

StrataCom Whitepapers

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StrataCom Expertise

HP Service Manager
HP ServiceCenter
HP Asset Manager
HP AssetCenter
uCMDB
DDM
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StrataCom Services

Implementations
Upgrades
Customizations
Gap Analysis
Business Process Consulting
ITIL Process Consulting
Reporting and Metrics
Managed Services
Project Management
Remote Administration
Database Conversion

Contact Us

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StrataCom Whitepaper

Tab Issues Starting

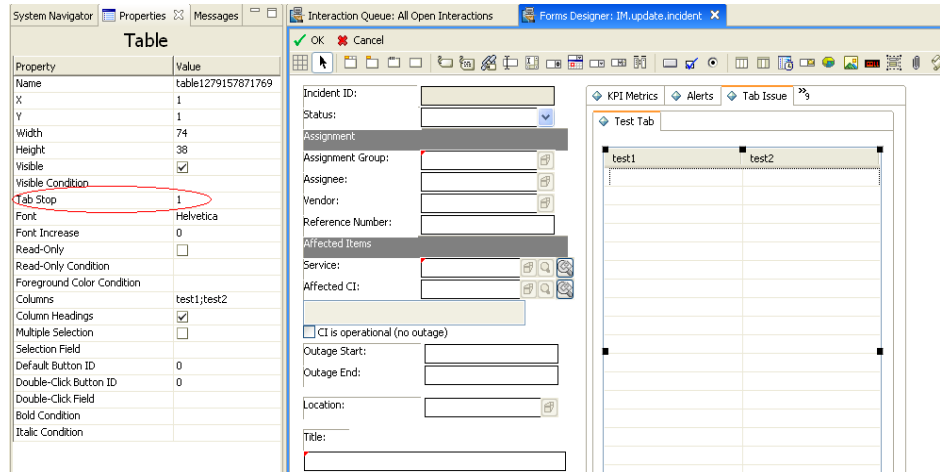
Have you ever had a problem with Service Manager 7 displaying the wrong tab on a form? There are a few common possibilities that can cause this issue in Service Manager 7.

First always make sure that every field and label on the form has a name and verify the tab stops are in the desired order you would like.

In Service Manager 7 a table with a tab stop number not equal "0" can cause a form to default to the wrong tab.

To correct this issue try the following steps

1. Open forms designer
2. Locate your form
3. In design mode select the table located on the tab
4. Set the table tab stop to "0"
5. Repeat if you have any other tables on the other tabs
6. Click OK to exit design mode
7. Click OK to save changes



Last once can use the RAD Application fill.fc on a formatctrl subroutine to auto fill a field on display of the form cause the form to load to the incorrect tab, again showing a tab that has a table on it. Unfortunately we have not found a workaround to use the fill.fc when this happens and have had to find another option to fill the fields necessary to fill in.

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- Formatting and laying out data on an email message is difficult.
- Out of the box, text fields truncate at 60 characters for each line. While this can sometimes be tweaked, it's difficult to get exactly what you want.
- Long and complex expressions on the notification condition can make the where and when of notifications hard to exact.
- Expressions and optional message content based on criteria other than the data in the record may be difficult to provide.

Some old methods for producing complex notifications include avoidance of the OOB conditional criteria and utilizing a ServiceCenter script to decide when and where to send the notifications. These scripts then interface directly into the notification engine to send their notifications. This was used when Administrators could not accurately create their notifications within the limitations of the Notification file.

For text fields, setting the field to array and the line length to -9, this may expand the full text of the text field. This solution does not always work reliably and requires lots of tweaking sometimes to get what you want.

Sending notifications to a group email address can also be accomplished by creating a contact record for the group and storing the group email address on that record. If you do decide to use this as a method for using the group email address, it is a good idea to hide those group names from the standard links and lookups on the contacts file.

Since ServiceCenter 6+, the landscape of notifications has exploded. While the notification engine itself has not changed, users now have the ability to use jscall's to use Javascript in place of any of the subject, expression, notification, recipient fields to return exactly what you want.

Javascript allows for very complex expressions to be coded. Using Javascript to format your notification allows your email to look exactly as you want. You can code the Javascript to return the body and text of your notification to get what you want. You'll get all of the text in those long text fields and even be able to substitute information in the printed email based on other information stored in the record.

Javascript can also be called to handle those complex recipient conditions and swap email addresses, send to two addresses for an individual, send to a mobile device and/or escalate to a manager.

Service Manager offers many opportunities to clean up and customize the notification engine to produce crisp, clean notifications to your users and clients. Interfacing Javascript with the out of box notification engine allows for much more sophisticated email output.

