PARTNER IT

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Add a Menu Item to the Application Administration Console

BMC Remedy version 7.5 and greater

PIT-TN-AddOptionAdminConsole

Revision 1.0

06/26/2014

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REVISION HISTORY

Revision History	Revision Date	Comments
1.0	06/26/2014	Original Document

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ABOUT THIS GUIDE

The Application Administration Console is used to configure BMC Remedy ITSM Suite applications. The console provides access to the forms that you use to configure the applications that you have installed.

Only BMC Remedy AR System administrators and BMC Remedy ITSM Suite application administrator have access to these configuration forms.

The Application Administration Console has two tabs:

- **Standard Configuration** – provides steps that walk you through the standard process for configuring your organization's information.
- **Custom Configuration** – provides access to all BMC Remedy ITSM Suite configuration forms. Use this tab to extend the standard configuration

The purpose of this document is to walk you through the steps for adding a new task to the Custom Configuration tab of the Application Administration Console.

ADDING A TASK TO THE APPLICATION ADMINISTRATION CONSOLE

In this example, we will add a Task to access the AP-Sample:Lunch Scheduler form from the Custom Configuration tab of the Application Administration Console. The same steps outlined below would apply to any custom form or any out of the box form that you would like to add to the Application Administration Console.

1. Login to Remedy with an Administrator account.

   Note: This account must have a Fixed AR License.

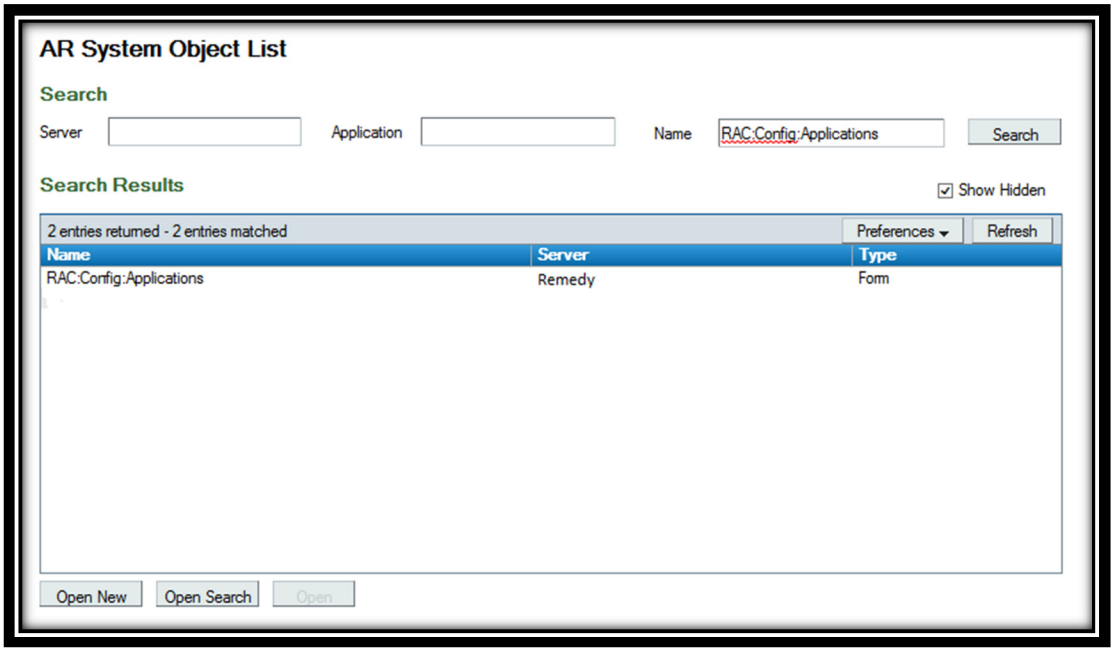
2. Type in the following URL in your browser:

   http://webserver:port/arsys/forms

   Note: If you server is not configured with the Object List enabled, please check out our video on http://www.youtube.com/partneritsm to learn how to enable the Object List.

3. In this step we will define a new section on the Custom tab of the Application Administration Console.

   On the AR System Object List, type **RAC:Config:Applications** in the Name field. Ensure that the Show Hidden button is selected. Click Search. The Search Results table refreshes with the results.



4. Highlight the record in the Search Results table. Click on the Open New button.

5. On the RAC:Config:Applications form enter the following information.

Required Fields

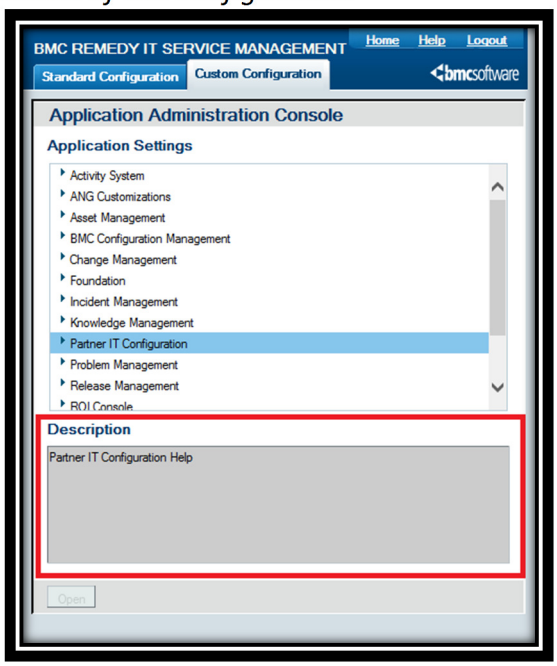
a. **Application Name** – This is the name of the new section. This is the main branch (root) on the navigation tree, i.e Incident Management, Asset Management, <Custom Application>, <Company> Configuration, etc. For our example, we will enter "*Partner IT Configuration*".

b. **Console Text** – This field is informational only and is not used in any workflow. Typically, this value is the same as the Application Name. For our example, we will enter *"Partner IT Configuration"*

Note: If the Application Name is null and you enter a value in the Console Text field it will backfill into the Application Name when you lose focus on this field.

c. **Description** – When you highlight the Application Name on the Custom tab on the Application Administration Console, Help Text will appear in the Description field below the Navigation Tree. For our example, we will enter "*Partner IT Configuration Help*".

Result of this configuration



d. **Status** – The options are enabled or disabled. For our example, we will enter *"Enabled"*

Note: This field actually does nothing. If you want to remove the Application from the Custom tab, you must disable the tasks under the main branch, which is covered in the subsequent sections.

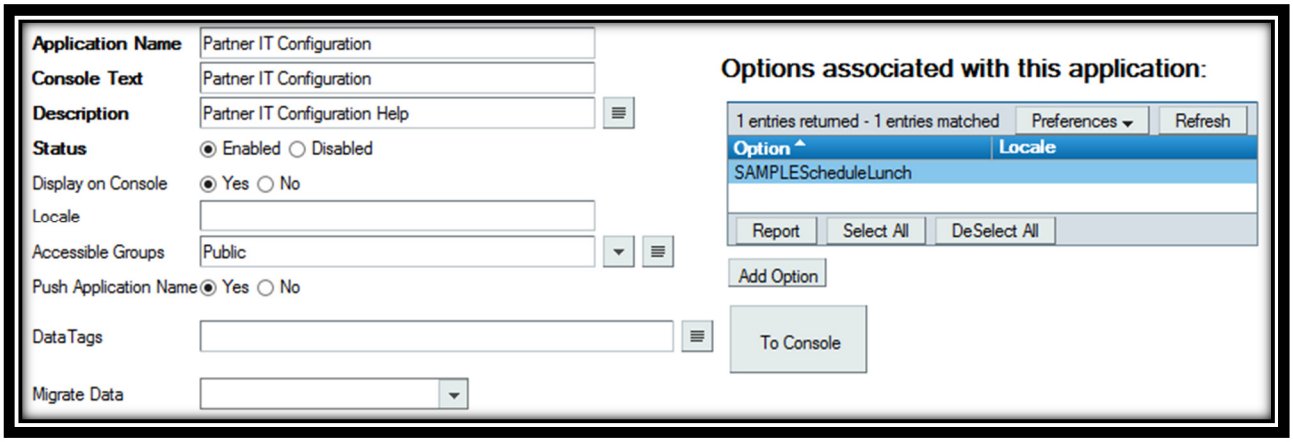
Optional Fields

e. **Display on Console** – The options are Yes or No. For our example, we will enter *"Yes"*

f. **Locale** – Enter the language the new navigation tree and help text will be displayed as. For our example, we will leave the field NULL.

g. **Accessible Groups** – Enter which groups will have access to view the main branch of the navigation tree. For our example, we will enter *"Public"*.

All other fields can remain blank. Once all fields have been completed as shown below, proceed to the next step.



6. Click the Add Option button.

7. On the RAC:Config:Options form enter the following information. Once all information has been entered, click the Save button.

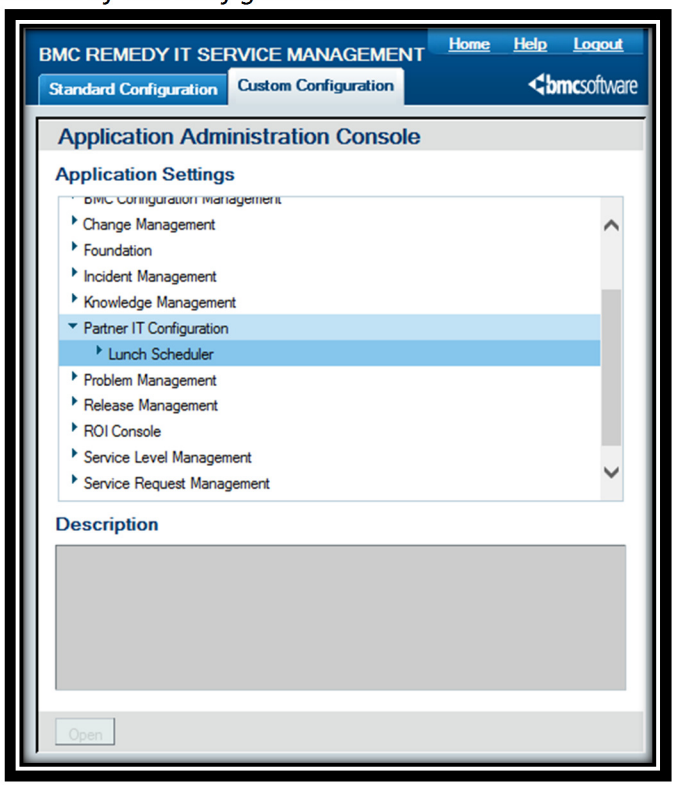
Required Fields

a. **Application Name** – This is the main branch (root) on the navigation tree, i.e Incident Management, Asset Management, <Custom Application>, <Company> Configuration, etc. It will default with the Application name created on the **RAC:Config:Applications** form.

b. **Option Name –** This is informational only. Best practice is to prefix it with the module followed by a description of Task. For our example, maybe we enter SAMPLEScheduleLunch.

c. **Console Text** – This is the value that will appear as the second branch in the navigation tree. For our example, I will enter "*Lunch Scheduler*".

Result of this configuration



Note: If the Option Name is null and you enter a value in the Console Text field the Option Name will be populated with the value entered in the Console Text field when you lose focus on the Console Text field.

d. **Description** – This is a core field (8). This field is informational only and is not used in any workflow. For our example, we will enter *"Schedule Lunches"*

e. **Status** – The options are Enabled or Disabled. For our example, we will enter *"Enabled"*

Optional Fields

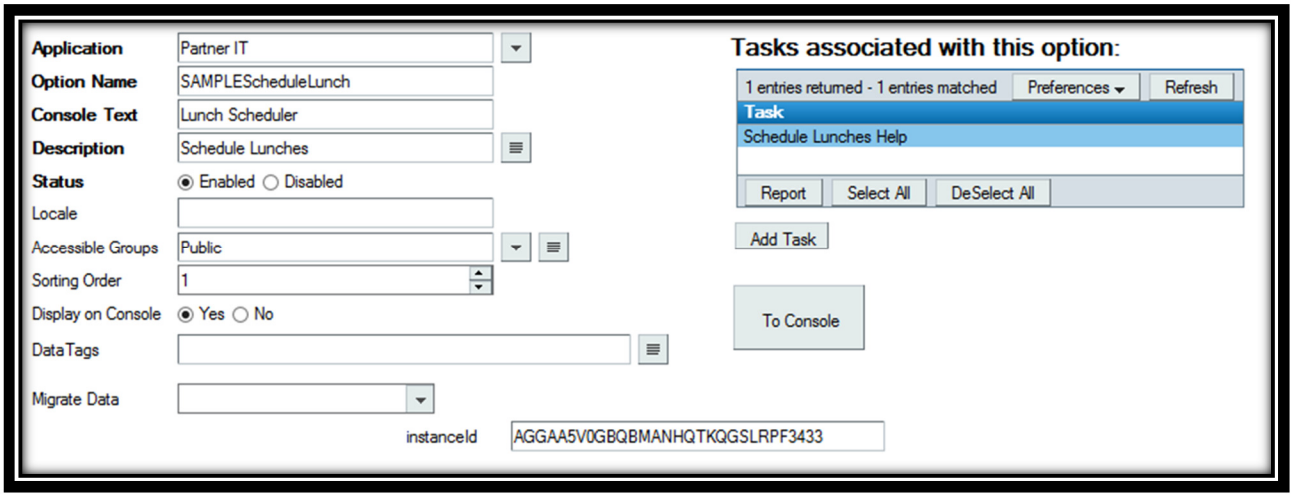
f. **Locale** – Enter the language the new navigation tree and help text will be displayed as. For our example, we will leave the field NULL.

g. **Accessible Groups** – Enter which groups will have access to view this option of the navigation tree. For our example we will enter *"Public"*.

h. **Sorting Order** – Defines the order that the option will appear under the Application Name (root branch). For our example, we will set the value to "*1*" because we only have one branch that we are defining.

i. **Display on Console** – The options are Yes or No. For our example, we will enter *"Yes"*.

All other fields can remain blank. Once all fields have been completed as shown below, proceed to the next step.



8. Click the Add Task button.

9. On the RAC:Config:Tasks form enter the following information. Once all information has been entered, click the Save button.

Required Fields

a. **Option Name** – This will default to the value entered in the Option Name field on the RAC:Config:Options form.

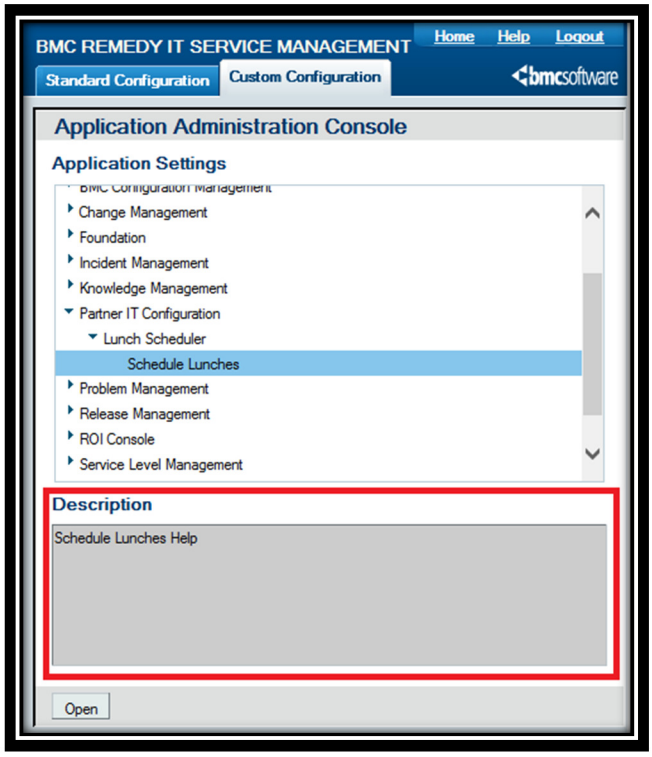
b. **Task Name** – This field is informational only and is not used in any workflow. This is the name of the activity you want to execute, i.e Configure Surveys, Configure Support Groups etc. For our example, we will enter *"Schedule Lunches".*

c. **Console Text** – This is the value that will appear as the third branch in the navigation tree. For our example, we will enter *"Schedule Lunches".*

d. **Task Type** – The valid options are Wizard or Standard.

e. **Description** – When you highlight the Task in the Navigation Tree, Help Text will appear in the Description field below the Navigation Tree. For our example, we will enter "*Schedule Lunches Help*".

Result of this configuration



f. **Status** – The options are Enabled or Disabled. For our example, we will enter *"Enabled".*

Optional Fields

g. **Accessible Groups** – Enter which groups will have access to view this option of the navigation tree. For our example we will enter *"Public"*.

h. **Display on Console** – The options are Yes or No. This field determines whether the task will appear under the option. For our example, we will enter *"Yes"*.

i. **Config Form** – The name of the form you want to open when the user selects the Open button from the Custom Configuration tab on the Application Administration Console. For our example, we will enter *"AP-SAMPLE:Lunch Scheduler"*.

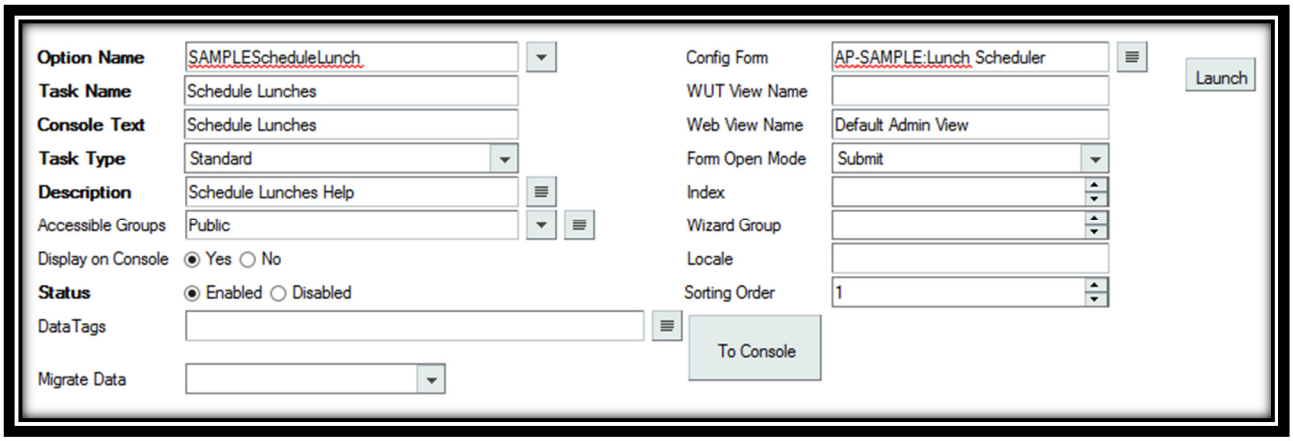
j. **WUT View Name** – If the form you want to open has multiple views, this is how you select which view to pull when viewing the form with the User Tool. Since the User Tool has been decommissioned this value is no longer needed.

k. **Web View Name** – If the form you want to open has multiple views, this is how you select which view to pull when viewing the form with a browser. For our example, we will leave it blank meaning it will use the default view.

l. **Form Open Mode** – Specifies if the form opens in Submit or Search mode. For our example, we will enter *"Submit"*.

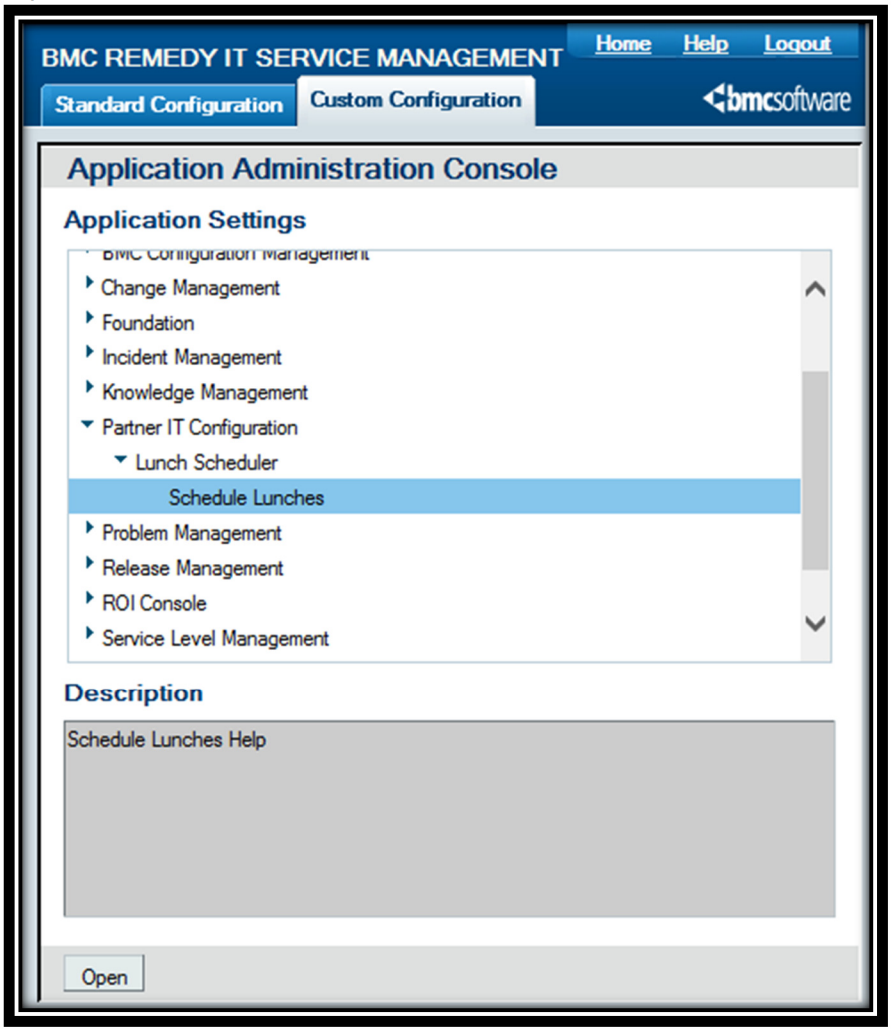
m. **Locale** – Enter the language the new navigation tree and help text will be displayed as. For our example, we will leave the field NULL.

n. **Sorting Order** – Defines the order that the task will appear under the Application Name (root branch). For our example, we will set the value to "*1*" because we only have one task that we are defining.



10. Once the Task has been saved, click the Launch button and test out your new Task.

Expected End Result



ABOUT PARTNER IT

Partner IT is a consulting firm that specializes in deploying ITSM solutions. Partner IT begins every consulting relationship by listening to our customers. We need to understand your process, driving factors, and measurement of success; before we can help you achieve your goals. Once we understand your organization, Partner IT then has the ability to deliver services quickly, efficiently, and at a competitive cost. We have experience in every major industry, and the high level of talent required to deliver a successful product.

At Partner IT we strive for more than just a successful ITSM implementation. Through mentoring, training, or our admin/maintenance programs, our goal is to deliver an application that is successful on Day 1 and for many years to come.

Partner IT's core business revolves around creating strong partnerships with our customers and one way that we establish a strong relationship with our customers is by sharing knowledge of common questions like this tech note, that our customers have asked and provide tips on best practices in the industry.

If you have question or suggestion for future tech notes please contact us at info@partneritsm.com or call us at (888) 380-8899.

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