



Xapity Mail and Queues

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Xapity Mail – Administration Guide v1.0

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1 Overview

When using Service Manager queues to control what an Analyst can access, Xapity Mail will fail to load and the console will freeze for that analyst. The following error will be displayed:

```
Application: System Center Service Manager
Application Version: 7.5.3079.607
Severity: Error
Message: The index is greater than number of elements in the collection.
Parameter name: index
```

```
System.ArgumentOutOfRangeException: The index is greater than number of
elements in the collection.
Parameter name: index
   at
Microsoft.EnterpriseManagement.Common.ObjectReaderBase`1.GetDataInternal(Int
32 index)
   at Microsoft.EnterpriseManagement.Common.ObjectReaderBase`1.GetData(Int32
index)
   at Xapity.Mail.Common.SMCommon.GetChannelInfo()
   at Xapity.Mail.Forms.SendMail..ctor(EmailExtensionsData )
   at Xapity.Mail.Tasks.EmailExtensionsTask.<ExecuteCommand>b__1()
```

This is a result of the queue limiting access for to the SMTP Channel that is used to send email. This is not specific to our product and we have seen similar results with SLA icons and Service Level Target times.

The workaround for the problem is to create a **Configuration Item Group** that contains the **“SMTP Projection Type”** object. Add this Configuration Item Group to the affected user roles and Xapity Mail will work as expected.

2 Import Management Pack

We have included an unsealed Management Pack in the Queues directory (**SMTPChannelConfigurationItemGroup.xml**) that already has the configuration group created.

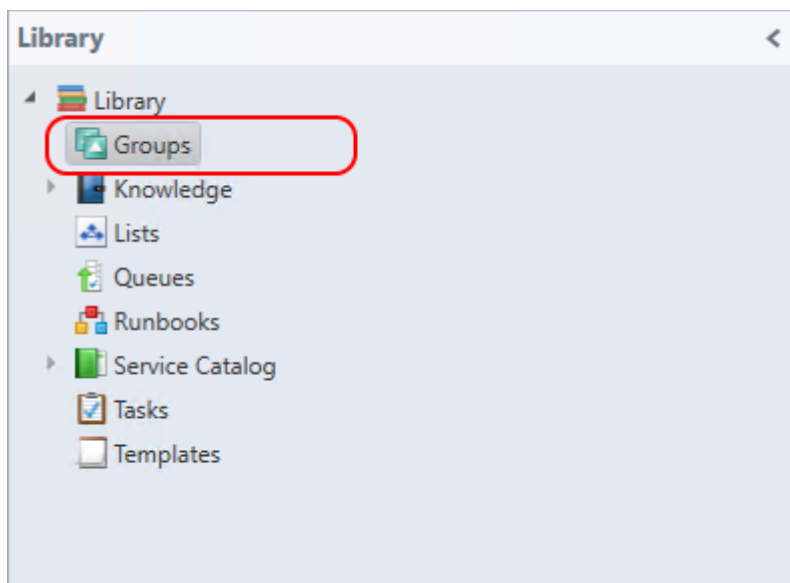
Import the Management Pack and confirm that the user roles affected have access to the “**SMTP Channel Configuration Item Group**”.

This Management Pack is compatible with both SCSM 2012 and SCSM 2016.

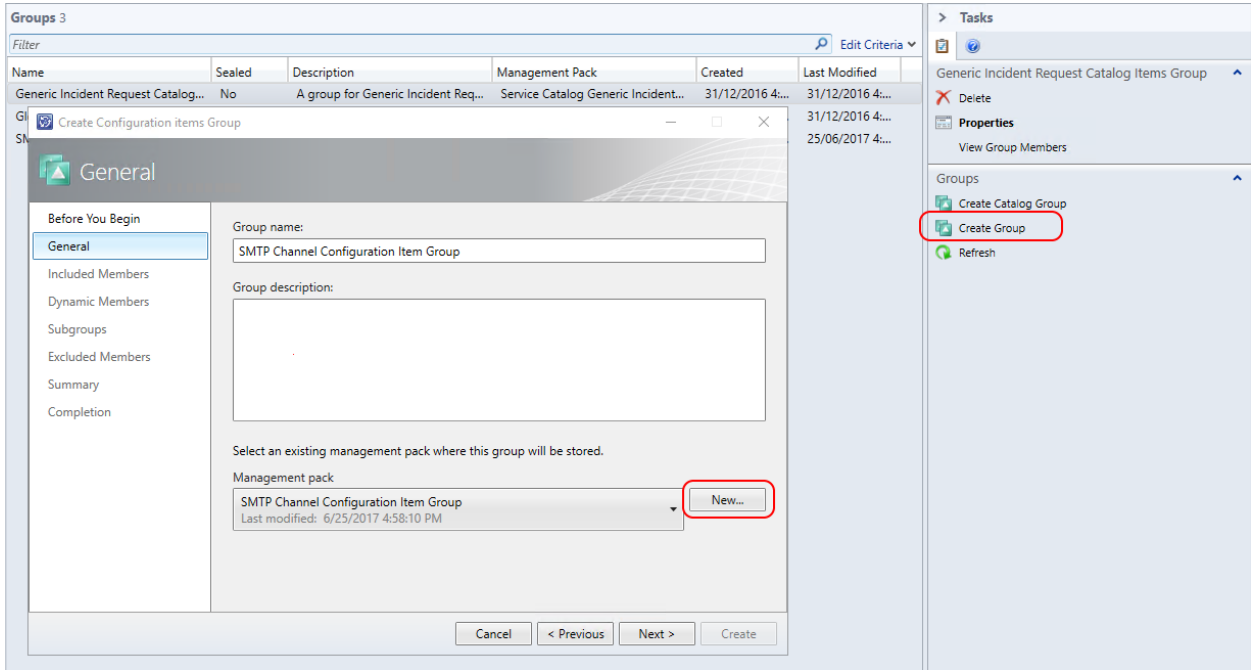
3 Manually Create Configuration Item Group for SMTP Projection Type

We have documented the manual steps for creating the **Configuration Item Group**, which would allow you to add it to an existing management pack or to a management pack that uses your naming conventions.

Step 1: Navigate to Groups

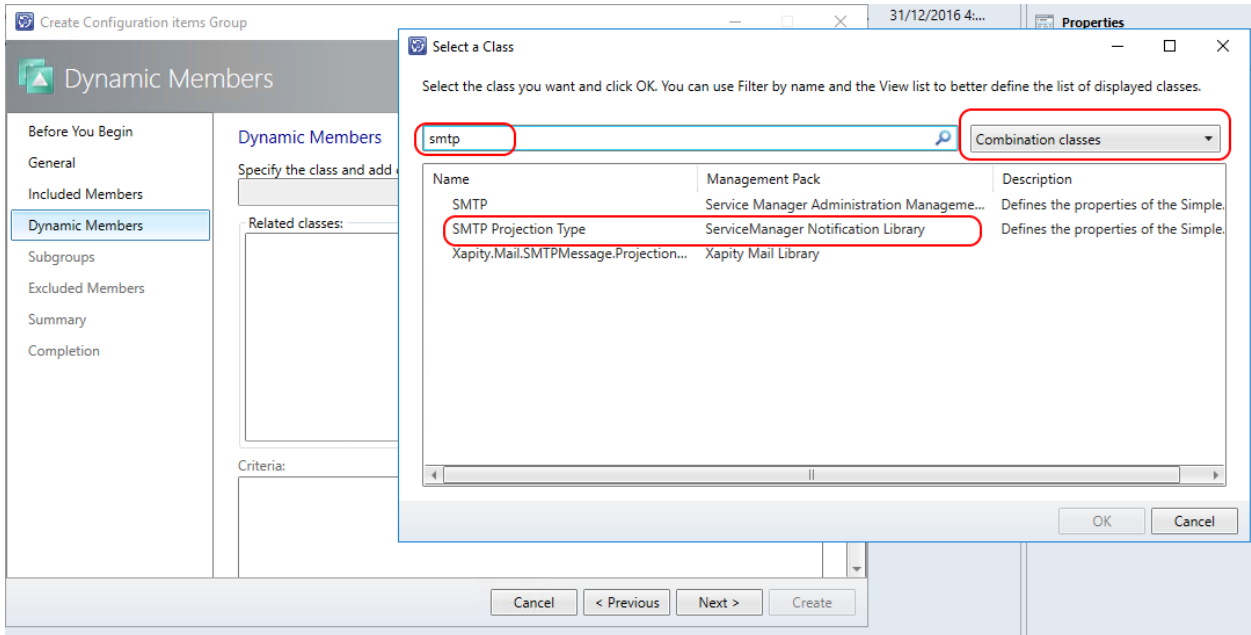


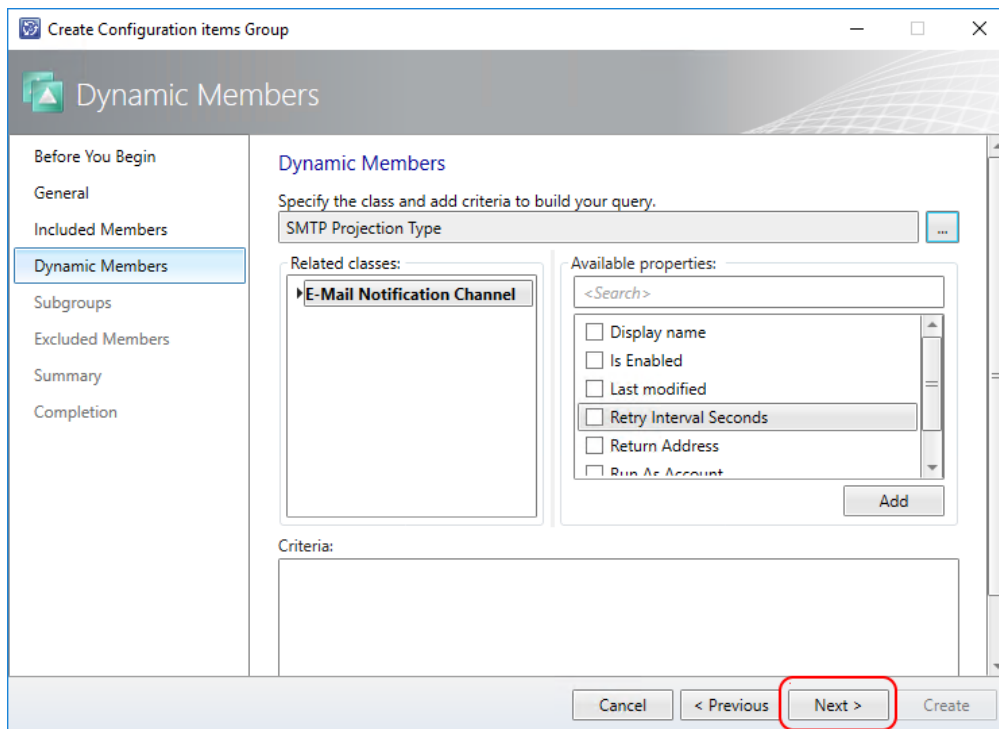
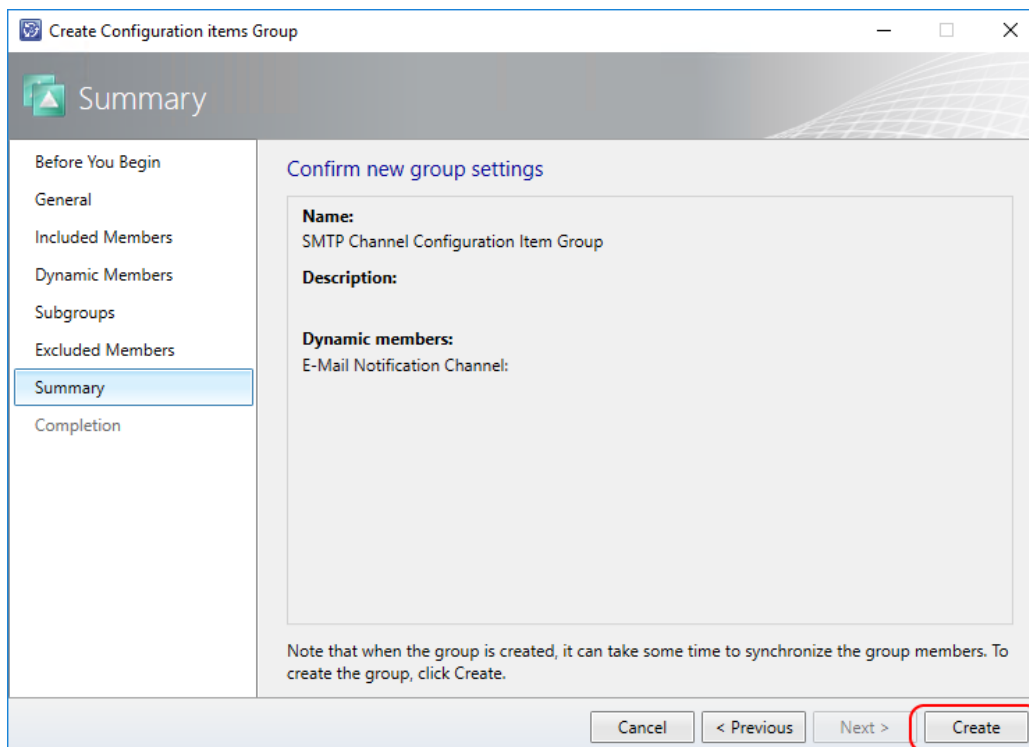
Step 2: Create Group and if required, save to **new** management pack



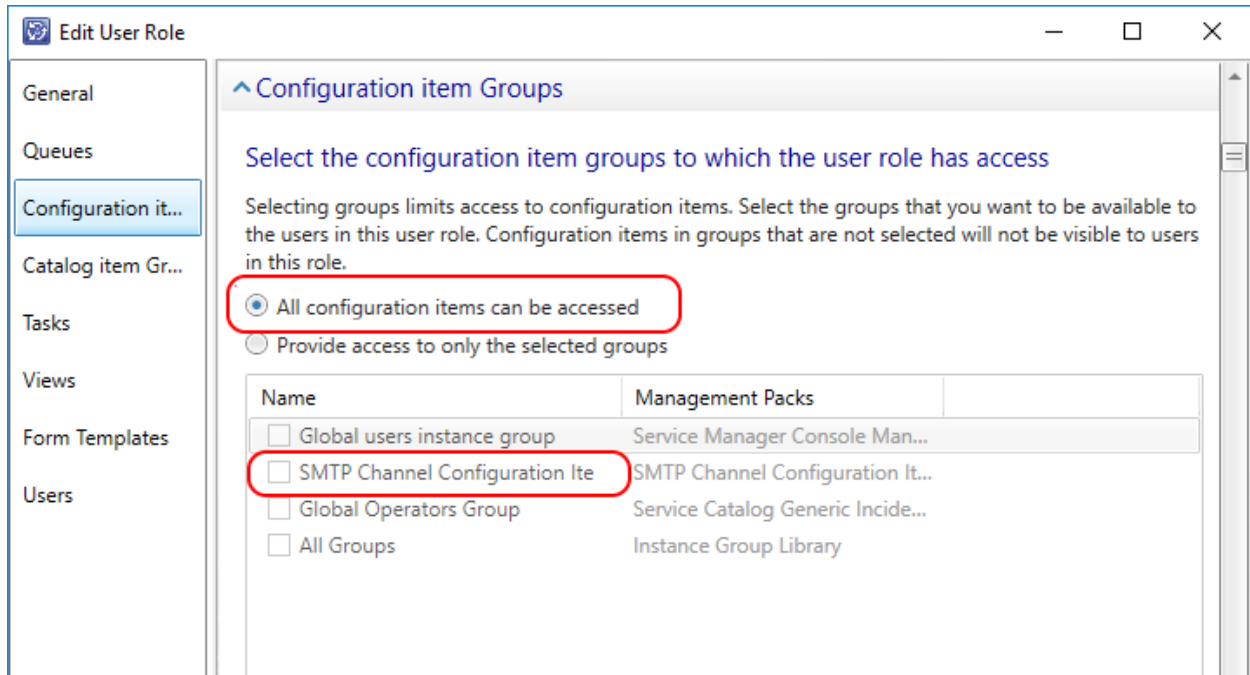
Step 3: Skip Included members.

Under Dynamic Members, choose **combination classes**, search for **SMTP** and then select **SMTP Projection Type**.



Step 4: No criteria is required. Click Next**Step 5: Finish the wizard by clicking Create.**

Step 6: Under Administration\Security\User Roles either assign **All configuration items can be accessed** or select the **new configuration item group** e.g. SMTP Channel Configuration Item Group



4 Xapity Support

For any support issues please contact support@xapity.com.