the Service Manager Authoring Tool to edit forms. The document should be used as a guide only; it is not a definitive source on how to use the Authoring Tool. It is designed to give practical hints on form layout within the Service Manager Authoring Tool.

It should be used in conjunction with the “XRG - Extend SCSM Work Items” on how to extend properties and relationships in Service Manager.
2 Authoring Tool Issues

2.1 Authoring Tool Crashes

The Authoring Tool will probably crash intermittently after creating and saving Management Packs. Unfortunately, this is a common problem and will be something that happens all too often.

Tip: Save frequently and restart the Authoring Tool if you are starting an important piece of work.

2.2 Windows Operating System Authoring Issues

There are also errors on Windows 2012 relating to AeroLite. These can be ignored and they do not affect the created or edited Management Packs, except for Problem.

The Service Manager Authoring Tool, at the time of writing, cannot extend the Problem record on Windows 2012 R2 server. It is possible to do this on Windows 7, Windows 8.1 and on Windows 2008 R2.

The use of different operating systems can also introduce problems with language locales. Even with English, editing Management Packs on different OS’s can lead to some changes being made under English US and other made under another English variant like UK or AU.

Editing of Management Packs should be done on a consistent Windows OS and with a consistent language.
2.3 Forms are not supported for customizations

The following default forms are not officially supported for customizations:

- The problem form
- The user form
- The service map form
- The knowledge form

It is possible to extend them, but support from Microsoft may be limited.

**Important Note:** The official position from Microsoft is that modifying the Problem Record class and User form are not supported. See the Authoring Guide release notes https://technet.microsoft.com/en-us/library/hh524227(v=sc.12).aspx.

2.4 Recording of every Click

The Authoring Tool records every mouse click when editing and these are replayed before the form loads for the user. It is best to be efficient when you are customising the form (which is difficult to do).

Practice what you want to achieve on a test Management Pack before replicating the layout into a production release Management Pack.

Use CTRL + Z to undo things that go wrong. It might take a few more CTRL + Z combinations to get back to where you want to go (it was recording things that you did not realise).

**Tip:** Daniell Grenemark has written a very useful script to remove unwanted XML code from the Management Pack: SCSM Form Customization Cleanup Script https://gallery.technet.microsoft.com/scriptcenter/SCSM-Form-Customization-8ebe8dd7
2.5 Form Opens on Wrong Tab

When you seal the form and import it into Service Manager the editing steps will replay to the point where the last change was made. This is usually not on the General tab and to the frustration of analysts, the form opens on the wrong tab.

The last editing change to the form should always be on the General tab. Always go back to the General page and make one small change (and then possibly reverse it) so that it makes no difference to the layout of the form, but when replayed on form load in the console, opens the form on the General tab.

Always test the Form before releasing to production.

Tip: The last editing change to the form should always be on the General tab, so that when the form loads it opens on the General tab.
3 Management Packs

3.1 Create blank Management Packs

Depending on the planning decisions and your business requirements, you will need to create a number of Management Packs. It is generally easier to create blank Management Packs in the Authoring Tool to allow more control of the Management Pack name.

3.2 Separate Management Packs

Microsoft recommends splitting the class extensions and the form extensions into two Management Packs. But it is not required and you can store both changes in one Management Pack.

Changes to the class Management Pack (i.e. adding properties) will require an update to every item and thus the last modified date will change on every item. But these changes are usually less frequent.

The advantage of having two Management Packs is that form changes (usually more frequent) can be made to the form extensions Management Pack without changing the last modified date of every item associated with the Management Pack.

Splitting the class and form extensions does add a little complexity in the Authoring Tool and it will be personal preference if you follow this recommendation.

**Tip:** Microsoft recommend splitting the class extensions and form layouts into two separate Management Packs.

3.3 Copy Sealed Class Extension Management Pack to Authoring Tool

If you decide to split Management Packs for the class extension and the form, there is an extra step required when extending the Work Item form in the Authoring Tool.

You need to copy the sealed class extension Management Pack into the Library folder of the Authoring Tool install directory. This allows the Authoring Tool to read the information about the class extension and allows you to bind it to controls placed on the extended form.
3.4 Resetting the form back to default

At any time, you can revert the form back to a default position by removing all customizations:

1. Right Click the Form and Choose **Undo all customizations**

3.5 Resetting Sealed Version Number

When you seal the Management Pack, it will automatically increment the version number. Sometimes this is undesirable and you want to keep the same version number or revert back to 1. When you hit version 100 it feels nice to reset it back to a smaller number.

Also you may sometimes need to increase the version number to “jump” higher than an existing Management Pack. The same steps can be used to do this.

1. Click on the **Management Pack name**
2. Open the Details Pane
3. Edit the **Revision Number**

To import the Management Pack with a lower version number back into Service Manager you will first have to delete the existing Management Pack. It is not possible to import a lower version over the top of a higher version.
4 Class Properties

Property and relationship extensions are added under the Classes section of a Management Pack. Extend the class first to add the properties and then edit the form to display the properties.

Refer to the “XRG - Extend SCSM Work Items” for more details on extending classes.

This guide will assume the any properties and relationships have already been added to the Work Item class.

4.1 Property Values over 4,000 Characters and Rich Text

If the data type is Rich Text or a string value over 4,000 characters in length the content of a new property will not flow to the Service Manager Data Warehouse.

This is a design decision of the product team and is not well documented. There is no supported way around this. The only option is export data, recreate the fields and import the data back in. The potential for data loss is high.

Important Note: Do not create string values over 4000 chars or Rich Text data types if you want the content to transfer into the Service Manager Data Warehouse.
5 Form Layout

5.1 Form Terminology:

**Containers** - hold other objects like stack panels, controls and other containers

**Stack Panels** - type of container where the controls placed in it are stacked on top of each other. Used by the default controls on the Work Item form. On Incident, Change, and Activities you can usually add to the default stack panels to position things as expected.

**Grids** – the green lines when you drag a control on to the form. These use a fixed position and when the form resizes can produce bad results. On Problem and Release forms, grid lines are our best option, as the default stack panels do not behave the same way as the other forms.

**Controls** – the items in the Form Customisation Toolbox. Controls are usually placed relative to other controls and the size (usually width) is relative to the container it is in (i.e. the stack panel, grid or regular panel).

The available controls are:

- Check Box – used for Bool properties
- Date Picker – Used for Date Time
- Image – add graphics to the form
- Label – used to place text labels on the form
- Panel – used to group other controls
- Single Instance Picker – for any relationship
- Tab Control – controls selection inside a Tab Item
- Tab Item - tabs at the top of the form
- Text Box – display any string properties
- User Picker – used for relationships that have a user object type
5.2 Not All Work Items forms are the same

One of the confusing things about modifying forms in Service Manager is that Work Item forms behave differently to each other. This can produce inconsistencies between Work Items, where you will not be able to achieve the same results.

There appears to be two groups of Work Item forms and it influences how to edit them:

**Use stack panels on existing default controls**
- Incident
- Change Record
- Activities forms

**Use grids**
- Service Request
- Release Record
- Problem

To get a consistent look and feel across all work items, consider using Tab Items to place all customisations on new tabs. However, it will introduce other issues with fixed positioning, so it will depend on your business requirements as which approach is best.

5.3 What you see is NOT what you get

Just because you have the perfect layout in the Authoring Tool, it does not mean that is what you see when the form loads in the Service Manager Console. The replay of all those clicks and moving of controls can mean that some controls are not actually placed where you think they are. The control can reset its position and make a mess of the form.

Always test the form in the console before deploying to analysts. Always!

Also, always test the fields to see that they are bound to the correct property and that they store data. It is very easy to focus on the layout and get that perfect and then forget to bind the control to the property.

**Tip:** Always test the form in the Service Manager console before deploying to analysts. Check the layout of objects when the form resizes and check the new fields are all bound to the correct property.
5.4 Relative versus Fixed Positioning

**Relative Positioning** – the control will move relative to another control on the form. For Example, if a text box can expand then the control below (if relative) will also move down relative to the space the control is taking.

For relative positioning the margins should start at zero. The control should then then move relative to the control above it.

<table>
<thead>
<tr>
<th>Margin Fields</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bottom: 0</td>
</tr>
<tr>
<td>Left: 0</td>
</tr>
<tr>
<td>Right: 0</td>
</tr>
<tr>
<td>Top: 0</td>
</tr>
</tbody>
</table>

*Figure 4: Relative Positioning*

**Fixed Positioning** – the control stays where it is regardless of what the other controls are doing. This can be very frustrating and does not produce a very dynamic form. This is the default case when using panels or Tab Items.

Where possible, it is best to use relative positioning for the controls you place on the form. This will give the best results, but realistically only works on Incident, Change and Activities. On the other forms you will need to plan out the form to get around the limitations of fixed positioning.

5.5 Dragging Controls to position them on the Form

Basically don’t do it. Dragging a control around on the form produces the yellow outline box. It seems easy to do, but is usually a bad idea as the control gets recorded as a fixed position item and when loaded in Service Manager Console it is not where you thought it would be. Also remember the Authoring Tool is recording every movement.

Instead use the **Margin Fields** on the **Details** pane to position the control on the form.

To clarify, dragging the control on to the form is OK to initially place it on the form. What is bad, is then deciding to move it to another position on the form by dragging.

*Tip:* Do not drag controls around on the form. Use the Details pane and the Margin settings to position the control where you want it.
5.6 Margins

Margins can be relative to other objects or fixed to the 0,0 position in a panel or on the form. Margins set how far the control will be from other controls (if relative) or from the 0,0 point.

They can be set to negative values to move the control in the opposite direction.

Also be careful about the Layout alignment settings (especially vertical), as if you set a Top Margin value it will do nothing if the Vertical Alignment is set to Bottom.

5.7 Width\Height versus Minimum Width\Height

There are two settings each for Width and Height:

**Minimum Width\Height**: when the form is being resized this is the minimum size that the control will shrink to. Can be zero as in the Figure 6.

**Width\Height** – usually think of this as being the maximum size the control will grow to. It will expand based on the content placed in the control or by resizing of the form.

**Tip**: When testing the form in the console always resize the window to see how controls grow/shrink. Also add data to the fields to see the effect of multiple lines or long strings.

5.8 Stretch and Auto

Stretch and Auto should be used together, usually on the horizontal.

**Auto** - the control will automatically grow to whatever size the content is, to the maximum size allowed. But it will start at the minimum size (unless using Stretch) and only grow as data is entered.

**Stretch** – the control will start at the full size of the panel or grid regardless of the size of the content in the control.

By setting a Horizontal Alignment to stretch it will allow the controls to line up in columns and match the default controls on the form.
5.9 Collapsed Versus Hidden

The visibility setting has three options of which two, collapsed and hidden, appear to do similar things. However, there is a difference:

**Hidden** – will hide the controls, but it will still take space on the form.

**Collapsed** – will hide the control and collapse the space that it takes on the form.

![Figure 8: Visibility – Collapsed verses Hidden](image)

There is no delete option in the Authoring Tool for the default controls – you have to use hidden or collapsed. Also once the control is hidden or collapsed it can be hard to find or select and thus it is not easy to reverse this setting – save a version before making these changes or edit the XML to delete the instruction to hide or collapse.

5.10 Is Focusable

The Is Focusable setting allows you display a field on the form, but not be able to select it (or copy and paste from it). It stops analysts from being able to edit the field and makes it display only. Be careful using it, as most analysts, at some point, will want to copy and paste the data from the field.

5.11 Tab Order

The Tab order of a form will not make any sense. It usually appears to have a mind of its own. It seems to go via each Stack Panel or Grid individually. There is no easy or difficult way to control the tab order in the Authoring Tool. Maybe by careful layering of panels and grids it would be possible to limit how bad it is, but you are on your own for this one.
5.12 Labels

When using labels, the default settings are awkward to use and in practice it is useful to use whole numbers as in Figure 9.

Use a height that is easy to calculate the space labels take on the form. Using 22 does not affect the display of the label.

Set the Vertical Alignment to Top as this seems to make more sense to most people.

Set the width to Auto as this stops the label from being cut off when you load the form in the console (even though it looked fine in the Authoring Tool).

But where you are doing a column of labels on the left side, set the Width to a fixed amount.

5.13 Wrap and Scroll Bars

On a large Text Box or Rich Text control it is best to enable the Wrap and Scroll bars. By default, the Enter key is also turned off.

Set the following properties in the Details pane:

- Accepts the Enter Key
- Text Wrapping
- Vertical Scroll Bar Visibility

---

*Figure 9: Labels – Common settings* 

*Figure 10: Large text Box settings*
5.14 User Pickers

User Pickers are slightly bigger than normal controls and getting them to line up can be difficult.

**Stack Panel Example**

In the Figure 11 there are two stack panels (dotted lines), all controls are relative to each other, all controls have Vertical Alignment = Top and the values in red where used for Margin Top values.

The left panel is easy, as it becomes the reference for the right side. Getting the right side to align horizontally is going to take some trial and error. Use negative numbers to move controls up as needed.

![Figure 11: Stack Panel Example](image)

**Grid Example**

In the Figure 12 there are three Grids with fixed positioning on all controls (Vertical Alignment = Top and red for Margin Top values).

![Figure 12: Grid Example](image)
5.15 Use Panels to Group Controls

Panels can be used to group controls and allows you to move a group of controls all at once. But be careful as controls in a panel use vertically fixed positions.

The panel itself maybe in a grid or stack panel that is relative, but the controls inside it are not relative to each other. This means that the vertical controls will be fixed in position. Use Stretch and Auto Width on the horizontal layout settings to make the panel look dynamic and auto size.

When using Tab Items or if you have more than 2-3 controls, it is best if possible, to put them in a panel. Be careful when placing a panel as they do not have any outlines and it is easy to lose the panel on the form.

5.16 Stack Panels

Stack Panels are used by the default controls on the page and are the easiest way to place controls on the page. By making use of the existing stack panel you will be able to place controls where you want them to go.

The major issue with Stack Panels is that the way they were implemented on some Work Items does not allow you to add to them. Problem, Service Request and Release cannot use Stack Panels.

5.17 EXAMPLE: Stack Panels – Incident

Use three existing Incident stack panels, Tier Queue, Assigned To, Primary Owner, to position new controls under them. The end result will have new controls on the form that auto expand with each stack panel:

From the Tier Queue stack panel, select the stack panel itself, the label control or the list box inside the stack panel.
Being able to select these elements individually allows us to add to this stack panel and have better control over the positioning of elements on the form.

Select the TierQueue label and change the Horizontal Alignment to Left. This will give us some room in the stack panel to drop the label and date time control into it.

Drag a label control onto the form and move the mouse to the area that was created by positioning TierQueue to the left. This will allow the label to “drop” into the stack panel and position itself under the existing controls. You will see a dotted line appear as in Figure 15.

**Tip:** It is important to get the grey dotted lines as this indicates the shape of the stack panel. Green lines indicate Grids and are not what we want. Yellow means that you are moving an object.

Repeat and drop the next control, in this case a Date Time control, so that there are now two controls positioned in the stack panel (the label and the unbound date time control).

Now it’s just a matter of positioning the two controls where you want them in the stack panel.
The following settings were used in the Figure 17 example above:

**Label Details**

![Label Settings](figure18.png)

**Date Time Details**

![Date Picker Settings](figure19.png)

Then repeat for the middle column, adding in a Label control and User Picker control. And repeat for the right column, adding in a Label control and Text Box control.

Use the same settings from Figure 18 and 19 to position the controls.

This is the finished form:

![Form with three controls added](figure20.png)
5.18 Grids

Grids are the green lines that appear when dragging a control on to the form. These have been predefined and cannot be edited. They are essentially like panels and limit how far controls can expand.

The major issue with Grids is that you cannot place a control spanning two Grids. Placing a panel or control in a Grid limits the max size (usually width is the issue) that the panel or control can be. Consider a Tab Item if you want a control to span across the form.

Use Grids or Tab Items for Problem, Service Requests and Release Records

5.19 EXAMPLE: Grids – Release Record

Release Records cannot use stack panels, so use Grids to place three panels under an existing row of default controls - Type, Category, Assigned To.

The end result is a form where all the controls resize and position themselves correctly. The controls are vertically in fixed positions, but are Width auto size and Horizontal stretch.
Use the green grid lines and place a panel control in the **left side Grid area under Type**

![Figure 20: Drop panel into Grid](image)

This has created a panel that is sitting under the Type field and is offset from the top of the grid (the green dotted line that was added to the picture below) by 45.98 and left 147.585.

![Figure 21: Panel added to Grid](image)

Make sure that the panel Top is referencing where the Green lines would be rather than the field above it – so it should be around 45 rather than 0-10.

Move the panel to be better positioned using the margin settings:

- Top: 50
- Left: 0
- Right: 20
- Width: Auto
- Vertical Height: Auto
- Min Height: 160 (will depend on how many fields you place in the panel).

As the panel already had horizontal stretch the panel has automatically stretched as a result of the other controls on the form.

![Figure 22: Panel settings](image)

**Note:** The Type default stack panel is set to Vertical stretch. This caused a problem with placing the panel on the form correctly. Change the Type stack panel to Vertical Alignment to Top.
You can repeat this for the middle and right panels. To insert the next panel, it may take a bit of moving the mouse around to get the Green Grid to show, usually go for where the bottom of the green box would be as in Figure 25 mouse pointer.

![Figure 23: Add middle panel to middle Grid](image)

**Troubleshooting Grid Placement**

When I first did this, I missed binding the left panel to the green square grid. When I sealed the Management Pack, the panel moved to the 0,0 position on the form.

Figure 24 shows the result, which is not good.

This shows the importance of testing the Management Pack in Service Manager!
I repeated the steps again for the left panel, dropping it into the grid (with the green lines). After sealing the management pack and getting the same 0,0 result, I was very frustrated. The issue was that when I dropped the panel into the Grid, the default Type control had a vertical stretch and it was getting in the way.

I selected the control that holds the **Type** box, which was stretched and large because the other panels on the middle and right side of the form had stretched the Grid, and then reset the Vertical Alignment to Top (it was Stretch).

Before | After
--- | ---

![Image](image1.png)

**Figure 25: Change Vertical Alignment**

This gave me more space to place the panel in the correct spot and it referenced the Grid correctly rather than resetting to position 0,0.

The finished result looks like this:

![Image](image2.png)

**Figure 26: Finished Result - three panels with custom fields added**
5.20 Tab Items

Tab items allow you to add a new tab to the form and start with a clean slate. This essentially means that you start with one big panel – no grids or stack panels – and have to use fixed positioning. They are a good way of keeping all the customizations in one place and keeping the other form pages in a default setting.

![Figure 27: New Tab Item](image)

When using a new tab, it will usually be best to use panels to group the controls on the page.

The main issue with tabs is that the lack of grids and stack panels means every control placed on the page is a fixed position object.

Placing the initial Tab Item on the tab bar can be difficult, as you have to position the mouse in just the right spot. Select the Templates tab first and then more space opens to the right and it is easy to place the Tab Item.

**Tip:** It is not possible to change the default tab order in the Authoring Tool – the default tabs come first and then any custom tabs you add.

5.21 Tab Items Layout

The best option is to create a panel on the left side that is fixed size and then the create one on the right that has Width auto and Horizontal stretch. This will give the appearance of a relative size form, where the right panel will expand to take up the space.

![Figure 28: Panels on Tab Item](image)

However, the form will have a minimum size, as the left panel is not expanding or shrinking, where the form will not work well at all. Only the right panel will auto size with the form.
When designing forms like this, where possible, put controls that can auto size in the right panel and any fixed size controls in the left.

You can also have the last control in each panel (ie at the bottom of the form) being a Height auto and Vertical stretch if you set the panel with these settings.

Or another option is to place a third panel under both the left and right that auto expands the height and width and stretches both vertically and horizontally. A good use for this panel would be for a notes field that will have a variable amount of text in it.

By placing controls on the form that resize the form will function more like the default tabs even though the majority of the controls are fixed in place.

**Tip:** When trying to place a Tab Item, first select the Templates Tab – this creates more area to the right to place the new tab.
5.22 Label Controls for Property Display

Label controls can hold more than just the text describing a field. Instead of adding the text to display, they can be bound to a property and used to display the value of the property.

A good example of this is a VIP property which you want to display on the form.

In the example screen shot a VIPStatus property has been added to the User class and form. It is only filled in for VIP users and for general users is blank.

On the Incident form when a VIP user is selected as the affected user, the red VIP will appear on the form.

In the details pane for the label it is possible to select the Binding Path. This will allow you to choose any property or relationship for that work item.

Using Incident, expand Affected User (when choosing the binding path, scroll down to the bottom for relationships) and then choose the property.

However, in this case the VIPStatus property is an extension of the User class (Domain User & Group) and is not present.

Typing the value directly in the binding path will give the correct information:
Be carefully when using extended properties this way, if you look at one of the default properties or choose one first and then edit the resulting binding path, the Authoring Tool will place an extra space in the path (i.e. **Affected User.VIPStatus** rather than **AffectedUser.VIPStatus**) and no data will display.

For the default values the extra space is only for display and the XML is correct. It is only if you copy this binding path or insert a default value then overwrite it that the Authoring Tool puts the extra space in.

Manually edit or check the XML file before sealing.

The XML will show **(incorrect – has extra space)**:

```
PropertyBindingChange Object="Label_20" Property="Content">
  <NewBinding Enabled="True" Path="Affected User.VIPStatus" Mode="Default"
    BindsDirectlyToSource="False" UpdateSourceTrigger="Default" />
```

Rather than the **(correct – no extra space)**:

```
PropertyBindingChange Object="Label_20" Property="Content">
  <NewBinding Enabled="True" Path="AffectedUser.VIPStatus" Mode="Default"
    BindsDirectlyToSource="False" UpdateSourceTrigger="Default" />
```

**Tip:** When binding extended user properties to label controls, the Authoring Tool may put a space in the name. The only solution is to edit the raw xml file to remove the space.
5.23 EXAMPLE: Label - Display Affected User Information

In this example, information about the Affected User will display under the default Affected User control. The number of fields and exact layout is up to you, but this example will add three fields.

Using the Stack Panel method, six label controls will be added to the form and then configured with a left column as normal text labels and a right column to bind to the Affected User and display data.

The end result will look like this:

![Incident Information](image)

**Step 1:** Modify the Stack Panel to enable adding the labels. Set the select control to **Horizontal Alignment** to **Left**.

**Step 2:** Add six label controls to the page. Placing them at the top of the stack panel and allowing them to drop to the bottom allows them to stay relative to each other, this is important for how we position the controls in the next step.

![Figure 275: Stack Panel label left alignment](image)

**Note:** All of the properties we are binding to are default ‘out of the box’ properties. There is no issue choosing them and having the extra space in the path. The space in the binding name issue will only occur on custom extended properties.
**Step 3: Left column control** - change the size and add the label text

Change the **height** to 22 makes calculations of position easier and does not affect the display.

As this is the first left field it starts at 15 below the Affected User control

**Step 4: Right Column**

This has to be the second label control placed on the form, as it is using a relative position to the first label control.

Open the *binding path* open and scroll down to *Affected User*, then expand and choose *DisplayName*
Step 5 (and then 7): Set the next Left label control as follows.

Step 6 (and then 8): Set the next Right Label Control.
Open the binding path open and scroll down to Affected User, then expand and choose the Business Phone property (and then City property).

Step 9: Save and Seal the Management Pack

Step 10: Import into Service Manager and it should look like this:

Incident Information

Affected user: Alan (alanwatts)
Alternate contact method:

Name: Watts, Alan
Telephone: 123 456
City: Chicago

Figure 30: Repeat Label Settings
Figure 36: Repeat Label Bindings

Figure 37: Labels displaying data
5.24 Remove the Extensions Tab

Extending the class creates a new tab on the form, the Extensions tab. This tab contains the properties added to the class. And if you have added the properties to the main form, it is not required. It can confuse analysts or just expose properties that you did not want analysts to see or change.

Removing the Extensions tab should be the last step before moving the form into production. Perform all testing and validation of fields first.

The steps to remove the Extension tab from any Work Item are (using Incident as an example):

1. Before sealing the Management Pack, open the XML file in an editor
2. Add the entire Admin Reference to the XML

   References XML:
   ```xml
   <Reference Alias="Admin">
     <ID>Microsoft.EnterpriseManagement.ServiceManager.UI.Administration</ID>
     <Version>7.5.3079.0</Version>
     <PublicKeyToken>31bf3856ad364e35</PublicKeyToken>
   </Reference>
   ```

3. Add the example “HideFormExtensionTab” (your choice on name) Category line to the XML

   Categories XML:
   ```xml
   <Category ID="HideFormExtensionTab">
   Target="CustomForm_63369de5_0dbf_44ac_9996_b9cc9f529b8d">
   ```
**Note:** The Form ID needs to be copied from the existing XML file (green highlight in Form XML). You will find it in the Form section located just under the Categories Section.

**Form Section of the XML:**
```
<Form ID="CustomForm_63369de5_0dbf_44ac_9996_b9cc0f429b8d"
Accessibility="Public"
Target="CustomForm_63369de5_0dbf_44ac_9996_b9cc0f429b8d_TypeProjection"
BaseForm="Alias_8fcff993_a009_4752_a7ac_0678c17dd429!System.WorkItem.Incident.ConsoleForm"
TypeName="Microsoft.EnterpriseManagement.ServiceManager.Incident.Forms.IncidentFormControl">
```

4. Save the XML
5. Open the Management Pack XML file in the Authoring Tool then seal it like normal
6. Import and confirm Extension tab is hidden
6 Useful Links

Download Authoring Tool

How to install the Authoring Tool

Authoring for System Center 2012 - Service Manager

Customizing Forms – Part 1 – Adding a New User Picker Control to the Incident Form

Customizing Forms – Part 2 – Adding the Affected User Picker to the Change Request Form

Forms: Customizing and Authoring

SCSM Form Customization Cleanup Script
https://gallery.technet.microsoft.com/scriptcenter/SCSM-Form-Customization-8ebe8dd7

SCSM VIP User Solution
Technet Gallery: https://gallery.technet.microsoft.com/VIP-Solution-for-SCSM-2d505b16
Blog: https://systemcenternoise.wordpress.com/2015/02/18/scsm-vip-user-solution/

SCSM Blog: Indicating VIPs Through Form Customization (Travis Wright)

XRG - Extend SCSM Work Items
http://www.xapity.com/#!support/dc8c8

Xapity Blogs
http://www.xapity.com/#!blog/c146e

Tip: Read the reference “XRG - Extend SCSM Work Items”. It outlines the steps to create Management Packs and extend the Work Item class to add properties.
7 Videos

We have created a companion set of videos that show the techniques outlined in this guide. These can be viewed on the Xapity web site.

Videos Available:

- Admin Series - Extending Work Items - Part 1 - Extend the Class
- Admin Series - Extending Work Items - Part 2 - Form Layout
- Admin Series - Extending Work Items - Part 3 - Hide Extension Tab
- Admin Series - Extending Work Items - Part 4 - Grid Panels
- Admin Series - Extending Work Items - Part 5 – Tabs and VIP
8 About Xapity

We are a small software development company based in Australia. We have been working with Service Manager since 2012 and have come across gaps in the functionality that customers needed for their business practices. The products we have launched fill existing gaps and we are working on more to be released in the coming months.

The products are available for a download on a trial basis (fully functional for 30 days). Download them and then let us know what you think. Our goal is to make tools that are useful and practical.

www.xapity.com