LoadRunner Scripting Guide for Service Manager 7 Clients

How to do performance testing on Service Manager using HP's LoadRunner tool

HP® Management Software **Service Management**

Introduction

This white paper describes how to set up LoadRunner to test load and performance on Service Manager 7.0.

Setting up LoadRunner

Mercury Virtual User Generator Recording Options Setup

From the LoadRunner Menu bar, select **Tools -> Recording Options**. In the **General** tree select **Recording**.
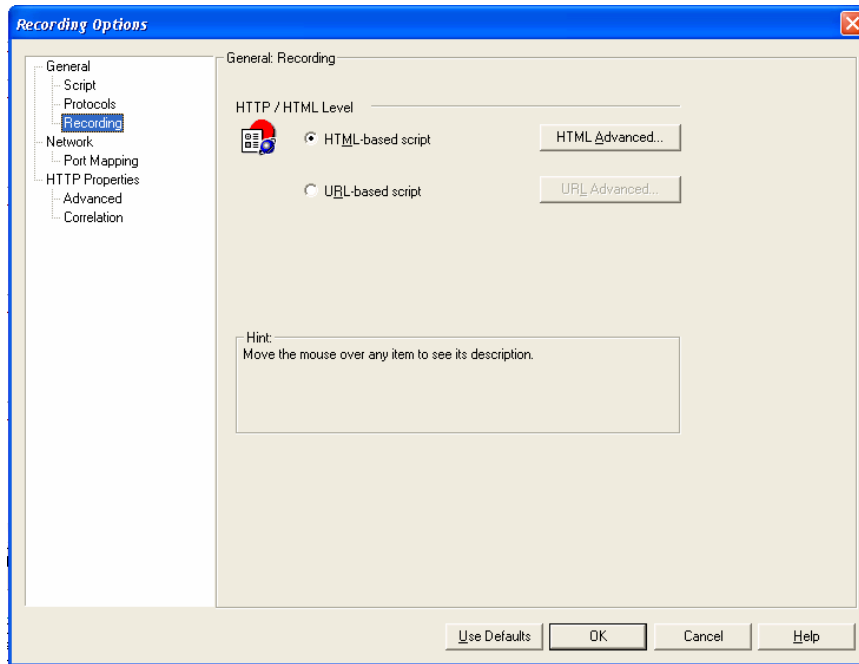
Select **HTML-based script** and then click the **HTML Advanced...** button.
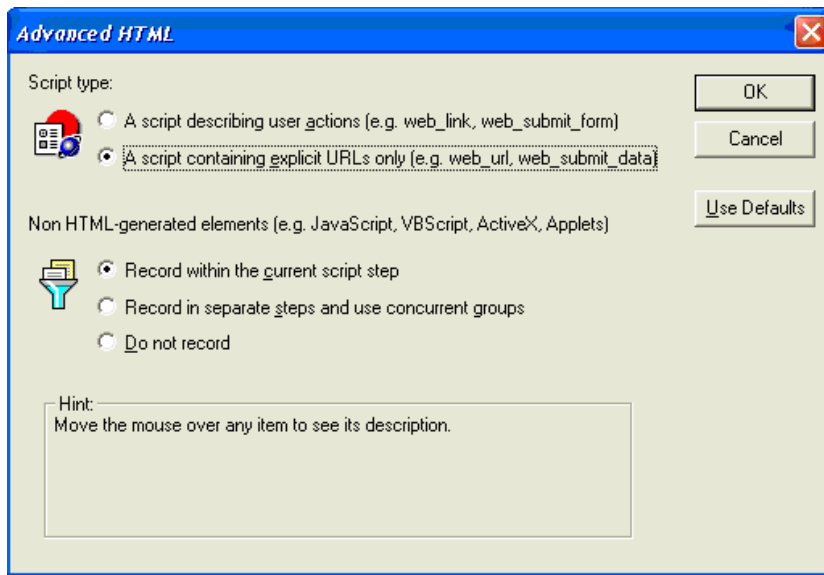
Select the options as shown above then click **OK**.

In the **HTTP Properties** tree, select **Advanced**
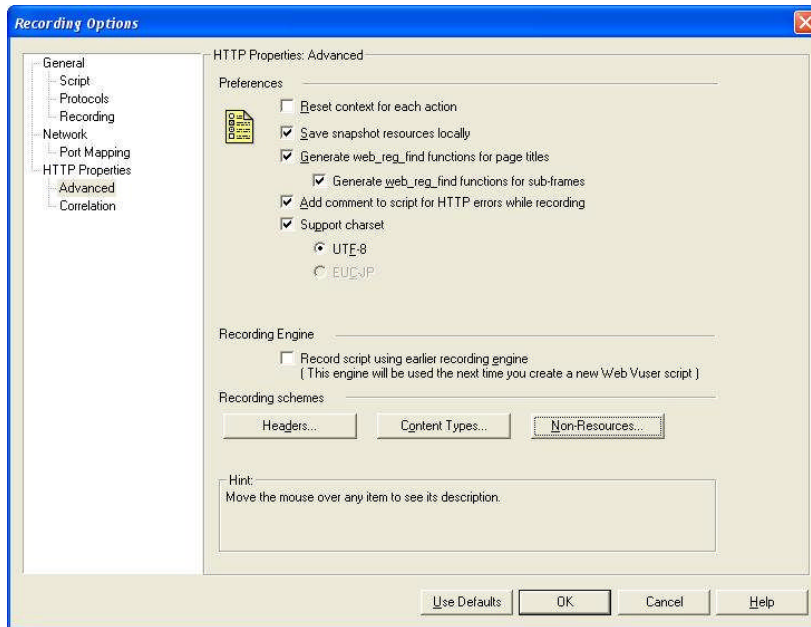
Select the options as shown above, then click the **Non-Resources...** button

Uncheck both of the Non-Resource Content Types (text/html, text/xml).
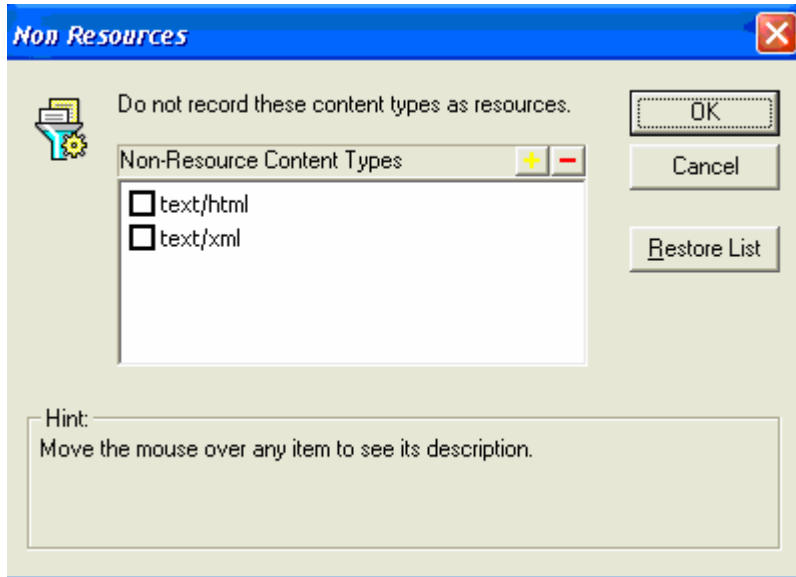
Click **OK**.

Click **OK** to exit the Recording Options screen.

Mercury Virtual User Generator Runtime Settings Setup

From the Menu bar, select **VUser -> Runtime settings**. In the **General** tree, select **Log**.

Run-time Settings

General
— Run Logic
— Pacing
— Log
— Think Time
— Additional attributes
— Miscellaneous
Network
— Speed Simulation
Browser
— Browser Emulation
Internet Protocol
— Proxy
— Preferences
— Download Filters
— ContentCheck

General: Log

☑ Enable logging

Log options
○ Send messages only when an error occurs   Advanced...
◉ Always send messages

Log messages at the detail level of
○ Standard log
◉ Extended log
☑ Parameter substitution
☑ Data returned by server
☑ Advanced trace

Hint
Move the mouse over any item to see its description.

Use Defaults   OK   Cancel   Help

Enable extended logging and turn on all options as shown above.

Note: *Always send messages* should only be selected during script creation and testing. Otherwise, the Log options should be set to *Send messages only when an error occurs*.

In the **Browser** tree, select **Browser Emulation**.

Run-time Settings

General
— Run Logic
— Pacing
— Log
— Think Time
— Additional attributes
— Miscellaneous
Network
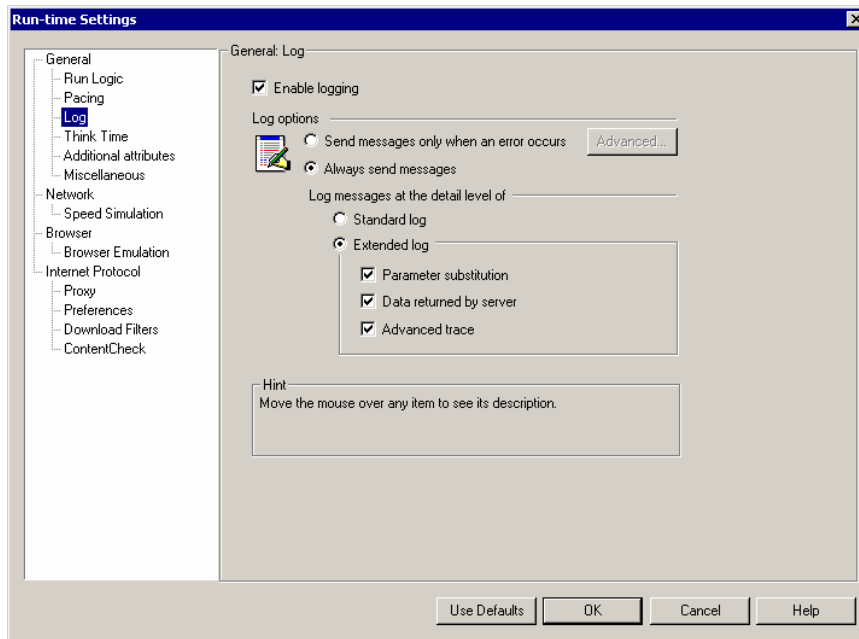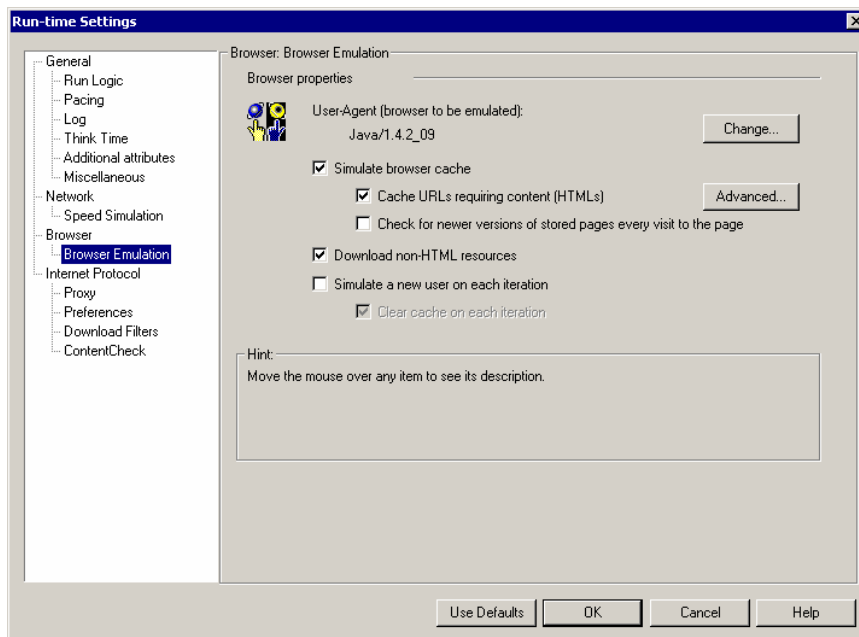— Speed Simulation
Browser
— Browser Emulation
Internet Protocol
— Proxy
— Preferences
— Download Filters
— ContentCheck

Browser: Browser Emulation

Browser properties

User-Agent (browser to be emulated):
Java/1.4.2_09   Change...

☑ Simulate browser cache
☑ Cache URLs requiring content (HTMLs)   Advanced...
☐ Check for newer versions of stored pages every visit to the page
☑ Download non-HTML resources
☐ Simulate a new user on each iteration
☑ Clear cache on each iteration

Hint:
Move the mouse over any item to see its description.

Use Defaults   OK   Cancel   Help

Uncheck **Simulate a new user on each iteration**.

These Run-time settings are also set separately in the LoadRunner Controller.

Click **OK** to save all changes.

Recording a new script using the Service Manager Web Client

Overview

- The login should be recorded into vuser_init.
- The activities in the script should be recorded into Action at a minimum.
- The activities should include a shutdown of all tabs and return to the same point where recording of Action began – the user's startup screen.
- The logout should be recorded into vuser_end.
- These are the minimum recommendations for scripting. The user is free to create multiple action-based sections.
- Prior to starting the Service Manager server, **recordtestscript:1** needs to be added to the sm.ini file.

Best Practices

All scripts should complete the log out procedure. Failure to do so can lead to exceeding Service Manager license limits and unpredictable performance results.

Care should be taken to ensure that all tabs are closed before iterating a script section. Each time a tab is opened in Service Manager, memory is allocated to support that application thread. If tabs are left open as the script iterates, memory consumption will increase incrementally and continuously until script completion.

Virtual User workloads should be kept to a reasonable simulation of actual user workloads, either average or peak. Attempting to simulate the work of a large number of users with a much smaller number of users is not recommended. The results from such an exercise will not adequately test the system for its intended purpose.

Recording the script

Follows these steps to record the LoadRunner script:

1. In the LoadRunner Virtual User Generator, select **Start Record** from the Toolbar. Enter the correct path to the Service Manager.exe, program arguments, and working directory as shown below.
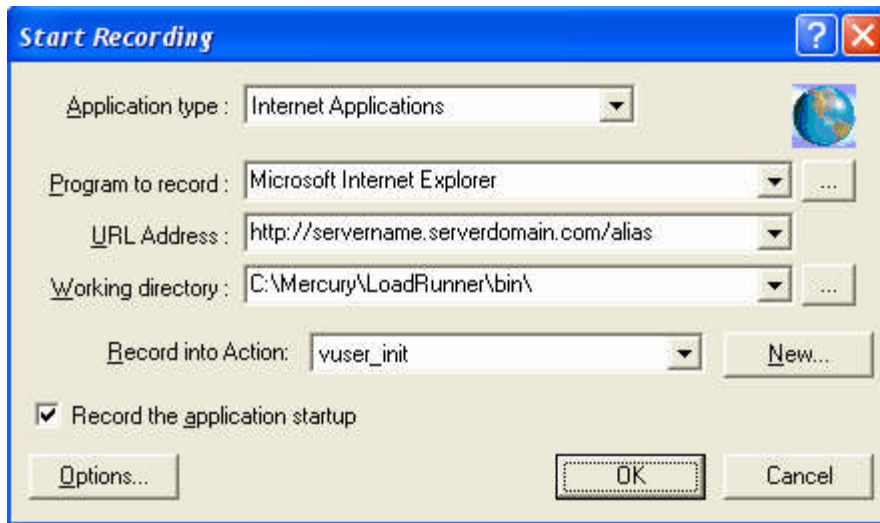
2. Click **OK** to begin recording.

Note: Take note of the screen at the time of login. In the out-of-box system this will be the Manage Screen with the ToDo queue displayed.
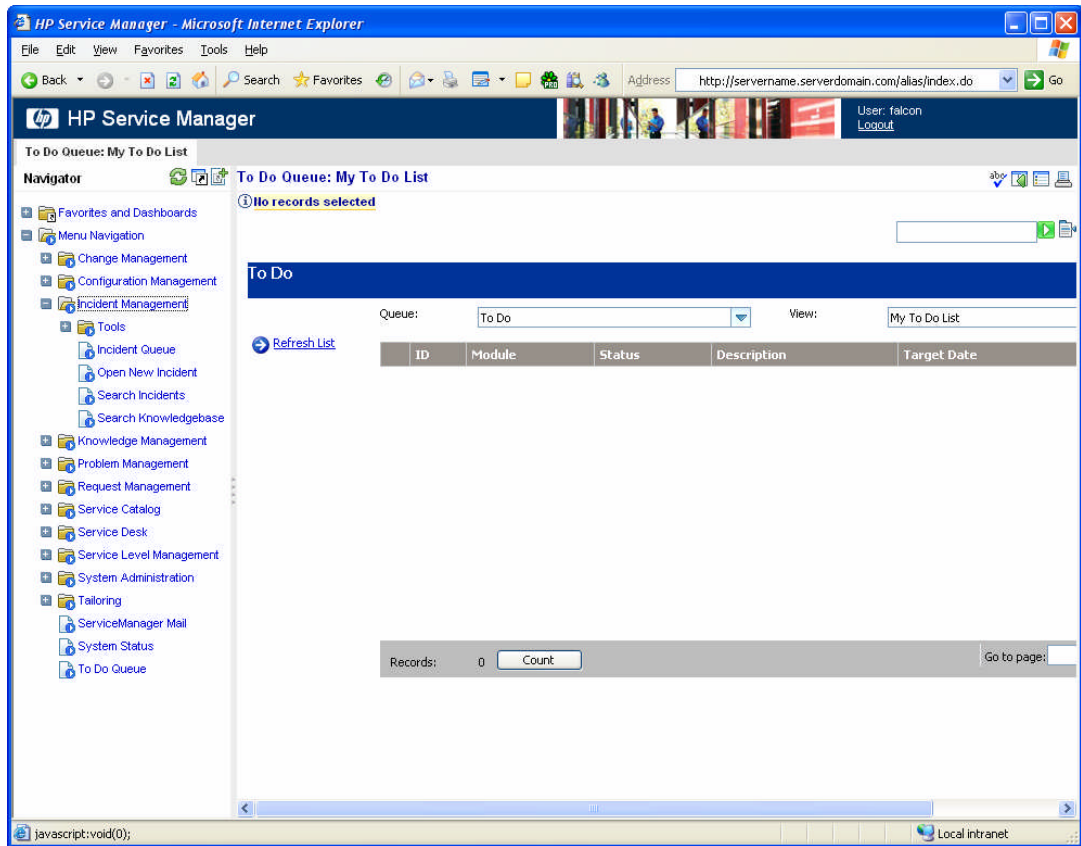
3. Before continuing, change the drop down value to **Action** in the LoadRunner recording control bar.

4. While recording, perform all planned activities in Service Manager. In this sample screen shot, the user has navigated into the Incident Management Menu to open, search, or update Incident Management tickets.
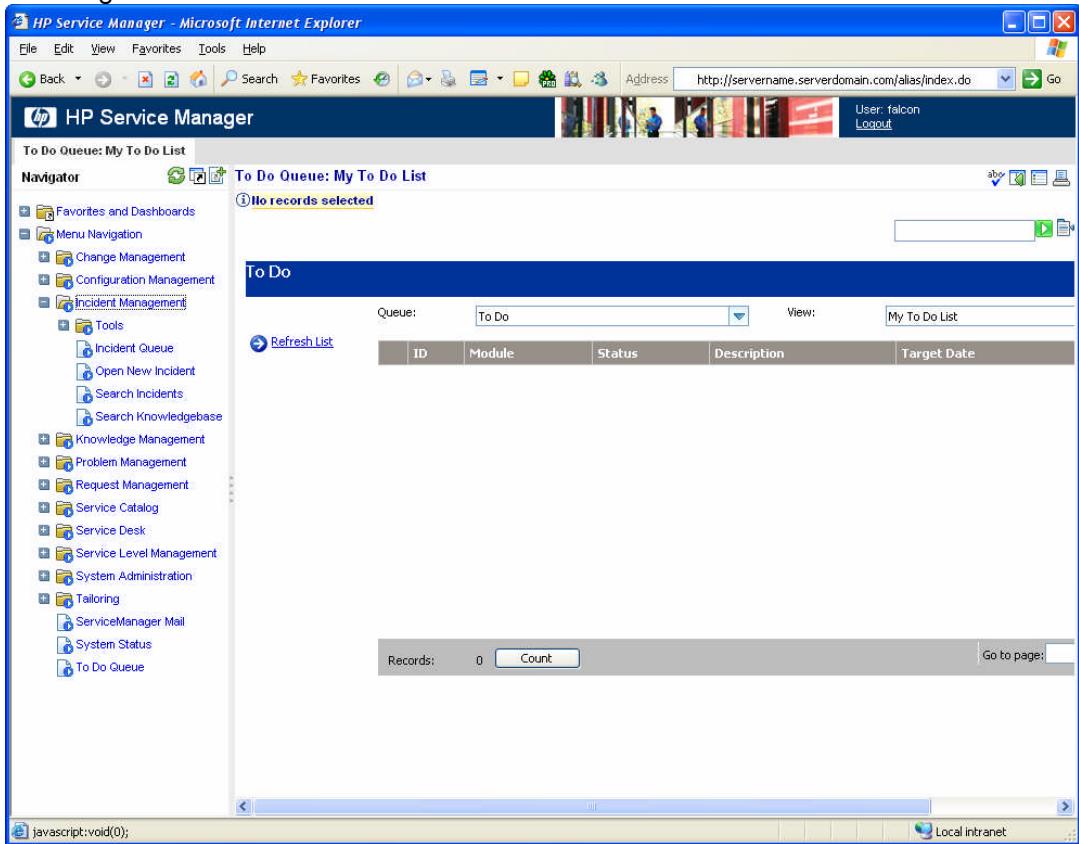
5. Once the planned activities in Service Manager are completed, be sure to navigate back to the home screen. Doing this will facilitate easier script iteration and modification in the future.
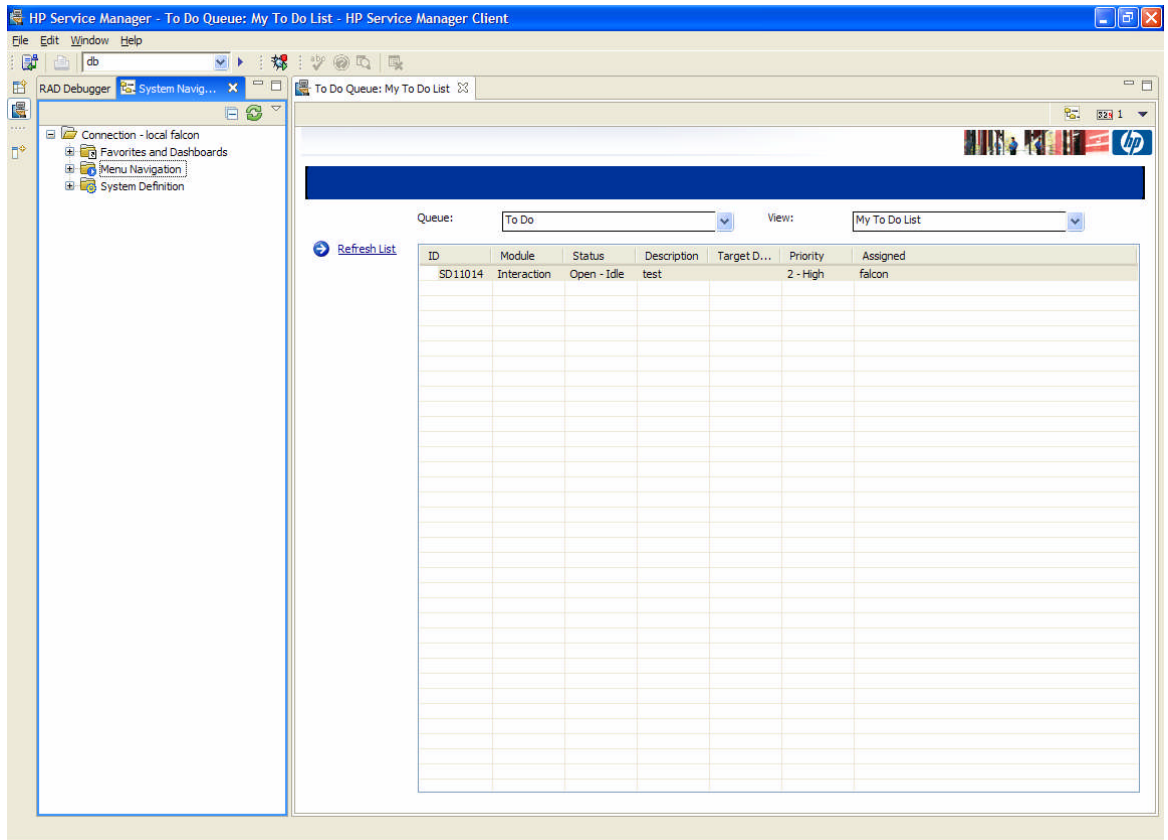
6. When you are back at the Service Manager ToDo queue, change the script module drop down in the LoadRunner control bar to **vuser_end**.

7. Click **Logout** twice to log out of Service Manager and then select **Stop** in the LoadRunner recording control bar.

Editing the recorded script prior to playback

When using the Service Manager Web Client, there are no required script modifications. Optional script modifications include iterating the Action section, or items such as user logins and ticket contents.

To allow for iteration of the Action section within a script, there are two parameters that must be created. The first tracks the Service Manager application thread identifier. The second tracks the Service Manager web client transaction counter.

Any time the user chooses an action from the Navigation Tree, the Service Manager client increments the application thread value. Depending on the user actions recorded, it is possible to have multiple application threads open which would require independent parameterization of each application thread. It is important to note that application thread zero (0) does not need to be parameterized.

The second parameter is much simpler in that it is a constantly incrementing value. Every post action causes this value to increment by one. The transaction counter parameter must be created in the globals.h section as it is needed in all script section. The script in Appendix A has an example of these parameterized values, labeled TransID and Thread1. Insructions for using this sample script are contained in the next section, **Testing the scripts**.

Testing the scripts

Test the script by clicking the **Play** button in the toolbar of **VuGen**. Any errors will be logged in the Replay Log at the bottom of the VUGen interface.

In Appendix A below is a sample script that logs in as the user falcon, opens a new incident, and then logs out. To use this sample script, create a new Web/HTTP script in LoadRunner, copy these sections into the appropriate files in the new script directory, and replace *servername.serverdomain.com* with your server information.

Recording a new Script using the SM Windows Client

Overview

- The login should be recorded into vuser_init.
- The activities in the script should be recorded into Action at a minimum.
- The activities should include a shutdown of all tabs and return to the same point where recording of Action began – the user's startup screen.
- The logout should be recorded into vuser_end.
- These are the minimum recommendations for scripting. The user is free to create multiple action-based sections.
- Prior to starting the Service Manager server, **recordtestscript:1** needs to be added to the `sm.ini` file.
- Service Manager.exe program arguments are -data workspace **-vmargs –Xmx256M -DFastInfoset=false**

Pre-Recording Setup of the Service Manager client

For successful recording of script actions, SOAP Compression and SSL Encryption must be turned off in the client prior to recording the script. To do so, follow these steps:

1. Launch the Service Manager client, which will open the Connections dialog box. If you already are logged in to Service Manager, click on File -> Connect -> Connections to open the Connections dialog.
2. Switch to the **Advanced** tab for the connection you will be using.
3. Uncheck **Compress SOAP Messages** and **Use SSL Encryption**.
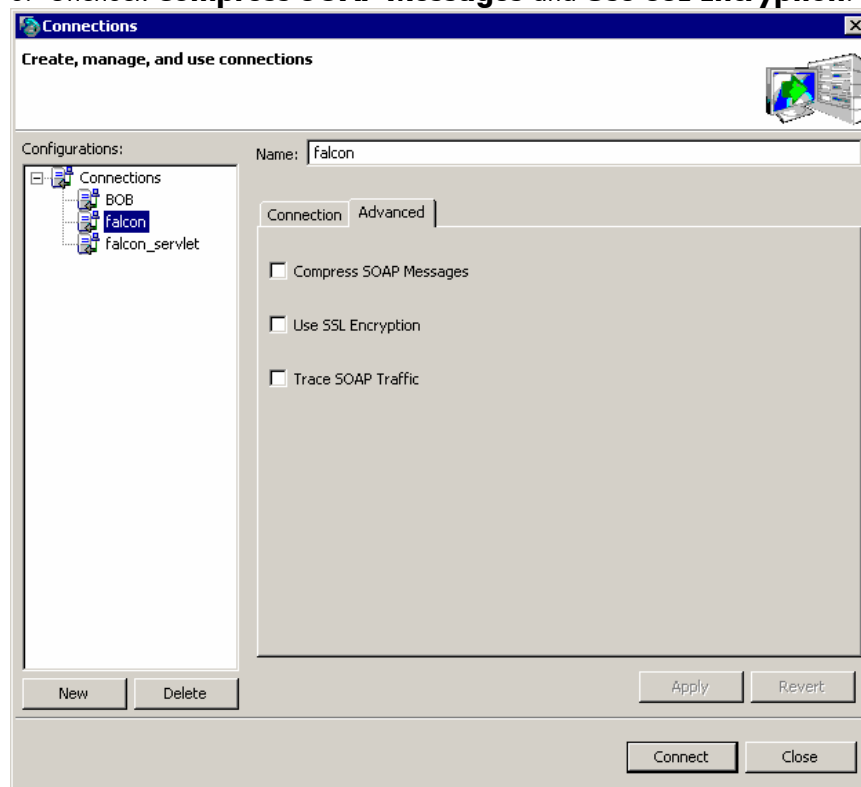
4. Click **Apply** to save the settings.

Recording the Script

1. In the LoadRunner Virtual User Generator, select **Start Record** from the Toolbar. Enter the correct path to the Servicemanager.exe, program arguments, and working directory.
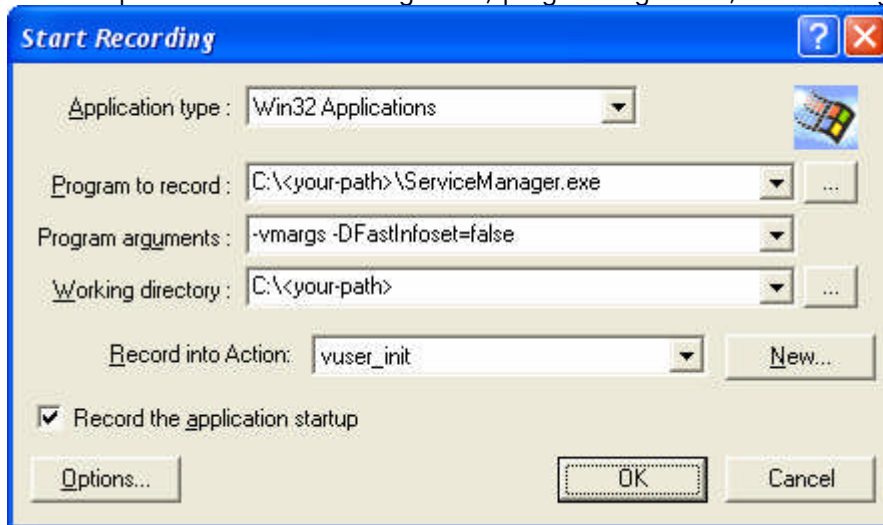
2. Click **OK** to begin recording.
3. Take note of the screen at the time of login – in this case the **To Do** Queue with the **My To Do List** View.
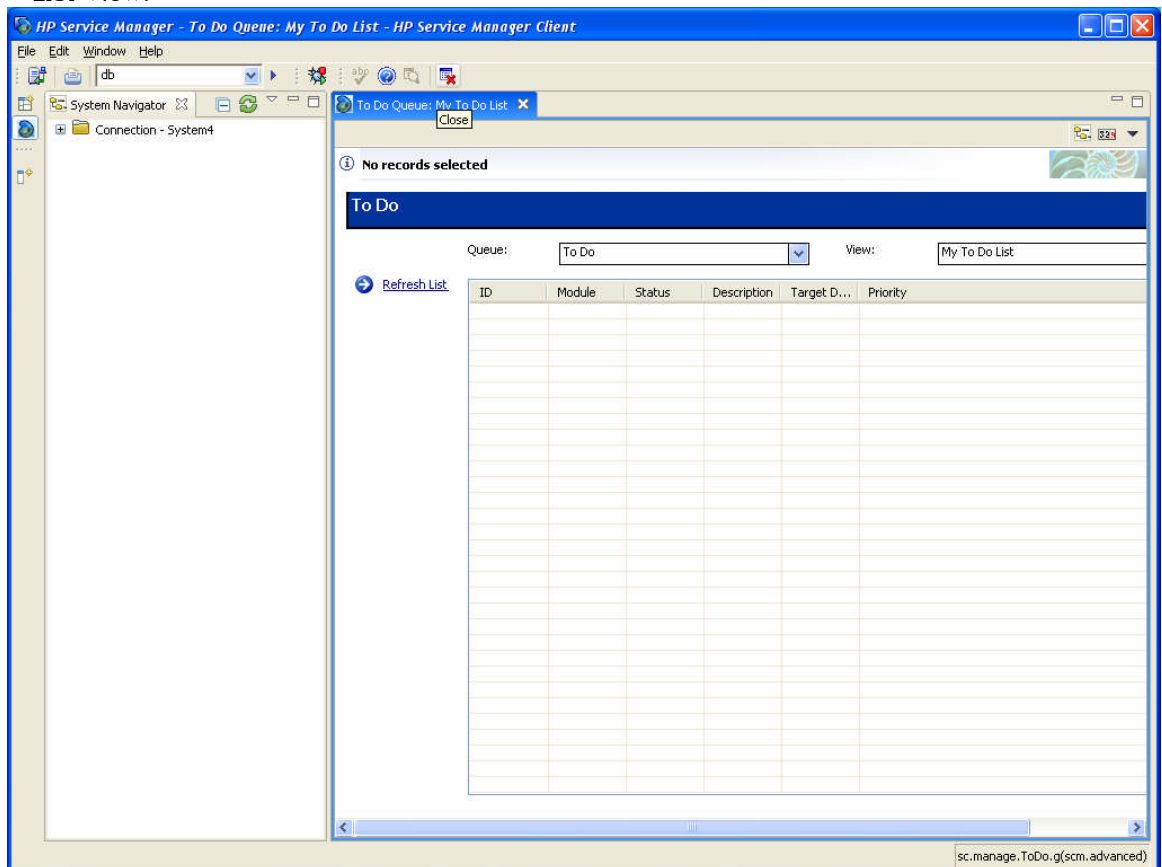
4. In the LoadRunner recording control bar, switch the dropdown from vuser_init to **Action**.
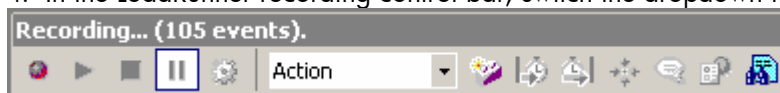
5. Perform your planned activities in Service Manager. In this sample screen shot, the user has navigated into the Incident Management branch of the Menu Navigation Tree to open, search, or update Incident Management tickets.
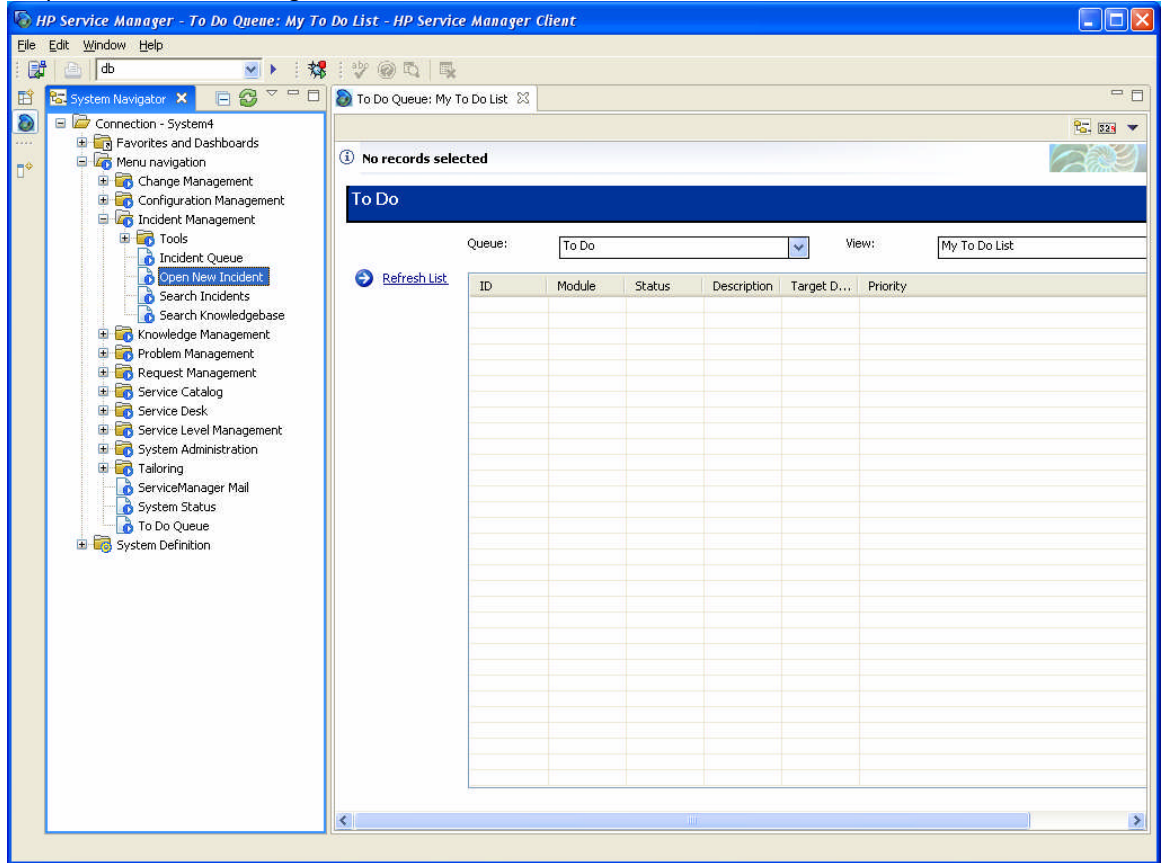
Note: Once the planned activities in Service Manager are completed, be sure to navigate back to the home screen. Doing this will facilitate easier script iteration and modification in the future.
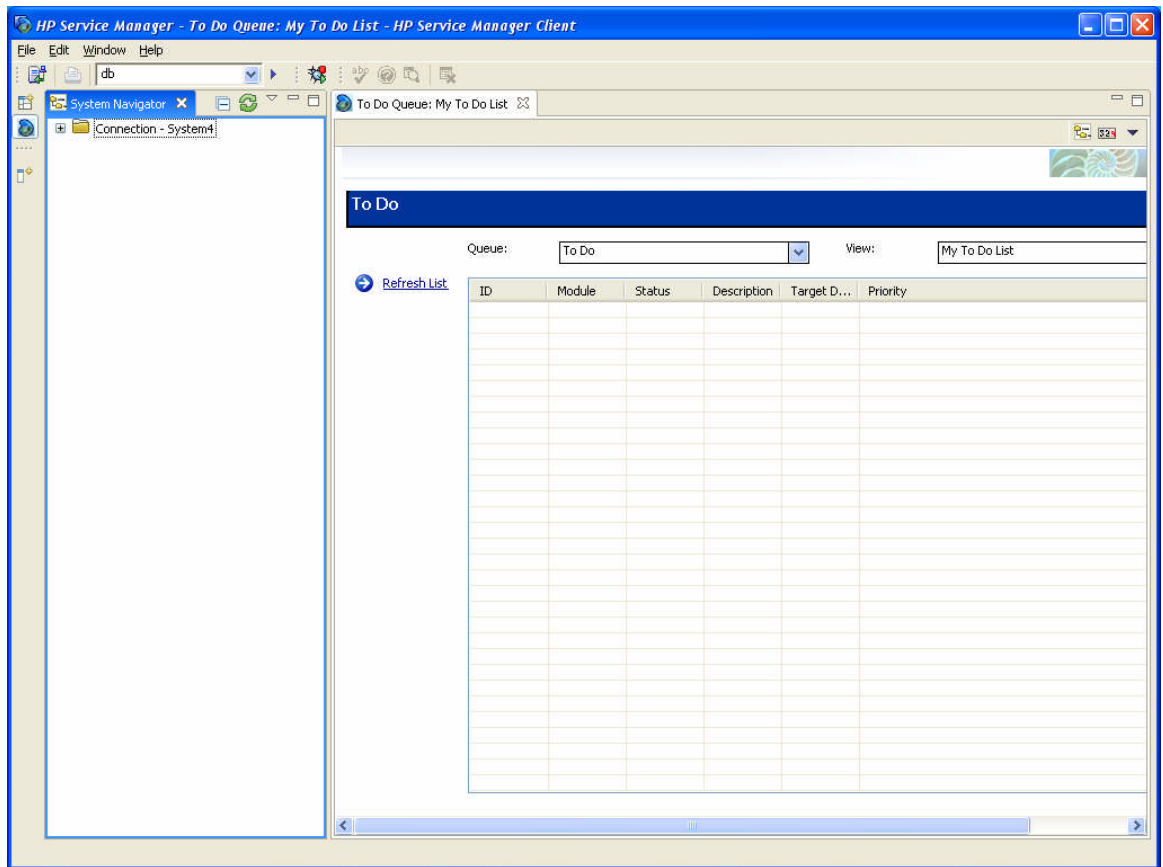
6. Once back at the Service Manager Main Menu, switch the script module dropdown in the LoadRunner control bar from Action to **vuser_end**.
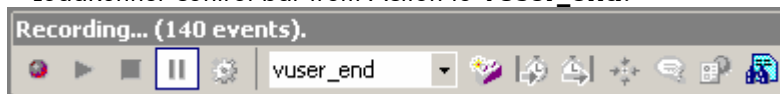
7. In the Service Manager client go to **File – Disconnect…** to log out.
8. Click the Stop button in the LoadRunner recording control bar.

Editing the recorded script prior to playback:

The initial script editing steps differ depending on whether the system is configured for single- or multi-servlet or clustered mode operation. After these initial changes for each mode are done, the remaining steps are identical and start with the heading *Common Script Changes*.

Vertical Scaling – Single- or Multi-Servlet:

1. Save the script and enter Tree View.
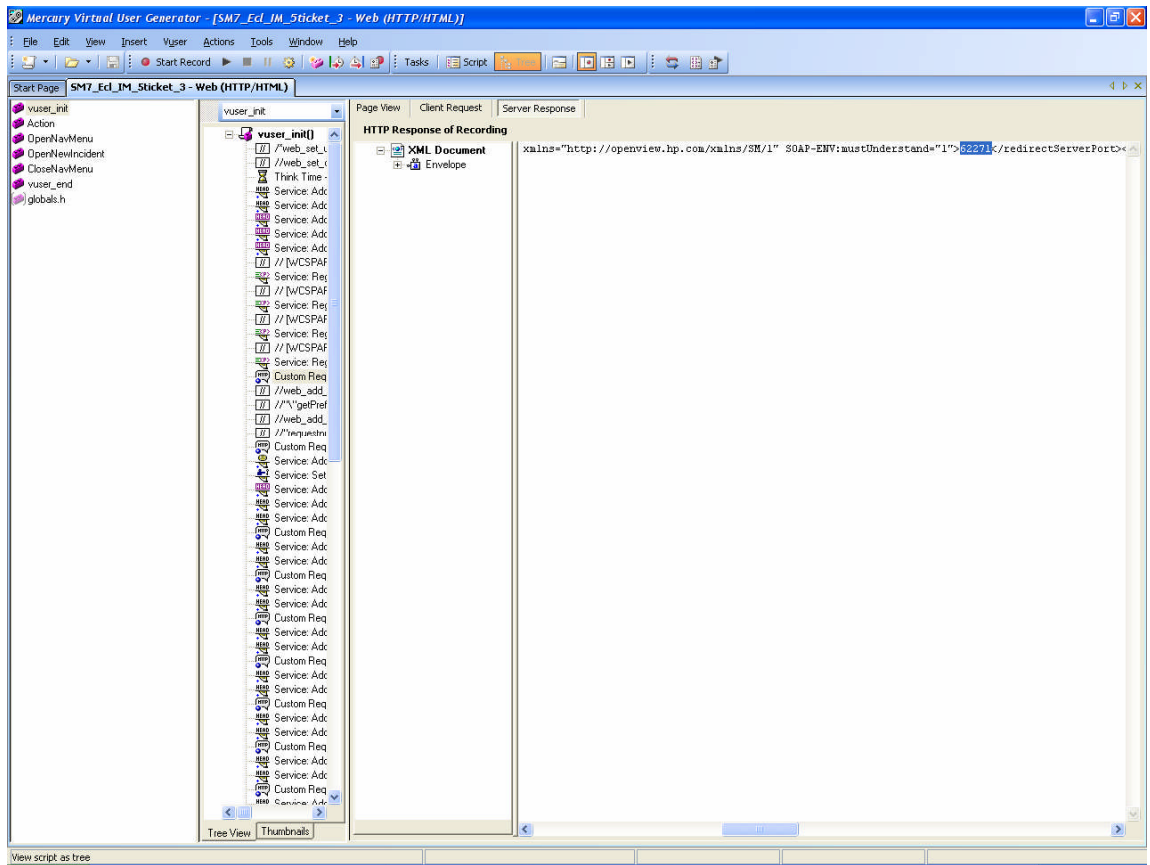
2. Navigate to the first CustomRequest:ui
3. Scroll across the response tab until you find the server redirect port which will look something like this:

```
<redirectServerPort xmlns="http://openview.hp.com/xmlns/SM/1" SOAP-
ENV:mustUnderstand="1">62271</redirectServerPort>
```

4. Highlight the port number (in this case 52751).
5. Right click on the highlighted text.
6. Click **Create Parameter**
7. Click **yes** when asked if you want to replace all values.
8. Perform the same steps for the redirected server Host
9. Return to script view.
10. Find the comment that was added to annotate the new parameter.

```
// [WCSPARAM WCSParam_Text1 5 62271] Parameter {WCSParam_Text1} created
by Correlation Studio
```
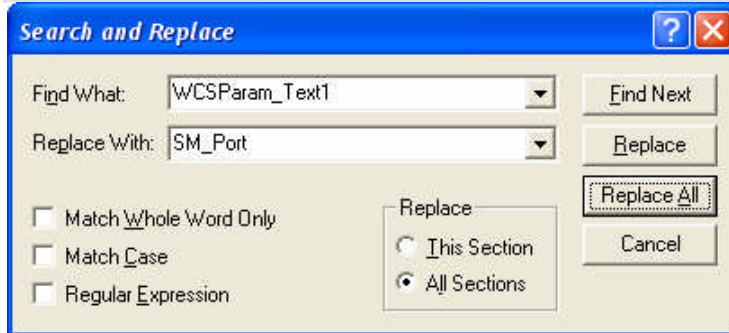

11. Replace the parameter name with a more meaningful label, such as **SC_Port**.
12. Click **Replace All**.
13. Check to make sure the replace was also done in the *Action* and *vuser_end* sections of the script.

14. If the change was not made perform the following steps from the Action section:
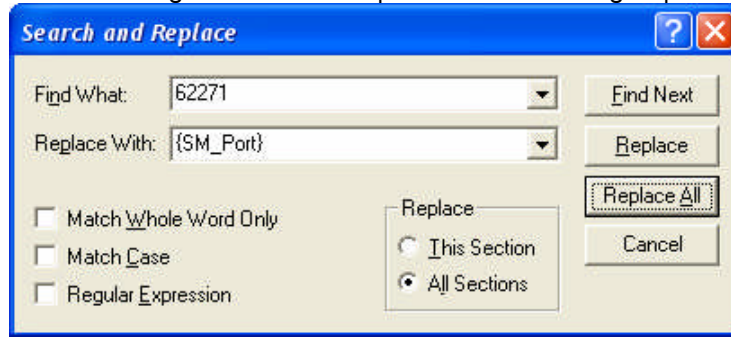
15. Make sure you have the curly brackets around **{SC_Port}** and click **Replace All**.
16. Check to make sure the changes were also made to the *vuser_end* section.
17. **Save** the script.

Horizontal Scaling

There is currently as issue with LoadRunner 8.1 and its handling of HTTP 307 return codes. Due to this issue there is a small amount of manual scripting that must be done when scripting against a system running in Horizontal Scaling mode.

The first step is to add a line to the script that instructs LoadRunner to not perform the redirect action automatically. The following line is added between the last *web_add_auto_header* and the first *web_custom_request*.

```
web_add_filter("Action=Exclude", "QueryPrefix=lbHost", LAST);
```

The next step involves manually adding the Parameters for the Load Balancer host and port and servlet host and port. Here is a sample of what is needed.

```
// [WCSPARAM SM_Host 27 servername.serverdomain.com] Parameter {SM_Host}
   web_reg_save_param("SM_Host",
      "LB=Location: http://",
      "RB=:",
      "Search=Headers",
      "IgnoreRedirections=No",
      LAST);
// [WCSPARAM SM_Port 5 62271] Parameter {SM_Port}
   web_reg_save_param("SC_Port",
      "LB=:",
      "RB=/SM",
      "Search=Headers",
      "IgnoreRedirections=No",
      LAST);
// [WCSPARAM LB_Host 27 servername.serverdomain.com] Parameter {LB_Host}
   web_reg_save_param("LB_Host",
      "LB=lbHost=",
      "RB=&",
      "Search=Headers",
      "IgnoreRedirections=No",
      LAST);
// [WCSPARAM LB_Port 5 62271] Parameter {LB_Port}
   web_reg_save_param("LB_Port",
      "LB=lbPort=",
      "RB=\r\n",
      "Search=Headers",
      "IgnoreRedirections=No",
      LAST);
```

Note: A full explanation of all the Parameter options is available in the LoadRunner documentation. The data used to build these parameters is in the server response to the first client request and can be found in the Generation Log.
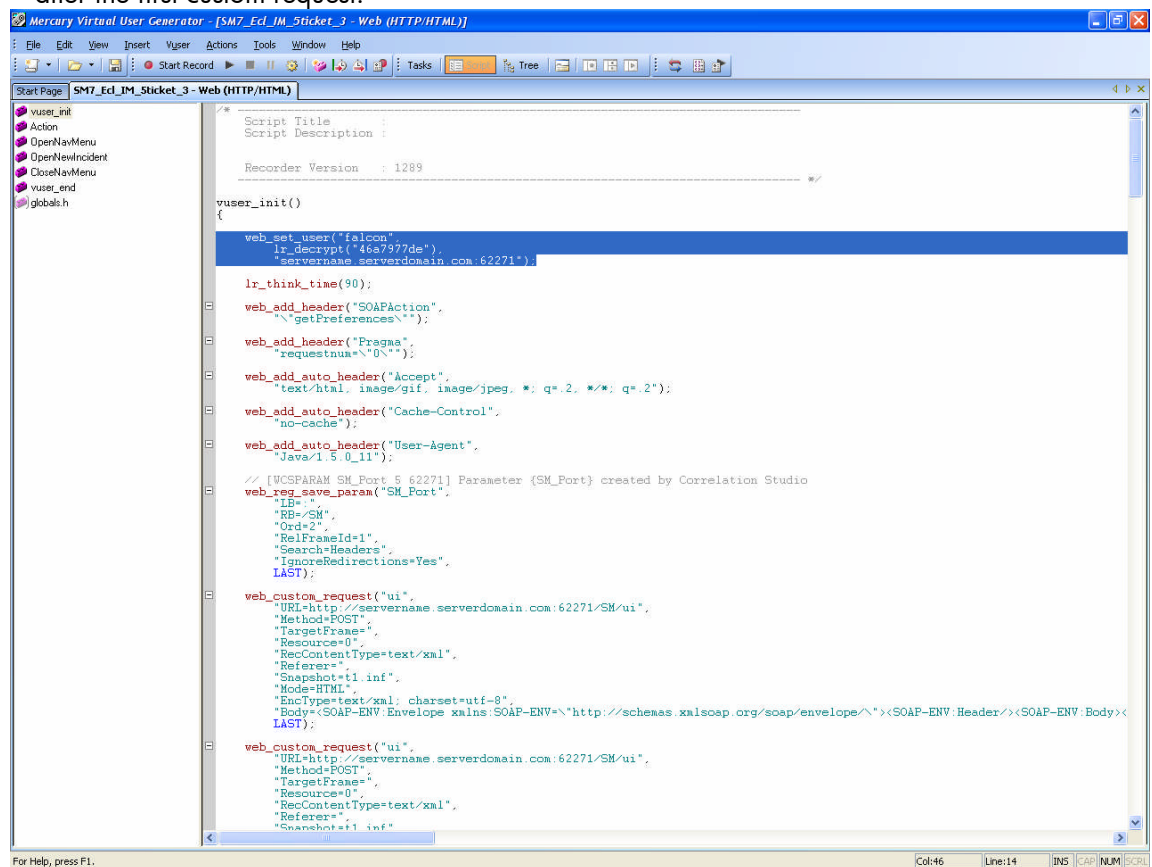
Using the Search function, find the first instance of **lbhost**. Replace the value of lbhost with **{LB_Host}** and the value of **lbport** with **{LB_Port}**. In both cases, make sure to select **All Sections** in the Search and Replace dialog box.

The same request that was found in the search for lbhost will also be the first request where the Service Manager server and port needs to be replaced. Replace the Service Manager server name with **{SM_Host}** and the Service Manager port number with **{SM_Port}**. In both cases, make sure to select **All Sections** in the Search and Replace dialog box.

Once the parameters above are created and placed throughout the script, the remaining steps are the same for both Horizontal and Vertical scaling. See Appendix B for a sample windows client script that logs in as the user falcon, opens a new incident, and then logs out. To use this sample script, create a new Web/HTTP script in LoadRunner, copy these sections into the appropriate files in the new script directory, and replace *servername.serverdomain.com* with your server information.

Common Script Changes:

1. Select the web_set_user entry and use cut/paste to move these three lines to a point immediately after the first custom request.

2. Add **"",** to the end of the first of the three lines.
3. Comment out the second of the three lines.
4. Change the port number in the third line to **{SM_Port}**.
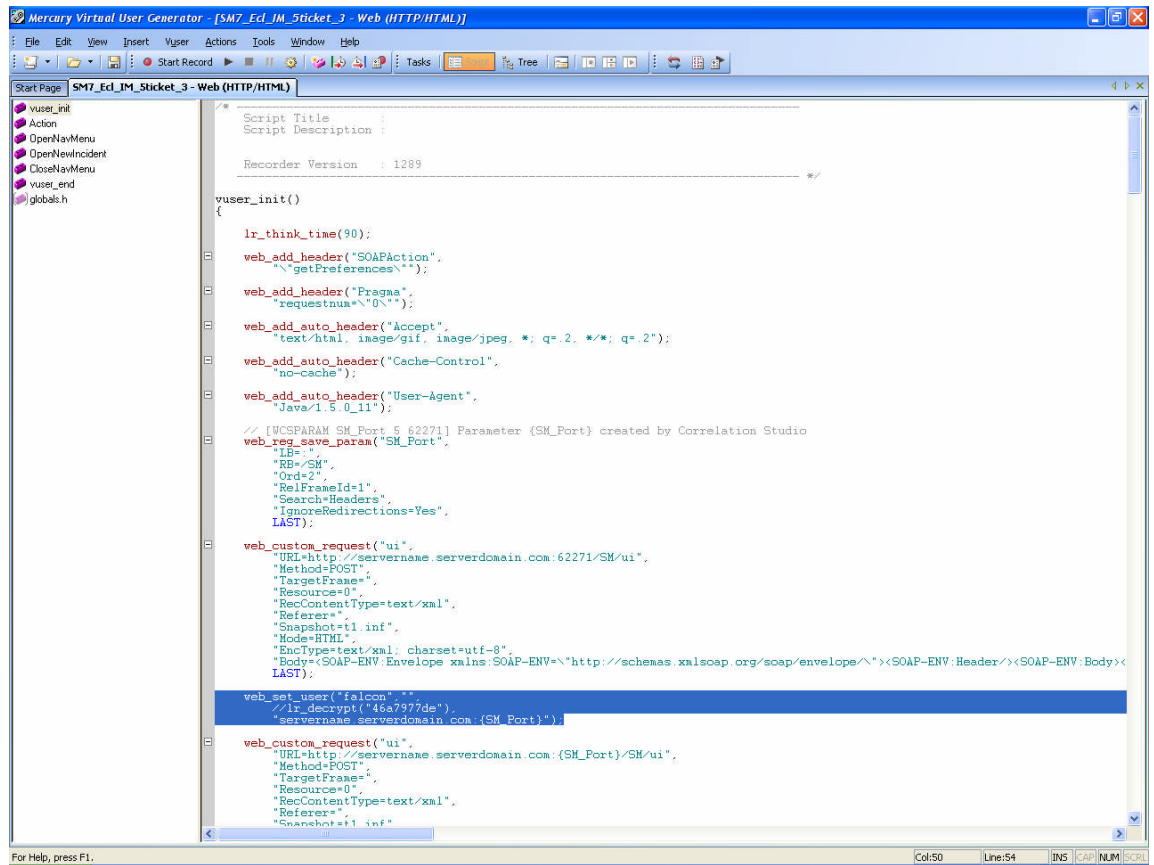
Here is an example of the changes:

Before

```
web_set_user("falcon",
    lr_decrypt("46e1be2fe"),
    "servername.serverdomain.com:62271");
```

After

```
web_set_user("falcon", "",
    //lr_decrypt("46e1be2fe"),
    " servername.serverdomain.com:{SM_Port}");
```

5. **Save** the script.
6. Find **Authorization** in the Generation Log.
7. Copy the tag at the end of the line, in this case **Basic ZmFsY29uOg==**
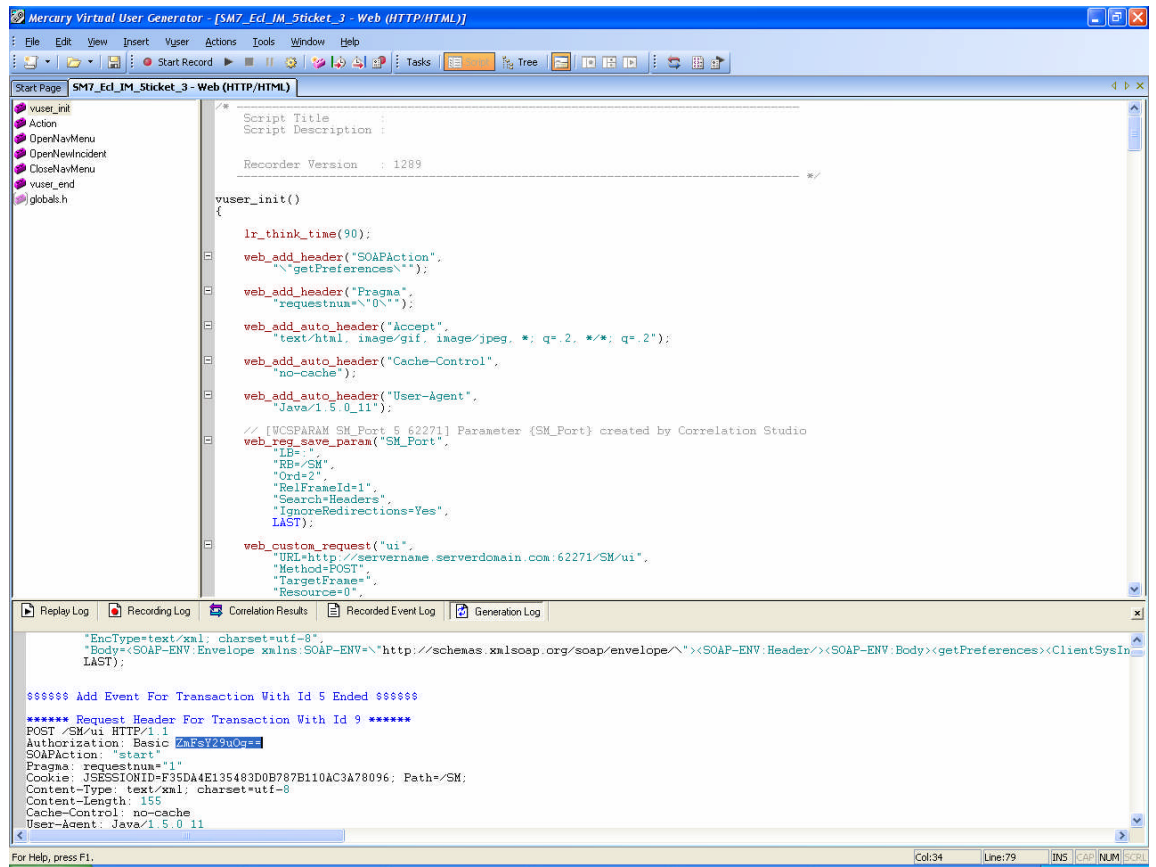
Use the above value to create a new **web_add_auto_header** immediately following **web_set_user**:
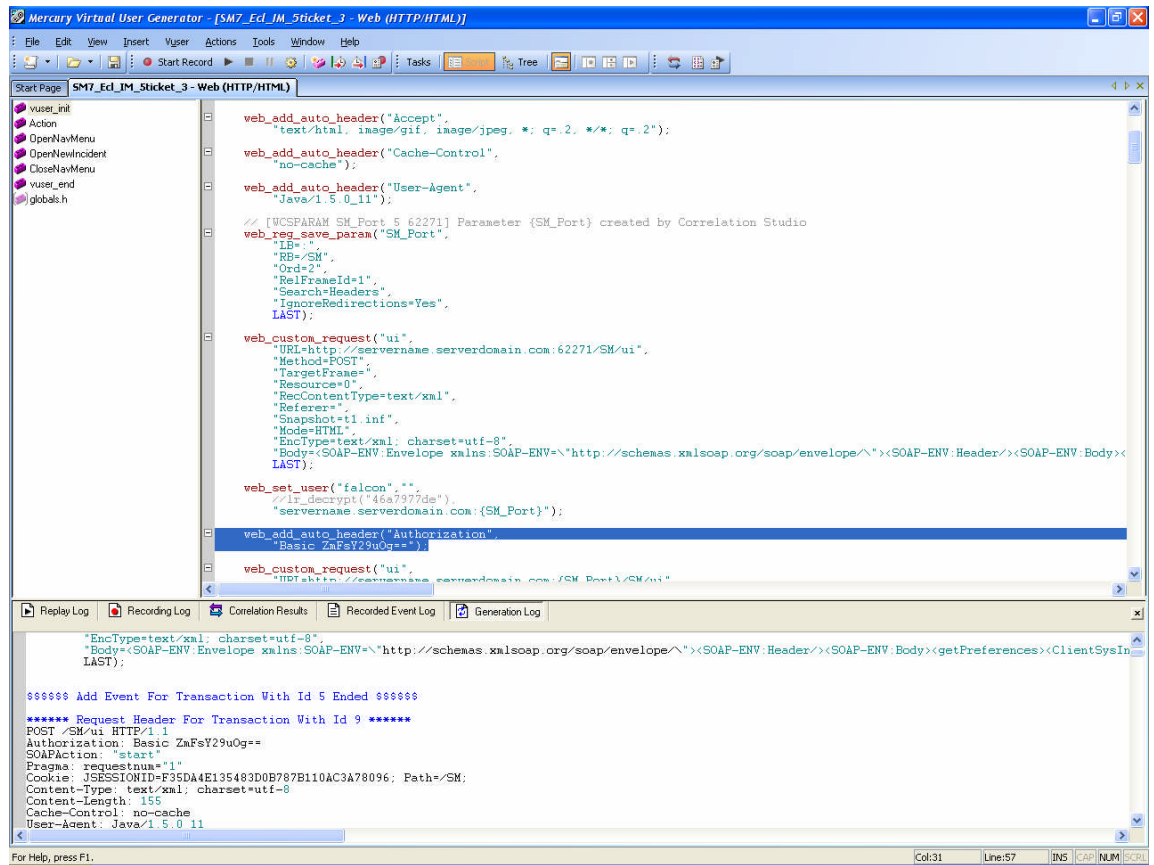
Here is an example:

```
web_add_auto_header("Authorization",
        "Basic ZmFsY29uOg==");
```

8. **Save** the script.

9. Test the script by using the **Play** button in the toolbar of VuGen. Any errors will be logged in the Replay Log at the bottom of the VUGen interface.

Appendix A – Sample Web Client Script

Globals.h

```c
#ifndef _GLOBALS_H
#define _GLOBALS_H


//-------------------------------------------------------------------
// Include Files
#include "lrun.h"
#include "web_api.h"
#include "lrw_custom_body.h"


//-------------------------------------------------------------------
// Global Variables

    //Used in Action section to enable proper iteration
    int Trans_ID=1;
     //================================

#endif // _GLOBALS_H
```

Vuser_init.c

```c
/* ---------------------------------------------------------------------
---------
   Script Title      :
   Script Description :


   Recorder Version   : 1289
   ---------------------------------------------------------------------
--------- */

vuser_init()
{
   web_add_cookie("CWCweb=X6:1; DOMAIN=servername.serverdomain.com");

   web_reg_find("Text=HP Service Manager",
      LAST);

   web_add_auto_header("Accept",
      "*/*");

   web_reg_find("Text=HP Service Manager",
      LAST);

   web_add_auto_header("Accept-Encoding",
      "gzip, deflate");

   web_add_auto_header("Accept-Language",
      "en-us");

   web_add_auto_header("User-Agent",
      "Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR
1.0.3705; .NET CLR 1.1.4322; InfoPath.1; .NET CLR 2.0.50727)");

   web_url("sm7",
      "URL=http://servername.serverdomain.com/sm7",
      "TargetFrame=",
```

```
        "Resource=0",
        "RecContentType=text/html",
        "Referer=",
        "Snapshot=t1.inf",
        "Mode=HTML",
        EXTRARES,
        "Url=/sm7/cwc/images/backgrounds/tab_tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "Url=/sm7/cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "Url=/sm7/cwc/images/backgrounds/resizer_v.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "Url=/sm7/cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "Url=/sm7/cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "Url=/sm7/cwc/images/buttons/fwSpell.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "Url=/sm7/images/msg_info.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        LAST);

    web_reg_find("Text=Navigation Frame",
        LAST);

    web_add_auto_header("Accept",
        "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

    web_url("cwc_navmenu.jsp",
        "URL=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/index.do",
        "Snapshot=t2.inf",
        "Mode=HTML",
        EXTRARES,
        "Url=images/backgrounds/NavTopTile.gif", ENDITEM,
        "Url=nav.menu?name=navGenerate", ENDITEM,
        LAST);

    web_reg_find("Text=HP Service Manager - Login",
        LAST);

    web_url("detail.do",
        "URL=http://servername.serverdomain.com/sm7/detail.do",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/index.do",
        "Snapshot=t3.inf",
        "Mode=HTML",
        EXTRARES,
        "Url=cwc/images/buttons/option.gif", ENDITEM,
        "Url=cwc/images/backgrounds/selected.gif", ENDITEM,
        LAST);

    web_add_auto_header("Accept",
        "*/*");
```

```
    web_add_auto_header("Cache-Control",
        "no-cache");

    web_custom_request("service.do",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/detail.do",
        "Snapshot=t4.inf",
        "Mode=HTML",
        "EncType=",
        LAST);

    lr_think_time(14);

    web_custom_request("service.do_2",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/detail.do",
        "Snapshot=t5.inf",
        "Mode=HTML",
        "EncType=",
        LAST);

    /*At Login Prompt*/

    lr_think_time(15);

    lr_start_transaction("Login in to SM");

    web_revert_auto_header("Cache-Control");

    web_add_auto_header("Cache-Control",
        "no-cache");

     web_custom_request("service.do_3",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/detail.do",
        "Snapshot=t6.inf",
        "Mode=HTML",
        "EncType=",
        LAST);

    web_reg_find("Text=HP Service Manager - To Do Queue: My To Do List",
        LAST);
```

```
    web_add_auto_header("Accept",
        "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

    web_revert_auto_header("Cache-Control");

    web_submit_data("detail.do_2",
        "Action=http://servername.serverdomain.com/sm7/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/detail.do",
        "Snapshot=t7.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=essuser", "Value=false", ENDITEM,
        "Name=thread", "Value=0", ENDITEM,
        "Name=event", "Value=0", ENDITEM,
        "Name=transaction", "Value=0", ENDITEM,
        "Name=type", "Value=detail", ENDITEM,
        "Name=focus", "Value=var/user.id", ENDITEM,
        "Name=focusContents", "Value=falcon", ENDITEM,
        "Name=focusId", "Value=X2", ENDITEM,
        "Name=focusReadOnly", "Value=false", ENDITEM,
        "Name=start", "Value=", ENDITEM,
        "Name=count", "Value=", ENDITEM,
        "Name=more", "Value=", ENDITEM,
        "Name=tablename", "Value=", ENDITEM,
        "Name=window", "Value=", ENDITEM,
        "Name=close", "Value=", ENDITEM,
        "Name=_blankFields", "Value=", ENDITEM,
        "Name=_uncheckedBoxes", "Value=", ENDITEM,
        "Name=formchanged", "Value=", ENDITEM,
        "Name=formname", "Value=login.prompt.g", ENDITEM,
        "Name=var/user.id", "Value=falcon", ENDITEM,
        "Name=var/old.password", "Value=", ENDITEM,
        "Name=var/L.language", "Value=en", ENDITEM,
        LAST);

    web_reg_find("Text=Navigation Frame",
        LAST);

    web_add_auto_header("Accept",
        "*/*");

    web_url("cwc_navmenu.jsp_2",
        "URL=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/index.do",
        "Snapshot=t8.inf",
        "Mode=HTML",
        EXTRARES,
        "Url=images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
ENDITEM,
```

```
           "Url=images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
ENDITEM,
           "Url=images/backgrounds/NavTopTile.gif", ENDITEM,
           "Url=nav.menu?name=navGenerate", ENDITEM,
           "Url=tree/images/L.gif", ENDITEM,
           "Url=tree/images/Tplus.gif", ENDITEM,
           "Url=tree/images/file.gif", ENDITEM,
           "Url=../images/obj16/navigator/nav_fav_cl.gif", ENDITEM,
           "Url=tree/images/Lplus.gif", ENDITEM,
           "Url=../images/obj16/navigator/nav_menu_cl.gif", ENDITEM,
           LAST);

    web_add_auto_header("Cache-Control",
        "no-cache");

    web_custom_request("service.do_4",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=",
           "Method=POST",
           "TargetFrame=",
           "Resource=0",
           "RecContentType=text/html",
           "Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
           "Snapshot=t9.inf",
           "Mode=HTML",
           "EncType=",
           EXTRARES,
           "Url=images/msg_info.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
ENDITEM,
           "Url=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
ENDITEM,
           "Url=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
ENDITEM,
           LAST);

    lr_end_transaction("Login in to SM",LR_AUTO);
    lr_think_time(30);
    lr_think_time(13);

    web_custom_request("service.do_5",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890315837",
           "Method=POST",
           "TargetFrame=",
           "Resource=0",
           "RecContentType=text/html",
           "Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
           "Snapshot=t10.inf",
           "Mode=HTML",
           "EncType=",
           LAST);

    return 0;
}
```

Action.c

```
Action()
{

    lr_save_int(Trans_ID, "TransID");

    web_add_auto_header("Accept",
        "*/*");

    web_add_auto_header("Accept-Encoding",
        "gzip, deflate");

    web_add_auto_header("Accept-Language",
        "en-us");

    web_add_auto_header("Cache-Control",
        "no-cache");

    web_add_auto_header("User-Agent",
        "Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR
1.0.3705; .NET CLR 1.1.4322; InfoPath.1; .NET CLR 2.0.50727)");

    lr_think_time(15);

    web_custom_request("service.do_26",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890315837",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
        "Snapshot=t31.inf",
        "Mode=HTML",
        "EncType=",
        LAST);

    web_revert_auto_header("Cache-Control");

    lr_think_time(15);

    web_custom_request("service.do_27",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890315837",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
        "Snapshot=t32.inf",
        "Mode=HTML",
        "EncType=",
        EXTRARES,
        "URL=images/obj16/navigator/nav_menu_cl.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
        "URL=cwc/nav.menu?name=navGenerate&id=Connection%20-
%20null%2FMenu%20Navigation",
```

```
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=cwc/tree/images/L.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=cwc/images/backgrounds/NavTopTile.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=cwc/tree/images/file.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=cwc/tree/images/Tplus.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=cwc/tree/images/Lplus.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=images/obj16/navigator/nav_menu.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=cwc/tree/images/T.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=images/obj16/navigator/nav_menu_o.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=cwc/tree/images/Lminus.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=cwc/nav.menu?name=navGenerate&id=Connection%20-
%20null%2FMenu%20Navigation%2FIncident%20Management",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=cwc/tree/images/Tminus.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      LAST);

   lr_think_time(5);

   lr_start_transaction("Menu Navigation to Open Ticket");

   web_add_header("Cache-Control",
      "no-cache");

    web_custom_request("service.do_28",

   "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890315837",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/html",
      "Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
      "Snapshot=t33.inf",
      "Mode=HTML",
      "EncType=",
      LAST);

   lr_end_transaction("Menu Navigation to Open Ticket", LR_AUTO);
```

```
    lr_think_time(30);

    lr_start_transaction("Open New Incident");

    web_reg_find("Text=HP Service Manager - New Incident",
        LAST);

    web_add_auto_header("Accept",
        "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

    // [WCSPARAM Thread1 1 1] Parameter {Thread1} created by Correlation
Studio
    web_reg_save_param("Thread1",
        "LB= value=\"",
        "RB=\"",
        "Ord=7",
        "RelFrameId=1",
        "Search=Body",
        "IgnoreRedirections=Yes",
        LAST);

    web_url("nav.menu",

    "URL=http://servername.serverdomain.com/sm7/cwc/nav.menu?name=navStart
&id=Connection%20-
%20null%2FMenu%20Navigation%2FIncident%20Management%2FOpen%20New%20Incide
nt",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
        "Snapshot=t34.inf",
        "Mode=HTML",
        EXTRARES,
        "URL=images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=images/backgrounds/nb_background.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=images/backgrounds/nb_selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=images/backgrounds/nb_unselected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=../images/obj16/tcancel.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=../images/obj16/tsubmit.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=../images/obj16/tnew.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
```

```
         "URL=../images/obj16/tapply_t.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
         "URL=../images/obj16/tfind.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
         "URL=../images/obj16/tfill.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
         LAST);
     web_add_auto_header("Accept",
         "*/*");

     web_add_auto_header("Cache-Control",
         "no-cache");

     web_custom_request("service.do_29",

     "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890315837",
         "Method=POST",
         "TargetFrame=",
         "Resource=0",
         "RecContentType=text/html",

     "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
         "Snapshot=t35.inf",
         "Mode=HTML",
         "EncType=",
         EXTRARES,
         "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
         "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
         "URL=cwc/images/backgrounds/tab_right.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
         "URL=cwc/images/backgrounds/nb_background.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
         "URL=cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
         "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
         "URL=cwc/images/backgrounds/nb_selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
         "URL=cwc/images/backgrounds/nb_unselected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
         "URL=cwc/images/buttons/fwSpell.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
         LAST);

     lr_end_transaction("Open New Incident", LR_AUTO);

     lr_think_time(30);

     web_revert_auto_header("Cache-Control");


     web_custom_request("service.do_30",
```

```
   "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890315837",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/html",

   "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
      "Snapshot=t36.inf",
      "Mode=HTML",
      "EncType=",
      EXTRARES,
      "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      "URL=cwc/images/backgrounds/nb_background.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
      "URL=cwc/images/backgrounds/nb_selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
      "URL=cwc/images/backgrounds/nb_unselected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
      LAST);
   web_add_auto_header("Cache-Control",
      "no-cache");

   lr_think_time(14);

   web_custom_request("service.do_31",

   "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890315837",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/html",

   "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
      "Snapshot=t37.inf",
      "Mode=HTML",
      "EncType=",
      EXTRARES,
      "URL=cwc/images/backgrounds/nb_hover.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
      "URL=cwc/images/backgrounds/nb_unselected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
      "URL=cwc/images/buttons/fwSpell.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      LAST);

   /*May have to move previous checkpoint end to here
   */
```

```
    web_revert_auto_header("Cache-Control");

    web_custom_request("service.do_32",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890315837",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
        "Snapshot=t38.inf",
        "Mode=HTML",
        "EncType=",
        EXTRARES,
        "URL=cwc/images/buttons/fwSpellDisabled.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        LAST);

    lr_start_transaction("Fill Contact");

    web_reg_find("Text=HP Service Manager - Select Related Records",
        LAST);

    web_add_auto_header("Accept",
        "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

    web_add_auto_header("Cache-Control",
        "no-cache");

/* // [WCSPARAM Trans_ID 1 2] Parameter {Trans_ID} created by Correlation
Studio
    web_reg_save_param("Trans_ID",
        "LB= value=\"",
        "RB=\"",
        "Ord=5",
        "RelFrameId=1",
        "Search=Body",
        "IgnoreRedirections=Yes",
        LAST);
*/
    web_submit_data("detail.do_3",
        "Action=http://servername.serverdomain.com/sm7/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
        "Snapshot=t39.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=essuser", "Value=false", ENDITEM,
        "Name=thread", "Value={Thread1}", ENDITEM,
        "Name=event", "Value=9", ENDITEM,
```

```
     "Name=transaction", "Value={TransID}", ENDITEM,
     "Name=type", "Value=detail", ENDITEM,
     "Name=focus", "Value=instance/contact.name", ENDITEM,
     "Name=focusContents", "Value=BROWN", ENDITEM,
     "Name=focusId", "Value=X11", ENDITEM,
     "Name=focusReadOnly", "Value=false", ENDITEM,
     "Name=start", "Value=", ENDITEM,
     "Name=count", "Value=", ENDITEM,
     "Name=more", "Value=", ENDITEM,
     "Name=tablename", "Value=", ENDITEM,
     "Name=window", "Value=", ENDITEM,
     "Name=close", "Value=", ENDITEM,
     "Name=_blankFields", "Value=", ENDITEM,
     "Name=_uncheckedBoxes", "Value=", ENDITEM,
     "Name=formchanged", "Value=", ENDITEM,
     "Name=formname", "Value=apm.quick.g", ENDITEM,
     "Name=instance/number", "Value=", ENDITEM,
     "Name=instance/problem.status", "Value=Open", ENDITEM,
     "Name=instance/brief.description", "Value=This is a test", ENDITEM,
     "Name=instance/contact.name", "Value=BROWN", ENDITEM,
     "Name=instance/category", "Value=", ENDITEM,
     "Name=instance/assignment", "Value=", ENDITEM,
     "Name=instance/subcategory", "Value=", ENDITEM,
     "Name=instance/assignee.name", "Value=", ENDITEM,
     "Name=instance/product.type", "Value=", ENDITEM,
     "Name=instance/secondary.assignment/secondary.assignment",
"Value=", ENDITEM,
     "Name=instance/problem.type", "Value=", ENDITEM,
     "Name=instance/initial.impact", "Value=", ENDITEM,
     "Name=instance/severity", "Value=", ENDITEM,
     "Name=instance/site.category", "Value=", ENDITEM,
     "Name=instance/cause.code", "Value=", ENDITEM,
     "Name=instance/action/action", "Value=", ENDITEM,
     "Name=instance/update.action/update.action", "Value=", ENDITEM,
     "Name=instance/resolution.code", "Value=", ENDITEM,
     "Name=instance/resolution/resolution", "Value=", ENDITEM,
     "Name=instance/first.name", "Value=", ENDITEM,
     "Name=instance/last.name", "Value=", ENDITEM,
     "Name=instance/contact.phone", "Value=", ENDITEM,
     "Name=instance/extension", "Value=", ENDITEM,
     "Name=instance/location", "Value=", ENDITEM,
     "Name=instance/contact.email", "Value=", ENDITEM,
     "Name=instance/room", "Value=", ENDITEM,
     "Name=instance/floor", "Value=", ENDITEM,
     "Name=instance/payroll.no", "Value=", ENDITEM,
     "Name=instance/cost.centre", "Value=", ENDITEM,
     "Name=instance/logical.name", "Value=", ENDITEM,
     "Name=instance/type", "Value=", ENDITEM,
     "Name=instance/downtime.start", "Value=", ENDITEM,
     "Name=instance/downtime.end", "Value=", ENDITEM,
     "Name=references/model[@id='logical.name']/instance/cost.center",
"Value=", ENDITEM,
     "Name=references/model[@id='logical.name']/instance/manufacturer",
"Value=", ENDITEM,
     "Name=references/model[@id='logical.name']/instance/serial.no.",
"Value=", ENDITEM,
     "Name=references/model[@id='logical.name']/instance/model",
"Value=", ENDITEM,
     "Name=references/model[@id='logical.name']/instance/description",
"Value=", ENDITEM,
```

```
      "Name=references/model[@id='logical.name']/instance/user.id",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/install.date",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/contract.no",
"Value=", ENDITEM,
      "Name=instance/KPI.status", "Value=", ENDITEM,
      "Name=instance/KPI.value", "Value=", ENDITEM,
      EXTRARES,
      "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
      "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
      "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
      "URL=images/obj16/tback.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      "URL=images/obj16/tskip.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      "URL=cwc/images/backgrounds/tab_right.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
      "URL=cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      LAST);

   Trans_ID++;
   lr_save_int(Trans_ID, "TransID");

   web_revert_auto_header("Cache-Control");

   web_add_auto_header("Accept",
      "*/*");

   web_custom_request("service.do_33",

   "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890315837",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/html",

   "Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread
1}",
      "Snapshot=t40.inf",
      "Mode=HTML",
      "EncType=",
      EXTRARES,
      "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      "URL=images/msg_info.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
      "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
```

```
        "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
        "URL=cwc/images/backgrounds/tab_right.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
        "URL=cwc/images/backgrounds/tab_tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/resizer_v.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/NavTopTile.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
        LAST);

    web_reg_find("Text=HP Service Manager - New Incident",
        LAST);

    web_add_auto_header("Accept",
        "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

    web_add_auto_header("Cache-Control",
        "no-cache");

     web_submit_data("detail.do_4",
        "Action=http://servername.serverdomain.com/sm7/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread
1}",
        "Snapshot=t41.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=0", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=essuser", "Value=false", ENDITEM,
        "Name=thread", "Value={Thread1}", ENDITEM,
        "Name=event", "Value=0", ENDITEM,
        "Name=transaction", "Value={TransID}", ENDITEM,
        "Name=type", "Value=list", ENDITEM,
        "Name=focus", "Value=", ENDITEM,
        "Name=focusContents", "Value=", ENDITEM,
        "Name=focusId", "Value=", ENDITEM,
        "Name=focusReadOnly", "Value=", ENDITEM,
        "Name=start", "Value=0", ENDITEM,
        "Name=count", "Value=2", ENDITEM,
        "Name=more", "Value=0", ENDITEM,
        "Name=tablename", "Value=device", ENDITEM,
        "Name=window", "Value=", ENDITEM,
        "Name=close", "Value=", ENDITEM,
        "Name=_blankFields", "Value=", ENDITEM,
        "Name=_uncheckedBoxes", "Value=", ENDITEM,
        "Name=formchanged", "Value=", ENDITEM,
        "Name=formname", "Value=device.qbe.g", ENDITEM,
        EXTRARES,
```

```
        "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/nb_background.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/nb_selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/nb_unselected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        LAST);

    Trans_ID++;
    lr_save_int(Trans_ID, "TransID");

    web_revert_auto_header("Cache-Control");

    web_add_auto_header("Accept",
        "*/*");

    web_custom_request("service.do_34",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890752487",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
        "Snapshot=t42.inf",
        "Mode=HTML",
        "EncType=",
        EXTRARES,
        "URL=cwc/images/backgrounds/tab_right.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/nb_hover.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/nb_unselected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
```

```
          "URL=cwc/images/buttons/fwSpellDisabled.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
          "URL=cwc/images/backgrounds/tab_tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
          "URL=cwc/images/backgrounds/resizer_v.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
          "URL=cwc/images/backgrounds/nb_background.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
          "URL=cwc/images/backgrounds/nb_selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
          "URL=cwc/images/backgrounds/NavTopTile.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
          LAST);

    lr_end_transaction("Fill Contact", LR_AUTO);

    lr_think_time(30);

    web_add_auto_header("Cache-Control",
        "no-cache");

    //lr_think_time(8);


    web_custom_request("service.do_35",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890752487",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
        "Snapshot=t43.inf",
        "Mode=HTML",
        "EncType=",
        LAST);
    lr_think_time(15);

    web_custom_request("service.do_36",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890752487",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
        "Snapshot=t44.inf",
        "Mode=HTML",
        "EncType=",
        EXTRARES,
        "URL=cwc/images/buttons/fwSpellDisabled.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
```

```
        LAST);

    lr_start_transaction("Fill cat-subcat-prodtype-probtype");

    web_reg_find("Text=HP Service Manager - Select Related Records",
        LAST);

    web_add_auto_header("Accept",
        "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

    web_revert_auto_header("Cache-Control");

    web_add_auto_header("Cache-Control",
        "no-cache");

     web_submit_data("detail.do_5",
        "Action=http://servername.serverdomain.com/sm7/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
        "Snapshot=t45.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=essuser", "Value=false", ENDITEM,
        "Name=thread", "Value={Thread1}", ENDITEM,
        "Name=event", "Value=9", ENDITEM,
        "Name=transaction", "Value={TransID}", ENDITEM,
        "Name=type", "Value=detail", ENDITEM,
        "Name=focus", "Value=instance/category", ENDITEM,
        "Name=focusContents", "Value=tele", ENDITEM,
        "Name=focusId", "Value=X15", ENDITEM,
        "Name=focusReadOnly", "Value=false", ENDITEM,
        "Name=start", "Value=", ENDITEM,
        "Name=count", "Value=", ENDITEM,
        "Name=more", "Value=", ENDITEM,
        "Name=tablename", "Value=", ENDITEM,
        "Name=window", "Value=", ENDITEM,
        "Name=close", "Value=", ENDITEM,
        "Name=_blankFields", "Value=", ENDITEM,
        "Name=_uncheckedBoxes", "Value=", ENDITEM,
        "Name=formchanged", "Value=", ENDITEM,
        "Name=formname", "Value=apm.quick.g", ENDITEM,
        "Name=instance/number", "Value=", ENDITEM,
        "Name=instance/problem.status", "Value=Open", ENDITEM,
        "Name=instance/brief.description", "Value=This is a test", ENDITEM,
        "Name=instance/contact.name", "Value=BROWN, NICHOLAS", ENDITEM,
        "Name=instance/category", "Value=tele", ENDITEM,
        "Name=instance/assignment", "Value=", ENDITEM,
        "Name=instance/subcategory", "Value=", ENDITEM,
        "Name=instance/assignee.name", "Value=", ENDITEM,
        "Name=instance/product.type", "Value=", ENDITEM,
        "Name=instance/secondary.assignment/secondary.assignment",
"Value=", ENDITEM,
        "Name=instance/problem.type", "Value=", ENDITEM,
```

```
      "Name=instance/initial.impact", "Value=", ENDITEM,
      "Name=instance/severity", "Value=", ENDITEM,
      "Name=instance/site.category", "Value=B", ENDITEM,
      "Name=instance/cause.code", "Value=", ENDITEM,
      "Name=instance/action/action", "Value=", ENDITEM,
      "Name=instance/update.action/update.action", "Value=", ENDITEM,
      "Name=instance/resolution.code", "Value=", ENDITEM,
      "Name=instance/resolution/resolution", "Value=", ENDITEM,
      "Name=instance/first.name", "Value=Nicholas", ENDITEM,
      "Name=instance/last.name", "Value=Brown", ENDITEM,
      "Name=instance/contact.phone", "Value=(770) 954-4588", ENDITEM,
      "Name=instance/extension", "Value=243", ENDITEM,
      "Name=instance/location", "Value=ACME HQ", ENDITEM,
      "Name=instance/contact.email", "Value=", ENDITEM,
      "Name=instance/room", "Value=", ENDITEM,
      "Name=instance/floor", "Value=", ENDITEM,
      "Name=instance/payroll.no", "Value=", ENDITEM,
      "Name=instance/cost.centre", "Value=", ENDITEM,
      "Name=instance/logical.name", "Value=ACME Phone 0003", ENDITEM,
      "Name=instance/type", "Value=telecom", ENDITEM,
      "Name=instance/downtime.start", "Value=", ENDITEM,
      "Name=instance/downtime.end", "Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/cost.center",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/manufacturer",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/serial.no.",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/model",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/description",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/user.id",
"Value=ACME00005", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/install.date",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/contract.no",
"Value=", ENDITEM,
      "Name=instance/KPI.status", "Value=", ENDITEM,
      "Name=instance/KPI.value", "Value=", ENDITEM,
      EXTRARES,
      "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
      "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
      "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
      "URL=cwc/images/backgrounds/tab_right.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
      "URL=cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      LAST);

   Trans_ID++;
   lr_save_int(Trans_ID, "TransID");

   web_revert_auto_header("Cache-Control");
```

```
    web_add_auto_header("Accept",
        "*/*");

    web_custom_request("service.do_37",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890752487",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread
1}",
        "Snapshot=t46.inf",
        "Mode=HTML",
        "EncType=",
        EXTRARES,
        "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/tab_tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/tab_right.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/resizer_v.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        LAST);

    web_reg_find("Text=HP Service Manager - Select Related Records",
        LAST);

    web_add_auto_header("Accept",
        "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

    web_add_auto_header("Cache-Control",
        "no-cache");

     web_submit_data("detail.do_6",
        "Action=http://servername.serverdomain.com/sm7/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread
1}",
        "Snapshot=t47.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=0", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=essuser", "Value=false", ENDITEM,
        "Name=thread", "Value={Thread1}", ENDITEM,
```

```
      "Name=event", "Value=0", ENDITEM,
      "Name=transaction", "Value={TransID}", ENDITEM,
      "Name=type", "Value=list", ENDITEM,
      "Name=focus", "Value=", ENDITEM,
      "Name=focusContents", "Value=", ENDITEM,
      "Name=focusId", "Value=", ENDITEM,
      "Name=focusReadOnly", "Value=", ENDITEM,
      "Name=start", "Value=0", ENDITEM,
      "Name=count", "Value=2", ENDITEM,
      "Name=more", "Value=0", ENDITEM,
      "Name=tablename", "Value=subcategory", ENDITEM,
      "Name=window", "Value=", ENDITEM,
      "Name=close", "Value=", ENDITEM,
      "Name=_blankFields", "Value=", ENDITEM,
      "Name=_uncheckedBoxes", "Value=", ENDITEM,
      "Name=formchanged", "Value=", ENDITEM,
      "Name=formname", "Value=subcat.select", ENDITEM,
      EXTRARES,
      "URL=cwc/images/backgrounds/NavTopTile.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}&
start=0&count=2", ENDITEM,
      "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}&
start=0&count=2", ENDITEM,
      "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}&
start=0&count=2", ENDITEM,
      "URL=cwc/images/backgrounds/tab_right.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}&
start=0&count=2", ENDITEM,
      "URL=cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      LAST);

   Trans_ID++;
   lr_save_int(Trans_ID, "TransID");

   web_revert_auto_header("Cache-Control");

   web_add_auto_header("Accept",
      "*/*");

   web_custom_request("service.do_38",

   "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890752487",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/html",

   "Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread
1}&start=0&count=2",
      "Snapshot=t48.inf",
      "Mode=HTML",
      "EncType=",
      EXTRARES,
```

```
        "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}&
start=0&count=2", ENDITEM,
        "URL=cwc/images/backgrounds/tab_right.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}&
start=0&count=2", ENDITEM,
        "URL=cwc/images/backgrounds/tab_tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/resizer_v.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/NavTopTile.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
        LAST);

    web_reg_find("Text=HP Service Manager - New Incident",
        LAST);

    web_add_auto_header("Accept",
        "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

    web_add_auto_header("Cache-Control",
        "no-cache");

     web_submit_data("detail.do_7",
        "Action=http://servername.serverdomain.com/sm7/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread
1}&start=0&count=2",
        "Snapshot=t49.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=0", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=essuser", "Value=false", ENDITEM,
        "Name=thread", "Value={Thread1}", ENDITEM,
        "Name=event", "Value=0", ENDITEM,
        "Name=transaction", "Value={TransID}", ENDITEM,
        "Name=type", "Value=list", ENDITEM,
        "Name=focus", "Value=", ENDITEM,
        "Name=focusContents", "Value=", ENDITEM,
        "Name=focusId", "Value=", ENDITEM,
        "Name=focusReadOnly", "Value=", ENDITEM,
        "Name=start", "Value=0", ENDITEM,
        "Name=count", "Value=2", ENDITEM,
        "Name=more", "Value=0", ENDITEM,
        "Name=tablename", "Value=producttype", ENDITEM,
        "Name=window", "Value=", ENDITEM,
        "Name=close", "Value=", ENDITEM,
        "Name=_blankFields", "Value=", ENDITEM,
```

```
        "Name=_uncheckedBoxes", "Value=", ENDITEM,
        "Name=formchanged", "Value=", ENDITEM,
        "Name=formname", "Value=prodtype.select", ENDITEM,
        EXTRARES,
        "URL=cwc/images/backgrounds/NavTopTile.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
        "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/nb_background.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/nb_selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/nb_unselected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        LAST);

    Trans_ID++;
    lr_save_int(Trans_ID, "TransID");

    web_revert_auto_header("Cache-Control");

    web_add_auto_header("Accept",
        "*/*");


    web_custom_request("service.do_39",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890752487",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
        "Snapshot=t50.inf",
        "Mode=HTML",
        "EncType=",
        EXTRARES,
        "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/tab_right.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
```

```
     "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
     "URL=cwc/images/backgrounds/nb_background.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
     "URL=cwc/images/backgrounds/nb_unselected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
     "URL=cwc/images/buttons/fwSpellDisabled.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
     "URL=cwc/images/backgrounds/tab_tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
     "URL=cwc/images/backgrounds/resizer_v.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
     "URL=cwc/images/backgrounds/NavTopTile.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
     "URL=cwc/images/backgrounds/nb_selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
     "URL=cwc/images/buttons/fwSpell.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
     LAST);
   web_add_auto_header("Cache-Control",
     "no-cache");

   lr_think_time(9);

   web_custom_request("service.do_40",

   "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890752487",
     "Method=POST",
     "TargetFrame=",
     "Resource=0",
     "RecContentType=text/html",

   "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
     "Snapshot=t51.inf",
     "Mode=HTML",
     "EncType=",
     LAST);

   lr_end_transaction("Fill cat-subcat-prodtype-probtype", LR_AUTO);

   lr_think_time(15);

   lr_think_time(30);

   lr_start_transaction("Submit ticket");

   web_revert_auto_header("Cache-Control");

    web_custom_request("service.do_41",

   "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890752487",
     "Method=POST",
     "TargetFrame=",
```

```
      "Resource=0",
      "RecContentType=text/html",

   "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
      "Snapshot=t52.inf",
      "Mode=HTML",
      "EncType=",
      EXTRARES,
      "URL=cwc/images/backgrounds/tool_hover_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      "URL=cwc/images/buttons/fwSpell.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      LAST);

   web_reg_find("Text=HP Service Manager - Potentially Related Incidents
by Asset",
      LAST);

   web_add_auto_header("Accept",
      "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

   web_add_auto_header("Cache-Control",
      "no-cache");

   web_submit_data("detail.do_8",
      "Action=http://servername.serverdomain.com/sm7/detail.do",
      "Method=POST",
      "TargetFrame=",
      "RecContentType=text/html",

   "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
      "Snapshot=t53.inf",
      "Mode=HTML",
      ITEMDATA,
      "Name=row", "Value=", ENDITEM,
      "Name=__x", "Value=", ENDITEM,
      "Name=essuser", "Value=false", ENDITEM,
      "Name=thread", "Value={Thread1}", ENDITEM,
      "Name=event", "Value=2", ENDITEM,
      "Name=transaction", "Value={TransID}", ENDITEM,
      "Name=type", "Value=detail", ENDITEM,
      "Name=focus", "Value=instance/action/action", ENDITEM,
      "Name=focusContents", "Value=This is a test ticket", ENDITEM,
      "Name=focusId", "Value=X59", ENDITEM,
      "Name=focusReadOnly", "Value=false", ENDITEM,
      "Name=start", "Value=", ENDITEM,
      "Name=count", "Value=", ENDITEM,
      "Name=more", "Value=", ENDITEM,
      "Name=tablename", "Value=", ENDITEM,
      "Name=window", "Value=", ENDITEM,
      "Name=close", "Value=", ENDITEM,
      "Name=_blankFields", "Value=", ENDITEM,
      "Name=_uncheckedBoxes", "Value=", ENDITEM,
      "Name=formchanged", "Value=", ENDITEM,
      "Name=formname", "Value=apm.quick.g", ENDITEM,
```

      "Name=instance/number", "Value=", ENDITEM,
      "Name=instance/problem.status", "Value=Open", ENDITEM,
      "Name=instance/brief.description", "Value=This is a test", ENDITEM,
      "Name=instance/contact.name", "Value=BROWN, NICHOLAS", ENDITEM,
      "Name=instance/category", "Value=telecoms", ENDITEM,
      "Name=instance/assignment", "Value=TELECOMS", ENDITEM,
      "Name=instance/subcategory", "Value=fixed infrastructure", ENDITEM,
      "Name=instance/assignee.name", "Value=", ENDITEM,
      "Name=instance/product.type", "Value=fixed infrastructure",
ENDITEM,
      "Name=instance/secondary.assignment/secondary.assignment",
"Value=Onsite Support", ENDITEM,
      "Name=instance/problem.type", "Value=none", ENDITEM,
      "Name=instance/initial.impact", "Value=3", ENDITEM,
      "Name=instance/severity", "Value=4", ENDITEM,
      "Name=instance/site.category", "Value=B", ENDITEM,
      "Name=instance/cause.code", "Value=", ENDITEM,
      "Name=instance/action/action", "Value=This is a test ticket",
ENDITEM,
      "Name=instance/update.action/update.action", "Value=", ENDITEM,
      "Name=instance/resolution.code", "Value=", ENDITEM,
      "Name=instance/resolution/resolution", "Value=", ENDITEM,
      "Name=instance/first.name", "Value=Nicholas", ENDITEM,
      "Name=instance/last.name", "Value=Brown", ENDITEM,
      "Name=instance/contact.phone", "Value=(770) 954-4588", ENDITEM,
      "Name=instance/extension", "Value=243", ENDITEM,
      "Name=instance/location", "Value=ACME HQ", ENDITEM,
      "Name=instance/contact.email", "Value=", ENDITEM,
      "Name=instance/room", "Value=", ENDITEM,
      "Name=instance/floor", "Value=", ENDITEM,
      "Name=instance/payroll.no", "Value=", ENDITEM,
      "Name=instance/cost.centre", "Value=", ENDITEM,
      "Name=instance/logical.name", "Value=ACME Phone 0003", ENDITEM,
      "Name=instance/type", "Value=telecom", ENDITEM,
      "Name=instance/downtime.start", "Value=", ENDITEM,
      "Name=instance/downtime.end", "Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/cost.center",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/manufacturer",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/serial.no.",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/model",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/description",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/user.id",
"Value=ACME00005", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/install.date",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/contract.no",
"Value=", ENDITEM,
      "Name=instance/KPI.status", "Value=", ENDITEM,
      "Name=instance/KPI.value", "Value=", ENDITEM,
      EXTRARES,
      "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
      "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,

```
         "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
         "URL=images/obj16/topen_ne.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
         "URL=cwc/images/backgrounds/tab_right.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
         "URL=cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
         LAST);

   Trans_ID++;
   lr_save_int(Trans_ID, "TransID");

   web_revert_auto_header("Cache-Control");

   web_add_auto_header("Accept",
       "*/*");

   web_custom_request("service.do_42",

   "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890752487",
       "Method=POST",
       "TargetFrame=",
       "Resource=0",
       "RecContentType=text/html",

   "Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread
1}",
       "Snapshot=t54.inf",
       "Mode=HTML",
       "EncType=",
       EXTRARES,
       "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
       "URL=images/msg_info.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
       "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
       "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
       "URL=cwc/images/backgrounds/tab_right.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread1}"
, ENDITEM,
         LAST);

   lr_end_transaction("Submit ticket", LR_AUTO);

   lr_think_time(30);

   web_add_auto_header("Cache-Control",
       "no-cache");

   lr_think_time(14);

   web_custom_request("service.do_43",
```

```
      "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890850938",
         "Method=POST",
         "TargetFrame=",
         "Resource=0",
         "RecContentType=text/html",

      "Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread
1}",
         "Snapshot=t55.inf",
         "Mode=HTML",
         "EncType=",
         EXTRARES,
         "URL=cwc/images/backgrounds/tool_hover_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
         "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
         LAST);

      lr_start_transaction("Select Open New Incident");

      web_reg_find("Text=HP Service Manager - New Incident",
         LAST);

      web_add_auto_header("Accept",
         "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

      web_revert_auto_header("Cache-Control");

       web_submit_data("detail.do_9",
         "Action=http://servername.serverdomain.com/sm7/detail.do",
         "Method=POST",
         "TargetFrame=",
         "RecContentType=text/html",

      "Referer=http://servername.serverdomain.com/sm7/list.do?thread={Thread
1}",
         "Snapshot=t56.inf",
         "Mode=HTML",
         ITEMDATA,
         "Name=row", "Value=", ENDITEM,
         "Name=__x", "Value=", ENDITEM,
         "Name=essuser", "Value=false", ENDITEM,
         "Name=thread", "Value={Thread1}", ENDITEM,
         "Name=event", "Value=4", ENDITEM,
         "Name=transaction", "Value={TransID}", ENDITEM,
         "Name=type", "Value=list", ENDITEM,
         "Name=focus", "Value=", ENDITEM,
         "Name=focusContents", "Value=", ENDITEM,
         "Name=focusId", "Value=", ENDITEM,
         "Name=focusReadOnly", "Value=", ENDITEM,
         "Name=start", "Value=0", ENDITEM,
         "Name=count", "Value=32", ENDITEM,
         "Name=more", "Value=1", ENDITEM,
         "Name=tablename", "Value=probsummary", ENDITEM,
         "Name=window", "Value=", ENDITEM,
         "Name=close", "Value=", ENDITEM,
         "Name=_blankFields", "Value=", ENDITEM,
```

```
     "Name=_uncheckedBoxes", "Value=", ENDITEM,
     "Name=formchanged", "Value=", ENDITEM,
     "Name=formname", "Value=us.match.incident.qbe.g", ENDITEM,
     EXTRARES,
     "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
     "URL=cwc/images/backgrounds/nb_background.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
     "URL=cwc/images/backgrounds/nb_selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
     "URL=cwc/images/backgrounds/nb_unselected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
     "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
     "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
     LAST);

   Trans_ID++;
   lr_save_int(Trans_ID, "TransID");

   web_add_auto_header("Accept",
     "*/*");

   web_add_auto_header("Cache-Control",
     "no-cache");

   web_custom_request("service.do_44",

   "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890850938",
     "Method=POST",
     "TargetFrame=",
     "Resource=0",
     "RecContentType=text/html",

   "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
     "Snapshot=t57.inf",
     "Mode=HTML",
     "EncType=",
     EXTRARES,
     "URL=cwc/images/backgrounds/tab_right.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
     "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
     "URL=cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
     "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
     "URL=images/msg_info.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
```

```
        "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/nb_background.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/nb_selected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/backgrounds/nb_unselected.gif",
"Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thread1
}", ENDITEM,
        "URL=cwc/images/buttons/fwSpell.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        "URL=cwc/images/backgrounds/tool_hover_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        LAST);

    lr_end_transaction("Select Open New Incident", LR_AUTO);

    lr_think_time(30);

    web_custom_request("service.do_45",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890878313",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",

    "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
        "Snapshot=t58.inf",
        "Mode=HTML",
        "EncType=",
        EXTRARES,
        "URL=cwc/images/backgrounds/tool_bkground.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        LAST);

    web_reg_find("Text=HP Service Manager - To Do Queue: My To Do List",
        LAST);

    web_add_auto_header("Accept",
        "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

    web_revert_auto_header("Cache-Control");

    web_add_auto_header("Cache-Control",
        "no-cache");

     web_submit_data("detail.do_10",
        "Action=http://servername.serverdomain.com/sm7/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",
```

```
    "Referer=http://servername.serverdomain.com/sm7/detail.do?thread={Thre
ad1}",
      "Snapshot=t59.inf",
      "Mode=HTML",
      ITEMDATA,
      "Name=row", "Value=", ENDITEM,
      "Name=__x", "Value=", ENDITEM,
      "Name=essuser", "Value=false", ENDITEM,
      "Name=thread", "Value={Thread1}", ENDITEM,
      "Name=event", "Value=3", ENDITEM,
      "Name=transaction", "Value={TransID}", ENDITEM,
      "Name=type", "Value=detail", ENDITEM,
      "Name=focus", "Value=instance/action/action", ENDITEM,
      "Name=focusContents", "Value=", ENDITEM,
      "Name=focusId", "Value=X59", ENDITEM,
      "Name=focusReadOnly", "Value=false", ENDITEM,
      "Name=start", "Value=", ENDITEM,
      "Name=count", "Value=", ENDITEM,
      "Name=more", "Value=", ENDITEM,
      "Name=tablename", "Value=", ENDITEM,
      "Name=window", "Value=", ENDITEM,
      "Name=close", "Value=", ENDITEM,
      "Name=_blankFields", "Value=", ENDITEM,
      "Name=_uncheckedBoxes", "Value=", ENDITEM,
      "Name=formchanged", "Value=", ENDITEM,
      "Name=formname", "Value=apm.quick.g", ENDITEM,
      "Name=instance/number", "Value=", ENDITEM,
      "Name=instance/problem.status", "Value=Open", ENDITEM,
      "Name=instance/brief.description", "Value=", ENDITEM,
      "Name=instance/contact.name", "Value=", ENDITEM,
      "Name=instance/category", "Value=", ENDITEM,
      "Name=instance/assignment", "Value=", ENDITEM,
      "Name=instance/subcategory", "Value=", ENDITEM,
      "Name=instance/assignee.name", "Value=", ENDITEM,
      "Name=instance/product.type", "Value=", ENDITEM,
      "Name=instance/secondary.assignment/secondary.assignment",
"Value=", ENDITEM,
      "Name=instance/problem.type", "Value=", ENDITEM,
      "Name=instance/initial.impact", "Value=", ENDITEM,
      "Name=instance/severity", "Value=", ENDITEM,
      "Name=instance/site.category", "Value=", ENDITEM,
      "Name=instance/cause.code", "Value=", ENDITEM,
      "Name=instance/action/action", "Value=", ENDITEM,
      "Name=instance/update.action/update.action", "Value=", ENDITEM,
      "Name=instance/resolution.code", "Value=", ENDITEM,
      "Name=instance/resolution/resolution", "Value=", ENDITEM,
      "Name=instance/first.name", "Value=", ENDITEM,
      "Name=instance/last.name", "Value=", ENDITEM,
      "Name=instance/contact.phone", "Value=", ENDITEM,
      "Name=instance/extension", "Value=", ENDITEM,
      "Name=instance/location", "Value=", ENDITEM,
      "Name=instance/contact.email", "Value=", ENDITEM,
      "Name=instance/room", "Value=", ENDITEM,
      "Name=instance/floor", "Value=", ENDITEM,
      "Name=instance/payroll.no", "Value=", ENDITEM,
      "Name=instance/cost.centre", "Value=", ENDITEM,
      "Name=instance/logical.name", "Value=", ENDITEM,
      "Name=instance/type", "Value=", ENDITEM,
      "Name=instance/downtime.start", "Value=", ENDITEM,
      "Name=instance/downtime.end", "Value=", ENDITEM,
```

```
      "Name=references/model[@id='logical.name']/instance/cost.center",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/manufacturer",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/serial.no.",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/model",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/description",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/user.id",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/install.date",
"Value=", ENDITEM,
      "Name=references/model[@id='logical.name']/instance/contract.no",
"Value=", ENDITEM,
      "Name=instance/KPI.status", "Value=", ENDITEM,
      "Name=instance/KPI.value", "Value=", ENDITEM,
      EXTRARES,
      "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
ENDITEM,
      "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
ENDITEM,
      "URL=cwc/images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      LAST);

   Trans_ID++;
   lr_save_int(Trans_ID, "TransID");

   web_revert_auto_header("Cache-Control");

   web_add_auto_header("Accept",
      "*/*");

   web_custom_request("service.do_46",

   "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890878313",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/html",
      "Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
      "Snapshot=t60.inf",
      "Mode=HTML",
      "EncType=",
      EXTRARES,
      "URL=cwc/images/buttons/option.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
      "URL=cwc/images/backgrounds/selected.gif",
"Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
ENDITEM,
      "URL=images/obj16/navigator/nav_menu_cl.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
      "URL=cwc/tree/images/Tplus.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
```

```
        "URL=cwc/tree/images/Lplus.gif",
"Referer=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
ENDITEM,
        LAST);


    return 0;
}
```

Vuser_end.c

```
vuser_end()
{

    web_add_header("Cache-Control",
        "no-cache");

    lr_think_time(10);

    web_custom_request("service.do_47",

    "URL=http://servername.serverdomain.com/sm7/service.do?name=getMessage
s&timestamp=1201890878313",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/list.do?thread=0",
        "Snapshot=t61.inf",
        "Mode=HTML",
        "EncType=",
        LAST);

    lr_think_time(11);

    lr_start_transaction("Logout");

    web_add_auto_header("Accept",
        "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

    web_url("logoutcleanup.jsp",
        "URL=http://servername.serverdomain.com/sm7/cwc/logoutcleanup.jsp",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/index.do",
        "Snapshot=t62.inf",
        "Mode=HTML",
        EXTRARES,
        "Url=images/backgrounds/formHeader_Tile.gif",
"Referer=http://servername.serverdomain.com/sm7/index.do", ENDITEM,
        LAST);

    web_reg_find("Text=HP Service Manager",
        LAST);

    web_url("goodbye.jsp",
        "URL=http://servername.serverdomain.com/sm7/goodbye.jsp",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/index.do",
        "Snapshot=t63.inf",
        "Mode=HTML",
        LAST);

    web_reg_find("Text=Navigation Frame",
        LAST);
```

```
    web_add_auto_header("Accept",
        "*/*");

    web_url("cwc_navmenu.jsp_3",
        "URL=http://servername.serverdomain.com/sm7/cwc/cwc_navmenu.jsp",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://servername.serverdomain.com/sm7/index.do",
        "Snapshot=t64.inf",
        "Mode=HTML",
        LAST);

    web_reg_find("Text=HP Service Manager",
        LAST);

    web_add_auto_header("Accept",
        "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/vnd.ms-excel,
application/vnd.ms-powerpoint, application/msword, */*");

    web_url("goodbye.jsp_2",
        "URL=http://servername.serverdomain.com/sm7/goodbye.jsp",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=",
        "Snapshot=t65.inf",
        "Mode=HTML",
        LAST);

    lr_end_transaction("Logout",LR_AUTO);

    lr_think_time(30);

    return 0;
}
```

Appendix B – Sample Windows Client Script

Vuser_init.c

```
/* ---------------------------------------------------------------------
---------
   Script Title       :
   Script Description :


   Recorder Version   : 1289
   ----------------------------------------------------------------------
--------- */

vuser_init()
{

/* web_set_user("falcon",
      lr_decrypt("46a7977de"),
      "{SM_Host}:{SM_Port}"); */

   lr_think_time(90);

// Start Timed Transaction
   lr_start_transaction("Conn_and_Login");

   web_add_header("SOAPAction",
      "\"getPreferences\"");

   web_add_header("Pragma",
      "requestnum=\"0\"");

   web_add_auto_header("Accept",
      "text/html, image/gif, image/jpeg, *; q=.2, */*; q=.2");

   web_add_auto_header("Cache-Control",
      "no-cache");

   web_add_auto_header("User-Agent",
      "Java/1.5.0_11");

// added by HP Employee =======================================
   web_add_filter("Action=Exclude", "QueryPrefix=lbHost", LAST);

   // [WCSPARAM SM_Host 30 servername.serverdomain.com] Parameter
{SM_Host} created by HP Employee
   web_reg_save_param("SM_Host",
      "LB=Location: http://",
      "RB=:",
      "Search=Headers",
      "IgnoreRedirections=No",
      LAST);
   // [WCSPARAM SM_Port 5 13080] Parameter {SM_Port} created by HP
Employee
   web_reg_save_param("SM_Port",
      "LB=:",
      "RB=/SM",
      "Search=Headers",
      "IgnoreRedirections=No",
      LAST);
```

```
   // [WCSPARAM LB_Host 30 servername.serverdomain.com] Parameter
{LB_Host} created by HP Employee
   web_reg_save_param("LB_Host",
      "LB=lbHost=",
      "RB=&",
      "Search=Headers",
      "IgnoreRedirections=No",
      LAST);
   // [WCSPARAM LB_Port 5 13080] Parameter {LB_Port} created by HP
Employee
   web_reg_save_param("LB_Port",
      "LB=lbPort=",
      "RB=\r\n",
      "Search=Headers",
      "IgnoreRedirections=No",
      LAST);

   web_custom_request("ui",
      "URL=http://servername.serverdomain.com:13080/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t1.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><getPreferences><ClientSysInfo><release>7</release><version>0</v
ersion><level>0</level><build>0</build><hostname>workstationname</hostnam
e><networkAddress>10.10.10.10</networkAddress><hardware>x86</hardware><OS
Name>Windows
XP</OSName><OSVersion>5.1</OSVersion><type>scguiwswt</type><WebTierUrl>Un
known</WebTierUrl></ClientSysInfo></getPreferences></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_header("SOAPAction",
      "\"getPreferences\"");

   web_add_header("Pragma",
      "requestnum=\"0\"");

   web_custom_request("ui",

   "URL=http://{SM_Host}:{SM_Port}/SM/ui?lbHost={LB_Host}&lbPort={LB_Port
}",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t1.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><getPreferences><ClientSysInfo><release>7</release><version>0</v
```

```
ersion><level>0</level><build>0</build><hostname>workstationname</hostnam
e><networkAddress>10.10.10.10</networkAddress><hardware>x86</hardware><OS
Name>Windows
XP</OSName><OSVersion>5.1</OSVersion><type>scguiwswt</type><WebTierUrl>Un
known</WebTierUrl></ClientSysInfo></getPreferences></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_cookie("Path=/SM; DOMAIN=servername");

    web_set_user("falcon","",
        //lr_decrypt("46afa5b6e"),
        "{SM_Host}:{SM_Port}");

     web_add_auto_header("Authorization",
        "Basic ZmFsY29uOg==");

    web_add_header("SOAPAction",
        "\"start\"");

    web_add_header("Pragma",
        "requestnum=\"1\"");

    web_custom_request("ui_2",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t2.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><start/></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("SOAPAction",
        "\"getForm\"");

    web_add_header("Pragma",
        "requestnum=\"2\"");

    web_custom_request("ui_3",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t3.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getForm><thread
type=\"detail\">0</thread></getForm></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
        LAST);
```

```
web_add_header("SOAPAction",
    "\"getData\"");

web_add_header("Pragma",
    "requestnum=\"3\"");

web_custom_request("ui_4",
    "URL=http://{SM_Host}:{SM_Port}/SM/ui",
    "Method=POST",
    "TargetFrame=",
    "Resource=0",
    "RecContentType=text/xml",
    "Referer=",
    "Snapshot=t4.inf",
    "Mode=HTML",
    "EncType=text/xml; charset=utf-8",
    "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><getDocument><thread>0</thread><type>detail</type></getDocument>
</SOAP-ENV:Body></SOAP-ENV:Envelope>",
    LAST);

web_add_header("SOAPAction",
    "\"execute\"");

web_add_header("Pragma",
    "requestnum=\"4\"");

web_custom_request("ui_5",
    "URL=http://{SM_Host}:{SM_Port}/SM/ui",
    "Method=POST",
    "TargetFrame=",
    "Resource=0",
    "RecContentType=text/xml",
    "Referer=",
    "Snapshot=t5.inf",
    "Mode=HTML",
    "EncType=text/xml; charset=utf-8",
    "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>0</thread><type>detail</type><event>0</event><a
uthModel><var><user.id>falcon</user.id><old.password
Password=\"1\"/><L.language>en</L.language></var></authModel></execute></
SOAP-ENV:Body></SOAP-ENV:Envelope>",
    LAST);

web_add_header("SOAPAction",
    "\"getMessages\"");

web_add_header("Pragma",
    "requestnum=\"5\"");

web_custom_request("ui_6",
    "URL=http://{SM_Host}:{SM_Port}/SM/ui",
    "Method=POST",
    "TargetFrame=",
    "Resource=0",
    "RecContentType=text/xml",
    "Referer=",
```

```
        "Snapshot=t6.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getMessages/></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
        LAST);

    web_add_header("SOAPAction",
        "\"getForm\"");

    web_add_header("Pragma",
        "requestnum=\"6\"");

    web_custom_request("ui_7",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t7.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getForm><thread
type=\"detail\">0</thread></getForm></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
        LAST);

    web_add_header("SOAPAction",
        "\"getData\"");

    web_add_header("Pragma",
        "requestnum=\"7\"");

    web_custom_request("ui_8",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t8.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><getDocument><thread>0</thread><type>detail</type></getDocument>
</SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"8\"");

    web_add_auto_header("SOAPAction",
        "\"recordset\"");
```

```
    // [WCSPARAM SM_filehandle 5 {SM_filehandle}] Parameter
{SM_filehandle} created by Correlation Studio
    web_reg_save_param("SM_filehandle",
        "LB= filehandle=\"",
        "RB=\"",
        "Ord=1",
        "RelFrameId=1",
        "Search=Body",
        "IgnoreRedirections=Yes",
        LAST);
    web_custom_request("ui_9",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t9.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset name=\"info\" operation=\"open\"
query=\"format=&quot;info.company&quot;\"/></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"9\"");

    web_custom_request("ui_10",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t10.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset count=\"32\"
filehandle=\"{SM_filehandle}\" operation=\"list\" start=\"0\"/></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"10\"");

    web_custom_request("ui_11",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t11.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
```

```
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset filehandle=\"{SM_filehandle}\"
operation=\"close\"/></SOAP-ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_header("Pragma",
      "requestnum=\"11\"");

   web_custom_request("ui_12",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t12.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset name=\"operator\"
operation=\"open\" query=\"name=&quot;falcon&quot;\"/></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_header("Pragma",
      "requestnum=\"12\"");

   web_custom_request("ui_13",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t13.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset count=\"32\"
filehandle=\"operator1\" operation=\"list\" start=\"0\"/></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_header("Pragma",
      "requestnum=\"13\"");

   web_custom_request("ui_14",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t14.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
```

```
ENV:Header/><SOAP-ENV:Body><recordset filehandle=\"operator1\"
operation=\"close\"/></SOAP-ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_auto_header("SOAPAction",
      "\"service\"");

   web_add_header("Pragma",
      "requestnum=\"14\"");

   web_custom_request("ui_15",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t15.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><setPreferences><name>setPreferences</name><preferences><prefere
nce name=\"viewactivenotes\" value=\"false\"/><preference
name=\"viewpromptforsave\" value=\"true\"/><preference
name=\"clientprinting\" value=\"true\"/><preference
name=\"clientsideunload\" value=\"true\"/><preference
name=\"viewrecordlist\" value=\"true\"/><preference
name=\"heartbeatinterval\" value=\"15\"/><preference
name=\"compress_soap\" value=\"\"/><preference name=\"ssl\"
value=\"\"/><preference name=\"viewclassicmenu\"
value=\"false\"/><preference name=\"useservertabs\"
value=\"false\"/><preference name=\"recordlistcount\"
value=\"32\"/><preference name=\"clientformcache\"
value=\"true\"/><preference name=\"chartrefresh\"
value=\"60\"/><preference name=\"essuser\"
value=\"\"/></preferences></setPreferences></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
      LAST);

   web_add_header("Pragma",
      "requestnum=\"15\"");

   web_add_auto_header("SOAPAction",
      "\"recordset\"");

   web_custom_request("ui_16",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t16.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset name=\"operator\"
```

```
operation=\"open\" query=\"name=&quot;falcon&quot;\"/></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"16\"");

    web_custom_request("ui_17",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t17.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset count=\"32\"
filehandle=\"operator2\" operation=\"list\" start=\"0\"/></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"17\"");

    web_custom_request("ui_18",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t18.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset filehandle=\"operator2\"
operation=\"close\"/></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_auto_header("SOAPAction",
        "\"getForm\"");

    web_add_header("Pragma",
        "requestnum=\"18\"");

    web_custom_request("ui_19",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t19.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
```

```
ENV:Header/><SOAP-ENV:Body><getForm><thread
type=\"list\">0</thread></getForm></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_auto_header("SOAPAction",
        "\"getList\"");

    web_add_header("Pragma",
        "requestnum=\"19\"");

    web_custom_request("ui_20",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t20.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><getList><thread>0</thread><formname>sc.manage.ToDo.g</formname>
<type>list</type><start>0</start><count>32</count></getList></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"20\"");

    web_add_auto_header("SOAPAction",
        "\"recordset\"");

    web_custom_request("ui_21",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t21.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset name=\"systext\" operation=\"open\"
query=\"section=&quot;config&quot; and
entry=&quot;anavigator&quot;\"/></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"21\"");

    web_custom_request("ui_22",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
```

```
      "Snapshot=t22.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset count=\"32\"
filehandle=\"systext3\" operation=\"list\" start=\"0\"/></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_header("Pragma",
      "requestnum=\"22\"");

   web_custom_request("ui_23",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t23.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset filehandle=\"systext3\"
operation=\"close\"/></SOAP-ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_header("Pragma",
      "requestnum=\"23\"");

   web_custom_request("ui_24",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t24.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset name=\"operator\"
operation=\"open\" query=\"name=&quot;falcon&quot;\"/></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_header("Pragma",
      "requestnum=\"24\"");

   web_custom_request("ui_25",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t25.inf",
      "Mode=HTML",
```

```
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset count=\"32\"
filehandle=\"operator4\" operation=\"list\" start=\"0\"/></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_header("Pragma",
      "requestnum=\"25\"");

   web_custom_request("ui_26",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t26.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset filehandle=\"operator4\"
operation=\"close\"/></SOAP-ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_auto_header("SOAPAction",
      "\"getMessages\"");

   web_add_header("Pragma",
      "requestnum=\"26\"");

   lr_think_time(15);

   web_custom_request("ui_27",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t27.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getMessages/></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
      LAST);

// End Timed Transaction
   lr_end_transaction("Conn_and_Login",LR_AUTO);

   return 0;
}
```

Action.c

```
Action()
{

    web_add_header("Pragma",
        "requestnum=\"27\"");

    web_add_auto_header("SOAPAction",
        "\"recordset\"");

    lr_think_time(13);

// Start Timed Transaction
    lr_start_transaction("OpenNavMenu");

    web_custom_request("ui_28",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t28.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset name=\"operator\"
operation=\"open\" query=\"name=&quot;falcon&quot;\"/></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"28\"");

    web_custom_request("ui_29",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t29.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset count=\"32\"
filehandle=\"operator5\" operation=\"list\" start=\"0\"/></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"29\"");

    web_custom_request("ui_30",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
```

```
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t30.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><recordset filehandle=\"operator5\"
operation=\"close\"/></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"30\"");

    web_add_auto_header("SOAPAction",
        "\"getMenu\"");

    web_custom_request("ui_31",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t31.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getMenu><name>HOME</name></getMenu></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"31\"");

    web_custom_request("ui_32",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t32.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getMenu><name>IM</name></getMenu></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_auto_header("SOAPAction",
        "\"getMessages\"");

    web_add_header("Pragma",
        "requestnum=\"32\"");

    lr_think_time(15);

    web_custom_request("ui_33",
```

```
         "URL=http://{SM_Host}:{SM_Port}/SM/ui",
         "Method=POST",
         "TargetFrame=",
         "Resource=0",
         "RecContentType=text/xml",
         "Referer=",
         "Snapshot=t33.inf",
         "Mode=HTML",
         "EncType=text/xml; charset=utf-8",
         "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getMessages/></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
         LAST);

// End Timed Transaction
    lr_end_transaction("OpenNavMenu",LR_AUTO);

    lr_think_time(12);

// Start Timed Transaction
    lr_start_transaction("OpenNewInc");

    web_add_auto_header("SOAPAction",
        "\"service\"");

    web_add_header("Pragma",
        "requestnum=\"33\"");

    // [WCSPARAM SM_ThreadID 1 1] Parameter {SM_ThreadID} created by
Correlation Studio
    web_reg_save_param("SM_ThreadID",
        "LB=detail\">",
        "RB=<",
        "Ord=1",
        "RelFrameId=1",
        "Search=Body",
        "IgnoreRedirections=Yes",
        LAST);
    web_custom_request("ui_34",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t34.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><service><thread>0</thread><formname>sc.manage.ToDo.g</formname>
<type>list</type><name>application</name><application>apm.first</applicat
ion></service></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_auto_header("SOAPAction",
        "\"getMessages\"");

    web_add_header("Pragma",
```

```
                    "requestnum=\"34\"");

    web_custom_request("ui_35",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t35.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getMessages/></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
        LAST);

    web_add_auto_header("SOAPAction",
        "\"getForm\"");

    web_add_header("Pragma",
        "requestnum=\"35\"");

    web_custom_request("ui_36",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t36.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getForm><thread
type=\"detail\">{SM_ThreadID}</thread></getForm></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
        LAST);

    web_add_auto_header("SOAPAction",
        "\"getData\"");

    web_add_header("Pragma",
        "requestnum=\"36\"");

    web_custom_request("ui_37",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t37.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><getDocument><thread>{SM_ThreadID}</thread><formname>apm.quick.g
```

```
</formname><type>detail</type></getDocument></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
        LAST);

// End Timed Transaction
    lr_end_transaction("OpenNewInc",LR_AUTO);

    web_add_auto_header("SOAPAction",
        "\"getMessages\"");

    web_custom_request("ui_33",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t33.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getMessages/></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
        LAST);

    lr_think_time(60);

// Start Timed Transaction
    lr_start_transaction("OpenIncident");

    web_add_auto_header("SOAPAction",
        "\"getMessages\"");

    web_add_header("Pragma",
        "requestnum=\"37\"");

    lr_think_time(15);

    web_custom_request("ui_38",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t38.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getMessages activity=\"1\"/></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"38\"");

    web_add_auto_header("SOAPAction",
        "\"execute\"");
```

```
    lr_think_time(14);

  web_custom_request("ui_39",
    "URL=http://{SM_Host}:{SM_Port}/SM/ui",
    "Method=POST",
    "TargetFrame=",
    "Resource=0",
    "RecContentType=text/xml",
    "Referer=",
    "Snapshot=t39.inf",
    "Mode=HTML",
    "EncType=text/xml; charset=utf-8",
    "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><formname>apm.quick.g</fo
rmname><type>detail</type><event>9</event><modelChanges><instance><brief.
description>This is a Test Ticket for Performance
Testing</brief.description><contact.name>BROWN</contact.name></instance><
focusContents>BROWN</focusContents><focus cursorLine=\"1\"
cursorLineAbs=\"4\">instance/contact.name</focus></modelChanges></execute
></"
    "SOAP-ENV:Body></SOAP-ENV:Envelope>",
    LAST);

  web_add_header("Pragma",
    "requestnum=\"39\"");

  web_custom_request("ui_40",
    "URL=http://{SM_Host}:{SM_Port}/SM/ui",
    "Method=POST",
    "TargetFrame=",
    "Resource=0",
    "RecContentType=text/xml",
    "Referer=",
    "Snapshot=t40.inf",
    "Mode=HTML",
    "EncType=text/xml; charset=utf-8",
    "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><messageResponse/></execu
te></SOAP-ENV:Body></SOAP-ENV:Envelope>",
    LAST);

  web_add_auto_header("SOAPAction",
    "\"getForm\"");

  web_add_header("Pragma",
    "requestnum=\"40\"");

  web_custom_request("ui_41",
    "URL=http://{SM_Host}:{SM_Port}/SM/ui",
    "Method=POST",
    "TargetFrame=",
    "Resource=0",
    "RecContentType=text/xml",
    "Referer=",
    "Snapshot=t41.inf",
    "Mode=HTML",
    "EncType=text/xml; charset=utf-8",
```

```
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getForm><thread
type=\"list\">{SM_ThreadID}</thread></getForm></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
      LAST);

   web_add_auto_header("SOAPAction",
      "\"getList\"");

   web_add_header("Pragma",
      "requestnum=\"41\"");

   web_custom_request("ui_42",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t42.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><getList><thread>{SM_ThreadID}</thread><formname>device.qbe.g</f
ormname><type>list</type><start>0</start><count>32</count></getList></SOA
P-ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_header("Pragma",
      "requestnum=\"42\"");

   web_add_auto_header("SOAPAction",
      "\"execute\"");

   web_custom_request("ui_43",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t43.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><formname>device.qbe.g</f
ormname><type>list</type><event>0</event><modelChanges><focusContents>ACM
E Phone 0003</focusContents><row>0</row><multiselect><Table0><selection
row=\"0\"/></Table0></multiselect><focus cursorLine=\"1\"
cursorLineAbs=\"1\"
readonly=\"0\">instance/logical.name[1]</focus></modelChanges></execute><
/SOAP-ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_header("Pragma",
      "requestnum=\"43\"");
```

```
    lr_think_time(4);

  web_custom_request("ui_44",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t44.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><formname>apm.quick.g</fo
rmname><type>detail</type><event>9</event><modelChanges><focusContents>te
le</focusContents><instance><category>tele</category></instance><focus
cursorLine=\"2\"
cursorLineAbs=\"5\">instance/category</focus></modelChanges></execute></S
OAP-ENV:Body></SOAP-ENV:Envelope>",
      LAST);

  web_add_auto_header("SOAPAction",
      "\"getForm\"");

  web_add_header("Pragma",
      "requestnum=\"44\"");

  web_custom_request("ui_45",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t45.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getForm><thread
type=\"list\">{SM_ThreadID}</thread></getForm></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
      LAST);

  web_add_auto_header("SOAPAction",
      "\"getList\"");

  web_add_header("Pragma",
      "requestnum=\"45\"");

  web_custom_request("ui_46",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t46.inf",
```

```
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><getList><thread>{SM_ThreadID}</thread><formname>subcat.select</
formname><type>list</type><start>0</start><count>32</count></getList></SO
AP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_auto_header("SOAPAction",
        "\"execute\"");

    web_add_header("Pragma",
        "requestnum=\"46\"");

    web_custom_request("ui_47",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t47.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><formname>subcat.select</
formname><type>list</type><event>0</event><modelChanges><focusContents>fi
xed infrastructure</focusContents><row>0</row><focus cursorLine=\"1\"
cursorLineAbs=\"3\"
readonly=\"0\">instance/subcategory[1]</focus></modelChanges></execute></
SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_auto_header("SOAPAction",
        "\"getForm\"");

    web_add_header("Pragma",
        "requestnum=\"47\"");

    web_custom_request("ui_48",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t48.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getForm><thread
type=\"list\">{SM_ThreadID}</thread></getForm></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
        LAST);

    web_add_auto_header("SOAPAction",
```

```
        "\"getList\"");

    web_add_header("Pragma",
        "requestnum=\"48\"");

    web_custom_request("ui_49",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t49.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><getList><thread>{SM_ThreadID}</thread><formname>prodtype.select
</formname><type>list</type><start>0</start><count>32</count></getList></
SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"49\"");

    web_add_auto_header("SOAPAction",
        "\"execute\"");

    web_custom_request("ui_50",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t50.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><formname>prodtype.select
</formname><type>list</type><event>0</event><modelChanges><focusContents>
fixed infrastructure</focusContents><row>0</row><focus cursorLine=\"1\"
cursorLineAbs=\"3\"
readonly=\"0\">instance/product.type[1]</focus></modelChanges></execute><
/SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"50\"");

    lr_think_time(5);

    web_custom_request("ui_51",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
```

```
        "Referer=",
        "Snapshot=t51.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><formname>apm.quick.g</fo
rmname><type>detail</type><event>777</event><modelChanges><focusContents/
><focus cursorLine=\"6\"
cursorLineAbs=\"9\">instance/initial.impact</focus><instance><initial.imp
act>2</initial.impact></instance></modelChanges></execute></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"51\"");

    lr_think_time(120);

    web_custom_request("ui_52",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t52.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><formname>apm.quick.g</fo
rmname><type>detail</type><event>2</event><modelChanges><focus
cursorLine=\"-1\"
cursorLineAbs=\"2\">instance/action/action</focus><instance><action
NullValue=\"1\" sctype=\"array\"><action
sctype=\"string\">router</action></action></instance></modelChanges></exe
cute></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"52\"");

    web_custom_request("ui_53",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t53.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><messageResponse/></execu
te></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);
```

```
    web_add_auto_header("SOAPAction",
        "\"getForm\"");

    web_add_header("Pragma",
        "requestnum=\"53\"");

    web_custom_request("ui_54",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t54.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getForm><thread
type=\"list\">{SM_ThreadID}</thread></getForm></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
        LAST);

    web_add_auto_header("SOAPAction",
        "\"getList\"");

    web_add_header("Pragma",
        "requestnum=\"54\"");

    web_custom_request("ui_55",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t55.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><getList><thread>{SM_ThreadID}</thread><formname>us.match.incide
nt.qbe.g</formname><type>list</type><start>0</start><count>32</count></ge
tList></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"55\"");

    web_add_auto_header("SOAPAction",
        "\"execute\"");

    web_custom_request("ui_56",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
```

```
        "Snapshot=t56.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><formname>us.match.incide
nt.qbe.g</formname><type>list</type><event>4</event><modelChanges/></exec
ute></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"56\"");

    web_custom_request("ui_57",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t57.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><messageResponse/></execu
te></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"57\"");

    web_custom_request("ui_58",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t58.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><messageResponse/></execu
te></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_auto_header("SOAPAction",
        "\"getForm\"");

    web_add_header("Pragma",
        "requestnum=\"58\"");

    web_custom_request("ui_59",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
```

```
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t59.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getForm><thread
type=\"list\">{SM_ThreadID}</thread></getForm></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
      LAST);

   web_add_auto_header("SOAPAction",
      "\"getList\"");

   web_add_header("Pragma",
      "requestnum=\"59\"");

   web_custom_request("ui_60",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t60.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><getList><thread>{SM_ThreadID}</thread><formname>us.match.rootca
use.qbe.g</formname><type>list</type><start>0</start><count>32</count></g
etList></SOAP-ENV:Body></SOAP-ENV:Envelope>",
      LAST);

   web_add_auto_header("SOAPAction",
      "\"execute\"");

   web_add_header("Pragma",
      "requestnum=\"60\"");

   web_custom_request("ui_61",
      "URL=http://{SM_Host}:{SM_Port}/SM/ui",
      "Method=POST",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/xml",
      "Referer=",
      "Snapshot=t61.inf",
      "Mode=HTML",
      "EncType=text/xml; charset=utf-8",
      "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><formname>us.match.rootca
use.qbe.g</formname><type>list</type><event>3</event><modelChanges/></exe
cute></SOAP-ENV:Body></SOAP-ENV:Envelope>",
      LAST);
```

```
    web_add_header("Pragma",
        "requestnum=\"61\"");

    web_add_auto_header("SOAPAction",
        "\"getMessages\"");

    lr_think_time(15);

    web_custom_request("ui_62",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t62.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getMessages activity=\"1\"/></SOAP-
ENV:Body></SOAP-ENV:Envelope>",
        LAST);

// End Timed Transaction
    lr_end_transaction("OpenIncident",LR_AUTO);


    web_add_auto_header("SOAPAction",
        "\"getMessages\"");

    web_custom_request("ui_33",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t33.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getMessages/></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
        LAST);
    web_add_header("Pragma",
        "requestnum=\"62\"");

    lr_think_time(15);

// Start Timed Transaction
    lr_start_transaction("CloseNavMenu");

    web_custom_request("ui_63",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
```

```
        "Snapshot=t63.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><getMessages/></SOAP-ENV:Body></SOAP-
ENV:Envelope>",
        LAST);

// End Timed Transaction
    lr_end_transaction("CloseNavMenu",LR_AUTO);

    return 0;
}
```

Vuser_end.c

```
vuser_end()
{

    web_add_auto_header("SOAPAction",
        "\"execute\"");

    web_add_header("Pragma",
        "requestnum=\"63\"");

    lr_think_time(12);

    web_custom_request("ui_64",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t64.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-
ENV:Body><execute><thread>{SM_ThreadID}</thread><formname>apm.quick.g</fo
rmname><type>detail</type><event>3</event><modelChanges><focus
cursorLine=\"3\"
cursorLineAbs=\"3\">instance/brief.description</focus></modelChanges></ex
ecute></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

    web_add_header("Pragma",
        "requestnum=\"64\"");

    web_add_auto_header("SOAPAction",
        "\"stop\"");

    lr_think_time(8);

// Start Timed Transaction
    lr_start_transaction("Logout");

    web_custom_request("ui_65",
        "URL=http://{SM_Host}:{SM_Port}/SM/ui",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/xml",
        "Referer=",
        "Snapshot=t65.inf",
        "Mode=HTML",
        "EncType=text/xml; charset=utf-8",
        "Body=<SOAP-ENV:Envelope xmlns:SOAP-
ENV=\"http://schemas.xmlsoap.org/soap/envelope/\"><SOAP-
ENV:Header/><SOAP-ENV:Body><stop/></SOAP-ENV:Body></SOAP-ENV:Envelope>",
        LAST);

// End Timed Transaction
    lr_end_transaction("Logout",LR_AUTO);
```

```
    return 0;
}
```

For more information

Please visit the HP Management Software support Web site at:

www.hp.com/go/hpsoftwaresupport

This Web site provides contact information and details about the products, services, and support that HP Management Software offers.

HP Management Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract.

To find more information about support access levels, go to the following URL:

http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to the following URL:

http://www.managementsoftware.hp.com/passport-registration.html