

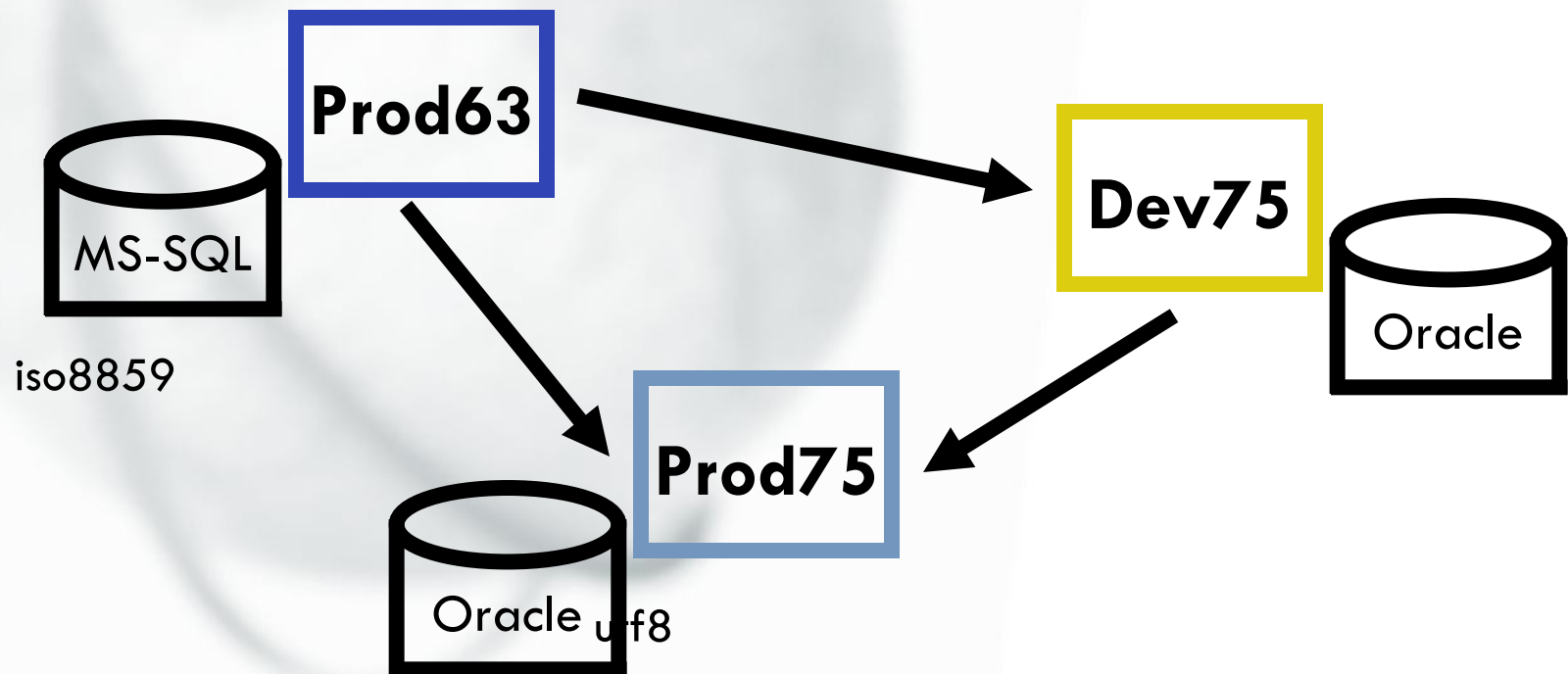
RRR Utilities for Remedy

Misi Mladoniczky, RRR AB

Objectives and Results

2

Migrate from **Prod6.3** to **Prod7.5** via **Dev7.5** ...



... with the help of many **free** tools from **RRR** 

Benefits/Value Add

3

- Finding customization in system forms – **RRR | Diff**
- Hiding the Expand Box after the move from 6.3 – **RRR | DefHideExpandBox**
- Renaming from Ticket to Incident – **RRR | DefSearch**
- Planning for needed manual data changes – **RRR | DefFieldDiff**
- Moving data to the new server – **RRR | Chive**
- Restoring the data after testing (incremental transfer) – **RRR | Chive**
- Adding record locking to Incident form – **RRR | Lock**
- Renaming the login names of your users – **RRR | LoginConv**
- Breaking up a Diary-Field into separate Diary-Form – **RRR | DiaryX**

TV Chef Preparations?

4

- It will take me 45 minutes to do this...
- It will probably take you 4-5 days...
- I confess, I have done some preparations in advance
- But I will show you everything from scratch

All or Nothing?

5

- You do not need multiple servers
- Look at this demo as a smorgasboard – just use the things you find useful (tasteful)

Smorgasboard and ***Ombudsman*** are the only two words that have been exported from Swedish to English

RRR | Diff – Demo

6

➤ Purpose

- Finding out if you have done customizations to your system forms
- You would typically find at least some permission changes

➤ Preparations

- Combine the original system form definitions from the cmd-prompt

```
C:\Pr...server> type Arserver\templates\*.def >c:\temp\system_original.def
C:\Pr...server> type Plugins\ardbc\*.def >>c:\temp\system_original.def
C:\Pr...server> type Plugins\area\*.def >>c:\temp\system_original.def
C:\Pr...server> type Plugins\ldapconf\*.def >>c:\temp\system_original.def
C:\Pr...server> type Arserver\Samples\en\*.def >>c:\temp\system_original.def
C:\Pr...AREmail> type AR_Email_Workflow.def >>c:\temp\system_original.def
```

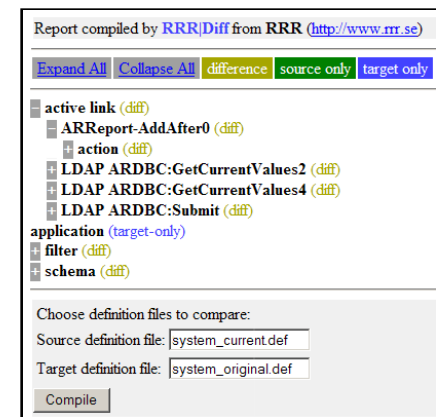
- Export your customized own system form definitions

➤ How to execute

- Run RRR | Diff and compare **system_current.def** and **system_original.def**

➤ The result

- You will can browse differences and plan for the necessary changes needed in the new version



RRR | DefHideExpandBox – Demo

7

- Purpose
 - Remove the expand box on 'Submitter', 'Modified By' and 'Assigned To'
- 1. Before 7.x
- 2. After upgrade to 7.x
- 3. RRR | DefHideExpandBox
- Preparations
 - Export a VIEW definition file from all forms

Submitter	Last Modified By	Assigned To



Submitter	Last Modified By	Assigned To



Submitter	Last Modified By	Assigned To



RRR | DefHideExpandBox – Demo

8

- How to execute
 - Create a fixed VIEW definition file

```
C:\> rrrDefHideExpandBox rrr75view.def rrr75hide.def
```

8 forms needed change
24 fields needed change
 - Reimport the new view definition file **rrr75hide.def**
- The result
 - The expand box has been removed

Submitter	Last Modified By	Assigned To



RRR | DefSearch – Demo

9

- Purpose
 - Find any string in the application
 - We will rename the form RRR:Ticket to RRR:Incident including all other Ticket-texts in the application
- Preparations
 - Rename the form in Developer Plus
 - Export your app to **rrr75renamed.def**

RRR | DefSearch – Demo

10

- How to execute
 - Case insensitive search for the string "tic" in the def-file
`C:\>rrrDefSearch -s rrr75renamed.def -m tic -i -v -r rrr75renamed.xls`
 - Edit and review the diff report **rrr75renamed.xls**
 - Change the relevant workflow in Developer Plus

➤ The result

	A	B	C	D	E	F	
1	type	name	subtype	subid	subname	subattr	rowdata
2	filter	RRR:TIC:301:Chk Assignee ...				name	RRR:TIC:301:Chk Assignee on Status Assigned/WIP
3	filter	RRR:TIC:301:Chk Assignee ...	action			message-text	The ticket must have an assignee when Status is set to
4	filter	RRR:TIC:802:Diary Log Status				name	RRR:TIC:802:Diary Log Status
5	filter	RRR:TIC:801:Diary Log ...				name	RRR:TIC:801:Diary Log Assigned To
6	schema	RRR:Incident				object-prop	7\60006\4\0\60008\4\0\60009\4\0\60010\4\0\60018\4
7	schema	RRR:Incident				display-prop	4\14\RRR New Ticket\5027\4\18\RRR Search Tickets\2
8	schema	RRR:Incident	field	1	TIC:ID	name	TIC:ID
9	schema	RRR:Incident	field	1	TIC:ID	default	TIC
10	schema	RRR:Incident	field	1	TIC:ID	display-instance	536870912\18\20\4\9\Ticket ID\61\40\13\60\40\13\41\2
11	schema	RRR:Incident	field	600001034	PAG:Related Ticket	name	PAG:Related Tickets
12	schema	RRR:Incident	field	600001034	PAG:Related Ticket	display-instance	536870912\13\14\40\1\143\40\3\170\40\600001030\20\4
13	schema	RRR:Incident	field	600001110	TBL:REL-TIC	name	TBL:REL-TIC
14	schema	RRR:Incident	field	600001111	TBL:REL-TIC:ID	name	TBL:REL-TIC:ID
15	schema	RRR:Incident	field	600001112	TBL:REL-TIC:Subie	name	TBL:REL-TIC:Subject

RRR | DefFieldDiff – Demo

11

- Purpose
 - Plan for an application upgrade
 - Find all relevant **data** differences between two applications that will require manual intervention
 - For example new required fields, differences in selection values, etc.
- Preparations
 - Export your old and new application definitions into separate files **prod63.def** and **dev75final.def**

RRR | DefFieldDiff – Demo

12

➤ How to execute

- `S:\>rrrDefFieldDiff rrr75final.def rrr63.def -new -multiline fieldDiff.xls -rename RRR:Ticket RRR:Incident`

➤ The result

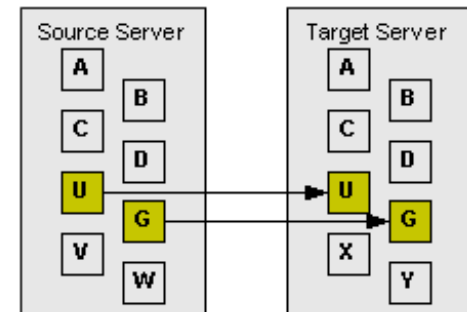
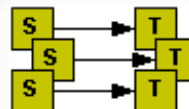
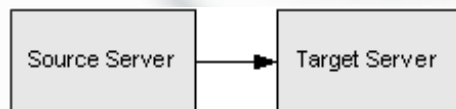
- The only thing that needs to be addressed is the new field **Priority**

	A	B	C	D	E	F	G	H
1	Form	FieldID	Datatype	Name	Length	Comment	SourceEnum	TargetEnum
2	RRR:Incident	1	CHAR	TIC:ID => INC:ID	8	Field names differ!		
3	RRR:Incident	2	CHAR	Submitter	30 => 254	Field data length differ!		
4	RRR:Incident	4	CHAR	Assigned To	30 => 254	Field data length differ!		
5	RRR:Incident	5	CHAR	Modified By	30 => 254	Field data length differ!		
6	RRR:Incident	600001011	CHAR	Subject	30 => 60	Field data length differ!		
7	RRR:Incident	600001014	ENUM	Priority		New field, does not exist in target!		
							New Assigned Working Solved Closed	New Assigned WIP Solved Closed
8	RRR:Incident	7	ENUM	Status		Field selection values differ!		
9	RRR:Ticket => RRR:Incident					Form has been renamed!		
10	RRR:mail					Deleted form, does not exist in source!		

RRR | Chive – Demo

13

- Purpose
 - Copy data to the new production server
 - Minimize downtime when switching servers using incremental data transfer
 - Be able to test in advance and restore any changes made during test
- Preparations
 - Export a forms.def to get a dependable regular form list and extract the list
`C:\>rrrDefFormList forms.def forms.txt`
 - Create configurations for RRR | Chive using the online configurator
<https://www.rrr.se/cgi/rrrchive/config>
 - Create a special config for the renamed form RRR:Incident with Request ID prefix conversion

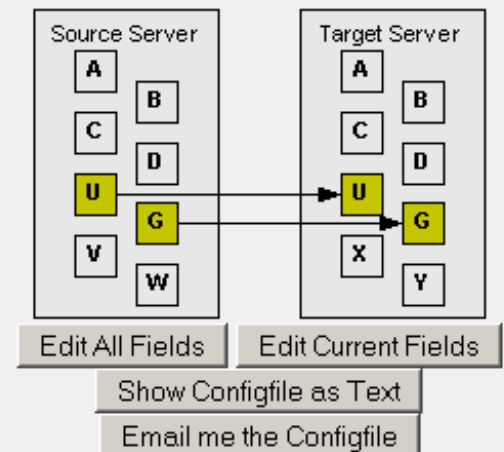


RRR | Chive – main config

14

- prod63dev75.cfg
 - Copy all forms except the renamed form RRR:Incident

```
source_server    = prod63
source_user      = Demo
source_password  =
target_server    = dev75
target_user      = Demo
target_password  =
multipleforms    = RRR:Category,RRR:Contact,RRR:Customer,RRR:SLA,RRR:Type
qual            = SPLITARSCHEMA
transfertype     = SYNCTOTARGET
logfile          = prod63dev75.log
loglevel         = NOTICE
logclearonrun    = YES
progressbar     = YES
```



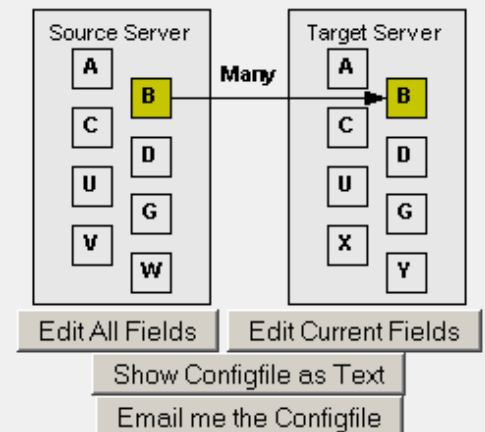
RRR | Chive – special config

15

➤ prod63dev75incident.cfg

- Different form names
- New entry-id prefix INC
- Only transfer COMMON fields

```
source_server    = prod63
source_user      = Demo
source_password  =
source_form      = RRR:Ticket
target_server    = dev75
target_user      = Demo
target_password  =
target_form      = RRR:Ticket
qual             = SPLITARSCHEMA
transfertype     = SYNCTOTARGET
entryidmode      = INC00000
onlyfields       = COMMON
logfile          = prod63dev75incident.log
loglevel         = INFO
logclearonrun    = NO
progressbar      = YES
```



RRR | Chive – Demo

16

- How to execute

```
C:\>rrrchive prod63dev75.cfg
```

```
C:\>rrrchive prod63dev75incident.cfg
```

- The result

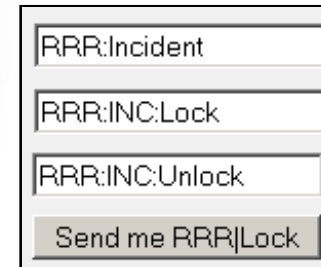
- Review the transferred data in Remedy User
- Review the produced log files **prod63dev75.log** and **prod63dev75incident.log**

```
rrrchive: 2009-10-29 10:39:52, type=APP, level=NOTICE, file=rrrchive.cpp, line=3246
Program Start: configFile=prod63dev75mult.cfg
Form rrrARSCHEMA does not exist. Importing form rrrARSCHEMA on server prod63
Form rrrARSCHEMA does not exist. Importing form rrrARSCHEMA on server dev75
Sync to target on form source=prod63, RRR:Category, target=dev75, RRR:Category, source records=3, target records=0, copied=3, deleted=0, timetorun=0:00:14
Sync to target on form source=prod63, RRR:Contact, target=dev75, RRR:Contact, source records=7, target records=0, copied=7, deleted=0, timetorun=0:00:00
Sync to target on form source=prod63, RRR:Customer, target=dev75, RRR:Customer, source records=3, target records=0, copied=3, deleted=0, timetorun=0:00:01
Sync to target on form source=prod63, RRR:SLA, target=dev75, RRR:SLA, source records=3, target records=0, copied=3, deleted=0, timetorun=0:00:00
Sync to target on form source=prod63, RRR:Type, target=dev75, RRR:Type, source records=13, target records=0, copied=13, deleted=0, timetorun=0:00:01
rrrchive: 2009-10-29 10:40:08, type=APP, level=NOTICE, file=rrrchive.cpp, line=3260
Program End: configFile=prod63dev75mult.cfg, timetorun=0:00:16
```


RRR | Lock – Demo

17

- Purpose
 - Add pragmatic record locking to prevent two people to start working with the same ticket
- Preparations
 - You need to decide on a form name and the names for two ACTL
- How to execute
 - Go to the configurator at <https://www.rrr.se/en/rrrlock/>
 - Import rrrlock_generic_part.def
 - Import rrrlock_custom_part.def
- The result
 - A warning to the second user that that opense the Incident

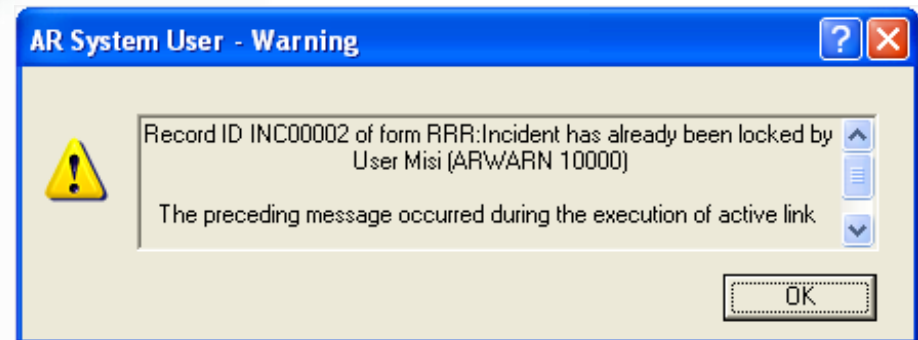


RRR:Incident

RRR:INC:Lock

RRR:INC:Unlock

Send me RRR|Lock



RRR | LoginConv – Demo

18

- Purpose
 - We want to convert our login-names to a new format
 - We want to keep all ticket assignments and history
 - We do not want Modified Date/By changed
- Preparations
 - Prepare a conversion file

```
Misi = miml01  
Susanne = suma01  
Mari = mama01  
Ann = anma01
```

*I just got married, and left **all** my tickets in Las Vegas 😊😊*

RRR | LoginConv – Demo

19

➤ How to execute

```
C:\>rrrLoginConv -s winxpars63 -u Demo -p ""  
-c loginconv.txt -f ALLFORMS -logfile loginconv.log
```

➤ The result

- All forms will be checked for occurrences

```
Processing form RRR:Ticket  
Form RRR:Ticket, list of fields to convert  
600003011 char CO:Contact  
600001011 char Subject  
2 char Submitter  
600002001 char CU:ID  
600001013 diary Diary  
600007011 char TY:Type  
600006011 char CA:Category  
600002011 char CU:Company  
600003001 char CO:ID  
15 char Status History  
8 char dummy  
4 char Assigned To  
5 char Modified By  
Form RRR:Ticket, 6 entries found  
ChangedEntry: Form=RRR:Ticket, Id=TIC00001, #Fields=1, #Replacements=1  
Form RRR:Ticket, 1 of 6 entries changed, time 0:00:05
```

You do not really have to limit yourself to login names!

RRR | DiaryX – Demo

20

- Purpose
 - Extract information from diary-fields
 - Convert diary-data to individual (child) records
- Preparations
 - Export the diary-data to an ARX-file along with any other fields of the parent form that are interesting. For example the Request ID.
 - Find out if you have any automatic tracking in the diary-field, for example "Ticket assigned to: xxx" and/or "Status set to: xxx"

```
2005-08-19 10:28:34 francie
Status set to: New

2005-08-19 10:29:42 francie
Too technical, maybe Bob can fix it?

Status set to: Assigned
Ticket assigned to: bob

2005-08-19 10:29:57 bob
Checking this and that

2005-08-19 10:30:16 bob
This is too networky for me.
Maybe Nancy can fix it?

Ticket assigned to: nancy

2005-08-19 10:30:46 nancy
Checking...
Solving...

2005-08-19 10:31:02 nancy
Joe must do thus and so, and he should be alright.

Status set to: Closed
```

Prefix match/RE	Field ID	Field Name	Remove Match	Prev ID	Prev Name
Status set to: (.*)	600001007	To Status	☒ Yes	600001008	From Status
Values New Assigned WIP Solved Closed					

RRR | DiaryX – Demo

21

- How to execute
 - Go to <https://www.rrr.se/cgi/div/diaryx> to enter your parameters and upload the ARX-file
- The result
 - You will get a new ARX-file in return, suitable for import into your new Diary-form

Create Date	Submitter	Status To	Status Fro	Assign To	Assign Fro	Diary
2005-08-19 10:28:34	francie	New				
2005-08-19 10:29:42	francie	Assigned	New	bob		Too technical, maybe Bo
2005-08-19 10:29:57	bob					Checking this and that
2005-08-19 10:30:16	bob			nancy	bob	This is too networky for m
2005-08-19 10:30:46	nancy					Checking...
2005-08-19 10:31:02	nancy	Closed	Assigned			Joe must do thus and so,

Visit RRR at the Vendor Fair

22

Thank You - Questions?

Misi Mladoniczky

miz@rrr.se

+46 705 854300

