

# How can we handle pop-up windows via...

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ravindra 310 posts since

Jul 16, 2008

HI,

We are currently using Visual Basic .NET to call the Interop.ARUSER.dll to automatically generate both Remedy Change Tickets as well as Remedy Incident Tickets. This process is being run as a service (a background process) on a Windows server ... the server is not logged on, and there is no human interaction with the process. This process is working very well for the situations when we are opening tickets in a "New" status. However, due to audit requirements, there are a few situations that we need to generate a change ticket, or an incident ticket, for an audit trail and not for human intervention. These are situations when a change was performed via automation, or an incident was resolved via automation ... but there still was a change, or there still was an incident, and therefore we need a ticket cut for the audit trail. Ideally, we would generate these tickets in a resolved status so that a human does not need to take the time to manually resolve them.

We have been unable to successfully auto-generate a ticket in a "resolved" status using the Interop.ARUSER.dll without someone clicking the "OK" button. This problem is true for both change tickets as well as incident tickets. When we try to generate the ticket in a resolved status, the Remedy Client is producing the following pop-up window (this example is for an incident ticket, but change tickets are similar):

The technical problem we are experiencing is that the operating system takes away control from the Visual Basic .NET program, and is waiting for someone to click the OK button before it gives control back to the calling program. The affect is that the Visual Basic .NET program "hangs".

\*Is there a way to suppress these pop-up Windows when calling the Remedy Client via Interop.ARUSER.dll?

\*If not, would there be a better technique to auto-generate tickets from within a Visual Basic .NET program rather than using Interop.ARUSER.dll?

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I realize this is a long shot, but any insight you could give us with this situation would be appreciated.

regards,

ravindra



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May 29, 2007 1. **Re: How can we handle pop-up windows via Interop.ARUSER.dll?** Nov 22, 2008 9:11 PM

May be you could do some SendKeys or windows messaging kind of technique to "press" OK button & dismiss the popup programmatically??

Otherwise, you probably look at other APIs .NET/COM API or Java API or C API etc. But with these choices, you will not be able to 'drive' the User Tool, rather you'll be able to create integrations directly invoking the underlying API requests to Server. Pls note that in such mechanisms, you are bypassing the client side workflow of the app (as such workflow executes in client tools --- User Tool or browser client of Midtier) -- so you will have to ensure the appropriate fields are supplied with valid values and so on. For the AR Apps in question, check if there are some "\_Interface" forms supplied or best practice documentation is provided. If not look at the form definition & involved workflow to figure out which fields must be supplied with values & what possible values are valid etc.

Appajee