

## January 2009 Edition

[www.stratacominc.com](http://www.stratacominc.com)

This is a monthly newsletter distributed by StrataCom, Inc.

To view past issues of our newsletter click [HERE](#).

## Tech Tips

### ServiceCenter 6.2 & Service Manager 7.1

**Q:** How can I make a fill box open a form instead of the query it already opens?

**A:** In order to do this you will need to edit the link file for that fill box. Select the link file associated with that form and then choose select line from the options menu and enter **\$fill.search.format="format.name"** in the expressions field. **"format.name"** is the name of the form that you would like the fill box to open instead of the default query.

**Q:** How do I add a button to the toolbar and not the Options menu?

**A:** Add a display option with a GUI number less than 50 and it will display on the toolbar. If it is greater than 50 it will show in the options menu.

**Q:** How do I view the modules I am licensed for in Service Center/Service Manager?

**A:** **Service Center 6:** utilities\administration\version information, **Service Manager 7:** System Administration\Base System Configuration\Monitoring\Version Information

**Q:** How do I change the navigation menu for a new user?

**A:** Go to the Operator record for that user and select the startup tab. Here you will notice that there is a Parameter Name string1 and the Value by default is Home. The Home value represents the Menu that the users will have on the left hand side when the application is launched. If you have created a new menu for a user it can be changed here.

Tech Tip questions? Contact Laura Walker at [lwalker@stratacominc.com](mailto:lwalker@stratacominc.com)

## Free Service Manager 7 Demo

### What is Service Manager?

HP's hybrid of Service Desk and ServiceCenter, Service Manager 7.0 merges these

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## Sales Team

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solutions into one.

HP Service Manager enables you to automate and integrate key IT processes such as incident, problem, change and release management. Service level management and catalog-based service request capabilities add further value. All processes are tied and enhanced by configuration management.

**Contact Laura Walker for a free demonstration at [lwalker@stratacominc.com](mailto:lwalker@stratacominc.com)**

Additional information on Hewlett Packard's Service Manager solution can be found on HP's site at:

[https://h10078.www1.hp.com/cda/hpms/display/main/hpms\\_content.jsp?zn=bto&cp=1-11-85%5E12473\\_4000\\_100\\_&jumpid=reg\\_R1002\\_USEN](https://h10078.www1.hp.com/cda/hpms/display/main/hpms_content.jsp?zn=bto&cp=1-11-85%5E12473_4000_100_&jumpid=reg_R1002_USEN)

## **StrataCom's Upgrade Services to Service Manager 7.0**

StrataCom is perfectly positioned to upgrade ServiceCenter and Service Desk clients to Service Manager. Having completed several upgrades in 2008, one of which Hewlett Packard plans to showcase as a success story (coming soon!), we have learned the gaps and can put together an accurate quote to successfully upgrade your environment.

Contact Laura Walker today to learn more about this valuable service: 701-232-5697 ext 27 or [lwalker@stratacominc.com](mailto:lwalker@stratacominc.com)

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## **Help Desk Institute 2009 Conference**

**Mandalay Bay, Las Vegas, April 3-6**

Whether you take one small step, one giant leap of faith, or something in between—move your career forward. Make progress. Stop hitting the snooze button on the changes you want to make in your technical support organization and the ideas you have for yourself and your team.

With extensive experience responding to the ever-changing needs of industry professionals, only the HDI 2009 Annual Conference & Expo offers the most comprehensive educational program— helping you to enhance your knowledge base, engage with the people driving change, and move forward.

Learn more at the [HDI Conference Website](#)

## **HP Software Universe 2009**

Save the date! HP Software Universe 2009 will be held at the Venetian Resort, June 16 – 19. Stay tuned for conference details to be released in future StrataCom monthly newsletters.

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# About StrataCom

## Our Talent. Your Success.

StrataCom began in 1997 by three enthusiastic consultants, Eric Krueger, Steve Jones, and Bill Rentfrow. After several years of consulting in the corporate world, they knew without a doubt that they had gathered enough exposure and experience to begin a company that knew how to do things not only right, but **GREAT**.

Eleven years later, our team pride ourselves on the fact that our clients can count on StrataCom to recognize the individuality of their business processes. We work diligently to maximize the return on your Service Management investments.

If you are considering any of the following initiatives related to Service Manager, ServiceCenter or AssetCenter, we would be thrilled if you would consider us!

- Implementation
- Customization
- Data Migration
- Integration
- Upgrade
- Business Process Consulting

Call today for a free consultation! 701-232-5697 ext 27

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