LoadRunner Scripting Guide for Service Manager 9.30 Clients

How to do performance testing on Service Manager using HP LoadRunner

HP® Management Software **Service Management**

Introduction

This white paper will show how to set up LoadRunner to test load and performance on Service Manager 9.30. This document assumes that the user has a fully configured and operational Service Manager environment. The Service Manager Sizing Guide should be consulted when building the test environment to ensure it is capable of supporting the test goals.

Overview

The following are the minimum recommendations for scripting, but the user is free to create additional action-based sections:

- The login should be recorded into vuser_init.
- The activities in the script should be recorded into the Action section or multiple sections.
- The activities should include closing all opened tabs and return to the exact same point where recording of the action began – the user's startup screen.
- The logout should be recorded into vuser_end.

Best Practices

We recommend conducting all tests using the Service Manager Web Client, since the SM Web Client is the recommended interaction method for end users.

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

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 continue to increase until script completion. This can result in the false appearance of a memory leak or, in some cases, an out of memory condition.

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

For script creation, use the LoadRunner Web protocol Web(HTTP/HTML). While LoadRunner 11.01 and above provides a new protocol called Ajax TruClient, this should only be used for one or two users per scenario, with the main load being driven by the Web protocol. This is due to the significant Load Generator resources required by the TruClient Protocol and the negative impact this can have on the test results.

The Service Manager product documentation and Service Manager 9.30 Deployment Sizing Guide should be consulted for information on environment setup and sizing. For assistance in validating the Service Manager environment, use of the Service Manager 9.30 Customer Benchmark Kit is recommended.

Setting up LoadRunner

Virtual User Generator Recording Options Setup:

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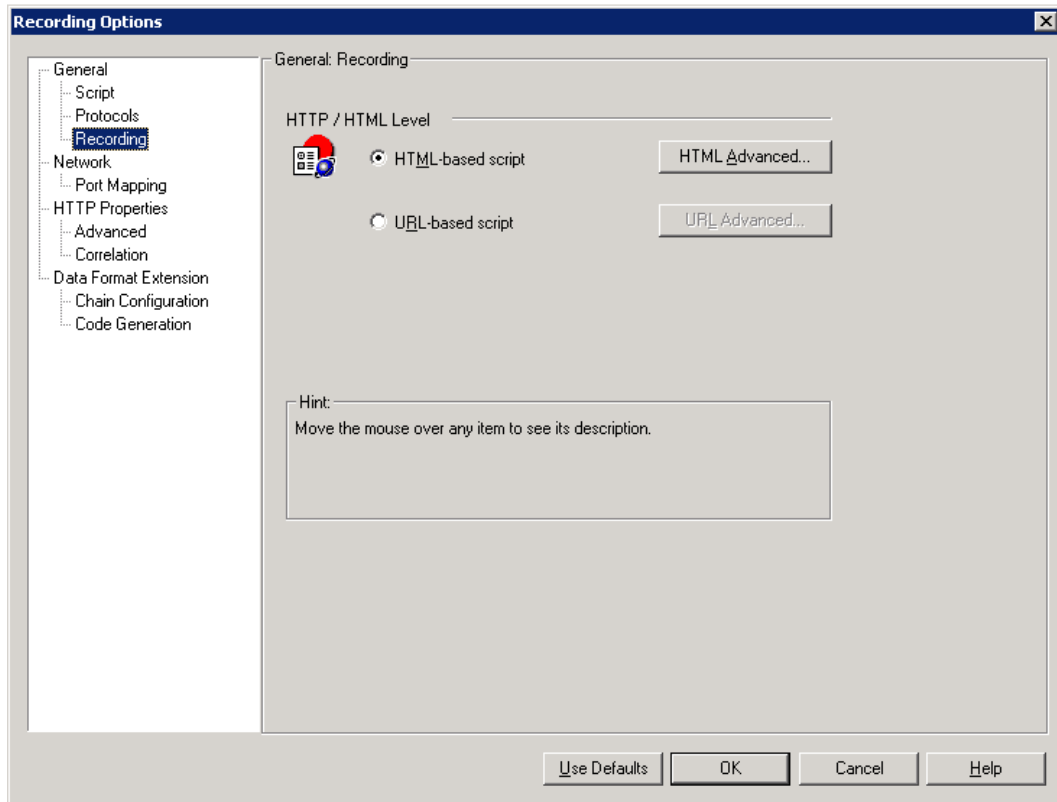
Select **HTML-based script** and then click the **HTML Advanced...** button.
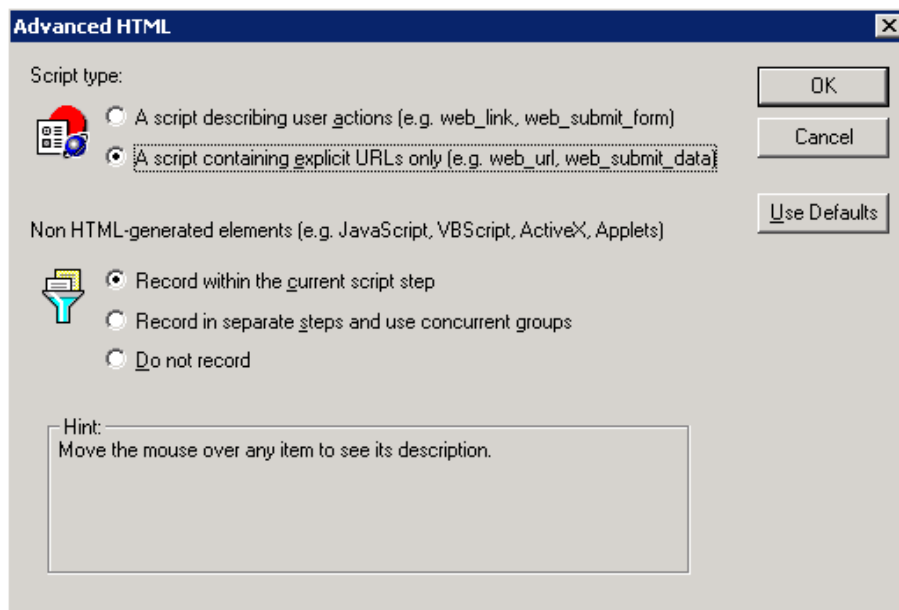
Select the options as shown above then click **OK**.

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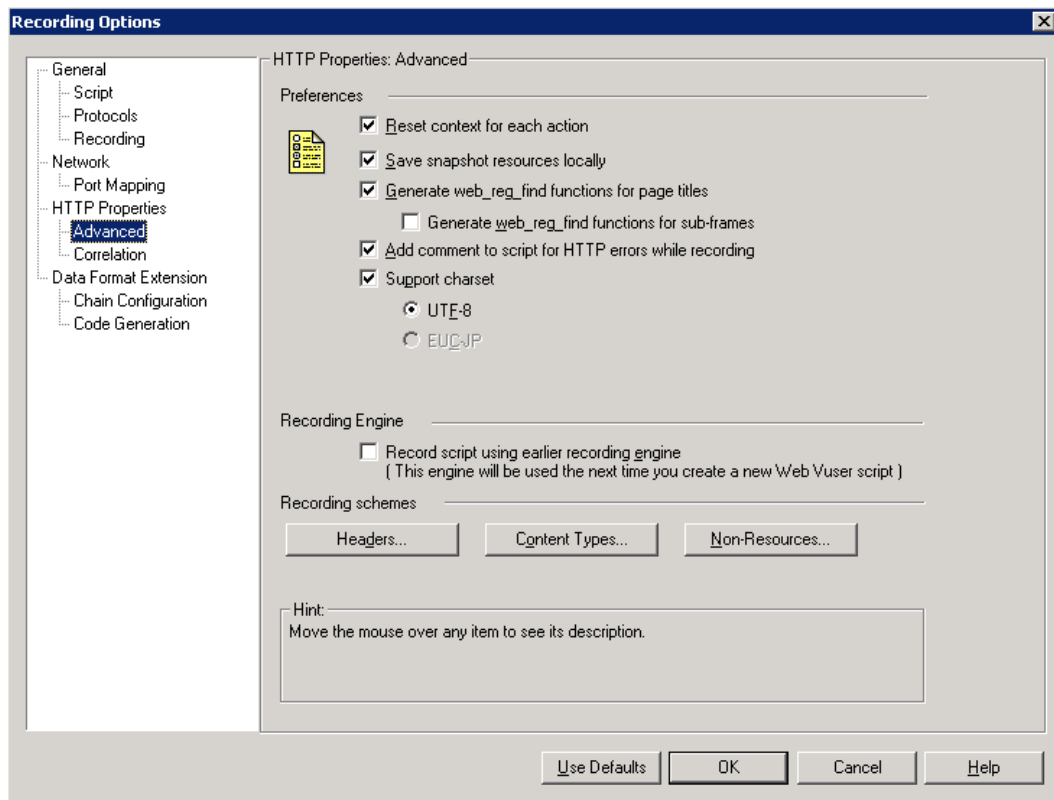
Select the options as shown above, then click the **Non-Resources...** button

Uncheck both of the Non-Resource Content Types (text/html, text/xml).
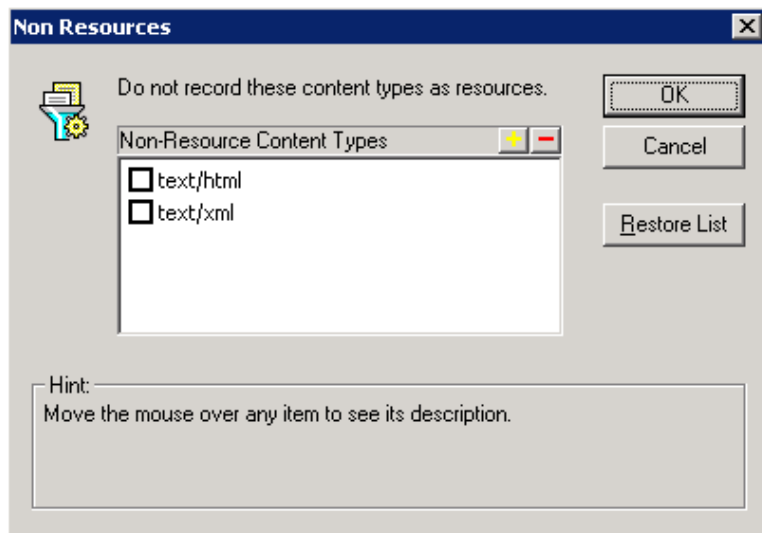
Click **OK** to save the Non-Resources settings.
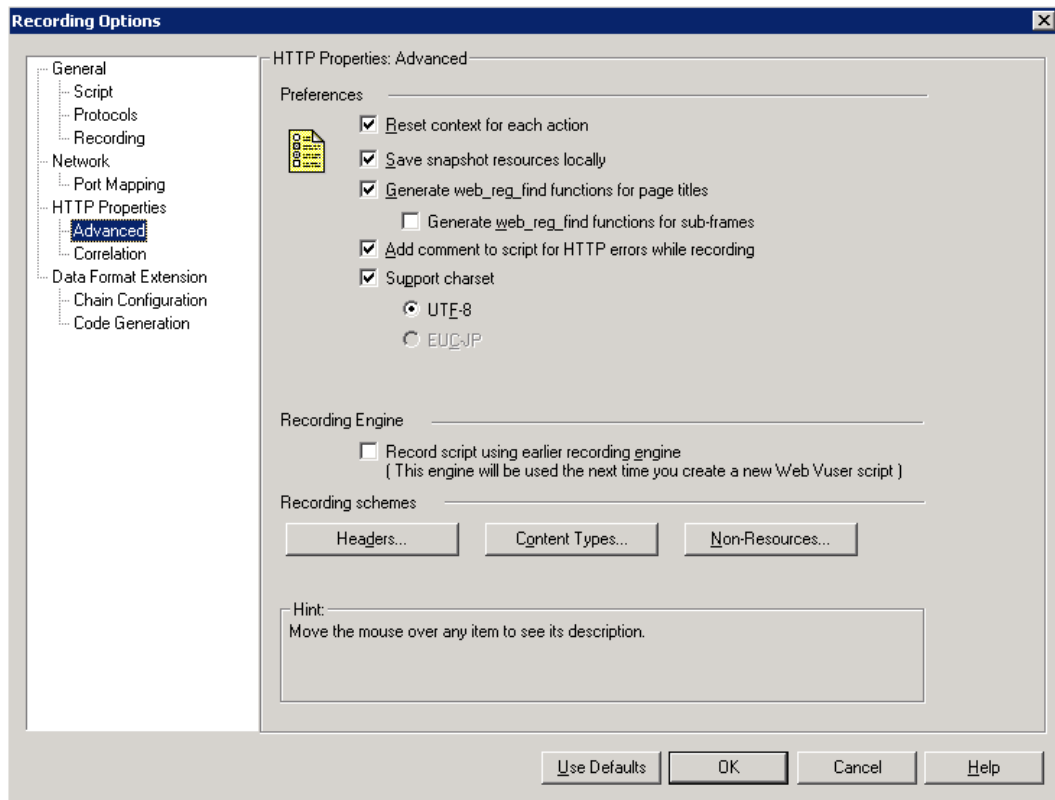
Click on the **Headers...** button

In the dialog window dropdown menu, Select "Record headers not in list", then **uncheck** all checkboxes in the list.
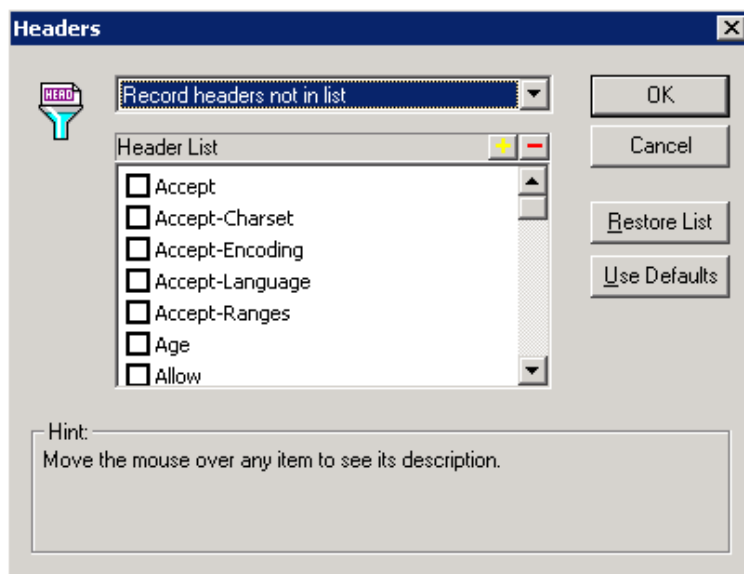
Click **OK** to save the Headers settings.

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

Virtual User Generator Runtime Settings Setup:

From the Menu bar, select **VUser -> Runtime settings**. In the **General** tree, select **Log**.
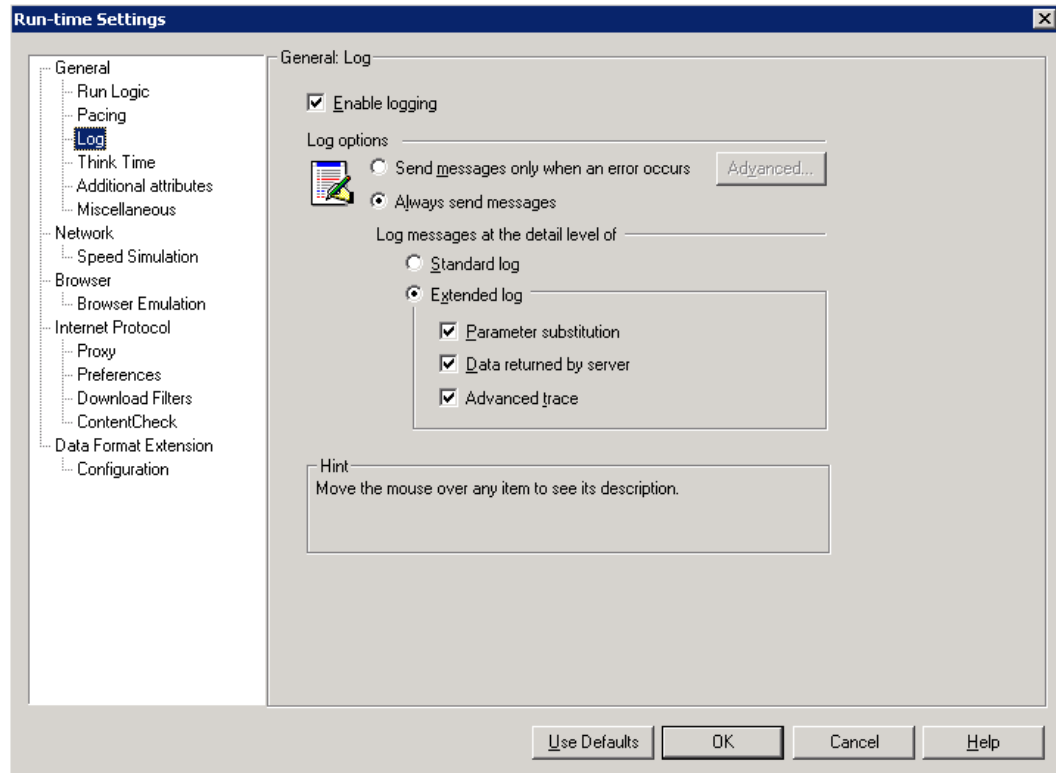
Enable extended logging and turn on all options as shown above.

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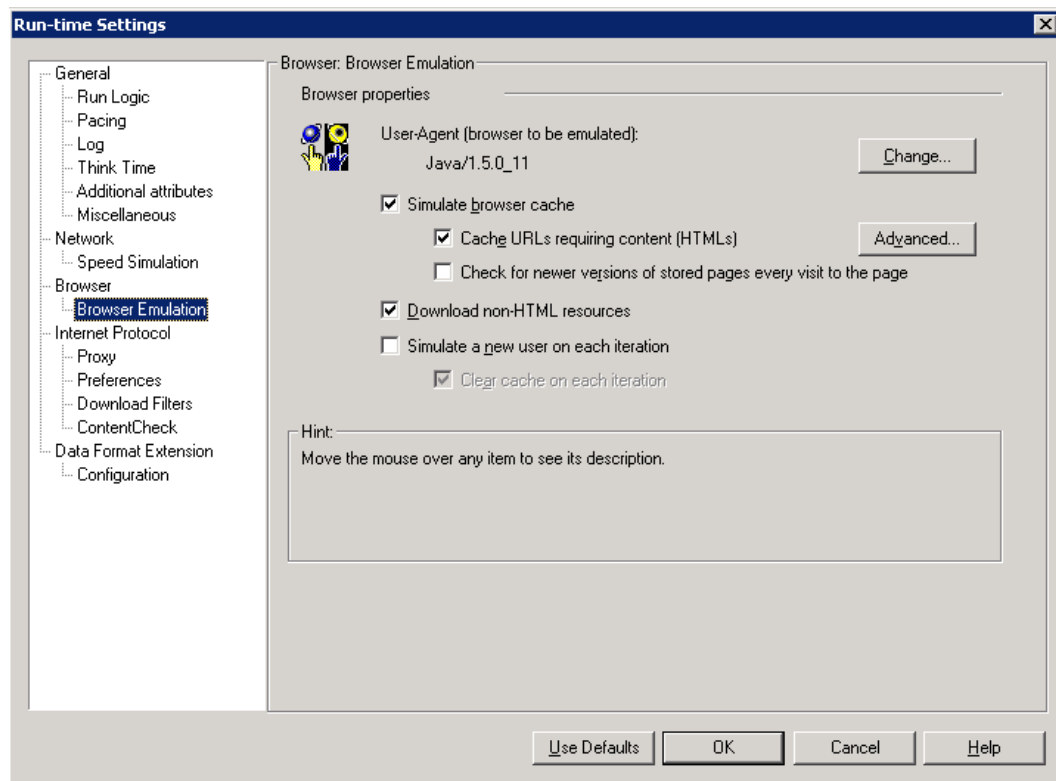
Uncheck **Simulate a new user on each iteration.**

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

Recording a new script using the Service Manager Web Client

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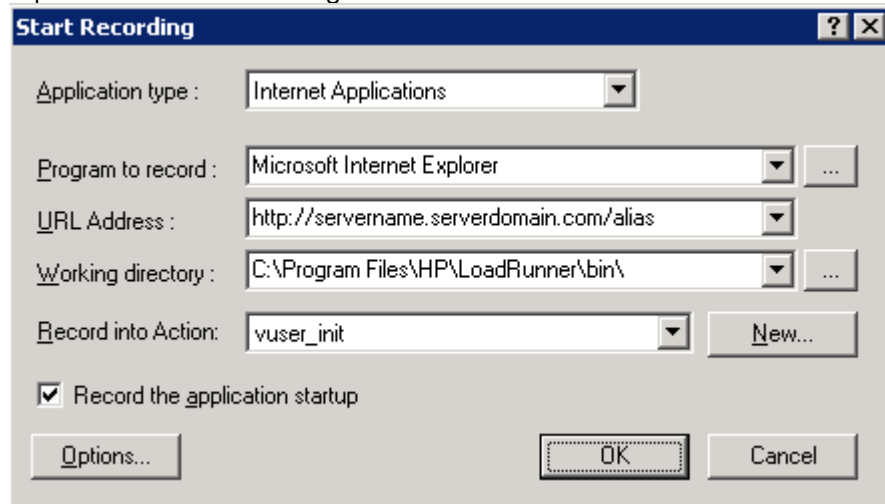
2. Click **OK** to begin recording.
Note: Take note of the screen at the time of login. In the out-of-box system this will be the Manage Screen with the ToDo queue displayed.
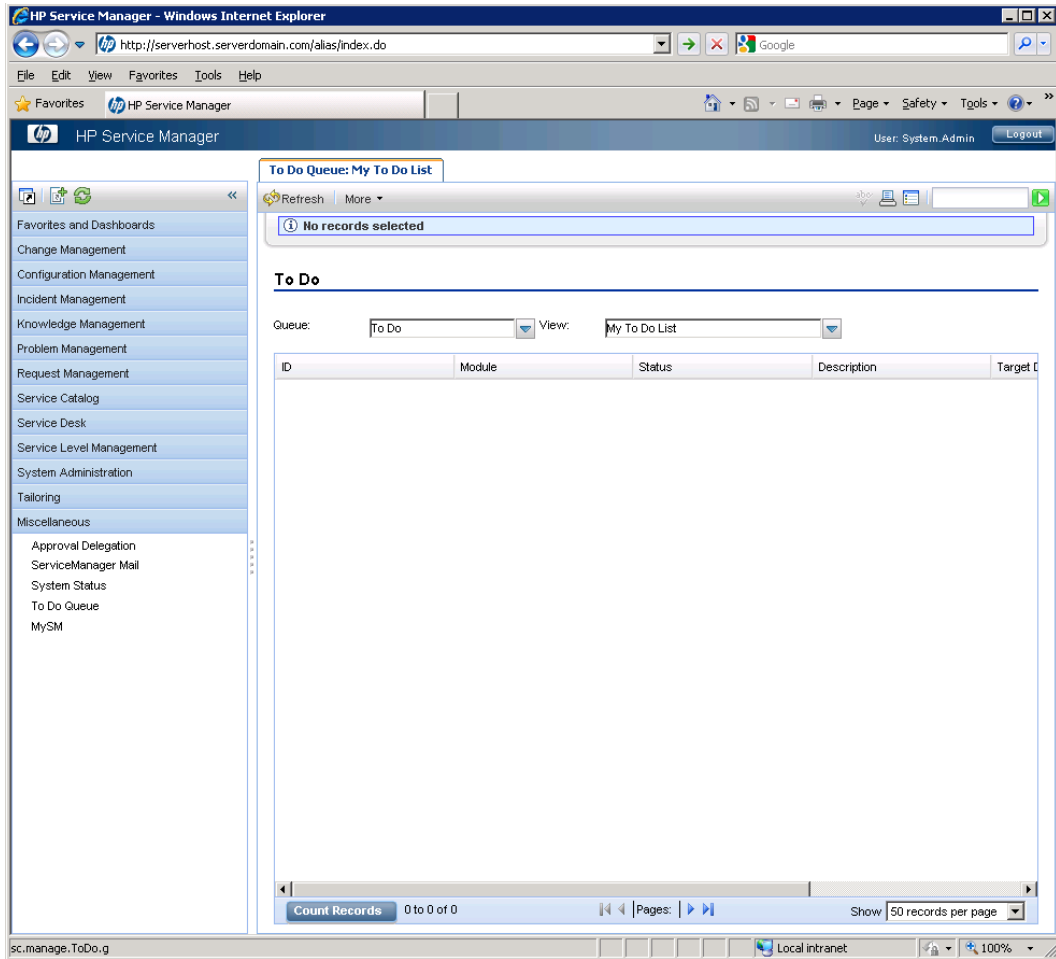
3. Before continuing, change the drop down value to **Action** in the LoadRunner recording control bar.

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 a new Incident Management ticket.
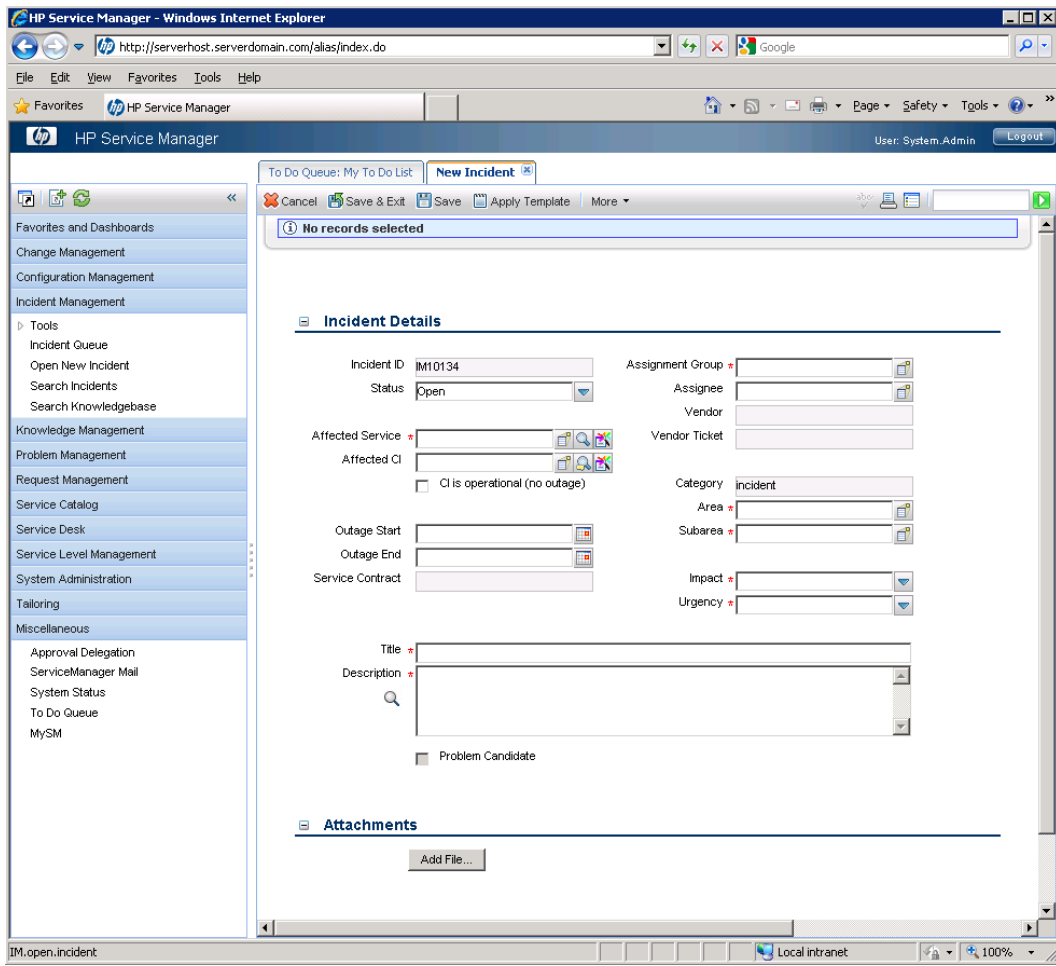
5. Once the planned activities in Service Manager are completed, be sure to navigate back to the home screen. Doing this will facilitate easier script iteration and modification in the future.
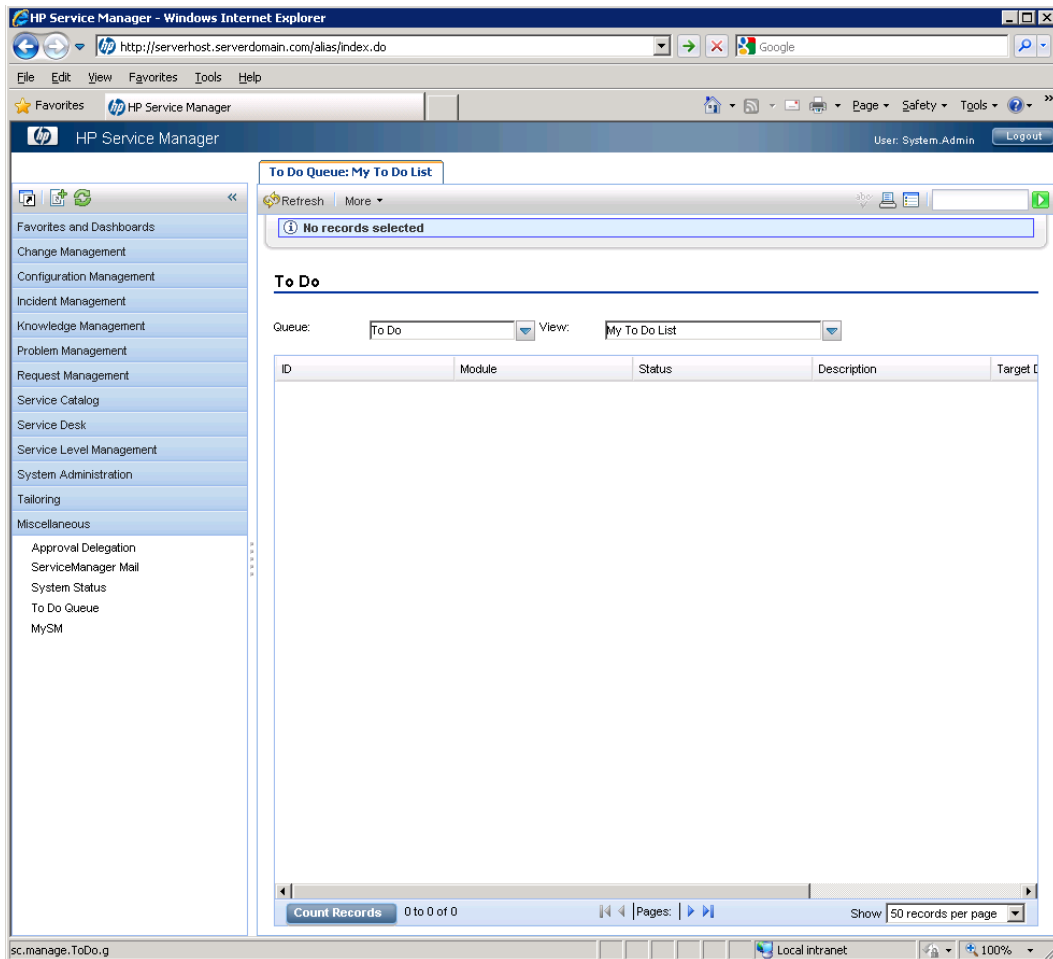
6. When you are back at the Service Manager ToDo queue, change the script module drop down in the LoadRunner control bar to **vuser_end**.

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, required script modifications are limited to parameterizing the Service Manager user and the ticket or record number created/updated.

Optional script modifications include changes needed for 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 is created in globals.h, so that all script sections can access it, and then incremented programmatically after each use.

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* and the web server virtual directory path 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, add **recordtestscript:1** to the `sm.ini` file in the Service Manager server \RUN directory.
- ServiceManager.exe program arguments are **-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 both **Compress SOAP Messages** and **Use SSL Encryption**.
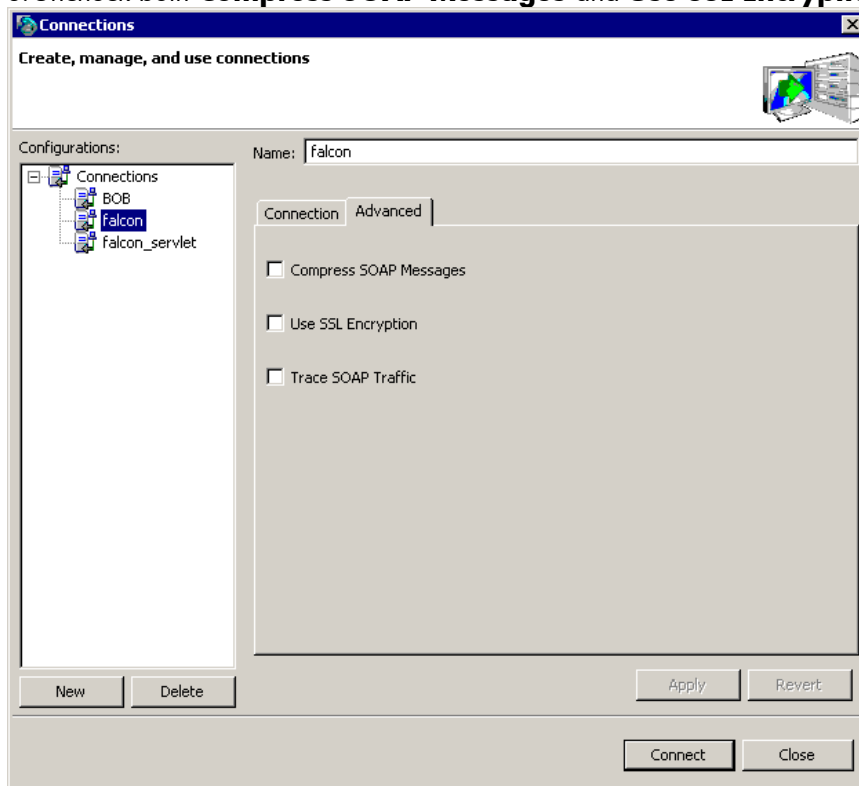
4. Click **Apply** to save the settings.

Pre-Recording Setup of LoadRunner

For successful recording of script actions, a registry key string value must be added to the registry on the machine running VUGen. This must be done prior to launch ing LoadRunner VUGen for recording. If VUGen is already running it must be closed and re-opened.

The registry key to add is type STRING with a value of "307". The full key path is: HKEY_CURRENT_USER\Software\Mercury Interactive\Networking\Multi Settings\QTWeb\Recording\GenerateApiFuncForCustomHttpStatus

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.
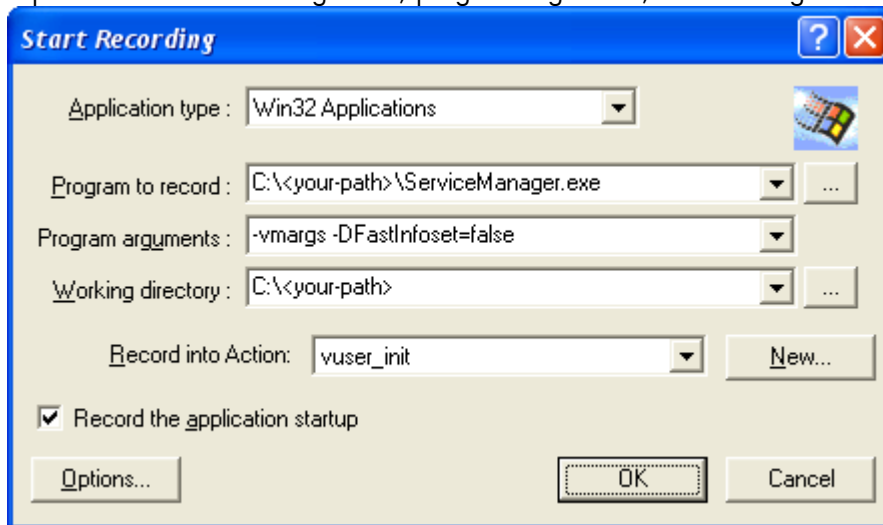
2. Click **OK** to begin recording.
3. Take note of the screen at the time of login – in this case the **To Do** Queue with the **My To Do List** View.
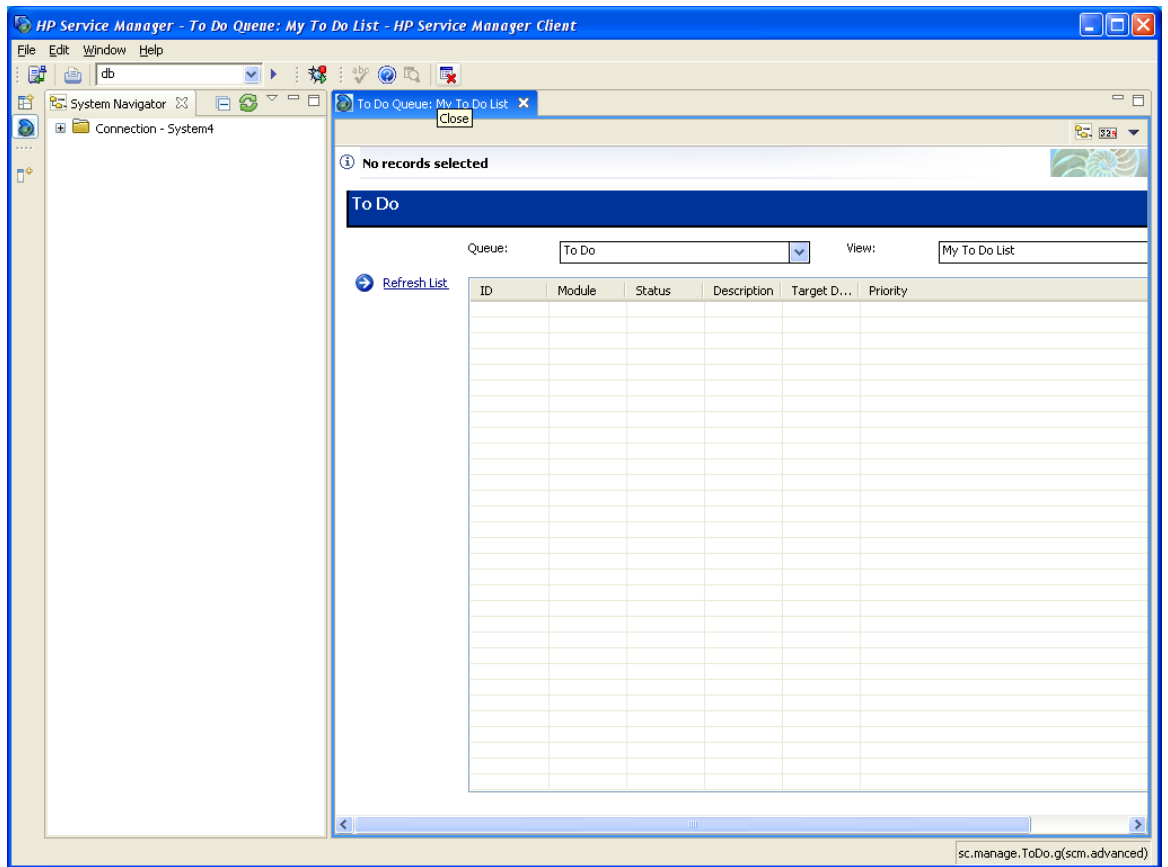
4. In the LoadRunner recording control bar, switch the dropdown from vuser_init to **Action**.
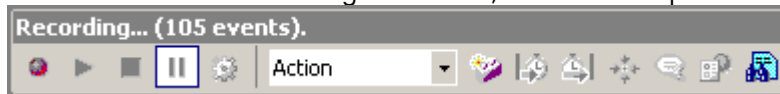
5. Perform your planned activities in Service Manager. In this sample screen shot, the user has navigated into the Incident Management branch of the Menu Navigation Tree to open, search, or update Incident Management tickets.
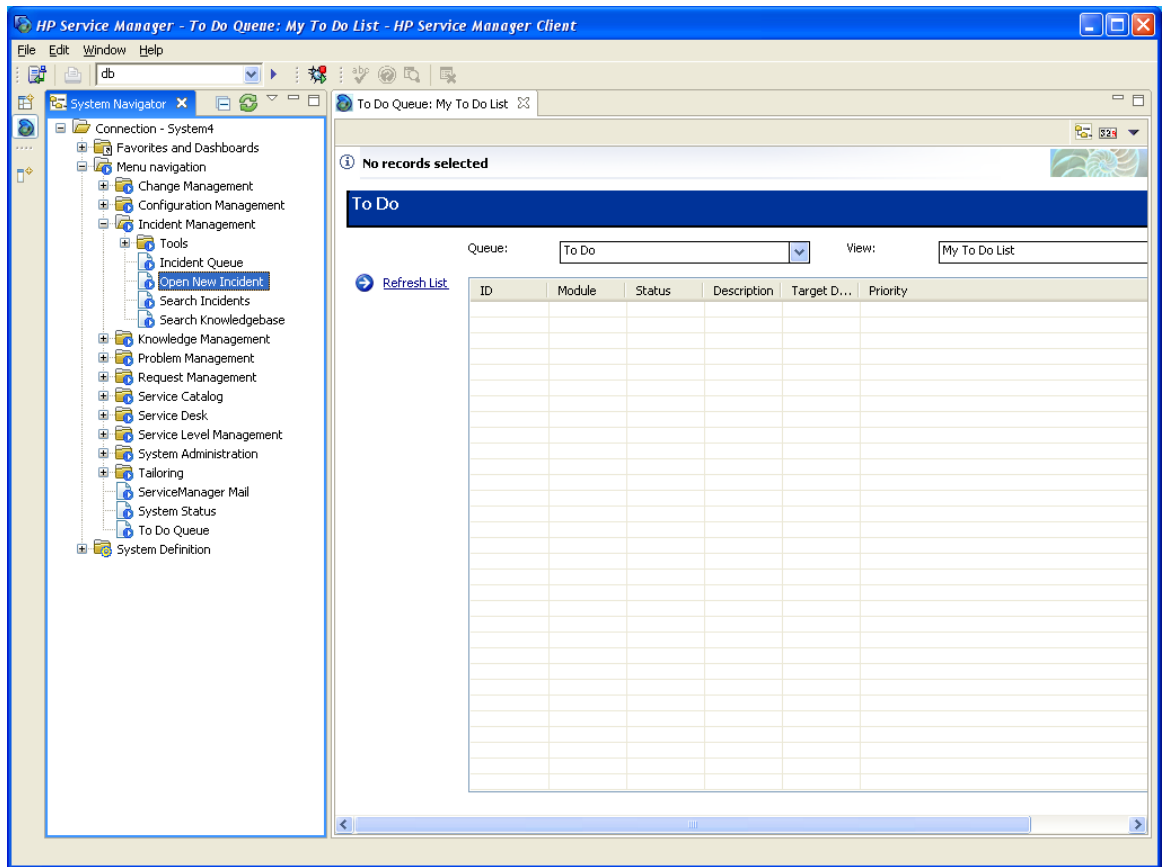
Note: Once the planned activities in Service Manager are completed, be sure to navigate back to the home screen. Doing this will facilitate easier script iteration and modification in the future.
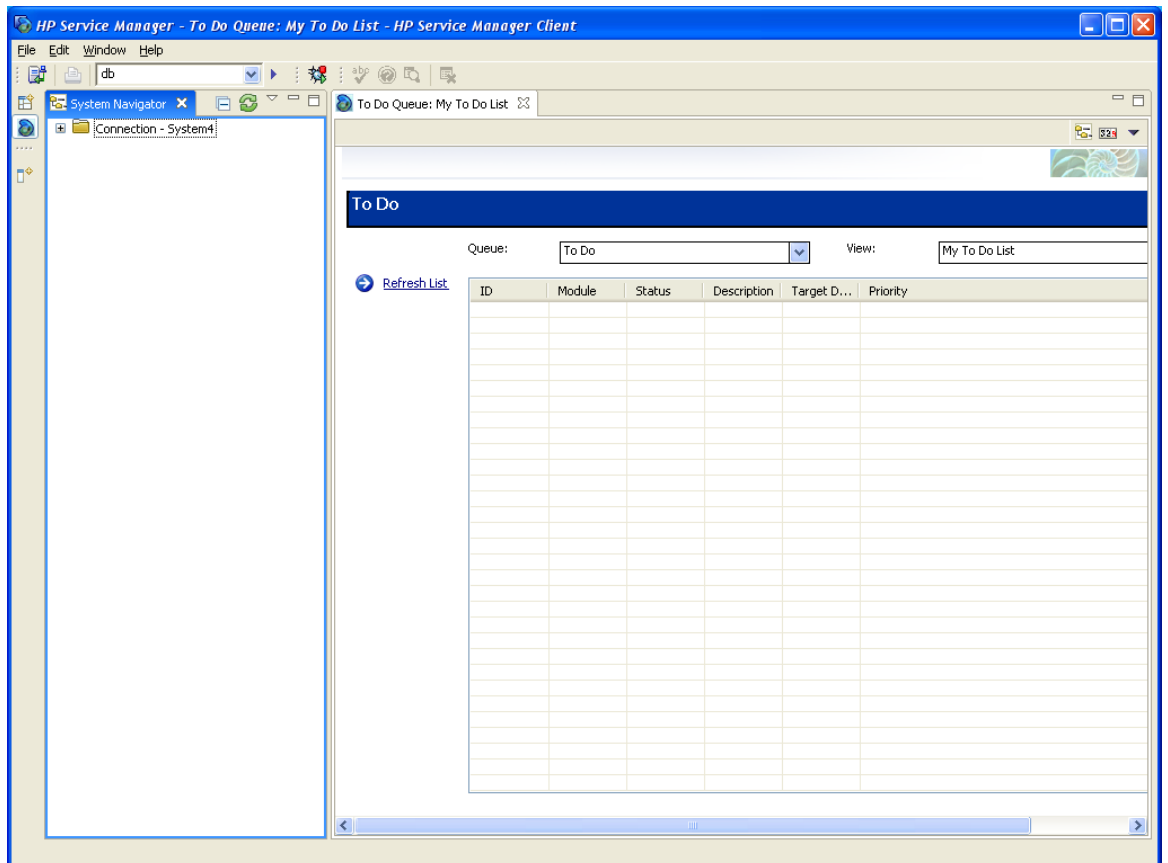
6. Once back at the Service Manager Main Menu, switch the script module dropdown in the LoadRunner control bar from Action to **vuser_end**.

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.
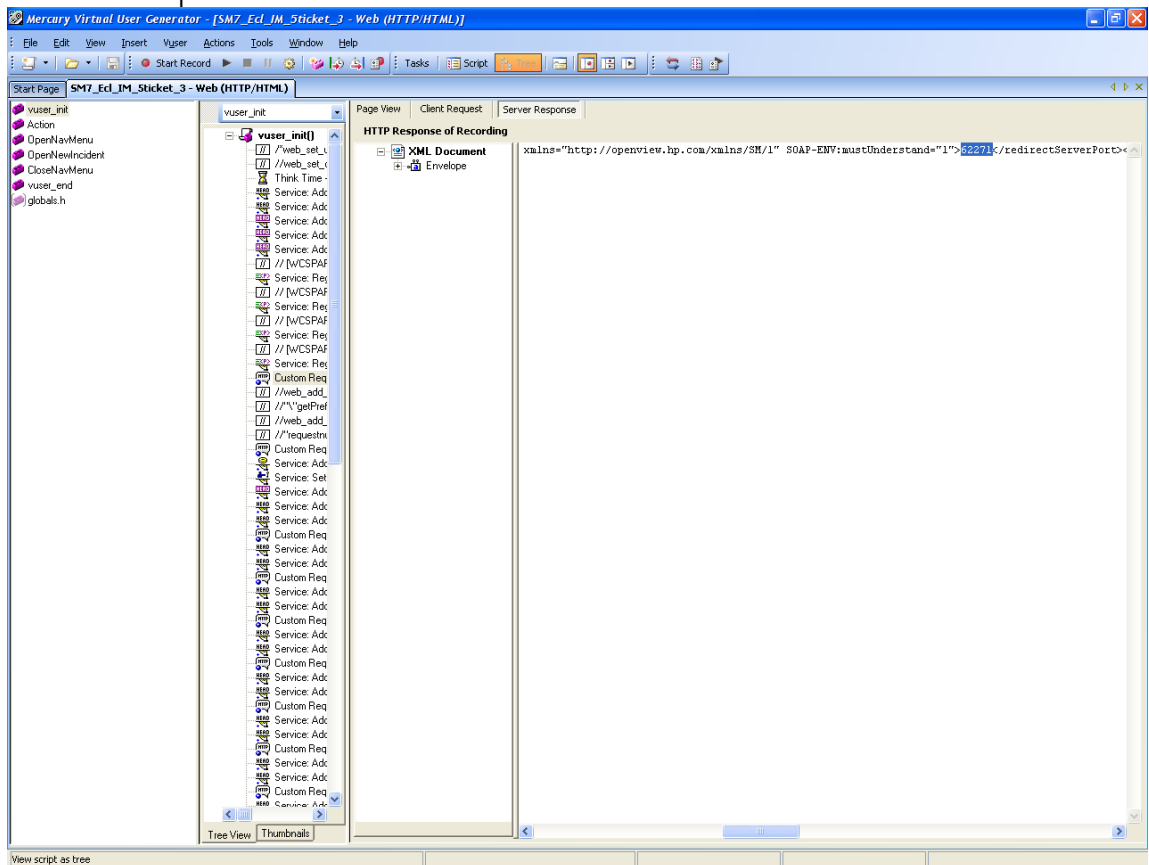
2. Navigate to the first **CustomRequest:ui**
3. Scroll across the response tab until you find the server redirect port which will look something like this:

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

4. Highlight the port number (in this case 62271).
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
```
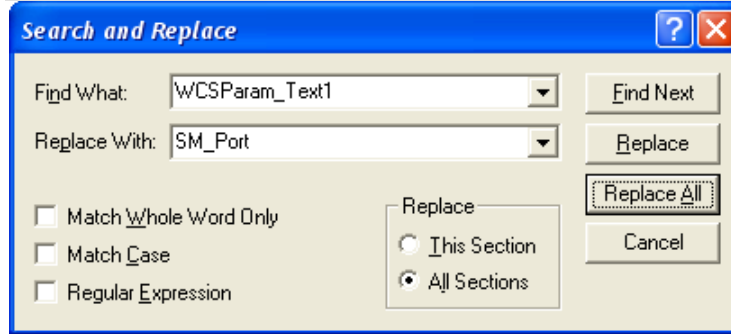

11. Replace the parameter name with a more meaningful label, such as **SM_Port**.
12. Click **Replace All**.
13. Check to make sure the replace was also done in the *Action* and *vuser_end* sections of the script.
14. If the change was not made perform the following steps from the Action section:
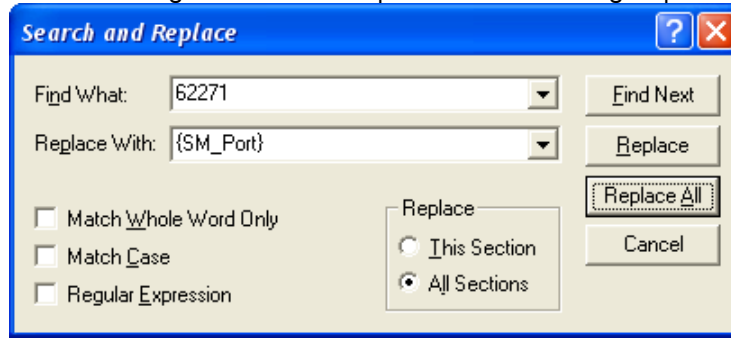
15. Make sure you have the curly brackets around **{SM_Port}** and click **Replace All**.
16. Check to make sure the changes were also made to the *vuser_end* section.
17. **Save** the script.

Horizontal Scaling (also called cluster mode):

There is currently an issue with LoadRunner 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.

The last step is to change the value of the Connection header for the request containing {LB_Host} and {LB_Port}. The value must be changed to "Close" or Service Manager will not allow the next request to suceed. Aside from the very last request made by the script before completing, this is the only place that "Close" should be used. All other requests should be made with a Connection header value of "Keep-Alive".

Updating a 7.x/9.2x script to work with 9.30:

If you wish to re-use existing scripts with SM 9.30, there is an additional XML parameter that must be added to the first two requests to the SM server. These requests send information about the client to the server as part of establishing the user session. These first two requests have a SOAPAction of "getPreferences". The new parameter to add to the "Body=…" section is:

```
<ExternalLB>false</ExternalLB>
```

This parmeter should be added between "<type>scguiwswt</type>" and </ClientSysInfo>. It can replace the parameter "<WebTierUrl>Unknown</WebTierUrl>" which is no longer needed. Please see Appendix B for an example of the new request format.

Common Script Changes:

1. Disable Compression in the Run-Time Settings:
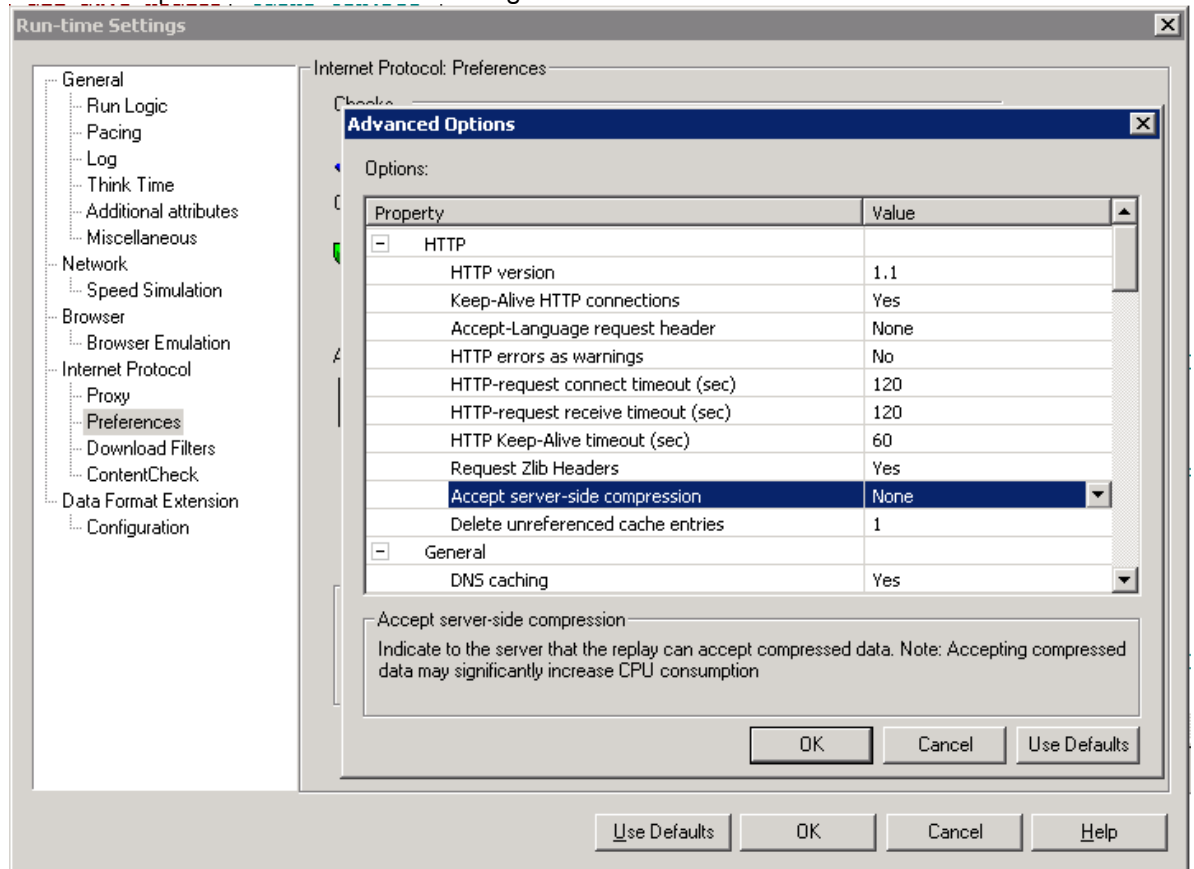
2. Select the web_set_user entry and use cut and paste to move these three lines to a point immediately after the first custom request.
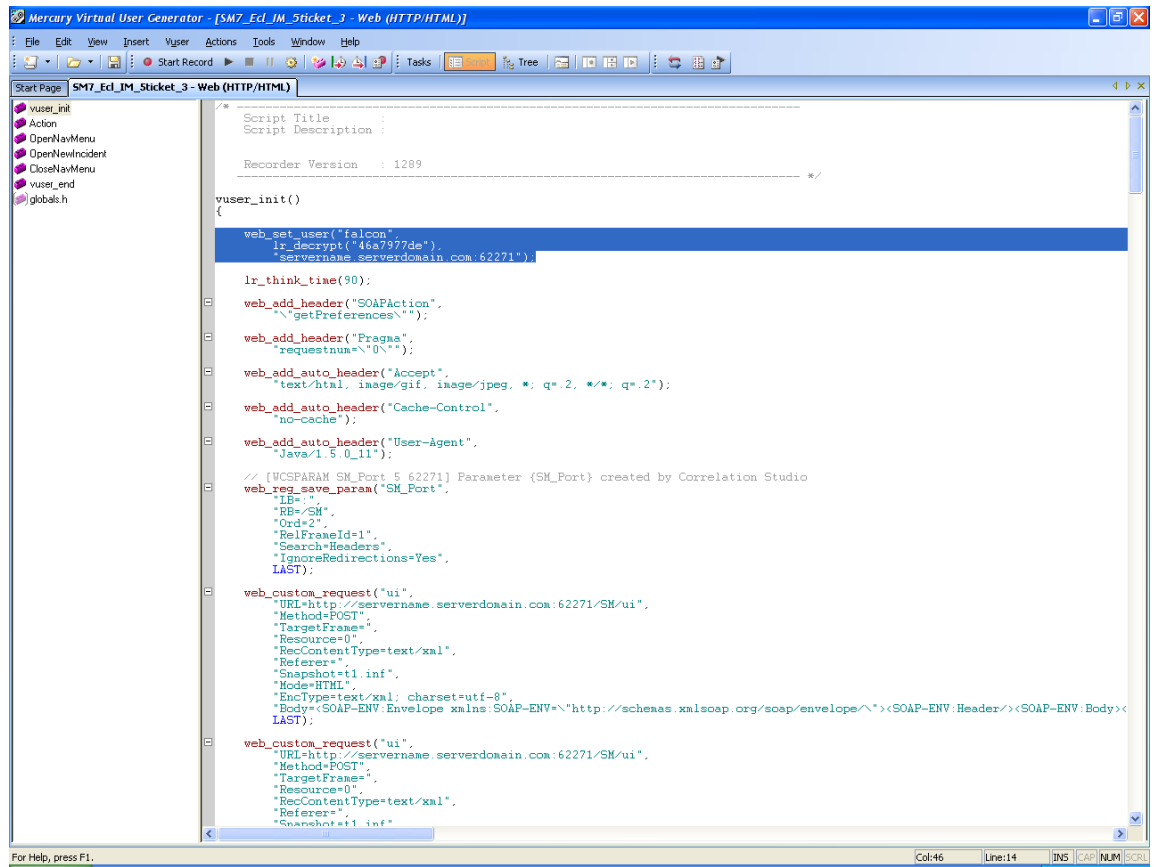
3. Add **""**, to the end of the first of the three lines.
4. Comment out the second of the three lines.
5. Change the port number in the third line to **{SM_Port}**.
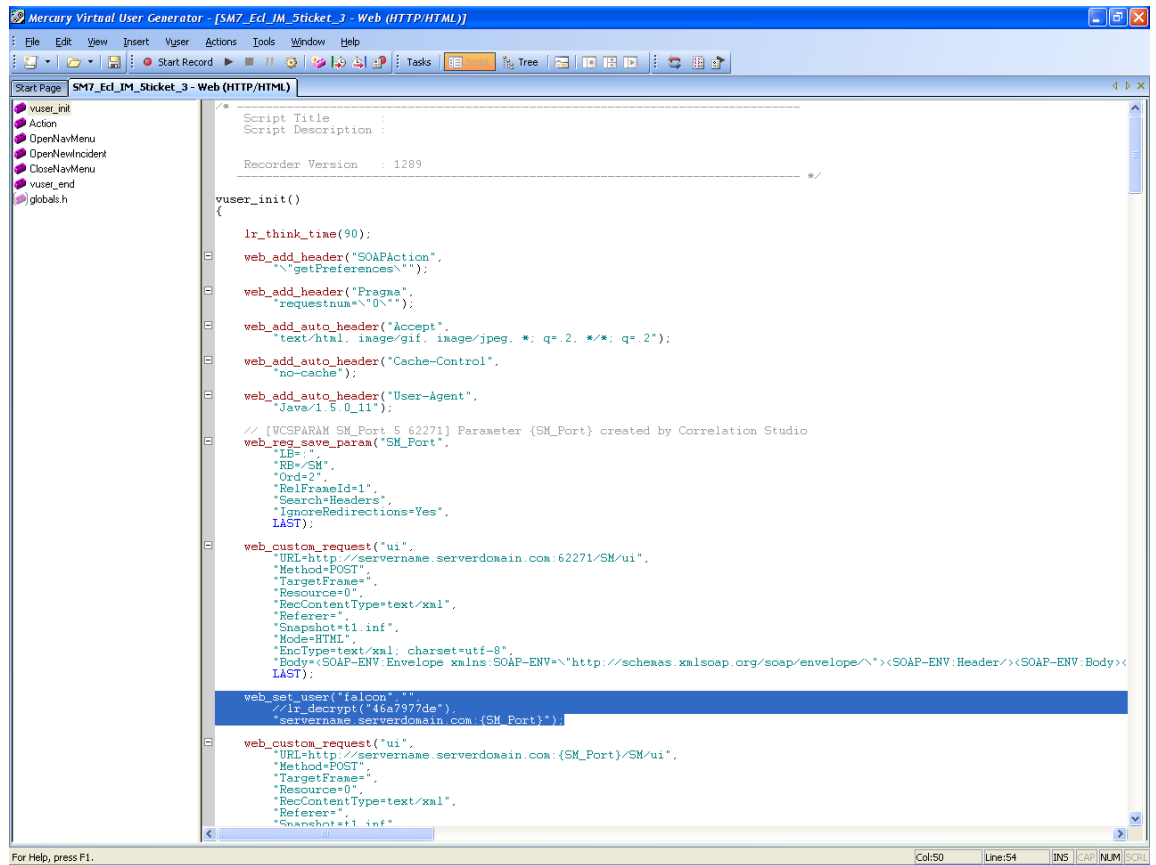
Here is an example of the changes:

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}");
```

6. **Save** the script.
7. Find **Authorization** in the Generation Log.
8. Copy the tag at the end of the line, in this case **Basic ZmFsY29uOg==**

The username/password combination must always be turned into a Base64 hash and passed to the Service Manager server via the Authorization header. The use of "falcon" as recorded during this scenario is provided as an example. There are two general ways to convert a user/password combination to Base 64. The first is to compute them prior to running the test, place those values in the parameter file with the user name, and then just call a parameter. The second is to compute them on the fly by placing the base64 function in a .h file and including it via #includes in globals.h.
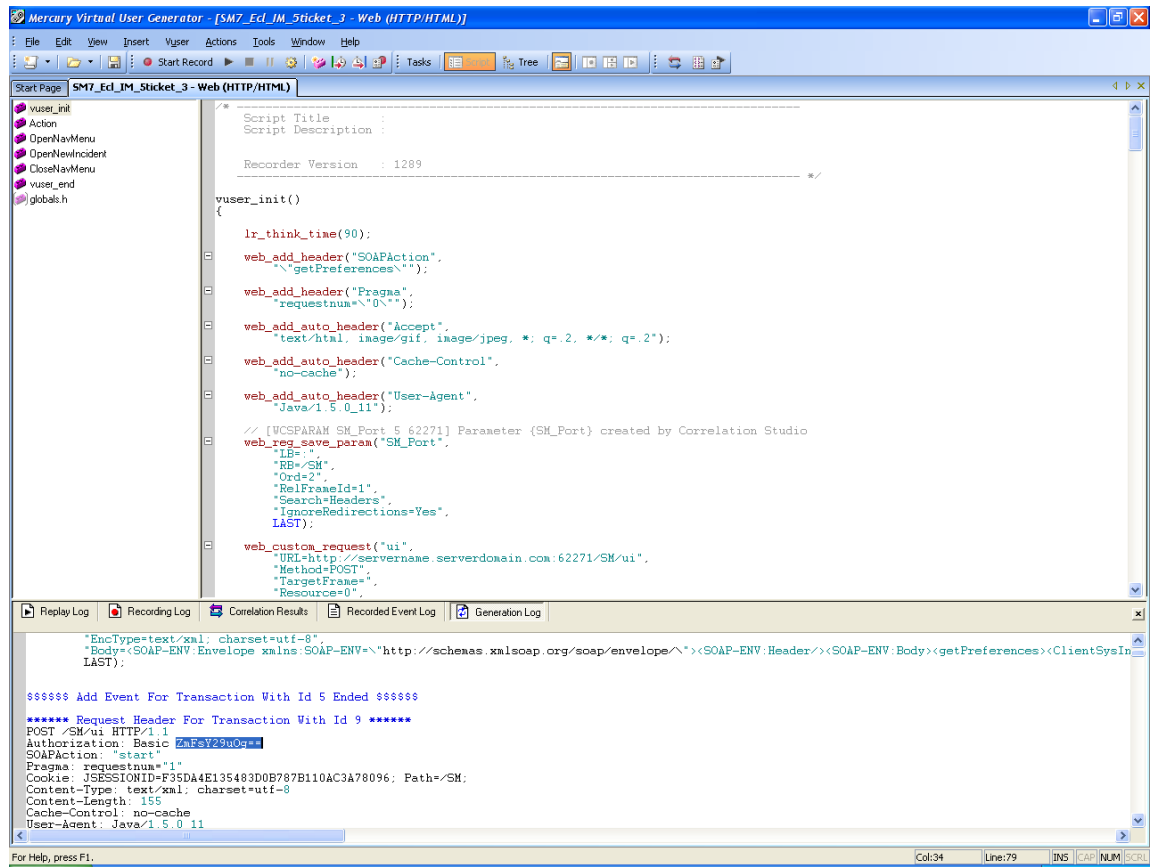
Use the above value to create a new **web_add_auto_header** immediately following **web_set_user**:
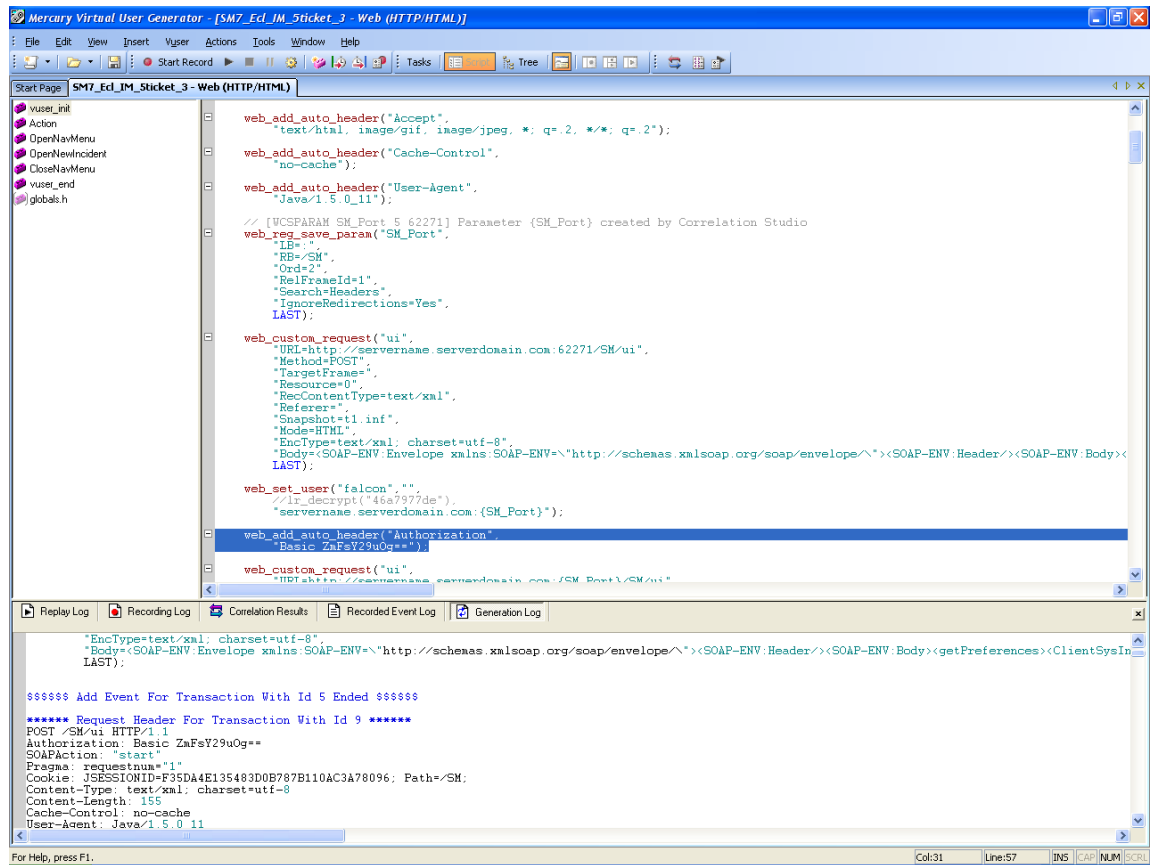
Here is an example:

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

9. **Save** the script.

10. 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.

Sample LR Test Scenario

Below is a table containing the details for a sample LoadRunner test scenario. In this sample scenario, there are multiple scripts, each targetting a different Service Manager module. This sample scenario could represent either a web client or Windows client test.

User Scenario	User Count	Start Time	Ramp-up Rate
Change Management	160	+0:00:00	9 users every 30 seconds
Incident Management	160	+0:02:20	9 users every 30 seconds
ESS Interaction	160	+0:05:10	9 users every 30 seconds
Problem Management	26	+0:51:30	10 users every 30 seconds
Service Desk	22	+0:59:30	10 users every 30 seconds
Service Catalog (ESS)	16	+1:06:30	10 users every 30 seconds
TOTAL USERS	544		

Sample Test Environment

Below is a table containing the details for a sample Service Manager test environment for the above test scenario. This environment is based on an out of the box dataset, with all systems running Windows Server 2008 R2 64-bit. For more complete sizing recommendations, please consult the SM 9.30 Sizing Guide.

Server Role	Count	CPUs	RAM	Disk Space	Containers
Apache HTTP	1	2	4	250MB	n/a
Apache Tomcat	1	4	16	250MB	5
SM Primary	1	4	16	500MB	5
SM Secondary	1	4	16	500MB	7
Oracle Database	1	4	16	8000MB	n/a

Sample Test Database

A sample test database is available in the SM 9.30 Customer Benchmark Kit. This kit contains a pre-packaged set of LoadRunner Scripts and Scenarios that can be used to validate a Service Manager environment. This kit is available via the HP SSO Portal.

Reference Documents

- Service Manager product documentation
- Service Manager 9.30 Sizing Guide
- Service Manager 9.30 Customer Benchmark Kit

Appendix A – Sample Web Client Script (SM9.30):

Vuser_init.c

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


   Recorder Version   : 3041
   -------------------------------------------------------------------
--------- */

vuser_init()
{
   lr_think_time(60);

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

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

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

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

   web_add_auto_header("UA-CPU",
       "x86");

   web_add_auto_header("User-Agent",
       "Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.2; SV1; .NET CLR
1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.04506.648; .NET CLR
3.5.21022)");

   lr_start_transaction("SM930_T00_Load_Login_Page");

   web_url("sm920",
       "URL=http://{machine}/{webtier}",
       "TargetFrame=",
       "Resource=0",
       "RecContentType=text/html",
       "Referer=",
       "Snapshot=t1.inf",
       "Mode=HTML",
       EXTRARES,
       "Url=/{webtier}/cwc/images/backgrounds/blue_bg.png",
"Referer=http://{machine}/{webtier}/index.do", ENDITEM,
       "Url=/{webtier}/cwc/images/backgrounds/cwc_splash.jpg",
"Referer=http://{machine}/{webtier}/index.do", ENDITEM,
       "Url=/{webtier}/cwc/images/backgrounds/gray_bg.png",
"Referer=http://{machine}/{webtier}/index.do", ENDITEM,
       "Url=/{webtier}/cwc/js/extjs/theme/hpov/images/buttons/btn-
sprite.gif", "Referer=http://{machine}/{webtier}/index.do", ENDITEM,
```

```
      "Url=/{webtier}/cwc/js/cwc-login.js",
"Referer=http://{machine}/{webtier}/index.do", ENDITEM,
      "Url=/{webtier}/cwc/images/msg_warning.gif",
"Referer=http://{machine}/{webtier}/index.do", ENDITEM,
      LAST);

   web_add_auto_header("Accept",
      "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/x-ms-application,
application/x-ms-xbap, application/vnd.ms-xpsdocument,
application/xaml+xml, */*");

   web_url("loginPreload.jsp",
      "URL=http://{machine}/{webtier}/loginPreload.jsp",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/html",
      "Referer=http://{machine}/{webtier}/index.do",
      "Snapshot=t2.inf",
      "Mode=HTML",
      EXTRARES,

   "Url=gwt/com.hp.ov.sm.client.webtier.gwt.list.SmList/clear.cache.gif",
ENDITEM,
      "Url=gwt/com.hp.ov.sm.client.webtier.gwt.list.SmList/colormap.js",
ENDITEM,
      LAST);

   web_url("{hashfile}.cache.html",

   "URL=http://{machine}/{webtier}/gwt/com.hp.ov.sm.client.webtier.gwt.li
st.SmList/{hashfile}.cache.html",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/html",
      "Referer=http://{machine}/{webtier}/loginPreload.jsp",
      "Snapshot=t3.inf",
      "Mode=HTML",
      LAST);

   lr_end_transaction("SM930_T00_Load_Login_Page",LR_AUTO);

   lr_think_time(30);

   lr_start_transaction("SM930_T01_Login");

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

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


   web_submit_data("index.do",
      "Action=http://{machine}/{webtier}/index.do",
      "Method=POST",
      "TargetFrame=",
      "RecContentType=text/html",
```

```
        "Referer=http://{machine}/{webtier}/index.do",
        "Snapshot=t4.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=user.id", "Value={Operators}", ENDITEM,
        "Name=L.language", "Value=en", ENDITEM,
        "Name=type", "Value=login", ENDITEM,
        "Name=xHtoken", "Value=", ENDITEM,
        "Name=old.password", "Value=", ENDITEM,
        "Name=event", "Value=0", ENDITEM,
        EXTRARES,

    "Url=cwc/js/extjs/theme/hpov/images/buttons/bg_button_masthead_a.png",
ENDITEM,

    "Url=cwc/js/extjs/theme/hpov/images/buttons/bg_button_masthead_span.pn
g", ENDITEM,
        "Url=cwc/js/extjs/resources/images/default/toolbar/btn-arrow.gif",
ENDITEM,
        "Url=cwc/js/extjs/resources/images/default/s.gif", ENDITEM,
        "Url=cwc/nav.menu?name=navGenerate&_dc=1278035206611", ENDITEM,

    /*"Url=cwc/nav.menu?name=navGenerate&_dc=1278035207015&id=ROOT%2FFavor
ites%20and%20Dashboards&node=ROOT%2FFavorites%20and%20Dashboards",
ENDITEM,

    "Url=cwc/nav.menu?name=navGenerate&_dc=1278035207015&id=ROOT%2FChange%
20Management&node=ROOT%2FChange%20Management", ENDITEM,

    "Url=cwc/nav.menu?name=navGenerate&_dc=1278035207015&id=ROOT%2FConfigu
ration%20Management&node=ROOT%2FConfiguration%20Management", ENDITEM,

    "Url=cwc/nav.menu?name=navGenerate&_dc=1278035207030&id=ROOT%2FInciden
t%20Management&node=ROOT%2FIncident%20Management", ENDITEM,

    "Url=cwc/nav.menu?name=navGenerate&_dc=1278035207030&id=ROOT%2FKnowled
ge%20Management&node=ROOT%2FKnowledge%20Management", ENDITEM,

    "Url=cwc/nav.menu?name=navGenerate&_dc=1278035207030&id=ROOT%2FProblem
%20Management&node=ROOT%2FProblem%20Management", ENDITEM,

    "Url=cwc/nav.menu?name=navGenerate&_dc=1278035207046&id=ROOT%2FRequest
%20Management&node=ROOT%2FRequest%20Management", ENDITEM,

    "Url=cwc/nav.menu?name=navGenerate&_dc=1278035207046&id=ROOT%2FService
%20Catalog&node=ROOT%2FService%20Catalog", ENDITEM,

    "Url=cwc/nav.menu?name=navGenerate&_dc=1278035207046&id=ROOT%2FService
%20Desk&node=ROOT%2FService%20Desk", ENDITEM,

    "Url=cwc/nav.menu?name=navGenerate&_dc=1278035207061&id=ROOT%2FService
%20Level%20Management&node=ROOT%2FService%20Level%20Management", ENDITEM,

    "Url=cwc/nav.menu?name=navGenerate&_dc=1278035207061&id=ROOT%2FSystem%
20Administration&node=ROOT%2FSystem%20Administration", ENDITEM,

    "Url=cwc/nav.menu?name=navGenerate&_dc=1278035207061&id=ROOT%2FTailori
ng&node=ROOT%2FTailoring", ENDITEM, */
```

```
      "Url=images/obj16/trefresh.gif", ENDITEM,
      "Url=cwc/js/extjs/resources/images/default/grid/grid-blue-
split.gif", ENDITEM,
      "Url=cwc/js/extjs/theme/hpov/images/buttons/fwSpellDisabled.gif",
ENDITEM,
      "Url=cwc/js/extjs/theme/hpov/images/buttons/fwPrint.gif", ENDITEM,
      "Url=cwc/js/extjs/theme/hpov/images/buttons/fwAlert.gif", ENDITEM,
      "Url=cwc/js/extjs/resources/images/default/form/text-bg.gif",
ENDITEM,
      "Url=images/obj16/command.gif", ENDITEM,
      /*"Url=service.do?name=getMessages&timestamp=0&_dc=1278035215852",
ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035227470",
ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035242381",
ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035257292",
ENDITEM, */
      "Url=cwc/js/extjs/resources/images/default/tabs/tab-close.gif",
ENDITEM,
      "Url=images/obj16/tcancel.gif", ENDITEM,
      "Url=images/obj16/tsave_.gif", ENDITEM,
      "Url=images/obj16/tsave.gif", ENDITEM,
      "Url=images/obj16/tapply_t.gif", ENDITEM,
      /*"Url=service.do?name=getMessages&timestamp=0&_dc=1278035271122",
ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035272211",
ENDITEM, */
      "Url=cwc/js/extjs/theme/hpov/images/buttons/fwSpell.gif", ENDITEM,
      /*"Url=service.do?name=getMessages&timestamp=0&_dc=1278035287145",
ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035302080",
ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035306919",
ENDITEM, */
      "Url=images/obj16/tback.gif", ENDITEM,
      /*"Url=service.do?name=getMessages&timestamp=0&_dc=1278035317015",
ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035324467",
ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035331950",
ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035346885",
ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035361820",
ENDITEM, */
      "Url=cwc/js/extjs/resources/images/default/toolbar/tb-btn-
sprite.gif", ENDITEM,
      /*"Url=service.do?name=getMessages&timestamp=0&_dc=1278035378560",
ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035379384",
ENDITEM, */
      "Url=images/obj16/tclose_i.gif", ENDITEM,

   /*"Url=service.do?name=getMessages&timestamp=1278035372861&_dc=1278035
394630", ENDITEM,
```

```
   "Url=service.do?name=getMessages&timestamp=1278035372861&_dc=127803540
9581", ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035424516",
ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035372861&_dc=127803543
9466", ENDITEM,
      "Url=service.do?name=getMessages&timestamp=0&_dc=1278035444662",
ENDITEM, */
      "Url=images/obj16/tclear.gif", ENDITEM,
      "Url=images/obj16/trestore.gif", ENDITEM,

   /*"Url=service.do?name=getMessages&timestamp=1278035372861&_dc=1278035
454401", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035372861&_dc=127803547
1420", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035372861&_dc=127803547
3474", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035372861&_dc=127803548
6387", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035372861&_dc=127803550
1321", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035372861&_dc=127803551
4141", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035509678&_dc=127803551
6583", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035509678&_dc=127803553
4692", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035509678&_dc=127803553
5656", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035509678&_dc=127803555
1602", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035509678&_dc=127803556
9004", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035509678&_dc=127803556
9800", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803559
0377", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803559
1438", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803560
6696", ENDITEM,
```

```
   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803561
0347", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803562
1689", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803562
9021", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803563
6666", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803565
1674", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803566
2298", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803566
6651", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803568
1628", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803569
9133", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035563851&_dc=127803569
9897", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035695277&_dc=127803571
5186", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035372861&_dc=127803573
0163", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035695277&_dc=127803574
5140", ENDITEM,

   "Url=service.do?name=getMessages&timestamp=1278035695277&_dc=127803576
0149", ENDITEM, */
      LAST);

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

   web_url("detail.do",
      "URL=http://{machine}/{webtier}/detail.do",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/html",
      "Referer=http://{machine}/{webtier}/index.do",
      "Snapshot=t5.inf",
      "Mode=HTML",
      LAST);
```

```
    web_url("{hashfile}.cache.html_2",

    "URL=http://{machine}/{webtier}/gwt/com.hp.ov.sm.client.webtier.gwt.li
st.SmList/{hashfile}.cache.html",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://{machine}/{webtier}/list.do?thread=0",
        "Snapshot=t6.inf",
        "Mode=HTML",
        EXTRARES,
        "Url=/{webtier}/gxt/images/default/box/tb-blue.gif",
"Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,
        "Url=/{webtier}/gxt/images/default/toolbar/bg.gif",
"Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,

    "Url=/{webtier}/cwc/js/extjs/theme/hpov/images/buttons/bg_button_a.png
", "Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,

    "Url=/{webtier}/cwc/js/extjs/theme/hpov/images/buttons/bg_button_span.
png", "Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,

    "Url=/{webtier}/list.do?type=model&thread=0&start=0&count=50&query=ass
ignee%253D%2522{Operators}%2522", ENDITEM,
        "Url=/{webtier}/gxt/images/default/panel/white-top-bottom.gif",
"Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,
        "Url=/{webtier}/gxt/images/default/grid/grid3-hrow.gif",
"Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,
        "Url=clear.gif",
"Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,
        "Url=/{webtier}/gxt/images/default/grid/grid3-hd-btn.gif",
"Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,
        "Url=/{webtier}/gxt/images/default/grid/grid3-hrow-over.gif",
"Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,
        "Url=/{webtier}/gxt/images/default/grid/sort_asc.gif",
"Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,
        "Url={hashfile}.cache.png", "Referer=", ENDITEM,
        LAST);

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

    web_add_header("x-client",
        "gwtclient");

    web_url("service.do",

    "URL=http://{machine}/{webtier}/service.do?name=updatePageSize&pagesiz
e=50",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",

    "Referer=http://{machine}/{webtier}/gwt/com.hp.ov.sm.client.webtier.gw
t.list.SmList/{hashfile}.cache.html",
        "Mode=HTML",
        LAST);
```

```
    lr_end_transaction("SM930_T01_Login",LR_AUTO);

    lr_think_time(30);

    lr_start_transaction("SM930_IM_T01_Nav_To_Create_Incident");

    lr_end_transaction("SM930_IM_T02_Nav_To_Create_Incident",LR_AUTO);

    lr_think_time(30);

    return 0;
}
```

Action.c

```
Action()
{

   lr_think_time(60);

   lr_start_transaction("SM930_IM_T02_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/x-ms-application,
application/x-ms-xbap, application/vnd.ms-xpsdocument,
application/xaml+xml, */*");

   web_reg_save_param("Thread1",
      "LB=?thread=",
      "RB=\r",
      "Ord=1",
      "Search=Headers",
      "IgnoreRedirections=No",
      LAST);

   web_reg_save_param("Inc_Num",
      "LB=number%3D%22",
      "RB=%22&amp",
      "Ord=1",
      "RelFrameId=1",
      "Search=Body",
      "IgnoreRedirections=Yes",
      LAST);

   web_url("nav.menu",

   "URL=http://{machine}/{webtier}/cwc/nav.menu?name=navStart&id=ROOT/Inc
ident%20Management/Open%20New%20Incident",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/html",
      "Referer=http://{machine}/{webtier}/index.do",
      "Snapshot=t7.inf",
      "Mode=HTML",
      EXTRARES,
      "URL=../images/obj16/scCollapseIcon.gif",
"Referer=http://{machine}/{webtier}/detail.do?thread={Thread1}", ENDITEM,
      "URL=../images/tableheader.gif",
"Referer=http://{machine}/{webtier}/detail.do?thread={Thread1}", ENDITEM,
      LAST);

   lr_end_transaction("SM930_IM_T03_Open_New_Incident", LR_AUTO);

   lr_think_time(120);

   lr_output_message("Thread1 number is %s",
lr_eval_string("{Thread1}"));
```

```
    lr_output_message("Incident number is %s",
lr_eval_string("{Inc_Num}"));

    lr_start_transaction("SM930_IM_T04_Fill_Area");

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

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

    web_submit_data("detail.do_2",
        "Action=http://{machine}/{webtier}/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",
        "Referer=http://{machine}/{webtier}/detail.do?thread={Thread1}",
        "Snapshot=t8.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=thread", "Value={Thread1}", ENDITEM,
        "Name=event", "Value=9", ENDITEM,
        "Name=transaction", "Value=0", ENDITEM,
        "Name=type", "Value=detail", ENDITEM,
        "Name=focus", "Value=instance/subcategory", ENDITEM,
        "Name=focusContents", "Value=hardware", ENDITEM,
        "Name=focusId", "Value=X28", 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=IM.open.incident", ENDITEM,
        "Name=clientWidth", "Value=799", ENDITEM,
        "Name=instance/number", "Value={Inc_Num}", ENDITEM,
        "Name=instance/assignment", "Value=", ENDITEM,
        "Name=instance/problem.status", "Value=Open", ENDITEM,
        "Name=instance/assignee.name", "Value=", ENDITEM,
        "Name=instance/vendor", "Value=", ENDITEM,
        "Name=instance/affected.item", "Value=", ENDITEM,
        "Name=var/affected.item", "Value=", ENDITEM,
        "Name=var/affected.item", "Value=", ENDITEM,
        "Name=instance/reference.no", "Value=", ENDITEM,
        "Name=instance/logical.name", "Value=", ENDITEM,
        "Name=var/logical.name", "Value=", ENDITEM,
        "Name=var/logical.name", "Value=", ENDITEM,
        "Name=instance/subcategory", "Value=hardware", ENDITEM,
        "Name=instance/downtime.start", "Value=", ENDITEM,
        "Name=instance/product.type", "Value=", ENDITEM,
        "Name=instance/downtime.end", "Value=", ENDITEM,
```

```
      "Name=instance/initial.impact", "Value=", ENDITEM,
      "Name=instance/severity", "Value=", ENDITEM,
      "Name=instance/brief.description", "Value=This is a test ticket",
ENDITEM,
      "Name=instance/action/action", "Value=phone", ENDITEM,
      LAST);

   web_url("{hashfile}.cache.html_3",

   "URL=http://{machine}/{webtier}/gwt/com.hp.ov.sm.client.webtier.gwt.li
st.SmList/{hashfile}.cache.html",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/html",
      "Referer=http://{machine}/{webtier}/list.do?thread={Thread1}",
      "Snapshot=t9.inf",
      "Mode=HTML",
      EXTRARES,

   "URL=/{webtier}/list.do?type=model&thread={Thread1}&start=0&count=50&q
uery=active%253Dtrue%2Band%2Bcategory%2523%2522incident%2522%2Band%2Bsubc
ategory%2523%2522hardware%2522", ENDITEM,
      LAST);

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

   web_add_header("x-client",
      "gwtclient");

   web_url("service.do_2",

   "URL=http://{machine}/{webtier}/service.do?name=updatePageSize&pagesiz
e=50",
      "TargetFrame=",
      "Resource=0",
      "RecContentType=text/html",

   "Referer=http://{machine}/{webtier}/gwt/com.hp.ov.sm.client.webtier.gw
t.list.SmList/{hashfile}.cache.html",
      "Mode=HTML",
      LAST);

   lr_end_transaction("SM930_IM_T04_Fill_Area", LR_AUTO);

   lr_think_time(15);

   lr_start_transaction("SM930_IM_T05_Select_Subarea");

   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/x-ms-application,
application/x-ms-xbap, application/vnd.ms-xpsdocument,
application/xaml+xml, */*");
```

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

web_submit_data("detail.do_3",
   "Action=http://{machine}/{webtier}/detail.do",
   "Method=POST",
   "TargetFrame=",
   "RecContentType=text/html",
   "Referer=http://{machine}/{webtier}/list.do?thread={Thread1}",
   "Snapshot=t10.inf",
   "Mode=HTML",
   ITEMDATA,
   "Name=row", "Value=0", ENDITEM,
   "Name=__x", "Value=", ENDITEM,
   "Name=thread", "Value={Thread1}", ENDITEM,
   "Name=event", "Value=0", ENDITEM,
   "Name=transaction", "Value=1", ENDITEM,
   "Name=type", "Value=list", ENDITEM,
   "Name=focus", "Value=instance/subcategory", 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,
   "Name=_multiSelection", "Value=;MS_producttype_0; ;", ENDITEM,
   "Name=_multiDeselection", "Value=", ENDITEM,
   "Name=_multiSelection_tableId", "Value=producttype", ENDITEM,
   "Name=autoSelect", "Value=", ENDITEM,
   "Name=clientWidth", "Value=815", ENDITEM,
   LAST);

lr_end_transaction("SM930_IM_T05_Select_Subarea", LR_AUTO);

lr_think_time(15);

lr_start_transaction("SM930_IM_T06_Save_New_Incident");

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

web_submit_data("detail.do_4",
   "Action=http://{machine}/{webtier}/detail.do",
   "Method=POST",
   "TargetFrame=",
   "RecContentType=text/html",
   "Referer=http://{machine}/{webtier}/detail.do?thread={Thread1}",
   "Snapshot=t11.inf",
   "Mode=HTML",
   ITEMDATA,
   "Name=row", "Value=", ENDITEM,
```

```
        "Name=__x", "Value=", ENDITEM,
        "Name=thread", "Value={Thread1}", ENDITEM,
        "Name=event", "Value=4", ENDITEM,
        "Name=transaction", "Value=2", ENDITEM,
        "Name=type", "Value=detail", ENDITEM,
        "Name=focus", "Value=instance/severity", ENDITEM,
        "Name=focusContents", "Value=Hardware", ENDITEM,
        "Name=focusId", "Value=X40", 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=IM.open.incident", ENDITEM,
        "Name=clientWidth", "Value=799", ENDITEM,
        "Name=instance/number", "Value={Inc_Num}", ENDITEM,
        "Name=instance/assignment", "Value=Hardware", ENDITEM,
        "Name=instance/problem.status", "Value=Open", ENDITEM,
        "Name=instance/assignee.name", "Value=", ENDITEM,
        "Name=instance/vendor", "Value=", ENDITEM,
        "Name=instance/affected.item", "Value=MyDevices", ENDITEM,
        "Name=var/affected.item", "Value=", ENDITEM,
        "Name=var/affected.item", "Value=", ENDITEM,
        "Name=instance/reference.no", "Value=", ENDITEM,
        "Name=instance/logical.name", "Value=", ENDITEM,
        "Name=var/logical.name", "Value=", ENDITEM,
        "Name=var/logical.name", "Value=", ENDITEM,
        "Name=instance/subcategory", "Value=hardware", ENDITEM,
        "Name=instance/downtime.start", "Value=", ENDITEM,
        "Name=instance/product.type", "Value=hardware failure", ENDITEM,
        "Name=instance/downtime.end", "Value=", ENDITEM,
        "Name=instance/initial.impact", "Value=4", ENDITEM,
        "Name=instance/severity", "Value=3", ENDITEM,
        "Name=instance/brief.description", "Value=This is a test ticket",
ENDITEM,
        "Name=instance/action/action", "Value=phone", ENDITEM,
        EXTRARES,
        "URL=images/obj16/scExpandIcon.gif", ENDITEM,
        "URL=images/obj16/context.gif", ENDITEM,
        "URL=cwc/js/extjs/resources/images/default/box/r.gif", ENDITEM,
        "URL=images/msg_info.gif", ENDITEM,
        LAST);

    web_revert_auto_header("Cache-Control");

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

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

    web_custom_request("service.do_3",
```

```
    "URL=http://{machine}/{webtier}/service.do?name=dvdSelect&return=activ
ity.name&file=activitytype&field=table&value=probsummary&field2=visible&v
alue2=YES",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://{machine}/{webtier}/detail.do",
        "Snapshot=t12.inf",
        "Mode=HTML",
        "EncType=",
        LAST);

    lr_end_transaction("SM930_IM_T06_Save_New_Incident", LR_AUTO);

    lr_think_time(60);

    lr_start_transaction("SM930_IM_T07_Cancel_From_Open_New_Incident");

    web_add_auto_header("Accept",
        "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/x-ms-application,
application/x-ms-xbap, application/vnd.ms-xpsdocument,
application/xaml+xml, */*");

    web_submit_data("detail.do_5",
        "Action=http://{machine}/{webtier}/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",
        "Referer=http://{machine}/{webtier}/detail.do",
        "Snapshot=t13.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=thread", "Value={Thread1}", ENDITEM,
        "Name=event", "Value=3", ENDITEM,
        "Name=transaction", "Value=3", ENDITEM,
        "Name=type", "Value=detail", ENDITEM,
        "Name=focus", "Value=instance/number", ENDITEM,
        "Name=focusContents", "Value={Inc_Num}", ENDITEM,
        "Name=focusId", "Value=X4", ENDITEM,
        "Name=focusReadOnly", "Value=true", 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=IM.update.incident", ENDITEM,
        "Name=clientWidth", "Value=799", ENDITEM,
        "Name=instance/number", "Value={Inc_Num}", ENDITEM,
        "Name=instance/assignment", "Value=Hardware", ENDITEM,
```

```
        "Name=instance/problem.status", "Value=Open", ENDITEM,
        "Name=instance/assignee.name", "Value=", ENDITEM,
        "Name=instance/vendor", "Value=", ENDITEM,
        "Name=instance/location.full.name", "Value=", ENDITEM,
        "Name=instance/reference.no", "Value=", ENDITEM,
        "Name=instance/affected.item", "Value=MyDevices", ENDITEM,
        "Name=var/affected.item", "Value=", ENDITEM,
        "Name=instance/category", "Value=incident", ENDITEM,
        "Name=instance/logical.name", "Value=", ENDITEM,
        "Name=var/logical.name", "Value=", ENDITEM,
        "Name=instance/subcategory", "Value=hardware", ENDITEM,
        "Name=instance/product.type", "Value=hardware failure", ENDITEM,
        "Name=instance/downtime.start", "Value=", ENDITEM,
        "Name=instance/initial.impact", "Value=4", ENDITEM,
        "Name=instance/downtime.end", "Value=", ENDITEM,
        "Name=instance/severity", "Value=3", ENDITEM,
        "Name=instance/next.breach", "Value=", ENDITEM,
        "Name=instance/brief.description", "Value=This is a test ticket",
ENDITEM,
        "Name=instance/action/action", "Value=phone", ENDITEM,
        "Name=instance/resolution.code", "Value=", ENDITEM,
        "Name=instance/resolution/resolution", "Value=", ENDITEM,
        "Name=var/apm.activity", "Value=", ENDITEM,
        "Name=var/pmc.actions/pmc.actions", "Value=", ENDITEM,
        "Name=var/G.activity.type", "Value=", ENDITEM,
        "Name=instance/next.breach", "Value=", ENDITEM,
        "Name=instance/KPI.status", "Value=", ENDITEM,
        "Name=instance/KPI.value", "Value=", ENDITEM,
        EXTRARES,
        "URL=gxt/images/default/box/l.gif",
"Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,
        "URL=gxt/images/default/box/corners.gif",
"Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,
        "URL=gxt/images/default/box/r.gif",
"Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,
        "URL=gxt/images/default/box/tb.gif",
"Referer=http://{machine}/{webtier}/list.do?thread=0", ENDITEM,
        LAST);

    lr_end_transaction("SM930_IM_T07_Cancel_From_Open_New_Incident",
LR_AUTO);

    lr_think_time(60);

    lr_start_transaction("SM930_IM_T08_Click_Search_Incidents");

    web_revert_auto_header("Cache-Control");

    web_reg_find("Text=HP Service Manager - Display Which Incident
Tickets?",
        LAST);

    web_reg_save_param("Thread2",
        "LB=?thread=",
        "RB=\r",
        "Ord=1",
        "Search=Headers",
        "IgnoreRedirections=No",
```

```
        LAST);

    web_url("nav.menu_2",

    "URL=http://{machine}/{webtier}/cwc/nav.menu?name=navStart&id=ROOT/Inc
ident%20Management/Search%20Incidents",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://{machine}/{webtier}/index.do",
        "Snapshot=t14.inf",
        "Mode=HTML",
        EXTRARES,
        "URL=images/backgrounds/nb_background.gif",
"Referer=http://{machine}/{webtier}/detail.do?thread={Thread2}", ENDITEM,
        "URL=images/backgrounds/nb_selected.gif",
"Referer=http://{machine}/{webtier}/detail.do?thread={Thread2}", ENDITEM,
        "URL=images/backgrounds/nb_unselected.gif",
"Referer=http://{machine}/{webtier}/detail.do?thread={Thread2}", ENDITEM,
        LAST);

    lr_end_transaction("SM930_IM_T08_Click_Search_Incidents", LR_AUTO);

    lr_think_time(30);

    lr_start_transaction("SM930_IM_T09_Search_Incident_1");

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

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

    web_submit_data("detail.do_6",
        "Action=http://{machine}/{webtier}/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",
        "Referer=http://{machine}/{webtier}/detail.do?thread={Thread2}",
        "Snapshot=t15.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=thread", "Value={Thread2}", ENDITEM,
        "Name=event", "Value=6", ENDITEM,
        "Name=transaction", "Value=0", ENDITEM,
        "Name=type", "Value=detail", ENDITEM,
        "Name=focus", "Value=instance/number", ENDITEM,
        "Name=focusContents", "Value={Inc_Num}", ENDITEM,
        "Name=focusId", "Value=X10", ENDITEM,
        "Name=focusReadOnly", "Value=null", 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=FilterAdvFind", ENDITEM,
        "Name=clientWidth", "Value=815", ENDITEM,
        "Name=var/L.tablename", "Value=probsummary", ENDITEM,
        "Name=var/L.view.name", "Value=", ENDITEM,
        "Name=instance/number", "Value={Inc_Num}", ENDITEM,
        "Name=var/smart.search", "Value=true", ENDITEM,
        "Name=instance/assignment", "Value=", ENDITEM,
        "Name=instance/problem.status", "Value=", ENDITEM,
        "Name=instance/assignee.name", "Value=", ENDITEM,
        "Name=instance/status", "Value=", ENDITEM,
        "Name=instance/contact.name", "Value=", ENDITEM,
        "Name=instance/initial.impact", "Value=", ENDITEM,
        "Name=instance/category", "Value=", ENDITEM,
        "Name=instance/severity", "Value=", ENDITEM,
        "Name=instance/subcategory", "Value=", ENDITEM,
        "Name=instance/priority.code", "Value=", ENDITEM,
        "Name=instance/product.type", "Value=", ENDITEM,
        "Name=instance/affected.item", "Value=", ENDITEM,
        "Name=instance/logical.name", "Value=", ENDITEM,
        "Name=var/adv.close.start", "Value=", ENDITEM,
        "Name=var/adv.open.start", "Value=", ENDITEM,
        "Name=var/adv.close.end", "Value=", ENDITEM,
        "Name=var/adv.open.end", "Value=", ENDITEM,
        "Name=instance/closed.by", "Value=", ENDITEM,
        "Name=instance/opened.by", "Value=", ENDITEM,
        "Name=var/choices/dynamicFormDef", "Value=<form><checkbox
id=\"assigned\" label=\"is assigned to me\"/><checkbox
id=\"highpriority\" label=\"is high priority\"/><checkbox id=\"open\"
label=\"is open\"/><checkbox id=\"closed\" label=\"is closed\"/><checkbox
id=\"tl\" label=\"has a total loss of service\"/></form>", ENDITEM,
        "Name=dynamicFormRef/F21506697", "Value=var/choices", ENDITEM,
        "Name=instance/description", "Value=", ENDITEM,
        "Name=instance/notes", "Value=", ENDITEM,
        "Name=instance/comments", "Value=", ENDITEM,
        "Name=instance/action/action", "Value=", ENDITEM,
        "Name=var/irspread", "Value=0", ENDITEM,
        LAST);

    lr_end_transaction("SM930_IM_T09_Search_Incident_1", LR_AUTO);

// web_reg_find("Text=Update Incident Number",
//     LAST);

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

    lr_think_time(60);

    web_custom_request("service.do_4",

    "URL=http://{machine}/{webtier}/service.do?name=execute&event=32103&fo
rmname=IM.update.incident&thread={Thread2}",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
```

```
         "RecContentType=text/html",
         "Referer=http://{machine}/{webtier}/detail.do",
         "Snapshot=t16.inf",
         "Mode=HTML",
         "EncType=",
         LAST);

    lr_start_transaction("SM930_IM_T10_Update_Incident_1");

    web_reg_find("Text=HP Service Manager - Display Which Incident
Tickets?",
         LAST);

    web_add_auto_header("Accept",
         "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/x-ms-application,
application/x-ms-xbap, application/vnd.ms-xpsdocument,
application/xaml+xml, */*");


    web_submit_data("detail.do_7",
         "Action=http://{machine}/{webtier}/detail.do",
         "Method=POST",
         "TargetFrame=",
         "RecContentType=text/html",
         "Referer=http://{machine}/{webtier}/detail.do",
         "Snapshot=t17.inf",
         "Mode=HTML",
         ITEMDATA,
         "Name=row", "Value=", ENDITEM,
         "Name=__x", "Value=", ENDITEM,
         "Name=thread", "Value={Thread2}", ENDITEM,
         "Name=event", "Value=2", ENDITEM,
         "Name=transaction", "Value=1", ENDITEM,
         "Name=type", "Value=detail", ENDITEM,
         "Name=focus", "Value=var/pmc.actions/pmc.actions", ENDITEM,
         "Name=focusContents", "Value={Inc_Num}", ENDITEM,
         "Name=focusId", "Value=X69", ENDITEM,
         "Name=focusReadOnly", "Value=null", 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=IM.update.incident", ENDITEM,
         "Name=clientWidth", "Value=799", ENDITEM,
         "Name=instance/number", "Value={Inc_Num}", ENDITEM,
         "Name=instance/assignment", "Value=Hardware", ENDITEM,
         "Name=instance/problem.status", "Value=Open", ENDITEM,
         "Name=instance/assignee.name", "Value=", ENDITEM,
         "Name=instance/vendor", "Value=", ENDITEM,
         "Name=instance/location.full.name", "Value=", ENDITEM,
         "Name=instance/reference.no", "Value=", ENDITEM,
         "Name=instance/affected.item", "Value=MyDevices", ENDITEM,
```

```
        "Name=var/affected.item", "Value=", ENDITEM,
        "Name=instance/category", "Value=incident", ENDITEM,
        "Name=instance/logical.name", "Value=", ENDITEM,
        "Name=var/logical.name", "Value=", ENDITEM,
        "Name=instance/subcategory", "Value=hardware", ENDITEM,
        "Name=instance/product.type", "Value=hardware failure", ENDITEM,
        "Name=instance/downtime.start", "Value=", ENDITEM,
        "Name=instance/initial.impact", "Value=4", ENDITEM,
        "Name=instance/downtime.end", "Value=", ENDITEM,
        "Name=instance/severity", "Value=3", ENDITEM,
        "Name=instance/next.breach", "Value=07/07/10 12:00:00", ENDITEM,
        "Name=instance/brief.description", "Value=This is a test ticket",
ENDITEM,
        "Name=instance/action/action", "Value=phone", ENDITEM,
        "Name=instance/resolution.code", "Value=", ENDITEM,
        "Name=instance/resolution/resolution", "Value=", ENDITEM,
        "Name=var/apm.activity", "Value=Update from customer", ENDITEM,
        "Name=var/pmc.actions/pmc.actions", "Value=update from customer",
ENDITEM,
        "Name=var/G.activity.type", "Value=", ENDITEM,
        "Name=instance/next.breach", "Value=07/07/10 12:00:00", ENDITEM,
        "Name=instance/KPI.status", "Value=", ENDITEM,
        "Name=instance/KPI.value", "Value=", ENDITEM,
        LAST);

    lr_end_transaction("SM930_IM_T10_Update_Incident_1", LR_AUTO);

    lr_think_time(30);

    lr_start_transaction("SM930_IM_T11_Update_Incident_2");

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

    web_submit_data("detail.do_8",
        "Action=http://{machine}/{webtier}/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",
        "Referer=http://{machine}/{webtier}/detail.do",
        "Snapshot=t18.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=thread", "Value={Thread2}", ENDITEM,
        "Name=event", "Value=6", ENDITEM,
        "Name=transaction", "Value=2", ENDITEM,
        "Name=type", "Value=detail", ENDITEM,
        "Name=focus", "Value=instance/number", ENDITEM,
        "Name=focusContents", "Value={Inc_Num}", ENDITEM,
        "Name=focusId", "Value=X10", ENDITEM,
        "Name=focusReadOnly", "Value=null", ENDITEM,
        "Name=start", "Value=", ENDITEM,
        "Name=count", "Value=", ENDITEM,
        "Name=more", "Value=", ENDITEM,
        "Name=tablename", "Value=", ENDITEM,
        "Name=window", "Value=", ENDITEM,
```

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        "Name=close", "Value=", ENDITEM,
        "Name=_blankFields", "Value=", ENDITEM,
        "Name=_uncheckedBoxes", "Value=", ENDITEM,
        "Name=formchanged", "Value=", ENDITEM,
        "Name=formname", "Value=FilterAdvFind", ENDITEM,
        "Name=clientWidth", "Value=815", ENDITEM,
        "Name=var/L.tablename", "Value=probsummary", ENDITEM,
        "Name=var/L.view.name", "Value=", ENDITEM,
        "Name=instance/number", "Value={Inc_Num}", ENDITEM,
        "Name=var/smart.search", "Value=true", ENDITEM,
        "Name=instance/assignment", "Value=", ENDITEM,
        "Name=instance/problem.status", "Value=", ENDITEM,
        "Name=instance/assignee.name", "Value=", ENDITEM,
        "Name=instance/status", "Value=", ENDITEM,
        "Name=instance/contact.name", "Value=", ENDITEM,
        "Name=instance/initial.impact", "Value=", ENDITEM,
        "Name=instance/category", "Value=", ENDITEM,
        "Name=instance/severity", "Value=", ENDITEM,
        "Name=instance/subcategory", "Value=", ENDITEM,
        "Name=instance/priority.code", "Value=", ENDITEM,
        "Name=instance/product.type", "Value=", ENDITEM,
        "Name=instance/affected.item", "Value=", ENDITEM,
        "Name=instance/logical.name", "Value=", ENDITEM,
        "Name=var/adv.close.start", "Value=", ENDITEM,
        "Name=var/adv.open.start", "Value=", ENDITEM,
        "Name=var/adv.close.end", "Value=", ENDITEM,
        "Name=var/adv.open.end", "Value=", ENDITEM,
        "Name=instance/closed.by", "Value=", ENDITEM,
        "Name=instance/opened.by", "Value=", ENDITEM,
        "Name=var/choices/dynamicFormDef", "Value=<form><checkbox
id=\"assigned\" label=\"is assigned to me\"/><checkbox
id=\"highpriority\" label=\"is high priority\"/><checkbox id=\"open\"
label=\"is open\"/><checkbox id=\"closed\" label=\"is closed\"/><checkbox
id=\"tl\" label=\"has a total loss of service\"/></form>", ENDITEM,
        "Name=dynamicFormRef/F21506697", "Value=var/choices", ENDITEM,
        "Name=instance/description", "Value=", ENDITEM,
        "Name=instance/notes", "Value=", ENDITEM,
        "Name=instance/comments", "Value=", ENDITEM,
        "Name=instance/action/action", "Value=", ENDITEM,
        "Name=var/irspread", "Value=0", ENDITEM,
        LAST);

    lr_end_transaction("SM930_IM_T11_Update_Incident_2", LR_AUTO);

    web_reg_find("Text=Update Incident Number",
        LAST);

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

    web_custom_request("service.do_5",

    "URL=http://{machine}/{webtier}/service.do?name=execute&event=32103&fo
rmname=IM.update.incident&thread={Thread2}",
        "Method=POST",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
```

```
      "Referer=http://{machine}/{webtier}/detail.do",
      "Snapshot=t19.inf",
      "Mode=HTML",
      "EncType=",
      LAST);

   lr_think_time(60);

   lr_start_transaction("SM930_IM_T12_Update_Incident_2");

   web_reg_find("Text=HP Service Manager - Display Which Incident
Tickets?",
      LAST);

   web_add_auto_header("Accept",
      "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/x-ms-application,
application/x-ms-xbap, application/vnd.ms-xpsdocument,
application/xaml+xml, */*");

   web_submit_data("detail.do_9",
      "Action=http://{machine}/{webtier}/detail.do",
      "Method=POST",
      "TargetFrame=",
      "RecContentType=text/html",
      "Referer=http://{machine}/{webtier}/detail.do",
      "Snapshot=t20.inf",
      "Mode=HTML",
      ITEMDATA,
      "Name=row", "Value=", ENDITEM,
      "Name=__x", "Value=", ENDITEM,
      "Name=thread", "Value={Thread2}", ENDITEM,
      "Name=event", "Value=2", ENDITEM,
      "Name=transaction", "Value=3", ENDITEM,
      "Name=type", "Value=detail", ENDITEM,
      "Name=focus", "Value=var/pmc.actions/pmc.actions", ENDITEM,
      "Name=focusContents", "Value={Inc_Num}", ENDITEM,
      "Name=focusId", "Value=X69", ENDITEM,
      "Name=focusReadOnly", "Value=null", 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=IM.update.incident", ENDITEM,
      "Name=clientWidth", "Value=799", ENDITEM,
      "Name=instance/number", "Value={Inc_Num}", ENDITEM,
      "Name=instance/assignment", "Value=Hardware", ENDITEM,
      "Name=instance/problem.status", "Value=Open", ENDITEM,
      "Name=instance/assignee.name", "Value=", ENDITEM,
      "Name=instance/vendor", "Value=", ENDITEM,
      "Name=instance/location.full.name", "Value=", ENDITEM,
      "Name=instance/reference.no", "Value=", ENDITEM,
      "Name=instance/affected.item", "Value=MyDevices", ENDITEM,
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```
      "Name=var/affected.item", "Value=", ENDITEM,
      "Name=instance/category", "Value=incident", ENDITEM,
      "Name=instance/logical.name", "Value=", ENDITEM,
      "Name=var/logical.name", "Value=", ENDITEM,
      "Name=instance/subcategory", "Value=hardware", ENDITEM,
      "Name=instance/product.type", "Value=hardware failure", ENDITEM,
      "Name=instance/downtime.start", "Value=", ENDITEM,
      "Name=instance/initial.impact", "Value=4", ENDITEM,
      "Name=instance/downtime.end", "Value=", ENDITEM,
      "Name=instance/severity", "Value=3", ENDITEM,
      "Name=instance/next.breach", "Value=07/07/10 12:00:00", ENDITEM,
      "Name=instance/brief.description", "Value=This is a test ticket",
ENDITEM,
      "Name=instance/action/action", "Value=phone", ENDITEM,
      "Name=instance/resolution.code", "Value=", ENDITEM,
      "Name=instance/resolution/resolution", "Value=", ENDITEM,
      "Name=var/apm.activity", "Value=Communication with customer",
ENDITEM,
      "Name=var/pmc.actions/pmc.actions", "Value=communication with
customer", ENDITEM,
      "Name=var/G.activity.type", "Value=", ENDITEM,
      "Name=instance/next.breach", "Value=07/07/10 12:00:00", ENDITEM,
      "Name=instance/KPI.status", "Value=", ENDITEM,
      "Name=instance/KPI.value", "Value=", ENDITEM,
      LAST);

   lr_end_transaction("SM930_IM_T12_Update_Incident_2", LR_AUTO);

   lr_think_time(30);

   lr_start_transaction("SM930_IM_T13_Search_Incident_3");

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

   web_submit_data("detail.do_10",
      "Action=http://{machine}/{webtier}/detail.do",
      "Method=POST",
      "TargetFrame=",
      "RecContentType=text/html",
      "Referer=http://{machine}/{webtier}/detail.do",
      "Snapshot=t21.inf",
      "Mode=HTML",
      ITEMDATA,
      "Name=row", "Value=", ENDITEM,
      "Name=__x", "Value=", ENDITEM,
      "Name=thread", "Value={Thread2}", ENDITEM,
      "Name=event", "Value=6", ENDITEM,
      "Name=transaction", "Value=4", ENDITEM,
      "Name=type", "Value=detail", ENDITEM,
      "Name=focus", "Value=instance/number", ENDITEM,
      "Name=focusContents", "Value={Inc_Num}", ENDITEM,
      "Name=focusId", "Value=X10", ENDITEM,
      "Name=focusReadOnly", "Value=null", 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=FilterAdvFind", ENDITEM,
      "Name=clientWidth", "Value=815", ENDITEM,
      "Name=var/L.tablename", "Value=probsummary", ENDITEM,
      "Name=var/L.view.name", "Value=", ENDITEM,
      "Name=instance/number", "Value={Inc_Num}", ENDITEM,
      "Name=var/smart.search", "Value=true", ENDITEM,
      "Name=instance/assignment", "Value=", ENDITEM,
      "Name=instance/problem.status", "Value=", ENDITEM,
      "Name=instance/assignee.name", "Value=", ENDITEM,
      "Name=instance/status", "Value=", ENDITEM,
      "Name=instance/contact.name", "Value=", ENDITEM,
      "Name=instance/initial.impact", "Value=", ENDITEM,
      "Name=instance/category", "Value=", ENDITEM,
      "Name=instance/severity", "Value=", ENDITEM,
      "Name=instance/subcategory", "Value=", ENDITEM,
      "Name=instance/priority.code", "Value=", ENDITEM,
      "Name=instance/product.type", "Value=", ENDITEM,
      "Name=instance/affected.item", "Value=", ENDITEM,
      "Name=instance/logical.name", "Value=", ENDITEM,
      "Name=var/adv.close.start", "Value=", ENDITEM,
      "Name=var/adv.open.start", "Value=", ENDITEM,
      "Name=var/adv.close.end", "Value=", ENDITEM,
      "Name=var/adv.open.end", "Value=", ENDITEM,
      "Name=instance/closed.by", "Value=", ENDITEM,
      "Name=instance/opened.by", "Value=", ENDITEM,
      "Name=var/choices/dynamicFormDef", "Value=<form><checkbox
id=\"assigned\" label=\"is assigned to me\"/><checkbox
id=\"highpriority\" label=\"is high priority\"/><checkbox id=\"open\"
label=\"is open\"/><checkbox id=\"closed\" label=\"is closed\"/><checkbox
id=\"tl\" label=\"has a total loss of service\"/></form>", ENDITEM,
      "Name=dynamicFormRef/F21506697", "Value=var/choices", ENDITEM,
      "Name=instance/description", "Value=", ENDITEM,
      "Name=instance/notes", "Value=", ENDITEM,
      "Name=instance/comments", "Value=", ENDITEM,
      "Name=instance/action/action", "Value=", ENDITEM,
      "Name=var/irspread", "Value=0", ENDITEM,
      LAST);

   lr_end_transaction("SM930_IM_T13_Search_Incident_3", LR_AUTO);

   lr_think_time(60);

   lr_start_transaction("SM930_IM_T14_Fill_Closure_Code");

   web_reg_save_param("title",
      "LB=<title>",
      "RB=</title>",
      "NotFound=ERROR",
      "Search=Body",
      LAST);

   lr_save_int(trans_num, "trans_num");
```

```
    web_submit_data("detail.do_11",
        "Action=http://{machine}/{webtier}/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",
        "Referer=http://{machine}/{webtier}/detail.do",
        "Snapshot=t22.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=thread", "Value={Thread2}", ENDITEM,
        "Name=event", "Value=9", ENDITEM,
        "Name=transaction", "Value={trans_num}", ENDITEM,
        "Name=type", "Value=detail", ENDITEM,
        "Name=focus", "Value=instance/resolution.code", ENDITEM,
        "Name=focusContents", "Value=", ENDITEM,
        "Name=focusId", "Value=X53", 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=IM.update.incident", ENDITEM,
        "Name=clientWidth", "Value=799", ENDITEM,
        "Name=instance/number", "Value={Inc_Num}", ENDITEM,
        "Name=instance/assignment", "Value=Hardware", ENDITEM,
        "Name=instance/problem.status", "Value=Open", ENDITEM,
        "Name=instance/assignee.name", "Value=", ENDITEM,
        "Name=instance/vendor", "Value=", ENDITEM,
        "Name=instance/location.full.name", "Value=", ENDITEM,
        "Name=instance/reference.no", "Value=", ENDITEM,
        "Name=instance/affected.item", "Value=MyDevices", ENDITEM,
        "Name=var/affected.item", "Value=", ENDITEM,
        "Name=instance/category", "Value=incident", ENDITEM,
        "Name=instance/logical.name", "Value=", ENDITEM,
        "Name=var/logical.name", "Value=", ENDITEM,
        "Name=instance/subcategory", "Value=hardware", ENDITEM,
        "Name=instance/product.type", "Value=hardware failure", ENDITEM,
        "Name=instance/downtime.start", "Value=", ENDITEM,
        "Name=instance/initial.impact", "Value=4", ENDITEM,
        "Name=instance/downtime.end", "Value=", ENDITEM,
        "Name=instance/severity", "Value=3", ENDITEM,
        "Name=instance/next.breach", "Value=07/07/10 12:00:00", ENDITEM,
        "Name=instance/brief.description", "Value=This is a test ticket",
ENDITEM,
        "Name=instance/action/action", "Value=phone", ENDITEM,
        "Name=instance/resolution.code", "Value=", ENDITEM,
        "Name=instance/resolution/resolution", "Value=", ENDITEM,
        "Name=var/apm.activity", "Value=", ENDITEM,
        "Name=var/pmc.actions/pmc.actions", "Value=", ENDITEM,
        "Name=var/G.activity.type", "Value=", ENDITEM,
        "Name=instance/next.breach", "Value=07/07/10 12:00:00", ENDITEM,
```

```
        "Name=instance/KPI.status", "Value=", ENDITEM,
        "Name=instance/KPI.value", "Value=", ENDITEM,
        LAST);

    lr_output_message("%s",lr_eval_string("{title}"));

    result=strcmp(str,lr_eval_string("{title}"));

    if (result!=0) {

    lr_end_transaction("SM930_IM_T14_Fill_Closure_Code", LR_AUTO);

    trans_num++;

    lr_save_int(trans_num, "trans_num");

    web_submit_data("update_latest_record",
        "Action=http://{machine}/{webtier}/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",
        "Referer=http://{machine}/{webtier}/detail.do",
        "Snapshot=t83.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=thread", "Value={Thread2}", ENDITEM,
        "Name=event", "Value=0", ENDITEM,
        "Name=transaction", "Value={trans_num}", ENDITEM,
        "Name=type", "Value=messagebox", ENDITEM,
        "Name=focus", "Value=", ENDITEM,
        "Name=focusContents", "Value=", ENDITEM,
        "Name=focusId", "Value=", ENDITEM,
        "Name=focusReadOnly", "Value=", 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=", ENDITEM,
        "Name=clientWidth", "Value=783", ENDITEM,
        EXTRARES,

    "Url=service.do?name=getMessages&timestamp=1280371287580&_dc=128037862
2114", "Referer=http://{machine}/{webtier}/index.do", ENDITEM,

    "Url=service.do?name=getMessages&timestamp=1280371287580&_dc=128037862
4270", "Referer=http://{machine}/{webtier}/index.do", ENDITEM,

    "Url=service.do?name=getMessages&timestamp=1280371287580&_dc=128037863
9285", "Referer=http://{machine}/{webtier}/index.do", ENDITEM,
        LAST);
```

```
lr_think_time(15);

lr_start_transaction("SM930_IM_T14_Fill_Closure_Code_another_path");

trans_num++;

lr_save_int(trans_num, "trans_num");

web_submit_data("detail.do_11",
    "Action=http://{machine}/{webtier}/detail.do",
    "Method=POST",
    "TargetFrame=",
    "RecContentType=text/html",
    "Referer=http://{machine}/{webtier}/detail.do",
    "Snapshot=t22.inf",
    "Mode=HTML",
    ITEMDATA,
    "Name=row", "Value=", ENDITEM,
    "Name=__x", "Value=", ENDITEM,
    "Name=thread", "Value={Thread2}", ENDITEM,
    "Name=event", "Value=9", ENDITEM,
    "Name=transaction", "Value={trans_num}", ENDITEM,
    "Name=type", "Value=detail", ENDITEM,
    "Name=focus", "Value=instance/resolution.code", ENDITEM,
    "Name=focusContents", "Value=", ENDITEM,
    "Name=focusId", "Value=X53", 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=IM.update.incident", ENDITEM,
    "Name=clientWidth", "Value=799", ENDITEM,
    "Name=instance/number", "Value={Inc_Num}", ENDITEM,
    "Name=instance/assignment", "Value=Hardware", ENDITEM,
    "Name=instance/problem.status", "Value=Open", ENDITEM,
    "Name=instance/assignee.name", "Value=", ENDITEM,
    "Name=instance/vendor", "Value=", ENDITEM,
    "Name=instance/location.full.name", "Value=", ENDITEM,
    "Name=instance/reference.no", "Value=", ENDITEM,
    "Name=instance/affected.item", "Value=MyDevices", ENDITEM,
    "Name=var/affected.item", "Value=", ENDITEM,
    "Name=instance/category", "Value=incident", ENDITEM,
    "Name=instance/logical.name", "Value=", ENDITEM,
    "Name=var/logical.name", "Value=", ENDITEM,
    "Name=instance/subcategory", "Value=hardware", ENDITEM,
    "Name=instance/product.type", "Value=hardware failure", ENDITEM,
    "Name=instance/downtime.start", "Value=", ENDITEM,
    "Name=instance/initial.impact", "Value=4", ENDITEM,
    "Name=instance/downtime.end", "Value=", ENDITEM,
    "Name=instance/severity", "Value=3", ENDITEM,
    "Name=instance/next.breach", "Value=07/07/10 12:00:00", ENDITEM,
```

```
        "Name=instance/brief.description", "Value=This is a test ticket",
ENDITEM,
        "Name=instance/action/action", "Value=phone", ENDITEM,
        "Name=instance/resolution.code", "Value=", ENDITEM,
        "Name=instance/resolution/resolution", "Value=", ENDITEM,
        "Name=var/apm.activity", "Value=", ENDITEM,
        "Name=var/pmc.actions/pmc.actions", "Value=", ENDITEM,
        "Name=var/G.activity.type", "Value=", ENDITEM,
        "Name=instance/next.breach", "Value=07/07/10 12:00:00", ENDITEM,
        "Name=instance/KPI.status", "Value=", ENDITEM,
        "Name=instance/KPI.value", "Value=", ENDITEM,
        LAST);

    web_revert_auto_header("Cache-Control");

    web_url("{hashfile}.cache.html_4",

    "URL=http://{machine}/{webtier}/gwt/com.hp.ov.sm.client.webtier.gwt.li
st.SmList/{hashfile}.cache.html",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=http://{machine}/{webtier}/list.do?thread={Thread2}",
        "Snapshot=t23.inf",
        "Mode=HTML",
        EXTRARES,

    "URL=/{webtier}/list.do?type=model&thread={Thread2}&start=0&count=50&q
uery=resolution.code%257E%253DNULL", ENDITEM,
        LAST);

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

    web_add_header("x-client",
        "gwtclient");

    web_url("service.do_6",

    "URL=http://{machine}/{webtier}/service.do?name=updatePageSize&pagesiz
e=50",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",

    "Referer=http://{machine}/{webtier}/gwt/com.hp.ov.sm.client.webtier.gw
t.list.SmList/{hashfile}.cache.html",
        "Mode=HTML",
        LAST);

    lr_end_transaction("SM930_IM_T14_Fill_Closure_Code_another_path",
LR_AUTO);
    }

    else{

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

```
web_url("{hashfile}.cache.html_4",

"URL=http://{machine}/{webtier}/gwt/com.hp.ov.sm.client.webtier.gwt.li
st.SmList/{hashfile}.cache.html",
    "TargetFrame=",
    "Resource=0",
    "RecContentType=text/html",
    "Referer=http://{machine}/{webtier}/list.do?thread={Thread2}",
    "Snapshot=t23.inf",
    "Mode=HTML",
    EXTRARES,

"URL=/{webtier}/list.do?type=model&thread={Thread2}&start=0&count=50&q
uery=resolution.code%257E%253DNULL", ENDITEM,
    LAST);

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

web_add_header("x-client",
    "gwtclient");

web_url("service.do_6",

"URL=http://{machine}/{webtier}/service.do?name=updatePageSize&pagesiz
e=50",
    "TargetFrame=",
    "Resource=0",
    "RecContentType=text/html",

"Referer=http://{machine}/{webtier}/gwt/com.hp.ov.sm.client.webtier.gw
t.list.SmList/{hashfile}.cache.html",
    "Mode=HTML",
    LAST);

lr_end_transaction("SM930_IM_T14_Fill_Closure_Code", LR_AUTO);

}

lr_think_time(15);

lr_start_transaction("SM930_IM_T15_Select_Cause_Code");

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

web_add_auto_header("Accept",
    "image/gif, image/x-xbitmap, image/jpeg, image/pjpeg,
application/x-shockwave-flash, application/x-ms-application,
application/x-ms-xbap, application/vnd.ms-xpsdocument,
application/xaml+xml, */*");

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

trans_num++;

lr_save_int(trans_num, "trans_num");
```

```
web_submit_data("detail.do_12",
    "Action=http://{machine}/{webtier}/detail.do",
    "Method=POST",
    "TargetFrame=",
    "RecContentType=text/html",
    "Referer=http://{machine}/{webtier}/list.do?thread={Thread2}",
    "Snapshot=t24.inf",
    "Mode=HTML",
    ITEMDATA,
    "Name=row", "Value=5", ENDITEM,
    "Name=__x", "Value=", ENDITEM,
    "Name=thread", "Value={Thread2}", ENDITEM,
    "Name=event", "Value=0", ENDITEM,
    "Name=transaction", "Value={trans_num}", ENDITEM,
    "Name=type", "Value=list", ENDITEM,
    "Name=focus", "Value=instance/resolution.code", ENDITEM,
    "Name=focusContents", "Value=", ENDITEM,
    "Name=focusId", "Value=", ENDITEM,
    "Name=focusReadOnly", "Value=", ENDITEM,
    "Name=start", "Value=0", ENDITEM,
    "Name=count", "Value=9", ENDITEM,
    "Name=more", "Value=0", ENDITEM,
    "Name=tablename", "Value=probcause", ENDITEM,
    "Name=window", "Value=", ENDITEM,
    "Name=close", "Value=", ENDITEM,
    "Name=_blankFields", "Value=", ENDITEM,
    "Name=_uncheckedBoxes", "Value=", ENDITEM,
    "Name=formchanged", "Value=", ENDITEM,
    "Name=formname", "Value=probcause.qbe.g", ENDITEM,
    "Name=_multiSelection", "Value=;MS_probcause_5; ;", ENDITEM,
    "Name=_multiDeselection", "Value=", ENDITEM,
    "Name=_multiSelection_tableId", "Value=probcause", ENDITEM,
    "Name=autoSelect", "Value=", ENDITEM,
    "Name=clientWidth", "Value=815", ENDITEM,
    LAST);

lr_end_transaction("SM930_IM_T15_Select_Cause_Code", LR_AUTO);

lr_think_time(60);

lr_start_transaction("SM930_IM_T16_Close_Incident");

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

trans_num++;

lr_save_int(trans_num, "trans_num");

web_submit_data("detail.do_13",
    "Action=http://{machine}/{webtier}/detail.do",
    "Method=POST",
    "TargetFrame=",
    "RecContentType=text/html",
    "Referer=http://{machine}/{webtier}/detail.do?thread={Thread2}",
    "Snapshot=t25.inf",
    "Mode=HTML",
```

```
            ITEMDATA,
        "Name=row", "Value=", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=thread", "Value={Thread2}", ENDITEM,
        "Name=event", "Value=6", ENDITEM,
        "Name=transaction", "Value={trans_num}", ENDITEM,
        "Name=type", "Value=detail", ENDITEM,
        "Name=focus", "Value=instance/resolution/resolution", ENDITEM,
        "Name=focusContents", "Value=solved by user instruction", ENDITEM,
        "Name=focusId", "Value=X59", ENDITEM,
        "Name=focusReadOnly", "Value=null", 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=IM.update.incident", ENDITEM,
        "Name=clientWidth", "Value=799", ENDITEM,
        "Name=instance/number", "Value={Inc_Num}", ENDITEM,
        "Name=instance/assignment", "Value=Hardware", ENDITEM,
        "Name=instance/problem.status", "Value=Open", ENDITEM,
        "Name=instance/assignee.name", "Value=", ENDITEM,
        "Name=instance/vendor", "Value=", ENDITEM,
        "Name=instance/location.full.name", "Value=", ENDITEM,
        "Name=instance/reference.no", "Value=", ENDITEM,
        "Name=instance/affected.item", "Value=MyDevices", ENDITEM,
        "Name=var/affected.item", "Value=", ENDITEM,
        "Name=instance/category", "Value=incident", ENDITEM,
        "Name=instance/logical.name", "Value=", ENDITEM,
        "Name=var/logical.name", "Value=", ENDITEM,
        "Name=instance/subcategory", "Value=hardware", ENDITEM,
        "Name=instance/product.type", "Value=hardware failure", ENDITEM,
        "Name=instance/downtime.start", "Value=", ENDITEM,
        "Name=instance/initial.impact", "Value=4", ENDITEM,
        "Name=instance/downtime.end", "Value=", ENDITEM,
        "Name=instance/severity", "Value=3", ENDITEM,
        "Name=instance/next.breach", "Value=07/07/10 12:00:00", ENDITEM,
        "Name=instance/brief.description", "Value=This is a test ticket",
ENDITEM,
        "Name=instance/action/action", "Value=phone", ENDITEM,
        "Name=instance/resolution.code", "Value=Solved by User
Instruction", ENDITEM,
        "Name=instance/resolution/resolution", "Value=solved by user
instruction", ENDITEM,
        "Name=var/apm.activity", "Value=", ENDITEM,
        "Name=var/pmc.actions/pmc.actions", "Value=", ENDITEM,
        "Name=var/G.activity.type", "Value=", ENDITEM,
        "Name=instance/next.breach", "Value=07/07/10 12:00:00", ENDITEM,
        "Name=instance/KPI.status", "Value=", ENDITEM,
        "Name=instance/KPI.value", "Value=", ENDITEM,
        LAST);

    lr_end_transaction("SM930_IM_T16_Close_Incident", LR_AUTO);
```

```
    lr_think_time(60);

    lr_start_transaction("SM930_IM_T17_Save_and_Exit");

    web_reg_find("Text=HP Service Manager - Display Which Incident
Tickets?",
        LAST);

    trans_num++;

    lr_save_int(trans_num, "trans_num");

    web_submit_data("detail.do_14",
        "Action=http://{machine}/{webtier}/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",
        "Referer=http://{machine}/{webtier}/detail.do",
        "Snapshot=t26.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=thread", "Value={Thread2}", ENDITEM,
        "Name=event", "Value=2", ENDITEM,
        "Name=transaction", "Value={trans_num}", ENDITEM,
        "Name=type", "Value=detail", ENDITEM,
        "Name=focus", "Value=instance/number", ENDITEM,
        "Name=focusContents", "Value={Inc_Num}", ENDITEM,
        "Name=focusId", "Value=X4", ENDITEM,
        "Name=focusReadOnly", "Value=true", 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=IM.close.incident", ENDITEM,
        "Name=clientWidth", "Value=799", ENDITEM,
        "Name=instance/number", "Value={Inc_Num}", ENDITEM,
        "Name=instance/reference.no", "Value=", ENDITEM,
        "Name=var/affected.item", "Value=", ENDITEM,
        "Name=instance/category", "Value=incident", ENDITEM,
        "Name=var/logical.name", "Value=", ENDITEM,
        "Name=instance/subcategory", "Value=hardware", ENDITEM,
        "Name=instance/product.type", "Value=hardware failure", ENDITEM,
        "Name=instance/downtime.start", "Value=", ENDITEM,
        "Name=instance/downtime.end", "Value=", ENDITEM,
        "Name=instance/next.breach", "Value=07/07/10 12:00:00", ENDITEM,
        "Name=instance/brief.description", "Value=This is a test ticket",
ENDITEM,
        "Name=instance/resolution.code", "Value=Solved by User
Instruction", ENDITEM,
        "Name=instance/resolution/resolution", "Value=solved by user
instruction", ENDITEM,
```

```
        "Name=instance/next.breach", "Value=07/07/10 12:00:00", ENDITEM,
        "Name=instance/KPI.status", "Value=", ENDITEM,
        "Name=instance/KPI.value", "Value=", ENDITEM,
        LAST);

    lr_end_transaction("SM930_IM_T17_Save_and_Exit", LR_AUTO);

    lr_think_time(60);

    lr_start_transaction("SM930_IM_T18_Cancel_From_Search_Incidents");

    trans_num++;

    lr_save_int(trans_num, "trans_num");

    web_submit_data("detail.do_15",
        "Action=http://{machine}/{webtier}/detail.do",
        "Method=POST",
        "TargetFrame=",
        "RecContentType=text/html",
        "Referer=http://{machine}/{webtier}/detail.do",
        "Snapshot=t27.inf",
        "Mode=HTML",
        ITEMDATA,
        "Name=row", "Value=", ENDITEM,
        "Name=__x", "Value=", ENDITEM,
        "Name=thread", "Value={Thread2}", ENDITEM,
        "Name=event", "Value=3", ENDITEM,
        "Name=transaction", "Value={trans_num}", ENDITEM,
        "Name=type", "Value=detail", ENDITEM,
        "Name=focus", "Value=instance/number", ENDITEM,
        "Name=focusContents", "Value={Inc_Num}", ENDITEM,
        "Name=focusId", "Value=X10", ENDITEM,
        "Name=focusReadOnly", "Value=null", 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=FilterAdvFind", ENDITEM,
        "Name=clientWidth", "Value=815", ENDITEM,
        "Name=var/L.tablename", "Value=probsummary", ENDITEM,
        "Name=var/L.view.name", "Value=", ENDITEM,
        "Name=instance/number", "Value={Inc_Num}", ENDITEM,
        "Name=var/smart.search", "Value=true", ENDITEM,
        "Name=instance/assignment", "Value=", ENDITEM,
        "Name=instance/problem.status", "Value=", ENDITEM,
        "Name=instance/assignee.name", "Value=", ENDITEM,
        "Name=instance/status", "Value=", ENDITEM,
        "Name=instance/contact.name", "Value=", ENDITEM,
        "Name=instance/initial.impact", "Value=", ENDITEM,
        "Name=instance/category", "Value=", ENDITEM,
        "Name=instance/severity", "Value=", ENDITEM,
        "Name=instance/subcategory", "Value=", ENDITEM,
```

```
       "Name=instance/priority.code", "Value=", ENDITEM,
       "Name=instance/product.type", "Value=", ENDITEM,
       "Name=instance/affected.item", "Value=", ENDITEM,
       "Name=instance/logical.name", "Value=", ENDITEM,
       "Name=var/adv.close.start", "Value=", ENDITEM,
       "Name=var/adv.open.start", "Value=", ENDITEM,
       "Name=var/adv.close.end", "Value=", ENDITEM,
       "Name=var/adv.open.end", "Value=", ENDITEM,
       "Name=instance/closed.by", "Value=", ENDITEM,
       "Name=instance/opened.by", "Value=", ENDITEM,
       "Name=var/choices/dynamicFormDef", "Value=<form><checkbox
id=\"assigned\" label=\"is assigned to me\"/><checkbox
id=\"highpriority\" label=\"is high priority\"/><checkbox id=\"open\"
label=\"is open\"/><checkbox id=\"closed\" label=\"is closed\"/><checkbox
id=\"tl\" label=\"has a total loss of service\"/></form>", ENDITEM,
       "Name=dynamicFormRef/F21506697", "Value=var/choices", ENDITEM,
       "Name=instance/description", "Value=", ENDITEM,
       "Name=instance/notes", "Value=", ENDITEM,
       "Name=instance/comments", "Value=", ENDITEM,
       "Name=instance/action/action", "Value=", ENDITEM,
       "Name=var/irspread", "Value=0", ENDITEM,
       LAST);

   lr_end_transaction("SM930_IM_T18_Cancel_From_Search_Incidents",
LR_AUTO);


return 0;
}
```

Vuser_end.c

```
vuser_end()
{

    lr_start_transaction("SM930_IM_T19_Collapse_Incident_Management");

    lr_end_transaction("SM930_IM_T19_Collapse_Incident_Management",LR_AUTO
);

    lr_think_time(30);

    lr_start_transaction("SM930_IM_T20_Logout");

    web_revert_auto_header("Cache-Control");

    web_url("logoutcleanup.jsp",
        "URL=http://{machine}/{webtier}/cwc/logoutcleanup.jsp",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=",
        "Snapshot=t28.inf",
        "Mode=HTML",
        LAST);

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

    web_url("goodbye.jsp",
        "URL=http://{machine}/{webtier}/goodbye.jsp",
        "TargetFrame=",
        "Resource=0",
        "RecContentType=text/html",
        "Referer=",
        "Snapshot=t29.inf",
        "Mode=HTML",
        LAST);

    lr_end_transaction("SM930_IM_T20_Logout",LR_AUTO);

    return 0;
}
```

Appendix B – Sample Windows Client Script (SM9.30):

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>9</release><version>30</v
ersion><level>021</level><build>021</build><hostname>workstationname</hos
tname><networkAddress>10.10.10.10</networkAddress><hardware>x86</hardware
><OSName>Windows
XP</OSName><OSVersion>5.1</OSVersion><type>scguiwswt</type<ExternalLB>fal
se</ExternalLB></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>9</release><version>30</v
ersion><level>021</level><build>021</build><hostname>workstationname</hos
tname><networkAddress>10.10.10.10</networkAddress><hardware>x86</hardware
><OSName>Windows
XP</OSName><OSVersion>5.1</OSVersion><type>scguiwswt</type<ExternalLB>fal
se</ExternalLB></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

```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