

## March 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 Tip

### ServiceCenter 6.2 & Service Manager 7.1

In order to display "old-style" menus in Service Manager 7, put the following in your login.DEFAULT format control.

```
$G.show.menu.forms=true
```

To Remove Header, complete the following steps:

- Launch services.msc
- Stop the Apache Tomcat service
- Go to the cwc\fw directory of your website and locate the file cwc\_fwHeader.jspf.  
For example out of the box with a website named sm using apache the directory would be C:\Program Files\Apache Software Foundation\Tomcat 5.5\webapps\sm\cwc\fw
- Remove the table from the jspf file
  - Remove all code from <table border="0" through </table>
- Replace <% with 0 like below from line 4 in the file cwc-fwHeader.jspf
  - <div id="cwc\_header" style="height:0= FrameworkBean.iHeadHeight %>px; z-index:1;">
- Save the file
- Start the Apache Service

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

## Curious about Service Manager 7.1

Service Manager 7.1 has been released! If you'd like to learn more about which features and functionality have been added and improved upon, please contact our sales team for more information and, if you are interested, a free demonstration!

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

Additional information on Hewlett Packard's Service Manager solution can be found

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#### Contact Us

[Service Manager and ServiceCenter Consulting Services](#)

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[Website](#)

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[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 or 7.1**

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 [walker@stratacominc.com](mailto:walker@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**

HP Software Universe 2009 will be held at the Venetian Resort, June 16 – 19!

From HP's website: This year we're focusing on initiatives that can deliver immediate improvements and rapid ROI. Come prepared to roll up your sleeves and get into technical detail that will help keep your business on track today and lead the recovery tomorrow. We've planned a comprehensive working agenda that addresses topics you've requested and focuses on understanding, implementing, and optimizing your HP solutions to reduce cost and increase efficiency. General IT topic areas include business applications, IT operations, information management, and business intelligence.

Learn more at the [HP Software Universe 2009 Website](#)

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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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