

# Griffith Service Manager (GSM)

## Thick client installation guide

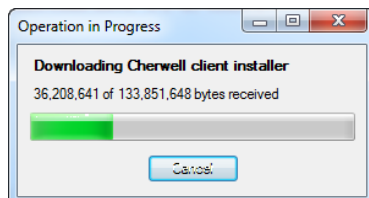
### Download GSM installer

The Griffith Service Manager (GSM) installer file can be downloaded directly from the Cherwell website.

1. Ensure you have an internet connection
2. Using any web browser navigate to the **Cherwell Auto-Deployment** website:  
<http://griffith.cherwellondemand.com/cherwellautodeploy/>
3. Click on the **Cherwell Service Management** link
4. If prompted save **AutoDeployDownloader.exe** installer file to a location on your hard drive
5. If the file auto downloads this will be saved to your default downloads folder

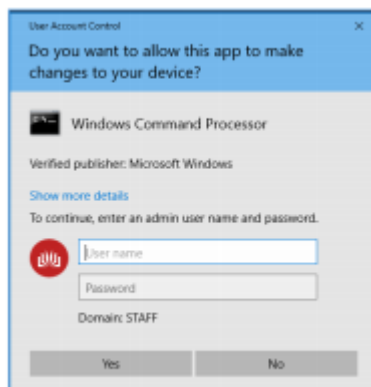
### Installing the GSM installer file

1. Locate the **AutoDeployDownloader.exe** installer file on your hard drive > double click to install the file > click **Run**
2. The **Operation in Progress** window will appear, wait for the download to complete

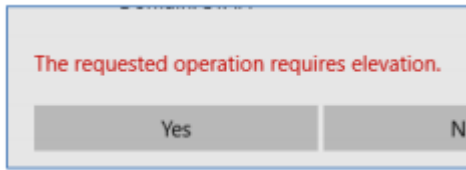


### Activate administration permissions

3. You will be prompted to authorise the change. Enter your staff number and password > click **Yes**



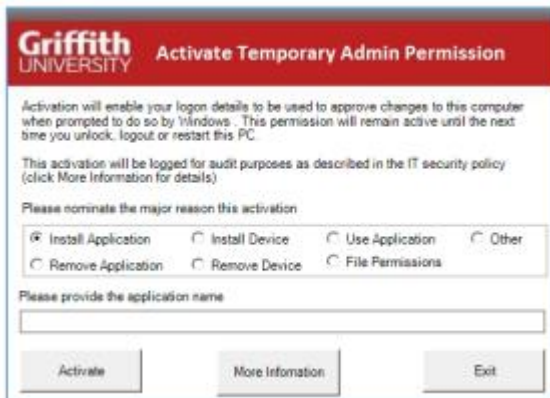
4. If you receive the following message after entering your credentials, it means that your account does not currently have administration permissions activated



5. Click **No** to exist, a “Change Authorisation Failed” popup will appear to enable you to activate temporary administration permissions



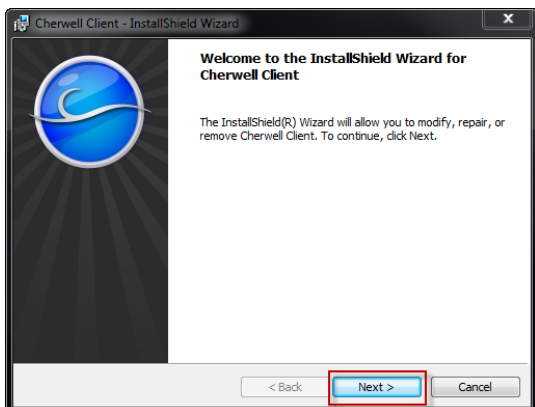
6. Click the **Activate** button
7. In the activate temporary admin permission application select **install application**



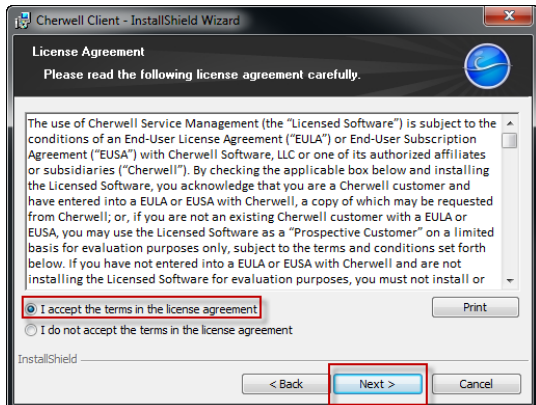
8. You will be prompted to authorise this change > click **Activate** to proceed
9. Once activated you will be prompted to login again

### Continue installation

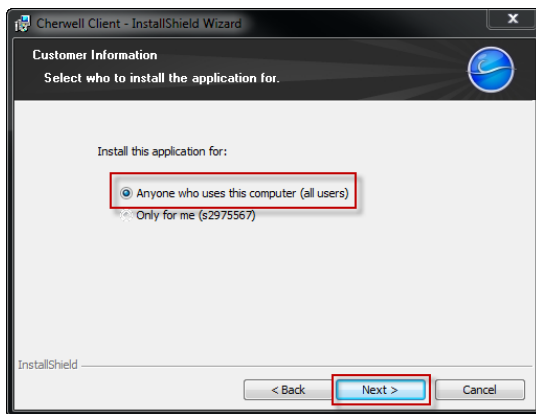
10. At the **Windows Installer** prompt > click **Yes** to allow the program to install
11. The **Cherwell Client – InstallShield Wizard** window will appear > click **Next**



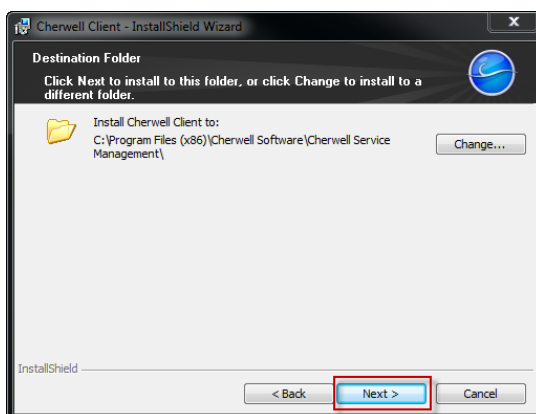
12. In **License Agreement** window > select **I accept the terms in the license agreement** > click **Next**



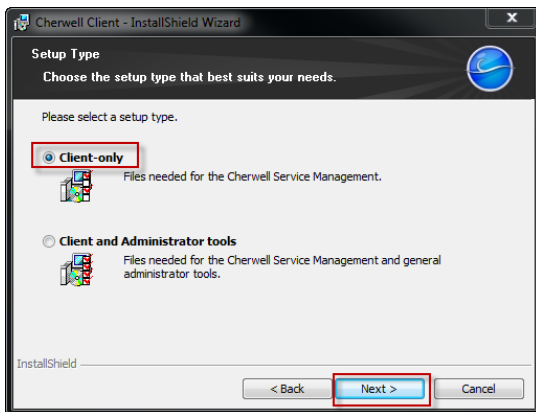
13. In **Customer Information** window > select **Anyone who uses this computer (all users)** > click **Next**



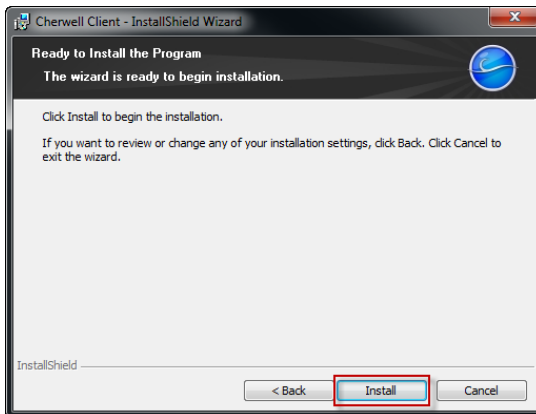
14. In **Destination Folder** window > click **Next**



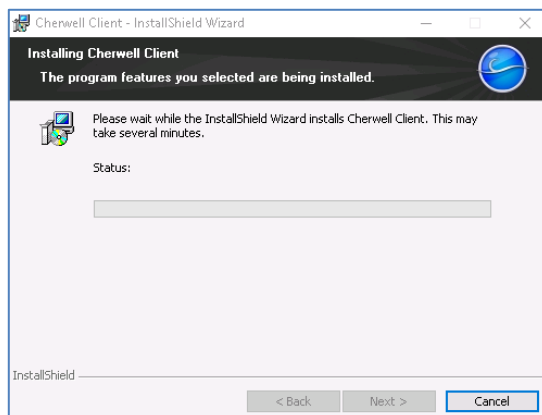
15. In **Setup Type** window > select **Client-only** > click **Next**



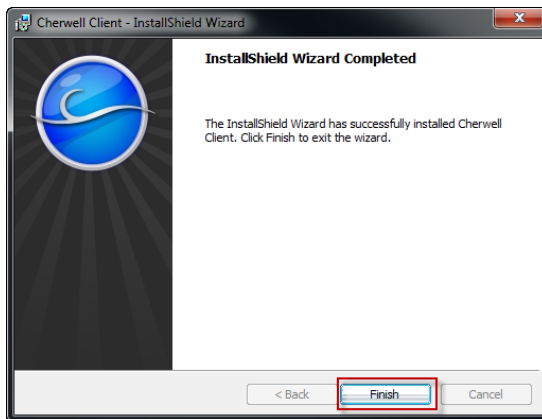
16. Click **Install** to begin the installation



17. The **Installing Cherwell Client** window appears (wait for the install to complete, no progress indicator will show)



18. Once the installation is complete > click **Finish**



19. The GSM thick client will now be installed on your computer  
NOTE: If prompted to upgrade the client, accept the request

## Log into GSM

1. Go to START > Cherwell Service Manager
2. Enter your sNumber and password at the Griffith Single Sign On window > click **login** > you will now be logged into your default Dashboard

## Add another GSM Connection

After following the instructions above to download and install the Cherwell client you can add additional connections to connect to other GSM environments, e.g. GSM Test and Production.

1. Open the 'Connection to Cherwell Service Management' window.

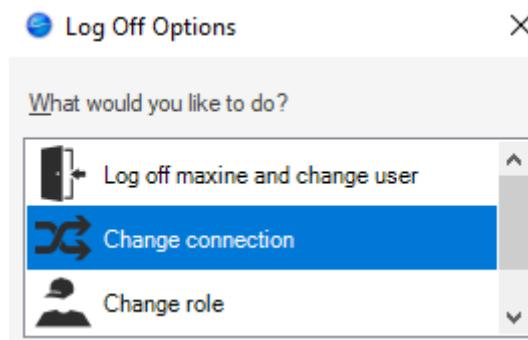
### Option 1:

- Hold down the Ctrl + Shift keys simultaneously then double click the blue Cherwell icon.
- The connection window will appear.

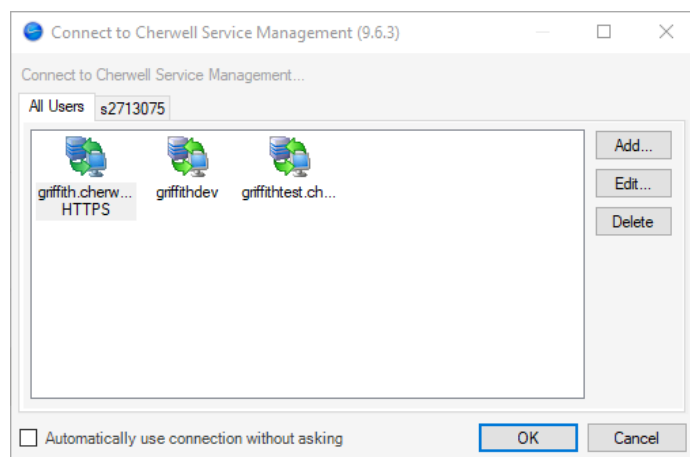


### Option 2:

- Login to the GSM environment you have access to.
- Then select File > Logout > Change connection.
- The connection window will appear.

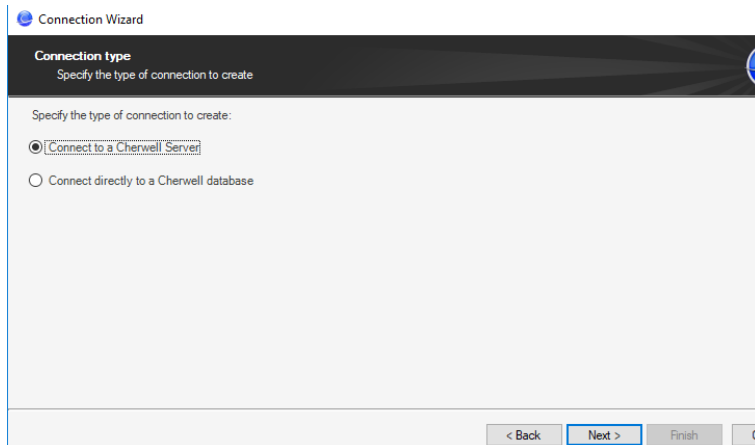


## Connection Window



2. Select Add
3. Click Next

4. Click Next in the Connection Type window



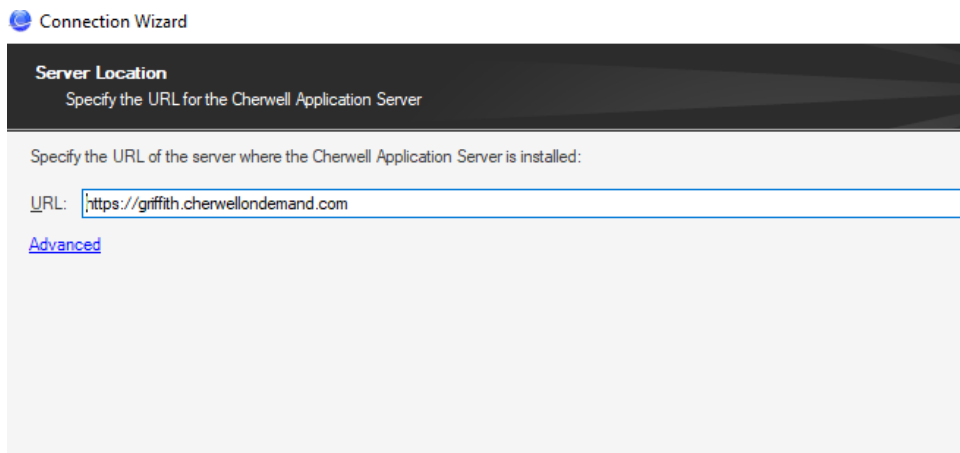
5. In the Server location window enter either of the following:

*GSM Production*

<https://griffith.cherwellondemand.com>

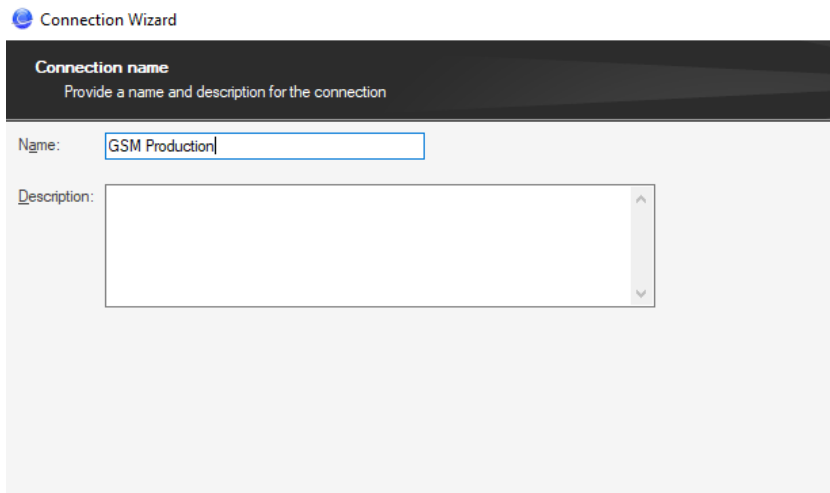
*GSM Test*

<https://griffithtest.cherwellondemand.com>



6. Click Next

7. Enter a name for the connection

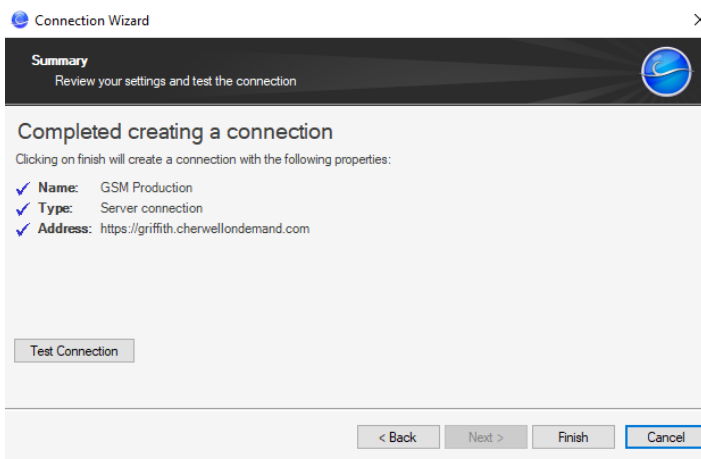


The screenshot shows the 'Connection Wizard' window. The title bar reads 'Connection Wizard'. The main header is 'Connection name' with the subtitle 'Provide a name and description for the connection'. Below this, there is a 'Name:' label followed by a text input field containing 'GSM Production'. Below that is a 'Description:' label followed by a large, empty text area with a vertical scrollbar on the right side.

8. Click Next

9. Click 'Test Connection'

10. Click Finish

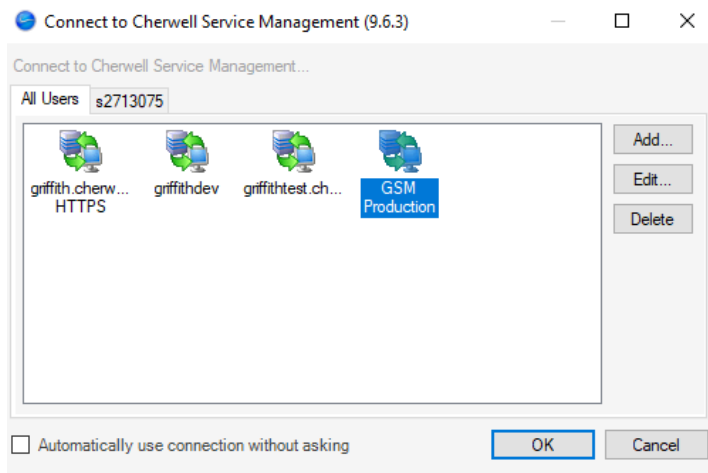


The screenshot shows the 'Summary' step of the 'Connection Wizard'. The title bar reads 'Connection Wizard' with a close button (X) on the right. The main header is 'Summary' with the subtitle 'Review your settings and test the connection'. Below this, it says 'Completed creating a connection'. A note states: 'Clicking on finish will create a connection with the following properties:'. Below this, there are three checked items: 'Name: GSM Production', 'Type: Server connection', and 'Address: https://griffith.cherwellondemand.com'. There is a 'Test Connection' button. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

11. The new connection will be added to the connection window.



## 12. Double click on the new connection to login



## Support

### *Requirements*

For additional inclusions for amendments to GSM:

- Contact the IT Service Centre to log a ticket (07) 3735 5555
- Log a ticket to the GSM Administration Team by using the following details to classify ticket
  - **Service:** Business Application
  - **Category:** Griffith Service Manager
  - **Subcategory:** Enhancement

### *Online resources*

Visit the Service Management Office website:

<http://intranet.secure.griffith.edu.au/computing/service-management> for self-help resources and reference guides

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