

SCAuto/SDK Patch 1 for SCAuto/SDK 3.1

Release Notes

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This edition applies to **SCAuto/SDK Patch 1 for SCAuto/SDK 3.1**.

Contents



SCAuto/SDK Patch 1 for SCAuto/SDK 3.1 Release Notes

What's in these Release Notes	1
What is SCAuto/SDK?.....	1
How to Obtain this Patch.....	2
Product Enhancements in this Patch	2
Application Programming Interface (API).....	2
Sample Usage of API.....	3
Related Documentation.....	5
Documentation Web Site	5
Need Further Assistance?.....	5
North and South America.....	5
United Kingdom regional office	6
France regional office	6
Germany regional office.....	6
Nordic regional office	6
Benelux regional office.....	7
Asia-Pacific regional offices	7

SCAuto/SDK Patch 1 for SCAuto/SDK 3.1 Release Notes

Welcome to Peregrine Systems' SCAuto/Software Development Kit (SDK). This product is part of the suite of SCAuto interface products that integrate ServiceCenter with premier network and systems management tools.

These release notes are for SCAuto/SDK Patch 1 for SCAuto/SDK version 3.1 .

What's in these Release Notes

These release notes include:

- Overview of SCAuto/SDK (see page 1).
- How to obtain this current patch. (see page 2).
- Product enhancements in this patch (see page 2).
- Related documentation (see page 5).
- How to reach Peregrine Customer Support (see page 5).

What is SCAuto/SDK?

SCAuto/SDK is used in the development of custom interfaces to ServiceCenter. It provides a simple Application Program Interface (API) to interact with current ServiceCenter RAD applications.

SCAuto/SDK requires the ServiceCenter SCAuto Base service to be on the ServiceCenter server platform. The SCAuto base server and an SDK application provide Event Management services, enabling external applications to be integrated with ServiceCenter. These generic services allow customers to create meaningful events from their environment and legacy applications.

SCAuto/SDK is available for Microsoft Windows, OS/390, and most UNIX platforms. The API is packaged as a C library on UNIX and as DLLs on Windows and OS/390. The Microsoft Windows versions can also be used with Microsoft Visual Basic, Borland Delphi, or other products that can use DLL routines. The OS/390 version includes a REXX API.

SCAuto clients are not Service Center clients, but instead use their own simpler network protocol to communicate with an SCAuto Base server. The resulting applications are smaller and do not need to be upgraded or re-compiled to connect to newer ServiceCenter server versions.

The TCP/IP network protocol is used to connect SCAuto/SDK to the SCAuto Base server. TCP/IP must be installed and configured correctly on the systems where SCAuto applications are to be run.

How to Obtain this Patch

SCAuto/SDK Patch 1 for SCAuto/SDK version 3.1 can be downloaded from Peregrine's Support website or ordered through your Peregrine sales representative.

To download:

1. Access Peregrine's support website at <http://support.peregrine.com>. You will need the current login and password to access this site.
2. Select **ServiceCenter**.
3. Select **Downloads** under SC Automate.
4. Select the **SCAuto/SDK Patch 1 for SCAuto/SDK 3.1**.
5. Complete the installation that follows.

Product Enhancements in this Patch

SCAuto/SDK Patch 1 includes a new SCAuto Query API for querying specific events based on a user supplied query string value. This API makes it possible to retrieve a specific event generated in response to an input event created by your application.

Below is a description of how to use the Query API in your Application.

Application Programming Interface (API)

scauto_query_ex is used to retrieve a ServiceCenter event based on the szQuery option.

SYNOPSIS

```
#include "scauto.h"
scauto_query_ex ( char *id, char *szQuery, char *options ) ;
```

DESCRIPTION

The **scauto_query_ex** function retrieves an event, by looking for the event that matches the szQuery string. Only events that match are retrieved. Use **scauto_get_next** to retrieve subsequent events.

id	SCAuto session identifier.
szQuery	A query string in P4 format, i.e., szQuery ="evusrseq=\"12345678901234\""
options	A value of wait causes the query to wait until an event is available for retrieving. Otherwise scauto_query_ex returns an error code of NOEVFND if no events are available.

Note: The wait option is ignored if used under Microsoft Windows 3.1.

RETURN VALUES

Upon success, **scauto_query_ex** returns 0. A symbolic error code is returned upon failure.

NOEVFND No matching event was found.
INVID An invalid session identifier was passed.
STORERR Problem allocating memory.

Sample Usage of API

```
print_event("Create event", event);
//Create an event to send to ServiceCenter.
status = scauto_create(SESSID, event);
if (status != 0)
{
printf("%s: scauto_create_event() failure.\n", argv[0]);
show_error(status);
scauto_disconnect(SESSID);
exit(4);
}
printf("scauto_create() ok.\n\n");

//Retrieve events with wait processing.
printf("<<<<<< Retrieve events with wait processing >>>>>>\n");
printf("(this will pause until there is an event to retrieve)\n");
printf("Calling scauto_query_ex: Id=%s, evusrseq=%s, options=%s,
event=%08X\n",SESSID,"12345678901234",options,event);

status = scauto_query_ex(SESSID, "evusrseq=\"12345678901234\"", "wait");
//Query for the Event using the new Query API.
//Here is a query for an event that has a matching evusrseq number of
12345678901234.
if (status != 0)
{
if (status != NOEVFND)
{
printf("%s: scauto_query() failure.\n", argv[0]);
```

```

        show_error(status);
        scauto_disconnect(SESSID);
        exit(4);
    }
else
    {
        printf("%s: No events found, exiting.\n", argv[0]);
        scauto_disconnect(SESSID);
        exit(4);
    }
}

```

```

//Gets the event out of the ServiceCenter EVENTOUT queue.
printf("\n<<<<<<< Get next event processing >>>>>>\n");
status = scauto_get_next(SESSID, event);
if (status == 0)
    {
        print_event("Retrieved event ok", event);
    }
else
    {
        if(status != NOEVFND)
        {
            printf("%s: scauto_get_next() failure.\n", argv[0]);
            show_error(status);
            scauto_disconnect(SESSID);
            exit(4);
        }
    }
else
    printf("No more events found.\n");
}
print_event("Scauto_query_ex Retrieved event ok", event);

```


Related Documentation

See the following documents for information related to SCAuto/SDK:

- SCAuto Applications for Windows NT and UNIX
- Event Services Guide

Documentation Web Site

For a complete listing of SCAuto documentation, see the Documentation pages on the Peregrine Systems' Customer Support web site at:

<http://support.peregrine.com>

You will need the current login and password to access this web page.

For copies of the manuals, you can download .pdf files of the documentation using the Adobe Acrobat Reader (also available on the web site). Additionally, you can order printed copies of the documentation through your Peregrine sales representative.

Need Further Assistance?

For further assistance with this release of SCAuto/SDK, contact Peregrine Systems Customer Support at:

<http://support.peregrine.com>

You will need the current login and password to access this web page.

Alternatively, you can contact one of the Peregrine Systems Customer Support offices listed below.

Note: Only the European Customer Support staff is multilingual and can provide technical support to customers in their native language.

North and South America

To get help immediately, call Peregrine Systems Customer Support at:

(1) (800) 960-9998 (North America only)

(1) (858) 794-7428 (North and South America)

For ServiceCenter questions or information, send a fax or e-mail to:

Fax: (1) (858) 794-6028

E-mail: support@peregrine.com

Send materials that Peregrine Systems Customer Support requests to:

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