

Table of Contents

- Chapter 1**
- Introduction 1**
 - Who The Book Is For 1
 - What’s in this book..... 2
 - Using this book 3
 - Conventions 3
 - Variables 3
 - Functions..... 3
 - Unloads 4
- Chapter 2**
- Systems Language 5**
 - Variables 5
 - Creating variables 6
 - Nulls 6
 - Key points about variables 7
 - Naming conventions..... 7
 - Advanced: Variable pools..... 7
 - Basic data types 8
 - Compound..... 12
 - File or record data type 15
 - Expressions 17
 - Arithmetic expressions 17
 - String and array expressions..... 18
 - Logical expressions..... 18
 - Statements..... 20
 - Assignment 20
 - FOR loop..... 20
 - IF statement 21
 - WHILE statement 21
 - Syntax 22
 - RAD Functions 22
 - Queries 23

The true query	23
False query.....	23
NULL query	23
query on a Field.....	23
Compound queries	24
Wildcards.....	24
Chapter 3	
Developing in ServiceCenter	25
ServiceCenter objects	25
Naming standards	26
Naming objects.....	26
Development environment	28
Production	28
Test.....	28
Development	28
Code control	29
Tagging objects	29
Unload script.....	30
Testing	31
System testing	31
Application testing	31
Moving into production	32
Design standards	32
Development tips.....	33
Controlling change	33
Managing requirements.....	33
Process flow	35
Responsibilities.....	35
Process details	36
SOFTWARE CHANGE request.....	37
User requirements	38
Chapter 4	
Document Engine	39
Background	39
Basics.....	39

- Engine Modules 40
 - Get object 41
 - Get state 41
 - Get the query 41
 - Display a list 41
 - Diew a record 41
 - Call process 41
- States 41
- Flow 42
- Security 44
- Category 44
- Phase 44
- Page history 44
- Alerts 45
 - files used by alerts 45
 - Setting the alert 46
 - Processing the alert 48
- Approvals 48
 - Files 48
 - Approval process 49
- Locking 50
- Reference 50
 - Approval codes 50
 - Alerts 51
 - Variables 51
 - Application parameters 52
- Document Engine Techniques 63
 - Setting up page history 63
 - Adding alerts 65
- Chapter 5**
- Setting Up a Work Environment 69**
- Chapter 6**
- Basic Techniques 73**
 - Mandatory Fields 73
 - Enforcing an entry 73

Enforcing valid values with a combo box	75
Enforcing with a FILL and Validity	76
Enforcing with a FILL and Format Control	79
Enforcing an entry within a range	80
Conditional enforcement.....	81
Building global lists for a format.....	81
Formatting for display.....	83
Formatting a telephone number.....	83
Formatting a social security number	85
Formatting money.....	87
Formatting dates.....	88
Displaying time only.....	89
Disallowing special characters in a field	90
Creating a dropdown list.....	91
Calculating a value	92
Displaying with different formats.....	93
Removing seconds from a time	96
Separating first and last names	97
Capitalize first letter of a string	98
Remove unwanted characters	99
Security	100
Restricting access to a file.....	101
Restricting access to certain records.....	102
Hiding data	103
Chapter 7	
Data Techniques	105
Working with arrays.....	105
Eliminating duplicates from an array.....	105
Sorting an array	107
Making a single string from an array.....	108
Making an array from a single string.....	109
Eliminating Duplicates	111
Build difference lists.....	112
Queries.....	114
Controlling fields to query on	114
Scripting a query.....	115

- Searching any place in a field 117
- Searching any place in a record 118
- Find string application 120
- Auditing 121
 - Keeping a list of who and when 121
 - Maintaining an audit log 123
 - Keeping a copy of selected data 126
 - Maintaining a complete audit 128
 - Auditing with a new trigger 131
- Time 132
 - End of the day 132
 - Assignment clocks 134
 - Calculate with calendar 137
- Manipulating data 138
 - Updating associated records 138
 - Posting updates to inventory 140
 - Data policy 141
- Chapter 8**
- Usability Techniques 145**
 - Working with links 145
 - Multiple fields to build the fill query 145
 - Virtual joins 148
 - Showing open tickets 150
 - Virtual join list with add/update capability 153
 - Add query to virtual join 158
 - Showing a count of software 159
 - Preventing a find on a field 160
 - Filling into an array with a query 161
 - Using calendar popup 163
 - Calendar popup with a variable field 164
 - Fill into a structure 167
 - Fill from different files 168
 - VIP message 170
 - Making operator easier to maintain 171
 - Capability word array 171
 - Showing the password status 174

Defaulting a password	175
Preventing change of login name	176
Controlling the SysAdmin capability word	177
Maintaining an audit log	178
Login	181
Login pop-up	181
Login pop-up – custom format	182
Login pop-up – conditional	184
Login pop-up survey	185
User interface	189
Temporary check boxes	189
Colored lines in a qbe	190
User-defined inbox	192
Rebuild lists	195
Add a scroll bar on display	196
Inserting ticket number	197
Product type	198
Use a Table for Mandatory fields	201
Universal Code Table	203
Making drop-down values dependent	205
Password reset	207
Chapter 9	
System Techniques	213
System	213
Custom bitmaps	213
Scinfo	214
Mandanten	216
Copying a file	217
Causing an Abend	219
Custom Excel Feed	219
Create a New Macro Type	226
Notifications	227
On Screen Messages	227
Email an individual	230
Page	232
Send a future email	234

- Send a future page..... 235
- Use Email for Paging..... 236
- Calling windows applications 239
 - From a menu:..... 240
 - From format control 240
 - From displayoption 241
- Miscellaneous 242
 - Fill in Catalog info..... 242
 - Show Names in a List..... 245
- Triggers..... 247
 - How triggers work..... 247
 - Adding a trigger 247
 - Trigger.apm.expire 248
 - Trigger.counter 248
 - Trigger.invoke.auditor..... 249
 - Trigger.event.record 249
 - Trigger.stamp.record 249
- Schedules 249
 - Schedule set up 249
 - Us.count.connections 250
 - Us.calc.delta..... 251
- Chapter 10**
- Debugging ServiceCenter 253**
 - Using the debugger..... 253
 - Starting the debugger..... 253
 - Finding the screen id 254
 - Viewing displayscreen record..... 255
 - Format control..... 257
 - Conditions 257
 - Queries..... 259
 - Calculations..... 259
 - Validations..... 259
 - Subroutines 260
 - Links 262
 - Fills/finds 262
 - Virtual joins..... 263

Macros	264
Check the condition	264
Running a schedule record	267
Viewing a format genout.....	268
Common (and uncommon) problems	270
Data problems	270
Query not returning record.....	271
Display problems	272
Entering statements	273
Other.....	274
Appendix A	
Glossary	275
Appendix B	
Sample Requirement.....	297
Objective	297
Classes of modifications.....	297
Format and validation changes	298
New formats	298
Modified formats	299
Functional changes	299
New functions	299
Modify existing functions.....	300
Notifications	300
Data changes	301
Changes to data	301
New data	301
Appendix C	
Error Messages.....	303
User messages	303
Sc.log messages	309
Lfscan errors	316
Appendix D	
Reporting an Error Message.....	319
Purpose.....	319

ServiceCenter error messages	319
Capturing the error.....	320
Appendix E	
Screen Design Standards.....	323
Purpose	323
Background.....	323
Design standard.....	323
General	323
Font.....	323
Labels.....	324
Input fields.....	324
Multi-line text boxes.....	325
Frames	325
Tables	325
Notebooks.....	326
Radio buttons	326
QBE lists	327
Appendix F	
Quick Reference.....	329
Peregrine	329
Start up	330
GUI Start up options.....	330
User options file.....	330
Your systems	330
Application variables.....	331
Display variables.....	332
Object vaRIables.....	332
RTE calls	333
Input/Output apps for forms designer.....	334
Color schemes.....	335
Fill button options.....	335
Control-Shift key combinations	335
Hot keys.....	336
Useful queries.....	336
Apps for format control, menu, scripts	336

Data types	341
Date format codes	341
Reserved words	342
Link variables	342
Forms conditions	343
Command line commands.....	344
Global variables.....	344
LINKS.....	347
Dbdicts	348
Scdbutil	350
Unix commands.....	354
Appendix G	
RAD Functions.....	357
INDEX.....	387