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HP Service Manager
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DDM
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Implementations
Upgrades
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Gap Analysis
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Managed Services
Project Management
Remote Administration
Database Conversion

Contact Us

Laura Walker

Director, Business Development

701-232-5697 x27

lwalker@stratacominc.com

StrataCom Whitepaper

Unlocking the Database

Moving your Service Manager (SM) database from one instance of the application to another is an important process for any SM developer/manager. It can be used to keep your all your environments (PROD, DEV, TEST, etc) in sync. It can also be used to switch from your main application server to a backup one with minimal downtime.

When SM is first installed, it creates a record ("scdb.system") in the INFOOLDM1 table. This record is tied back to the machine on which the install was originally performed. This may cause problems if you copy or point the database to another instance. Fortunately there is a parameter for SM that resets the scdb.system record. This will basically remove the scdb.system record from the INFOOLDM1 table, and as a result, remove the potential for any machine name errors.

This command will also be useful to those who are using a cluster setup and have encountered scdb.system lock issues with one or more of the nodes trying to access the database. By running this command, it will allow all the nodes access to the database information that they need, thus eliminating the errors.

Syntax: sm -unlockdatabase

Run Location: RUN directory of the new install of SM 7.11 or higher



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Then in the post fill expressions we need to add code to use the correct telephone number based on the value of priority (always cleanup your used variables)

```
if (priority in $File="low") then (contact.phone in $File=$work.num);
```

```
if (priority in $File="high") then (contact.phone in $File=$cell.num);
```

```
cleanup($work.num);cleanup($cell.num);
```

- This same technique could be used in a variety of ways including conditional fill of other fields based on certain fill values or even modifying the values that are being generated by a fill. Although the code we used is rather simple, it is powerful and indeed a valuable tool in Service Manager.

