

remedy oracle query for incidents



Carey Hollenbeck 10 posts since

Nov 18, 2008

Hi

What table/s contain the incidents in remedy? All Im looking to do is run a few oracle sql statemenst to retrieve incident information from remedy.



Nyall McCavitt 39 posts since

Jun 26, 2007 1. **Re: remedy oracle query for incidents** Nov 18, 2008 10:46 AM

Hi,

The answer will depend on which version of the ITSM Suite you are running.

If you can provide the version then I'm sure that someone will be able to provide you with the relevant answer.

Thanks.

Nyall



jlrubiofr 69 posts since

Jun 27, 2007 2. **Re: remedy oracle query for incidents** Nov 18, 2008 10:47 AM

Hi Carey,

remedy oracle query for incidents


Main DB table is HPD_HPDP_HelpDesk. It contains information about all incidents registered on your ITSM system. Other important tables are HPD_HPDP_Worklog and HPD_HPDP_AssignmentLog.

Thanks and regards,



Carey Hollenbeck 10 posts since

Nov 18, 2008 3. **Re: remedy oracle query for incidents** Nov 18, 2008 12:15 PM

 in response to: [Nyall McCavitt](#)

Is there a way to get the current version out of the oracle database?

The user version is:


BMC Remedy User

Version 7.0.01 Patch 006



Carey Hollenbeck 10 posts since

Nov 18, 2008 4. **Re: remedy oracle query for incidents** Nov 18, 2008 12:16 PM

 in response to: [jlrubiofr](#)

i will take a look at the

HPD_HPDP_HelpDesk HPD_HPDP_Worklog and HPD_HPDP_AssignmentLog.



Carey Hollenbeck 10 posts since

Nov 18, 2008 5. **Re: remedy oracle query for incidents** Nov 18, 2008 12:48 PM

THANKS for your help...

These are the tables the way they are named in my db...

remedy oracle query for incidents

HPD_HELP_DESK


HPD_WORKLOG

HPD_HELP_DESK_ASSIGNMENT_LOG



[Carey Hollenbeck](#) 10 posts since

Nov 18, 2008 6. **Re: remedy oracle query for incidents** Nov 18, 2008 1:10 PM


 in response to: [jlrubiofr](#)

Do you know where find the Incident NOTES column?



[jlrubiofr](#) 69 posts since

Jun 27, 2007 7. **Re: remedy oracle query for incidents** Nov 18, 2008 1:23 PM

 in response to: [Carey Hollenbeck](#)

Hi again,

HPD_Helpd_Desk.Detailed_Decription is Notes field.


Regards

Jose Luis Rubio



[Carey Hollenbeck](#) 10 posts since

Nov 18, 2008 8. **Re: remedy oracle query for incidents** Nov 18, 2008 3:38 PM

 in response to: [jlrubiofr](#)

I aplogize for so many questions...


do you know where attached documents are stored?

remedy oracle query for incidents



[jlrubiofr](#) 69 posts since

Jun 27, 2007 9. **Re: remedy oracle query for incidents** Nov 18, 2008 3:44 PM

 in response to: [Carey Hollenbeck](#)

Carey,

For every Attachment field in the form, a separate table is created to store the attachment value. Please, read "BMC Remedy Action Request System 7.x Database Reference" document, on page 31 for more information.


Jose Luis Rubio

www.bmc.com



[Jyoti Verma](#) 41 posts since

Sep 24, 2008 10. **Re: remedy oracle query for incidents** Nov 21, 2008 12:37 AM

 in response to: [Carey Hollenbeck](#)

attached documents are saved in a different table:

T tables for data.

B Tables for Attachments.

H Tables for status history field.

Like in my database I have T185 for Heldpesk ticket data, B185 for attachments, H185 for status history.

Go to Entbase->Enterprise Manager-> Server-> database-> ARSystem-> ur table.

remedy oracle query for incidents

Let me know if this helps!!!!!!!!!!!!


I can help u further.

Thanks



[giveme](#) 3 posts since

Feb 25, 2009 11. **Re: remedy oracle query for incidents** Feb 25, 2009 8:21 AM

 in response to: [Jyoti Verma](#)

Hi,

I've a question.. Does anyone know in which Table, Template is stored in Remedy?