1. Introduction

Currently the CA SDM tool only allow search capability of incidents, requests and problems when the type is known. Adding the ability to search for a ticket without knowing what the type is will make it easier for users to find information on the ticket.

1.1 Scope

All analyst users of the system will be able to search for incidents, requests and problems from the GO button without a need to know the ticket type.

2. Design Considerations

2.1 Assumptions and Dependencies

1. Impacted User(s)
   - All analysts

2. File(s) Created
   - zrip.mod
   - detail_zrip.htmpl
   - list_zrip.htmpl

3.   Detailed Design

3.1   Schema Changes

1. Create \\NX_ROOT\site\mods\majic\zrip.mod file and add the following code

```
OBJECT cr {
   FACTORY zrip {
         DOMSET template_list "template_name" "" DYNAMIC ;

      DOMSET zrip_list_web "open_date DESC, id DESC,
mintime=min(attached_slas.time_to_violation), mintgt=min(target_times.target_time),
status=status.sym, priority=priority.sym DESC, ref_num" "" STATIC ;

      DOMSET zrip_list_web_active_only "open_date DESC, id DESC,
mintime=min(attached_slas.time_to_violation), mintgt=min(target_times.target_time),
status=status.sym, priority=priority.sym DESC, ref_num" "" STATIC { WHERE "active=1"; };

      STANDARD_LISTS {
         SORT_BY "open_date DESC, id DESC, status=status.sym, priority=priority.sym DESC,
ref_num" ;
         MLIST OFF ;
         RLIST OFF ;
      };

      REL_ATTR persistent_id ;
      COMMON_NAME ref_num ;
      FUNCTION_GROUP "call_mgr" ;
   } ;
};

MODIFY FACTORY zrip {
   DISPLAY_NAME "Incident/Problem/Request";
};
```

   NOTE: The factory name will be what you want your table name to be.
   Example;- the name of my table is zrip and the list is zrip_list. The table
   only exists in the Object Engine like tables 'in' and 'pr'.

2. Recycle services and the new table will appear in the Schema Designer.

3. Use a text editor to create a file and save the following text to the file:
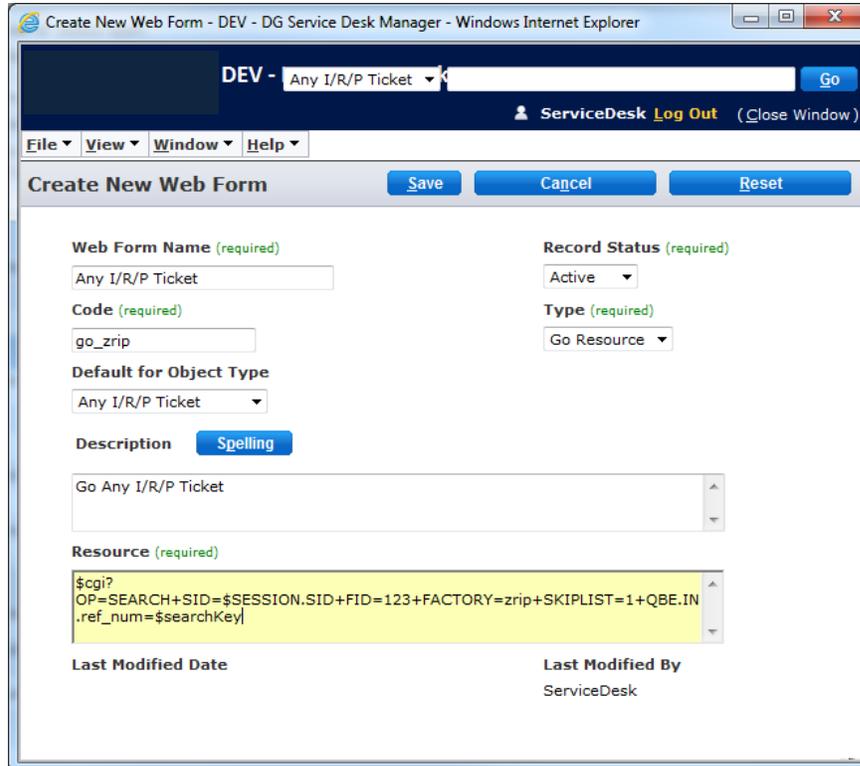
   TABLE usp_ui_selection_values

   code value text

   {"webformdfltforobjtype", "zrip", "Any I/R/P Ticket"}

   NOTE: This creates a go button resource called 'Any I/R/P Ticket'. The
   resource name can be whatever you want to call the resource.

4. Open a command prompt and navigate to the directory where the file created
   in step 3 was saved and execute the following command: pdm_load –f [file
   name] –i

5. Using WSP create *detail_zrip.htmpl and list_zrip.htmpl files.*

6. Save and publish the forms.

7. Execute pdm_webcache –H to make the forms immediately available.

3.2 UI Modifications

1. From the **Administration** tab navigate to **Security and Role Management** → **Role Management** → **Web Forms** node and create a new web form (see image below).

2. Navigate to **Role List** node.

3. Select *Administrator* role to open the Administrator Role Detail form.

4. Select **Resources** → **Go Resources** tab.

5. Click the **Update Go Resources** button to open the Web Form Search form.

6. Click the **Search** button to display a list of selectable go resource items.

7. Select *Any I/R/P Ticket* item and click the **'>>'** button, (see image below).
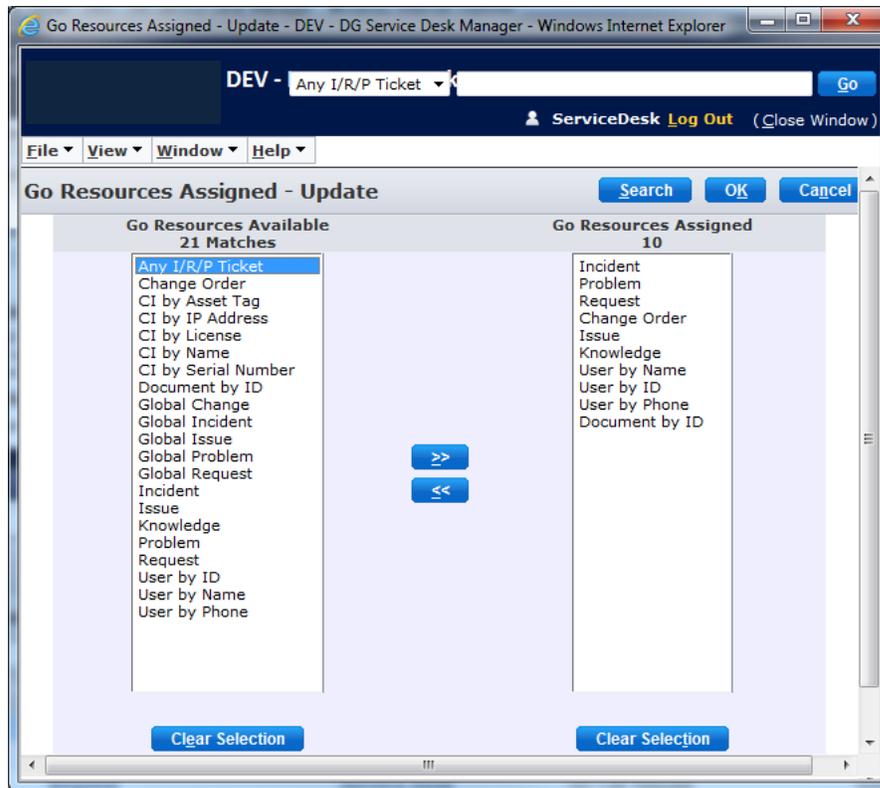
8. Click **OK** button to save the selection. The new menu item is listed in the Go Resource List.

9. Click the *Any I/R/P Ticket* radio button and then click the **Set Default** button if you want that option to be the default menu selection item displayed in the Go button dropdown on forms with the feature. See image below.

10. Repeat steps 3 through 9 to add the option on all desired roles.