
HP NGOSS Software



Incident & Problem Management Extension Merge Customization function Localization User Guide

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Preface

Intended Audience

Prior knowledge of Service Manager and related knowledge is required.

Software Versions

The software versions referred to in this document are as follows:

IPM	Operation system
1.0	Server: Windows2003/2008 Client: Windows XP, Vista, Windows 7

Service Manager version:7.11/9.20

Localization

The software provides localization for French Language.

Support

Please visit our HP Software Web site at:
<http://www.hp.com/go/hpsoftwaresupport> for contact information, and details about HP Software products, services and support.

- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

Chapter 1 Intervention Management Module

1.1 Install Intervention Management Kit

Install the intervention management kit (for merge customization function),the following will be added to system manage.

Filename	Name	Note
dbdict	probsummarytask	
format	probsummarytask probsummarytask.g probsummarytask.choose probsummarytask.incident.description probsummarytask.incident.log probsummarytask.operator.contact probsummarytask.qbe probsummarytask.related advFind.intervention.search sc.manage.intervention.g	
formactrl	probsummarytask	
link	probsummarytask	
Object	probsummarytask	
States	probsummarytask.view probsummarytask.search	
Process	probsummarytask.view probsummarytask.sort filter.activity.intervention probsummarytask.cancel	
displayscreen	probsummarytask.view probsummarytask.choose apm.search.probsummarytask.display	
displayoption	apm.edit.problem_newintervention apm.search.probsummarytask.display_* probsummarytask.choose_* probsummarytask.view_* scm.advanced_newintervention	
Wizard	Add Intervention Choose	
ToDoMap	probsummarytask	
cascadeupd	probsummarytask	
SearchConfig	probsummarytask	
number	probsummarytask	

scmessage	class="intervention" class="fc" and message.id#"230" class="SearchConfig" and message.id#"probsummarytask" class="tablename" and message.id="probsummarytask"	
Trigger	after.probsummarytask.update	
ScriptLibrary	intervention ossgeneric	
Inbox	Active Interventions My Active Interventions	

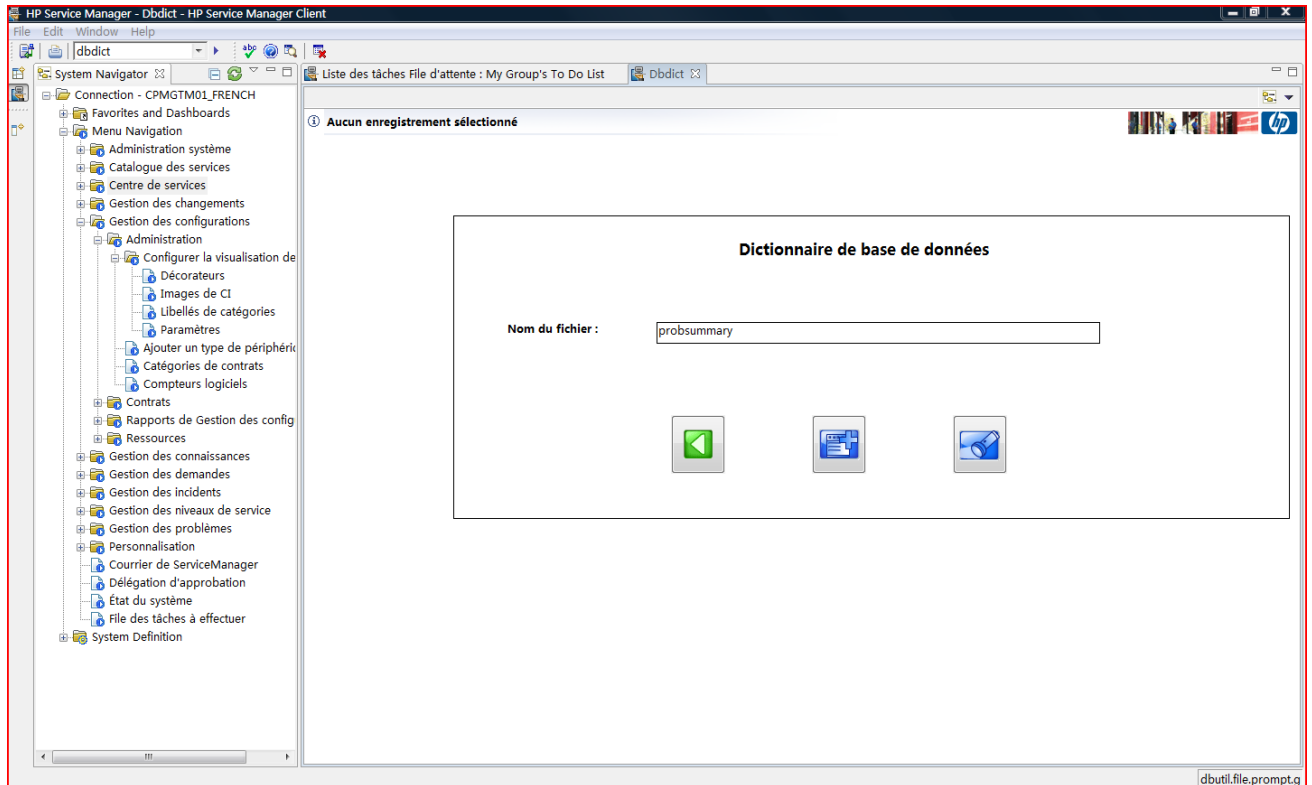
1.2 Customization

The following need to be manually updated in SM.

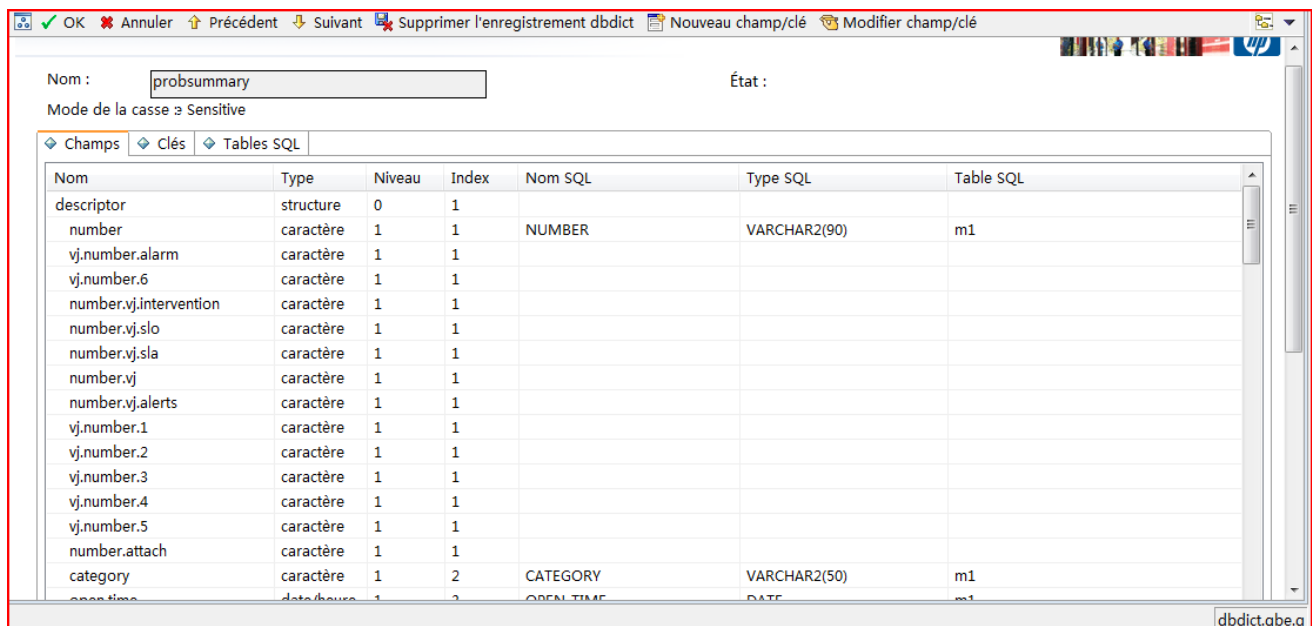
Filename	Name	Note
dbdict	probsummary	alias number
dbdict	pmenv	Add fields: intervention.cancel intervention.close intervention.contact intervention.external intervention.open intervention.update intervention.page
format	IIM.update.incident IM.close.incident pm.profile.g	Add intervention related form and profile
menu	IM	
pmenv	sysadmin	
link	probsummary	
displayoption	id="apm.edit.problem_close" id="apm.edit.problem_close.bg"	

1.2.1 Update dbdict probsummary

Enter 'dbdict' in command line, input 'probsummary'



Create alias 'number.vj.intervention' for number.



1.2.2 Update probsummary link

Enter 'link' in command line, input 'probsummary'

OK Annuler Précédent Suivant Ajouter Sauvegarder Supprimer

Fichier de lien

Nom : Système :

Description :

Nom du champ sour...	Nom du fichier cible	Nom du format cib...	Nom du champ cible	Ajouter Requ...	Commentaires
number	schedule		pm.number		VJ only
agreement.id	sla		agreement.id		
number.vj	activity		number		Used for Virtual Join only
thenumber	activity		thenumber	\$query	executes when a line in the activity VJ...
resolution.code	probcause	probable.cause	resolution.code	\$query	
resolution.code	resolution		resolution.code		
category	category		name	\$query	
subcategory	subcategory		subcategory	\$query	
product.type	producttype	product.type	product.type	\$query	
action	probcause	probable.cause	action		
assignee.name	operator		name	\$query	
assignment	assignment		name		
company	company		company		
logical.name	device		logical.name	\$query	
location	location		location	\$query	

Add number.vj.intervention

Précédent Précédent Suivant Sauvegarder Supprimer Étendre

Champ (Depuis/Source) : Fichier (Vers/Cible) : Format (Vers/Cible) : Champ (Vers/Cible) :

Commentaire :

Requête :

Format QBE : Nom de matrice structurée :

Expressions JavaScript

Champ so...	Champ cible (Remplir depuis/Reporter vers)
number.vj.i...	incident.id

Post expressions Après JavaScript

Add number

Champ (Depuis/Source) :	Fichier (Vers/Cible) :	Format (Vers/Cible) :	Champ (Vers/Cible) :
number	schedule		pm.number
Commentaire :	VJ only		
Requête :			
Format QBE :		Nom de matrice structurée :	

Expressions JavaScript

```
$find.skip=true;$fill.skip=true
```

Champ so...	Champ cible (Remplir depuis/Reporter vers)
number	pm.number

Post expressions Après JavaScript

Add id

Champ (Depuis/Source) :	Fichier (Vers/Cible) :	Format (Vers/Cible) :	Champ (Vers/Cible) :
id	probsummarytask		id
Commentaire :			
Requête :	\$query		
Format QBE :		Nom de matrice structurée :	

Expressions JavaScript

```
$query="id=cursor.field.contents0"
```

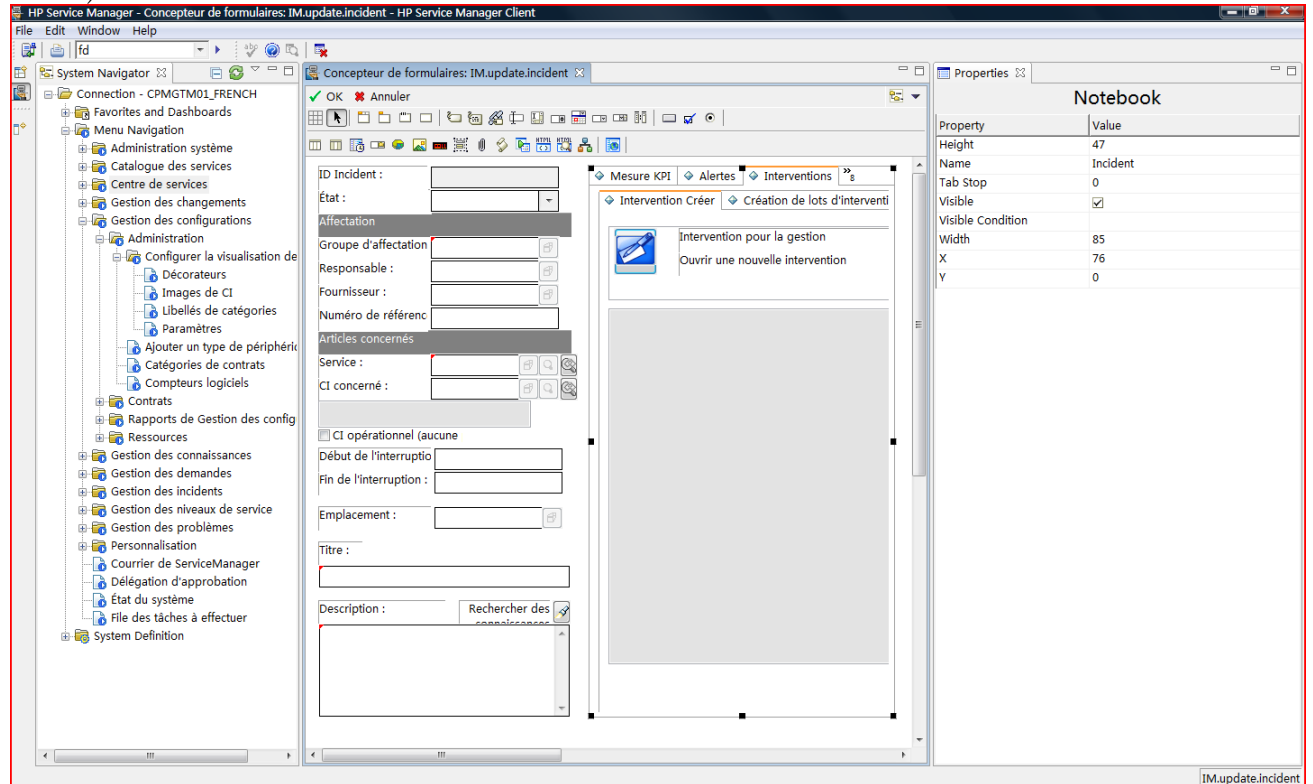
Champ so...	Champ cible (Remplir depuis/Reporter vers)

Post expressions Après JavaScript

1.2.3 Update IM.update.incident form

Enter 'fd' in command line, and search IM.update.incident, Click Design. You will go to the design form.

1) Add 'Create Intervention' notebook Tab.



The screenshot displays the HP Service Manager form designer interface. The main window is titled 'Concepteur de formulaires: IM.update.incident'. The left sidebar shows the 'System Navigator' with a tree view of system components. The central design area contains a form with various input fields and buttons. The right sidebar shows the 'Properties' panel for the selected 'Notebook' tab, which contains a table of properties.

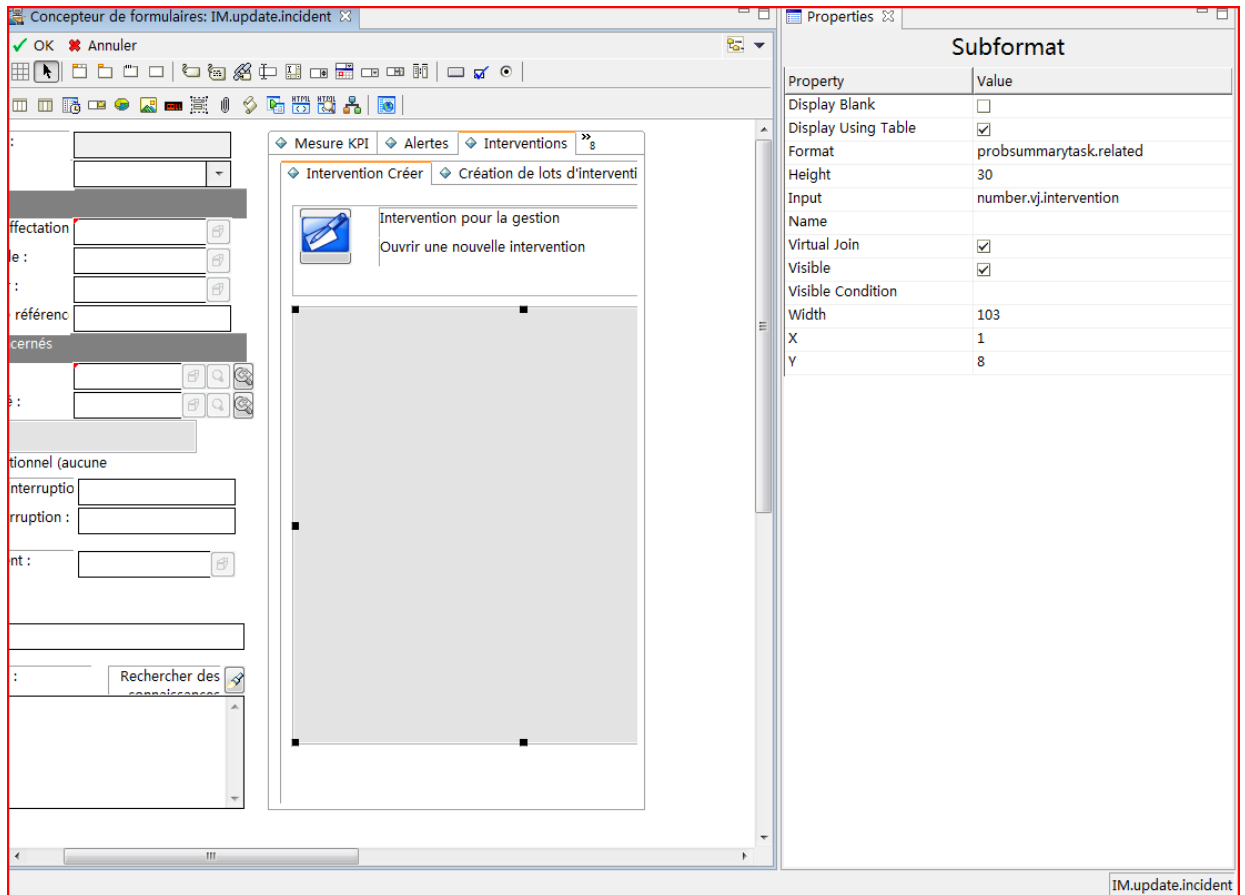
Property	Value
Height	47
Name	Incident
Tab Stop	0
Visible	<input checked="" type="checkbox"/>
Visible Condition	
Width	85
X	76
Y	0

2) Add Open new intervention button with button id 642.

The screenshot shows a form designer window titled 'Concepteur de formulaires: IM.update.incident'. The main workspace displays a form layout with various input fields and a composite button. The composite button is titled 'Intervention pour la gestion' and has the text 'Ouvrir une nouvelle intervention' below it. The properties panel on the right is titled 'Composite Button' and lists the following properties and values:

Property	Value
Balloon Help	Open a new Intervention for current Inc
Button ID	642
Button ID Condition	
Caption	
Caption Condition	
Height	6
Image File	
Image and Caption	<input type="checkbox"/>
Justification	Left
Name	
Push Image	
Style	Flat
Tab Stop	5
Visible	<input checked="" type="checkbox"/>
Visible Condition	
Width	93
X	1
Y	1

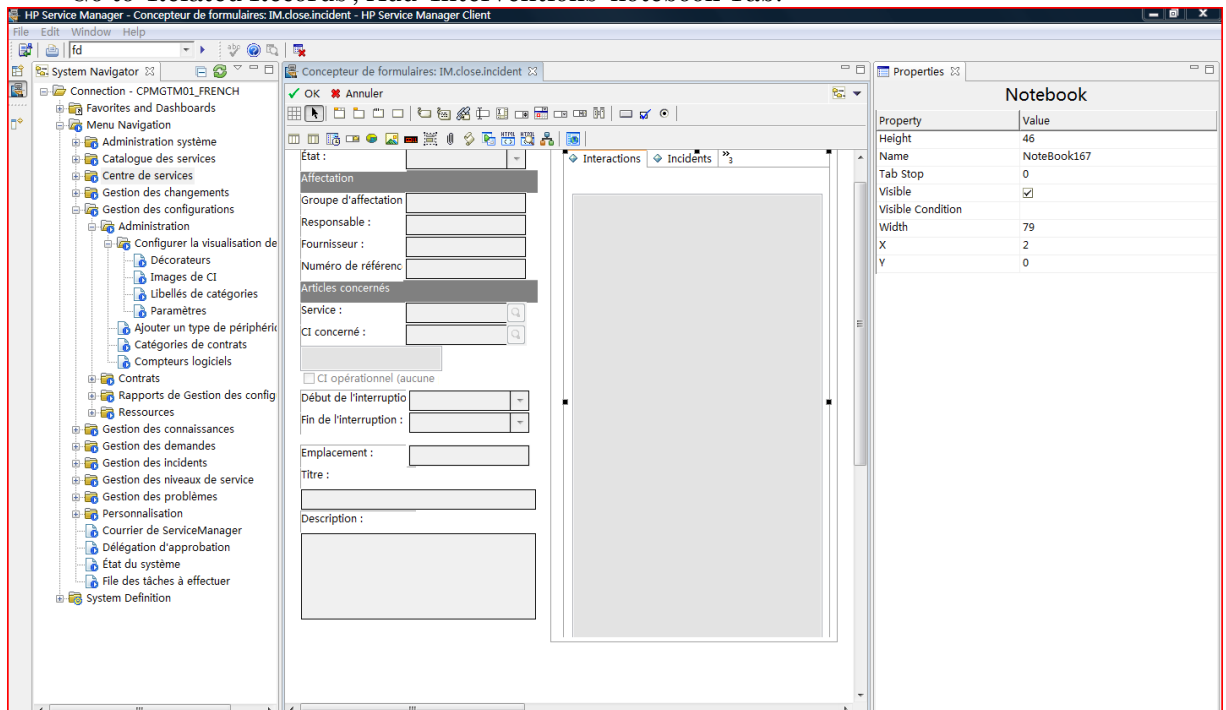
3) Add subform which point to 'probsummarytask.related' input: number.vj.intervention.



1.2.4 Update IM.close.incident form

Enter 'fd' in command line, and search IM.close.incident, Click Design. You will go to the design form.

Go to 'Related Records', Add 'Interventions' notebook Tab.



1.2.5 Update pmenv file

Go to pmenv table, and add the following fields, which data type is logical:

intervention.cancel

intervention.close

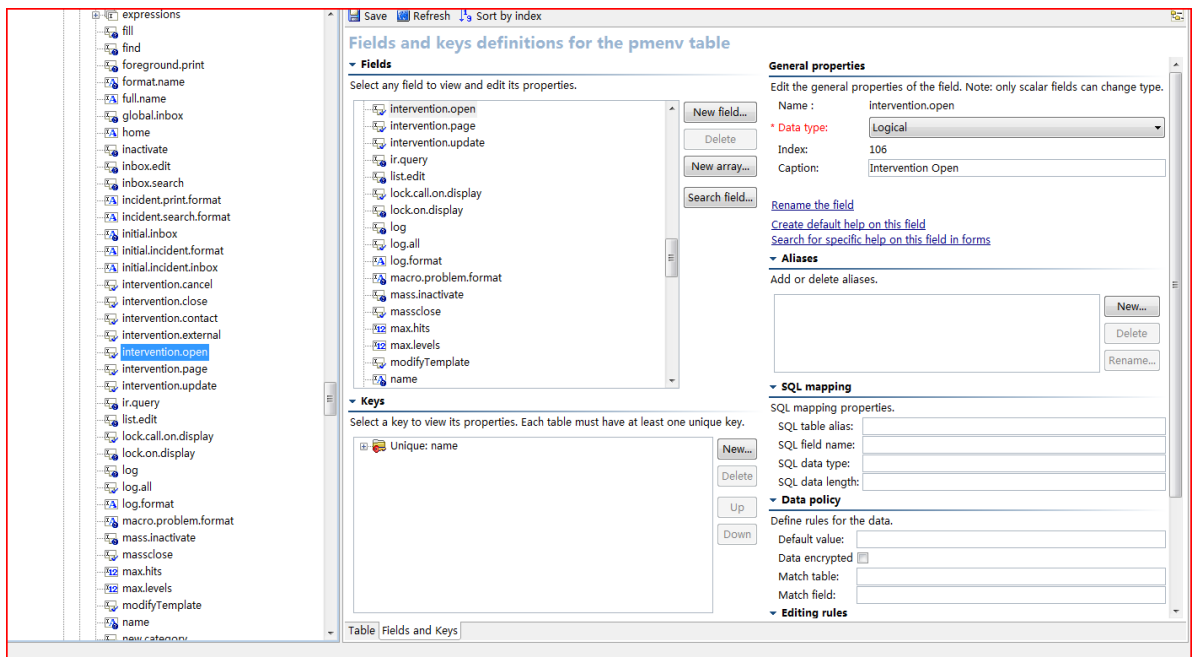
intervention.contact

intervention.external

intervention.open

intervention.update

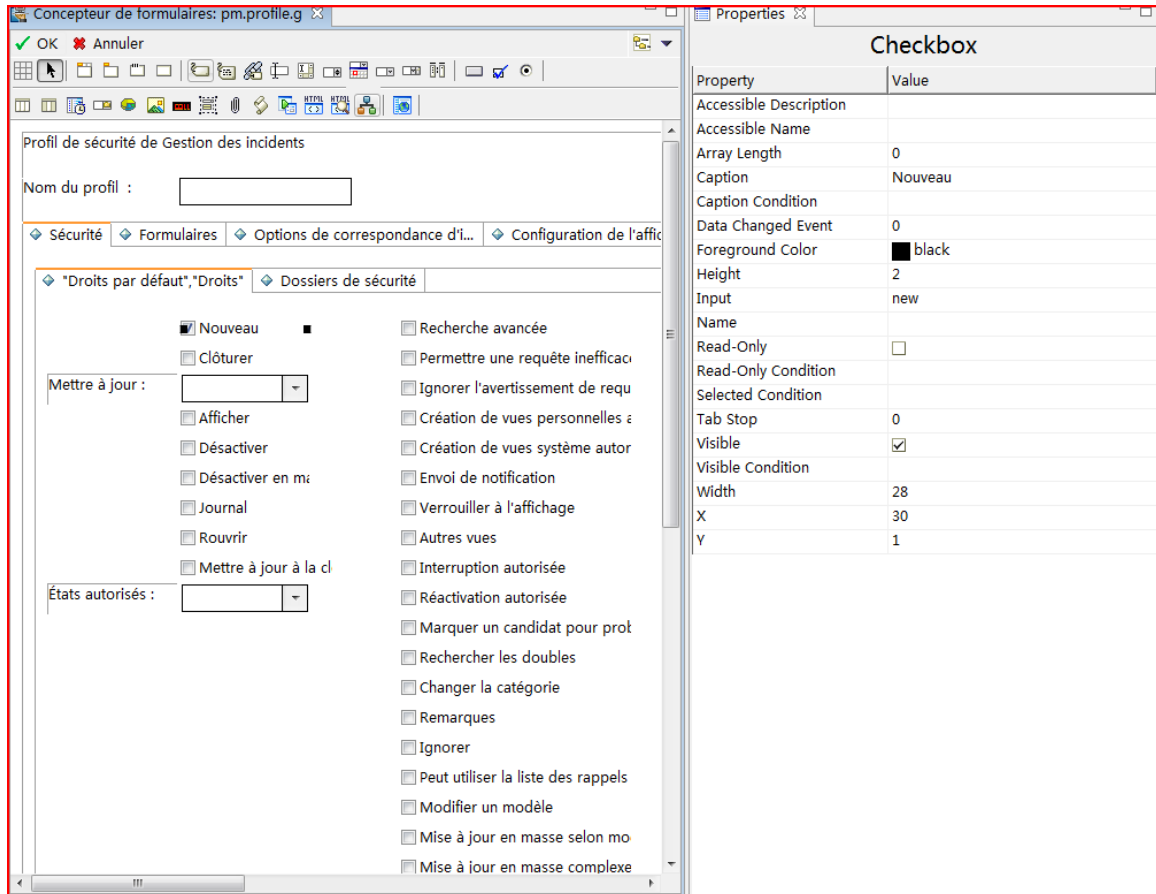
intervention.page



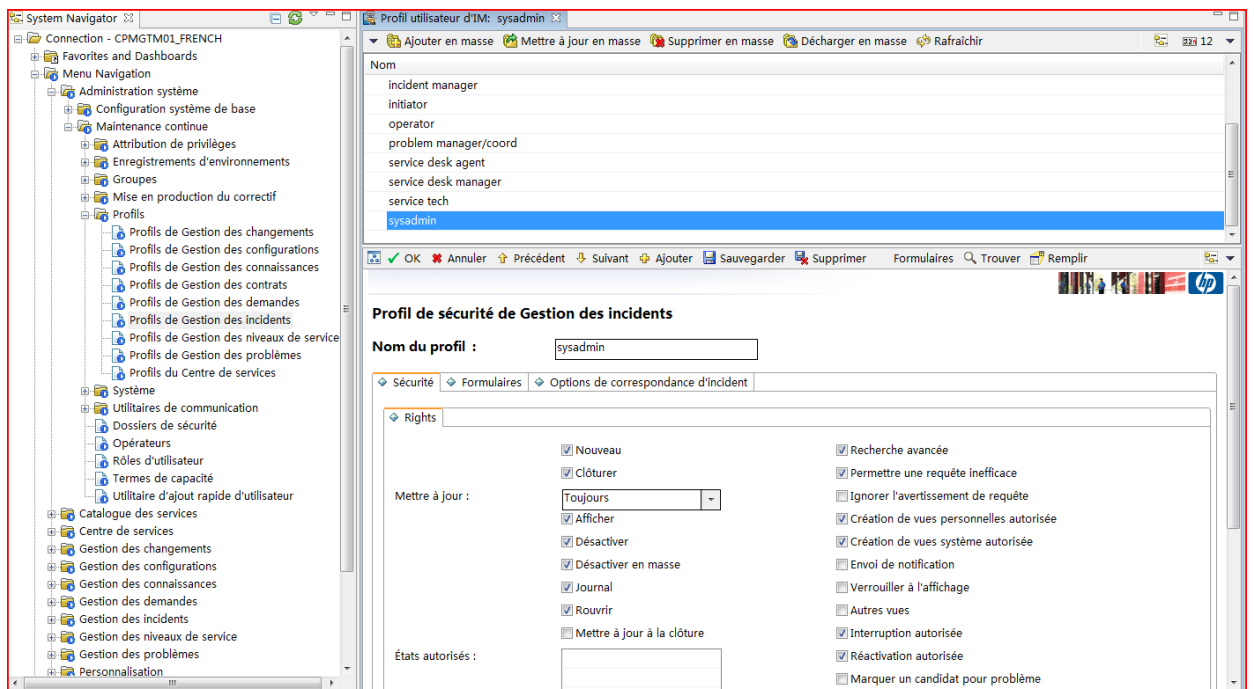
1.2.6 Update pm.profile.g form

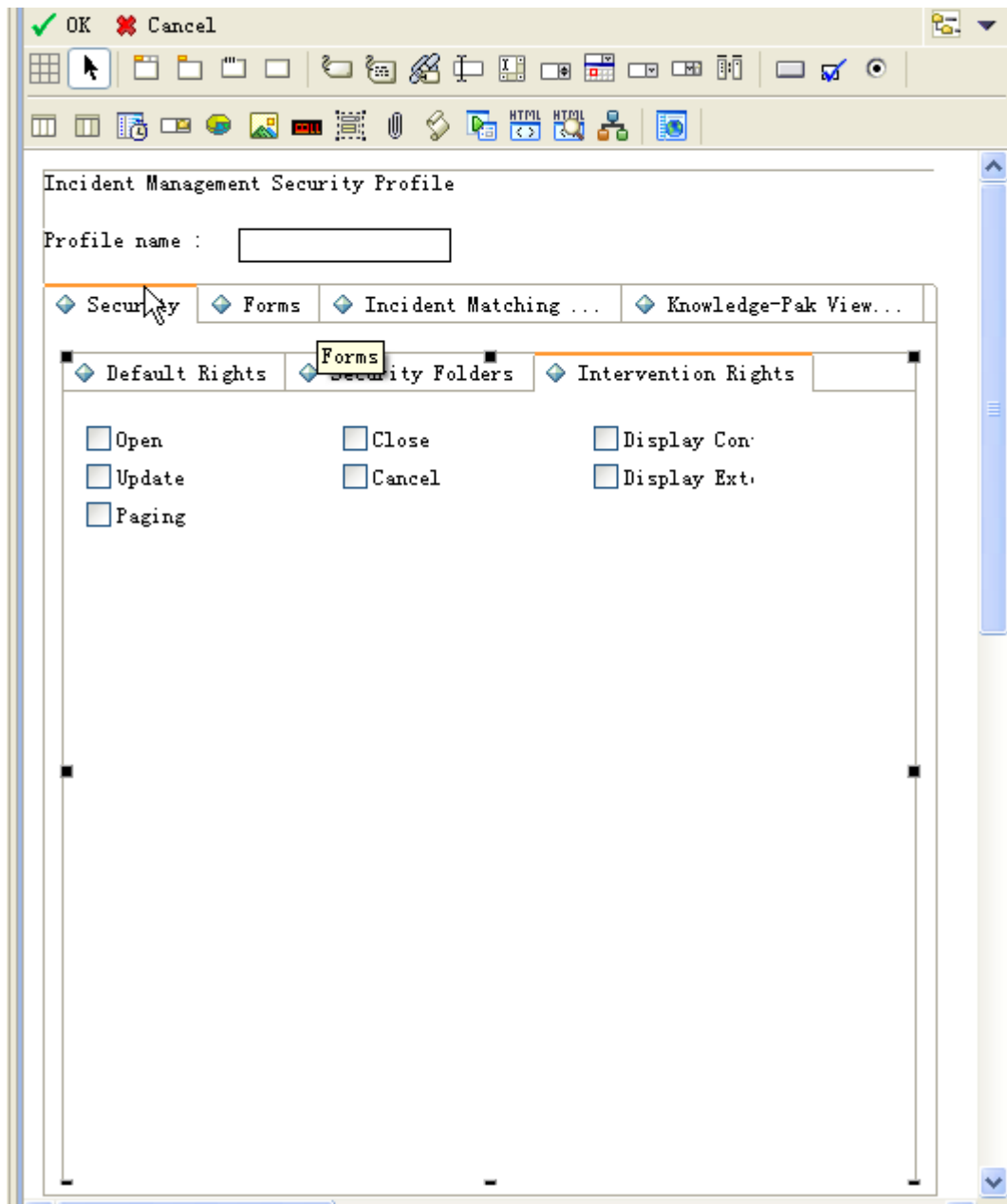
Enter 'fd' in command line, and search pm.profile.g, Click Design. You will go to the design form.

Add 'Interventions Rights' notebook Tab, add the following check box with the related input defined in 2-2-5



If you want to give the user intervention privilege, go to System Administration- Profiles-Incident Management Profile, click search, and you can see all roles. Take sysadmin for an example, you can click the check box to give him the related privilege.





1.2.7 Update IM menu

Enter 'menu' in command line, input 'IM', add the bottom two line:

Open New Intervention

Condition : `index("IncidentAdmin", $lo.ucapex)>0 or index("SysAdmin", $lo.ucapex)>0 or index("incident management", $lo.ucapex)>0`

Intervention Queue

Condition: `index("IncidentAdmin", $lo.ucapex)>0 or index("SysAdmin", $lo.ucapex)>0 or index("incident management", $lo.ucapex)>0`

The screenshot shows the 'Menu' configuration window in System Navigator. At the top, there are input fields for 'Nom de menu : IM' and 'Format : menu.gui.pm'. Below these is a table with the following columns: N° d'o..., Groupe, Description, Com..., Application, Nom du pa..., Valeur du paramètre, Thread, and Condition. The table contains 18 rows of menu items, including 'Incident Qu...', 'Search Incid...', 'Tools:Prob...', 'Tools:Sum...', 'Tools:Reset...', 'Search Kno...', 'Tools:Down...', 'System Status', 'ServiceMan...', 'Open New I...', 'Tools:Sub...', 'Tools:Prob...', 'Tools:Cate...', 'Tools:Area', 'Ouvrir une ...', and 'Intervention...'. Each row has a corresponding application name, parameter value, and condition.

N° d'o...	Groupe	Description	Com...	Application	Nom du pa...	Valeur du paramètre	Thread	Condition
1		Incident Qu...		sc.setup.ma...	string1	problem		lloption("Incident Management") and (index("incident management", \$lo...
2		Search Incid...		apm.search...			true	index("IncidentAdmin", \$lo.ucapex)>0 or index("SysAdmin", \$lo.ucapex)>...
3			Back	menu.mana...	name	\$lo.home	true	name in \$mm.menu~=\$lo.home
4	Tools	Tools:Prob...		database	name	probable.cause	true	lloption("Incident Management") and (index("incident management", \$lo...
11	Tools	Tools:Sum...		se.search.en...	("name","qu...	("link","name="\buil...	true	index("Incident management", \$lo.ucapex)>0 or index("IncidentAdmin", \$l...
12	Tools	Tools:Reset...		pm.clear.do...			true	index("SysAdmin", \$lo.ucapex)>0 or index("IncidentAdmin", \$lo.ucapex)>0
16		Search Kno...		get.search.a...			true	index("SysAdmin", \$lo.ucapex)>0 or index("IncidentAdmin", \$lo.ucapex)>0
17	Tools	Tools:Down...		database	name	downtime.graph	true	index("Incident management", \$lo.ucapex)>0 or index("IncidentAdmin", \$l...
22				menu.mana...	name	\$lo.home	true	name in \$mm.menu~=\$lo.home
23		System Status		system.status			true	index("SysAdmin", \$lo.ucapex)>0
24		ServiceMan...		mail.scenter			true	true
30		Open New I...		apm.first			true	index("incident management", \$lo.ucapex)>0 and evaluate(open in \$G.p...
43	Tools	Tools:Sub...		database	name	product.type	true	index("IncidentAdmin", \$lo.ucapex)>0 or index("SysAdmin", \$lo.ucapex)>...
44	Tools	Tools:Prob...		database	name	problem.type	true	index("IncidentAdmin", \$lo.ucapex)>0 or index("SysAdmin", \$lo.ucapex)>...
45	Tools	Tools:Cate...		se.search.en...	name	category	true	index("IncidentAdmin", \$lo.ucapex)>0 or index("SysAdmin", \$lo.ucapex)>...
46	Tools	Tools:Area		database	name	subcategory	true	index("IncidentAdmin", \$lo.ucapex)>0 or index("SysAdmin", \$lo.ucapex)>...
55		Ouvrir une ...		wizard.run	name	Add Intervention Ch...	true	index("IncidentAdmin", \$lo.ucapex)>0 or index("SysAdmin", \$lo.ucapex)>...
65		Intervention...		sc.setup.ma...	string1	probsummarytask	true	index("IncidentAdmin", \$lo.ucapex)>0 or index("SysAdmin", \$lo.ucapex)>...

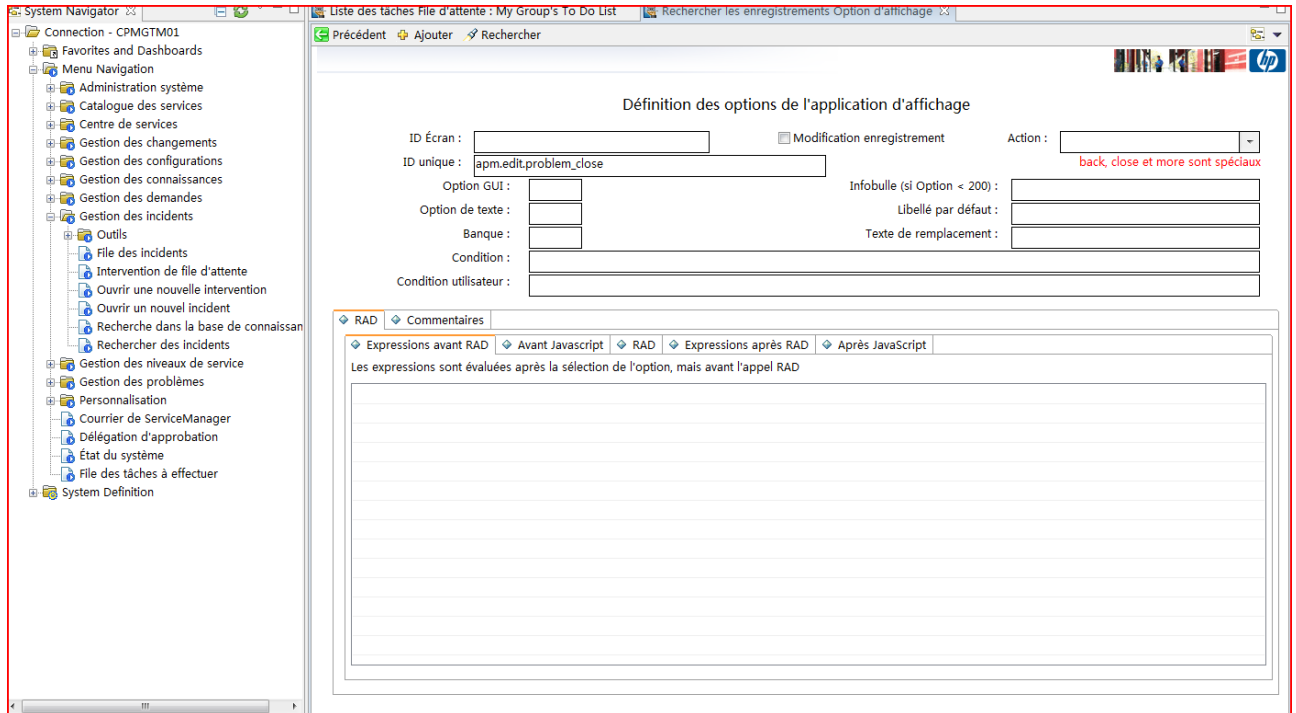
Then you will see the following menu under Incident Management:

The screenshot shows the 'Liste des tâches' window in System Navigator. At the top, there is a status bar that says 'Aucun enregistrement sélectionné'. Below that is a title bar 'Liste des tâches'. There are input fields for 'File d'attente : Liste des tâches' and 'Afficher : My Group's To Do List'. A 'Rafraichir la liste' button is visible. Below the input fields is a table with the following columns: ID, Module, État, Affecté, Date cible, and Description. The table is currently empty.

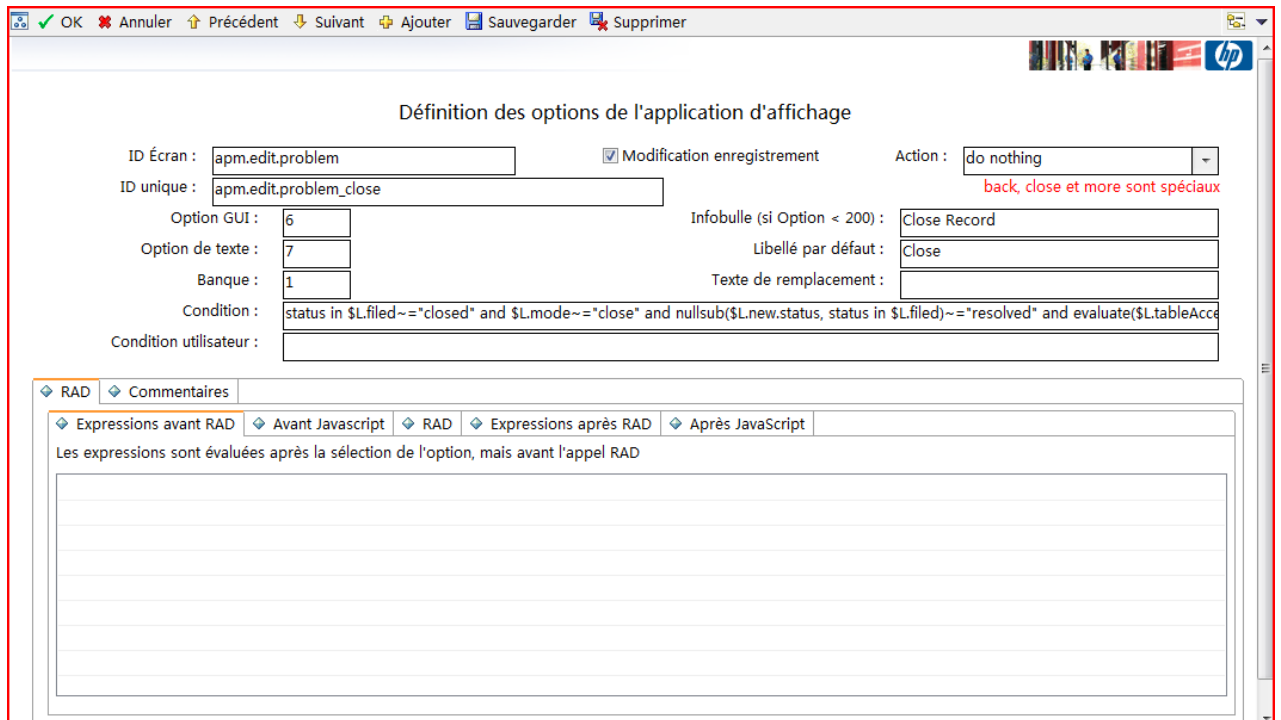
ID	Module	État	Affecté	Date cible	Description

1.2.8 Update display option

Enter 'do' in command line, input :apm.edit.problem_close



Add the following items in Post Rad Expressions



Do the same thing to display option apm.edit.problem_close.bg

Chapter 2

Telecom CI Types Definition

2.1 Install Telecom CI Types Kit

Install the Telecom CI Types kit (for merge customization function),the following will be added to system manage.

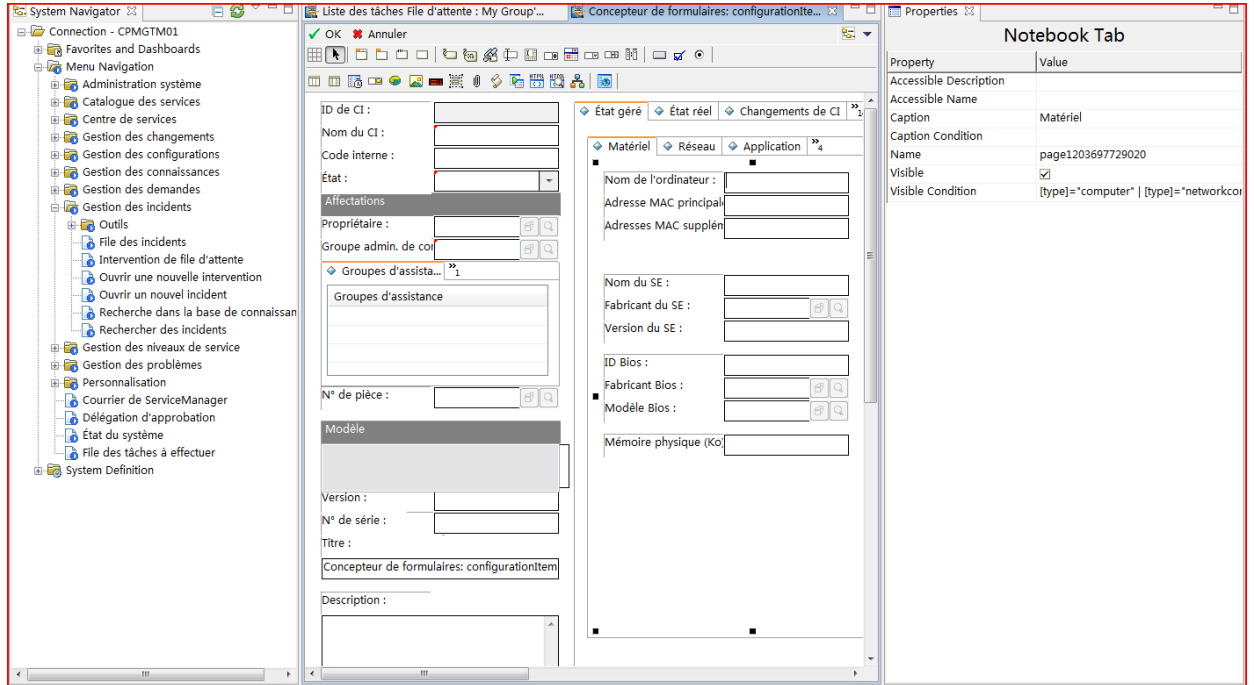
Filename	Name	Note
dbdict	customer	
dbdict	network	
dbdict	terminationpoint	
dbdict	telesoftware	
dbdict	equipment	
dbdict	connection	
dbdict	topologicallink	
dbdict	trail	
dbdict	managedelement	
dbdict	mocirl	
dbdict	resservicerelation	
devtype	Customer	
devtype	Network	
devtype	Terminationpoint	
devtype	Software	
devtype	Equipment	
devtype	Connection	
devtype	Topologicallink	
devtype	Trail	
devtype	Managedelement	
joindef	joincustomer	
joindef	joinnetwork	
joindef	jointerminationpoint	

joindef	jointelesoftware	
joindef	joinequipment	
joindef	joinconnection	
joindef	jointopologicallink	
joindef	jointrail	
joindef	joinmanagedelement	
erdddef	file1=device file2=customer	
erdddef	file1=device file2=network	
erdddef	file1=device file2=terminationpoint	
erdddef	file1="device" file2=telesoftware	
erdddef	file1="device" file2= connection	
erdddef	file1="device" file2= topologicallink	
erdddef	file1="device" file2= trail	
erdddef	file1="device" file2= managedelement	
format	customer	
format	networkservice.browse.g	
format	networkservice.related.incident. g	
format	networkservice	
format	terminationpoint	
format	telesoftware	
format	equipment	
format	connection	
format	topologicallink	
format	trail	
format	managedelement	
format	mocirl	
format	resservicerelation	
formatctrl	networkservice.browse	
link	networkservice.browse	

2.2 Update configurationItem form

Enter 'fd' in command line, and search configurationItem, Click Design. You will go to the design form.

Add notebook for each CI Type. For example, you can add 'Trail' with related fields, with visible conditions: [type]="trail"



The screenshot displays the configurationItem form design tool. The main window shows a form with the following fields:

- ID de CI :
- Nom du CI :
- Code interne :
- État :
- Affectations
- Propriétaire :
- Groupe admin. de con :
- Groupes d'assista... 1
- Groupes d'assista...
- N° de pièce :
- Modèle
- Version :
- N° de série :
- Titre :
- Concepteur de formulaires: configurationItem
- Description :

The right-hand side of the window shows the 'Notebook Tab' with the following properties:

Property	Value
Accessible Description	
Accessible Name	
Caption	Matériel
Caption Condition	
Name	page1203697729020
Visible	<input checked="" type="checkbox"/>
Visible Condition	[type]="computer" [type]="networkcon

Chapter 3

Incident Management Enhancement

3.1 Install Incident Management Enhancement Kit

Install the incident management enhancement kit (for merge customization function), the following will be added to system manage.

Filename	Name	Note
dbdict	TTAlarms	
format	TTAlarms.list.g	
formatctrl	login.DEFAULT	
displayoption	apm.first_impact apm.edit.problem_impact	
ScriptLibrary	IncidentEnhancement common	
category		
producttype		
subcategory		

3.2 Customization

3.2.1 Update dbdict probsummary

First of all, you should use the following statement to create a table in your SM database.

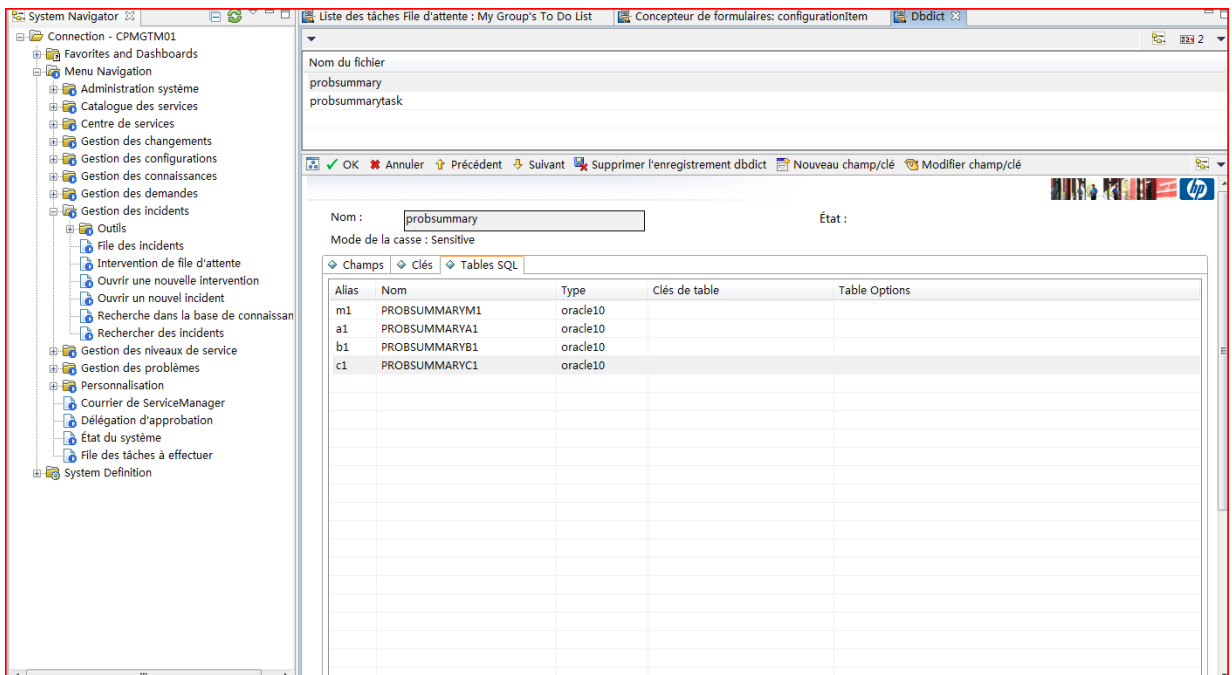
```
create table PROBSUMMARYC1
(
  "NUMBER"          VARCHAR2(90),
  RECORD_NUMBER     INTEGER,
  DETAILED_SERVICE_NAME  VARCHAR2(200),
  DETAILED_SERVICE_CRITICAL  CHAR(1),
  DETAILED_SERVICE_PRIORITY  VARCHAR2(5),
  DETAILED_SERVICE_SUBSCRIBER  VARCHAR2(200),
  DETAILED_SERVICE_INFO      VARCHAR2(512));

create table PROBSUMMARYB1
(
  "NUMBER"          VARCHAR2(90),
  RECORD_NUMBER     INTEGER,
```

```
FAILED_ITEM VARCHAR2(200),
FAILED_REASON VARCHAR2(50)
);
```

3.2.1.1 Add alias tables to probsummary

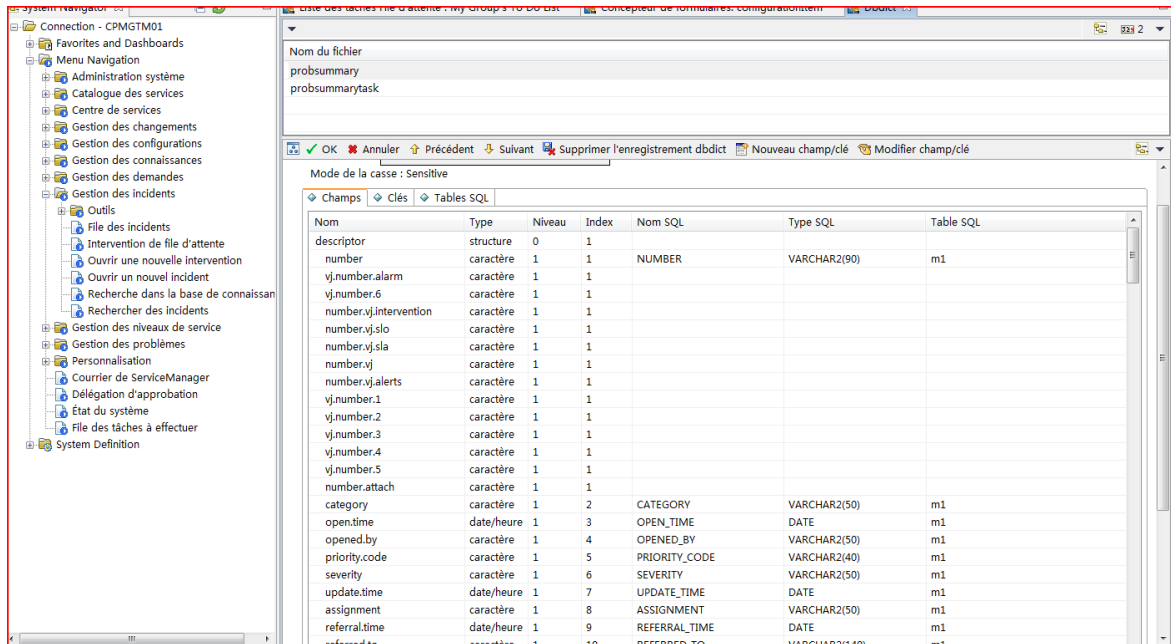
- 1) Log on HP Service manager7.11 via “falcon” account.
- 2) From the Service Manager main menu, Click **Tailoring >Database Dictionary**.
- 3) Type “probsummary” into the **File Name** field.
- 4) Click **Search**.



- 5) Add a Alias named “b1”, “c1”. Table named “PROBSUMMARYB1”, “PROBSUMMARYC1”;

3.2.1.2 Add fields to probsummary

- 1) Log on HP Service manager7.11 via “falcon” account.
- 2) From the Service Manager main menu, Click **Tailoring >Database Dictionary**.
- 3) Type “probsummary” into the **File Name** field.
- 4) Click **Search**.



5) Add two structures named failed.items and detailed.affected.services. The detail information as above picture.

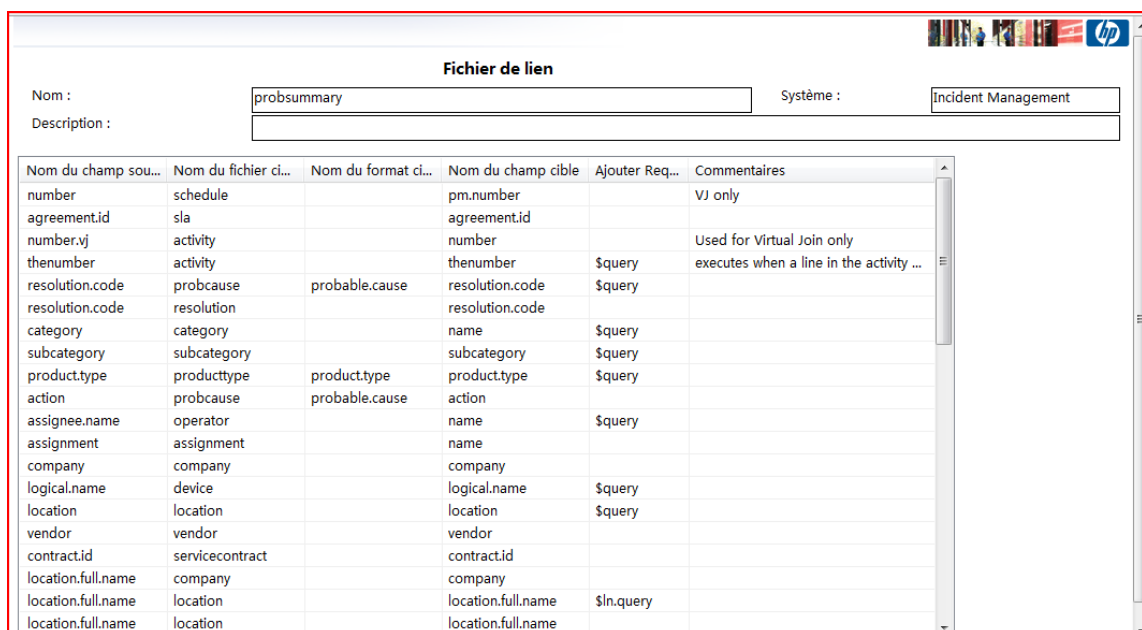
6) Click **Ok** to save the changes.

3.2.1.3 Create alias to the fields of probsummary

Please refer to 2-2-1 to create alias for “NUMBER” field , alias name is vj.number.alarm

3.2.2 Update probsummary link

1) Enter 'link' in command line, input 'probsummary'



2) Add a line to the end of the line, just like the following information.

Source Field Name	Target File Name	Target Format Name	Target Field Name	Add Query	Comm.
vj.number.alarm	TTAlarms		TTID	\$query	

3) Click Ok.

3.2.3 Update IM.open.incident format control

- 1) Log on HP Service manager 7.11 via “falcon” account.
- 2) From the Service Manager main menu, Click **Tailoring > Format Control**.
- 3) Type “IM.open.incident” into the name field

Précédent Nouveau Rechercher

Maintenance du contrôle du format - Informations principales

Nom :

Nom du fichier :

Système :

Format de requête :

Fmt QBE par défaut :

Sauvegarder une copie

Nom de formulaire stocké

Exécuter le script

Utiliser le tri par défaut

Séquences de tri par défaut pour les requêtes

Expressions d'initialisation

4) Click **Search**.

OK Annuler Ajouter Sauvegarder Supprimer

Formulaires Requetes Calculs JavaScript Validations Sous-prog. Options supp Privilèges

Maintenance du contrôle du format - Informations principales

Nom : IM.open.incident Vue : short

Nom du fichier :

Système : Incident Management

Format de requête :

Fmt QBE par défaut :

Sauvegarder une copie

Nom de formulaire stocké

Exécuter le script

Utiliser le tri par défaut

Séquences de tri par défaut pour les requêtes

Expressions d'initialisation

5) Click **JavaScript** button.

Formulaires Requetes Calculs JavaScript Validations Sous-prog. Options supp Privilèges

Maintenance du contrôle du format - JavaScript

Nom : IM.open.incident Vue : short

Ajout Mâj Suppr. Aff. Initial

```

1var incident=system vars $file;
2var varProduct_type=incident product_type;
3var varMO_name=incident managed_object;
4//Replace "" to ""
5var regS = new RegExp("\\", "gi");
6if (varMO_name)
7 varMO_name=varMO_name.replace(regS, "");
8var varAffectedItem;
9var customerid;
10//1)Calculate priority.
11system.library.IncidentEnhancement.update_priority();
12if (varProduct_type=="TeMIP")

```

Ajout Mâj Suppr. Aff. Initial

1

Set add option equal to "true"

Add the following script into the red quadrangle part.

```
var incident=system.vars.$file;
var varProduct_type=incident.product_type;
var varMO_name=incident.managed_object;
//Replace "" to ""
var regS = new RegExp("\\", "gi");
if (varMO_name)
    varMO_name=varMO_name.replace(regS, "");
var varAffectedItem;
var customerid;
//1)Calculate priority.
system.library.IncidentEnhancement.update_priority();
if (varProduct_type=="TeMIP")
{
    //2)Lookup MO related Service CI
    varAffectedItem =
system.library.TelcoApplication.lookup_affected_ci (varMO_name);
    incident.logical_name=varAffectedItem;

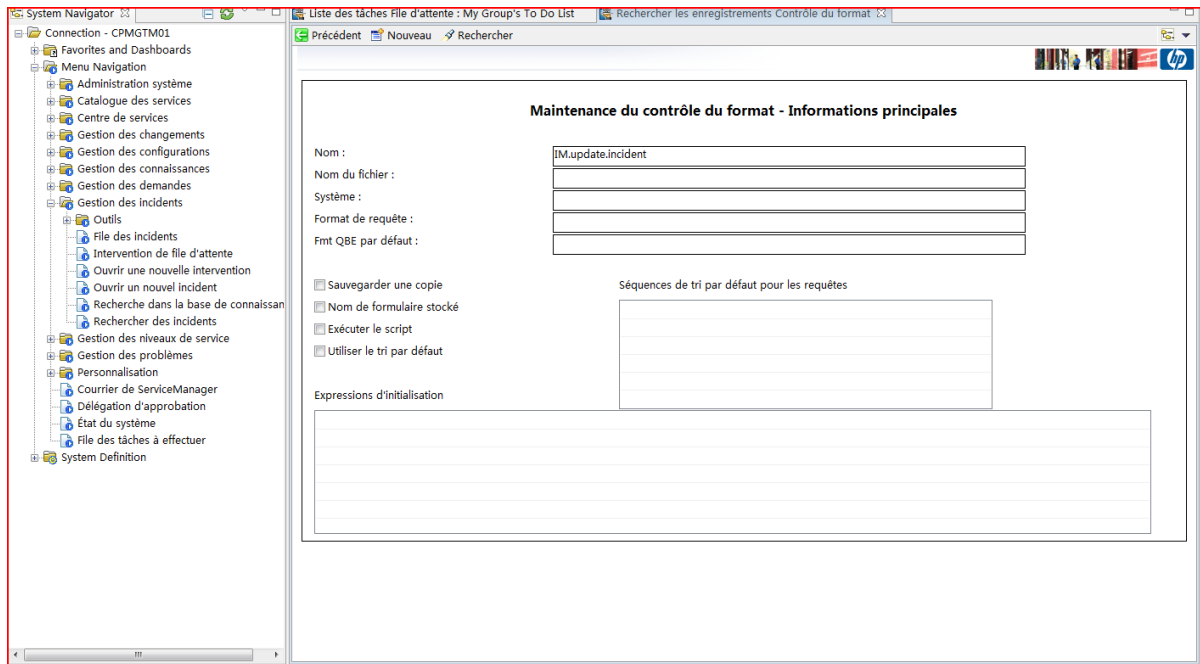
    //Lookup CI type
    var ci_type =
system.library.TelcoApplication.lookup_ci_type (varAffectedItem, incident);
    //if (!ci_type) return;
    if (ci_type=="network")
    {
        //Set related services, customers and incidents.

system.library.TelcoApplication.service_lookup_action (varAffectedItem, incident)
    } else{
        //Set related resource, services, customers and incidents

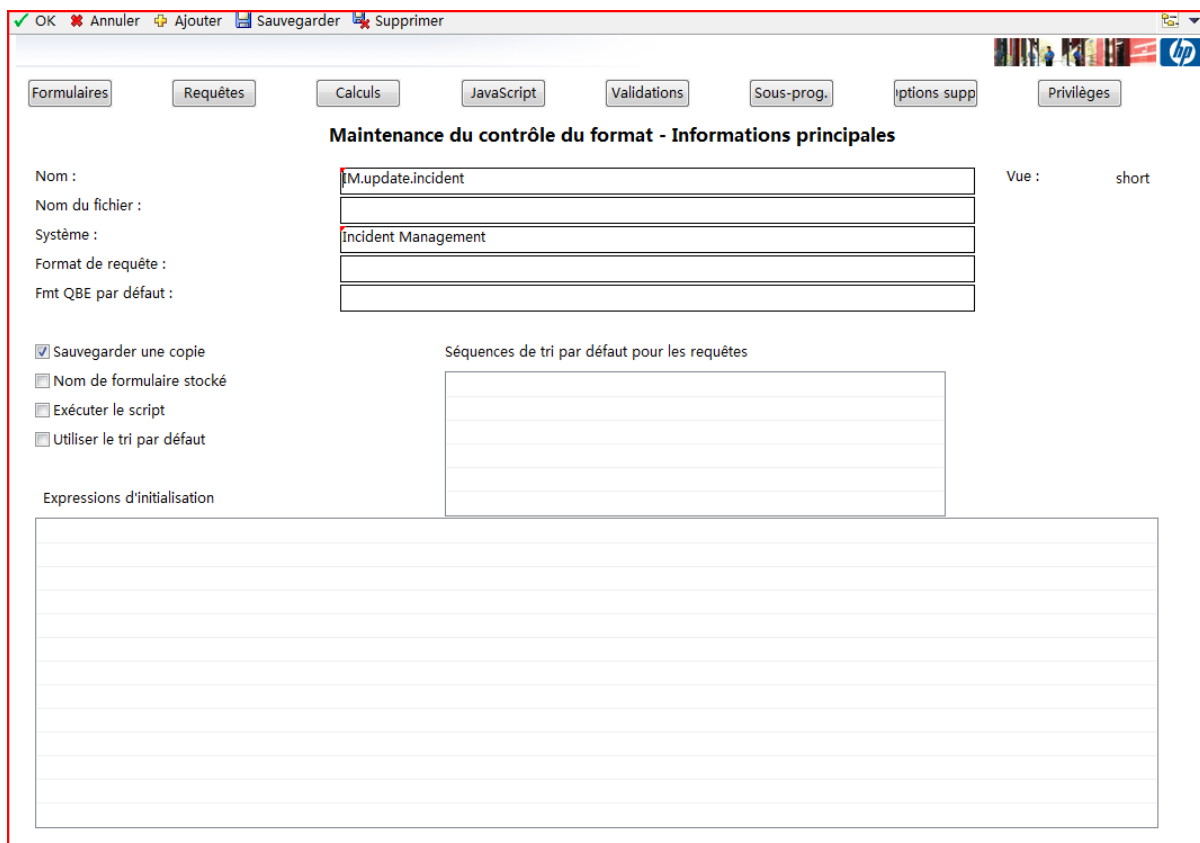
system.library.TelcoApplication.resource_lookup_action (varAffectedItem, incident)
    }
}
```

3.2.4 Update IM.update.incident format control

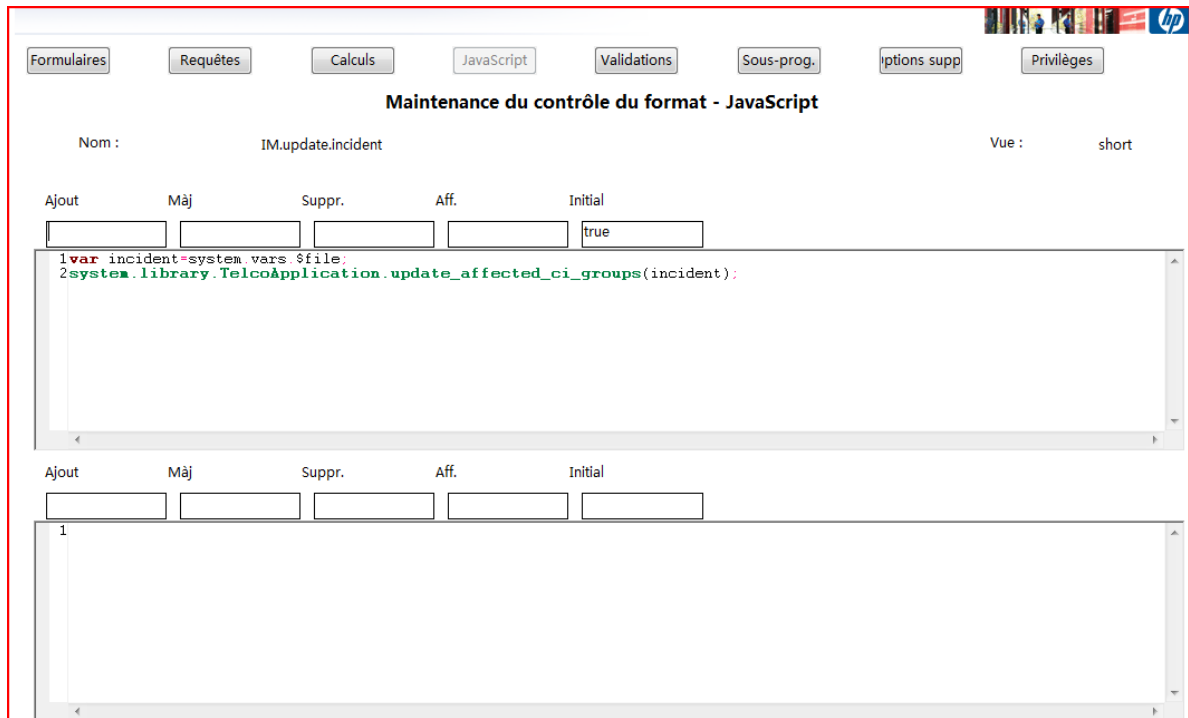
- 1) Log on HP Service manager7.11 via “falcon” account.
- 2) From the Service Manager main menu, Click **Tailoring > Format Control**.
- 3) Type “IM.update.incident” into the name field



4) Click **Search**.



5) Click **Javascript**.

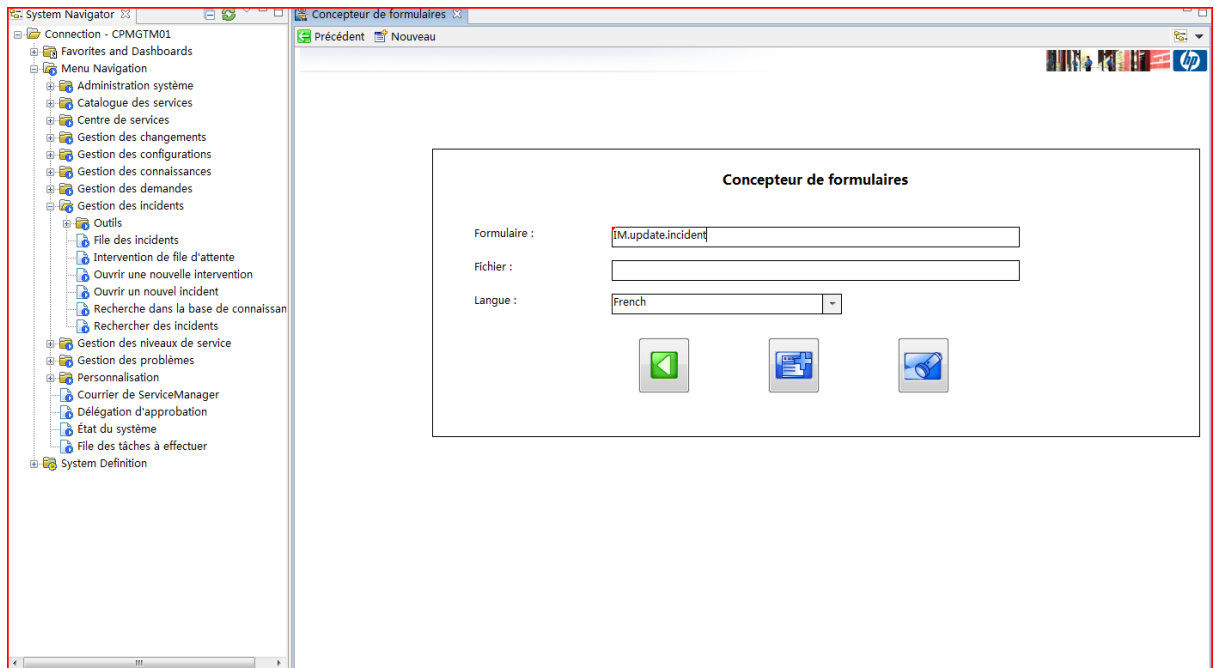


Add above information into your format control.

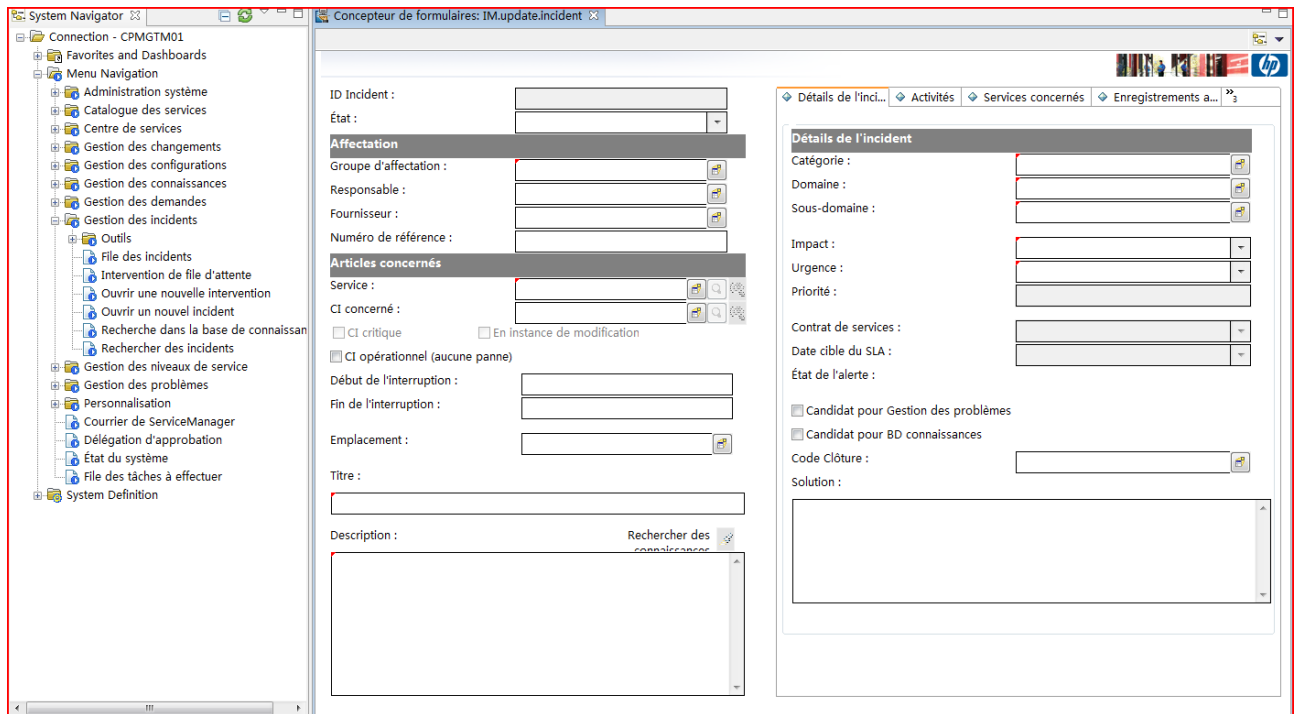
3.2.5 Update IM.update.incident Form

3.2.5.1 Add affected service table

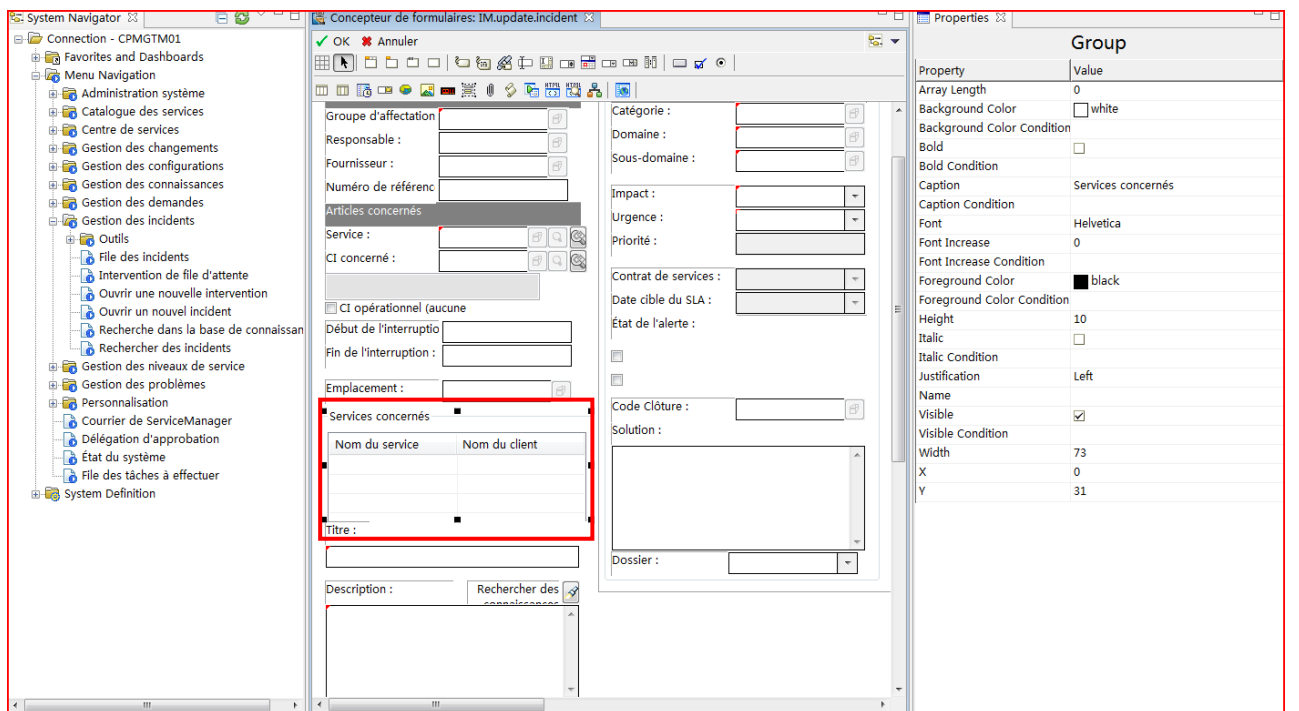
- 1) Log on HP Service manager 7.11 via “falcon” account.
- 2) From the Service Manager main menu, Click **Tailoring > Forms Designer**.
- 3) Type “IM.update.incident” into the name field



4) Click Search.



5) Add a table to the form. Please refer to the following picture.



The detail information of the column as follows.

Table Column	
Property	Value
Accessible Description	
Accessible Name	
Button ID	column1272800088630
Caption	Nom du service
Caption Condition	
Case Conversion	0
Clickable Title	<input checked="" type="checkbox"/>
Column Width Percent	50.0
Decimals	None
Display List	
Field	detailed.service.name
Height	2
Image File	
Input	detailed.affected.services
Input Conversion	
Justification	Left
Mask	
Maximum Characters Beep	<input type="checkbox"/>
Maximum Chars	0
Minimum Column Width	1
Name	
Output Conversion	
Parse	<input type="checkbox"/>
Password	<input type="checkbox"/>
Read-Only	<input type="checkbox"/>
Select Only	<input type="checkbox"/>
Show Title	<input checked="" type="checkbox"/>

Table Column	
Property	Value
Accessible Description	
Accessible Name	
Button ID	column1272800100519
Caption	Nom du client
Caption Condition	
Case Conversion	0
Clickable Title	<input checked="" type="checkbox"/>
Column Width Percent	50.0
Decimals	None
Display List	
Field	detailed.service.subscriber
Height	2
Image File	
Input	detailed.affected.services
Input Conversion	
Justification	Left
Mask	
Maximum Characters Beep	<input type="checkbox"/>
Maximum Chars	0
Minimum Column Width	1
Name	
Output Conversion	
Parse	<input type="checkbox"/>
Password	<input type="checkbox"/>
Read-Only	<input type="checkbox"/>
Select Only	<input type="checkbox"/>
Show Title	<input checked="" type="checkbox"/>

6) Click **Ok**.

3.2.5.2 Add “Related alarms” SubForm

Please refer to 2-2-3 section to add a sub form to IM.update.incident form.

The detail information as follows.

The screenshot shows a form designer interface for 'IM.update.incident'. The main form contains various fields for incident details. A subform titled 'Alarmes liées' is being added to the form, highlighted with a red border. The properties window on the right shows the configuration for this subform:

Subformat	
Property	Value
Display Blank	<input type="checkbox"/>
Display Using Table	<input checked="" type="checkbox"/>
Format	TAlarms.list.g
Height	44
Input	vj.number.alarm
Name	
Virtual Join	<input checked="" type="checkbox"/>
Visible	<input checked="" type="checkbox"/>
Visible Condition	
Width	82
X	0
Y	0