Technical Bulletin Unwired Accelerator™ 8.0 and Remedy AR for Windows 2003 and XP

Document ID: DC00642-01-0800-01

Last revised: October 17, 2007

Торіс	Page
1. Introduction	2
1.1 Requirements	2
1.2 Limitation	3
2. Creating a mobile application with Remedy	3
3. Creating a Remedy Web service	3
4. Creating a mobile application	8
4.1 Creating the master application	8
4.2 Creating the update application	16
4.3 Creating the insert application	22
4.4 Linking the applications	28
4.5 Linking parameters to add multilevel lookup	29
5. Deploying a Remedy mobile application	35
6. Creating a mobile application with Remedy AR 7.0	35
6.1 Creating a Remedy Web service	35
6.2 Creating the master application	40
6.3 Creating the update application	44
6.4 Creating the insert application	49
7. Configuring UA 8.0 and Remedy AR	56
7.1 Configuring CSI Remedy AR security provider	58
7.2 Configuring for Remedy AR system version 7.0	58
8. Remedy mobile application samples	59
9. Troubleshooting	59
9.1 Troubleshooting tools	61

Copyright 2000-2007 by Sybase, Inc. All rights reserved. Sybase trademarks can be viewed at the Sybase trademarks page at http://www.sybase.com/detail?id=1011207. Sybase and the marks listed are trademarks of Sybase, Inc. ® indicates registration in the United States of America. Java and all Java-based marks are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries. Unicode and the Unicode Logo are registered trademarks of Unicode, Inc. All other company and product names mentioned may be trademarks of the respective companies with which they are associated.

1. Introduction

This document describes how to create mobile applications using Unwired Accelerator (UA) 8.0 Mobile Web Studio and Remedy Action Request (AR) system version 6.0.x or 7.0.x.

A Common Security Infrastructure (CSI) security provider is available for the Remedy AR system Version 6.0.*x*. The CSI security provider implements authentication and role-based access checks against the Remedy AR system. See "Configuring CSI Remedy AR security provider" on page 56, and the *UA* 8.0 Installation Guide for information.

Note The instructions in this Technical Bulletin show Remedy AR 6.0.x examples. Most procedures are the same in Unwired Accelerated, regardless of the Remedy AR system version. See "Creating a mobile application with Remedy AR 7.0" on page 35 for Remedy AR 7.0.*x* examples that are different.

1.1 Requirements

This document assumes you have already installed Unwired Accelerator 8.0 and EBFs on Windows 2003 or XP, and have installed a Remedy AR system. Current EBFs include:

- UA 8.0 with Remedy 6.0.x requires EBF #13973
- UA 8.0 with Remedy 7.0.x requires EBF #14516

If you have not already installed these products, see the UA 8.0 Installation Guide and Release Bulletin, and Remedy AR system documentation.

You must set up the Remedy AR system server, and configure the CSI Remedy security provider to use integrated security. See "Configuring the Remedy AR System security provider" on page 56.

Note To use UA 8.0 with Remedy AR system Version 7.0.*x*, install patch 4. See "Configuring for Remedy AR system version 7.0" on page 58.

This document also assumes that you are familiar with Remedy AR System and Web services.

1.2 Limitation

The CSI 3.0 security provider is not certified with Remedy AR 7.0.x.

2. Creating a mobile application with Remedy

The basic process for creating a Remedy mobile application is:

- 1 Plan the Remedy mobile application, including which Remedy Web services to expose, and the mobile application capabilities required.
- 2 Expose any required Remedy Web services using the Remedy Administration GUI. See "Creating a Remedy Web service" on page 3.
- 3 Create the mobile application using UA 8.0 Mobile Web Studio. Include multilevel lookups and linked parameters as needed. See "Creating a mobile application" on page 8.
- 4 Deploy the mobile application to your mobile device. See "Deploying a Remedy mobile application" on page 35.

See the sections that follow for detailed procedures.

3. Creating a Remedy Web service

This section provides an overview of how to expose Web services in Remedy AR system Version 6.0.x. For detailed procedures, see the Remedy Administrator documentation.

Table 1 shows the Web services in the Remedy AR system Version 6.0.x example:

Table 1: Web services used in the Remedy AR 6.0.x example

HelpDesk_Query_Service	GetListBy_Requester_FullName
HelpDesk_Modify_Service	SetBy_Case_ID
HelpDesk_Submit_Service	Create_HelpDesk_Case

See section "Creating a Remedy Web service" on page 35 for Web services used in a Remedy AR system Version 7.0.*x* example.

Exposing Remedy Web services

1 Open the Remedy Administrator and enter your login information.

- 2 Select Servers | *Host* | Web Services, where *Host* is the name of the Remedy server, such as ITSM60demo. Right-click Web Services, and select New Web Service.
- 3 In the New Web Service window, make entries for the Web service. Figure 1 shows example entries for HelpDesk_Submit_Service.

Figure 1: New Web Service window

Modify Web Service - Hel	Desk_Submit_Service (itsm60demo)	
Web Service WSDL	Permissions Change History Help Text	<u> </u>
Basic Info		
<u>N</u> ame:	HelpDesk_Submit_Service	
<u>B</u> ase Form:	HPD:HelpDesk	
Ser⊻ice Type:	document - literal	
⊻ML Schema:	Lgad Options	
Additional Info		
Label:		
Description:	Create an entry in Helpdesk form	
Operations Operations Create_Helpo Name Create Type Creat Qualification	esk_Case ©opy Modify Bemove a_Helpdesk_Case a_Helpdesk_Case Mappings Input Mapping Dutput Mapping ■ ▼ Options ■ ▼ Z & = T = < > < > LIKE AND OR NOT	

4 Click Input Mapping to define the input mapping. Figure 2 shows example input mapping entries for HelpDesk_Submit_Service.

apping - CreateInputMap		
XML Data Type Source XML Schema C XML Schema Gene	hoose	
Forms Restricted List Forms Restricted List Restricted List Restricted List Restricted List Restricted List Restricted List	Add Map UnMap	XML Data Type Support XSIType • Root Case_Type • Case_ory Department • Description Escalated • Hotist Item • Office Orig_Submitter • Pending Phone_Number • Priority Region
Form/Field Info XML Element Info HPD:HelpDesk /R00T Case Type /R00T/Case_Type Category /R00T/Casegory Department /R00T/Department Description /R00T/Description Escalated? /R00T/Escalated	MapType Form Mapping Field Mapping Field Mapping Field Mapping Field Mapping Field Mapping	Mapping Info

Figure 2: Input mapping window

Click OK.

5 Click Output Mapping to define the output mapping. Figure 3 shows example output mapping entries for HelpDesk_Submit_Service.

Mapping - CreateOutputMap				
C XML Data Type Source C XML Schema C Lustomized	Choose Generate & Map]		
Forms Restri	Add Add Add Add Add Add Add Full Name Login	Map UnMap	XML Data Type	Support XSIType
Form/Field Info XML Ele HPD:HelpDesk /R0DT Case ID+ /R0DT/	ment Info Case_ID	MapType Form Mapping Field Mapping	Mapping Info Primary Key = Case ID+	Þ

Figure 3: Output mapping window

You can leave the ROOT element unmapped, but the Case_ID entry is mapped to the HPD:HelpDesk entry in the Remedy Form.

Click OK.

- 6 Click the Permissions tab to assign the appropriate permissions to the Web Service. From the No Permission list, select Public and click Add.
- 7 From the main menu, select File | Save | Web Service to save the Web Service.
- 8 Verify the WSDL is accessible from the Remedy middle-tier server.
 - a Click the WSDL tab.
 - b Edit the WSDL URL field according to the instructions on the tab.
 - c Click View.

d A WSDL, similar to the one shown below, displays, which indicates the WSDL is accessible from the Remedy AR middle-tier server; you can use it from Unwired Accelerator to create the Web service. An error message indicates the WSDL is not accessible from Remedy AR; you will not be able to use it from Unwired Accelerator.

Figure 4: Remedy WSDL file

Modify Web Service - HelpDesk_Submit_Service (itsm60demo)	_ 🗆 🗵
Web Service WSDL Permissions Change History Help Text	
NOTE: For Mid Tier 6.3, depending on permissions, you must insert public or protected into your URL after WSDL. WS with public permissions, insert public, otherwise insert protected.	
Example: http:// <midtier_server>/arsys/WSDL/public/<servername>/sample</servername></midtier_server>	
Specify mid-tier's WSDL handler URL	
http://itsm60demo/arsys/WSDL/public/itsm60demo/HelpDesk_Submit_Service	
<pre><?xml version="1.0" encoding="UTF-8" ?> - <wsdi:definitions targetnamespace="um:HelpDesk_Submit_Service" type="s:CreateInputMap" xmlns:="http://schemas.xmlsoap.org/wsdl/" xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/" xmlns:soapenc="http://schemas.xmlsoap.org/wsdl/" xmlns:wsd="http://schemas.xmlsoap.org/wsdl" xmlos:schemat.name="Create_Helpdesk_Case"> </wsdi:definitions></pre>	

Once complete, you can use the Web Service in Unwired Accelerator to obtain and link the Case_ID values automatically to Remedy applications created in UA.

4. Creating a mobile application

This section shows how to use the Web Service Element wizard to create a master Remedy application, and manually link it to update and insert applications. It also shows you how to add multilevel lookup functionality using the linked parameters mechanism. You can use the resulting application with other applications to mobilize the data on the Remedy server and deliver it to your handheld devices.

4.1 Creating the master application

This section describes how to create a master application called GetHelpDeskList, using a Remedy HelpDesk Web service example. See the *UA 8.0 Developer's Guide* for additional information about Web Service Element.

Creating the GetHelpDeskList application

- 1 From Mobile Web Studio, select Applications in the left pane, select New in the Application Manager Status menu, and click the New button to launch Application Builder.
- 2 Click the down arrow to the right of Add, and select Web Service Element.
- 3 In the Web Service Element Definition window, make sure the WSDL option is selected, then identify the Web service to use:
 - a In WSDL URL, enter:

http://ITSM60Demo.sybase.com/arsys/WSDL/public/ITSM60Demo/HelpDesk_ Query_Service.

Note You must replace the strings *ITSM60Demo* with the host name and the middle-tier server specific to your own installation.

For example:

http://uademo-remedy.try.sybase.com/arsys/WSDL/public/ITSM60Demo/ HelpDesk_Query_Service

- b Click Get Method. Several methods are returned.
- c In Method, select
 HelpDesk_Query_ServicePortType:GetListBy_Requester_
 FullName from the list.

G Mobile Web Studio - Nev	v Element		Неір	Close
Web Service Element Definition		« Sack	Next »	Finish
	_			<u>^</u>
Service Type:	• wspL			
Use Standardiantian XOLT.	O UDDI Key UDDI Registry: Microsoft Test Registry			
	sieber Application:	1		
WSDL UKL:	pry.sybase.com/arsys/wsuc/public/115Mbbbemo/Helpbesk_Query_service Get Hetmo	Authenticati ?	on: L	
Method:	HelpDesk_Query_ServicePort i ype: GetListBy_Requester_FullName FileName	: [_	
Enable Grid Rules:	Define Login Method: Enable BASIC Authentication:	Advanced		
Content XSLT:	search Pearsh	Clear	Greate	
	Search	UBBI		
			I	nput
Please enter values for follo	wing input parameters			
				~
Done			🌶 Internet	

Figure 5: GetHelpDeskList application Web service

- 4 Make sure Enable Grid Rules is selected.
- 5 In the Web Service Element Definition window, define an XSLT template, which transforms output from XML format to the grid format required to build mobile applications:
 - a Next to Content XSLT, click Create.
 - b In Web Services Output XSLT Template Customization, enter:
 - Name enter a name such as GetHelpDeskList.
 - Roles click Add All to add all the roles to Assigned Roles.
 - Select Output Parameters for Display highlight a parameter, such as getListValues.Requester_Name. The value displays in Update Output Display Name.

• Select Node Level That Contains One or More Child Records – click Select.

The Select Node Level window displays. Select getListValues, and click OK. The selected value displays in the field.

Figure 6: HelpDeskList application XSLT template

Web Services Output XSLT Temp	ate Customization	Save	Close
Name: GetHelpDeskList			
Roles: Available Roles	Assigned Roles		
	PortalGuest		
add +	StudioAdmin		
(remove	everybody manager		
(remove all)	superuser		
Select Output Parameters for Dis Available:	play: Selected:		
Add	I> s.Phone_Number 🔺		
Add A	s.Priority s.Region		
< Rem	s.Request_Urgency		
	s.Requester_Name	r	
< Rem			
Update Output Display Name:			
Requester_Name			
Select node level that contains o	ne or more child records <u>Select</u>		
getListValues			
Content XSLT File:			
Done		🛞 Internet	

- c In the Web Services Output XSLT Template Customization Window, click Save, then click OK in the confirmation window.
- 6 In Web Service Element Definition window, enter input parameter values:
 - a Click Input to display input parameters.
 - b Make entries in the input parameter fields for which you want to establish default values. This example uses Demo for user name, and Steve Security for Requester_Full_Name.

Mobile Web Studio - Nev	v Element	Help Close
Web Service Element Definition		« Back Next » Finish
	_	<u> </u>
Service Type:		
Use Standardization XSLT:	Siebel Application:	
WSDL URL:	ry.sybase.com/arsys/WSDL/public/ITSM60Demo/HelpDesk_Query_Service Get Method	Authentication: 🗆
Method:	HelpDesk_Query_ServicePortType:GetListBy_Requester_FullName Config JSK FileName	¦□
Enable Grid Rules:	☑ Define Login Method: □ Enable BASIC Authentication: □	Advanced: 🗆
Content XSLT:	GetHelpDeskList Search	Clear Create
UI XSLT:	Search	Clear
		Input
Please enter values for follo	wing input parameters	
	HEADER.AuthenticationInfo.password:	
	HEADER.AuthenticationInfo.authentication:	
	HEADER.AuthenticationInfo.locale:	
	HEADER.AuthenticationInfo.timeZone:	
	GetListBy_Requester_FullName.Requester_Full_Name: Steve S	ecurity
		*
Done Done		internet

Figure 7: GetHelpDeskList application input parameters

- c Click Next.
- d When you are asked if you want to proceed even though the parameters are not all filled in, click OK.
- 7 In the Define window, select Records Contain Labels, accept 1 to indicate the first row is a header row and not a data row, and click Next.
- 8 In the Filter window, click Next.
- 9 In the Configure Parameters window, configure the input parameters:
 - a Configure select the boxes for the parameters you want. For this example:
 - _HEADER.AuthenticationInfo.userName

• GetListBy_Requester_Fullname.Requester_Full_Name

Note The selected parameters move to the bottom of the list as they are selected, in the order selected.

- b Display Name for the selected parameters, change the name to make it shorter or easier to read:
 - _HEADER.AuthenticationInfo.userName change to User Name.
 - GetListBy_Requester_Fullname.Requester_Full_Name change to Requester Name.
- c Optional. You could make additional modifications to the configuration parameters using Table 2 as a guide. For this example, accept the default values.

Field	Description			
Position arrows	Changes the order of the parameters using the position arrows.			
Display Name	Modifies a display name so it is ea the same display names used in the	Modifies a display name so it is easier to read or shorter. However, it is important to use the same display names used in the XSLT template definition for all parameters.		
Default Value	Assigns a default value.			
Туре	Assigns a display type for the p be used in the mobile application	Assigns a display type for the parameter; the type determines how the value will be used in the mobile application:		
	None	Hides parameters in the setup window.		
	Text Field	Displays text.		
	Calendar Date	Displays a calender for selecting a date.		
	Password	Masks the password.		
	Select	Creates a list of values.		
	Text Area	Displays text.		
	Boolean	Indicates a true or false, or yes or no choice.		
	Grid	Indicates a grid format.		
	Linked	Indicates that linked parameters are used. The Add and Clear buttons display when Linked is selected, enabling you to link to a linked parameters application, such as LinkedRemedyParams.		
Personalize	Used to personalize the entry.			
Key	Used to indicate a key for personalization.			

Table 2: Configure Parameters fields

Field	Description				
Kind	Identif	ies the kind of parameter:			
	Search		Search for a value.		
	Update		Update a value.		
Required	Identif the mo	tifies required parameters. The required fields are marked with an asterisk on nobile application.			
		d Select Next.			
	10 The Preview window displays. In Element Name, enter GetHelpDeskList and click Finish.				
	11 In Application Builder, click Save.				
	12	12 On the Finish window, make these entries (accept the defaults for all other fields):			
		Mobile tab Select Make	Available For Disconnected Mobile Devices.		
		Roles tab Click Add Al	l to add all roles to this application.		
	13	Click Finish to save the application, and click OK to confirm.			
	 Optional. In Application Builder, select Params, then click Next to vie the parameter settings. The Configure Parameters window displays, as shown in Figure 8 on page 14. Click Close to exit Configure Parameter Note If you choose to change the parameter settings, be sure to click Save then return to Application Builder and click Save, and OK to confirm. 				

Configure P	arameters		[Step 2] Set	up Configuration			Help	Close
Advance Enter Se	tup Description HTML	:		1			back	Save
Unique C	onfigurable Paramet	ers						
Position	Display Name	Component	Default Value	Display Type	Personalize	Key	Kind	Required
<u>.</u>	User Name		Demo	Text Field 💌	-	v	Search 💌	
A.W.	Requester Name		Steve Security	Text Field 💌	-	v	Search 💌	v
Instructions:								
Displayed abo Provide a "I Select "Disp Enter in HT	ve are all the unique Default Value" and "D Dlay Type = None" to ML for the setup desc	variable CGI Parameter: isplay Type" for each pa hide parameters in the s ription in the entry box.	s. Irameter. setup window.					
🙆 Done							💣 Internet	11.

Figure 8: GetHelpDeskList parameters

- 15 In Application Builder, click Close in the upper-right corner to close the window.
- 16 When you return to the Mobile Web Studio main window, select New from the Application Builder Status menu. The GetHelpDeskList application displays in the detail pane.
- 17 In Mobile Web Studio, right-click the GetHelpDeskList application in the detail pane, and select Approval Status | Approved.

Click OK to confirm.

- 18 Select Approved from the Application Manager Status menu. You see the newly approved GetHelpDeskList application in the detail pane.
- 19 Optional. Select GetHelpDeskList and click Preview to view the application. Required fields are marked with an asterisk.

You have successfully created the master Remedy application.

Optional. Viewing the XSLT template definition

When creating Remedy application with linked parameters, it is important to use the display names used in the XSLT template definition to help ensure that your parameters work once the application is deployed to mobile devices. This section describes how to obtain the display names, so you can use the information as a reference.

- 1 From Mobile Web Studio, select Templates in the left pane, select Approved in the Application Manager Status menu.
- 2 In the right pane, select the XSLT template, such as GetHelpDeskList, and click Preview. The contents shows Display Names used in the XSLT template:

Assignee_Login_Name Case_ID Case_Type Category Create_Time Department Description Item Office Phone_Number Priority Region Request_Urgency Requester_Login_Name Requester_Name Site Source Status Submitted_By Summary Type Assignee_Login_Name 1 Case_ID 2 Case_Type 3 Category 4 Create_Time 5 Department 6 Description 7 Item 8 Office 9 Phone_Number 10 Priority 11 Region 12 Request_Urgency 13 Requester_Login_Name 14 Requester_Name 15 Site 16 Source 17 Status 18 Submitted_By 19 Summary 20 Type 21

> 3 For any of these parameters, be sure to use the display name format shown when configuring the display name for additional applications. For example, always use "Assignee_Login_Name," and not "Assignee Login" or Assignee Login Name."

For parameters not shown here, you can change the Display Name format.

- 4 Close the window to exit the Preview window.
- 5 Optional. You can select GetHelpDeskList and click Edit to see detailed information about the XSLT template definition. Click Close to exit the window.

4.2 Creating the update application

In this procedure, you will create an application called ModifyHelpDeskCase, which allows you to update designated fields according to the specified Case_ID on your handheld device. When you save the updates, they are cached until the next synchronization. The updates are then pushed to the UA server, then applied to the Remedy server through the associated Web service method.

Note You may encounter a series of CCL, SOAP, and Java messages while doing this procedure. These are typically Remedy messages in SOAP format that are not processed by Unwired Accelerator. You can ignore the messages, and continue the procedure. As long as you can save the application successfully later in the procedure, the mobile application is created. If you cannot save the mobile application later it indicates another problem.

Creating the ModifyHelpDeskCase application

- 1 From Mobile Web Studio, select Applications in the left pane, select New in the Application Manager Status menu, and click the New button to launch Application Builder.
- 2 Click the down arrow to the right of Add, and select Web Service Element.
- 3 On the Web Service Element Definition window, make sure the WSDL option is selected, then identify the Web service to use.
 - a In WSDL URL, enter: http://ITSM60Demo.sybase.com/arsys/WSDL/public/ITSM60D emo/HelpDesk_Modify_Service.

Note Replace the string *ITSM60Demo* with the host name of the middle-tier server specific to your own installation.

For example:

http://uademo-remedy.try.sybase.com/arsys/WSDL/public/ITSM60Demo/ HelpDesk_Modify_Service

- b Click Get Method. In this example, only one method is returned: HelpDesk_Modify_ServicePortType:SetBy_Case_ID.
- c Make sure Enable Grid Rules is selected.
- d In the Web Service Element Definition window, click Input and enter the default values for the fields you want to update. For this example, use these values (leave the field blank if no value is provided):

Parameter	Default value
userName	Demo
Accounting_Code	1500
Assignee_Login_Name	Demo
Assignee_Manager_Full_Name	Demo
Case_Type	Incident
Category	Hardware
Department	Engineering
Description	Test
Hotlist	No
Item	IBM
Office	#3 Sybase Dr.
Phone_Number	925-236-5000
Priority	Low
Region	USA
Request_Urgency	Low
Requester_Login_Name	Demo
Requester_Name	Demo
Site	25 Bay St, Mountain View, CA
Solution_Description	This is a brand new case
Solution_Summary	This is a brand new case
Source	Requester
Status	Assigned
Submitted_By	Demo
Summary	This is a brand new case
Туре	Laptop
Case_ID	HD000000000142

Table 3: HelpDesk_Modify_Service – sample input parameter entries

- e Click Next.
- f When you are asked if you want to proceed without specifying a Content XSLT Template, click OK. Since there is no output defined for the WSDL, you do not need to specify a Content XSLT Template.
- g When you are asked if you want to proceed even though the parameters are not all filled in, click OK.
- 4 In the Define window, select Records Contain Labels, accept 1, and click Next.

- 5 In the Filter window, select Next.
- 6 In the Configure Parameters window, configure the input parameters:
 - a Under Configure, select the boxes for the parameters you want.

Note The parameters move to the bottom of the list as they are selected, in the order they are selected. To make it easier to follow the example, select the parameters in the order listed in Table 4.

For this example, select all parameters except:

- _HEADER.AuthenticationInfo.password
- service_wsdl
- _Header.AuthenticationInfo.timeZone
- _HEADER.AuthenticationInfo.locale
- service_method
- _HEADER.AuthenticationInfo.authentication
- b For the selected parameters, modify the parameter values as needed. See Table 4 for values used in the example; and see Table 2 on page 12 for a description of the parameter settings.

Note For the parameters with the Display Type set to "Linked"— Category, Type, Item, Region, Site, and Department—the Add and Clear buttons display. In a later step, "Linking parameters to add multilevel lookup" on page 29, you will use these buttons to link parameters for multilevel lookup.

For the parameter with the Display Type set to "Select"—Status—the Add and Clear buttons display. Select Add, then make entries for these selections: Assigned (the default), Approved, New, and Deleted.

			Display		
Parameter	Display name	Default value	type	Kind	Required
SetBy_Case_ID.Description	Description	Test	Text Field	Update	Yes
SetBy_Case_ID.Case_ID	Case_ID	HD000000000142	Text Field	Search	No
SetBy_Case_ID.Hotlist	Hotlist	No	Text Field	Search	No
SetBy_Case_ID.Submitted_ By	Submitted_By	Demo	Text Field	Search	No

Table 4: ModifyHelpDeskCase – sample entries

Parameter	Display name	Default value	Display type	Kind	Required
SetBy_Case_ID.Phone_ Number	Phone_Number	925-236-5000	Text Field	Update	No
SetBy_Case_ID.Solution_ Summary	Solution Summary	This is a brand new case	Text Field	Search	No
SetBy_Case_ID.Assignee_ Manager_Full_Name	Assignee Manager	Demo	Text Field	Search	No
SetBy_Case_ID.Item	Item	IBM	Linked	Update	Yes
SetBy_Case_ID.Summary	Summary	This is a brand new case	Text Field	Update	Yes
_Header.AuthenticationInfo. userName	User Name	Demo	None	Search	No
SetBy_Case_ID.Office	Office	#3 Sybase Dr.	Text Field	Update	No
SetBy_Case_ID.Status	Status	Assigned	Select	Search	Yes
		Note Select the Add button, then create entries: Assigned, Approved, New, and Deleted.			
SetBy_Case_ID.Region	Region	USA	Linked	Search	No
SetBy_Case_ID.Accounting _Code	Accounting Code	1500	Text Field	Search	No
SetBy_Case_ID.Type	Туре	Laptop	Linked	Update	Yes
SetBy_Case_ID.Requester_ Login_Name	Requester_ Login_Name	Demo	Text Field	Search	Yes
SetBy_Case_ID.Source	Source	Requester	Text Field	Search	Yes
SetBy_Case_ID.Department	Department	Engineering	Linked	Update	No
SetBy_Case_ID.Site	Site	25 Bay St, Mountain View, CA	Linked	Update	No
SetBy_Case_ID.Assignee_ Login_Name	Assignee_ Login_Name	Demo	Text Field	Update	No
SetBy_Case_ID.Solution_ Description.	Solution	This is a brand new case	Text Field	Search	No
SetBy_Case_ID.Priority	Priority	Low	Text Field	Update	Yes
SetBy_Case_ID.Request_ Urgency	Request_ Urgency	Low	Text Field	Update	No
SetBy_Case_ID.Case_Type	Case_Type	Incident	Text Field	Search	Yes

Parameter	Display name	Default value	Display type	Kind	Required
SetBy_Case_ID.Requester_ Name	Requester_Name	Demo	Text Field	Search	Yes
SetBy_Case_ID.Category	Category	Hardware	Linked	Update	Yes

c Select Next.

Note You must have write privilege to modify the Remedy AR database.

7 The Preview window displays. In Element Name, enter ModifyHelpDeskCase, and click Finish.

Note When prompted to fill in all required fields for preview, click OK to bypass.

- 8 In the Application Builder, click Save.
- 9 On the Finish window, make this entry (accept the defaults for all other fields):

Roles tab Click Add All to add all roles to this application.

- 10 Click Finish to save the application, and click OK to confirm.
- 11 Optional. Select Params, then click Next to view the parameter settings as shown in Figure 9, then click Close. If you choose to change the parameter settings, be sure to click Save; then return to Application Builder, click Save, and OK to confirm.

Configure I	Parameters			[Step 2] Setup Co	nfiguration				Help	Clos	e
Advance									back	Save	3
Enter S	etup Description HTML:										_
PUSICION	vispiay Name		component	Derault Value	Display Type		Personalize	кеу	NITIU	ĸequireu	
	Description			Test	Text Field	•	•	Ψ.	Update 💌	✓	
A ¥	Case_ID			HD000000000142	Text Field	•	-	*	Search 💌		
	Hotlist			No	Text Field	-	•	v.	Search 💌		
A 7	Submitted_By			Demo	Text Field	*	•	*	Search 💌		
A 7	Phone_Number			925-236-5000	Text Field	-	-	v	Update 💌		
A. W.	Solution Summary			This is a brand new c	Text Field	-	-	v	Search 💌		
A. 4	Assignee Manager			Demo	Text Field	-	-	v	Search 💌		
A.W.	Item	add clear	,	IBM	Linked	•	•	Y	Update 💌	~	
A. 17	Summary			This is a brand new c	Text Field	-	-	-	Update 💌	~	
A. 17	User Name			Demo	None	-	-	-	Search 💌		
A. W.	Office			#3 Sybase Dr.	Text Field	-	•	~	Update 💌		
A. ¥	Status	add clear		Assigned#Assigned, Ap	Select	•	•	*	Search 💌	~	
A.W.	Region	add clear	j.	USA	Linked	•	•	~	Search 💌		
	Accounting Code			1500	Text Field	•	•	v	Search 💌		
A. 7	Туре	add clear	1	Laptop	Linked	-	•	7	Update 💌	~	
	Requester_Login_Name			Demo	Text Field	•	•	v	Search 💌	v	
	Source			Requester	Text Field	•	•	v	Search 💌	v	
A.¥	Department	add clear	,	Engineering	Linked	•	•	Ţ	Update 💌		
	Site	add clear	<i>i</i>	25 Bay St, Mountain	Linked	•	•	¥	Update 💌		
A. 7	Assignee_Login_Name			Demo	Text Field	-	-	*	Update 💌		
A. 7	Solution			This is a brand new c	Text Field	•	•	*	Search 💌		
A. 17	Priority			Low	Text Field	-	-	-	Update 💌	~	
A. 17	Request_Urgency			Low	Text Field	-	-	-	Update 💌		
A. 4	Case_Type			Incident	Text Field	-	•	~	Search 💌	~	
A. 4	Requester_Name			Demo	Text Field	-	•	Ţ	Search 💌	~	
	Category	add clear	· · · · · · · · · · · · · · · · · · ·	Hardware	Linked	•	•	y.	Update 👻	7	-
Instructions: Displayed ab Provide a	ove are all the unique v "Default Value" and "Di	ariable CGI Par splay Type" for	ameters. each parameter.								

Figure 9: ModifyHelpDeskCase parameters

Select "Display Type = None" to hide parameters in the
 Enter in HTML for the setup description in the entry box

- 12 Click Close in the upper-right corner to close the Application Builder window.
- 13 When you return to the Mobile Web Studio main window, select New from the Application Builder Status menu. The ModifyHelpDeskCase application displays in the detail pane.
- 14 In Mobile Web Studio, right-click the ModifyHelpDeskCase application in the detail pane, and select Approval Status | Approved.

Click OK.

- 15 Select Approved from the Application Manager Status menu. You see the newly approved ModifyHelpDeskCase application in the detail pane.
- 16 Optional. Select ModifyHelpDeskCase and click Preview to view the application. The lists are not yet populated.

You have successfully created the update Remedy application.

4.3 Creating the insert application

In this procedure, you will create an application called CreateHelpDeskCase, which allows you to create a new help desk case by entering values in the required fields. A new Case_ID number is returned once you have successfully created the application.

Creating the CreateHelpDeskCase application

- 1 From Mobile Web Studio, select Applications in the left pane, select New in the Application Manager Status menu, and click the New button to launch Application Builder.
- 2 Click the down arrow to the right of Add, and select Web Service Element.
- 3 On the Web Service Element Definition window, make sure the WSDL option is selected, then identify the Web service to use.
 - a In WSDL URL, enter http://ITSM60Demo.sybase.com/arsys/WSDL/public/ITSM60D emo/HelpDesk_Submit_Service.

Note Replace the string *ITSM60Demo* with the host name of the middle-tier server specific to your own installation.

For example:

```
http://uademo-remedy.try.sybase.com/arsys/WSDL/public/ITSM60Demo/
HelpDesk_Submit_Service
```

- b Click Get Method. One method displays, HelpDesk_Submit_ServicePortType:Create_Helpdesk_ Case.
- c Make sure Enable Grid Rules is selected.
- d Next to Content XSLT, click Create. The Web Services Output XSLT Template Customization window appears.
 - Name enter CreateHelpDeskCase.
 - Roles click Add All to add all the roles to Assigned Roles.
 - Select Output Parameters for Display highlight a parameter, such as Case_ID. The value displays in Update Output Display Name.

Select Node Level That Contains One or More Child Records -٠ click Select.

The Select Node Level window appears. Select "/," and click OK.

- In the Web Services Output XSLT Template Customization Window, click Save, then click OK in the confirmation window.
- In the Web Service Element Definition window, click Input and enter e the default values for the fields you want to update. For this example, use these values (or leave blank if omitted):

Parameter **Default value** userName Demo

Table 5: HelpDesk_Submit_Service – sample input parameter entries

Case_Type	Incident
Category	Networking
Department	Marketing
Description	Test
Hotlist	No
Item	Dial-up
Office	#3 Sybase Dr.
Phone_Number	925-236-5000
Priority	Low
Region	USA
Request_Urgency	Low
Requester_Login_Name	Demo
Requester_Name	Demo
Site	25 Bay St, Mountain View, CA
Source	Requester
Status	New
Summary	New case
Туре	Connectivity

- f Click Next.
- When you are asked if you want to proceed even though the g parameters are not all filled in, click OK.
- 4 In the Define window, select Records Contain Labels, accept 1, and click Next.
- 5 In the Filter window, click Next.

- 6 In the Configure Parameters window, configure the input parameters.
 - a Under Configure, select the boxes for the parameters you want.

Note The parameters move to the bottom of the list as they are selected, in the order they are selected. To make it easier to follow the example, select parameters in the order listed in Table 6.

For this example, select all parameters except:

- _HEADER.AuthenticationInfo.password
- service_wsdl
- Create_Helpdesk_Case.Pending
- _HEADER.AuthenticationInfo.timeZone
- _HEADER.AuthenticationInfo.locale
- Create_Helpdesk_Case.Escalated
- Create_Helpdesk_Case.WorkLog
- service_method
- Create_Helpdesk_Case.Create_Time
- _HEADER.AuthenticationInfo.authentication
- Create_Helpdesk_Case.Orig_Submitter
- b For the selected parameters, modify the parameter values as needed.See Table 6 for values used in the example; and see Table 2 on page 12 for a description of the parameter settings.

Note For the parameters with Display Type set to "Linked"— Category, Type, Item, Region, Site, and Department—the Add and Clear buttons display. In a later step, "Linking parameters to add multilevel lookup" on page 29, you will use these buttons to link parameters for multilevel lookup.

Table 6: CreateHelpDeskCase – sample entries

Parameter	Display name	Default value	Display type	Kind	Required
_Header.AuthenticationInfo. userName	User Name	Demo	None	Update	No

			Display		
Parameter	Display name	Default value	type	Kind	Required
Create_Helpdesk_Case. Requester_Name	Requester_Name	Demo	Text Field	Update	Yes
Create_Helpdesk_Case. Phone_Number	Phone_Number	925-236-5000	Text Field	Update	No
Create_Helpdesk_Case. Requester_Login_Name	Requester_ Login_Name	Demo	Text Field	Update	Yes
Create_Helpdesk_Case. Request_Urgency	Request_ Urgency	Low	Text Field	Update	No
Create_Helpdesk_Case. Case_Type	Case_Type	Incident	Text Field	Update	Yes
Create_Helpdesk_Case. Summary	Summary	New case	Text Field	Update	Yes
Create_Helpdesk_Case. Description	Description	Test	Text Field	Update	Yes
Create_Helpdesk_Case. Priority	Priority	Low	Text Field	Update	Yes
Create_Helpdesk_Case. Category	Category	Networking	Linked	Update	Yes
Create_Helpdesk_Case.Type	Туре	Connectivity	Linked	Update	Yes
Create_Helpdesk_Case.Item	Item	Dial-up	Linked	Update	Yes
Create_Helpdesk_Case. Region	Region	USA	Linked	Update	No
Create_Helpdesk_Case.Site	Site	25 Bay St, Mountain View, CA	Linked	Update	No
Create_Helpdesk_Case. Department	Department	Marketing	Linked	Update	No
Create_Helpdesk_Case. Office	Office	#3 Sybase Dr.	Text Field	Update	No
Create_Helpdesk_Case. Source	Source	Requester	Text Field	Update	Yes
Create_Helpdesk_Case. Status	Status	New	Text Field	Update	Yes
Create_Helpdesk_Case. Hotlist	Hotlist	No	Text Field	Update	No

c Select Next.

7 The Preview window displays. In Element Name, enter CreateHelpDeskCase, and click Finish.

Note If prompted to fill in all required fields for preview, click OK to bypass.

- 8 In the Application Builder, click Save.
- 9 On the Finish window, make this entry (accept the defaults for all other fields):

Roles tab Click Add All to add all roles to this application.

- 10 Click Finish to save the application, and click OK to confirm.
- 11 Optional. In Application Builder, select Params, then click Next to view the parameter settings as shown in Figure 10, then click Close. If you choose to change the parameter settings, be sure to click Save; then return to Application Builder, click Save, and OK to confirm.

Unique Co Position										
Position I	optaurable Parameter	-c								
	Display Name	<u> </u>	Component	Default Value	Display Type		Personalize	Key	Kind	Required
	User Name			Demo	None	-	-	-	Update 💌	
	Requester_Name			Demo	Text Field	Ŧ	-	¥	Update 💌	~
	Phone_Number			925-236-5000	Text Field	-	-	7	Update 💌	
	Requester_Login_Name			Demo	Text Field	-	-	*	Update 💌	~
	Request_Urgency			Low	Text Field	-	-	Y	Update 💌	
A. 🐨 🛛 🔾	Case_Type			Incident	Text Field	-	-	-	Update 💌	~
▲ ₩ 9	Summary			New case	Text Field	-	_	Y	Search 💌	~
	Description			Test	Text Field	-	-	~	Update 💌	~
	Priority			Low	Text Field	-	-	v	Update 💌	~
A.W. 0	Category	add clear	().	Networking	Linked	-	•	v	Update 💌	~
A. 🖤 🗌	Туре	add clear		Connectivity	Linked	•	•	v	Update 💌	~
	Item	add clear		Dial-up	Linked	•	•	*	Update 💌	•
AV F	Region	add clear		USA	Linked	•	•	v	Update 💌	
🔺 🖤 – S	Site	add clear		25 Bay St, Mountain	Linked	•	•	¥	Update 💌	
	Department	add clear	,	Marketing	Linked	•	•	v	Update 💌	
A. 🐨 🛛 🔿	Office			#3 Sybase Dr.	Text Field	-	-	-	Update 💌	
A.W. 5	Source			Requester	Text Field	-	•	*	Update 💌	~
A. W. S	Status			New	Text Field	-	-	~	Update 💌	v
	Hotlist			No	Text Field	•	-	*	Update 💌	

Figure 10: CreateHelpDeskCase parameters

- 12 Click Close in the upper-right corner to close the Application Builder window.
- 13 When you return to the Mobile Web Studio main window, select New from the Application Builder Status menu. The CreateHelpDeskCase application displays in the detail pane.
- 14 In Mobile Web Studio, right-click the CreateHelpDeskCase application in the detail pane, and select Approval Status | Approved.

Click OK.

- 15 Select Approved from the Application Manager Status menu. You see the newly approved CreateHelpDeskCase application in the detail pane.
- 16 Optional. Select CreateHelpDeskCase and click Preview to view the application. The lists are not yet populated. The Case_ID at the bottom is used when a user saves a new record, and a Case_ID is assigned.

You have successfully created the Remedy application.

4.4 Linking the applications

Once you have created the master, update, and insert applications, link the ModifyHelpDeskCase and CreateHelpDeskCase applications to the GetHelpDeskList master application.

* Linking the update applications to the master application

- 1 In Applications | Approved, select the GetHelpDeskList application, and click Edit.
- 2 In Application Builder, click Properties.
- 3 In the Properties Editor window, click the Mobile tab.
- 4 Link GetHelpDeskList to ModifyHelpDeskCase:
 - a Under Linked Applications, click Add.
 - b In the Find Application window, click Search.
 - c From the Results pane, select the ModifyHelpDeskCase application, and click Add.
 - d In the Properties Editor window, where you see the ModifyHelpDeskCase application listed as a linked application, enter:
 - Action Type select Update from the list.
 - Menu Level accept the default value of 1.
- 5 Link GetHelpDeskList to CreateHelpDeskCase:
 - a Under Linked Applications, click Add.
 - b In the Find Application window, click Search.
 - c From the Results pane, select the CreateHelpDeskCase application, and click Add.
 - d In the Properties Editor window, where you see the CreateHelpDeskCase application listed as a linked application, enter:
 - Action Type accept Insert from the list.
 - Menu Level accept the default value of 1.

Figure 11: Linking applications

F	roperties Edito	r								Не	lp Close
Г											Ok
Ι,	Content	r	Mobile	Roles	Presentation	List/Det	ail Data V	alidation	Administration	Answers Anywhere	Statistics
1	🗹 Make Availal	ole fo	r Disconnect	ed Mobile De	vices						
	🗌 Contains Me	ta-Ap	plication Def	finitions							
	🗌 Only Spider	Throu	gh Default V	alues of Seleo	ct Parameters						
H	Linked Applica	ntions	;								
H	add F		Application	D	isplay Name	Action Type	Menu Level	Sequenc	e		
Ш		\times	CreateHelpD	eskCase 🛛	CreateHelpDeskCase	Insert 💌	1 •				
		\times	ModifyHelpDe	eskCase	ModifyHelpDeskCase	Update 💌	1 -				

- 6 Click OK.
- 7 In Application Builder, click Save, and OK to confirm.
- 8 Click Close in the upper-right corner of Application Builder.

4.5 Linking parameters to add multilevel lookup

The Remedy Administration GUI enables you to make choices from lists, and have those choices affect the choices in other fields. For example, if State, City, and Zip Code fields are in a chained relationship, when the user selects a state from a list, only cities within that state present in the City list, and only zip codes within the selected city present in the Zip Code list.

The Unwired Accelerator integration with Remedy mimics this capability using the linked parameters feature. This section describes how.

4.5.1 Creating the linked parameters application

In this procedure, create an application called RemedyLinkedParams, which enables you to link UA applications with the Remedy data source table of chained parameters. You can watch a demo on Try Sybase at http://uademo01.try.sybase.com/onepage/samples/remedy/HelpDeskSample.ht m. Scroll down to Appendix A, "Multilevel lookups in Remedy" and select the "Linked Parameter Lookup application: Category and Location" link.

Creating the RemedyLinkedParams application

1 Before you start, locate the Web application. If the Web application is part of a WAR file, unzip the WAR file within the ...*onepage* directory structure. For this example, skip to the next step.

- 2 From Mobile Web Studio, select Build | Applications in the left pane, select New in the Applications Manager Status menu, and click the New button.
- 3 In Application Builder, click the down arrow to the right of Add, and select JSP Element.
- 4 In the JSP Element Definition window, select Use Web Application to use a Web application archive (WAR) file that is on the application server. Then make these selections (accept the default entries for all other fields):
 - WAR file enter onepage.jar.
 - Web App Display Name enter onepage.
 - Enter the Initial Resource enter the path to the Web application, in this case, */portlets/samples/RemedyLinkedParam.jsp*.
 - Enable Grid Rules select to enable the use of grid rules. See the UA 8.0 Developer's Guide for information about using grid rules.
 - Select Preview. The five-column table displays. This ensures UA can see the Remedy WSDL.

S M	obile Web Stud	lio - New Element				Help	Close
JSP Ele	ment Definition				« 8a	Next »	Finish
@ Use	Web Application						<u> </u>
		WAR File:	onepage.jar				
		Web Ann Display Name:	onenage				
		neo app oispidy Name.	jonepage				
		Initial Resource:	/portlets/samples/	RemedyLinkedParam.jsp			
			🗹 Web App Qua	lified URL's			
			🗹 Enable Grid Ru	ıles			
			🗌 Single-Sign O	n Required			
			Incluce	le 🔍 JSP Forward 🖉 302	Redirect		
0.066	199 Template						
	SSP Template	700 7				Colorat	laure 1
		JSP Template:	ļ			Galebit C	iear
Ouse	Remote URL						
		Remote URL:	ļ				
Input F	arameters:						
						P	review
Previ	ew						
				77.1 37	x : 1		_
Index	Display_Name	Value		Value_Name	Link		
0	Region	Germany	c .	Germany			
	Site	Im Atricom, A5, Frankfurt		Im Atricom, A5, Frankfurt	0		
2	Department	Sales		Sales	1		
3	Region	United Kingdom		United Kingdom			
4	Site	5 Wycott, Bracknell, B	erkshire	5 Wycott, Bracknell, Berkshire	3		
5	Department	Information Services		Information Services	4		•
ど Done						🔮 Internet	1

Figure 12: RemedyLinkedParams application

- 5 Click Next.
- 6 In the Define window, select Records Contain Labels, accept 1 to indicate the first row is a header row and not a data row, and click Next.
- 7 In the Filter window, click Next.
- 8 In the Preview window, in Element Name, enter RemedyLinkedParams, and click Finish.
- 9 In Application Builder, click Save.
- 10 On the Finish window, click Finish, and click OK to confirm.
- 11 Click Close in the upper-right corner to close the Application Builder window.

- 12 When you return to the Mobile Web Studio main window, select New from the Application Builder Status menu. The RemedyLinkedParams application displays in the detail pane.
- 13 In Mobile Web Studio, right-click the RemedyLinkedParams application in the detail pane, and select Approval Status | Approved.

Click OK.

14 Select Approved from the Application Manager Status menu. You see the newly approved RemedyLinkedParams application in the detail pane.

4.5.2 Using the linked parameters application in the update and insert applications

In this procedure, link ModifyHelpDeskCase and CreateHelpDeskCase to the data source table, RemedyLinkedParams. It is important for parameters to use the same display name used in the Display_Name column in the data source table, or the linked parameters will not work.

For example, if the display name for a linked parameter is "Create_Helpdesk_Case.Department" in an application, but the display name is "Department" in the data source table, you must change the display name to "Department" in the application in order for the linked parameter to work.

Linking parameters for multilevel lookup

- 1 From Mobile Web Studio, select Build | Applications in the left pane, select Approved in the Applications Manager Status menu.
- 2 Select ModifyHelpDeskCase in the detail pane, and click Edit to launch Application Builder.

Note When prompted to fill in all the required fields for preview, click OK to bypass.

- 3 Select Params, and click Next.
- 4 In Configure Parameters, look for the parameters with the Add and Clear buttons exposed. (When you created the applications, you selected Linked in Display Type to expose the Add and Clear buttons).
- 5 Click one of the Add buttons.

6 In Find Portlet, click Search, then find and select the RemedyLinkedParams application, and click Add. This links all the linked parameters to the data source file.

Note To remove a linked parameter, click Clear.

7 Click Save, and close the window. The linked application displays in the Component column. Figure 13 shows several parameters—Item, Region, Type, Department, Site, and Category—that are linked to the *RemedyLinkedParams.jsp* file for the CreateHelpDeskCase application.

Figure 13: Linking parameters for multilevel lookup

Advance Enter Unique Co Position	Setup Description HT onfigurable Paramete Display Name	ML:							back	1	-
Enter	• Setup Description HT onfigurable Paramete Display Name Description	ML:									Save
Unique C Position	onfigurable Paramete Display Name	rs									
	Display Name			Be feedballe bee	0' I T		B	K	141-1		
A. T			Component	Test	Text Field	•	Personalize	Key	Undate	ая V	quire
A. 7	Case ID			HD00000000142	Text Field	•		×	Search		1
	Hotlist			No	Text Field	-	-		Search	i r	1
A. Ŧ	Submitted By			Demo	Text Field	-	-	-	Search	i r	1
Δ.Ψ	Phone_Number			925-236-5000	Text Field	-	-	-	Update	П	1
▲ ▼	Solution Summary			This is a brand new c	Text Field	-	-	.	Search	Зr	1
A. Ŧ	Assignee Manager			Demo	Text Field	-	-	7	Search]
Δ.Ψ	Item	add clear	RemedyLinkedParams,241	IBM	Linked	¥	-	v	Update		1
Δ.Ψ	Summary			This is a brand new c	Text Field	-	-	7	Update]
A. W	User Name			Demo	None	•	-	v	Search	1	1
A. 🐨 👘	Office			#3 Sybae Dr.	Text Field	•	•	*	Update	- E	1
Δ.Ψ	Status	add clear		Assigned#Assigned,A	Select	-	•	*	Search		1
Δ.Ψ.	Region	add clear	RemedyLinkedParams,241	USA	Linked	-	•	*	Search	- -]
A. 🐨 👘	Accounting Code			1500	Text Field	•	•	¥	Search		1
A.W.	Туре	add clear	RemedyLinkedParams,241	Laptop	Linked	•	•	*	Update]
▲ ▼	Requester_Login_Name			Demo	Text Field	•	•	*	Search	- I-	1
▲ Ψ	Source			Requester	Text Field	•	•	7	Search	• •	1
▲ Ψ	Department	add clear	RemedyLinkedParams,241	Engineering	Linked	¥	•	y	Update	П	1
A.W.	Site	add clear	RemedyLinkedParams,241	25 Bay St, Mountain	Linked	¥	•	¥	Update	П	1
A. Ŧ	Assignee_Login_Name			Demo	Text Field	-	•	~	Update		1
A.¥	Solution			This is a brand new c	Text Field	•	-	7	Search	- I	1
A.¥.	Priority			Low	Text Field	•	-	7	Update	•	1
▲ Ψ	Request_Urgency			Low	Text Field	•	-	7	Update		1
Δ Ψ	Case_Type			Incident	Text Field	•	•	Y	Search	N	1
struction	is:					-				-	

- 8 Optional. Make any additional configuration parameter settings you require, and edit your application using regular procedures.
- 9 In the Configure Parameters window, click Save, and close the window.

- 10 In Application Builder, click Save, and OK to confirm.
- 11 Click Close to exit Application Builder.
- 12 Repeat the procedure for the CreateHelpDeskCase application.

4.5.3 Previewing an application

Optional. You can preview the CreateHelpDeskCase and ModifyHelpDeskCase applications.

Previewing the CreateHelpDeskCase application

- 1 From Mobile Web Studio, select Build | Applications in the left pane, then select Approved in the Applications Manager Status menu.
- 2 Select CreateHelpDeskCase in the detail pane, and click Preview. The lists are now populated.

http://mquisenbxp.sybase.com:4	040/onepage/servlet/XMLDocumentServ 🔲 🗙
* Requester_Name:	Demo
Phone_Number:	925-236-5000
* Requester_Login_Name:	Demo
Request_Urgency:	Low
* Case_Type:	Incident
* Summary:	New case
* Description:	Test
* Priority:	Low
* Category:	Finance Services 💌
* Туре:	Account Receivable 💌
* Item:	Access Problem
Region:	Germany
Site:	Im Atricom, A5, Frankfurt 💌
Department:	Sales 💌
Office:	#3 Sybase Dr.
* Source:	Requester
* Status:	New
Hotlist:	No Ok
Case_ID	
HD000000000321	
ë) Done	

Figure 14: Previewing CreateHelpDeskCase

3 Select Telecom from the Category list.

- 4 In the Type field, the values in the list have changed from accounting values to telecommunications values.
- 5 Make some other changes, then click OK. The Case_ID value increments. When you close the window, the values return to their default values, since the preview screen is not linked to a database.

5. Deploying a Remedy mobile application

If your application is online, it is deployed when a mobile device is connected. Offline applications have "Make Available For Disconnected Mobile Devices" selected on the Mobile tab in the Application Builder Finish window. For an application hierarchy, you need deploy only the top-level application. The linked applications are online applications, which are automatically available to MobiLink server, for synchronization to mobile devices.

See the *UA 8.0 Developer's Guide* for additional deployment information. If you have problems, see "Troubleshooting" on page 59.

6. Creating a mobile application with Remedy AR 7.0

This section provides information for creating a mobile application with Unwired Accelerator 8.0 and Remedy AR system 7.0.*x*. Examples are provided for creating a Remedy Web service, a master application, update application, and create application. Once you create these applications, you can link applications, link parameters, and deploy the master application using the same procedures described in the preceding sections.

6.1 Creating a Remedy Web service

This section provides an example of how to expose Web services in Remedy AR system 7.0.*x*. For detailed procedures, see the Remedy Administrator documentation. Table 7 on page 36 shows the Web services used in the Remedy AR system Version 7.0.*x* example.

Table 7: Web services used in the Remedy AR 7.0.x example

HPD_IncidentInterface_Create_WS	HelpDesk_Submit_Service
HPD_IncidentInterface_WS	HelpDesk_Query_Service
	HelpDesk_QueryList_Service
	HelpDesk_Modify_Service

Exposing Remedy Web services

- 1 Open the Remedy Administrator and enter your login information.
- 2 Select Servers | *Host* | Web Services, where *Host* is the name of the Remedy server (this example uses itsm71tm). Right-click Web Services, and select New Web Service.

3 In New Web Service, make entries for the Web service. Figure 15 shows example entries for HPD_IncidentInterface_Create_WS.

Figure 15: New Web Service window – Remedy AR 7.0.x example

eb Service WSD	L Permissions Change History Help Text
Basic Info	
<u>N</u> ame:	HPD_IncidentInterface_Create_WS
<u>B</u> ase Form:	HPD:IncidentInterface_Create
Service Type:	document - literal
≚ML Schema:	Lgad Options
Additional Info-	
<u>L</u> abel:	
Description:	HelpDesk_Submit_Service Create
	LODU
Na <u>m</u> e Helpi Type Crea	Desk_Submit_Service
Name Help Type Crea Qualification	Modify Bemove Desk_Submit_Service Input Mappings. Input Mapping •

4 Click Input Mapping to define the input mapping. Figure 16 shows example input mapping entries for HPD_IncidentInterface_ Create_WS.

Mapping - CreateInputMap XML Data Type Source C XML Schema C Lustomized	
Forms	XML Data Type Support XSIType ■ R00T ■ Assigned_Group_Shift_Name ■ Assigned_Support_Company ■ Assigned_Support_Company ■ Assigned_Support_Organization ■ Assignee ■ Categorization_Tier_1 ■ Categorization_Tier_3 ■ Closure_Manufacturer ■ Closure_Product_Category_Tier1 ■ Closure_Product_Category_Tier3 ■ Closure_Product_Category_Tier3
Form/Field Info XML Element Info MapType	Mapping Info

Figure 16: Input mapping window – Remedy AR 7.0.x example

Click OK.

5 Click Output Mapping to define the output mapping. Figure 17 shows example output mapping entries for HPD_IncidentInterface_ Create_WS.

1apping - CreateOutputMap XML Data Type Source C XML Schema C XML Schema C Lustomized	Choose		-		×
Forms Restricted List The HPD:IncidentInterface_Create HPD:IncidentInterface_Create Area Business Assigned Group D Assigned Group DD Assigned Support Company Assigned Support Company Assignee Groups Assignee Groups Assignee Login ID BiiARS_01 BiiARS_02 Mapping Summary	Add	Map UnMap	XML Data Type ■ ● ROOT Incident_Nu	Support XSI <u>T</u> ype	
Form/Field Info XML Element Info		МарТуре	Mapping Info		
	ОК	Cance	el	<u>.</u>	

Figure 17: Output mapping window – Remedy AR 7.0.x example

You can leave the ROOT element unmapped, but the Incident_Number entry is mapped to Incident Number under the HPD:IncidentInterface Create entry in the Remedy Form.

Click OK.

- 6 Click the Permissions tab to assign the appropriate permissions to the Web Service. From the No Permission list, select Public and click Add.
- 7 From the main menu, select File | Save | Web Service.
- 8 Verify the WSDL is accessible from the Remedy middle-tier server.
 - a Click the WSDL tab.
 - b Edit the WSDL URL field according to the instructions on the tab (this example uses itsm7rtm as the middle-tier server).
 - c Click View.

d If a WSDL displays as shown in Figure 18, the WSDL is accessible from the Remedy AR middle-tier server, and you can use it from Unwired Accelerator to create the Web service.

Figure 18: Remedy WSDL file – Remedy AR 7.0.x example



Once complete, you can use the Web Service in Unwired Accelerator to obtain and link the Incident_Number values automatically to Remedy applications created in UA.

6.2 Creating the master application

This section describes how to create a master application called RemedyHPDList, using a Remedy AR system 7.0.*x* HelpDesk Web service example. See "Creating the master application" on page 8 for detailed procedures, and the *UA* 8.0 Developer's Guide for additional information about Web Service Element.

Creating the RemedyHPDList application

- 1 From Mobile Web Studio, select Applications in the left pane, select New in the Application Manager Status menu, and click the New button to launch Application Builder.
- 2 Click the down arrow to the right of Add, and select Web Service Element.
- 3 In the Web Service Element Definition window, make sure the WSDL option is selected, then identify the Web service to use:
 - a In WSDL URL, enter:

http://itsm7rtm.sybase.com/arsys/WSDL/public/itsm7rtm/HPD_Incident
Interface WS

Note You must replace the string *itsm7rtm* with the host name and the middle-tier server specific to your installation.

- b Click Get Method. Several methods are returned.
- c In Method, select
 HPD_IncidentInterface_WSPortType:HelpDesk_QueryList
 _Service from the list.
- 4 Make sure Enable Grid Rules is selected.
- 5 In the Web Service Element Definition window, define an XSLT template, which transforms output from XML format to the grid format required to build mobile applications:
 - a Next to Content XSLT, click Create.
 - b In Web Services Output XSLT Template Customization, enter:
 - Name enter a name such as RemedyHPDList.
 - Roles click Add All to add all the roles to Assigned Roles.
 - Select Output Parameters for Display highlight a parameter, such as getListValues.Last_Name. The value displays in Update Output Display Name.
 - Select Node Level That Contains One or More Child Records click Select.

The Select Node Level window displays. Select getListValues, and click OK. The selected value displays in the field.

- c In the Web Services Output XSLT Template Customization Window, click Save, then click OK in the confirmation window.
- 6 In Web Service Element Definition window, enter input parameter values:
 - a Click Input to display input parameters.
 - b Make entries in the input parameter fields for which you want to establish default values. This example uses Demo for userName, and 20 for maxLimit.
 - c Click Next.
 - d When you are asked if you want to proceed even though the parameters are not all filled in, click OK.
- 7 In the Define window, select Records Contain Labels, accept 1 to indicate the first row is a header row and not a data row, and click Next.
- 8 In the Filter window, click Next.
- 9 In the Configure Parameters window, configure the input parameters:
 - a Configure select the boxes for the parameters you want. For this example:
 - _HEADER.AuthenticationInfo.userName
 - HelpDesk_QueryList_Service.maxLimit

Note The selected parameters move to the bottom of the list as they are selected, in the order selected.

- b Display Name for the selected parameters, change the name to make it shorter or easier to read:
 - _HEADER.AuthenticationInfo.userName change to userName.
 - HelpDesk_QueryList_Service.maxLimit change to maxLimit.
- c Optional. You could make additional modifications to the configuration parameters using Table 2 on page 12 as a guide. For this example, accept the default values.
- d Select Next.
- 10 The Preview window displays. In Element Name, enter RemedyHPDList and click Finish.
- 11 In Application Builder, click Save.

12 On the Finish window, make these entries (accept the defaults for all other fields):

Mobile tab Select Make Available For Disconnected Mobile Devices.

Roles tab Click Add All to add all roles to this application.

- 13 Click Finish to save the application, and click OK to confirm.
- 14 Optional. In Application Builder, select Params, then click Next to view the parameter settings. The Configure Parameters window displays, as shown in Figure 19. Click Close to exit Configure Parameters.

Note If you choose to change the parameter settings, be sure to click Save, then return to Application Builder and click Save, and OK to confirm.

Figure 19: RemedyHPDList parameters – Remedy AR 7.0.x example

Configure Par	ameters		[Step 2] Setup C	onfiguration			Help	Close
Advance							back	Save
🗌 🗆 Enter Setu	p Description HTML:							
Unique Co	onfigurable Parameters		- /					
Position	Display Name	Component	Default Value	Display Type	Personalize	Key	Kind	Required
A.4	userName		Demo	Text Field	· ·	×	Search 💌	
A.4	maxLimit		20	Text Field 💌	•	~	Search 💌	v
Instructions:								
Displayed above	e are all the unique variable	CGI Parameters.						
 Provide a "De Select "Displation 	tault Value" and "Display T Type = None" to hide na	ype" for each parameter. rameters in the setun windo	w.					
Enter in HTML	for the setup description i	n the entry box.						
Done Done							👘 Internet	. //

- 15 In Application Builder, click Close in the upper-right corner to close the window.
- 16 When you return to the Mobile Web Studio main window, select New from the Application Builder Status menu. The RemedyHPDList application displays in the detail pane.
- 17 In Mobile Web Studio, right-click the RemedyHPDList application in the detail pane, and select Approval Status | Approved.

Click OK to confirm.

- 18 Select Approved from the Application Manager Status menu. You see the newly approved RemedyHPDList application in the detail pane.
- 19 Optional. Select RemedyHPDList and click Preview to view the application. Required fields are marked with an asterisk. Close the window to exit.

6.3 Creating the update application

In this procedure, you will create an application called RemedyHPDModify, which allows you to update designated fields according to the specified Incident_Number on your handheld device. When you save the updates, they are cached until the next synchronization. The updates are then pushed to the UA server, then applied to the Remedy server through the associated Web service method.

Creating the RemedyHPDModify application

- 1 From Mobile Web Studio, select Applications in the left pane, select New in the Application Manager Status menu, and click the New button to launch Application Builder.
- 2 Click the down arrow to the right of Add, and select Web Service Element.
- 3 On the Web Service Element Definition window, make sure the WSDL option is selected, then identify the Web service to use.
 - a In WSDL URL, enter: http://itsm7rtm.sybase.com/arsys/WSDL/public/itsm7rtm/ HPD IncidentInterface WS.

Note Replace the string *itsm7rtm* with the host name of the middletier server specific to your own installation.

- b Click Get Method. In this example, select: HPD_IncidentInterface_WSPortType:HelpDesk_Modify_ Service.
- c Make sure Enable Grid Rules is selected.
- d In the Web Service Element Definition window, click Input and enter the default values for the fields you want to update. For this example, use these values (leave the field blank if no value is provided):

Parameter	Default value
userName	appadmin
Categorization_Tier1	Connectivity
Categorization_Tier2	Application
Closure_Product_Category_Tier1	Service
Closure_Product_Category_Tier2	Corporate
Closure_Product_Category_Tier3	Email Services
Company	Calbro Financial Services
Summary	Email Password reset
Notes	test
Impact	4-Minor/Localized
Product_Categorization_Tier1	Service
Product_Categorization_Tier2	Corporate
Product_Categorization_Tier3	Email Services
Reported_Source	Other
Resolution	Reset user's password
Service_Type	User Service Request
Status	Closed
Urgency	2-High
Work_Info_Summary	Email Connectivity Issue
Work_Info_Type	General Information
Work_Info_Source	test
Work_Info_Locked	No
Work_Info_View_Access	Internal
Incident_Number	INC00000000020

Table 8: RemedyHPDModify – sample input parameter entries for Remedy AR 7.0.x example

e Click Next.

- f When you are asked if you want to proceed without specifying a Content XSLT Template, click OK. Since there is no output defined for the WSDL, you do not need to specify a Content XSLT Template.
- g When you are asked if you want to proceed even though the parameters are not all filled in, click OK.
- 4 In the Define window, select Records Contain Labels, accept 1, and click Next.
- 5 In the Filter window, select Next.

- 6 In the Configure Parameters window, configure the input parameters:
 - a Under Configure, select the boxes for the parameters you want.

Note The parameters move to the bottom of the list as they are selected, in the order they are selected. To make it easier to follow the example, select the parameters in the order listed in Table 9.

b For the selected parameters, modify the parameter values as needed.See Table 9 for values used in the example; and see Table 2 on page 12 for a description of the parameter settings.

Table 9: RemedyHPDModify – sample entries for Remedy AR 7.0.x example

			Display		
Parameter	Display name	Default value	type	Kind	Required
HelpDesk_Modify_Service. Summary	Summary	Email Password reset	Text Field	Update	Yes
HelpDesk_Modify_Service. Reported_Source	Reported_Source	Other	Text Field	Update	No
HelpDesk_Modify_Service. Categorization_Tier1	Categorization_ Tier_1	Connectivity	Text Field	Update	Yes
HelpDesk_Modify_Service. Categorization_Tier2	Categorization_ Tier_2	Application	Text Field	Update	Yes
HelpDesk_Modify_Service. Work_Info_Type	Work_Info_Type	General Information	Text Field	Search	No
HelpDesk_Modify_Service. Categorization_Tier3	Categorization_ Tier_3		Text Field	Update	No
HelpDesk_Modify_Service. Urgency	Urgency	2-High	Text Field	Search	Yes
HelpDesk_Modify_Service. Work_Info_Notes	Work_Info_ Notes		Text Field	Update	No
HelpDesk_Modify_Service. Impact	Impact	4-Minor/Localized	Text Field	Search	Yes
HelpDesk_Modify_Service. Product_Categorization_ Tier1	Product_ Categorization_ Tier_1	Service	Text Field	Search	Yes
HelpDesk_Modify_Service. Product_Categorization_ Tier2	Product_ Categorization_ Tier_2	Corporate	Text Field	Search	Yes
HelpDesk_Modify_Service. Product_Categorization_ Tier3	Product_ Categorization_ Tier_3	Email Services	Text Field	Search	No

Parameter	Display name	Default value	Display type	Kind	Required
HelpDesk_Modify_Service. Resolution	Resolution	Reset user's password	Text Field	Update	Yes
HelpDesk_Modify_Service. Company	Company	Calbro Financial Services	Text Field	Search	Yes
HelpDesk_Modify_Service. Resolution_Method	Resolution_ Method		Text Field	Search	No
HelpDesk_Modify_Service. Notes	Notes	test	Text Field	Update	No
HelpDesk_Modify_Service. Work_Info_Locked	Work_Info_ Locked	No	Text Field	Search	Yes
HelpDesk_Modify_Service. Incident_Number	Incident_ Number	INC000000000020	Text Field	Search	No
HelpDesk_Modify_Service. Closure_Product_Category_ Tier1	Closure_Product _Category_Tier1	Service	Text Field	Search	Yes
HelpDesk_Modify_Service. Closure_Product_Category_ Tier2	Closure_Product _Category_Tier2	Corporate	Text Field	Search	Yes
HelpDesk_Modify_Service. Work_Info_View_Access	Work_Info_View _Access	Internal	Text Field	Search	No
HelpDesk_Modify_Service. Closure_Product_Category_ Tier3	Closure_Product _Category_Tier3	Email Services	Text Field	Search	No
_HEADER.Authentication Info.userName	userName	appadmin	Text Field	Search	Yes
HelpDesk_Modify_Service. Manufacturer	Manufacturer		Text Field	Search	No
HelpDesk_Modify_Service. Status	Status	Closed	Text Field	Update	Yes
HelpDesk_Modify_Service. Work_Info_Source	Work_Info_ Source	test	Text Field	Search	No
HelpDesk_Modify_Service. Service_Type	Service_Type	User Service Request	Text Field	Update	Yes
HelpDesk_Modify_Service. Work_Info_Summary	Work_Info_ Summary	Email Connectivity Issue	Text Field	Update	Yes

c Select Next.

Note You must have write privilege to modify the Remedy AR database.

7 The Preview window displays. In Element Name, enter RemedyHPDModify, and click Finish.

Note When prompted to fill in all required fields for preview, click OK to bypass.

- 8 In the Application Builder, click Save.
- 9 On the Finish window, make this entry (accept the defaults for all other fields):

Roles tab Click Add All to add all roles to this application.

- 10 Click Finish to save the application, and click OK to confirm.
- 11 Optional. Select Params, then click Next to view the parameter settings as shown in Figure 20 on page 14, then click Close. If you choose to change the parameter settings, be sure to click Save; then return to Application Builder, click Save, and OK to confirm.

Figure 20: RemedyHPDModify parameters – Remedy AR 7.0.x example

Configure Pa	rameters	[Step 2] Setup Con	iguration				Help	Close	
Advance							back	Save	
🗌 Enter Set	up Description HTML:								
Position	Display Name Co	nponent Default Value	Display Type		Personalize	Key	Kind	Required	1
A. 4	Summary	Email Password re	et Text Field	*	*	¥	Update 💌		
A. 4	Reported_Source	Other	Text Field	×	•	v	Update 💌		
A. 4	Categorization_Tier_1	Connectivity	Text Field	*	•	-	Update 🔻		
A.¥	Categorization_Tier_2	Application	Text Field	*	•	*	Update 👻		
	Work_Info_Type	General Informatio	n Text Field	Ψ.	•	¥.	Search 💌		
A. 4	Categorization_Tier_3		Text Field	•	-	¥	Update 💌		
	Urgency	2-High	Text Field	•	-	v	Search 💌		
▲ ▼	Work_Info_Notes		Text Field	*	•	*	Update 👻		
	Impact	4-Minor/Localized	Text Field	*	•	¥.	Search 💌		
A. 4	Product_Categorization_Tier_1	Service	Text Field	*	*	¥	Search 💌		
A.¥.	Product_Categorization_Tier_2	Corporate	Text Field	•	-	v	Search 💌		
A.¥	Product_Categorization_Tier_3	Email Services	Text Field	*	•	*	Search 🔹		
	Resolution	Reset user's pass	ron Text Field	*	•	¥.	Update 💌		
	Company	Calbro Financial S	rvi Text Field	*	•	v	Search 💌		
	Resolution_Method		Text Field	•	-	v	Search 💌		
A.¥	Notes	test	Text Field	*	•	*	Update 👻		
→ .Ψ	Work_Info_Locked	No	Text Field	*	•	¥.	Search 💌		
A. 4	Incident_Number	INC0000000020	Text Field	*	*	¥	Search 💌		
A. 4	Closure_Product_Category_Tier1	Service	Text Field	*	•	v	Search 💌		
A.¥	Closure_Product_Category_Tier2	Corporate	Text Field	*	•	*	Search 💌		
A. 4	Work_Info_View_Access	Internal	Text Field	*	-	*	Search 💌		
A. 4	Closure_Product_Category_Tier3	Email Services	Text Field	*	*	¥	Search 💌		
A. 4	userName	appadmin	Text Field	*	•	v	Search 💌		
A.¥	Manufacturer		Text Field	*	-	*	Search 💌		
	Status	Closed	Text Field	-	•	*	Update 💌		
A. 4	Work_Info_Source	test	Text Field	¥	•	¥	Search 💌		
A. 4	Service_Type	User Service Requ	est Text Field	Ŧ	-	v	Update 💌		_
	Work_Info_Summary	Email Connectivity	Iss Text Field	-	-	v	Update 💌		
Instructions: Displayed abov Provide a "C Select "Disp Enter in HTM	re are all the unique variable CGI Parameters. efault Value" and "Display Type" for each parar lay Type = None" to hide parameters in the setu IL for the setup description in the entry box.	neter. 1p window.							

- 12 Click Close in the upper-right corner to close the Application Builder window.
- 13 When you return to the Mobile Web Studio main window, select New from the Application Builder Status menu. The RemedyHPDModify application displays in the detail pane.
- 14 In Mobile Web Studio, right-click the RemedyHPDModify application in the detail pane, and select Approval Status | Approved.

Click OK.

- 15 Select Approved from the Application Manager Status menu. You see the newly approved RemedyHPDModify application in the detail pane.
- 16 Optional. Select RemedyHPDModify and click Preview to view the application.

6.4 Creating the insert application

In this procedure, you will create an application called RemedyHPDCreate, which allows you to create a new help desk case by entering values in the required fields. A new Incident_Number number is returned once you have successfully created the application.

Creating the RemedyHPDCreate application

- 1 From Mobile Web Studio, select Applications in the left pane, select New in the Application Manager Status menu, and click the New button to launch Application Builder.
- 2 Click the down arrow to the right of Add, and select Web Service Element.
- 3 On the Web Service Element Definition window, make sure the WSDL option is selected, then identify the Web service to use.
 - a In WSDL URL, enter http://itsm7rtm.sybase.com/arsys/WSDL/public/itsm7rtm/ HPD_IncidentInterface_Create_WS.

Note Replace the string *itsm7rtm* with the host name of the middletier server specific to your own installation.

b Click Get Method. In this example, only one method is returned: HPD_IncidentInterface_Create_WSPortType:HelpDesk_ Submit_Service.

- c Make sure Enable Grid Rules is selected.
- d Next to Content XSLT, click Create. The Web Services Output XSLT Template Customization window appears.
 - Name enter RemedyHPDCreate.
 - Roles click Add All to add all the roles to Assigned Roles.
 - Select Output Parameters for Display highlight a parameter, such as Incident_Number. The value displays in Update Output Display Name.
 - Select Node Level That Contains One or More Child Records click Select.

The Select Node Level window appears. Select "/," and click OK.

- In the Web Services Output XSLT Template Customization Window, click Save, then click OK in the confirmation window.
- e In the Web Service Element Definition window, click Input and enter the default values for the fields you want to update. For this example, use the values shown in Table 10 on page 51 (leave blank if omitted):

Parameter	Default value
userName	Bob
Assigned_Group	Internal Support
Assigned_Support_Organization	IT Support
Assignee	Francie Frontline
First_Name	Joe
Impact	1-Extensive/Widespread
Last_Name	User
Reported_Source	Other
Service_Type	User Service Request
Status	Assigned
Action	CREATE
Summary	test
Notes	test
Urgency	1-Critical
Work_Info_Notes	test
Work_Info_Locked	No
Work_Info_View_Access	Internal

Table 10: RemedyHPDCreate – sample input parameter entries for Remedy AR 7.0.x example

f Click Next.

- g When you are asked if you want to proceed even though the parameters are not all filled in, click OK.
- 4 In the Define window, select Records Contain Labels, accept 1, and click Next.
- 5 In the Filter window, click Next.
- 6 In the Configure Parameters window, configure the input parameters.
 - a Under Configure, select the boxes for the parameters you want.

Note The parameters move to the bottom of the list as they are selected, in the order they are selected. To make it easier to follow the example, select parameters in the order listed in Table 11 on page 52.

b For the selected parameters, modify the parameter values as needed.See Table 11 for values used in the example; and see Table 2 on page 12 for a description of the parameter settings.

Note For the parameters with Display Type set to "Select"—Urgency and Impact—the Add and Clear buttons display. Select the Add button, then add the select categories as directed in the Notes.

Parameter	Display name	Default value	Display type	Kind	Required
_Header.AuthenticationInfo. userName	userName	Bob	None	Search	No
HelpDesk_Submit_Service. Assigned_Group	Assigned_Group	Internal Support	Text Field	Update	No
HelpDesk_Submit_Service. Urgency	Urgency	1-Critical Note Select the Add button, then create entries: 2-High, 3- Medium, and 4- Low.	Select	Update	Yes
HelpDesk_Submit_Service. Service_Type	Service_Type	User Service Request	Text Field	Update	Yes
HelpDesk_Submit_Service. Assigned_Support_ Organization	Assigned_ Support_ Organization	IT Support	Text Field	Update	No

Table 11: RemedyHPDCreate – sample entries for Remedy AR 7.0.x example

Parameter	Display name	Default value	Display type	Kind	Required
HelpDesk_Submit_Service. Impact	Impact	1-Extensive/ Widespread	Select	Update	Yes
		Note Select the Add button, then create entries with these values: 2- Significant/ Widespread, 3- Moderate/Limited, and 4-Minor/ Localized. Since the Display Name field does not accept the forward slash, use the format 2- Significant- Widespread as the Display Name, and 2-Significant/ Widespread for the Value. Repeat for each entry.			
HelpDesk_Submit_Service. Summary	Summary	test	Text Field	Update	Yes
HelpDesk_Submit_Service. Action	Action	CREATE	None	Update	Yes
HelpDesk_Submit_Service. Notes	Notes	test	Text Field	Update	No
HelpDesk_Submit_Service. Last_Name	Last_Name	User	Text Field	Update	No
HelpDesk_Submit_Service. Assignee	Assignee	Francie Frontline	Text Field	Update	No
HelpDesk_Submit_Service. First_Name	First_Name	Joe	Text Field	Update	No
HelpDesk_Submit_Service. Work_Info_Notes	Work_Info_ Notes	test	Text Field	Update	No
HelpDesk_Submit_Service. Work_Info_Source	Work_Info_ Source		Text Field	Update	Yes
HelpDesk_Submit_Service. Work_Info_Locked	Work_Info_ Locked	No	Text Field	Update	Yes

Parameter	Display name	Default value	Display type	Kind	Required
HelpDesk_Submit_Service. Resolution	Resolution		Text Field	Update	No
HelpDesk_Submit_Service. Work_Info_Type	Work_Info_Type		Text Field	Update	No
HelpDesk_Submit_Service. Reported_Source	Reported_Source	Other	Text Field	Update	Yes
HelpDesk_Submit_Service. Product_Name	Product_Name		Text Field	Update	Yes
HelpDesk_Submit_Service. Work_Info_View_Access	Work_Info_ View_Access	Internal	Text Field	Update	No
HelpDesk_Submit_Service. Status	Status	Assigned	Text Field	Update	Yes
HelpDesk_Submit_Service. Create_Request	Create_Request		None	Update	No

- c Select Next.
- 7 The Preview window displays. In Element Name, enter RemedyHPDCreate, and click Finish.

Note When prompted to fill in all required fields for preview, click OK to bypass.

- 8 In the Application Builder, click Save.
- 9 On the Finish window, make this entry (accept the defaults for all other fields):

Roles tab Click Add All to add all roles to this application.

- 10 Click Finish to save the application, and click OK to confirm.
- 11 Optional. In Application Builder, select Params, then click Next to view the parameter settings as shown in Figure 21, then click Close. If you choose to change the parameter settings, be sure to click Save; then return to Application Builder, click Save, and OK to confirm.

Enter Setu							back	Save
	ip Description HTML:							
Unique Co	onfigurable Parameters							
Position	Display Name	Component	Default Value	Display Type	Personalize	Key	Kind	Required
A	userName		Bob	None 💌	•	*	Search 💌	
A. T	Assigned_Group		Internal Support	Text Field 💌	·	*	Update 💌	
A. 🕶 🛛	Urgency (add) (clear		1-Critical#1-Critical,2	Select 💌	•	v	Update 💌	~
A. 🕶 🛛 S	Service_Type		User Service Request	Text Field 💌	-	-	Update 💌	~
A. 🐨 🚽	Assigned_Support_Organization		IT Support	Text Field 💌	•	*	Update 💌	
A	Impact (dear		1-Extensive/Widespre	Select 💌	•	-	Update 💌	~
A. 🐨 🛛 S	Summary		test	Text Field 🔹	•	*	Update 💌	~
A. 7 - 7	Action		CREATE	None 💌	•	*	Update 💌	~
A	Notes		test	Text Field 💌	•	*	Update 💌	
	Last_Name		User	Text Field 💌	•	-	Update 💌	
A	Assignee		Francie Frontline	Text Field 💌	•	*	Update 💌	
A. 7 - F	First_Name		Joe	Text Field 💌	v	¥	Update 💌	
A. 4. 1	Work_Info_Notes		test	Text Field 💌	T	Y	Update 💌	
A. 4	Work_Info_Source			Text Field 💌	•	-	Update 💌	~
A. 4	Work_Info_Locked		No	Text Field 💌	•	*	Update 💌	~
	Resolution			Text Field 💌	¥	*	Update 💌	
A. 4. 1	Work_Info_Type			Text Field 💌	•	-	Update 💌	
	Reported_Source		Other	Text Field 💌	-	-	Update 💌	~
	Product_Name			Text Field 💌	•	*	Update 💌	~
A. 4	Work_Info_View_Access		Internal	Text Field 💌	•	*	Update 💌	
A. 🕶 🛛 S	Status		Assigned	Text Field 💌	•	*	Update 💌	~
A. 🐨 🛛 🔘	Create_Request			None 💌	•	*	Update 💌	

Figure 21: RemedyHPDCreate parameters – Remedy AR 7.0.x example

- 12 Click Close in the upper-right corner to close the Application Builder window.
- 13 When you return to the Mobile Web Studio main window, select New from the Application Builder Status menu. The RemedyHPDCreate application displays in the detail pane.
- 14 In Mobile Web Studio, right-click the RemedyHPDCreate application in the detail pane, and select Approval Status | Approved.

Click OK.

- 15 Select Approved from the Application Manager Status menu. You see the newly approved RemedyHPDCreate application in the detail pane.
- 16 Optional. Select RemedyHPDCreate and click Preview to view the application. Fill in all required fields using a value such as "test," then click OK. The Incident_Number displays at the bottom of the window.

7. Configuring UA 8.0 and Remedy AR

This section describes configuration tasks:

- Configuring CSI Remedy AR security provider (Remedy AR System 6.0.*x* only)
- Configuring for Remedy AR system version 7.0

7.1 Configuring CSI Remedy AR security provider

This section describes how to configure security between Unwired Accelerator 8.0 and the Remedy AR System 6.0.*x*:

- Configure the CSI Remedy AR security provider in the Unwired Accelerator file, *default.xml*.
- Set up Unwired Accelerator to use the security provider.

Note For Remedy AR system 7.0.*x*, use an alternative security provider.

7.1.1 Configuring the Remedy AR System security provider

Unwired Accelerator includes a Remedy AR system security provider, which implements authentication and role-based access checks against a Remedy AR system. The CSI Remedy AR system security provider consists of an authentication provider and role-check based authorizer:

- com.sybase.security.remedy.RemedyLoginModule provides authentication services against the Remedy AR server.
- com.sybase.security.core.RoleCheckAuthorizer provides authorization services using a CSI core class.

The CSI Remedy AR system security provider does not support any certificate authentication capability. A session is associated with a user once he or she logs in to the Remedy AR system. The length of the user's session is determined by the timeout setting configured in the Remedy AR system. When the session exceeds this time, the user must log in again.

Configuration To configure the CSI Remedy AR system security provider:

1 Copy the *arapi63.jar* file from the Remedy AR system installation to the Unwired Accelerator directory *%SYBASE%\jdk1.5.0_10\jre\bin*; and add *arapi63.jar* to the CLASSPATH environment variable.

2 Add these Remedy files to the PATH environment variable: *arapi63.dll*, arjni63.dll, arrpc63.dll, arutl63.dll, icudt28l.dll, icuin28.dll and icuuc28.dll. Alternatively copy the files to %SYBASE% *jdk*1.5.0_10*jrebin*. 3 Modify the *default.xml* file, located in %SYBASE%\tomcat\conf\CSI. Search for RemedyLoginModule, to find the Remedy AR system section: . . . <config:authenticationProvider name= "com.sybase.security.remedy.RemedyLoginModule" controlFlag="optional" > <config:options name="ServerName" value="localhost" /> <config:options name="ServerPort" value="0" /> <config:options name="UserLocale" value="" /> <config:options name="AllowGuest" value="false" /> </config:authenticationProvider> <config:provider name="com.sybase.security.portaldb.PortalDBAttributer" type="attributer" /> <config:provider name="com.sybase.security.core.RoleCheckAuthorizer"</pre> type="authorizer" /> <config:provider name="com.sybase.security.helpers.EverybodyRoleAuthorizer" type="authorizer" /> . . . See the UA 8.0 Installation Guide for information about configuring security providers in *default.xml*, and for using stacked security providers. See the sections that follow for information about the Remedy AR system security provider. Authentication Table 12 defines the configuration options. Enable any of the options by adding the option name and value to *default.xml*. You must add new option definitions within the authenticationProvider definition; that is, between the following two lines: <config:authenticationProvider name="com.sybase.security.remedy.RemedyLoginModule">

```
</config:authenticationProvider>
```

Configuration option	Default value	Description	
ServerName	localhost	Remedy AR system server host name.	
ServerPort	0	Remedy AR system server port number.	
UserLocale	" " (blank)	Remedy AR system UserLocale.	
AllowGuest	false	Indicates whether Remedy AR system allows a user as a guest. If set to true, an authenticated user can access Remedy AR; if set to false, an authenticated user receives error messages and cannot access Remedy AR.	
Authorization	Remedy AR s	ystem role-based authorization uses the core horizer. No Remedy-specific authorization provider is necessary.	
	For an authenticated user, Remedy APIs are invoked to return groups to which the user belongs. The CSI Remedy security provider relies on user group		

Table 12: Remedy AR system configuration options

7.1.2 Setting up Unwired Accelerator to use the security provider

membership to compute user roles.

After configuring the CSI Remedy AR security provider, you must configure any user name and password fields in your Unwired Accelerator Remedy applications to use the personalization adapter for user name and password. This will indicate to Unwired Accelerator that the user name and password should be automatically picked up from the logged in user's session. The usage of the Remedy AR System security provider in this case enables the user to login with the same user name and password as on their Remedy AR System.

See the "Personalizing Application Content" chapter in the *Unwired* Accelerator 8.0 Developer's Guide for information about setting up the user name/password adapter for single-sign on access to Remedy AR from Mobile Web Studio.

7.2 Configuring for Remedy AR system version 7.0

To use UA 8.0 with Remedy AR system version 7.0, apply patch 4 to version 7.0.*x*. See Remedy AR system documentation for specific procedures.

Applying patch 4 to Remedy AR system 7.0

- 1 Install patch 4 on Remedy 7.0.x (AR server, Admin GUI, and middle-tier).
- 2 Resave the existing Web services.
- 3 Flush the middle-tier cache.

8. Remedy mobile application samples

Two sets of customized device clients, which use the Remedy Help Desk sample that is built on Remedy AR 6.0.*x*, can be downloaded from the Try Sybase Web site:

- Pocket PC and Windows Mobile 5 device client
- BlackBerry 4.1 and 4.2 device client

These clients are hard-coded to connect to the Try Sybase UA and MobiLink servers, and download the Remedy Help Desk application.

Downloading the Help Desk samples

- 1 From your mobile device or simulator, open a browser window and access the TrySybase Web site at http://uademo01.try.sybase.com/onepage/ota.
- 2 Select the mobile device client type:
 - BlackBerry 4.1
 - BlackBerry 4.2
 - Windows Mobile Pocket PC
 - Windows Mobile Smartphone
 - Symbian J2ME (Sony Ericsson and Nokia)
- 3 Choose the client to download under Remedy Client.
- 4 Once downloaded to your mobile device, the Sybase Mobile Help Desk client is available for use.

9. Troubleshooting

Table 13 identifies common Unwired Accelerator and Remedy AR system integration problems and provides troubleshooting information.

Table 13: Troubleshooting Remedy application problems

Problem	Try this
Cannot connect to Web service.	Verify the URL to the Web service was entered correctly, including
	the port number and the path.

Problem	Try this
Encounter SOAP errors when creating a Remedy application.	This typically occurs in the Web Service Element Definition window if you are using a WSDL file that is configured to not produce output. For example, if you are creating an update application, the WSDL file does not need to produce output. You can ignore the message and continue to the next screen in the wizard. If you can save the mobile application, it will be created.
Encounter CCL, SOAP, and Java errors when creating a Remedy application.	These are typically Remedy messages in SOAP format that are not processed by Unwired Accelerator. You can ignore these and continue the procedure. As long as you can save the application successfully, the mobile application is created. If you cannot save the mobile application later, it indicates another problem.
The namespace in XML returned by Remedy 7.0. <i>x</i> Web service is inconsistent with what is defined in the WSDL.	Verify that patch 4 is installed properly on Remedy AR system 7.0. <i>x</i> . See "Configuring for Remedy AR system version 7.0" on page 58.
You do not have write license	You do not have write permissions for one more Remedy fields. See the Remedy system or database administrator.
Entry does not exist in database	The default value you supplied for the input parameter does not exist in the Remedy database. Supply a valid value.
Cannot get the linked parameters to work.	It is important for parameters to use the same display name used in the Display_Name column in the data source table, or the linked parameters will not work. Check the Display_Name values used in your applications and the data source table to make sure values are consistent. Review "Using the linked parameters application in the update and insert applications" on page 32.
Some display names do not show up in the deployed application on a BlackBerry device.	If the display names of parameters do not match the output display name in the XSLT template definition, parameters will not show up in the mobile application on the BlackBerry device. Check the display names used in the XSLT template (see "Optional. Viewing the XSLT template definition" on page 15) against the display names in your applications, and make the appropriate changes.
The application created from a Remedy Web service does not preview correctly with the default JSP template.	You may need to develop a custom JSP template to handle special formatting requirements for a particular Remedy Web service. See the <i>UA 8.0 Developer's Guide</i> for information on JSP templates.
Remedy mobile applications do not work after the Remedy AR system server was changed.	Try flushing the cache in the Remedy middle-tier server. See the Remedy documentation for instructions.
Remedy mobile applications do not work after a Web service was changed.	Try cleaning up the "generated" and "XSD" directories in %SYBASE%\tomcat\webapps\onepage\WEB-INF.

9.1 Troubleshooting tools

Unwired Accelerator log files are useful for troubleshooting problems. You may have to enable the Trace option to capture detailed information. Typically, Unwired Accelerator and Installer log files are found in *%SYBASE%**logs*. These log files are especially useful for troubleshooting problems with Remedy applications:

- *uwp.err* error log for Universal Window player (UWP), the navigation and playback component of Mobile Web Studio. Look for SOAP faults that arise during Web service calls.
- *uwp.trc* trace log for UWP. This file is empty unless trace is enabled. See the *UA* 8.0 *Administration Guide* for information about enabling trace.

Additionally, Tomcat log files may include useful information. Tomcat log files are typically located in:

%SYBASE%\tomcat\logs\localhost_log<date>

Look for errors or status.