

AR System Automation with C#



Dhinesh 5 posts since

Oct 27, 2008

Hello Everyone,

I am Completely new to Remedy and AR System, I need some help on automating the Create New Ticket action on AR system, We have a product and some telcom carriers were using it to track network performance and issues, so whenever there is some issue which is tracked by our tool, it should log into AR System on the user's machine and create a new ticket with all the details of the issue filled into the fields, the user should only review the details and should manually submit the ticket.

So I had been trying to get some documents / help for last two weeks and till now I just found out a way to loginto the AR System using the aruser.tlb file on my visual studio environment with C# (usign COM conversion to C# dll), but just now I found the .Net COM API 7.1 and all the related dlls and chm file, but no where I found any document that tells the basics of how to login to the system or how to create a new ticket, the chm just lists down all the methods and parameters, I am lost somewhere, so Is there really some document that tells atleast how to go about creating ticket, how to get the field names to use and modify the values on new ticket form and such activities?

Simply what I am trying to achieve is, automate the create new ticket action from within our tool, instead of user logging in manually into AR System and entering the new issue details manually, so all these should be done from program and only submission will be user.

If any of you had done something like this or you know where such post / document /help file exist in this forum, it will be really helpful.

Thanks

Dhinesh

Tags: c#, api, documentenation



[Anders Wilhelm](#) 4 posts since

Oct 4, 2008 1. **Re: AR System Automation with C#** Oct 30, 2008 12:27 PM

Here is a short example of submitting records.

```
try
{
    ARSystem.Server server;

    server = new ARSystem.Server();

    server.Login("myserver", "user", "password", "");

    String myForm = "formname";

    ARSystem.FieldValueList fieldValues = new ARSystem.FieldValueList();

    fieldValues[2] = "username"; //Submitter
    fieldValues[8] = "sometext"; //Short Description
    fieldValues[7] = "New";    //Status

    ARSystem.EntryIdList entryId = server.CreateEntry(myForm, fieldValues);
```

```
Console.WriteLine("Submitted record: " + entryId.ToString());

}

catch(ARSystem.Exception e)

{


    Console.WriteLine("ARSystem.Exception caught\n" + e.ToString());

}
```



[Dhinesh](#) 5 posts since

Oct 27, 2008 2. Re: **AR System Automation with C#** Oct 31, 2008 10:20 AM

 in response to: [Anders Wilhelm](#)

Thanks Anders,

I was trying as you mentioned, but I am not getting "EntryIdList" property with ARSystem object, though I am getting "EntryListField" and "EntryListFieldList", I had added reference for 'BMC.ARSystem.Utilities.Common.dll' and 'BMC.ARSystem.dll'. and I had downloaded for version API 71.

More questions here, Is there a way to know the fieldnames on the Create New Ticket form? where will I be able to get those? And do you / anyone have any documents that shows how

to use these methods? I got a PDF file 'RemedyAPIGuide.pdf' that has chapter 6 explaining about ARUser.tlb which is a COM type library, so other than that I don't have any other documents / not able to find anything that explains about these methods and properties and what it does.

Its strange that I got download link for New APIs and just a read me file, but the chm is not of any help as it doesn't really explain purpose of each classes/properties.

So please help me if you have any.


Thanks

Dhinesh



[ginol](#) 253 posts since

Feb 26, 2008 3. Re: AR System Automation with C# Nov 3, 2008 1:40 AM

 in response to: [Dhinesh](#)

Hi,

this should work with API 7.1 . *In any case there is a complete code for Server.CreateEntry method in the BMC ARSystem.chm file.*

Regards

```
try
{
    BMC.ARSystem.Server server;
    server = new BMC.ARSystem.Server();
    server.Login("your_server", "your_user", "your_password", "");
    String myForm = "your_form";
    BMC.ARSystem.FieldValueList fieldValues = new BMC.ARSystem.FieldValueList();
    fieldValues[2] = "username"; //Submitter
    fieldValues[8] = "sometext"; //Short Description
    fieldValues[7] = "New"; //Status
    String entryId = server.CreateEntry(myForm, fieldValues);
    Console.WriteLine("Submitted record: " + entryId.ToString());
}
catch(BMC.ARSystem.ARException e)
{
    Console.WriteLine("BMC.ARSystem.Exception caught\n" + e.ToString());
}
```



[appajee](#) 286 posts since

May 29, 2007 4. Re: AR System Automation with C# Nov 3, 2008 11:38 AM

[↑](#) in response to: [Dhinesh](#)

The AR System .NET and COM API is an unsupported API and it only includes the readme (for installation instruction) and a CHM for limited documentation (includes few usage code snippets). If there is any specific usage snippet you like to see or missing or incorrectly presented in the doc, please let us know. In any case, as this API is a wrapper on top of AR System C API and intimately deals with AR System constructs -- it is good idea to know about the object model, data structures involved (at least from C API perspective, for which there is a very detailed published/supported documentation).

In any case, you need to add reference to BMC.ARSystem.DLL and do not need the common.dll as it is a common/utility assembly used by few sample apps.


You need to have some knowledge about which specific form you want to integrate. This can be best supplied by the specific form author, or, your AR System administrator. Specifically about forms of a specific application supplied by BMC, there usually are few designated forms for integration purposes. You need to look into the specific application documentation or associated white papers to locate those forms and information about the fields on those forms.

Appajee



Dhinesh 5 posts since

Oct 27, 2008 5. **Re: AR System Automation with C#** Nov 19, 2008 5:12 PM

 in response to: [appajee](#)

Thanks Appajee,

I was out for sometime, but I am still struggling to get what I need to achieve with the BMC.ARSystem.DLL (7.1), As I explained Earlier,

I want to login to the remedy system and Open the GUI of Create New Ticket Form with only the required Fields filled in with values, all these I want to do through the C# Code and whenever we want to show the Remedy GUI, we will set all these values from code and Pop up the new Ticket Form with values, the user had to Verify the details and Click manually to submit the data on to the Remedy System.

On the whole, they were doing it manually now, so we want to automate only data entry operations through the code, but I didnot find any methods that can be used to show the Form to user, Earlier I had used AR System 4.5 API with COM objects, I was able to

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login and Show the form to user using LoadForm and CreateForm methods, but the same methods were not available or doing the same operation with 7.1 API.

I am able to login to the system using server.login and able to get the fields, forms, etc. But I am not sure how to show the form to user, I went through the C and Java API too, didnt get any clue.

Please help me.

Thanks

Dhinesh