

C# with ARSystem 7.1 - Automate New...



Dhinesh 5 posts since

Oct 27, 2008

Hello,

I am New to Remedy and this is my second thread, I am copying the same question which I posted earlier.

I had been using C# 2008 with AR System 7.1 DLLs and I am able to login to the system as found from examples here, the login ID i am using doesn't have admin privilege, but I would like to create a new Ticket and fill in values inside and wait for the user to manually submit it.

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.

The users were doing it manually now, so we want to automate only data entry part through the code, but I didn't 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 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, didn't get any clue.

I believe the server.createEntry might be of help, but I don't really want to create an entry on the server, bypassing the Remedy AR System GUI, Is there any ways I can Simulate only the client side part of AR System, I can even go with creating my own Form and request the user to click on submit to send details to the server, but I don't want to connect to server directly.

The BMC ARSystem.chm help file doesn't help in anyways for a starter; I couldn't make any progress for last 4 weeks on this.

Please help me.

Thanks

Dhinesh

Tags: c#, arsystem, 7.1, automation, newticket



[jpyllman](#) 21 posts since

Feb 15, 2008 1. **Re: C# with ARSystem 7.1 - Automate New Ticket Creation** Nov 21, 2008 1:26 AM

Maybe what you really want to do is to change the workflow in the application to do these required fields. Or is it some task on the machine that should start the entry of a new ticket. Then maybe it is not the ARAPI you are looking for, but the DDE/OLE interface to Remedy User Tool for controlling the usertool.



[appajee](#) 286 posts since

May 29, 2007 2. **Re: C# with ARSystem 7.1 - Automate New Ticket Creation** Nov 22, 2008 7:27 PM

BMC AR System .NET and COM API is an .NET/COM-friendly API wrapper for C API of the AR System. Using this you can issue AR API methods primarily for custom tools/integration purposes. However this does not have any way to interact with AR System User Tool,

meaning it does not provide an automation server of the User Tool thus you can not "drive" user tool using this API. However User Tool itself indeed has an OLE automation -- check out the AR System Programmer's Guide document;and/or, add a reference to ARUSER.TLB from within your .NET/COM applicatio & browse it via Object Browser. This is what you were using earlier I believe, not to be confused with the current .NET API. Basically they are two different levels of API -- one is intended for integrating/driving user tool via its OLE automation & the other is plain underlying AR API wrapped for .NET/COM friendly access.

Hope this clarifies things...

Appajee



[Dhinesh](#) 5 posts since

Oct 27, 2008 [3](#). **Re: C# with ARSystem 7.1 - Automate New Ticket Creation** Nov 24, 2008 5:46 PM

[↑](#) in response to: [appajee](#)

Thanks Appajee, this is where I was lost, I should have been with ARUSER.TLB COM Object.

Are there any updates to the COM Object recently?

Thanks

Dhinesh



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May 29, 2007 [4](#). **Re: C# with ARSystem 7.1 - Automate New Ticket Creation** Nov 24, 2008 11:54 PM

[↑](#) in response to: [Dhinesh](#)

Nothing significant I can think of. Just an updated version as of 7.1 think...

Appajee

