

Microsoft System Center 2012 R2

What's New in System Center 2012– Service Manager

Microsoft Corporation

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Applies To

System Center 2012 Service Pack 1 (SP1) - Service Manager

System Center 2012 R2 Service Manager

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Revision History

Release Date	Changes
October 17, 2013	Original release of this guide.
November 1, 2013	Minor updates to this guide.

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What's New in System Center 2012 for Service Manager

System Center 2012 Service Pack 1 (SP1) – Service Manager, and System Center 2012 R2 Service Manager have a number of new capabilities and changes outlined in this document. Each version of Service Manager has its own section covering what is new.

What's New

- [What's New in System Center 2012 SP1 - Service Manager](#)
- [What's New in System Center 2012 R2 Service Manager](#)

What's New in System Center 2012 SP1 - Service Manager

In System Center 2012 SP1, Service Manager provides bug fixes and new features. The following list summarizes the new functionality in Service Manager.

We urge you to read the [Release Notes for System Center 2012 SP1 - Service Manager](#) for details about known issues.

Chargeback

Chargeback helps you apply cloud-based pricing on Virtual Machine Manager (VMM) fabric and show that information to customers in order to minimize virtual machine oversubscription and underutilization. Chargeback illustrates how you can use System Center 2012 Service Pack 1 (SP1) in a cross-platform environment where you use multiple Service Manager components to achieve your business goals.

In Service Manager, chargeback consists of a new node in the Administration workspace, new OLAP data cubes, and sample Excel reports.

Improved Operations Manager Integration

An System Center 2012 – Operations Manager SP1 agent is automatically installed as part of Service Manager SP1. After Setup completes, you must manually configure the agent for use with the Operations Manager management server. The agent is compatible with System Center Operations Manager 2007 R2, System Center 2012 – Operations Manager, and System Center 2012 – Operations Manager SP1.

To validate that the Operations Manager Agent was installed, open Control Panel and verify that the Operations Manager Agent is present. To manually configure the Operations Manager agent, see [Configuring Agents](#).

SQL Server 2012 Support

All databases used by Service Manager are supported on all editions of SQL Server 2012.

Windows Server 2012 and Windows 8 Support

All Service Manager roles, except the Self-Service Portal SharePoint web parts, are supported on all editions of Windows Server 2012.

Windows 8 is supported for the Service Manager console and for end-users accessing the Self-Service Portal.

What's New in System Center 2012 R2 Service Manager

System Center 2012 R2 Service Manager is supported on the following operating systems:

- Windows Server 2012 R2
- Windows 8.1

For details about known issues, read the **Release Notes for Service Manager in System Center 2012 R2**.